# SAN JOAQUIN VALLEY LIBRARY SYSTEM
# REQUEST FOR PROPOSAL

## NUMBER SJVLS 26-003

# Integrated Library System
## January 26, 2026

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## Closing date of bid will be at 3:00 p.m., on February 27, 2026.

**PROPOSALS WILL BE CONSIDERED LATE WHEN THE SJVLS TIME CLOCK READS 3:00 P.M. PACIFIC TIME**

- Proposals will be opened and publicly read at that time. All proposal information will be available for review after contract award.
- Clarification of specifications is to be directed to: Chris Wymer, phone (559) 600-6256, e-mail christopher.wymer@sjvls.org.

**GENERAL CONDITIONS:** See "San Joaquin Valley Library System Purchasing Standard Instructions and Conditions for Request for Proposals (RFP'S) and Requests for Quotations (RFQ'S)" attached. Check San Joaquin Valley Library System website at https://www.sjvls.org for RFP/Q documents and changes.

## BIDDER TO COMPLETE

UNDERSIGNED AGREES TO FURNISH THE COMMODITY OR SERVICE STIPULATED IN THE ATTACHED PROPOSAL SCHEDULE AT THE PRICES AND TERMS STATED, SUBJECT TO THE "SAN JOAQUIN VALLEY LIBRARY SYSTEM PURCHASING STANDARD INSTRUCTIONS AND CONDITIONS FOR REQUEST FOR PROPOSALS (RFP'S) AND REQUESTS FOR QUOTATIONS (RFQ'S)" ATTACHED.

COMPANY

ADDRESS

CITY                                    STATE                                    ZIP CODE

TELEPHONE NUMBER                 FACSIMILE NUMBER                 E-MAIL ADDRESS

SIGNED BY

PRINT NAME                                                    TITLE

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# KEY DATES

**RFP Issue Date:**                          **Monday, January 26, 2026**

**Vendor Teleconference:**                   **Thursday, February 5, at 10:00 a.m. PDT.**

                                             **The conference will be held online via Microsoft Teams.**

                                             Bidders wishing to participate must email purchasing agent at christopher.wymer@sjvls.org by 12:00 p.m. on **Wednesday, February 4**, to receive the link and instructions.

**Deadline for Written or Emailed Requests for Interpretations of Corrections of RFQ:**   **Tuesday, February 3, 2026, at 3:00 p.m. PDT.**

                                             Questions must be submitted to purchasing agent at christopher.wymer@sjvls.org.

**Response to Questions Posted:**            **Monday, February 9, 2026.**

**RFP Closing Date:**                        **Friday, February 27, 2026, at 3:00 p.m. PDT.**

                                             Proposals must be submitted via email to christopher.wymer@sjvls.org.

**Access to demo/test systems**             **Tuesday, March 3, 2026, to Friday, March 20, 2026.**

**Vendor Presentations:**                    **Week of March 17-20, 2026 (exact date and time to be arranged)**

# OVERVIEW

**Purpose**

The San Joaquin Valley Library System (SJVLS or System) is seeking responses from vendors to provide an Integrated Library System (ILS) capable of supporting a large library consortium with 10 members and 105 branches. Our desired go-live date on the new ILS is April 2027.

SJVLS's current ILS is Horizon from SirsiDynix and has been in use since 2003. SJVLS members all share a single bibliographic and patron database, thereby allowing easy sharing of materials between different members, as well as allowing patrons registered with one member to access library services at any of the other 9 member's library branches using their existing borrower record. This also allows library materials to be returned to any of our member library branches and then routed back to the owning library.

As a result of our size and complexity, SJVLS requires an ILS that is fully featured, robust, and provides sufficient flexibility to allow each of members to set their own rules and policies, as well as allowing them to brand and customize public-facing applications or interfaces to meet their needs. Currently, each member has their own unique OPAC profiles and a mobile app template.

SJVLS currently hosts the ILS in our data center in the Fresno County Central Library, and would like to continue to self-host, if possible. SJVLS understands that the ILS market has shifted to a vendor-hosted model and is willing to consider vendor-hosted solutions as well.

Award of a contract will be made to one (1) vendor on a competitive basis following the process, terms and conditions as described in this RFP.

The Contract resulting from this RFP will be for a term of five (5) years, with option to renew for a minimum of two (2) additional one (1) year terms thereafter unless earlier terminated pursuant to terms and conditions of the Contract.

**Background**

SJVLS serves the public library systems of Fresno, Kern, Kings, Madera, Merced, Mariposa, and Tulare Counties, and the city/district libraries of Coalinga-Huron, Porterville, and Tulare. In all, SJVLS represents 10 library jurisdictions and 105 individual library locations, and bookmobiles. SJVLS's locations range from large urban, medium city/suburban, and small, isolated rural libraries, with a service area spanning approximately 26,000 square miles. [See https://www.sjvls.org/library-locations for a map of branch locations.]

SJVLS attempts to provide the member libraries with services that can be performed more economically as a consortium than as individual libraries. SJVLS recognizes that there are many different models of consortia sharing of library software and rarely are two consortia the same in how they operate. To help respondents gauge how SJVLS and its members utilize their shared ILS environment, we will provide background on our unique use cases for ILS modules, as well as what we aim to implement in our new solution. These services and requirements will be delineated in the Scope of Work and Appendix A – ILS Functionality Survey.

**Administration**

A key concern is the ability of the ILS to manage library operations in a consortia environment. With 10 different member jurisdictions, more than 100 locations and as many as 500 workstations, being able to easily and efficiently create, update, delete, and modify ILS-related settings and configurations is important. Additionally, having access to a training, or testing environment that is refreshed nightly with SJVLS's data from the previous day acts as a way to provide troubleshooting and support to member library staff on issues related to patron, catalog, or other ILS related issues.

**Circulation**

Resource sharing and exchange is one of the foundations of SJVLS. By working together and sharing materials, all library patrons can access a significantly larger number of titles than they would be able to solely within their jurisdiction in a seamless manner. Library patrons are able to search and view the holdings of all member libraries from a single catalog instance, and most of the titles held can be requested and sent to their local library, free of charge. Patrons are also able to return materials checked out from any of our member library branches to another SJVLS library branch, even those outside their home jurisdiction, and the material will be sent back to its home branch. While materials are usually freely exchanged between jurisdictions, there are a few materials and conditions where items are not available outside their home jurisdiction. These include "new" materials, the California State Library Park Passes, some specialized kits, reference or archival materials, and specialized collections like Storytime books. Each of our members have the authority to set their own circulation policies including: loan periods, number of renewals, fine rates, other fees, if there are restrictions on CKO, and when patron accounts are blocked.

To support this model of resource sharing, SJVLS configures circulation rules to be applied by the CKO location, rather than the item's home location, or other factors. In the past this was efficiently achieved by being able to create groups of item types, locations, and patron types and use those groups when defining circulation rules. This way we could create rules such as if a child patron type is checking out an R Rated DVD at a Fresno County branch, deny the CKO. If it's an adult patron type checking out an R Rated DVD from a Fresno County branch, allow the CKO and make the loan period 7 days. Setting rules by groups is significantly easier than having to account for every combination and permutation of possible values between 10 different systems. SJVLS seeks an ILS that offers streamlined administration and configuration of rules that also provides efficient ways to modify them if they change in the future.

SJVLS has a few specialized circulation rule use cases that need to be supported. One of SJVLS's members, Tulare County, is a fine-free library, while the other 9 members still charge overdue fees. Thus, material of any type checked from a Tulare County library branch needs to not accrue overdue fees, even if it is renewed through another SJVLS member, either in-branch or through their OPAC, or if it's returned to a branch outside Tulare County. If a patron does not return an overdue and it ages to lost, then the borrower should be charged for the item.

Unfortunately, SJVLS's service area is not a utopia where patrons always return their material in a timely manner. As a result, we do require the ILS to have some form of debt tracking and reporting. Currently, patrons' debts are tracked based on the checkout location, or debt location, associated with a fine or fee, allowing each member to determine the parameters for when a borrower is submitted for collections, as well as ensuring only debts associated with activity at

the member's jurisdiction are reported. Occasionally, this does result in patrons owing substantial amounts to more than one jurisdiction and being submitted to collections more than once. Currently, six SJVLS members contract with Unique Management for collections services, while the other four members use a different agency, usually within their local governing body. Kern County has a unique process where they first mark a patron as considered for collections and attempt to contact them. If they are able to make contact and the patron returns material, and addresses their fees, they do not get submitted to collections. If they are unable to make contact, or the problems are not addressed, their name is submitted to a collection agency through their governing body. SJVLS's new ILS needs to be able to accommodate these varying practices.

One final specialized requirement is the new ILS needs to accommodate and provide a way for SJVLS staff to perform their annual purge of inactive patrons, as well as Kern County's Relief of Accountability process. Each year in June, before counts of borrowers are generated for the PLS report, SJVLS purges inactive patrons based on criteria approved by the members. Additionally, Kern County has a unique process that purges fees owed to Kern County that are older than 4 years. SJVLS oversees and runs the process and generates reports for the members detailing information purged.

For the purge of inactive patrons, there are a short-term and a long-term purge. The short-term purge deletes accounts that have been inactive for at least three years and owe less than an amount specified by the jurisdiction, typically $3-5. The long-term purge deletes patrons who have been inactive for at least seven years, regardless of what they owe. To populate which accounts will be deleted, SJVLS runs a series of SQL queries that check a patron's registration date, the date their account was renewed, the date they last authenticated into a resource or used a public PC, and the date they last checked out material. If all of those dates are older than the time period for the purge, then their account is deleted. During the deletes, SJVLS runs reports for each member showing how many accounts were deleted by patron type, and reports of the dollar amounts waived with the deletions. For the long-term purge, we also provide a detailed listing of the specific debt collect fines and fees that were deleted, so the corresponding amounts can be removed from any debt collect systems outside the ILS. In the last two years, SJVLS has added a step to the purge where we send an email informing patrons their account is considered inactive and will be deleted in 30 days if they do not take action.

Kern County's relief of accountability is a similar process. Annually, Kern County library staff reach out to SJVLS and request an initial list of fees to be purged. SJVLS populates tables with information about what fees are owed to Kern County and older than 4 years. Kern County gets approval from their governing body to relieve the debts, informs SJVLS its approved, and then SJVLS runs a process to remove the fees from the ILS. Being able to continue these processes is an important part of the new solution.

**Cataloging**

SJVLS's member jurisdictions have varying levels of expertise with and different approaches to cataloging their materials. All 10 member jurisdictions have full cataloging memberships with OCLC, and each has their own symbol. SJVLS maintains setting and deleting OCLC holdings for all 10 members using a custom process detailed in Appendix B – Supplemental Questions. Only 3 jurisdictions – Fresno, Kern, and Merced Counties – have full catalogers, the other 7 members have staff that perform copy cataloging. SJVLS has a contract with Backstage Library Works to provide original catalog records for material when SJVLS and OCLC do not have a record for an item.

**Acquisitions**

Within SJVLS each member is responsible for ordering their own materials and maintaining their own vendor relationships. Other than consulting on the initial setup between the vendor's ordering system and the Acquisitions module in Horizon, and troubleshooting problems with orders, SJVLS has little involvement with the acquisitions process. Historically only some of SJVLS's members have used the acquisitions module. The members currently using it are Fresno, Kern, Madera, and Tulare Public.

**Serials**

SJVLS members have various approaches to managing serials. Some members have discontinued their print serial collections in favor of digital magazines, but most still maintain at least a small set of subscriptions for in their branches. Some members fully utilize the serials module with copy records and maintaining prediction patterns. Others have opted for a simpler approach; maintaining a set number of issues linked to a bibliographic record. When new issues arrive, the barcode attached to the new issue replaces the barcode of the oldest issue's item record and the call number is updated with the new issue information. These varying approaches are facilitated by having serials bibliographic records that are either under serials control or not or creating one for each scenario when members with each process have subscriptions.

**E-Resource Integration**

As much as is feasible, SJVLS attempts to ensure each member's e-resource holdings are discoverable and accessible in a member's public facing applications, without showing patrons material their library does not have access to. For example, searches of Tulare Public's catalog profile show eBooks purchased by Tulare Public, and do not show titles purchased by members other than Tulare Public. SJVLS members share several e-resources systemwide and have access to many others through subscriptions provided by the California State Library, while also having their own unique subscriptions intended for use only by their patrons. eBooks are one of the most important e-resource integrations that include all three of those sources. SJVLS maintains a collection of titles through CloudLibrary, intended for use by patrons of any SJVLS member library. Each member maintains their own OverDrive accounts, and some members also offer Hoopla and Kanopy.  The California State Library maintains the Palace Project collection that's accessible by all California library patrons. Historically, SJVLS has not loaded or maintained MARC records for eBooks or e-resources. eBooks were incorporated into public facing applications through SirsiDynix's ERC module. SJVLS also provides a general database package through Gale and maintains EZ Proxy instances for e-resource authentication inside and outside SJVLS's network.

**Statistics and Reporting**

SJVLS and our members track, review, maintain and share statistics and reports, both internally and with outside stakeholders or agencies. These reports cover all aspects of library operations, from circulation and cataloging statistics, patron clean up reports, and daily fine and fee reports. Most of the time, SJVLS staff are responsible for creating report templates, customizing filters and report options, and then providing the members with access to reports tailored to their jurisdiction. This especially applies to situations where all 10 of our members need to report the same information, typically to another government agency. Examples of these reports include monthly, quarterly, and annual usage statistics, resource sharing and transiting of materials

between libraries, statistical reports of borrowers and debts purged annually, and usage statistics for the California State Park Pass program.

As much as possible, SJVLS seeks to provide our members with the flexibility to create, modify, run, and schedule reports on their own. Like other ILS modules, SJVLS provides one super user at each jurisdiction with elevated permissions to manage local settings for their libraries and staff and act as a local expert to troubleshoot minor issues. Currently, one staff member at each jurisdiction has account permissions in our reporting software to build reports and administer reports at the same level as SJVLS. Other staff members have accounts to view and run reports, including selecting prompt answers, exporting results to common file formats for further analysis or distribution, and subscribing to reports they use on a regular basis. SJVLS seeks a solution that allows us to continue providing statistical tracking and reporting access at the same level.

The vendor's solution needs to be able to track and report standard ILS usage statistics over common reporting periods including day of week, hour of day, daily, weekly, monthly, quarterly, and annual. The statistical categories need to include: acquisitions, circulation, cataloging, fines and fees, and materials exchange (transits). In addition to standard statistical reports, SJVLS requires the ability to continue providing these specialized reports.

**CLSA Unowned Holds Report** – Each year the California State Library distributes CLSA (California Library Services Act) funding to the cooperative library systems for the purpose of supporting communications, resource sharing and delivery amongst the cooperative's members. SJVLS's allocation goes to fund delivery of physical materials between member jurisdictions, because allowing residents of a library to access the materials of any library in the system is the most cost-effective way to use our funding.

To support this, at the beginning of each fiscal year, SJVLS counts the number of bibliographic records held by each member, and the number of bibliographic records where the member does not own a copy and one of the items linked to the record is a material type that fills requests (which implies the library that does not own a the title could request to have an item sent to their location). The second value represents the "additional titles" the member gains access to through their SJVLS membership.

Each night throughout the fiscal year SJVLS runs a set of SQL queries on the item transit table to count the number of items put in transit that day to fill a hold outside the owning jurisdiction where the receiving jurisdiction does not own the title being sent. The counts are inserted into a custom table created by SJVLS. Throughout the year, SJVLS reviews the values, and at the end of the year we report how often members received items through delivery that they did not own, to justify our use of state funding.

**Quarterly ILL Report** – Similar to the CLSA report above, the quarterly ILL report tracks and reports material exchange between SJVLS member jurisdictions. Previously, the report was required by the State Library as a part of receiving state funding, however, the funding program that required it no longer exists. While it's no longer mandated by the state, SJVLS still tracks and reports totals, because it helps justify the value of participation in SJVLS's shared ILS.

Each night throughout the fiscal year, SJVLS runs a set of SQL queries that counts the number of items placed in transit from one location to another – this report counts by individual branch, not aggregated by jurisdiction – and by the transit reason, filling a hold or returning home. The resulting counts are inserted into a separate tracking table, which is then queried to generate the

quarterly reports, one for lending and one for borrowing, and shared with members. The report output is by jurisdiction, meaning there's a report for each member. The lending report shows the number of times each month in the quarter the jurisdiction sent items to another jurisdiction (including their own) to fill a hold. The borrowing report shows the number of times each month in the quarter the jurisdiction received items from another jurisdiction (including their own) to fill a hold. This report differs from the CLSA report in that it counts all transits, not just transits where the receiving library did not own a copy.

**Bib Usage Stats Report** – This report allows SJVLS to report on the most popular titles from a branch or jurisdiction over a period of time. It provides data for "most popular titles this year" social media posts and can show trends in title usage over time. SJVLS would like to be able to continue tracking and offering title usage reports like this and seeks a solution that is able to track how many times an item linked to a bibliographic record check out from a location over a timeframe. At a minimum, the report would track usage in 6-month intervals (January to June and July to December) so that usage could be reported in both fiscal year and calendar year intervals. Being able to be more granular and report usage over months or weeks would be better, but SJVLS recognizes the greater storage requirements needed to track at that level.

