MC MONTGOMERY COLLEGE

ADDENDUM #3

Issued: 10/30/2020

ADDENDUM FOR THE PURPOSE OF:

▪ To correct answer given regarding the "go live" date.

Question: Does Montgomery College have a "Go-Live" date to begin services?

Correct Answer: The preference is to allow adequate time to do the implementation wisely, and to "go live" when it is least disruptive to students. In addition, considering our fiscal cycle, **July 1, 2022** seems a reasonable date to begin services, subject to any unforeseeable setbacks.

All other specifications, terms and conditions remain unchanged.

_____

Patrick Johnson, MBA
Director of Procurement

Please **sign** below to acknowledge receipt of this Addendum and return with the proposal. Failure to return this Acknowledgement of Addendum may deem a proposal nonresponsive.

NOTE: All proposals MUST BE RECEIVED **electronically** by 3:00pm Eastern Standard Time on **November 13, 2020.**

Electronic proposal and addendum or addenda shall be sent to the following email address prior to the submittal deadline date and time at vendor.proposals@montgomerycollege.edu. **No responses will be accepted after this date and time.**

_____   _____
Company Name   Authorized Signature

_____   _____
Date   Printed/Typed Signature

MC MONTGOMERY COLLEGE

ADDENDUM #2

Issued: 10/29/2020

ADDENDUM FOR THE PURPOSE OF:

▪ To provide the attached questions & answers

All other specifications, terms and conditions remain unchanged.

Patrick Johnson, MBA
Director of Procurement

Please **sign** below to acknowledge receipt of this Addendum and return with the proposal. Failure to return this Acknowledgement of Addendum may deem a proposal nonresponsive.

NOTE: All proposals MUST BE RECEIVED **electronically** (NEW) by 3:00pm Eastern Standard Time on **November 13, 2020.**

Electronic proposal and addendum or addenda shall be sent to the following email address prior to the submittal deadline date and time at vendor.proposals@montgomerycollege.edu. **No responses will be accepted after this date and time.**

_____   _____
Company Name   Authorized Signature

_____   _____
Date   Printed/Typed Signature

Vendor Questions	Montgomery College Response
1. Given this RFP's short turnaround would Montgomery consider an extension to the original submittal date? We'd like to propose an extension of twelve (12) working days from the original date for a target date of Nov 20th.	The closing date has been extended to November 13, 2020 at 3:00 pm.
2. What is the total number of individuals who will require login access to the system (including part-time staff)?	If we count all library positions, it would be fifty (50). If logins are needed for student workers and Information Technology staff, it's 70. If pricing is going to be based on the number of accounts, we'd like pricing submitted for both.
3. Please provide/confirm the following information about the size and composition of your library collections: - Total number of unique e-journal titles - Total number of digital objects (if applicable) - Size of your digital collection (in MBs)? (if applicable)	• 61,150 (from overlap analysis of all holdings in Intota). • Does not apply • Does not apply
4. Does Montgomery College have a "Go-Live" date to begin services?	The preference is to allow adequate time to do the implementation wisely and to "go live" when it's least disruptive to students. In addition, considering our fiscal cycle, July 1, 2021 seems a reasonable date to begin services, give or take any unforeseeable setbacks.
5. Does Montgomery College have established date(s) for demonstrations, contract award announcements or other timeline milestones?	Estimated timeline: RFP close date – November 13, 2020 Committee evaluation/scoring – November 16th thru 30th Presentations – December 1st thru 16th Recommendation of award presented at Board of Trustees meeting, scheduled for January 27, 2021.
6. Regarding "SUPPLEMENT I" and "SUPPLEMENT II" (functional sections), we would like to propose responding with a Word document/PDF, sans the table format. This would allow us to both maintain the order of your template but also allow us to present our text, images and charts in an orderly, easy to follow manner.	A Word document is acceptable.

****************************** End of Questions & Answers ******************************

MC MONTGOMERY COLLEGE

ADDENDUM #1

Issued: 10/23/2020

ADDENDUM FOR THE PURPOSE OF:

- To extend the Closing Date from November 4, 2002 at 3:00 p.m., to **November 13, 2020 at 3:00 p.m.**

- To provide the attached questions and answers

All other specifications, terms and conditions remain unchanged.

_____
Patrick Johnson, MBA
Director of Procurement

Please **sign** below to acknowledge receipt of this Addendum and return with the proposal. Failure to return this Acknowledgement of Addendum may deem a proposal nonresponsive.

NOTE: All proposals MUST BE RECEIVED **electronically** (NEW) by 3:00pm Eastern Standard Time on **November 13, 2020.**

Electronic proposal and addendum or addenda shall be sent to the following email address prior to the submittal deadline date and time at vendor.proposals@montgomerycollege.edu. **No responses will be accepted after this date and time.**

_____   _____
Company Name   Authorized Signature

_____   _____
Date   Printed/Typed Signature

Vendor Questions	Montgomery College Response
1. Will the College consider a short extension to the submittal deadline?	Yes, the closing date has been extended to November 13, 2020 at 3:00 pm EST.
2. Will the College consider an email-only submission since some vendors may have limited access to the office facilities during the pandemic?	No, one hard copy proposal is required. Proposals shall be certified, wet signed, and dated by a bona-fide agent of the Offeror. Vendor proposal will not be rejected, if hardcopy is not received by the proposal submittal deadline; however, it must be received prior to contract award or sooner.
3. Will the College consider a scanned signature from an authorized representative during this time?	An electronic submission is acceptable, but must be supplemented with a hard copy submission with a wet signature, and dated by a bona-fide agent of the Offeror.
4. Has the College ever evaluated any software for Cloud Based Library platform?	No, the College has not done a formal evaluation of any of the available solutions.
5. Do you prefer any software to get service platform and discovery system?	The College has no preference.

***************************** End of Questions & Answers *****************************

MONTGOMERY COLLEGE

Office of Procurement
9221 Corporate Blvd
Rockville, MD 20850

REQUEST FOR PROPOSAL

RFP NO. E521-009

RFP TITLE: CLOUD-BASED LIBRARY SERVICES PLATFORM & DISCOVERY SYSTEM

All proposals MUST BE RECEIVED **electronically** by 3:00pm Eastern Standard Time on **November 4, 2020.**

Prices must remain firm for: **120 DAYS AFTER PROPOSAL CLOSING DATE AND TIME**

Proposal Bond Requirements:	**NONE**
Performance, Labor and Material Bond requirements:	**NONE**
Pre-proposal Conference:	**NONE**

MINORITY VENDORS ARE ENCOURAGED TO RESPOND TO THIS SOLICITATION

Important: Your quotation will be jeopardized if any portion of this inquiry is not complete. No proposal will be accepted after the date and time stated above.

[signature]

Patrick Johnson, MBA
Director of Procurement

NOTE: Prospective Offeror's that have received this document from a source other than the Procurement Office should immediately contact the Procurement Office and provide their name and e-mail address so that any amendments to the Bid/RFP or other communications can be sent to them. Failure to contact the Procurement Office may result in non-receipt of important information.

REGISTRATION OF CORPORATIONS NOT REGISTERED IN THE STATE OF MARYLAND   Pursuant to 7-202 et. Seq. of the Corporation and Associations Article of the Annotated Code of Maryland, corporations not incorporated in the State of Maryland shall be registered with the State Department of Assessments and Taxation, 301 West Preston Street, Baltimore, Maryland 21201 before doing any interstate or foreign business in this State. A copy of the registration or application for registration may be requested by the College.

MONTGOMERY COLLEGE ▪ OFFICE OF PROCUREMENT
REQUEST FOR PROPOSAL TITLE: CLOUD-BASED LIBRARY SERVICES PLATFORM & DISCOVERY SYSTEM
RFP NUMBER: E521-009
RFP CLOSING DATE AND TIME: NOVEMBER 4, 2020 @ 3:00 PM EST

<div style="background:black;color:white;text-align:center;font-weight:bold">TABLE OF CONTENTS</div>

SECTION 1 – PROPOSAL AND CONTRACT INFORMATION

1.1 **Intent**

It is the intent of this Request for Proposal to provide Montgomery College with a **cloud-based library services platform and discovery system**, in accordance with the terms, conditions, and specifications described herein. In the event that a special condition is contradictory to a general condition, the special condition shall prevail.

Montgomery College will hereinafter be referred to as the "College" and "MC." Respondents to the RFP will be referred to as "Offeror's" and "Proposers." The Offeror to whom the contract is awarded will be referred to as the "Contractor."

1.2 **Electronic Bid Submittal Due Date**

All responses to this Request for Proposal must be submitted electronically, in two separate attachments. One attachment shall consist of the Technical Proposal, and the second attachment shall consist of the Price Proposal. Both attachments shall be sent together, in a single email. See **Section 5 Proposal Submission** for complete submission instructions.

Electronic proposal and addendum or addenda, if applicable, shall be sent to the following email address by the submittal deadline date and time: vendor.proposals@montgomerycollege.edu. All responses to this Request for Proposal are due by **3:00 p.m., November 4, 2020** Eastern Standard Time (EST). **No responses will be accepted after this date and time.** In the event that the College is closed on the RFP closing date, due to an unforeseen circumstance, the RFP will close at the stated time on the next open business day, unless the Offeror is notified otherwise.

1.3 **Contact Information**

Request for information or technical questions related to this solicitation should be directed to **Cherree Adams, Purchasing Manager,** via e-mail to cherree.adams@montgomerycollege.edu. The Bidder may not initiate contact with any other College representative about this bid. All inquiries and questions must be submitted in writing via email and received by **4:00 pm, October 27, 2020.** All questions received by the noted deadline will be answered and sent to all proposing firms via issuance of an addendum. No questions will be accepted after this date.

1.4 **Addenda**

The College will issue an addendum or addenda to all prospective Offeror's known to have received the document, if it becomes necessary to issue any. Only answers provided via an addendum issued by the Procurement Office will be binding. However, Offeror's bear sole responsibility for downloading all addenda, if any, for this RFP from the College Procurement website at
http://www.montgomerycollege.edu/procure/ and it is the responsibility of the Offeror to check this site for any addenda before submitting a proposal. Acknowledgement of the receipt of all addenda must accompany the Offeror's proposal, and all addenda shall become part of the RFP documents. Failure to acknowledge receipt does not relieve the Offeror from complying with all terms of any such addenda.

SECTION 1 – PROPOSAL AND CONTRACT INFORMATION -continued

1.5   Proposal Validity

Offeror's must hold their proposal prices for 120 days after the award date. In the event that the awarded Contractor is unable to perform the contract, the College reserves the right to re-solicit the contract or to award the contract to the next highest evaluated Offeror.