**Last Copy Report** – When SJVLS deletes items and bibliographic records, and OCLC holdings on a biweekly basis, we also provide our members with a report of the titles where they withdrew their last copy. The report lists the bib#, author, title, date, format, audience, and number of copies in SJVLS. It could be used by members to decide if they want to replace the copy that was withdrawn.

**State Library Annual Report** – Each year the California State Library gathers statistics from every library jurisdiction for the Public Library Survey (PLS). To help ensure consistency and accuracy and make gathering the statistics easier when members fill out PLS, SJVLS runs a series of SQL queries to gather relevant statistics from the ILS. Any counts required by PLS are generated right after midnight on July 1, in order to be as accurate as possible. Circulation statistics for the previous year are queried and saved during the first week of July by SJVLS staff. SJVLS then aggregates the counts and circulation statistics into spreadsheets that member library staff can pull data from to fill out their PLS reports.

**Patron Facing Applications**

SJVLS endeavors to give our members the flexibility to customize and configure all shared public facing applications with their own branding, design, and configurations, while maintaining a consistent user experience between members. This has been achieved in the past by providing public facing applications with consistent layouts and themes, but with details like search limits, library sorting, pickup locations, and custom messages being configured specific to the member's profile. SJVLS seeks a solution that allows our members to make decisions about features such as search configuration, facets, links to outside resources, promotions, and integrations with other services, while maintaining a consistent user experience across profiles, and providing streamlined administration of share features and configurations. This way the catalog or mobile app user experience can be tailored to the needs of each member, for example allowing Fresno County to link to their website, sort their holdings to the top of locations that have a title, or integrate their LibCal event calendar to enhance the user experience for their patrons, while also allowing SJVLS to manage the shared components across all members.

An example of shared components tailored to a specific member are the "New at the Library"

search limits in use by some of our members. SJVLS combines pre-search limits with Syndetics Unbound display widgets to create browsable carousels of new materials. The search limits are scoped to our member's collection codes for materials like DVDs, Fiction, children's fiction, etc. and combined with other filters to limit the titles in search results to ones recently acquired by the member. A list of bibliographic records that meet the search limit criteria are then inserted into a report that outputs the title's ISBN, which is put into a Syndetics display widget that's displayed in the member's catalog profile. A link to "View All" is configured as an open search against the associated search limit to return all results.

One of the most important considerations is the ability of our members to integrate their various e-resource offerings seamlessly into the application's user experience. SJVLS seeks to be able to allow library patrons to search the full extent of their library's physical and digital collections, from a single search interface, as well as viewing and managing checkouts and holds from the ILS and e-resource providers like OverDrive, Hoopla, CloudLibrary, and other patron account information from a single interface. At the same time, we do not want to show e-resource offerings in one member's catalog or mobile that their patrons do not have access to, for example, we do not want Tulare County OverDrive holdings appearing in search results in Fresno County's catalog profile.

In the past SJVLS has been able to incorporate many of a member's e-resource vendor's materials in their catalog or mobile app profiles without having to import or manage MARC records in our bibliographic database. It is critical that the proposed solution offers an automated and streamlined process for importing, updating, maintaining, and deleting holdings for eBooks and eAudiobooks from multiple vendors and multiple customer accounts, as well as ensuring that systemwide offerings are available to all profiles while restricting member-specific resources to only their profiles. Whether this is accomplished with or without MARC records in the bibliographic database, it should be a process that does not require intervention or assistance from staff.

Below are some of SJVLS's ILS statistics from the most recent completed fiscal year, 2024-25.

| | |
|---|---|
| Number of Patrons | 477,726 |
| Number of Locations | 105 branches<br>8 bookmobiles<br>5 hold lockers |
| Number of Staff User Accounts | 766 |
| Annual Circulation (1st time CKO only) | 2,367,717 |
| Annual Circulation (with renewals) | 3,442,044 |
| Number of Bibliographic Records | 792,588 |
| Number of Library Items | 2,601,035 |

# SAN JOAQUIN VALLEY LIBRARY SYSTEM

### STANDARD INSTRUCTIONS AND CONDITIONS FOR
### REQUESTS FOR PROPOSALS (RFP'S) AND REQUESTS FOR QUOTATIONS (RFQ'S)

Note: the reference to "bids" in the following paragraphs applies to RFP's and RFQ's

## GENERAL CONDITIONS

By submitting a bid the bidder agrees to the following conditions. These conditions will apply to all subsequent purchases based on this bid.

1.  BID PREPARATION:

    A)  All prices and notations must be typed or written in ink. No erasures permitted. Errors may be crossed out, initialed and corrections printed in ink by person signing bid.

    B)  Brand Names: Brand names and numbers when given are for reference. Equal items will be considered, provided the offer clearly describes the article and how it differs from that specified. In the absence of such information, it shall be understood the offering is exactly as specified.

    C)  State brand or make of each item. If bidding on other than specified, state make, model and brand being bid and attach supporting literature/specifications to the bid.

    D)  Bid on each item separately. Prices should be stated in units specified herein. All applicable charges must be quoted; charges on invoice not quoted herein will be disallowed.

    E)  Time of delivery is a part of the consideration and must be stated in definite terms and must be adhered to. F.O.B. Point shall be destination or freight charges must be stated.

    F)  All bids must be dated and signed with the firm's name and by an authorized officer or employee.

    G)  Unless otherwise noted, prices shall be firm for 180 days after closing date of bid.

2.  SUBMITTING BIDS:

    A)  Each bid must be submitted on forms provided in a PDF document sent by email to christopher.wymer@sjvls.org. Please include the bid number and vendor name in the subject line.

    B)  Interpretation: Should any discrepancies or omissions be found in the bid specifications or doubt as to their meaning, the bidder shall notify the Buyer in writing at once. The System shall not be held responsible for verbal interpretations. Questions regarding the bid must be received by the System at least 5 working days before bid opening or by the question deadline stated in the RFP/RFQ. All addenda issued shall be in writing, duly issued by the System and incorporated into the contract.

    C)  ISSUING AGENT/AUTHORIZED CONTACT: This RFQ/RFP has been issued by San Joaquin Valley Library System. The System's purchasing contact shall be the vendor's sole point of contact with regard to the RFQ/RFP, its content, and all issues concerning it.

        All communication regarding this RFQ/RFP shall be directed to an authorized representative of the System. The specific staff member managing this RFP/RFQ is identified on the cover page, along with his or her telephone number, and he or she should be the primary point of contact for discussions or information pertaining to the RFQ/RFP. Contact with any other System representative, including elected officials, for the purpose of discussing this RFQ/RFP, its content, or any other issue concerning it, is prohibited unless authorized by the System. Violation of this clause, by the vendor having unauthorized contact (verbally or in writing) with such other System representatives, may constitute grounds for rejection by System of the vendor's quotation.

        The above stated restriction on vendor contact with System representatives shall apply until the System has awarded a purchase order or contract to a vendor or vendors, except as follows. First, in the event that a vendor initiates a formal protest against the RFQ/RFP, such vendor may contact the appropriate individual,

or individuals who are managing that protest as outlined in the System's established protest procedures. All such contact must be in accordance with the sequence set forth under the protest procedures. Second, in the event a public hearing is scheduled before the Administrative Council to hear testimony prior to its approval of a purchase order or contract, any vendor may address the Council.

D)  Bids received after the closing time will NOT be considered.

E)  Bidders are to bid what is specified or requested first. If unable to or unwilling to, bidder may bid alternative or option, indicating all advantages, disadvantages and their associated cost.

F)  Public Contract Code Section 7028.15

Where the State of California requires a Contractor's license, it is a misdemeanor for any person to submit a bid unless specifically exempted.

3.  FAILURE TO BID:

A)  If not bidding, return bid sheet and state reason for no bid or your name may be removed from mailing list.

4.  TAXES, CHARGES AND EXTRAS:

A)  San Joaquin Valley Library System is subject to California sales and/or use tax (8.350%). Please indicate as a separate line item if applicable.

B)  **DO NOT** include Federal Excise Tax. System is exempt.

C)  System is exempt from Federal Transportation Tax. Exemption certificate is not required where shipping papers show consignee as San Joaquin Valley Library System.

D)  Charges for transportation, containers, packing, etc. will not be paid unless specified in bid.

5.  REQUEST FOR TAXPAYER IDENTIFICATION NUMBER AND CERTIFICATION:

Upon award of bid, the vendor shall submit to System Purchasing, a completed W-9 - Request for Taxpayer Identification Number and Certification if not already a current vendor with The San Joaquin Valley Library System. The vendor shall also submit a completed California FTB Form 590 or Form 587 as appropriate. This form is available from the IRS to complete online at https://www.irs.gov/pub/irs-pdf/fw9.pdf.

6.  AWARDS:

A)  Subject to the local preference provisions referenced in Paragraph 7 below and more thoroughly set forth in the General Requirements section of this RFQ/RFP, award(s) will be made to the most responsive responsible bidder. The evaluation will include such things as life-cycle cost, availability, delivery costs and whose product and/or service is deemed to be in the best interest of the System. The System shall be the sole judge in making such determination.

B)  Unless bidder gives notice of all-or-none award in bid, System may accept any item, group of items or on the basis of total bid.

C)  The System reserves the right to reject any and all bids and to waive informalities or irregularities in bids.

D)  After award, all bids shall be open to public inspection. The System assumes no responsibility for the confidentiality of information offered in a bid.

7.  LOCAL VENDORS

A)  Local Vendor Preference (applicable to RFQ Process only)

The following provisions are applicable only to the System's acquisition of materials, equipment or supplies through the RFQ process when the funding source does not require an exemption to the Local Vendor Preference.

THE PROVISIONS OF THIS PARAGRAPH ARE APPLICABLE, NOTWITHSTANDING ANY OTHER PROVISIONS OF THIS RFQ TO THE CONTRARY

If the apparent low bidder is not a local vendor, any local vendor who submitted a bid which was within five percent (5%) of the lowest responsive bid as determined by the purchasing agent shall have the option of submitting a new bid within forty-eight hours (not including weekends and holidays) of System's delivery of notification. Such new bids must be in an amount less than or equal to the lowest responsive bid as determined by the purchasing agent. If the purchasing agent receives any new bids from local vendors who have the option of submitting new bids within said forty-eight-hour period, it shall award the contract to the local vendor submitting the lowest responsible bid. If no new bids are received, the contract shall be awarded to the original low bidder as announced by the purchasing agent.

B) Local Vendor Defined

"Local Vendor" shall mean any business which:

1. Has its headquarters, distribution point or locally owned franchise located in or having a street address within the San Joaquin Valley Library System service area for at least six (6) months immediately prior to the issuance of the request for competitive bids by the purchasing agent; and

2. Holds any required business license by a jurisdiction located in Merced, Mariposa, Madera, Fresno, Kings, Tulare or Kern Counties; and

3. Employs at least one (1) full-time or two (2) part-time employees whose primary residence is located within Merced, Mariposa, Madera, Fresno, Kings, Tulare or Kern Counties, or if the business has no employees, shall be at least fifty percent (50%) owned by one or more persons whose primary residence(s) is located within Merced, Mariposa, Madera, Fresno, Kings, Tulare or Kern Counties.

8. TIE BIDS:

All other factors being equal, the contract shall be awarded to the local vendor or, if neither or both are local vendors, it may be awarded by the flip of a coin in the presence of witnesses, or the entire bid may be rejected and re-bid. If the General Requirements of this RFQ state that they are applicable, the provisions of the System Local Vendor Preference shall take priority over this paragraph.

9. PATENT INDEMNITY:

The vendor shall hold the System, its officers, agents and employees, harmless from liability of any nature or kind, including costs and expenses, for infringement or use of any copyrighted or uncopyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used in connection with this bid.

10. SAMPLES:

Samples, when required, must be furnished and delivered free and, if not destroyed by tests, will upon written request (within 30 days of bid closing date) be returned at the bidder's expense. In the absence of such notification, System shall have the right to dispose of the samples in whatever manner it deems appropriate.

11. RIGHTS AND REMEDIES OF SYSTEM FOR DEFAULT:

A) In case of default by vendor, the System may procure the articles or service from another source and may recover the cost difference and related expenses occasioned thereby from any unpaid balance due the vendor or by proceeding against performance bond of the vendor, if any, or by suit against the vendor. The prices paid by the System shall be considered the prevailing market price at the time such purchase is made.

B) Articles or services, which upon delivery inspection do not meet specifications, will be rejected and the vendor will be considered in default. Vendor shall reimburse System for expenses related to delivery of non-specified goods or services.

C) Regardless of F.O.B. point, vendor agrees to bear all risks of loss, injury or destruction to goods and materials ordered herein which occur prior to delivery and such loss, injury or destruction shall not release vendor from any obligation hereunder.

12. DISCOUNTS:

Terms of less than 15 days for cash payment will be considered as net in evaluating this bid. A discount for payment within fifteen (15) days or more will be considered in determining the award of bid. Discount period will commence either the later of delivery or receipt of invoice by the System. Standard terms are Net Forty-five (45) days.

13. SPECIAL CONDITIONS IN BID SCHEDULE SUPERSEDE GENERAL CONDITIONS.

The "General Conditions" provisions of this RFP/RFQ shall be superseded if in conflict with any other section of this bid, to the extent of any such conflict.

14. SPECIAL REQUIREMENT:

With the invoice or within twenty-five (25) days of delivery, the seller must provide to the System a Material Safety Data Sheet for each product, which contains any substance on "The List of 800 Hazardous Substances", published by the State Director of Industrial Relations. (See Hazardous Substances Information and Training Act. California State Labor Code Sections 6360 through 6399.7.)

15. RECYCLED PRODUCTS/MATERIALS:

Vendors are encouraged to provide and quote (with documentation) recycled or recyclable products/materials which meet stated specifications.

16. YEAR COMPLIANCE WARRANTY

Vendor warrants that any product furnished pursuant to this Agreement/order shall support a four-digit year format and be able to accurately process date and time data from, into and between the twentieth and twenty-first centuries, as well as leap year calculations. "Product" shall include, without limitation, any piece or component of equipment, hardware, firmware, middleware, custom or commercial software, or internal components or subroutines therein. This warranty shall survive termination or expiration of this Agreement.

In the event of any decrease in product functionality or accuracy related to time and/or date data related codes and/or internal subroutines that impede the product from operating correctly using dates beyond December 31, 1999, vendor shall restore or repair the product to the same level of functionality as warranted herein, so as to minimize interruption to System's ongoing business process, time being of the essence. In the event that such warranty compliance requires the acquisition of additional programs, the expense for any such associated or additional acquisitions, which may be required, including, without limitation, data conversion tools, shall be borne exclusively by vendor. Nothing in this warranty shall be construed to limit any rights or remedies the System may otherwise have under this Agreement with respect to defects other than year performance.

17. PARTICIPATION:

Bidder may agree to extend the terms of the resulting contract to other political subdivision, municipalities and tax-supported agencies.

Such participating Governmental bodies shall make purchases in their own name, make payment directly to bidder, and be liable directly to the bidder, holding the San Joaquin Valley Library System harmless.

18. CONFIDENTIALITY:

All services performed by vendor shall be in strict conformance with all applicable Federal, State of California and/or local laws and regulations relating to confidentiality, including but not limited to, California Civil Code, California Welfare and Institutions Code, Health and Safety Code, California Code of Regulations, Code of Federal Regulations.

Vendor shall submit to System's monitoring of said compliance.

Vendor may be a business associate of System, as that term is defined in the "Privacy Rule" enacted by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). As a HIPAA Business Associate, vendor may use or disclose protected health information ("PHI") to perform functions, activities or services for or on behalf of System as specified by the System, provided that such use or disclosure shall not violate HIPAA and its implementing regulations. The uses and disclosures if PHI may not be more expansive than those applicable to System, as the "Covered Entity" under HIPAA'S Privacy Rule, except as authorized for management, administrative or legal responsibilities of the Business Associate.

Vendor shall not use or further disclose PHI other than as permitted or required by the System, or as required by law without written notice to the System.

Vendor shall ensure that any agent, including any subcontractor, to which vendor provides PHI received from, or created or received by the vendor on behalf of System, shall comply with the same restrictions and conditions with respect to such information.

19. APPEALS

Appeals must be submitted in writing within seven (7) working days after notification of proposed recommendations. Appeals should be submitted to San Joaquin Valley Library System, 2420 Mariposa Street, Fresno, California 93721 to the attention of the buyer designated on the RFP/RFQ cover letter. Appeals should address only areas regarding RFP contradictions, procurement errors, quotation rating discrepancies, legality of procurement context, conflict of interest, and inappropriate or unfair competitive procurement grievance regarding the RFP process.

System will provide a written response to the complainant within seven (7) working days unless the complainant is notified more time is required.

If the protesting bidder is not satisfied with the decision of the buyer, he/she shall have the right to appeal to the SJVLS Administrative Librarian within seven (7) business days after System's notification; except if, notified to appeal directly to the Administrative Council at the scheduled date and time.

If the protesting bidder is not satisfied with Buyer/Administrative Librarian's decision, the final appeal is with the Administrative Council.

20. OBLIGATIONS OF CONTRACTOR:

A) CONTRACTOR shall perform as required by the ensuing contract. CONTRACTOR also warrants on behalf of itself and all subcontractors engaged for the performance of the ensuing contract that only persons authorized to work in the United States pursuant to the Immigration Reform and Control Act of 1986 and other applicable laws shall be employed in the performance of the work hereunder.

B) CONTRACTOR shall obey all Federal, State, local and special district laws, ordinances and regulations.

21. AUDITS & RETENTION:

The Contractor shall maintain in good and legible condition all books, documents, papers, data files and other records related to its performance under this contract. Such records shall be complete and available to the San Joaquin Valley Library System, the State of California, the federal government or their duly authorized representatives for the purpose of audit, examination, or copying during the term of the contract and for a period of at least three years following the System's final payment under the contract or until conclusion of any pending matter (e.g., litigation or audit), whichever is later. Such records must be retained in the manner described above until all pending matters are closed.

22. DISCLOSURE – CRIMINAL HISTORY & CIVIL ACTIONS:

Applies to Request for Proposal (RFP); does not apply to Request for Quotation (RFQ) unless specifically stated elsewhere in the RFQ document.

In their proposal, the bidder is required to disclose if any of the following conditions apply to them, their owners, officers, corporate managers and partners (hereinafter collectively referred to as "Bidder"):

- Within the three-year period preceding the proposal, they have been convicted of, or had a civil judgment rendered against them for:
  o fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction;
  o violation of a federal or state antitrust statute;
  o embezzlement, theft, forgery, bribery, falsification, or destruction of records; or
  o false statements or receipt of stolen property

Within a three-year period preceding their proposal, they have had a public transaction (federal, state, or local) terminated for cause or default.

# PROPOSAL IDENTIFICATION SHEET

*RESPONDENT TO COMPLETE AND RETURN WITH PROPOSAL*

Our proposal is attached and identified as:

_____

_____

The undersigned agrees to furnish the service stipulated at the prices and terms stated in the cost proposal.

Work services will commence within _____ calendar days after signing the final contract

Company: _____

Address: _____

_____

City: _____ State: _____ Zip: _____

Signed by: _____

_____
Print Name

_____
Print Title

_____
Telephone                    Fax Number                    E-mail Address

Date: _____

# TRADE SECRET ACKNOWLEDGEMENT

All proposals received by the System shall be considered "Public Record" as defined by Section 7920.530 of the California Government Code. This definition reads as follows:

> "...Public records" includes any writing containing information relating to the conduct of the public's business prepared, owned, used or retained by any state or local agency regardless of physical form or characteristics. "Public records" in the custody of, or maintained by, the Governor's office means any writing prepared on or after January 6, 1975."

Each proposal submitted is public record and is therefore subject to inspection by the public per Section 7922.525 of the California Government Code. This section states that "every citizen has a right to inspect any public record".

The System will not exclude any proposal or portion of a proposal from treatment as a public record except in the instance that it is submitted as a trade secret as defined by the California Government Code. Information submitted as proprietary, confidential or under any other such terms that might suggest restricted public access will not be excluded from treatment as public record.

"Trade secrets" as defined by Section 3426.1 of the California Civil Code are deemed not to be public record. This section defines trade secrets as:

> ""Trade secrets," means information, including a formula, pattern, compilation, program, device, method, technique, or process, that:
> (1) Derives independent economic value, actual or potential, from not being generally known to the public or to other persons who can obtain economic value from its disclosure or use; and
> (2) Is the subject of efforts that are reasonable under the circumstances to maintain its secrecy."

Information identified by bidder as "trade secret" will be reviewed by San Joaquin Valley Library System's legal counsel to determine conformance or non-conformance to this definition. Examples of material not considered to be trade secrets are pricing, cover letter, promotional materials, etc. Such material should be submitted as a part of the procurement response.

**INFORMATION THAT IS IDENTIFIED AS TRADE SECRET AND CONFORMS TO THE ABOVE DEFINITION WILL NOT BECOME PUBLIC RECORD. SYSTEM WILL SAFEGUARD THIS INFORMATION IN AN APPROPRIATE MANNER.**

Information identified by bidder as trade secret and determined not to be in conformance with the California Government Code definition shall be excluded from the proposal. Such information will be returned to the bidder at bidder's expense upon written request.

Trade secrets must be submitted in a separate compressed folder named "Trade Secrets."

The System shall not in any way be liable or responsible for the disclosure of any proposals or portions thereof, if they are not (1) submitted in a separate binder that is plainly marked "Trade Secret" on the outside; and (2) if disclosure is required under the provision of law or by order of Court.

**Vendors are advised that the System does not wish to receive trade secrets and that vendors are not to supply trade secrets unless they are absolutely necessary.**

## TRADE SECRET ACKNOWLEDGEMENT

I have read and understand the above "Trade Secret Acknowledgement."

I understand that the San Joaquin Valley Library System has no responsibility for protecting information submitted as a trade secret if it is not delivered in a separate compressed folder marked "Trade Secret."
Enter company name on appropriate line:

_____   has submitted information identified as Trade Secrets in a
(Company Name)                    separate compressed folder.**

_____   has not submitted information identified as Trade Secrets.
(Company Name)


**ACKNOWLEDGED BY:**


_____     _____
Signature                                   Telephone


_____     _____
Print Name and Title                        Date


_____
Address


_____     _____
City                        State           Zip


**Bidders brief statement that clearly sets out the reasons for confidentiality in conforming with the California Government Code definition.


_____

_____

_____

_____

# DISCLOSURE – CRIMINAL HISTORY & CIVIL ACTIONS

In their proposal, the bidder is required to disclose if any of the following conditions apply to them, their owners, officers, corporate managers and partners (hereinafter collectively referred to as "Bidder"):

- Within the three-year period preceding the proposal, they have been convicted of, or had a civil judgment rendered against them for:

  o fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction;

  o violation of a federal or state antitrust statute;

  o embezzlement, theft, forgery, bribery, falsification, or destruction of records; or

  o false statements or receipt of stolen property

- Within a three-year period preceding their proposal, they have had a public transaction (federal, state, or local) terminated for cause or default.

Disclosure of the above information will not automatically eliminate a Bidder from consideration. The information will be considered as part of the determination of whether to award the contract and any additional information or explanation that a Bidder elects to submit with the disclosed information will be considered. If it is later determined that the Bidder failed to disclose required information, any contract awarded to such Bidder may be immediately voided and terminated for material failure to comply with the terms and conditions of the award.

Any Bidder who is awarded a contract must sign an appropriate Certification Regarding Debarment, Suspension, and Other Responsibility Matters. Additionally, the Bidder awarded the contract must immediately advise the System in writing if, during the term of the agreement: (1) Bidder becomes suspended, debarred, excluded or ineligible for participation in federal or state funded programs or from receiving federal funds with an exclusion listing in the System for Award Management (https://sam.gov); or (2) any of the above listed conditions become applicable to Bidder. The Bidder will indemnify, defend and hold the System harmless for any loss or damage resulting from a conviction, debarment, exclusion, ineligibility or other matter listed in the signed Certification Regarding Debarment, Suspension, and Other Responsibility Matters.

## CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS--PRIMARY COVERED TRANSACTIONS

### INSTRUCTIONS FOR CERTIFICATION

1. By signing and submitting this proposal, the prospective primary participant is providing the certification set out below.

2. The inability of a person to provide the certification required below will not necessarily result in denial of participation in this covered transaction. The prospective participant shall submit an explanation of why it cannot provide the certification set out below. The certification or explanation will be considered in connection with the department or agency's determination whether to enter into this transaction. However, failure of the prospective primary participant to furnish a certification or an explanation shall disqualify such person from participation in this transaction.

3. The certification in this clause is a material representation of fact upon which reliance was placed when the department or agency determined to enter into this transaction. If it is later determined that the prospective primary participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency may terminate this transaction for cause or default.

4. The prospective primary participant shall provide immediate written notice to the department or agency to which this proposal is submitted if at any time the prospective primary participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

5. The terms covered transaction, debarred, suspended, ineligible, participant, person, primary covered transaction, principal, proposal, and voluntarily excluded, as used in this clause, have the meanings set out in the Definitions and Coverage sections of the rules implementing Executive Order 12549. You may contact the department or agency to which this proposal is being submitted for assistance in obtaining a copy of those regulations.

6. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

# <u>CERTIFICATION</u>

(1)    The prospective primary participant certifies to the best of its knowledge and belief, that it, its owners, officers, corporate managers and partners:

    (a)    Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal department or agency;

    (b)    Have not within a three-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;

    (c)    Have not within a three-year period preceding this application/proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

(2)    Where the prospective primary participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.


Signature: _____    Date: _____


_____                        _____
(Printed Name & Title)                                                          (Name of Agency or Company)

VENDOR MUST COMPLETE AND RETURN WITH REQUEST FOR PROPOSAL

# REFERENCE LIST

Provide a list of at least five (5) customers for whom you have recently provided similar services (preferably large multi-jurisdiction public library consortiums or California libraries). Be sure to include all requested information.

Reference Name: _____ Contact: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone No.: _____ Date: _____
Service Provided: _____

Reference Name: _____ Contact: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone No.: _____ Date: _____
Service Provided: _____

Reference Name: _____ Contact: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone No.: _____ Date: _____
Service Provided: _____

Reference Name: _____ Contact: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone No.: _____ Date: _____
Service Provided: _____

Reference Name: _____ Contact: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone No.: _____ Date: _____
Service Provided: _____

Failure to provide a list of at least five (5) customers may be cause for rejection of this RFP.

# PARTICIPATION

The San Joaquin Valley Library System is a member of the Central Valley Purchasing Group. This group consists of Fresno, Kern, Kings, and Tulare Counties and all governmental, tax supported agencies within these counties.

Whenever possible, these and other tax supported agencies co-op (piggyback) on contracts put in place by one of the other agencies.

Any agency choosing to avail itself of this opportunity, will make purchases in their own name, make payment directly to the contractor, be liable to the contractor and vice versa, per the terms of the original contract, all the while holding the San Joaquin Valley Library System harmless. If awarded this contract, please indicate whether you would extend the same terms and conditions to all tax supported agencies within this group as you are proposing to extend to System.

☐      Yes, we will extend contract terms and conditions to all qualified agencies within the Central Valley Purchasing Group and other tax supported agencies.

☐      No, we will not extend contract terms to any agency other than the San Joaquin Valley Library System.

_____

(Authorized Signature)

_____

Title

**Note:** This form/information is not rated or ranked in evaluating proposal.

# GENERAL REQUIREMENTS

**DEFINITIONS:** The terms Bidder, Proposer, Contractor and Vendor are all used interchangeably and refer to that person, partnership, corporation, organization, agency, etc. which is offering the proposal and is identified on the "Provider" line of the Proposal Identification Sheet.

**LOCAL VENDOR PREFERENCE:** The Local Vendor Preference does not apply to this Request for Proposal.

**RFP CLARIFICATION AND REVISIONS:** Any revisions to the RFP will be issued and distributed as written addenda.

**FIRM PROPOSAL:** All proposals shall remain firm for at least one hundred eighty (180) days.

**PROPOSAL PREPARATION:** Proposals should be submitted in the formats shown under "PROPOSAL CONTENT REQUIREMENTS" section of this RFP.

San Joaquin Valley Library System will not be held liable for any cost incurred by bidders responding to RFP.

Bidders are to bid what is specified or requested first. If unable to or unwilling to, bidder may bid alternative or option, indicating all advantages, disadvantages and their associated cost.

**SUPPORTIVE MATERIAL:** Additional material may be submitted with the proposal as appendices. Any additional descriptive material that is used in support of any information in your proposal must be referenced by the appropriate paragraph(s) and page number(s).

Bidders are asked to submit their proposals in an electronic file format, such as a PDF, with sections identified in the Table of Contents. Pages must be numbered on the bottom of each page.

Any proposal attachments, documents, letters and materials submitted by the vendor shall be binding and included as a part of the final contract should your bid be selected.

**TAXES:** The quoted amount must include all applicable taxes. If taxes are not specifically identified in the proposal it will be assumed that they are included in the total quoted.

**SALES TAX:** San Joaquin Valley Library System pays California State Sales Tax in the amount of 8.350% regardless of vendor's place of doing business. Services are generally not subject to sales and use tax unless part of the fabrication of a tangible item as described in the California State Department of Tax and Fee Administration website: https://www.cdtfa.ca.gov/taxes-and-fees/sales-use-tax-rates.htm.

**RETENTION:** San Joaquin Valley Library System reserves the right to retain all proposals, excluding proprietary documentation submitted per the instructions of this RFP, regardless of which response is selected.

**ORAL PRESENTATIONS:** Each finalist may be required to make an oral presentation and answer questions from System personnel.

**AWARD/REJECTION:** The award will be made to the vendor offering the overall proposal deemed to be to the best advantage of the System. The System shall be the sole judge in making

such determination. The System reserves the right to reject any and all proposals. The lowest bidders are not arbitrarily the vendors whose proposals will be selected.

System Purchasing will chair or co-chair all award, evaluation and contract negotiation committees.
Award may require approval by the San Joaquin Valley Library System Administrative Council.

**NEGOTIATION:** The System will prepare and negotiate its own contract with the selected vendor, giving due consideration to the stipulation of the vendor's standard contracts and associated legal documents.

**WAIVERS:** The System reserves the right to waive any informalities or irregularities and any technical or clerical errors in any quote as the interest of the System may require.

**TERMINATION:** The System reserves the right to terminate any resulting contract upon written notice.

**MINOR DEVIATIONS:** The System reserves the right to negotiate minor deviations from the prescribed terms, conditions and requirements with the selected vendor.

**PROPOSAL REJECTION:** Failure to respond to all questions or not to supply the requested information could result in rejection of your proposal.

**ASSIGNMENTS:** The ensuing proposed contract will provide that the vendor may not assign any payment or portions of payments without prior written consent of the San Joaquin Valley Library System.

**BIDDERS LIABILITIES:** San Joaquin Valley Library System will not be held liable for any cost incurred by vendors in responding to the RFP.

**CONFIDENTIALITY:** Bidders shall not disclose information about the System's business or business practices and safeguard confidential data which vendor staff may have access to in the course of system implementation.

**DISPUTE RESOLUTION:** The ensuing contract shall be governed by the laws of the State of California.

Any claim which cannot be amicably settled without court action will be litigated in the U. S. District Court for the Eastern District of California in Fresno, CA or in a state court for Fresno County.

**NEWS RELEASE:** Vendors shall not issue any news releases or otherwise release information to any third party about this RFP or the vendor's quotation without prior written approval from the San Joaquin Valley Library System.

**BACKGROUND REVIEW:** The System reserves the right to conduct a background inquiry of each proposer/bidder which may include collection of appropriate criminal history information, contractual and business associations and practices, employment histories and reputation in the business community. By submitting a proposal/bid to the System, the vendor consents to such an inquiry and agrees to make available to the System such books and records the System deems necessary to conduct the inquiry.

**PERFORMANCE BOND:** The successful bidders may be required to furnish a faithful performance bond.

**ACQUISITIONS:** The System reserves the right to obtain the whole system as proposed or only a portion of the system, or to make no acquisition at all.

**OWNERSHIP:** The successful vendor will be required to provide to the San Joaquin Valley Library System documented proof of ownership by the vendor, or its designated subcontractor, of the proposed programs.

**EXCEPTIONS:** Identify with explanation, any terms, conditions, or stipulations of the RFP with which you CAN NOT or WILL NOT comply with by proposal group.

**ADDENDA:** In the event that it becomes necessary to revise any part of this RFP, addenda will be provided to all agencies and organizations that receive the basic RFP.

**SUBCONTRACTORS:** If a subcontractor is proposed, complete identification of the subcontractor and his tasks should be provided. The primary contractor is not relieved of any responsibility by virtue of using a subcontractor.

**CONFLICT OF INTEREST:** The System shall not contract with, and shall reject any bid or proposal submitted by the persons or entities specified below, unless the Administrative Council finds that special circumstances exist which justify the approval of such contract:

1.  Employees of the System or public agencies for which the Administrative Council is the governing body.

2.  Profit-making firms or businesses in which employees described in Subsection (1) serve as officers, principals, partners or major shareholders.

3.  Persons who, within the immediately preceding twelve (12) months, came within the provisions of Subsection (1), and who were employees in positions of substantial responsibility in the area of service to be performed by the contract, or participated in any way in developing the contract or its service specifications.

4.  Profit-making firms or businesses in which the former employees described in Subsection (3) serve as officers, principals, partners or major shareholders.

5.  No System employee, whose position in the System enables him to influence the selection of a contractor for this RFP, or any competing RFP, and no spouse or economic dependent of such employee, shall be employees in any capacity by a bidder, or have any other direct or indirect financial interest in the selection of a contractor.

6.  In addition, no System employee will be employed by the selected vendor to fulfill the vendor's contractual obligations to the System.

**FRESNO COUNTY ORDINANCE 3.08.130 – POST-SEPARATION EMPLOYMENT PROHIBITED**

No officer or employee of the System who separates from System service shall for a period of one year after separation enter into any employment, contract, or other compensation arrangement with any System consultant, vendor, or other System provider of goods, materials, or services, where the officer or employee participated in any part of the decision making process that led to the System relationship with the consultant, vendor or other System provider of goods, materials or services.
Pursuant to Government Code section 25132(a), a violation of the ordinance may be enjoined by an injunction in a civil lawsuit or prosecuted as a criminal misdemeanor.