1.6   General Conditions and Instructions

Offeror's shall refer to, understand, and agree to Attachment E, General Conditions and Instructions, of this proposal. The College reserves the right to reject as non-responsive any offer that objects to any of the terms, conditions, or specifications of this RFP.

1.7   Submitted Pricing

All pricing is FOB Destination. Pricing must be submitted on the Price Proposal page (Section 6). The prices offered on the Price Proposal must include all charges, costs, and fees incurred in the delivery of this procurement. No allowance will be made at a later date for additional charges due to the Offeror's omission. Payment discounts, if offered, will be taken when appropriate, but will not be considered in the evaluation for award. The College reserves the right to request additional related services in support of its operations, and fees for those services shall be negotiated accordingly. The College is exempt from State of Maryland sales use tax and federal excise tax, and the College will not pay or reimburse those taxes.

1.8   References

The Offeror must provide three (3) references, with whom Offeror has provided similar services within the past three years. All references must include organization name, contact name, mailing and email address, telephone number, and service dates. Cited references must be able to confirm, without reservation, the Offeror's ability to provide services in accordance with the requirements contained in this solicitation. The College reserves the right to reject a proposal based on an unsatisfactory reference; use itself as a reference, if applicable; request additional references; contact any non-reference clients that have utilized Offeror's services; or require a site visit to one or more of the Offeror's reference locations.

1.9   Subcontractors

The College seeks proposals from Contractors performing all requested services and will enter into an agreement only with the selected Offeror. **No portion of the work shall be subcontracted without the prior written consent of the College throughout the terms of the contract, including renewals and extensions.** In the event the Contractor desires to subcontract part of the services specified herein, the Contractor shall furnish the company or individual name(s), contact name, mailing and e-mail addresses, qualifications, and experience of the proposed subcontractor(s), as well as a description of the services to be performed by the subcontractor. The primary Contractor shall remain fully liable for the work performed by the subcontractor(s) and shall assure compliance with all requirements of the contract if approved by the College. The College reserves the right to reject any proposed subcontractor in its own best interest.

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SECTION 1 – PROPOSAL AND CONTRACT INFORMATION -continued

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1.10   Proposal Evaluation
Proposals submitted in response to this solicitation will include evaluation as follows:
1.10.1 Offeror is **responsible** – Offeror demonstrates ability to provide products and/or services that can meet or exceed requirements. The following criteria will be used to determine responsibleness:
  1.10.1.1   Offeror has the equipment, ability, and experience to perform the work as stated in the specifications listed in this RFP.
  1.10.1.2   Offeror is financially stable.

1.10.2 Offeror is **responsive** – Offeror follows RFP submission instructions and provides all requested materials. The following criteria will be used to determine responsiveness:
  1.10.2.1   Offeror has favorable references that can confirm its ability to provide the products and/or services as stated in the specifications listed in this RFP.
  1.10.2.2   Offeror has provided all documentation and samples requested in the Scope of Work/Specifications.

1.11   Proposal Rejection
The College reserves the right to reject any or all offers received as a result of this Request for Proposal. Offers may be rejected for any of the following reasons:
1.11.1 Failure to meet the mandatory specifications and requirements.
1.11.2 Failure to respond in a timely manner to a request for additional information, data, etc.
1.11.3 Failure to supply appropriate and favorable client references.
1.11.4 Submittal of an incomplete Price Proposal page.
1.11.5 Failure to sign the proposal.
1.11.6 Failure to return any addenda acknowledgements
1.11.7 Submittal of conditional, alternate or multiple proposals.
1.11.8 Failure to demonstrate that it is qualified to carry out the obligations of the contract and to implement and support the work specified herein.
1.11.9 Failure to provide samples and/or demonstration materials that are representative of the quality level sought by the College.

1.12   Required Submittal List RFP Packet should be returned in its entirety
  • Technical Proposal, including all attachments and
    ▪ References (Attachment A)
    ▪ Conflict of Interest Statement (Attachment B)
    ▪ Contractor Information Form (Attachment C)
    ▪ Subcontractor List, if applicable
    ▪ Acknowledgement of Receipt of Addenda, if applicable
  • Price Proposal (Section 6)
  • Functional/Technical Requirement Checklist (Supplement I)
  • Functional/Technical Questionnaire (Supplement II)

1.13   Failure to Submit
Failure to provide any of the items noted in Section 1.12 may deem a proposal non-responsive.

SECTION 1 – PROPOSAL AND CONTRACT INFORMATION -continued

1.14   Contract Award

An award will be made in the best interest of the College to the **highest evaluated** and most responsible, responsive Offeror that can meet or exceed the terms, conditions, and specifications of this solicitation. Evaluation of Offeror's will be based on Offeror qualifications, competitive pricing, and references. The evaluation for award will be made on the basis of payment to the Contractor in Net 30 Days from the date an acceptable invoice is received by Montgomery College. The College may cancel this Request for Proposal or reject any or all proposals in whole or in part.

1.15   Contract Documents

The Request for Proposal in its entirety, the Offeror's proposal, and the College purchase order will form the contract. Offeror's requiring their signed contract or terms and conditions separate and apart from the foregoing must submit such a contract, terms, and conditions with their response. The contract will be examined and evaluated along with the Offeror's proposal. The College reserves the right to reject the Offeror's contract form and terms and conditions.

1.16   Contract Term

The initial term of this contract will be for one (1) year from date of award. Beyond the initial term, at the sole option of the College, the contract may be renewed for four additional one-year terms, subject to funding availability and need, and provided that the Contractor has been in compliance with the terms and conditions of the contract and its service has been satisfactory.   The College reserves the right to amend its requirements during the life of the contract to meet the needs of the College.

1.17   Contract Pricing

Contract prices shall remain fixed for first year of contract. Requests for price increases after first year of contract must be submitted in writing within 60 days of expiration of year one contract term. The same will apply for all successive contract renewal periods, should the College elect to exercise them. Any approved increase will take effect at the start of a contract renewal term. All contract price increase requests, along with supporting documentation must be sent to the Director of Procurement. The College reserves the right to request additional supporting documentation. Any price adjustments cannot exceed the Consumer Price Index (CPI) for the Washington, DC-Baltimore Metropolitan Area as published by the U.S. Department of Labor, Bureau of Labor Statistics, Consumer Price Index, All Urban Consumers (PCI-U), not seasonally adjusted; most current year final index (no preliminary).

1.18   Contract Modification and Amendment

The College retains the unilateral right to require changes in the Scope of Work as long as the changes are within the general scope of work to be performed hereunder. The College, without invalidating the contract documents, may submit a written request to order extra work or to make changes to the agreement by altering, adding to, or deducting from the work, and the contract sum shall reflect such changes. Price adjustments must be accepted, in writing, by Montgomery College before the Contractor performs additional work on the project.

The Contractor cannot accept purchase orders/requests for services or products that are not covered in this contract or make changes to the scope of work unless a price for those services or products has been negotiated with the Procurement Office, and the Contractor has received a signed contract amendment from the Procurement Office.

SECTION 1 – PROPOSAL AND CONTRACT INFORMATION -continued

1.19 **INSURANCE REQUIREMENTS** (if applicable)

The Contractor shall maintain such insurance as will indemnify and hold harmless the College from Workmen's Compensation and Public Liability claims for property damage and personal injury, including death, which may arise from the Contractor's operations under this contract, or by anyone else directly or indirectly employed by him/her. Certificate of insurance is due within seven (7) days of notice of award (if applicable).

The Contractor shall maintain insurance in force at all times during the term of this agreement, with an insurance carrier approved or licensed to do business in the State of Maryland acceptable to the College, and with the following minimum insurance coverage.

Workers compensation Insurance covering the Contractor's employees
As required by Maryland State law with the following minimum limits:
Bodily Injury by Accident $100,000 each accident
Bodily Injury by Disease $500,000 policy limit
Bodily Injury by Disease $100,000 each employee

Commercial General Liability Insurance, excluding automobiles Owned or hired by the Contractor, with limits as follows:
Bodily Injury and Property Damage:
$300,000 combined single limit of bodily injury and property damage
  -Contractual Liability – Premises and Operations
  -Independent Contractors

Comprehensive Automobile Liability - Providing bodily injury and property damage coverage for owned Vehicles and non-owned vehicles with limits as follows:
Bodily Injury: $100,000 each person
                                                    $300,000 each occurrence
Property Damage: $300,000 each occurrence
Additional Insured - Montgomery College shall be named as an additional
Insured on all liability policies.

These coverage's and limits are to be considered minimum requirements under this Agreement and shall in no way limit the liability or obligations of the Contractor. The insurance shall provide that policy coverage will not be cancelled, altered or materially changed without sixty (60)-calendar days' notice to the College by registered or certified mail. The insurance shall not be limited to claims made only while the policy is in effect.

The Contractor shall furnish the College with a certificate of insurance as evidence of the required coverage. The Contractor shall provide liability insurance coverage for material and/or equipment stored for the College for which the Contractor has received payment in an amount of that equaling its replacement value. Such insurance shall specifically identify the materials and/or equipment and shall name the College as an additional insured. The Contractor shall provide the College with evidence of such insurance. In the event that the Contractor's insurance is terminated, the Contractor shall immediately obtain other coverage. Lack of insurance during life of contract shall be grounds for immediate termination of contract.

SECTION 1 – PROPOSAL AND CONTRACT INFORMATION -continued

1.20   Certificate of Liability Insurance

The Contractor shall furnish the College a Certificate of Liability Insurance as evidence of the required coverage within seven (7) days of award of the contract.   Such insurance shall name the College as an Additional Insured. Policy and Certificates of Insurance shall reference Montgomery College Contract No. **E521-009**. Current certificates must be provided to the College throughout the contract term.

1.21   Termination of Insurance

In the event that the Contractor's insurance is terminated, the Contractor shall immediately obtain other coverage. Lack of insurance shall be grounds for immediate termination of the contract.

1.22   Contract Assignment

The Contractor may not assign, transfer, convey, sublet or otherwise dispose of the contract or its rights, title or interest therein or its power to execute such agreement to any other person, company or corporation without the previous consent and approval, in writing, by the College, and consent to such assignment shall not be unreasonably withheld or delayed. Unless otherwise agreed to in writing by the College, the assignee shall bear all costs incurred by the College, directly or indirectly, in connection with or as a result of such an assignment.

1.23   Contract Deadlines and Failure to Deliver

The Contractor is contractually obligated to meet all agreed upon deadlines. Failure of the Contractor to meet any deadline is grounds for termination by default. Additionally, if the Contractor fails to comply with established delivery requirements, the College reserves the right to make an open market purchase of required services and items and to assess, as liquidated damages, the difference between the contract price and the actual cost incurred by the College and to invoice charges to the Contractor.

1.24   Contract Billing

Summary billing for a lump sum amount is not an acceptable format on invoices billed to the College and any invoice presented for payment that lacks itemized billing may be returned. Minimally, invoices must include the College purchase order number. All true and correct invoices must be mailed to Montgomery College, Accounts Payable Office at 9221 Corporate Blvd, Rockville, Maryland 20850 or e-mailed to accountspayable@montgomerycollege.edu.

1.25   Public Record and Proprietary Information

The information contained in Proposals submitted for the College's consideration will be held in confidence until all evaluations are concluded and an award has been made. Pricing and other information that is an integral part of the offer cannot be considered confidential after an award has been made. **Offeror's must clearly mark any information considered proprietary and confidential**. The College will honor requests for confidentiality for information of a bona fide proprietary nature as permitted under the Federal Freedom of Information Act and the Maryland Public Information Act.

<div align="center">**SECTION 1 – PROPOSAL AND CONTRACT INFORMATION -continued**</div>

1.26   Confidentiality

The Contractor agrees to maintain in strict confidence Montgomery College's confidential information as listed herein. The Contractor may use the College's confidential information solely to perform the services required, as listed herein and may not disclose such information to any person or entity without the expressed written consent of Montgomery College.

The information contained in proposals submitted for the College's consideration will be held in confidence until all evaluations are concluded and an award has been made. Pricing and other information that is an integral part of the offer cannot be considered confidential after an award has been made. Offeror's must clearly mark any information considered proprietary and confidential. The College will honor requests for confidentiality for information of a proprietary nature. Pricing may not be deemed confidential.

1.27   Tobacco and E-Cigarette Policy

Montgomery College is a tobacco-free institution. The use of tobacco and e-cigarette products is prohibited in all indoor and outdoor College-owned property and facilities, including all buildings and building entrances; walkways; recreational and athletic areas; parking lots; bus stops/shelters; College owned or leased vehicles; and facilities leased and controlled by the College as well as at meetings or conferences sponsored by the College, regardless of the location. This use prohibition extends to the Contractor's employees, agents, subcontractors, and Contractors.

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SECTION 2 – BACKGROUND AND SCOPE OF WORK

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2.1   Background
Montgomery College is Maryland's second oldest community college. The College serves roughly 55,000 students each year, through credit and noncredit programs, at nonresidential campuses located in Germantown, Rockville, and Takoma Park/Silver Spring and at off-campus sites throughout Montgomery County. To support students' academic and professional goals, the College employs more than 3,100 faculty, administrators, and staff.

The Montgomery College Library offers academic support at its three campus locations. The library serve the College's students, faculty, staff, and the Montgomery County community, as well as via an extensive virtual presence online.

2.2   Overview
The objective of this Request for Proposal (RFP) is to seek a qualified and experienced vendor to provide a cloud-based Library Management System (LMS) to manage the entire life cycle of library materials in all formats, including equipment. The awarded contractor will implement the system, migrate data from the existing LMS to the new LMS, provide support and maintenance of the system, train staff in the use and management of the new LMS, and offer relevant standardized reports to meet the operational needs of the library.

2.3   Scope of Work and Services
The College is interested in a software as a service ("SaaS") deployment and is not interested in hosting the solution on premise. The selected vendor must serve as the contractor for all functions, modules, and features and third-party add-ons must be contained in their proposals. The library reserves the right to approve the choice of subcontractor(s) by the vendor stated in the proposal and/or after the awarding of the contract.

All software components must be in current release, thoroughly tested, and must require few or no operating system modifications. The vendor must discuss cost, availability, and access to future software upgrades. The vendor's system must be compatible with existing library workstations, laser printers, routers, hubs and wireless antennas.

The vendor must supply a list of compatible hardware/software components for peripherals, such as, barcode scanners, receipt printers and label printers. The vendor must provide a detailed description of its implementation plan. The vendor must agree that the Library and the vendor will mutually determine the details for the final implementation plan. The proposal must include a statement of all costs that will be associated with the project including, but not limited to:

    a. Software
    b. Data conversions and migration
    c. Training
    d. Annual software licensing fees
    e. Annual technical/maintenance support charges
    f. Additional system features
    g. Miscellaneous fees/charges
    h. Total contract price

SECTION 2 – BACKGROUND AND SCOPE OF WORK-continued

The proposal must be completed and signed by a person authorized to commit the vendor to provide the goods and services. Upon request the vendor will demonstrate the product. Portions of this RFP and/or related documents may become part of the final contract between Montgomery College and the vendor. The expectation is that any proposed pricing will remain in effect through go-live date

2.4   Current Systems

Montgomery College uses Banner as its ERP (enterprise resource planning) and SIS (student information system) system and Blackboard as its learning management system. Any proposed platform should be compatible with other existing third-party applications MC uses. Third-party applications should be able to write and update data within the LMS.

Important Note: The College is in the process of converting its financial management system from Banner SCT to Workday, a cloud-based enterprise management system. Proposer's library services platform should also interface with Workday, scheduled to go-live January 2022.

2.5   Statistical Information

FTE Enrollment*	Fall 2019:	
	6,387	
Collection	Physical	Electronic†
Books	194,857	149,857
Databases		164
Media	15,006	123,004
Serials	1,229	119,792
Total	211,092	392,817
Annual Circulation		
	Charges and Renewals (FY19)	19,003
	Reserves (FY19)	22,026
Library Staff‡		
Administration	2	
Access Services	21	
Research & Teaching	15	
Resources & Collections	9	

* FTE is calculated as Total Credit Hours / 30 for the most recently completed fall semester. Collection statistics based on July 1, 2019-June 30, 2020 following IPEDS definitions for each type of material. Annual circulation statistics are for period July 1, 2018-June 30, 2019; we began working remotely on March 15, 2020 and data for FY21 is not indicative of regular library operations.
† Electronic book, media, and serials record counts primarily obtained from third-party MARC record service; we anticipate migrating only those records "owned" by Montgomery College, to the extent that loading the remaining records directly from the contractor and/or existing MARC record service provider is feasible.
‡ Library staff counts based on total number of positions allocated to MC Library, regardless of current status.

SECTION 2 – BACKGROUND AND SCOPE OF WORK-continued	

Associated Systems	
Current LMS	Voyager (hosted)
Student information system	Banner
Campus financial system	Banner
Campus authentication service	CAS, SAML, does not include community patrons
Proxy server	EZProxy (hosted)
Interlibrary loan software	ILLiad
Discovery solution	Ebsco Discovery Service
Link resolver	360 Link
Course reserves system	Ares
Electronic resource management	Intota & Intota Assessment
Course management software	Blackboard
Self-check machine provider	N/A
Web Content Management System	OUCampus (OmniUpdate), LibGuides CMS
Chat Reference Service	LibAnswers/LibChat

2.6   Project Approach/Timeline
The Proposer should include in its response a sample work plan and proposed schedule showing tasks and time frames necessary to complete the scope of services.

To include but not limited to the following:
- Approach to scoping and conducting the project; efforts that may be needed to ensure a successful project; work and management methodology; activity coordination methodology and consideration of areas not addressed but deemed essential to the effective conduct of the project.
- Provide details of data migration from existing system
- Describe anticipated product upgrade schedules
- Provide Training strategy for the staff, and end–users: describe the training options that are suggested and include costs in the pricing section
- Any issues that your firm believes are critical to the project's success; a list of extra deliverables and/or additional documentation to be provided beyond the deliverables stated in this RFP.
- Sample schedules and work plans indicating the tasks and time needed for each task to complete the scope of services; any assumptions made in the development of the schedule and work plan.
- Describe any challenges you foresee with this project and the plan to address them.
- List any cost-effective and innovative ideas for delivering the project, and any other pertinent information relevant for consideration.

2.7   Project Management
A Project Manager must be designated to the project, and an organizational chart showing the manager and all project staff must be included. Provide team members' experience and qualifications, including sub-consultants, if applicable. The information should describe the nature of the work and the role of these individuals and/or companies as they relate to this project. Include the qualifications of any outside consultants and associates that may be employed to assist on this project.

SECTION 3 – QUALIFICATIONS AND TECHNICAL REQUIREMENTS

3.1   Minimum Requirements

The Contractor must have the necessary personnel, experience, certification, knowledge, skills, abilities, licenses, facilities, equipment, supplies, insurance, and technology in place to fulfill the requirements of the resulting contract and to provide the requested services on a timely basis and in compliance with all municipal, county, state, and federal codes, ordinances, regulations, and laws and industry best practices and standards.

   a) Must have been in business for a minimum of five (5) years.
   b) Bidders shall provide a minimum of two (2) examples of successful projects similar in size and scope to Montgomery College (within budget, on time, within scope).
   c) The Offeror must provide three (3) references within the past three years that are capable of confirming the Offeror's experience in providing the same or similar level of services.

3.2   Qualifications and Past Performance

The Respondent's Proposal should be comprehensive and include all business analysis, business process redesign, hosting, configuration, integration, documentation, training, knowledge transfer, project management, maintenance and support and other implementation services necessary. The solution should provide Montgomery College with an improved platform for superior service taking into account the needs of today as well as the future.

Proposer must provide and include in response documentation of the following:

3.2.1   Company Overview
   • On company letterhead, please provide an overview of your company, highlighting its history and experience in providing the proposed LMS to libraries. Years in business, the number of employees, and mission & philosophy.
   • Provide company's history and partnership with academic libraries/community colleges. How many of these libraries are in the state of Maryland, how many are community colleges

3.2.2   Library System Expertise
   • How many customers are currently running your LMS
   • Did any of these customers migrate from the current system used by MC
   • State the role that research and usability testing plays in the development of your system
   • List the features that distinguish your platform from other solutions

3.3   Platform Requirements

Functional and Technical Requirements to this RFP. The College does not expect or require that a single solution meet all of the requirements; however, Respondent is required to indicate whether their solution meets each requirement "out of the box," meets a requirement with customization, is capable of meeting the requirements with third-party integration, or does not meet the requirement.