**EVALUATION CRITERIA:** Respondents will be evaluated on the basis of their responses to all questions and requirements in this RFP and product cost. The System shall be the sole judge in the ranking process and reserves the right to reject any or all bids. False, incomplete or unresponsive statements in connection with this proposal may be sufficient cause for its rejection.

**SELECTION PROCESS:** All proposals will be evaluated in a multi-stage process by a team designated by the Administrative Council. The first review will be performed by SJVLS's ILS Team, who will review ILS functionality and administration against SJVLS's requirements. All respondents whose systems meet the requirements will be invited to present to a Selection Committee comprised of staff from each SJVLS member. Each SJVLS member will submit a score for each vendor, which will be averaged together. The highest score will be presented to SJVLS's Automation Committee, and it will be their responsibility to make the final recommendation to Administrative Council.

Organizations that submit a proposal may be required to make an oral presentation to the Selection Committee or the Administrative Council. These presentations provide an opportunity for the individual, agency, or organization to clarify its proposal to ensure thorough, mutual understanding.

**INDEPENDENT CONTRACTOR:** In performance of the work, duties, and obligations assumed by Contractor under any ensuing Agreement, it is mutually understood and agreed that Contractor, including any and all of Contractor's officers, agents, and employees will at all times be acting and performing as an independent contractor, and shall act in an independent capacity and not as an officer, agent, servant, employee, joint venturer, partner, or associate of the System. Furthermore, System shall have no right to control, supervise, or direct the manner or method by which Contractor shall perform its work and function. However, System shall retain the right to administer this Agreement so as to verify that Contractor is performing its obligations in accordance with the terms and conditions thereof. Contractor and System shall comply with all applicable provisions of law and the rules and regulations, if any, of governmental authorities having jurisdiction over matters the subject thereof.

Because of its status as an independent contractor, Contractor shall have absolutely no right to employment rights and benefits available to System employees. Contractor shall be solely liable and responsible for providing to, or on behalf of, its employees all legally required employee benefits. In addition, Contractor shall be solely responsible and save System harmless from all matters relating to payment of Contractor's employees, including compliance with Social Security, withholding, and all other regulations governing such matters. It is acknowledged that during the term of the Agreement, Contractor may be providing services to others unrelated to the System or to the Agreement.

**HOLD HARMLESS CLAUSE:** Contractor agrees to indemnify, save, hold harmless and at System's request, defend the System, its officers, agents and employees, from any and all costs and expenses, damages, liabilities, claims and losses occurring or resulting to System in connection with the performance, or failure to perform, by Contractor, its officers, agents or employees under this Agreement and from any and all costs and expenses, damages, liabilities, claims and losses occurring or resulting to any person, firm or corporation who may be injured or damaged by the performance, or failure to perform, of Contractor, its officers, agents or employees under this Agreement.

**PRICE RESPONSIBILITY:** The selected vendor will be required to assume full responsibility for all services and activities offered in the proposal, whether or not they are provided directly. Further, the San Joaquin Valley Library System will consider the selected vendor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract. The contractor may not subcontract or transfer the contract, or any right or obligation arising out of the contract, without first having obtained the express written consent of the System.

**ADDRESSES AND TELEPHONE NUMBERS:** The vendor will provide the business address and mailing address, if different, as well as the telephone number and email address of the individual signing the contract.

**ASSURANCES:** Any contract awarded under this RFP must be carried out in full compliance with The Civil Rights Act of 1964, The Americans with Disabilities Act of 1990, their subsequent amendments, and any and all other laws protecting the rights of individuals and agencies. The San Joaquin Valley Library System has a zero tolerance for discrimination, implied or expressed, and wants to ensure that policy continues under this RFP. The contractor must also guarantee that services, or workmanship, provided will be performed in compliance with all applicable local, state, or federal laws and regulations pertinent to the types of services, or project, of the nature required under this RFP. In addition, the contractor may be required to provide evidence substantiating that their employees have the necessary skills and training to perform the required services or work.

**INSURANCE:**

Without limiting the System's right to obtain indemnification from CONTRACTOR or any third parties, CONTRACTOR, at its sole expense, shall maintain in full force and effect, the following insurance policies or a program of self-insurance, including but not limited to, an insurance pooling arrangement or Joint Powers Agreement (JPA) throughout the term of the Agreement:

A. Commercial General Liability

   Commercial General Liability Insurance with limits of not less than One Million Dollars ($1,000,000) per occurrence and an annual aggregate of Two Million Dollars ($2,000,000). This policy shall be issued on a per occurrence basis. SYSTEM may require specific coverages including completed operations, products liability, contractual liability, Explosion-Collapse-Underground, fire legal liability or any other liability insurance deemed necessary because of the nature of this contract.

B. Automobile Liability

   Comprehensive Automobile Liability Insurance with limits for bodily injury of not less than Two Hundred Fifty Thousand Dollars ($250,000.00) per person, Five Hundred Thousand Dollars ($500,000.00) per accident and for property damages of not less than Fifty Thousand Dollars ($50,000.00), or such coverage with a combined single limit of Five Hundred Thousand Dollars ($500,000.00). Coverage should include owned and non-owned vehicles used in connection with this Agreement.

C. Professional Liability

   If CONTRACTOR employs licensed professional staff, (e.g., Ph.D., R.N., L.C.S.W., M.F.C.C.) in providing services, Professional Liability Insurance with limits of not less than

One Million Dollars ($1,000,000.00) per occurrence, Three Million Dollars ($3,000,000.00) annual aggregate.

This coverage shall be issued on a per claim basis. Contractor agrees that it shall maintain, at its sole expense, in full force and effect for a period of three (3) years following the termination of this Agreement, one or more policies of professional liability insurance with limits of coverage as specified herein.

D.  Worker's Compensation

A policy of Worker's Compensation insurance as may be required by the California Labor Code.

Contractor shall obtain endorsements to the Commercial General Liability insurance naming the San Joaquin Valley Library System, its officers, agents, and employees, individually and collectively, as additional insured, but only insofar as the operations under this Agreement are concerned. Such coverage for additional insured shall apply as primary insurance and any other insurance, or self-insurance, maintained by System, its officers, agents and employees shall be excess only and not contributing with insurance provided under Contractor's policies herein. This insurance shall not be cancelled or changed without a minimum of thirty (30) days advance written notice given to System.

Within Thirty (30) days from the date Contractor executes this Agreement, Contractor shall provide certificates of insurance and endorsement as stated above for all of the foregoing policies, as required herein, to the San Joaquin Valley Library System, Chris Wymer, Administrative Librarian, 2420 Mariposa St. Fresno, CA 93721, stating that such insurance coverage have been obtained and are in full force; that the San Joaquin Valley Library System, its officers, agents and employees will not be responsible for any premiums on the policies; that such Commercial General Liability insurance names the San Joaquin Valley Library System, its officers, agents and employees, individually and collectively, as additional insured, but only insofar as the operations under this Agreement are concerned; that such coverage for additional insured shall apply as primary insurance and any other insurance, or self-insurance, maintained by System, its officers, agents and employees, shall be excess only and not contributing with insurance provided under Contractor's policies herein; and that this insurance shall not be cancelled or changed without a minimum of thirty (30) days advance, written notice given to System.

In the event Contractor fails to keep in effect at all times insurance coverage as herein provided, the System may, in addition to other remedies it may have, suspend or terminate this Agreement upon the occurrence of such event.

All policies shall be with admitted insurers licensed to do business in the State of California. Insurance purchased shall be purchased from companies possessing a current A.M. Best, Inc. rating of A FSC VII or better.

**AUDIT AND RETENTION:** The Contractor shall maintain in good and legible condition all books, documents, papers, data files and other records related to its performance under this contract. Such records shall be complete and available to the San Joaquin Valley Library System, the State of California, the federal government or their duly authorized representatives for the purpose of audit, examination, or copying during the term of the contract and for a period of at least three years following the System's final payment under the contract or until conclusion of any pending matter (e.g., litigation or audit), whichever is later. Such records must be retained in the manner described above until all pending matters are closed.

**DEFAULT:** In case of default by the selected bidder, the System may procure materials and services from another source and may recover the loss occasioned thereby from any unpaid balance due the selected bidder, or by any other legal means available to the System.

**BREACH OF CONTRACT:** In the event of breach of contract by either party, the other party shall be relieved of its obligations under this agreement and may pursue any legal remedies.

**SAMPLE CONTRACT:** Submitted as a part of bidder's response to the RFP, shall be a sample of the contract they are proposing with the San Joaquin Valley Library System. The tentative award of the contract is based on successful negotiation pending formal recommendation of award. Bidder is to include in response the names and titles of officials authorized to conduct such negotiations.

**CONFIDENTIALITY:** All services performed by vendor shall be in strict conformance with all applicable Federal, State of California and/or local laws and regulations relating to confidentiality, including but not limited to, California Civil Code, California Welfare and Institutions Code, Health and Safety Code, California Code of Regulations, Code of Federal Regulations. Vendor shall submit to System's monitoring of said compliance.

Vendor may be a Business associate of System, as that term is defined in the "Privacy Rule" enacted by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). As a HIPAA Business Associate, vendor may use or disclose protected health information ("PHI") to perform functions, activities or services for or on behalf of System, as specified by the System, provided that such use or disclosure shall not violate HIPAA and its implementing regulations. The uses and disclosures of PHI may not be more expansive than those applicable to System, as the "Covered Entity" under HIPAA'S Privacy Rule, except as authorized for management, administrative or legal responsibilities of the Business Associate.

Vendor shall not use or further disclose PHI other than as permitted or required by the System, or as required by law without written notice to the System.

Vendor shall ensure that any agent, including any subcontractor, to which vendor provides PHI received from, or created or received by the vendor on behalf of System, shall comply with the same restrictions and conditions with respect to such information.

**APPEALS:** Appeals must be submitted in writing within seven[*] (7) business days after notification of proposed recommendations. Appeals shall be submitted to San Joaquin Valley Library System, ATTN: Administrative Librarian, 2420 Mariposa Street, Fresno, California 93721-2204. Appeals should address only areas regarding RFP contradictions, procurement errors, quotation rating discrepancies, legality of procurement context, conflict of interest, and inappropriate or unfair competitive procurement grievance regarding the RFP process.

System will provide a written response to the complainant within seven[*] (7) business days unless the complainant is notified more time is required.

If the protesting bidder is not satisfied with the decision of System, he/she shall have the right to appeal to the Administrative Librarian within seven (7) business days after System's notification; except, if notified to appeal directly to the Administrative Council at the scheduled date and time. If the protesting bidder is not satisfied with Administrative Librarian's decision, the final appeal is with the Administrative Council.

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[*] The seven (7) business day period shall commence upon the date that the notification is issued by the System.

# SPECIFIC TERMS AND CONDITIONS

**ISSUING AGENT:** This RFP has been issued by San Joaquin Valley Library System. The System shall be the vendor's sole point of contact with regard to the RFP, its content, and all issues concerning it.

**AUTHORIZED CONTACT:** All communication regarding this RFP shall be directed to an authorized representative of System. The specific staff member managing this RFP is identified on the cover page, along with his or her telephone number, and he or she should be the primary point of contact for discussions or information pertaining to the RFP. Contact with any other System representative, including elected officials, for the purpose of discussing this RFP, it content, or any other issue concerning it, is prohibited unless authorized by System. Violation of this clause, by the vendor having unauthorized contact (verbally or in writing) with such other System representatives, may constitute grounds for rejection by System of the vendor's quotation.

The above stated restriction on vendor contact with System representatives shall apply until the System has awarded a purchase order or contract to a vendor or vendors, except as follows. First, in the event that a vendor initiates a formal protest against the RFP, such vendor may contact the appropriate individual, or individuals who are managing that protest as outlined in the System's established protest procedures. All such contact must be in accordance with the sequence set forth under the protest procedures. Second, in the event a public hearing is scheduled before the Administrative Council to hear testimony prior to its approval of a purchase order or contract, any vendor may address the Council.

**NUMBER OF COPIES:** Submit one (1) electronic copy in PDF format to the purchasing agent at christopher.wymer@sjvls.org, no later than the proposal acceptance date and time as stated on the front of this document to San Joaquin Valley Library System Purchasing.

If the submission includes Trade Secrets, those files must be included in a separate compressed folder labeled "Trade Secrets".

The San Joaquin Library System (System) will not be responsible for and will not accept late bids due to slow internet connection or incomplete transmissions.

**INTERPRETATION OF RFP:** Vendors must make careful examination of the requirements, specifications and conditions expressed in the RFP and fully inform themselves as to the quality and character of services required. If any person planning to submit a proposal finds discrepancies in or omissions from the RFP or has any doubt as to the true meaning or interpretation, correction thereof may be requested in writing via email. Any change in the RFP will be made only by written addendum, duly issued by the System. The System will not be responsible for any other explanations or interpretations.

Questions may be submitted subject to the following conditions:

    a. Such questions are submitted in writing to the System not later than Tuesday, February 3, at 3:00 p.m. Questions must be directed to the attention of Chris Wymer, Administrative Librarian.

    b. Such questions are submitted with the understanding that System can respond only to questions it considers material in nature.

    c. Questions shall be e-mailed to Chris Wymer (christopher.wymer@sjvls.org) or delivered to San Joaquin Valley Library System.

**SELECTION COMMITTEE:** All proposals will be evaluated by a review committee that may consist of San Joaquin Valley Library System staff, member library staff, community representatives from advisory boards and other members as appropriate.

The proposals will be evaluated in a multi-stage selection process. Some bids may be eliminated or set aside after an initial review. If a proposal does not respond adequately to the RFP or the bidder is deemed unsuitable or incapable of delivering services, the proposal may be eliminated from consideration. It will be the selection committee's responsibility to make the final recommendation to the System.

**CONTRACT TERM:** It is System's intent to contract with the successful bidder for the term of the project. System will retain the right to terminate the Agreement upon giving thirty (30) days advance written notification to the Contractor.

**AUDITED FINANCIAL STATEMENTS:** Copies of the audited Financial Statements for the last three (3) years for the business, agency or program that will be providing the service(s) proposed. If audited statements are not available, complied or reviewed statements will be accepted with copies of three years of corresponding federal tax returns. This information is to be provided after the RFP closes, if requested. **Do not provide with your proposal.**

# SCOPE OF WORK

SJVLS is seeking a vendor to implement and support an ILS capable of supporting the operations of a large consortium of public libraries. The vendor will also provide assistance and support with the migration of our library data and records from our current ILS to the new solution and provide initial training to SJVLS and member library staff on the use of the new ILS. SJVLS anticipates going live on the new ILS in the beginning of April 2027.

SJVLS would prefer to continue hosting the ILS and related infrastructure in our data center, however, recognizing changes that have occurred in the ILS software market, vendors may also submit proposals for vendor-hosted infrastructure. Vendors are asked to indicate in their response what type of solution they are proposing, and to provide technical specifications for their solution. Whether ILS infrastructure is self-hosted or vendor-hosted will not be factored into scoring evaluations, but the overall technical specifications of the solution and the ability to accommodate and scale with SJVLS's needs and workload will be. To assist with preparing responses, SJVLS's current environmental details are listed in the section below.

## Current Environment

The current Horizon 7.6.1 ILS is run on 4 Windows servers (database/business logic, SIP2, and Web Services), 1 Red Hat Linux server (z39.50), and a standalone Dell server for telemessaging at SJVLS headquarters. Almost all servers have been virtualized and are hosted on two VMWare clusters, except for telemessaging. The current OPAC/Discovery layer, mobile app, and Analytics Reporting Server are SaaS-hosted.  All servers are shared by 10 library jurisdictions with:

- 105 physical circulating locations
- 3 sub-locations
- 5 bibliotheca holds lockers that are about to be put into production
- 6 bookmobile/pop up library locations with 2 others planned.
- 2 virtual locations for eResources
- 10 jurisdiction level headquarters locations
- 1 top level headquarters location (SJVLS)
- 500 concurrent staff users at peak load (766 user accounts)

The following modules/features are in use:

- Circulation – 2.6 million items with an average of 3.2 million circulations per year since FY 2019-2020.
- Cataloging – approximately 21,000 records added per year
- Acquisitions (with EDI) in 5 jurisdictions
- Serials – primarily at jurisdictional headquarters library, approximately 190 actively received titles and 809 copies
- Debt Collection (6 with Unique Management, others with local collection services)
- Home Bound – two jurisdictions
- Floating collections within jurisdictional boundaries
- Requests/Holds – 750,000 requests placed and 675,000 filled per year. Half of all requests currently are filled by an item owned by another library jurisdiction

In addition to the main modules associated with the Horizon ILS, SJVLS utilizes these additional ILS integrations:

- **Web Services** – used to query and return ILS data for use in web applications
- **Analytics Reporting Server** – extracts, transforms, and stores ILS data for use in creating reports, and data visualizations. Report delivery can be scheduled and sent in a variety of formats. We currently have 176 users of the reporting product.
- **Mobile App** – One main app with separate templates for each of our 10 members that allows them to have customized menus and content and integrates their electronic resources.
- **OPAC/Discovery Layer** – with 3 profiles for each jurisdiction, one profile used in-library at OPAC computers, a second for external use with more features integrated in it, and a kids-specific catalog template with search limits scoped to juvenile collections and materials. Member-specific eResources are integrated into their OPAC profile without the need to include MARC records in the ILS.