<div align="center">**SECTION 3 – QUALIFICATIONS AND TECHNICAL REQUIREMENTS-continued**</div>

3.4   Network and Hosting Requirements
The proposed technology solution will be hosted by the Vendor or by a qualified 3rd party Vendor. The Vendor or its subsidiaries or subcontractors shall not transmit data on or through the College network or any devices that are a part of that network or store data on any devices that are part of that network. The College requires that all of its data be stored in the continental U.S. To review Montgomery College Information Technology Standards visit: https://info.montgomerycollege.edu/offices/information-technology/it-security/it_standards.html.

3.5   Customer Service/Technical Support Requirements
   a)   Contractor shall provide technical support and customer service both online or via a toll-free telephone number throughout the life of the contract.
   b)   Contractor shall provide real time assistance that is available Monday through Friday.
   c)   Contractor shall provide escalated support and assistance that if there is a system failure that causes the system to become unusable or disables access to the system.

3.6   Training Requirements
   a)   Contractor shall provide a timeline of the steps in the implementation process, inclusive of training. This timeline shall include both the timeline of steps to be provided by the Contractor and the timeline of steps to be provided by the College.
   b)   Contractor shall provide a designated trainer(s) to be available to provide training through the implementation of the solution.
   c)   Contractor shall provide all training material(s).
   d)   Contractor's initial training shall take place onsite.
   e)   Contractor shall provide continued and unlimited ongoing training for new or updated features on an annual basis as needed.
   f)   Contractor's continued or unlimited ongoing training options should include onsite, live online, or web-based options.
   g)   Contractor's training shall not be considered complete until the College agrees that the solution is fully operational and each designated system user has shown the ability to successfully gain access to and operate the solution.

3.7   Contractor's Responsibility for Employees/Subcontractors (if applicable)
The contractor shall be responsible for the acts and omissions of all the firm's employees and all Subcontractor employees, their agents and all other persons performing any of the work under a contract with the contractor. The contractor shall at all times enforce strict discipline and good order among the contractor's employees and shall not employ on the work site any unfit person or anyone not skilled in the task assigned.

3.8   Technology Accessibility Requirements
All e-learning and information communication technology (ICT) developed, purchased, upgraded or renewed by or for the use of Montgomery College shall comply with all applicable policies, Federal and State laws and regulations including, but not limited to Section 508 of the Rehabilitation Act and all other regulations disseminated under Title II of The Americans with Disabilities Act, which are applicable to all benefits, services, programs, and activities provided by or on behalf of the College. The Contractor shall also comply with the Web Content Accessibility Guidelines (WCAG) web standards.

SECTION 3 – QUALIFICATIONS AND TECHNICAL REQUIREMENTS-continued

I) Accessibility Conformance Report

NOTE: Prior to contract award, the highest ranked bidder will be instructed to submit a completed Voluntary Product Accessibility Template (VPAT) or a demonstration of its product accessibility. The College reserves the right to disqualify any bidding firm that fails to provide completed VPAT or a product accessibility demonstration.

3.9   Data Security Standard

All college vendors or potential vendors who provide technology resources or services in the form of software, hardware, electronic content, or support documentation and services as well as those vendors who host and/or process College data in support of service offerings.

I)   Privacy and Data Protection

NOTE: Prior to contract award, if use of offered software or services includes the cloud or off-site storage of College data, bidding firms will be required to satisfactorily complete (as determined by Montgomery College IT Security Group personnel) an associated questionnaire on security and privacy controls, and/or provide its latest SOC 2 report. The College reserves the right to disqualify any bidding firm that fails to provide a satisfactory questionnaire and/or its latest SOC 2 report.

*MANDATORY REQUIREMENT: If multi-year contract, a satisfactory SOC 2 report or completed questionnaire is required and must be submitted within ten (10) days prior to start of contract renewal period.

3.10   Supplemental

Respondent shall provide additional information on the functional and technical features of their LMS solution. Respondent must complete both the matrix of requirements in Supplement I and answer the open-ended questions in Supplement II (<u>See pages 31 thru 85</u>). **Response to Supplement I & II must be included in your proposal submission.** Lengthier comments and/or screenshots may be submitted as a separate attachment, referring to the numbered question(s). Failure to provide answers to the questions and requirements checklist may be cause for proposal to be deemed non-responsive and could be rejected.

SECTION 4 – PROPOSAL EVALUATION AND AWARD

4.1 Proposal Evaluation

4.1.1 Evaluation Process
All proposals submitted will first be examined for responsiveness and completeness by the College evaluation team. Those proposals which do not clearly respond to the proposal submission requirements may be rejected at the discretion of the College. Those proposals not rejected will be evaluated to determine which offer best meets the requirements in the RFP and is in the best interest of the College. Proposal information will be evaluated and scored by the College, and its decision will be final.

Technical Proposals will be opened first at the date and time advised in the RFP documents, and evaluated by a College Evaluation Committee. The Price Proposals remain sealed and are held by the Procurement Office. Evaluation of Technical Proposals will be based on the criteria provided in the RFP, the substantiated ability of an Offeror to perform the required services, and the Offeror's responsiveness to the RFP requirements.

4.1.2 Evaluation Criteria

Technical Proposals will be initially evaluated and scored by the College Evaluation Committee based on the following criteria:

Description of Criteria	**Maximum Point Value**
4.1.2.1 Functional Requirements	40 (maximum available points)
4.1.2.2 Experience and Qualifications	10 (maximum available points)
4.1.2.3 Project Approach/Implementation	20 (maximum available points)
4.1.2.4 Demonstration	15 (maximum available points)
4.1.2.5 Price Proposal	15 (maximum available points)

Highest possible evaluation score   **100**

4.1.3 Technical Proposal
Statement of Qualifications, Past Performance, and Project Approach/Implementation represent the technical proposal. Award will be made in aggregate, to the highest evaluated, most responsive, responsible Offeror meeting all RFP terms, conditions, and specifications.

4.1.4 Oral Presentation/Demonstration
Following the initial scoring by the evaluation committee respondents receiving the **top three (3) highest technical scores** will be invited to give a presentation of their proposed solutions and capabilities as part of the evaluation process.

SECTION 5 – PROPOSAL SUBMISSION

5.1   Proposal Organization
The proposal shall be organized using the following outline; responses to each requirement will be in order and clearly marked with the section number to which they respond. All responses must comply with the sequence and items as presented in Paragraph 5.2, RFP Outline, which lists the minimum requirements and packaging for the preparation and presentation of a response. Failure to comply may result in rejection of the response. The proposal should be specific and complete in every detail, prepared in a simple and straightforward manner, and provide sufficient detail to allow College evaluators a comprehensive and clear understanding of the Offeror's capabilities. Offeror's are expected to examine the entire Request for Proposal, including all specifications and instructions, failure to do so will be at the Offeror's risk.

5.2   Required Proposal Submittals
A submittal consisting of the Technical Proposal and the Price Proposal is required when responding to this Request for Proposal.

5.2.1   Technical Proposal
This section must contain a detailed description of the services offered by the Offeror in response to this RFP. The information submitted by the Offeror must provide sufficient detail to allow College evaluators to gain a comprehensive and clear understanding of the Offeror's capabilities.

5.2.2   Include in Technical Proposal the following:
- Transmittal Letter
- Statement of Qualifications
- Project Approach & Timelines
- Completed Reference form (Attachment A)
- Conflict of Interest Statement (Attachment B)
- Subcontractor Listing (if applicable)
- Completed Contractor Information form (Attachment C)
- Acknowledgement of Receipt of Addenda (if applicable)
- Functional/Technical Requirement Checklist (Supplement I)
- Functional/Technical Questionnaire (Supplement II)

Offeror's Proposal shall be organized in the following manner:
5.2.3   **Transmittal Letter**
The transmittal letter must be prepared on the Offeror's business stationery. The letter must introduce the company and give a brief history of the organization and the contact person responsible for the project. The letter should summarize the key points of the proposal; must indicate the Offeror's understanding of the College's requirements; and demonstrate the Offeror's ability to provide the requested services. An individual authorized to represent the Offeror for this RFP must sign the letter.

5.2.3   **Statement of Qualifications**
This contract requires specialized services. Offeror's statement of qualifications must address the following:

- Professional qualifications and technical competence of the firm, subcontractors, and staff proposed for the performance of the required services.
- Previous demonstrated experience
- Offeror's corporation/organization size, web presence, length of time the organization has been providing the required services listed herein, and key business relationships.

SECTION 5 – PROPOSAL SUBMISSION-continued

5.2.4   Project Approach and Timelines

Offeror shall submit a project approach, detailing assessment process. Approach must include completion timelines consistent with the completion date of the project. Specific plans and methodology for providing the required services (see Section 2.6).

5.2.5   References

The Offeror must submit three (3) references from current or former customers within the past three (3) years that are capable of confirming the Offeror's experience in providing the same or similar level of services. References from higher education institutions similar in size and scope to Montgomery College are preferred, but not required.

The proposal must include the names and telephone numbers of three references. Cited references must be able to confirm, without reservation, the Offeror's ability to provide these services in accordance with the requirements in this RFP. The College reserves the right to reject a proposal based on an unsatisfactory reference; to request additional references or contact any site using the Offeror's services; and to require a site visit to one or more of the Offeror's reference locations.

5.2.6   Subcontractors

Each Offeror must list the subcontractors to be used in the performance of this contract. The College reserves the right to approve or disapprove any subcontractor who will be performing work related to this project.

5.2.7   Price Proposal

The price(s) offered on the Price Proposal must include all charges and costs including travel and other reimbursable costs incurred in the delivery of this procurement.

The Price Proposal must be completed in full, signed, and dated. Offers must submit the pricing of all line items to be considered for award; failure to do so will deem an Offer non-responsive.

<div align="center">

SECTION 5 – PROPOSAL SUBMISSION-continued

</div>

5.3   Electronic Proposal Submission Instructions

The following electronic proposal submission requirements supersede the delivery of bids, and bid signature requirements language in Attachment D: General Conditions and Instructions.

All Offeror's proposals must be submitted **electronically**, via one email. In the email, attach two separate PDF file attachments, by 3:00 p.m. Eastern Standard Time (EST), on **November 4, 2020**. One attachment shall include the **Technical Proposal**, and the second attachment shall include the **Price Proposal**. Subject line of email must include "Vendor Response to **RFP No. E521-009, Cloud-Based Library Services Platform and Discovery System**.

Email address: vendor.proposals@montgomerycollege.edu

- **Any proposal received electronically after the specified deadline will be automatically rejected.**
- The subject line of the email must include the following: Request for Proposal (RFP) bid number and title.