The following 3rd party services are integrated with the ILS:

- **Self-check** from Tech Logic (27 locations), Bibliotheca (36 locations), and 5 Bibliotheca hold lockers – using SIP2.
- **I-Tiva telephone messaging** from Talking Tech – using SIP2.
- **Online credit card payment** (SmartPay) from Comprise – using SIP2.
- **Syndetics Unbound** book covers, reviews, and other enhanced content.
- **PC Reservation/CloudNine by Envisionware**, all locations, 10 SIP instances.
- **Printing Services** from Envisionware in-branch and mobile at all locations – no direct integration.
- **EZProxy** (10 virtual servers using SIP2)
- **Debt Collection** via Unique Management and jurisdiction collection agencies.
- **Authority Control and Original Cataloging** (Backstage)
- **Libcal** – for room scheduling and reservations (one member). Patrons are authenticated via an in-house authentication server.
- **Self-Registration** with Quipu's eCARD – using Web Services.

The following electronic resources are authenticated via SIP2:

| | |
|---|---|
| **CloudLibrary** | 1 SJVLS-wide account |
| **Freegal** | 1 individual account |
| **LinkedIn Learning** | 1 individual account |
| **Tumble Books** | 1 individual account |
| **Comics Plus** | 1 individual account |
| **Hoopla** | 3 individual accounts |
| **Help Now & Vet Now** | 1 individual account |
| **Flipster** | 1 individual account |
| **Newspaper Archive** | 1 individual account |
| **Newsbank** | 1 individual account |

The following resources are authenticated through Web Services:

| OverDrive | 10 individual accounts |
|---|---|
| Palace Project | 10 individual accounts |
| OverDrive Magazines | 4 individual accounts |
| Kanopy | 4 individual accounts |

In addition to the services and resources directly integrated into the ILS, SJVLS members also have access to a suite of research databases and Udemy through Gale, as well as a suite of resources provided by the California State Library to all California public libraries. The Gale database suite and Udemy are systemwide subscriptions provided by SJVLS that authenticates through EZ Proxy. The California State Library resources use geolocation to authenticate patrons.

**Telecommunications Network and Data Center Infrastructure**

SJVLS runs a single dual stacked (IPv6 & IPv4) network that interconnects all ten system members together.  The core network is based around ten headquarter hub locations that have redundant fiber circuits.  These ten network hub locations provide connectivity to the Internet via CENIC (Corporation for Education Network Initiatives in California), connectivity to SJVLS servers, and serve as an aggregation point for branches.  Branch circuits have speeds ranging from 1Gbps down to 100 mpbs using fiber, microwave, and copper technologies. There are three locations with circuit speeds less than 100 mbps. Two of them will be upgraded in the next year.

SJVLS offices and our primary Data Center are located at the Fresno Central Library.  All PCs on the network are joined to a single Active Directory domain for management.  Almost all servers have been virtualized and are hosted on two VMWare clusters with iSCSI storage. System IT staff are comfortable with managing both Windows and Linux servers along with the infrastructure required to support services.

Our members have a long history of sharing an ILS to make resource sharing and operations easier, while remaining their own distinct jurisdictions in respect to their policies, collections, procedures, and branding. The proposed solution must support standard library ILS functionality in a modern, user-friendly environment, while providing sufficient configuration and customization in the administration of the system to support 10 jurisdiction's differing policies, policies, and branding. SJVLS is particularly interested in solutions that streamline the creation, modification, and administration of the solution by being able to associate locations, patron types, collections, material types, and other values in the solution into logical and function groups which are then used in configuring circulation, cataloging and other rules, as well as using those groups in reporting.

**ILS Requirements**

The survey of ILS functionality in Appendix A is intended to help SJVLS assess the ability of the vendor's offering to meet the particular needs of SJVLS. The supplemental questions in Appendix B are intended to help SJVLS understand how critical functionality and services would be supported in the proposed solution in more detail than Appendix A allows. A summary of the core functionality sought includes:

1. **Administration**
   - Providing a way for SJVLS to create, modify, and manage all ILS profiles, settings

and configurations.

- Provides SJVLS a way to limit member jurisdiction staff from modifying settings that apply systemwide (i.e. circulation rules being applied by CKO location).

- Provides SJVLS with SQL access to the database for the purpose of troubleshooting reported problems, searching for specialized scenarios or situations not easily located using built-in reporting tools.

- Providing a way for SJVLS to delegate the management and creation of ILS related settings that are not systemwide to member library staff and only allowing them to modify settings related to their jurisdiction (i.e. branch holidays, branch hours, collection codes, staff account profiles, btype-specific settings like expiration periods).

- Providing a way to efficiently copy or cascade location configurations or settings to other locations (i.e. copy holidays from Fresno Branch A to all the remaining Fresno library branches).

2. **Circulation**

- Configuring circulation rules and related settings in an efficient manner using grouping of related codes, copying or cascading settings, SQL scripts, or some other method.

- Streamlining the transiting of material between jurisdictions as much as possible.

- Making notes, fines and fees, and other patron information and notices easy to read for staff.

- Providing a modern and user-friendly method of formatting and sending notices such as: CKO receipts both print and email, pre-overdue and overdue notices, billing notices, and hold notifications.

3. **Cataloging**

- Providing a user-friendly MARC editor that supports templates, syntax highlighting, easy to insert diacritics, configurable fonts that supports UTF-8 character sets, and other features that streamline the cataloging workflow.

- Providing batch record import and export processes with configurable options to manipulate MARC tags, methods to match imported records with existing records, and control when records are overlaid by imported records including the preservation of tags from the existing record.

- Supporting authority records for subjects, genres, authors, series, and titles from Library of Congress and other standard thesauri as well as locally created records, and supporting authority control through our existing vendor, Backstage Library Works.

- Providing a way to search for and import records from OCLC, Library of Congress, and other sources into our bibliographic file within the ILS client. Additionally, having the record modified by criteria we define so the imported record meets our standards.

4. **Acquisitions**

- Providing a user-friendly purchasing process including creating purchase orders, receiving vendor order responses, creating and uploading invoices, receiving orders,

and creating and updating bibliographic and item records.

- Providing a way for each member to have one or more vendor records, or another method of tracking more than one account with the same vendor, with their respective vendors and to place orders using those records.

- Providing a seamless user experience between creating orders on a vendor's system and importing the order into the ILS to create an order.

- Providing an easy-to-use process for creating and maintaining budgets or funds and fiscal year allocation and being able to group budgets and funds into logical hierarchies.

5. **Serials**

- Providing a way to allow our members to determine how extensively they want to track serials publications.

- Providing a way for new issues of a serial to be checked in to the correct copy record when they are added at a branch.

- Providing a way to create and maintain prediction patterns and summary of holdings for serials holdings.

- Providing an easy way for staff to set up claim schedules and to claim missing issues.

6. **E-Resource Integration**

- Providing seamless, user-friendly integration of e-resources into public facing applications with as many e-resource vendors as possible.

- Provides a way to distinguish between different jurisdictions holdings and only show content belonging to the jurisdiction whose catalog or mobile app profile is being viewed (i.e. Fresno's Libby titles only appear in Fresno's profiles)

- Providing a way to automate eBook and eAudiobook holdings by member and vendor, make those holdings searchable in public facing applications, and allow them to be checked out or holds created.

- Providing secure methods to authenticate patrons when logging into e-resources.

7. **Statistics and Reporting**

- Providing a reporting interface that allows our members to continue to create, run, and subscribe to reports on demand, like they can currently.

- Providing statistical tracking that is robust enough to meet the reporting needs mentioned above, and flexible enough to respond to new requirements or requests in the future.

8. **Patron Facing Applications**

- Providing a way for patrons to link multiple accounts together simplifying viewing and managing account information like due dates, holds, and fines without logging in and out multiple times.

- Providing push notifications to patrons that opt in to receiving them.

- Providing ways for member library staff to administer components of the catalog or mobile specific to their libraries.

- Providing ways to incorporate ILS data and information into member library websites and other applications, to provide a seamless user experience.

**Training for SJVLS and Member Library Staff**

In addition to providing an ILS solution that meets SJVLS's requirements, we are seeking to have library staff trained on the operation of the new system. Given SJVLS's broad geographic footprint, and large number of library staff, SJVLS seeks to apply a "train the trainer" model for training on the new system. The vendor would be responsible for providing training and initial support to SJVLS staff and specialized staff from our members, who will then use the training provided to train their jurisdiction. SJVLS's anticipating training needs and number of staff to be trained are as follows.

1. Training on Configuration and Administration of the ILS for 13 people, to include at a minimum
   a. loan and request rules
   b. blocks
   c. hold restrictions/fulfillment
   d. item/copy field options
   e. borrower options
   f. circulation receipts and notices
   g. cataloging import/export configuration, including for regular authority control
   h. spine label printing to label sheets
   i. user permissions

2. Training for staff users on
   a. Circulation and holds (up to 40 people)
   b. Cataloging (up to 10 people) and item record management (up to 40 people)
   c. Acquisitions, including EDI (up to 15 people)
   d. Serials (up to 15 people)
   e. Reporting (up to 20 people)

**Data Migration**

SJVLS seeks to migrate the following library data from our current system:

| Data to be migrated<br>Required data elements indicated with a * | Approximate Number of Records |
|---|---|
| Authority Records* | 2,000,000 |
| Bibliographic Records*<br>(Retaining tag 001 OCLC#, all 959 tags, and tag 999 Horizon bib#) | 795,000 |
| Item Records<br>- Horizon item#*<br>- Item Barcode Number*<br>- Location*<br>- Call number with prefixes stripped*<br>- Itype*<br>- Collection code* | 2,605,000 |

| | |
|---|---|
| - Creation date* <br> - Last checkout date* <br> - Last in house use date* <br> - Last inventory date* <br> - Total checkouts* <br> - Status* <br> - Current borrower (checkout, hold shelf)* <br> - Due Date* <br> - Price* <br> - Last status update date <br> - Copy statement* <br> - Check in note* <br> - Transit information (to and from locations)* | |
| Borrower Records <br> - Horizon borrower number* <br> - Legal Name* <br> - Preferred Name* <br> - Btype* <br> - Borrower stat classes* <br> - All borrower barcodes* <br> - All borrower addresses* <br> - All borrower email address* <br> - All borrower telephone numbers* <br> - Borrower notification preference* <br> - Registration location* <br> - Comments* <br> - Notes <br> - Date of birth* <br> - PIN* <br> - Creation date* <br> - Last CKO date* <br> - Last updated date* <br> - Last authentication date* <br> - Expiration date* <br> - Renewal date <br> - Identification/Driver's License#* <br> - Parent/Guardian name, address, city/state and zip fields* <br> - PAC Access Type <br> - # of CKOs* | 482,000 |
| Request data <br> - All unfilled requests with queue position* <br> - All requests in transit hold, hold shelf and expired hold status* | 43,000 |
| DebtCollect (Collection Agency Assignments) <br> - All debt collection groups* | 10 groups <br> 16,000 |

| | |
|---|---|
| - All data on borrowers in collections* | |
| Borrower current blocks* | 800,000 |
| Borrower history blocks* | Last 4 years<br>1,000,000 |
| Borrower payment history* | Last 4 years |
| Acquisitions<br>  - All open purchase orders created in the last 5 years<br>  - 5 years of historic, completed purchase orders<br>  - 5 years of budgets, funds, and spending | Open orders: 1,200<br>Completed orders: 4,000 |

**Trial Access to Demo/Test Systems**

To assist with evaluating proposed ILS solutions, SJVLS is requesting respondents provide SJVLS and select member library staff with access to a demonstration or test ILS system. Access to the test system should be provided starting Monday, March 2 and last through Friday, March 20. There should be at least 13 staff user accounts, 3 for SJVLS's ILS team and 1 for each member's jurisdictional system administrator. To help with simulating SJVLS's environment, the test system should be configured in a way that it represents a consortium with 3 distinct library jurisdictions with at least 2 branches per jurisdiction.

# ITEMS / SERVICES FOR COST PROPOSAL

When preparing the Pricing Worksheet vendor's pricing must include all the elements listed below. Costs for items 1, 6, and 7 should be listed in section one of the worksheet. Costs for items 2, 3, 4, and 5 should be listed in section two. Additional features, services or modules that fall under item 8 should be listed in section three.

1. Integrated Library System with support for the functions and services listed above under Current Environment and in Appendix A, both SJVLS-hosted (on-site) and vendor-hosted (SaaS) should be included, if available.

2. Training in the configuration and administration of the ILS for 13 people, as listed in the Scope of Work.

3. Training for staff users on how to use various modules of the ILS, as listed in the Scope of Work.

4. Consultation on the transition of Horizon data and configuration to new ILS

    a. Performance implications of migrating jurisdictional codes "as is" versus consolidation to standard.

    b. Guidance on configuring ILS data for optimal performance.

5. Migration of Horizon data (SJVLS staff can provide exports of data from Horizon with formatting guidance from vendor), as listed in the Scope of Work.

6. On-going support for the ILS functions and upgrades to new versions.

    a. Telephone and email support for LMS functional issues.

    b. Troubleshooting functionality.

    c. Support for configuration changes.

    d. Support for integration of standard 3rd party products, e.g. those being developed specifically for the public library market.

    e. Support for periodic upgrades to ILS.

7. On-going support for the ILS server, including performance tuning when required to meet transaction standards.

8. Vendors are invited to include any additional products they offer that are not specifically requested above, but meets the needs described under Current Environment. Those costs should be listed separately from the ILS core costs.

# PROPOSAL CONTENT REQUIREMENTS

Bidders are requested to submit their proposals in an electronic PDF file. Each page should be numbered.

Merely offering to meet the specifications is insufficient and will not be accepted. Each bidder shall submit a complete proposal with all information requested. Supportive material may be attached as appendices. All pages, including the appendices, must be numbered.

The content and sequence of the proposals will be as follows:

I.   PROPOSAL IDENTIFICATION SHEET (as provided)

II.  COVER LETTER: A one-page cover letter and introduction including the company name and address of the bidder and the contact information including name, address and telephone number of the person or persons who will be authorized to make representations for the bidder.

    A. The cover letter must state whether the bidder is an individual, partnership or corporation. It will be signed by the individual, partner, or an officer or agent of the corporation authorized to bind the organization, depending upon the legal nature of the bidder. A corporation submitting a proposal may be required before the contract is finally awarded to furnish a certificate as to its corporate existence, and satisfactory evidence as to the officer or officers authorized to execute the contract on behalf of the corporation.

III. TABLE OF CONTENTS

IV.  CONFLICT OF INTEREST STATEMENT: The Contractor may become involved in situations where conflict of interest could occur due to individual or organizational activities that occur within the SJVLS service area. In this section the bidder should address the potential, if any, for conflict of interest and indicate plans, if applicable, to address potential conflict of interest. This section will be reviewed by SJVLS Counsel for compliance with conflict of interest as part of the review process. The Contractor shall comply with all federal, state and local conflict of interest laws, statutes and regulations.

V.   TRADE SECRET ACKNOWLEDGMENT:

    A. Sign and return

VI.  EXCEPTIONS: This portion of the proposal will note any exceptions to the requirements and conditions taken by the bidder. If exceptions are not noted, SJVLS will assume that the bidder's proposals meet those requirements. The exceptions shall be noted as follows:

    A. Exceptions to General Requirements.

    B. Exceptions to Background/Scope of Work.

    C. Exceptions to Specific Terms and Conditions.

    D. Exceptions to Proposal Content Requirements.

VII. VENDOR COMPANY DATA: This section should include:

    A. A narrative which demonstrates the vendor's basic familiarity or experience with problems associated with this service/project.

B. Descriptions of any similar or related contracts under which the bidder has provided services.

C. Descriptions of the qualifications of the individual(s) providing the services.

D. Any material (including letters of support or endorsement) indicative of the bidder's capability.

E. A brief description of the bidder's current operations, and ability to provide the services.

F. Reference List (form provided)

G. Describe any terminated contracts for services similar to vendor's current bid for the RFP and provide the following:

    1. Agency contracted with

    2. Date of original contract

    3. Reason for termination

    4. Contact person and telephone number for agency

H. Describe any pending lawsuits or legal actions:

    1. Location filed, name of court and docket number

    2. Nature of the lawsuit or legal action

I. Describe any past payment problems with SJVLS:

    1. Funding source

    2. Date(s) and amount(s)

    3. Resolution

    4. Impact to financial viability of organization.

VIII. SCOPE OF WORK: Bidders are to use this section to provide a summary description of their proposal, and how it aligns with SJVLS's desired functionality in a new ILS. The Overview may be prepared in any manner that best demonstrates the strengths of the proposed solution.

A. ILS Overview that covers the following:

    1. General Overview

    2. Circulation

    3. Cataloging

    4. Acquisitions

    5. Serials

    6. E-Resource Integration

    7. Statistics and Reporting

    8. Patron Facing Applications

    9. Administration and Configuration

B. Migration Timeline and Activities

    C.  Proposed Training Timeline for SJVLS and member library staff

    D.  Information about access to demo system and instructions on how to perform basic tasks including:

        1.  Creating a patron record

        2.  Checking out an item

        3.  Loading a MARC record

        4.  Creating an item.

    E.  Please provide answers or a narrative that addresses how your solution meets the requirements, and for each question included in Appendix B.

    F.  When reports or other documentation are to be a part of the proposal a sample of each must be submitted. Reports should be referenced in this section and submitted in a separate section entitled "REPORTS."

    G.  A complete description of any alternative solutions or approaches to accomplishing the desired results.

IX.    <u>REPORTS</u>: Samples of reports referenced should be displayed in this section.

X.    <u>COST PROPOSAL</u>: Vendors must list all costs on the Cost Proposal Pricing Worksheet included in Appendix C. Include rates for all services, materials, equipment, etc. to be provided under the proposal.

XI.    <u>SAMPLE CONTRACT</u>: Submitted as a part of bidder's response to the RFP, shall be a sample of the contract they are proposing with the San Joaquin Valley Library System. The tentative award of the contract is based on successful negotiation pending formal recommendation of award. Bidder is to include in response the names and titles of officials authorized to conduct such negotiations.

# AWARD CRITERIA

Contracts will be awarded by Service. Failure to meet eligibility and general requirements stated in the Scope of Work will bar a response from consideration. Responses will be scored on categories and criteria related to the core ILS modules requested by SJVLS. Each category will consider the following elements as a part of determining scores.

## COST

As submitted under the "COST PROPOSAL" section.

## CAPABILITIES AND QUALIFICATIONS

SJVLS staff and member library staff will review vendor responses, demo systems and presentations and score each proposal on criteria in broad ILS categories. Criteria in each category will consider the following broad considerations:

1.  Do the service descriptions address all the areas identified in the RFP? Will the proposed services satisfy System's needs and to what degree?
2.  Does the bidder demonstrate the technical knowledge and skills required to successfully provide the requested services?
3.  The amount of demonstrated experience in providing the services desired in a comparable library setting.

## SCORING WEIGHTS

The categories listed below will be scored with the following weights:

| | |
|---|---|
| Circulation | 20% |
| Cataloging | 15% |
| Acquisitions | 15% |
| Serials | 5% |
| Public Facing Applications | 20% |
| Reporting | 10% |
| SJVLS Admin | 5% |
| Price | 10% |

# SJVLS Supplemental Questions About ILS Functionality

**Instructions:** For each question about ILS functionality indicate if your system meets, partially meets, or does not meet the criteria, or indicate if the functionality question is not applicable to your system. Vendors are encouraged to provide comments explaining any partially met, not met, or not applicable responses. The following definitions are used for each of the responses:

**Met:** The functionality is provided by the proposed ILS with no modification to the source code. The requirement is met "out-of-the-box" with no customization of the ILS.

**Partially Met:** The functionality is partially provided by the proposed ILS with no modification of the source code, but requires additional steps using other products (such as MarcEdit for Cataloging).

**Not Met:** The functionality cannot be provided by the proposed ILS with no modification to the source code, and there are no work-arounds using additional products.

**Not Applicable:** The functionality is not applicable to the proposed ILS.

Please check the column marked "**Ready before go-live**" if functionality is not met or partially met and the proposed ILS source code could be modified to accomodate the requirement before SJVLS goes live.

| Req# | Functionality | Met | Partially Met | Not Met | Not Applicable | Vendor Comments | Ready before go-live |
|---|---|---|---|---|---|---|---|
| | **SECURITY** | | | | | | |
| 1 | All SJVLS owned data, including backups, must be located, accessed, processed and stored within the United States | | | | | | |
| 2 | The solution must maintain a password compliance policy to secure the application for local account administration | | | | | | |
| 3 | The solution must meet or exceed WCAG 2.0 A and WCAG 2.0 AA conformance standards | | | | | | |
| 4 | The solution must have the ability to manage and protect the following sensitive data classifications: Peronally Identifiable Information (PII) such as: Drivers license, social security numbers, and Payment Card Industry (PCI-DSS) | | | | | | |
| 5 | The solution must maintain PII as confidential information (i.e. no data-mining) | | | | | | |
| 6 | The solution must secure and encrypt APIs/open interfaces | | | | | | |
| 7 | The vendor will offer investigation support in case of breach or compromise of data or users | | | | | | |
| 8 | The vendor will perform regular Penetration Testing at least annually | | | | | | |
| 9 | The vendor will perform application layer vulnerability scans regularly | | | | | | |
| 10 | The vendor must have intrusion prevention and detection capabilities | | | | | | |
| 11 | The vendor will encrypt data at rest | | | | | | |
| 12 | The vendor will encrypt data in transit | | | | | | |
| 13 | The solution will provide network connectivity between the vendor and customer through a private network | | | | | | |
| 14 | The solution will provide authentication integration with Active Directory or Entra ID | | | | | | |
| 15 | The solution must provide application and security logs upon request | | | | | | |
| | | | | | | | |
| | **GENERAL ADMINISTRATION** | | | | | | |
| 16 | Technical support is available 24/7 for critical issues, like a downed system | | | | | | |
| 17 | Provides a secondary instance of SJVLS's database which can be used for testing, training, and troubleshooting | | | | | | |
| 18 | Supports having the secondary instance refreshed nightly so it's always a copy of the ILS from the day before | | | | | | |
| 19 | Provides SJVLS ILS staff or SJVLS System Administrator with full SQL access to the test and production databases | | | | | | |
| 20 | Provides and supports a z39.50 server and client interface | | | | | | |
| 21 | Provides and supports SIP2 server and provides the ability to create new instances on an as-needed basis | | | | | | |
| 22 | Provides the ability to create, modify, and update staff user accounts without assistance from vendor | | | | | | |

| Req# | Functionality | Met | Partially Met | Not Met | Not Applicable | Vendor Comments | Ready before go-live |
|---|---|---|---|---|---|---|---|
| 23 | Provides a way to control what processes/privileges/permissions staff can and cannot do when they're logged in (i.e. a new "trainee" shouldn't have the same permissions as a Branch Manager. Or staff that do not use the cataloging module should not be able to launch it.) | | | | | | |
| 24 | Provides a way for SJVLS to create, update, and delete new locations, patron types, item types, collections, and other codes when needed without assitance from the vendor | | | | | | |
| 25 | Provides a way to have more than one address for a location (i.e. a physical and mailing address that is the branch's actual location and a billing address that is a central financial office) | | | | | | |
| 26 | Provides a way for staff to create and update location schedules including, daily hours and holiday closures | | | | | | |
| 27 | Supports Keyword searching for bibliographic, authority, and borrower records on a variety of fields | | | | | | |
| 28 | Supports "Browse" searching for bibliographic, authority, and borrower records on a variety of fields | | | | | | |
| 29 | Provides a way for SJVLS to create new search options (i.e. setting up a Video Game title search, or a genre search that only targets children's materials) | | | | | | |
| 30 | Provides a way for SJVLS to select which search fields and options display to staff | | | | | | |
| | | | | | | | |
| | **CIRCULATION** | | | | | | |
| | **GENERAL** | | | | | | |
| 31 | Supports setting circulation rules based on the checkout location | | | | | | |
| 32 | Supports having the original checkout location and associated rules carry through to check in for calculation of fines, ability to renew, and setting due dates when renewing | | | | | | |
| 33 | Provides a way for staff to change the font size of text in the user interface | | | | | | |
| 34 | Supports reading both Codabar and Code 39 encoded barcodes of variable length | | | | | | |
| 35 | For browser based staff interfaces, circulation receipts and slips can be printed automatically without invoking the printer dialog each time (i.e. "silent printing") | | | | | | |
| 36 | Provides a way for staff to change their transaction location without logging out and back in. | | | | | | |
| 37 | Supports printing CKO, CKI and transit receipts in different font sizes at the same workstation without updating or changing printer settings | | | | | | |
| 38 | Supports reading RFID tags for materials CKO and CKI | | | | | | |
| 39 | Supports self-check kiosks from Tech Logic, Circ-it, and Biblioteca | | | | | | |
| 40 | Provides a way for staff to mark items "Claimed Return" | | | | | | |
| 41 | Supports having "Claimed Return" items age to lost and charging the borrower on an interval established by the library | | | | | | |
| 42 | Provides a way to set a maximum number of "Claimed Return" items on a patron record. Please describe how the limit is set. | | | | | | |
| 43 | Provides a way for libraries to specify lost processing fees for materials based on where the item was checked out and what type of material it is. | | | | | | |
| 44 | Provides a way to delete/withdraw long lost items while retaining all fee blocks associated with the item | | | | | | |
| 45 | Provides a way to tag the staff member that created or updated blocks, notes, account creation, item CKO, item CKI and other activites with staff member name, and date/time automatically | | | | | | |
| 46 | Provides a way for material checked out from one jurisdiction (Tulare County) to be fine free, but charge borrowers for the material once it becomes lost | | | | | | |
| 47 | Provides ways to configure whether patron's circulation history is retained | | | | | | |
| 48 | Provides a way for patrons to "opt-in" to having their circulation history retrained. | | | | | | |
| 49 | Provides a way for SJVLS to configure how long or how many titles are retrained in their circulation history | | | | | | |
| 50 | Provides a way for patrons to set a different circulation history retention period that overrides the default | | | | | | |

| Req# | Functionality | Met | Partially Met | Not Met | Not Applicable | Vendor Comments | Ready before go-live |
|---|---|---|---|---|---|---|---|
| | | | | | | | |
| | **CKO** | | | | | | |
| 51 | Provides a way to edit the due date, if staff have appropriate permissions | | | | | | |
| 52 | Provides a way to circulate an item that isn't in the database by quickly creating a brief record (fast add) | | | | | | |
| 53 | Provides a way to mark an item lost if a patron reports it and the item isn't lost in the ILS | | | | | | |
| 54 | Provides a way to view all items currently checked out by a patron during CKO | | | | | | |
| 55 | Provides a way to perform offline circulation when internet connectivity is lost at a branch, or the vendor-hosted database is unavailable | | | | | | |
| 56 | Supports both print and email CKO receipts | | | | | | |
| 57 | Provides a way to alert staff about potential blocks or issues with an account | | | | | | |
| 58 | Supports being able to charge a CKO and renewal fee on specific material types at specific locations, but does not charge a the fee for the same material types when they're CKO from other locations. Specific use case: Kern County charges a CKO and renewal fee on video CKOs (DVDs and Blu-rays for movies and TV shows). We must have a way to charge the fee at renewal when an item was CKO from a Kern County location regardless of which jurisdiction owns the material, but not charge renewal fees when the item was CKO from a non-Kern County location. | | | | | | |
| 59 | Provides a way to automatically renew CKOs for patrons if the item hasn't reached the max renewals for the material type/CKO location combination and the item either: doesn't have a pending request, or if there's a pending request but another item is available to fill it. | | | | | | |
| 60 | Provides a way to block specific material types checked out from specific locations from auto renewing (i.e. DVDs checked out from a Kern County location are not eligible for auto renew) | | | | | | |
| 61 | Provides a way to configure the max number of renewals for different material types | | | | | | |
| 62 | Provides a way to differentiate between in-person renewals and unseen renewals (i.e. over the phone or through the OPAC/Mobile App) | | | | | | |
| 63 | Provides a way to set different "max renewal" values depending on if the renewal was in-person or unseen | | | | | | |
| 64 | Use case: patrons can renew most material types once via an unseen method, but are able to renew a second time if the renewal happens in-person (i.e. staff can see they still have the item and haven't lost it) | | | | | | |
| 65 | Supports Grace Periods for overdue items where if an overdue item is returned within a set number of days after its due date the borrower is not charged a fine, but if the item is returned after the grace period they are charged overdue fines. | | | | | | |
| 66 | Supports Grace Period number of days being configured based the checkout location (i.e. items checked out from a Kern County branch have a grace period of 3 days, but the same material checked out from a Tulare County branch has a grace period of 7 days) | | | | | | |
| 67 | Provides a way to configure if a borrower is charged for Grace Period days once the Grace Period passes. | | | | | | |
| | | | | | | | |
| | **CKI** | | | | | | |
| 68 | Supports the following CKI modes: standard, bookdrop, in-house use, and damaged) | | | | | | |
| 69 | Supports the idea of a "bookdrop" CKI that automatically backdates CKI dates to the last day the branch was open | | | | | | |
| 70 | Supports setting a custom CKI date | | | | | | |
| 71 | Supports checking in an item as Damaged and prevents the item from filling additional requests | | | | | | |
| 72 | Provides a way for staff to view fees for an item that was just checked in without pulling up the patron's record | | | | | | |
| 73 | Alerts staff when a lost, claims return, or missing item is checked in | | | | | | |

| Req# | Functionality | Met | Partially Met | Not Met | Not Applicable | Vendor Comments | Ready before go-live |
|------|---------------|-----|---------------|---------|----------------|-----------------|----------------------|
| 74 | Provides a way to automatically waive lost processing fees when a lost item is checked in | | | | | | |
| 75 | Provides a way to automatically convert a lost item charge into a fine when a lost item is returned. | | | | | | |
| 76 | Supports check-in notes on materials to alert staff (i.e. number of DVDs in a multi-DVD set, or "Send to cataloging when returned") and displays the note before committing the check-in so staff have the ability to stop the process if needed. | | | | | | |
| | | | | | | | |
| | **HOLDS** | | | | | | |
| 77 | Provides a way to efficiently configure hold fulfillment logic so that a hold is filled first with an item from the pickup location, and if one isn't available, then from within the jurisdiction, and if that's not available, it checks libraries outside the jurisdiction. | | | | | | |
| 78 | Provides a way for staff or patrons to edit the pickup location of a hold | | | | | | |
| 79 | Provides a way for staff or patrons to suspend hold fulfillment until a specified date | | | | | | |
| 80 | Provides a way for staff or patrons to cancel holds | | | | | | |
| 81 | Supports either: informing staff or patrons when a newly placed hold cannot be filled based on the items linked to the bib record, or prevents staff or patrons from placing the hold when no items could fill it. | | | | | | |
| 82 | Provides a way for staff to merge request queues together when two or more bibliographic records are merged and have the resulting queue be based on the date/time each request was placed. | | | | | | |
| 83 | Provides a way for staff to re-order the request queue, if they have the appropriate permissions | | | | | | |
| 84 | Provides an option to mask/obfuscate patron names on hold slips | | | | | | |
| 85 | Provides a way to designate specific locations with a lower priority for filling requests (i.e. have Bookmobiles fill a hold only if no other options are available) | | | | | | |
| 86 | Provides a way to designate that some locations do not fill holds | | | | | | |
| 87 | Provides a way to limit items from filling holds outside of their jurisdiction for a set period of time. The use case is limiting new items from filling holds outside the owning jurisdiction. | | | | | | |
| 88 | Provides a way for staff when running the holds pull list to mark an item "not on the shelf" so the request moves to another location and this item isn't considered to fill future requests until found | | | | | | |
| | | | | | | | |
| | **NOTICES** | | | | | | |
| 89 | Supports sending notices in these formats: print, email, phone and SMS | | | | | | |
| 90 | Provides a way for patrons to select how they want to receive a notice | | | | | | |
| 91 | Supports allowing patrons to opt in to receive a notice via more than one method (i.e. both an SMS message and an email) | | | | | | |
| 92 | Provides a way for notice language to be customized per location | | | | | | |
| 93 | Provides a way for jurisdictions or individual libraries to customize their notice branding and color palette | | | | | | |
| 94 | Provides a way to update notice language when needed | | | | | | |
| 95 | Provides a way for staff to customize circulation receipt formating | | | | | | |
| 96 | Provides a way for staff to insert custom messages in CKO receipts (for the purpose of marketing programs, resources, etc.) | | | | | | |
| 97 | CKO receipts can insert a "value of the library" field that shows how much a patron "saved" by checking out items from the library | | | | | | |
| 98 | Provides a way to track overall savings (lifetime borrowing, year-to-date borrowing) w/o tracking what materials were borrowed | | | | | | |
| 99 | Provides a way for member library staff or SJVLS to copy/cascade notice or receipt settings from one location to one or more other locations efficiently. | | | | | | |
| 100 | Allows sending pre-overdue notices for material. | | | | | | |
| 101 | Supports sending patrons email notifications 30 days before their account expires | | | | | | |