In addition to the electronic submission, one original hard copy proposal is also required. Hard copy proposal shall be delivered to the address listed below and must be received prior to contract award. Vendor proposal will not be rejected, if hardcopy is not received by the proposal submittal deadline; however, it must be received prior to contract award or sooner.

> **Montgomery College**
> **Central Receiving Dept.**
> **Attn: Office of Procurement**
> **7602 Standish Place**
> **Derwood, Maryland 20855**

Request for Proposal (RFP) title/number should be reflected on outside of package, along with RFP closing date and time.

Note: Opening Hours: 9:30 a.m. – 2:30 p.m., **Monday through Friday**, Except for College Holidays
Phone Number: 240-567-5282

Proposals shall be certified, wet signed, and dated by a bona-fide agent of the Offeror, and include minority classification, if applicable. Failure to include all required submittals may render the Proposal non-responsive. The College will reject any offer without an authorized signature.

SECTION 6– PRICE PROPOSAL		

This section is used to describe all costs for the acquisition, implementation, operation, maintenance, licensing and use of the proposed solution. The prices offered on the Price Proposal must include all charges, costs, and fees incurred in the delivery of this procurement.

Line	Description	Cost
	Cloud-Based Library Services Platform and Discovery System	
1	Implementation/Deployment/Training Cost	$
2	License/Hosting/Maintenance Support Fee (Year 1)	$
3	License/Hosting/Maintenance Support/Upgrades Fee (Year 2)	$
4	License/Hosting/Maintenance Support/Upgrades Fee (Year 3)	$
5	License/Hosting/Maintenance Support/Upgrades Fee (Year 4)	$
6	License/Hosting/Maintenance Support/Upgrades Fee (Year 5)	$
	GRAND 5-YR TOTAL	**$**

The prices offered on the Price Proposal must include all charges, costs, and fees incurred in the delivery of this procurement. No allowance will be made at a later date for additional charges due to the Offeror's omission. An aggregate award will be made in the best interest of the College to the highest evaluated, most responsible, responsive Offeror that can meet the terms, conditions, and specifications of this solicitation.

Montgomery College is tax exempt, certification provided upon request

By signing below, your firm agrees to provide said goods and/or services as specified and that those goods and/or services shall be provided or performed in accordance with the bid specifications, stipulations and terms and conditions specified and that your firm has read and agrees to the College terms, conditions, stipulations, and specifications and any College approved or authorized exceptions and that your firm will adhere to said terms and conditions in any contract resulting.

Company Name   Name

Title   Authorized Signature and Date

ATTACHMENT A - REFERENCES

REFERENCE 1	
Company Name	
Street Address	
City, State, Zip Code	
Contact Person/E-mail	
Title	
Telephone Number	
Service Dates	

REFERENCE 2	
Company Name	
Street Address	
City, State, Zip Code	
Contact Person/E-mail	
Title	
Telephone Number	
Service Dates	

REFERENCE 3	
Company Name	
Street Address	
City, State, Zip Code	
Contact Person/E-mail	
Title	
Telephone Number	
Service Dates	

Please note: References listed must be able to confirm the Offeror's ability to provide the services requested in this RFP.

References submitted by: _____

Company Name

ATTACHMENT B – CONFLICT OF INTEREST STATEMENT

The undersigned hereby affirms and attests that to the best of its knowledge, no Montgomery College trustee or employee, or spouse, parent, child, brother, sister of the trustee or employee, own assets in this business, and of this date, are NOT employed by Montgomery College.

Company Name:	
Printed Name:	
Title:	
Signature:	
Date:	

ATTACHMENT C – CONTRACTOR INFORMATION FORM

B.1   I/We offer the terms, delivery and pricing for the requested products/services, and certify that I am a bona fide agent, authorized to make offers on behalf of the firm.

B.2   Minority Contractor: Yes ☐   No ☐

If yes, please specify minority classification ☐

B.3   Price adjustment (is ☐   is not ☐) necessary for other public agencies as listed.

B.4   Please list any exceptions taken to any terms and conditions listed in the RFP. Please note any exceptions taken may affect the award of a contract or purchase order.

B.5   I/We certify that our firm is not currently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this solicitation by any County, State, or Federal agency. I/We agree to notify Montgomery College should a change in this status occur.

Yes ☐   No ☐

B.6   Please provide the following information:

Print clearly

Company Name		Years in Business	
Federal Tax Number		Dun & Bradstreet Number	
Street Address		City, State, Zip Code	
Telephone Number		Fax Number	
Contact Person		Title	
Cell Number		E-Mail Address	

Company Name   Name

Title   Authorized Signature and Date

ATTACHMENT D – NO PROPOSAL RESPONSE FORM

Please be advised that our company does not wish to submit a proposal in response to the above-captioned RFP for the following reason(s):

☐ Too busy at this time

☐ Not engaged in this type of work

☐ Project is too large or small

☐ Cannot meet mandatory specifications (Please specify below)

☐ Other (Please specify)

_____

_____

_____

Company Name	Name
Street Address	Authorized Signature and Date
City, State, Zip Code	Title

Please return to: Montgomery College Office of Procurement 9221 Corporate Blvd Rockville, Maryland 20850

ATTACHMENT E – GENERAL CONDITIONS AND INSTRUCTIONS

ACCEPTANCE PERIOD The selected Contractor(s) must agree to an acceptance trial period of performance not to exceed ninety (90) consecutive calendar days. During the 90-day acceptance period, the Contractor's performance must be consistent with the specifications contained herein and the Contractor's bid. Failure to satisfy the "acceptance trial period of performance" may result in cancellation of the contract. In the event that the Contractor fails to meet all requirements, the College shall declare the Contractor's services unacceptable and the Contractor in default, and terminate all agreements, written or verbal, without penalty or obligation to the College. Further, should there be any dispute/discrepancy on acceptability of said service, decisions made by the College will prevail and be final.

ADDENDA The College reserves the right to amend or add to this bid at any time prior to the bid due date. If it becomes necessary to change or add to any part of this bid, the Procurement Officer will furnish an addendum to all prospective Bidders listed as having received a copy of this bid. All addenda will be identified as such and will be sent by mail, email, or fax transmittal.

ADDITIONAL ORDERS Unless it is specifically stated to the contrary in the bid response, the College reserves the option to place additional orders against a contract awarded as a result of this solicitation at the same terms and conditions, if it is mutually agreeable.

ASSURANCE OF NON-CONVICTION OF BRIBERY The Bidder hereby declares and affirms that, to its best knowledge, none of its officers, directors or partners and none of its employees directly involved in obtaining contracts has been convicted of bribery, attempted bribery or conspiracy to bribe under the laws of any state or the Federal government.

AUDIT Bidder shall permit audit and fiscal and programmatic monitoring of the work performed under any contract issued from this solicitation. The College shall have access to and the right to examine and/or audit any records, books, documents and papers of Bidder and any subcontractor involving transactions related to this agreement during the term of this agreement and for a period of three (3) years after final payment under this agreement.

AWARD CONSIDERATIONS Awards of this bid will be made to the lowest responsible Bidder conforming to specifications with consideration being given to quantities involved, time required for delivery, purpose for which required, responsibility of bidder and its ability to perform satisfactorily with consideration to any previous performance for Montgomery College. A bid may be awarded at the sole discretion of the College in the best interest of the College. Prompt payment discounts will not be considered in bid evaluation. All discounts other than prompt payment are to be included in bid price.

BEHAVIOR OF CONTRACTOR EMPLOYEES The College is committed to providing a work and study environment that is free from discrimination and harassment on the basis of race, color, religious creed, ancestry, national origin, age, sex, marital status, handicap, pregnancy, or status as a disabled veteran or veteran of the Vietnam era. Behavior contrary to this philosophy, which has the purpose or effect of creating an intimidating, hostile, or offensive environment, will not be tolerated by the College, and it is the Contractor's responsibility to ensure that such behavior by its employees, agents, and subcontractors does not occur. The policy extends to maintaining an environment free from sexual harassment. Therefore, sexual advances or sexual remarks, requests for sexual favors, and other verbal or physical conduct of a sexual nature must not be condoned or permitted by the Contractor. This prohibition extends to such harassment within the employment context as well as harassment of students, staff, and visitors to the College. It should be assumed that all sexual behavior by the Contractor's employees, agents, and subcontractors on any campus or facility of the College, whether owned, operated, maintained or leased by the College, is improper and unwelcome.

BID AND PERFORMANCE SECURITY If bid security is required, a bid bond or cashier's check in the amount indicated on the bid cover must accompany each bid and be made payable to Montgomery College. Corporate or certified checks are not acceptable. Bonds must be in a form satisfactory to the College and underwritten by a company licensed to issue bonds in the State of Maryland. If bid security fails to accompany the bid, it shall be deemed unresponsive, unless the Vice President of Procurement deems the failure to be nonsubstantial. Such bid bonds or checks will be returned to all except the three (3) lowest Bidders within five (5) days after the opening of bids, and the remaining checks or bid bonds will be returned to all but successful Bidder(s) within forty-eight (48) hours after award of contract. If a performance bond is required, the successful Bidder must submit an acceptable performance bond in the designated amount of the bid award, prior to award of contract. All bid bonds will be returned to the successful Bidder(s) within forty eight (48) hours after receipt of the performance bond.

ATTACHMENT E – GENERAL CONDITIONS AND INSTRUCTIONS-continued

BIDDING INSTRUMENTS Bidding instruments include the bid, addenda, general terms and conditions, contract terms, and specifications. Bids should be prepared simply and economically, and should provide a straightforward, concise description of the Bidder's capabilities to satisfy the requirements of the bid. Emphasis should be on completeness and clarity of content. The Bidder will bear any and all costs incurred in the preparation and submission of bids.

BRAND NAMES Brand name materials used in these specifications are known and acceptable. Bids including proposals to use alternate brands are invited as long as they are of equal type and equal or better quality. The burden of proof that alternate brands are in fact equal or better falls on the Bidder, and proof must be to the College's satisfaction.

CARE OF PREMISES Precautions taken for safety and protection shall be in accordance with the mandatory requirements of the safety codes prevailing within the jurisdiction in which the work is to be performed. During the performance of the contract, the Contractor shall take the necessary precautions to protect all areas upon which or adjacent to which work is performed as a part of this contract. Any damage caused as a result of Contractor's neglect, directly or indirectly, shall be repaired to the College's satisfaction at the Contractor's expense.

CANCELLATION Montgomery College reserves the right to cancel this bid solicitation or to reject all bids received, if the College's Vice President of Procurement, in accordance with procedures approved by the College's President, determines that it is fiscally advantageous or in the best interest of the College to cancel the bid.

COMPLIANCE WITH LAWS Bidder agrees to comply, at no additional expense, with all applicable Executive orders, Federal, State, bi-county, regional and local laws, ordinances, rules and regulations in effect as of the date of this agreement and as they may be amended from time to time, including but not limited to the equal employment opportunity clause set forth in 41 CFR 60-250.4.

CONFLICT OF INTEREST No employee of the College or of the State of Maryland, or any department, commission, agency or branch thereof whose duties as employees include matters relating to or affecting the subject matter of this bid shall, while an employee, become or be an employee of the party or parties contracting with the College, the State of Maryland, or any department, commission, agency or branch thereof.

CONTINGENT FEES Bidder hereby declares and affirms that neither it nor any of its representatives has employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee or agent working for the Bidder, to solicit or secure a contract, and that it has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a bona fide employee or agent, any fee or any other consideration contingent on the making of a contract as a result of this solicitation.

CONTRACT AMENDMENTS The College, without invalidating the contract documents, may submit a written request to order extra work or to make changes to the agreement by altering, adding to, or deducting from the work, and the contract sum shall reflect such changes. Price adjustments must be accepted, in writing, by Montgomery College before the supplier performs additional work on the project. The Contractor cannot accept purchase requests for products or services that are not covered in this contract or make changes to the scope of work unless a price for those products or services has been negotiated with the College, and the Contractor has received a signed contract amendment from the Procurement Office.

CONTRACT DEADLINES The Contractor is contractually obligated to meet all agreed upon deadlines. Failure of the Contractor to meet any deadline is grounds for termination by default. If the Contractor defaults, the College reserves the right to assess liquidated damages and/or make an open market purchase.

CONTRACT DOCUMENTS Unless otherwise noted, the general conditions of this bid, the Contractor's bid, and the signed purchase order form the contract. Contractors requiring a signed contract form separate and apart from the foregoing are to submit the contract with their bid. The Contractor's contract form will be examined and evaluated along with the Contractor's bid and, at the College's option, may be utilized as the contract.

CONTRACTOR IDENTIFICATION   Contractor's employees are required to wear identification badges and/or carry picture identification when they are on College grounds.

ATTACHMENT E – GENERAL CONDITIONS AND INSTRUCTIONS-continued

CONTRACT TERMINATION   The contract may be terminated for any of the following reasons:

> Failure of the Contractor to meet the mandatory requirements as described in this bid.
> Failure of the Contractor to meet required deadlines.
> Failure of the Contractor to resolve problems in a timely manner.
> Lack of College funding.

CONTRACTORS   This bid invitation is extended to individuals or firms as primary Contractors, and the Contractor will execute the work specified with bona fide employees. The Contractor is responsible for ensuring that the supervisor, lead worker, and subcontractors can communicate in English. Subcontractors cannot assume the primary award of this contract on behalf of the primary Contractor nor can the awarded Contractor be relieved of its obligation or responsibility to this contract. The College reserves the right to reject any subcontractor.

DELIVERY AND PACKING   All prices quoted must include delivery. All goods delivered under this contract shall be packed in accordance with accepted trade practices. No charges may be made over and above the bid price for packaging, or for deposits or containers unless specified in the bid. No charge will be allowed for cartage unless by prior written agreement. Complete deliveries must be made by the successful bidder to the designated location as indicated on the Montgomery College purchase order. A packing slip shall be included in each shipment. All deliveries must be prepaid and must be delivered to each location designated on purchase order at no additional cost. DELIVERIES MUST BE MADE TO THE SPECIFIED LOCATION. NO COLLECT SHIPMENTS OR SIDEWALK DELIVERIES WILL BE ACCEPTED.

DELIVERY OF BIDS   Sealed bids must be received in the Procurement Office by the date and time specified in the bid in order to be considered. NO LATE BIDS OR PROPOSALS WILL BE ACCEPTED. Late bids will be returned to the Bidder unopened. Bids submitted by mail must be addressed to the Procurement Office, Montgomery College, 9221 Corporate Blvd, Rockville, Maryland 20850, and clearly marked to indicate the bid number, title and opening date. Hand delivered bids will be accepted only at the Procurement Office, Montgomery College, 9221 Corporate Blvd, Rockville, Maryland 20850.

ERRORS IN BIDS   Bidders are assumed to be informed regarding conditions, requirements, and specifications prior to submitting bids. Failure to do so will be at the Bidder's risk. Bids already submitted may be withdrawn without penalty prior to bid opening. Errors discovered after bid opening may not be corrected. In the case of an error in price extension, the unit price will govern. The intention of the Bidder must be evident on the face of the bid.

FAILURE TO DELIVER   If the Contractor fails to comply with any established delivery requirements, the College reserves the right to make an open market purchase of required items and to assess, as liquidated damages, the difference between the contract price and the actual cost incurred by the College and to invoice charges to the Contractor.

INDEMNIFICATION   The Contractor shall be responsible for any loss, personal injury, expense, death and/or any other damage which may occur by reason of Contractor's acts, negligence, willfulness or failure to perform any of its obligations under this agreement. Any acts, negligence, willfulness or failure to perform any of the Contractor's obligations under this agreement, on the part of any agent, director, partner, servant or employee of Contractor are deemed to be the Contractor's acts. Contractor agrees to indemnify and hold harmless the College and its trustees, employees, agents and students from any claim, damage, liability, injury, expense, and/or loss, including defense costs and attorney's fees, arising directly or indirectly out of Contractor's performance under this agreement.

Accordingly, the College shall notify Contractor promptly in writing of any claim or action brought against the College in connection with this agreement. Upon such notification, Contractor shall promptly take over and defend any such claim or action. The College shall have the right and option to be represented in any such claim or action at its own expense. This indemnification provision shall survive the termination and/or completion of this agreement.

HAZARDOUS AND TOXIC SUBSTANCES   Bidder must comply with all applicable Federal, State, County and bi-county laws, ordinances and regulations relating to hazardous and toxic substances, including such laws, ordinances and regulations pertaining to access to information about hazardous and toxic substances, and as amended from time to time. Bidder shall provide the College with a "Material Safety Data Sheet" or in the case of a controlled hazardous waste substance, a hazardous waste manifest for all hazardous chemicals listed or subsequently added to the Chemical Information List in compliance with applicable laws, ordinances and regulations.

<div style="background:#5b4a8a;color:white;text-align:center;">ATTACHMENT E – GENERAL CONDITIONS AND INSTRUCTIONS-continued</div>

INSPECTION OF PREMISES   If a site visit is recommended or required, each Bidder is responsible for visiting the site(s) prior to submitting a bid in order to observe the existing conditions affecting the work, and to obtain precise dimensions of the area(s) involved. No allowance will be made to the successful Bidder, at a later date for additional work required because of his or her failure to visit the site and/or to obtain the exact dimensions. Discrepancies, if any, must be reported to the College.

INSURANCE   If a contract results from this bid, the Contractor shall maintain such insurance as will indemnify and hold harmless the College from Workmen's Compensation and Public Liability claims for property damage and personal injury, including death, which may arise from the Contractor's operations under this contract, or by anyone directly or indirectly employed by him/her.

MARYLAND PUBLIC INFORMATION ACT   Bidder recognizes that the College is subject to the Maryland Public Information Act, Title 10 of the State Government Article of the Annotated Code of Maryland. Bidder agrees that it will provide any justification as to why any material, in whole or in part, is deemed to be confidential, proprietary information or trade secrets and provide any justification of why such materials should not be disclosed pursuant to the Maryland Public Information Act.

MINORITY PARTICIPATION   Pursuant to Board Resolution #87-83, adopted on July 20, 1987, it is the policy of Montgomery College to encourage minority businesses to provide goods and services for the performance of College projects. Minority businesses are defined as firms that are 51% owned and controlled by a member of a socially or economically disadvantaged minority group, which includes African Americans, Hispanics, Native Americans, Alaskan Natives, Asians, Pacific Islanders, women, and the mentally or physically disabled.

NON-ASSIGNMENT AND SUBCONTRACTING   Bidder shall not assign any contract or any rights or obligations hereunder without obtaining prior written consent of the College. No contract shall be made by Bidder with any other party for furnishing the services to be performed under a contract issued from this solicitation without the written approval of the College. These provisions will not be taken as requiring the approval of the contract of employment between Bidder and its personnel.

NON-COLLUSION   Bidder certifies that it has neither agreed, conspired, connived, or colluded to produce a deceptive show of competition in the compilation of the bid or offer being submitted herewith; Bidder also certifies that it has not in any manner, directly or indirectly, entered into any agreement, participated in any collusion to fix the bid price or price proposal of the Bidder or offeror herein or any competitor, or otherwise taken any action in restraint of free competitive bidding in connection with the contract for which the bid or offer is submitted.

NON-DISCRIMINATION   Bidder assures the College that, in accordance with applicable law, it does not, and agrees that it will not discriminate in any manner on the basis of sex, race, age, color, creed, national origin, religious belief, handicap, marital status, or status as a disabled veteran or veteran of the Vietnam era. Bidder further agrees to post in conspicuous places notices setting forth the provisions of the nondiscrimination clause and to take affirmative action to implement the provisions of this section. Bidder further assures the College that, in accordance with the Immigration Reform and Control Act of 1986, it does not and will not discriminate against an individual with respect to hiring, or recruitment or referral for a fee, of the individual for employment or the discharging of the individual from employment because of such individual's national origin or in the case of a citizen or intending citizen, because of such individual's citizenship status.

NON-DISCRIMINATION POLICY   The College is committed to providing a work and study environment that is free from discrimination and harassment on the basis of race, color, religious creed, ancestry, national origin, age, sex, marital status, handicap, pregnancy or status as a disabled veteran or veteran of the Vietnam era. Behavior contrary to this philosophy, which has the purpose or effect of creating an intimidating, hostile, or offensive environment, will not be tolerated by the College, and it is the Contractor's responsibility to ensure that behavior by its employees, agents, and subcontractors does not occur. This policy extends to maintaining an environment free from sexual harassment. Therefore, sexual advances or sexual remarks, requests for sexual favors, and other verbal or physical conduct of a sexual nature must not be condoned or permitted by the Contractor. This prohibition extends to harassment within the employment context as well as harassment of students, staff and visitors to the College. It should be assumed that all sexual behavior by the Contractor's employees, agents and subcontractors on any campus or facility of the College, whether owned, operated, maintained or leased by the College, is improper and unwelcome. Contractor will also insure that all technicians who work with College users exhibit a high degree of professionalism in their dealings with those users.