| Req# | Functionality | Met | Partially Met | Not Met | Not Applicable | Vendor Comments | Ready before go-live |
|------|---------------|-----|---------------|---------|----------------|-----------------|----------------------|
| 102 | Supports generating and printing notices for all locations from a single (consortia HQ) location | | | | | | |
| | | | | | | | |
| | **PATRONS/BORROWERS** | | | | | | |
| 103 | Provides a way to alert staff if they're creating a duplicate borrower account (i.e. the fields in the new borrower record match an existing borrower record) | | | | | | |
| 104 | Provides a way to record the patron's ID/DL Number | | | | | | |
| 105 | Provides a way to record multiple addresses for a borrower (i.e. a physical street address and a P.O. Box) | | | | | | |
| 106 | Provides a way for SJVLS to hide fields from registration that are not used in our environment (i.e. things like class schedules, homeroom teachers, etc) | | | | | | |
| 107 | Supports having two name fields for borrower records. One being their legal name and the second being a preferred name. | | | | | | |
| 108 | Supports using a borrower's preferred name on all notices and patron-facing interfaces | | | | | | |
| 109 | Provides a way to validate email addresses and alert staff of problems (i.e. missing @ symbol, commas used instead of a period, etc.) before saving a new record or changes to an existing record. | | | | | | |
| 110 | Provides a way to merge duplicate patron records together while preserving: holds, fines, notifications, blocks and borrowing activity | | | | | | |
| 111 | Supports copying an existing patron record to create a new record (i.e. registering a family and copying one child's card to create a second) | | | | | | |
| 112 | Provides a way to configure what patron record fields are copied to the new record | | | | | | |
| 113 | Provides a way for patrons to self-register for a library card | | | | | | |
| 114 | Supports creating patron statistical classes and assigning one or more classes to patron records (i.e. creating a self-registered class, or a patron's zipcode to track circulation stats in an anonymous manner) | | | | | | |
| 115 | Provides a field that tracks a patron's lifetime CKO count | | | | | | |
| 116 | Provides a field that tracks a patron's last CKO date | | | | | | |
| 117 | Provides a field that tracks when a patron's account was last updated | | | | | | |
| 118 | Provides a field that tracks when a patron's account expires/expired | | | | | | |
| 119 | Provides a field that tracks the date a patron last authenticated into a resource (i.e. logging in to the catalog or mobile app, authenticating into an e-resource, using a public PC) | | | | | | |
| 120 | Provides a field that tracks what date a patron's account was renewed | | | | | | |
| 121 | Provides a way to flag patron records to report to a collection agency based on the amount owed to a jurisdiction and the number of days past due. | | | | | | |
| 122 | Provides a way to have patron accounts expire based on the age of a borrower (i.e. setting Young Adult accounts to expire at age 18) | | | | | | |
| 123 | Supports grouping patron accounts (i.e. Family Groups) | | | | | | |
| 124 | Provides ways for patrons in a group to manage CKOs, holds, fees, and notes on other group members accounts | | | | | | |
| 125 | Provides controls to determine which members of a group can manage aspects of other group members accounts (i.e. parents can manage child accounts but children cannot manage adults) | | | | | | |
| 126 | Provides a way to batch delete patrons who have been inactive for a set period of time and owe less than a threshold amount. | | | | | | |
| | | | | | | | |
| | **CATALOGING** | | | | | | |
| | **BIBS AND AUTHORITIES** | | | | | | |
| 127 | Supports the following MARC 21 formats, without limitation on record length except as consistent with MARC standards: bibliographic data, holdings data, authority data and classification data | | | | | | |

| Req# | Functionality | Met | Partially Met | Not Met | Not Applicable | Vendor Comments | Ready before go-live |
|---|---|---|---|---|---|---|---|
| 128 | Supports Resource Description and Access (RDA) and Functional Requirements of Bibliographic Records (FRBR) 2.02 | | | | | | |
| 129 | Supports UTF-8 encoding and character sets in records | | | | | | |
| 130 | Supports subject heading schemas including: Library of Congress Subject Headings, Genre/Form terms (LCGFT), OCLC's Faceted Application of Subject Terminology (FAST) | | | | | | |
| 131 | Supports free-floating subdivision authentication and pattern subdivision methodology | | | | | | |
| 132 | Supports authority records for authors, subjects and series | | | | | | |
| 133 | Provides links between authority records and bibliographic records | | | | | | |
| 134 | Provides a way to search for authorities to link to entering data in a field in a bibliographic record under authority control (1XX, 4XX, 6XX, 7XX and 8XX) | | | | | | |
| 135 | Provides a way to enter terms not found in a controlled vocabulary when adding a field with a tag under authority control (i.e. adding an 100 tag for an author that we do not have an authority record for and one doesn't exist in LoC's Name file) | | | | | | |
| 136 | Provides a way to both import and export bibliographic and authority records as a single record or in a batch | | | | | | |
| 137 | Provides a way to define match points between imported records and existing records (i.e. check 001, 020, 024, 999 tags) and the order in which they're checked | | | | | | |
| 138 | Provides a way to control when an imported record overlays an existing record | | | | | | |
| 139 | Provides a way to ensure tags in an existing record are always preserved on overlay (i.e. we do not want 959 tags being deleted/removed when a record is overlaid) | | | | | | |
| 140 | Provides a way to define rules to manipulate MARC tags during import or export including adding or deleting tags as well as modifying the text of a tag or subfield. | | | | | | |
| 141 | Provides a summary or other alert when an imported record matched an existing record during the import process and offers staff a way to quickly open the exisint record and/or resolve the error (i.e. overlay the existing record with the imported record or skip the overlay) | | | | | | |
| 142 | Provides real time indexing of new, updated, and deleted records | | | | | | |
| 143 | Provides real time display of new, updated, and deleted records | | | | | | |
| 144 | Supports use of non-standard MARC field 245 $h, or alternatively, provides a way to clearly differentiate regular print, large print, DVDs, Blu-rays, kits, playaways, etc in both staff clients and public-facing applications | | | | | | |
| 145 | Provides a way to batch delete bibliographic records with no items or copies attached | | | | | | |
| 146 | Supports local creation of bibliographic and authority records | | | | | | |
| 147 | Provides a way to copy existing bibliographic records to create a new record | | | | | | |
| 148 | Supports the ability to use shortcuts and/or hot keys for repetitive tasks | | | | | | |
| 149 | Supports the ability to use hot keys to insert diacritics into records | | | | | | |
| 150 | Provides a way for staff to customize their hot keys and shortcuts | | | | | | |
| 151 | Supports bibliographic record templates for material types and provides a way for the templates to be customized by staff | | | | | | |
| 152 | Provides staff the ability to customize the bibliographic templates including required fields and subfields as well as pre-populating fields with standard text | | | | | | |
| 153 | Provides a way for multiple templates to exist for the same material type (i.e. Kern and Fresno County can have slightly different templates for DVDs) | | | | | | |
| 154 | Provides a way to open two or more bibliographic or authority records side-by-side | | | | | | |
| 155 | Provides a way to copy tags from one open record to another open record (i.e. highlight desired text/tag and drag it to the other record) | | | | | | |
| 156 | Supports SJVLS's OCLC holdings process and batch deleting bibs with no items | | | | | | |

| Req# | Functionality | Met | Partially Met | Not Met | Not Applicable | Vendor Comments | Ready before go-live |
|------|---------------|-----|---------------|---------|----------------|-----------------|----------------------|
| 157 | Provides a way to merge two or more bibliographic or authority records together and control which record is the surviving record while retaining: item records, acquisitions information, and patron holds in request order with duplicate requests removed | | | | | | |
| 158 | Provides a history of changes made to records, at a minimum: the date, time, and user that created a record and the date, time and user that last edited a record | | | | | | |
| | | | | | | | |
| | **ITEMS** | | | | | | |
| 159 | Supports a process to batch update multiple item records at once (i.e. changing collections, locations, item statuses, price, etc.) | | | | | | |
| 160 | Provides a way to batch create item records using MARC tags in record imports | | | | | | |
| 161 | Provides a way to copy an item to create a new record | | | | | | |
| 162 | Supports exporting item record data in MARC tags as a part of a bibliographic export | | | | | | |
| 163 | Supports creating and printing spine labels for items | | | | | | |
| 164 | Provides a way to withdraw/delete items in a batch | | | | | | |
| 165 | Supports moving item records from one bibliographic record to another while maintaining all circulation information such as holds, fines, due dates, etc. | | | | | | |
| 166 | Provides a way to change an item's barcode without losing original: patron holds, circulation data and statistics, and acquisitions information | | | | | | |
| 167 | Supports a minimum of 1,000 items linked to a bibliogrpahic record | | | | | | |
| 168 | Supports SJVLS's OCLC holdings process and batch deleting item records | | | | | | |
| 169 | Supports holdings statments of multi-part items including: summary and detailed holdings, and mixed level holdings | | | | | | |
| 170 | Supports internal notes on items for a variety of functions including: noting damage, or if an item was donated and by whom | | | | | | |
| 171 | Provides a way for staff to view pending requests for a title from the bibliographic or item record | | | | | | |
| 172 | Provides a way for staff to take inventory of items in a collection | | | | | | |
| 173 | Supports and provides a way to archive current item field values and restore those values at a later date (i.e. relocating items into a storage/archive location and making their status "unavailable" then restoring original values when they're put back in circulation) | | | | | | |
| 174 | Supports setting max fine amounts for materials as either a fixed fine amount or a percentage of the cost of the item | | | | | | |
| 175 | Supports "floating" collections | | | | | | |
| 176 | Provides a way to control which types of items float and to which branches | | | | | | |
| 177 | We only want floating materials to float between branches of our members (i.e. materials CKO from Fresno Branch A and returned to Fresno Branch B would stay at Fresno Branch B, but materials CKO from Fresno Branch A and returned to Tulare County Branch A would be returned to Fresno Branch A) | | | | | | |
| 178 | Provides a report or method for jurisdictions with floating collections to view and track current shelf capacity and identify locations that have too many items on the shelf | | | | | | |
| 179 | Provides a way to automatically redistribute floating materials from locations over capacity to locations that don't have enough | | | | | | |
| | | | | | | | |
| | **ACQUISITIONS** | | | | | | |
| | **GENERAL** | | | | | | |
| 180 | Provides a way to seamlessly interface with major vendors including: Ingram, Broadart, and Midwest Tape for selection using vendor carts, ordering, order confirmation, invoicing, and receiving processes. | | | | | | |
| 181 | Provides a way to seamlessly open or have access to other modules (i.e. cataloging and circulation) | | | | | | |

| Req# | Functionality | Met | Partially Met | Not Met | Not Applicable | Vendor Comments | Ready before go-live |
|---|---|---|---|---|---|---|---|
| 182 | Provides the ability to keep track of funds, encumberances, and expenditures as orders are created and updated | | | | | | |
| 183 | Provides a way for staff to view budget reports | | | | | | |
| 184 | Provides a way to view budget information as a hierarchy organized by logical groupings including: fiscal year, material type, budget, and organization. | | | | | | |
| 185 | Provides the ability to roll over remaining allocations from one fiscal year to the next, if desired | | | | | | |
| | | | | | | | |
| | **VENDORS** | | | | | | |
| 186 | Supports the creation of an unlimited number of vendor accounts | | | | | | |
| 187 | Provides a way for staff to create and update vendor records (with the right permissions) | | | | | | |
| 188 | Provides a way for a member library to have multiple accounts set up with a single vendor | | | | | | |
| 189 | Provides a way to track vendor performance in filling orders and providing discounts | | | | | | |
| 190 | Provides a way to configure discounts from vendors both in vendor records and applied to POs with that vendor, as well as on individual PO Lines | | | | | | |
| | | | | | | | |
| | **ORDERING** | | | | | | |
| 191 | Supports an unlimited number of purchase orders | | | | | | |
| 192 | Supports EDIFACT ordering | | | | | | |
| 193 | Provides broad flexibility to search statements, invoices and items including but not limited to: title, ISBN, PO Number, PO line number, invoice number and vendor. | | | | | | |
| 194 | Provides a way to export POs or PO Lines to common formats (such as .xlxs or .csv) specific fields from the following record types: orders, bibliographic, invoices, vendors, and payments | | | | | | |
| 195 | Provides a way to define session defaults or templates for purchase orders to automatically fill in fields on the order record for repeat information (i.e. fund, vendor, PO Number, etc), and provides a way for staff to create or update them as needed. | | | | | | |
| 196 | Provides a way for staff to chose whether and when to create bibliographic records when entering orders on an individual PO basis | | | | | | |
| 197 | Provides a way to define or create distributions for PO Lines (such as 2 copies go to Woodward Park, 1 copy goes to Fig Garden, and 1 copy goes to West Fresno) | | | | | | |
| 198 | The solution must allow library staff to access order records via access points including: purchase order number, title, ISBN, vendor, order date, received date, keyword, bibliographic record number, and call number. | | | | | | |
| 199 | Provides a way to automatically update associated information (i.e. order status, budgets, item records, bibliographic records) when: ordering, invoicing, receiving, canceling, and applying credit memos. | | | | | | |
| 200 | The solution must provide the option to print customized work slips. | | | | | | |
| 201 | Provides a way for staff to create and update budgets (with the right permissions) | | | | | | |
| 202 | Provides a way to control which staff members can use budgets (i.e. a Kern County staff member can't create a PO using a Fresno County budget code) | | | | | | |
| 203 | The solution must provide the ability to look up budget code definitions. | | | | | | |
| 204 | Staff can cancel PO Lines after creation (with the right permissions) | | | | | | |
| 205 | Staff can delete PO Lines after creation (with the right permissions) | | | | | | |
| 206 | Supports blocking new encumbrances when funds are over- encumbered or over-expended by more than the library specified amount, with override capabilities for authorized staff. | | | | | | |
| 207 | Supports multiple order records (or items) linked to a single bibliographic record | | | | | | |
| 208 | Provides a way to control if on-order item records are displayed or suppressed from public-facing applications, including default behavior and overriding it on a entire PO basis, or individual PO Lines | | | | | | |
| 209 | Provides a way to copy existing POs or PO Lines to create new orders | | | | | | |

| Req# | Functionality | Met | Partially Met | Not Met | Not Applicable | Vendor Comments | Ready before go-live |
|------|---------------|-----|---------------|---------|----------------|-----------------|----------------------|
| 210 | Provides a way to add a new item to an existing PO, when the PO does not use electronic ordering (i.e. when purchasing through Amazon) | | | | | | |
| 211 | Provides a way to add internal notes to an order or PO Lines that can be viewed in the staff client | | | | | | |
| 212 | Provides a way to customize appearance and layout of printed purchase orders for vendors that do not use EDIFACT ordering. | | | | | | |
| | | | | | | | |
| | **INVOICING AND PURCHASING** | | | | | | |
| 213 | Supports an unlimited number of invoices | | | | | | |
| 214 | The solution must allow EDIFACT purchase order responses and invoices. | | | | | | |
| 215 | The solution must provide assistance in locating error(s) if problems occur during EDIFACT processing. | | | | | | |
| 216 | Provides a way to invoice for encumbered items | | | | | | |
| 217 | Provides a way to invoice items purchased outside the ILS | | | | | | |
| 218 | Provides a way to credit encumbered items | | | | | | |
| 219 | Provides a way to credit items purchased outside the ILS | | | | | | |
| 220 | Provides a way to undo a payment for either a line or whole order and provide automatic adjustment to: orders, invoices, funds, item records | | | | | | |
| 221 | The solution must provide the ability for staff to automatically remove canceled orders from the public catalog and send notices to patrons explaining canceled holds. | | | | | | |
| 222 | The solution must provide the ability to undo a payment or a receipt for a line or a whole order and provide automatic adjustment to the following: order, invoice, fund, items created, and location. | | | | | | |
| 223 | Provides a way to create and add special charges including, postage and handling, and processing fees | | | | | | |
| 224 | Provides a way to create and apply special charges (i.e. postage and handling, processing fees) | | | | | | |
| | | | | | | | |
| | **RECIEVING** | | | | | | |
| 225 | Provides a way to alert staff about open, unresolved PO Lines | | | | | | |
| 226 | Provides a way to display notes to staff during checking (i.e. special handling instructions, or other internal notes added to the PO or PO Line) | | | | | | |
| 227 | Provides a way for staff to seamless switch between recieiving and editing a PO | | | | | | |
| 228 | Provides a way to add item barcodes when an item is received | | | | | | |
| 229 | Provides a way to sort and search PO Lines when receiving items | | | | | | |
| 230 | Provides a way to "unreceive" items that were marked received | | | | | | |
| 231 | Supports a way to only receive only a portion of an order | | | | | | |
| 232 | Supports custom claims time periods | | | | | | |
| 233 | Supports multiple claims cycles | | | | | | |
| 234 | Provides staff with the right permissions a method to generate on-demand claims for items not received | | | | | | |
| 235 | Provides staff with the right permissions a method to preview claims before they are sent to a vendor or printed | | | | | | |
| 236 | Provides a way for staff with the right permissions to edit a predicted claim date for a title | | | | | | |
| 237 | Supports claiming a partial order | | | | | | |
| | | | | | | | |
| | **SERIALS** | | | | | | |
| 238 | Supports searching of serials by title and ISSN | | | | | | |