ATTACHMENT E – GENERAL CONDITIONS AND INSTRUCTIONS-continued

NON-VISUAL ACCESS The bidder or offeror warrants that the information technology offered under this bid or proposal (1) provides equivalent access for effective use by both visual and nonvisual means; (2) will present information, including prompts used for interactive communications, in formats intended for both visual and nonvisual use; (3) if intended for use in a network, can be integrated into networks for obtaining, retrieving, and disseminating information used by individuals who are not blind or visually impaired; and (4) is available, whenever possible, without modification for compatibility with software and hardware for nonvisual access. The bidder or offeror further warrants that the cost, if any, of modifying the information technology for compatibility with software and hardware used for nonvisual access will not increase the cost of the information technology by more than 5 percent. For purposes of the regulation, the phrase "equivalent access' means the ability to receive, use, and manipulate information and operate controls necessary to access and use information technology by nonvisual means. Examples of equivalent access include keyboard controls used for input and synthesized speech, Braille, or other audible or tactile means used for output."

NOTICE TO CURE The College reserves the right to cancel the contract if the Contractor's performance is unsatisfactory to the College. It is understood, however, that if at any time during the term of the contract, performance is deemed to be unsatisfactory, the College shall so notify the Contractor in writing, and the Contractor shall correct such unsatisfactory conditions within thirty (30) calendar days from receipt of such notification. If such corrections are not made within the specified period, the College may terminate the contract.

PATENTS Bidder guarantees that the sale and/or use of the goods offered will not infringe upon any U.S. or foreign patent. Bidder will at his/her own expense, indemnify, protect and save harmless the College, its trustees, employees, agents and students with respect to any claim, action, cost or judgment for patent infringement, arising out of the purchase or use of these goods.

PREPARATION OF BID Bids submitted must be hand signed by an authorized agent of the company submitting the bid. Notification of award will be made by "Notice of Intent to Award" and/or purchase order. A bidder may attach a letter of explanation to the bid for clarification. Bidders will be required, if requested by Montgomery College, to furnish satisfactory evidence that they are, in fact, bona fide manufacturers of or dealers in the items listed, and have a regularly established place of business. The College reserves the right to inspect any Bidder's place of business prior to award of contract to determine Bidder responsibility.

PRODUCT TESTING DURING TERM OF CONTRACT Goods delivered under any contract resulting from this Request for Bid may be tested for compliance with specifications stipulated herein. Any shipment failing to meet or comply fully with the specification requirements will be rejected. The cost of testing a representative sample of an order or shipment for acceptance shall be borne by the College unless the order is rejected for failure to meet specifications or purchase description. In such cases of rejection, the cost of testing will be charged back to the Contractor.

RECORD RETENTION If awarded a contract, Contractor shall maintain books and records relating to the subject matter of this agreement, including but not limited to all charges to the College, for a period of three (3) years from the date of final payment under this agreement.

REFERENCES Bidder must provide at least three references from former or current clients who can confirm the Bidder's experience with projects that are similar in size or scope. All reference information must include the company's name and address and the contact's name and telephone number. The references provided must be able to confirm, without reservation, the Bidder's ability to provide the level of services requested in this solicitation. References from other higher education institutions or government agencies are preferred but not required.

REGISTRATION OF CORPORATIONS NOT REGISTERED IN THE STATE OF MARYLAND Pursuant to 7-202 et. Seq. of the Corporation and Associations Article of the Annotated Code of Maryland, corporations not incorporated in the State of Maryland shall be registered with the State Department of Assessments and Taxation, 301 West Preston Street, Baltimore, Maryland 21201 before doing any interstate or foreign business in this State. A copy of the registration or application for registration may be requested by the College.

ATTACHMENT E – GENERAL CONDITIONS AND INSTRUCTIONS-continued

REJECTIONS AND CANCELLATIONS   Montgomery College reserves the right to accept or reject any or all bids in whole or in part for any reason. The College reserves the right to waive any informality and to make awards in the best interest of the College. The College also reserves the right to reject the bid of any Bidder who has previously failed to perform adequately on a prior award for furnishing goods and/or services similar in nature to those requested in this bid. The College may cancel this solicitation in whole or in part, at its sole discretion.

RIDER PROVISION FOR MONTGOMERY COUNTY PUBLIC SCHOOLS AND MONTGOMERY COUNTY   The Bidder agrees when submitting the bid that it will make available to every office and department of the Montgomery County Public Schools and the Montgomery County Government the same bid prices, terms and conditions offered during the term of contract. Orders will be placed directly by these agencies.

RIGHT TO STOP WORK   If the College determines, either directly or indirectly, that the Contractor's performance is not within the specifications, terms or conditions of this bid and/or that the quality of the job is unacceptable, the College has the right to stop the work. The stoppage of work shall continue until the default has been corrected and/or corrective steps have been taken to the satisfaction of the College. The College also reserves the right to re-bid this contract if it is decided that performance is not within the specifications as set out.

SAMPLES AND CATALOG CUTS   If samples are required, Bidder shall be responsible for delivery of samples to location indicated. All sample packages shall be marked "Sample for Procurement Office, Bid No.___" and each sample shall be tagged or marked. Failure of the Bidder to clearly identify samples as indicated may result in rejection of bid. The College reserves the right to test any materials, equipment or supplies delivered to determine if the specifications have been met. Samples will not be returned.

SIGNATURE   Each bid must show the full business address and telephone number of the Bidder and be signed by the person or persons legally authorized to sign such contracts. All correspondence concerning the bid and contract, including the bid summary, copy of contract, and purchase order, will be mailed or delivered to the address shown on the bid. NO BID WILL BE ACCEPTED WITHOUT ORIGINAL SIGNATURE.

SPECIFICATIONS AND SCOPE OF WORK The specifications listed herein may or may not specify all technical requirements which are needed to achieve the end result. When accepting the award, the Contractor assumes the responsibility of accomplishing the task requested in this document. Any omission of parts, products, processes, etc. in the specifications are the responsibility of the Contractor and the College will not bear the responsibility of their omission. If omissions in the specifications are discovered and these omissions will impact the contract price then it is the responsibility of the Bidder to note these omissions, in writing, prior to accepting the award. If these omissions are not noted prior to award then the Contractor's silence is deemed as full and complete acceptance and any additional costs will be borne by the Contractor.

TAXES   The College is exempt from Federal and Maryland taxes. Exemption Certificates are available upon request. Bidder shall be responsible for the payment of any and all applicable taxes resulting from any award and/or any activities hereunder, including but not limited to any applicable amusement and/or sales taxes.

TERMINATION BASED ON LACK OF FUNDING   Any contract awarded as a result of this solicitation will be subject to funding and continued appropriation of sufficient funds for the contract. For purposes of this solicitation, the College's appropriating authority is deemed to be the Board of Trustees of Montgomery College. Insufficient funds shall be grounds for immediate termination of solicitation.

TERMINATION FOR DEFAULT   If an award results from this bid, and the Contractor has not performed or has unsatisfactorily performed the contract, payment shall be withheld at the discretion of the College. Failure on the part of the contractor to fulfill contractual obligations shall be considered just cause for termination of the contract and the Contractor is not entitled to recover any costs incurred by the Contractor up to the date of termination.

TERMINATION FOR THE CONVENIENCE OF THE COLLEGE   The performance of the work or services under a contract as a result of this solicitation may be terminated in whole or in part, whenever the President of Montgomery College shall deem that termination is in the best interest of the College. Such determination shall be at the sole discretion of the President. In such event, the College shall be liable only for payment in accordance with the payment provisions of the contract for work or services performed or furnished prior to the effective date of termination. Termination hereunder shall become effective by delivery to contractor of written notice of termination upon which date the termination shall become effective.

ATTACHMENT E – GENERAL CONDITIONS AND INSTRUCTIONS-continued

USE OF CONTRACT BY OTHER EDUCATIONAL INSTITUTIONS   While this bid is prepared on behalf of Montgomery College, it is intended to apply to other Maryland educational institutions and public agencies in Montgomery County, Maryland and State of Maryland as listed below:

• Montgomery County Public Schools
• Montgomery County Government
• Montgomery County Housing Opportunities Commission
• Maryland-National Capital Park & Planning Commission
• Washington Suburban Sanitary Commission
• Maryland State Colleges and Universities

Unless the Bidder takes an exception, the resulting awarded items will be available to all agencies listed. Should a price adjustment be necessary to include any other public agency, the Bidder must so note on the Contractor Information Form. Exception for Montgomery County Public Schools will not be accepted. Purchase requests and funding from other agencies will be the responsibility of those agencies.

WARRANTY   Bidder expressly warrants that all articles, material and work offered shall conform to each and every specification, drawing, sample or other description which is furnished to or adopted by the College and that they will be fit and sufficient for the purpose intended, merchantable, of good material and workmanship, and free from defect. Such warranty shall survive a contract and shall not be deemed waived either by the College's acceptance of said materials or goods, in whole or in part, or by payment for them, in whole or in part. The Bidder further warrants all articles, material and work performed for a period of one year, unless otherwise stated, from date of acceptance of the items delivered and installed, or work completed. All repairs, replacements or adjustments during the warranty period shall be at Bidder's sole expense.

ATTACHMENT F – MID ATLANTIC PURCHASING TEAM RIDER CLAUSE

Cooperative Rider Clause
The Mid-Atlantic Purchasing Team (MAPT) is the agreement between the Metropolitan Washington Council of Governments ("MWCOG") and the Baltimore Metropolitan Council ("BMC") to aggregate the public entity and non-profit purchasing volumes in the Maryland, Virginia and Washington, D.C. region ("region").

Format
A lead agency format is used to accomplish this work. The Lead Agency in this procurement has included this MAPT Cooperative Rider Clause in this solicitation indicating its willingness to allow other public entities to participate pursuant to the following Terms and Conditions:

1. Terms
   1.1 Participating entities, through their use of the Cooperative Rider Clause, agree to the terms and conditions of the resulting contract to the extent that they can be reasonably applied to the participating entity.

   1.2 Participating entities may also negotiate additional terms and conditions specific to their local requirements upon mutual agreement between the parties.

2. Other Conditions - Contract and Reporting
   2.1 The contract resulting from this solicitation shall be governed by and ''construed in accordance with the laws of the State/jurisdiction in which the participating entity officially is located;

   2.2 To provide to MWCOG and/or BMC contract usage reporting information, including but not limited to quantity, unit pricing and total volume of sales by entity, as well reporting other participating entities added on the contract, on demand and without further approval of contract participants;

   2.3 Contract obligations rest solely with the participating entities only;

   2.4 Significant changes in total contract value may result in further negotiations of contract pricing with the lead agency and participating entities.