| Req# | Functionality | Met | Partially Met | Not Met | Not Applicable | Vendor Comments | Ready before go-live |
|---|---|---|---|---|---|---|---|
| 239 | Supports multiple serial record types, including: Copy Record – representing each individual subscription, Issue Record – representing a single issue, Copy Issue Record – a specific issue with a status (i.e. Expected, Received, or Claimed), Item Record – a barcoded copy issue intended for circulation. | | | | | | |
| 240 | For locations using copy records staff with the right permissions have full control to edit properties including description, location, collection code, checkin property, fromat type, call number, status (i.e. currently received, not currently received, on order, completed, other, unknown), whether to display a summary of holdings, to display or surpress from the OPAC, and PAC display notes | | | | | | |
| 241 | Supports prediction of upcoming issues in any frequency including: daily, weekly, biweekly, monthly, bimonthly, quarterly, annually, irregular | | | | | | |
| 242 | Supports flexible controls and edit properties for prediction setup including start date, end date, chronology patterns, enumeration patterns, and ability to adjust enumeration. | | | | | | |
| 243 | Supports check-in and undo of check-in of serial issues for one or multiple branches | | | | | | |
| 244 | Provides a way to check in non-predicted issues, issues that come out of order and irregular issues | | | | | | |
| 245 | Provides a CKI note field for staff that pops up prior to check in | | | | | | |
| 246 | Supports routing lists to be set up in each copy record and prints routing list after check in | | | | | | |
| 247 | Supports the deletion of copy records, item records, and issue records with the deletion shown in the OPAC in real time | | | | | | |
| 248 | Provides a way to claim missed issues and to setup claims by time or issue gap, no claim as well as custom claim intervals | | | | | | |
| 249 | Supports both automated and manually generation of claims | | | | | | |
| 250 | Provides a way to electronically submit claims to a vendor | | | | | | |
| | | | | | | | |
| | **E-RESOURCES INTEGRATION** | | | | | | |
| 251 | Supports integration with EZProxy for authentication | | | | | | |
| 252 | Supports integrating eBook/eAudiobook content into patron-facing applications without requiring staff to import/load MARC records | | | | | | |
| 253 | Provides a way to distinguish between different jurisdictions holdings and only show content belonging to the jurisdiction whose catalog or mobile app profile is being viewed (i.e. Fresno's Libby titles only appear in Fresno's profiles) | | | | | | |
| 254 | Provides a way to CKO and download eBooks/eAudiobooks directly from the catalog or mobile app | | | | | | |
| 255 | Provides secure methods to authenticate patrons when logging into e-resources. | | | | | | |
| | | | | | | | |
| | **STATISTICS AND REPORTING** | | | | | | |
| | **STATISTICS** | | | | | | |
| 256 | Records statistics for at least the following modules or categories: acquisitions, cataloging, circulation, fine/fee payments, and transits (materials exchange) | | | | | | |
| 257 | Tracks statistics for the following time periods: day of week & hour of day (to report together or separately), daily, weekly, monthly, quarterly, annual | | | | | | |
| 258 | Acquisitions statistics track the following categories: purchase orders, PO lines, statements, invoices, vendors, budgets | | | | | | |
| 259 | Circulation statistics track at least the following categories: CKO, CKI, holds (items on the hold shelf), requests, registration, bib usage by CKO location) | | | | | | |
| 260 | Provides CKO statistics for at least the following: first time CKO, renewals in branch, through OPAC, through telemessage, and automatic renewals by CKO location and patron's registered location, patron type, and patron stat class(es) | | | | | | |
| 261 | Provides CKI statistics for at least the following: on time and late | | | | | | |
| 262 | Provides holds statistics for at least the following: picked up, expired on hold shelf, canceled | | | | | | |

| Req# | Functionality | Met | Partially Met | Not Met | Not Applicable | Vendor Comments | Ready before go-live |
|---|---|---|---|---|---|---|---|
| 263 | Provides request statistics for at least the following: number placed, filled, canceled, expired without being filled | | | | | | |
| 264 | Provides registration statistics for at least the following: created, deleted manually, deleted by batch process | | | | | | |
| 265 | Provides statistics for usage of bibliographic records by date or date range and CKO location (i.e. bib usage stat report) | | | | | | |
| 266 | Provides cataloging statistics for bibliographic, authority, item, and copy records | | | | | | |
| 267 | Provides cataloging statistics for these categories: number created, deleted manually, deleted by a batch process | | | | | | |
| 268 | Provides fine and fee statistics for payments, waivers, and credits by location, fee/block type, date and time, workstation, cash drawer, and staff member | | | | | | |
| 269 | Provides transit (materials exchange) statistics for at least the following categories: to location, from location, date, transit reason (filling a hold, returning home) | | | | | | |
| 270 | Provides a way to track and report statistics on the number of times an item filled a hold to a jurisdiction that did not own a copy of the title (i.e. CLSA unowned transits report) | | | | | | |
| 271 | Provides a way to track and report overall material exchange between branches by from and to jurisdiction (i.e. Quarterly ILL report) | | | | | | |
| | **REPORTING** | | | | | | |
| 272 | Provides a reporting interface where staff can run various reports on demand | | | | | | |
| 273 | Provides a way for staff to create reports on-demand | | | | | | |
| 274 | All relevant tables and fields are available for use in reports | | | | | | |
| 275 | Supports displaying live data in reports, especially fields like current item status | | | | | | |
| 276 | Supports scheduling report delivery in a variety of formats including: .txt, .pdf, .xlsx, .csv | | | | | | |
| 277 | Supports configuring the recipients of scheduled reports (i.e. a monthly stats report can be sent to a director, metrics librarian, and branch supervisors) | | | | | | |
| 278 | Provides a way to configure the frequency of delivery for schedule reports including: daily, weekly, monthly, yearly, on specific days of the week, or on specific days of the month as well as the time of day. | | | | | | |
| 279 | Provides a way to customize filters and contents of filters used in reports (i.e. a report used by Fresno only lists Fresno branches) | | | | | | |
| | | | | | | | |
| | **OPAC** | | | | | | |
| 280 | Provides a way for each of our 10 members to have their own OPAC instance | | | | | | |
| 281 | Allows searching physical and digital items separately or all together | | | | | | |
| 282 | Provides a way to copy an existing OPAC profile to create a new one using the copied settings as a baseline | | | | | | |
| 283 | Provides a way to cascade configuration changes from one catalog profile to others | | | | | | |
| 284 | Provides a way for patrons to create, edit and manage their own lists of materials | | | | | | |
| 285 | Provides a way for staff to create custom search limits using a mixture of bibliographic and item level details | | | | | | |
| 286 | Provides a way to create and edit search fields from MARC fields | | | | | | |
| 287 | Provides a way to pre-limit searches to specific fields (i.e. Title, Author, ISBN, Subject, Series, etc) | | | | | | |
| 288 | Provides a way to add or remove pre-limit search fields | | | | | | |
| 289 | Provides a way for patrons to filter search results on a variety of fields (facets) | | | | | | |
| 290 | Provides a way for staff to define what facets are available for use and create new ones if needed | | | | | | |
| 291 | Provides a way to sort library holdings in a way that all items belonging to branches of the jurisdiction's profile appear at the top of the list and the remaining locations sort below them | | | | | | |
| 292 | Integrates Syndetics Unbound enriched content | | | | | | |

| Req# | Functionality | Met | Partially Met | Not Met | Not Applicable | Vendor Comments | Ready before go-live |
|------|---------------|-----|---------------|---------|----------------|-----------------|----------------------|
| 293 | Supports translating/displaying the user interface in multiple languages. English and Spanish at a minimum. | | | | | | |
| 294 | Supports taking payments for fines and fees through the catalog | | | | | | |
| 295 | Supports sorting result sets by a variety of fields such as: Title, Pub Date, Author, etc. | | | | | | |
| 296 | Provides usage statistics including: sessions, searches, use of pre-search limits, use of facets, number of requests placed, number of records viewed | | | | | | |
| | | | | | | | |
| | **MOBILE APP** | | | | | | |
| 297 | Provides a way for each of our 10 members to have their own App or App template | | | | | | |
| 298 | Provides a way for each of our members to have their own branding/color palettes | | | | | | |
| 299 | Provides a way for each member to integrate their e-resource offerings like OverDrive titles plus the systemwide, shared CloudLibrary collection | | | | | | |
| 300 | Provides controls to allow staff at one member library to edit their own app/template without affecting other member's instances. | | | | | | |
| 301 | Provides a way to add or create custom content defined by the library | | | | | | |
| 302 | Provides push notifications to patrons for alerts like hold availability, overdue notices | | | | | | |
| 303 | Provides a way to search the catalog | | | | | | |
| 304 | Includes the ability for patrons to create custom lists of items | | | | | | |
| 305 | Provides a way for lists created in the mobile app display in the OPAC and lists created in the OPAC display in the mobile app | | | | | | |
| 306 | Provides a way to link accounts and have them viewed together in the mobile app | | | | | | |
| 307 | Supports taking payments for fines and fees through the mobile app | | | | | | |
| 308 | Supports sorting result sets by a variety of fields such as: Title, Pub Date, Author, etc. | | | | | | |
| 309 | Provides usage statistics including: sessions, searches, use of pre-search limits, use of facets, number of requests placed, number of records viewed | | | | | | |

# Supplemental Questions

## Instructions

SJVLS would like to gather more detailed information about how proposed solutions can accommodate some of our specific services and processes. We will provide a detailed description of how these work on our current system. Vendors are asked to provide a written description of how their system can meet these requirements.

## Deleting Items and Managing OCLC Holdings

Managing OCLC holdings is complicated in a consortium that shares bibliographic records. The challenge is to determine when a member adds their first copy of a title, or deletes their last copy, as opposed to looking for the first item or last item on a bibliographic record. SJVLS manages holdings by adding a bibliographic tag (959) to the MARC record with the member's OCLC symbol to indicate holdings have been set for that member. Bi-weekly, SJVLS runs a SQL process that identifies bibliographic records where the member has at least one copy and the bibliographic record does not have a 959 tag with their OCLC symbol. The process adds the 959 tag to the bibliographic record and generates a list of OCLC numbers (tag 001), which are run through batch holdings updates via the OCLC client.

The process is reversed to delete OCLC holdings. To facilitate the process, staff mark items with a special status to indicate the item was withdrawn. SJVLS runs a SQL process that generates a report of the number of items deleted by location and deletes the items overnight through a batch delete process. The next day, a SQL process identifies bibliographic records where the member's 959 tag is present in the bibliographic record, and the member does not have an item linked to the record. The 959 tags are deleted and a list of OCLC numbers is generated. The OCLC numbers are then used to delete the member's holdings via the OCLC client. After the process, any bibliographic records with no items attached are then batch deleted overnight.

Please describe how your proposed solution supports managing OCLC holdings for individual jurisdictions within a shared catalog, either with the process described above, or through functionality in the ILS.

**Hold Fulfillment**

There are normally two processes through which a specific item fills a request:

1. An eligible item is checked in and fills the request (Process 1) or
2. A daily location level report targets items to pull from the shelves (Process 2)

SJVLS wants hold fulfillment to apply a logic that will generally fill requests in the first placed/first filled order (queue order) except when:

1. With available items within a jurisdiction filling holds for pickup within that group of libraries first (jurisdiction copies get priority for jurisdiction holds), and
2. Reducing transit times by filling with the "closet" copy.

Below are explanations of the desired logic for the two processes.

*Process 1 – On checkin of an item with a pending request*
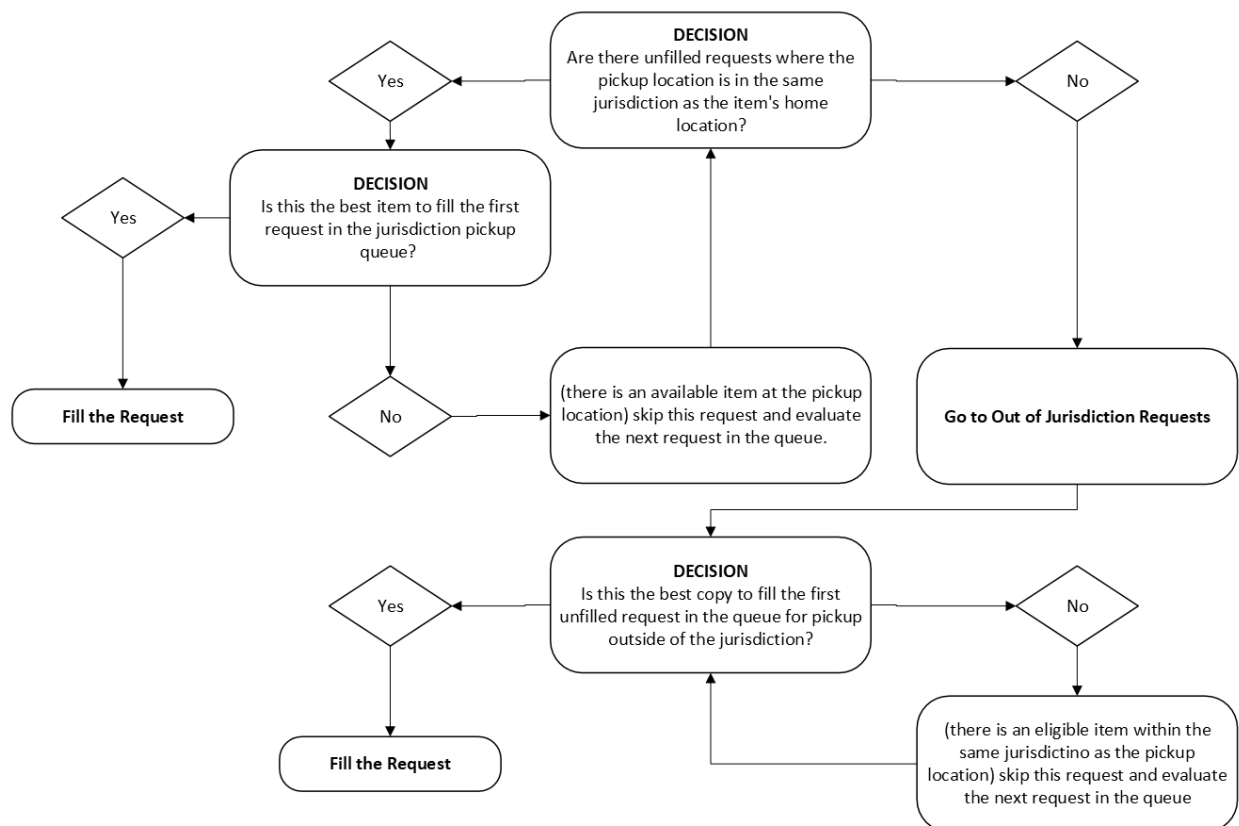


*Process 2 – Report of items to pull off the shelf to fill requests*

Requests are filled in queue order with the exception that a jurisdiction's items have priority for filling their own requests before filling requests for pickup locations outside of the jurisdiction. In other words, a jurisdiction's copies will not fill a request outside of the jurisdiction until all its own requests have been filled.

When there are multiple available items to fill a request, the software should choose the best item for the pickup location as follows:

1.      If there are X number of available items within my jurisdiction and within the first X number of requests there is one for pickup at my location, use my item to fill that request. An item location/pickup location match does not allow the request to jump over other unfilled requests in the queue if there are not enough available copies to fill all requests.

2.      If there are X number of available items within my jurisdiction and within the first X number of requests there are none for pickup at my location, fill the first request for pickup within the jurisdiction, provided that the pickup location does not have an available item.

3.      If there are no outstanding requests for pickup within my jurisdiction, fill the first request in the queue, unless the jurisdiction where the request will be picked up has an available copy, in which case, jump to the next request.

Please describe how your ILS manages hold fulfillment, how hold settings are configured, and whether you can support the process described above. Additionally, please explain what features your ILS offers to determine which available item is selected to fill a hold, and when multiple items meet the criteria. Are there other factors considered, such as last circulated, or the first library to run the holds report?

**SJVLS's Specialized Statistics and Reports**

SJVLS tracks specialized statistics on ILS usage, in order to provide reports to our members or other governing agencies. Those statistics and reports are described in the Background of the RFP. Please describe how your system would support these reports.

**E-Resources in Public Facing Applications**

While SJVLS members share most of their physical collections, and SJVLS provides several e-resources systemwide including a shared CloudLibrary collection, our members do not share their OverDrive or Hoopla titles with patrons outside their jurisdiction. Every SJVLS member has their own OverDrive account, and 3 members have Hoopla subscriptions. As a result, SJVLS must have a way to ensure OverDrive titles held by one member do not appear in catalog search results of other members that do not own the title. We also need Hoopla titles to only appear in search results where the member has a subscription, and we need to be able to configure each member's catalog profile to point to their Hoopla account.

In a catalog where members share bibliographic records, managing e-resource holdings through MARC records is challenging, and SJVLS does not want to manage manually loading MARC records for OverDrive or Hoopla content.

Please describe how your system manages e-book and e-audiobook records and holdings in an environment like SJVLS's with multiple vendor accounts with different titles held by each.

**Offline Circulation (for Vendor-hosted Solutions)**

A vendor-hosted ILS solution will require connectivity between SJVLS's network and the vendor. How would your solution handle a loss of connectivity? Please describe what offline circulation options are available for staff.

# COST PROPOSAL PRICING WORKSHEET

Proposals shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the project. Cost must be in US Dollar. **If there are additional costs associated with the services, please add them to this chart. Your Cost Proposal must reflect all costs for which the System will be responsible.**

For the purposes of this RFP, assume an initial term of five (5) years, with the System having an option to renew for two (2) additional consecutive one (1) year terms thereafter.

1. Provide an all-inclusive annual rate for the proposed ILS, and on-going technical support. Year 1 costs will begin once SJVLS goes live on the vendor's solution. SJVLS's desired go-live date is April 2027. Any migration or set up costs will be listed in section 2.

| Model | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|---|---|---|---|---|---|
| **Self-Host** | | | | | |
| **SaaS** | | | | | |

2. Provide either flat-rate or hourly rate costs for any personnel or services necessary to migrate SJVLS's data, consult on initial system setup, and provide training for SJVLS and member library staff, and other associated costs prior to go-live.

| Good/Service | Quantity / Hours | Estimated Costs per unit, hour, etc. | Total Cost |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | **Grand Total** | |

3. If your solution offers additional modules, services, or features not listed in the Scope of Work, but relevant to SJVLS or our member's services, please list them below along with their associated costs.

| Item | Annual Cost |
|---|---|
| | |
| | |

*Additional Comments:*