In pricing and other conditions, vendors are urged to consider the broad reach and appeal of MAPT with public and non-profit entities in this region. A list of the participating members of the Mid-Atlantic Purchasing Team can be found at the following web links:
www.mwcog.org/purchasing-and-bids/cooperative-purchasing/member-links/ and
http://www.baltometro.org/our-work/cooperative-purchasing/brcpc-representatives

SUPPLEMENT I- Functional/Technical Requirements Checklist

The following sections contain both checklist items and related narrative questions. Use the relevant response code for each checklist item, clarifying your response in the Comments column when necessary.

Provide lengthier comments and/or screenshots in a separate attachment, referring to the numbered question.

Required Functional Requirements are noted with an R in the first column.

Response Codes:
A – Available. The feature or component is available and in use by libraries today. Available features are assumed to be part of the general system and available at no additional cost.
D – Under Development. The feature or component is currently being developed by the vendor for release at a later date. Vendor should specify the projected date for release and indicate whether there is a separate cost.
U – Unnecessary. The feature or component is unnecessary as described because the system provides an alternative means for achieving the desired function. Vendor should explain the alternative approach in the comments.
N – Not available. The feature or component is not currently available, nor is development planned.
O – Optional. The feature or component is available and in use by libraries today as a separately priced option. Please specify the additional cost in the Pricing section.

SYSTEM

Architecture

		FUNCTIONAL REQUIREMENTS			
		SYSTEM			
		Architecture	**Code**	**Additional Questions**	**Comments**
1.	R	System is hosted by the vendor in a cloud or Software-As-A-Service (SaaS) environment.			

2.	R	System is a true multi-tenant solution, so that updates happen automatically, allowing the library to always have the latest version with the latest enhancements.		
3.	R	System access requires only a web browser. Specify which browsers are supported by your system.	How does your company test browser upgrades? How quickly does your company make accommodations for new releases? Does your system scale to function on tablets and mobile devices?	
4.	R	Staff and user interfaces are ADA (Section 508) compliant for users with disabilities. Please describe any exceptions in the comments.		
5.	R	System access requires reasonable network connectivity to the Internet. Specify the minimum and recommended bandwidth needed to access the system.		
6.	R	System provides effective and continuous monitoring of its performance and uptime to meet agreed upon service level commitments.	Please describe customer notification practices.	
7.		System supports basic fulfillment capabilities during a local institution outage (e.g., an offline circulation component). In the Comments, please describe this capability in more detail.		

| 8. | P | System should include a test environment. | | Does the vendor provide copies of our production data or only generic data? How often is test data refreshed? | |

Reliability and performance

		FUNCTIONAL REQUIREMENTS			
		SYSTEM			
		Reliability and performance	**Code**	**Additional Questions**	**Comments**
9.	R	System must be fully available and accessible 24/7, excluding downtime for maintenance and upgrades. Specify the infrastructure in place to ensure this requirement.			
10.	R	System requires minimal downtime in order to perform scheduled maintenance or software upgrades. Describe how libraries are informed of any planned downtime.		Does the vendor describe routine or preventative maintenance activities? How often do these activities occur? Is there any down time? If so, how is this information communicated?	
11.	R	Company warrants the performance of its system to at least 99 percent effective uptime.		What is the system's reliability rate? Is Help Desk coverage 24/7? What is the process for obtaining help? Is a 1-800 number available?	
12.	R	System runs efficiently during times of peak use. Describe how the system addresses competing needs, particularly in a cloud environment that serves hundreds of libraries.		Please describe upgrade schedule, preparation and downtime. Can we schedule upgrades at our discretion?	

| 13. | R | System is continually monitored to maintain optimal performance. Describe the mechanisms in place to provide such monitoring. | | What is the notification practice for service interruptions and restoration of service? | |
| 14. | R | System imposes few if any limits on both the size of and the number of values in data elements within records of various types which the system manages. | | | |

Security

		FUNCTIONAL REQUIREMENTS			
		SYSTEM			
		Security	Code	**Additional Questions**	**Comments**
15.	R	Vendor employs industry best practices for data security, especially those to safeguard personal information. Provide relevant information on standards compliance and any completed organizational information technology audits.			
16.	R	System uses secure transit protocols such as SSH Public Key Authentication, SFTP, and HTTPS.		Does the system keep up with new standards and protocols?	
17.	R	System maintains personal information securely and conforms to relevant legislation (such as FERPA). System must comply with state and federal law.		How is personal data from either employees or students stored?	

18. R	Vendor follows industry best practices for regular data and system backups and backup storage. Provide an overview of such practices for the system.		How often are data and system backed-up?	
19. R	System provides data recovery in the event of data loss or corruption. Specify whether data recovery is a self-service process or requires the intervention of the vendor.		Is data recovery process performed by vendor? What is the timeframe for data recovery/data restoration process?	
20. R	Describe the encryption and other measures used to store and secure confidential data.			
21. R	Vendor has established protocols for dealing with unauthorized access to or disclosure of confidential data.		Describe how the system protects patron data and privacy. Please disclose notification practices for data breeches.	
22. R	Vendor maintains industry best practices for data protection and security in the data centers of the hosted environment. Describe the security measures in place at data center(s).			

Authentication and authorization

		FUNCTIONAL REQUIREMENTS			
		SYSTEM			
		Authentication and authorization	**Code**	**Additional Questions**	**Comments**
23.	R	System must integrate with the College's authentication system.		What authentication systems does your system integrate with? What plans do you have to accommodate future authentication systems?	

24.	R	System provides a robust staff authorization feature that assigns staff authorizations based on role and specific function.		Does the system allow the restriction of specific functions to specific users?	
25.	R	System maintains authentication as patrons navigate among databases and other aggregated content.			
26.	P	System allows staff authorization profiles to be copied.			
27.	P	System provides an unlimited number of staff logins.		Is there a licensing fee or access fee per staff log-in?	

Integration and extensibility

		FUNCTIONAL REQUIREMENTS			
		SYSTEM			
		Integration and extensibility	**Code**	**Additional Questions**	**Comments**
28.	R	System allows integration with the campus administration system for loading and maintaining patron records.		Provide a list of customers who have successfully integrated patron record loads from Banner and from Workday.	
29.	R	System allows integration with the campus financial system used for ordering, invoicing, payment of library bills, etc.		Provide a list of customers who have successfully integrated with Banner and Workday financial systems.	
30.	R	System allows integration with a proxy service such as EZProxy to facilitate remote access.		What remote patron authentication methods does your system support or interface with? Is there a single sign- in across platforms? Do you have a built-in feature to replace EZProxy?	

31. R	System allows integration with WorldShare ILL for resource sharing purposes.		
32. R	System allows integration with third-party vendor ordering systems to facilitate processing of orders and payments for such materials.	Please list third-party ordering systems that have been integrated with the system.	
33. R	System provides a documented set of APIs and/or web services.	Describe the documentation and support provided for APIs and web services.	

DISCOVERY

General user experience

		FUNCTIONAL REQUIREMENTS			
		Discovery			
		General user experience	**Code**	**Additional Questions**	**Comments**
34.	R	System includes a web-based public interface that is accessible by a variety of modern browsers. Please indicate the browsers in the Comments.		Do we need special drivers/plug-ins, etc. in a browser to support your system?	
35.	R	System includes an interface optimized for use on mobile devices (i.e., not the standard web interface merely accessed from a mobile browser).		Please describe mobile device compatibility. Does your system work on all devices? Is it scalable? Does it have an app?	
36.	R	System integrates content data in display, such as tables of content, book covers, and book reviews.		Please describe in detail. Describe the integration of print and electronic resources in the discovery system. Please elaborate on the data feeds, integrity of data (any associated enhancement processes) or associate agreements with data providers.	
37.	R	System allows searching across all types of content (e.g., physical, digital, electronic) in a single search.		Please describe in detail. Can search results be limited by facets? Describe your advance search options.	
38.	R	System authenticates users for access to licensed and online resources.		Is there a single sign on for library account and licensed resource authentication?	
39.	R	System uses a central index that provides seamless access to all institutionally licensed content across providers without additional costs.		Please describe in detail. Describe the integration of print and electronic resources in the discovery system. Please elaborate on the data feeds, integrity of data (any associated enhancement processes) or associate agreements with data providers.	

40.	P	System allows single-click retrieval of online resources.		Please describe in detail.	
41.	R	System allows patrons to access their account information: loans, fines, hold requests.		Please describe in detail.	
42.	R	System allows patrons to request items from the catalog.		Please elaborate on patron account functionality, including ability to place holds on print materials, request intercampus loans, and manage renewals, fines, and fees. In addition, please elaborate on functionality in terms of discovery service, for example, creating and saving searches, alerts, managing folders and files.	
43.	R	System allows patrons to place a hold on items that have been checked out.			
44.	R	System updates records in real-time, including their circulation status.			
45.	P	System requires no batch loading or nightly re-indexing of the data.			
46.	R	System allows persistent links to public interface screens, including search results sets, search results sets with limiters applied, and individual records.			
47.	R	System provides a branded search box builder that can be used in various places on the library web site.		Does the system have website template/software?	

48.	R	If SSO is not implemented, system allows patrons to reset their own passwords.		

Integration and customization

		FUNCTIONAL REQUIREMENTS			
		Discovery			
		Integration and customization	**Code**	**Additional Questions**	**Comments**
49.	R	System allows the library to customize the interface with its own logo, colors and other branding. Describe how staff will do this in Comments.			
50.	R	System permits the library to make changes to the interface without vendor intervention.			
51.	R	System provides course reserve system which includes electronic reserves.		Please describe built-in functionality AND any third-party products with successful customer integrations. Does the course reserve system integrate with course management software via LTI?	
52.		System interoperates with online reference chat services.			
53.	R	System integrates with the acquisitions component of the ILS to support patron-driven acquisitions.			
54.	R	System supports seamless patron-driven workflows initiated from discovery and served by the system such as, but not limited to digitization on demand, patron			

		driven acquisition, ILL requests, and course reserve requests.			
55.	P	Institution can customize the services and actions offered to patrons through the discovery interface, including the patron's ability to interact with various components of the record and external services such as interlibrary loan brokers and reference management tools. It must be possible to configure the services and requesting options available to patrons in a context-based manner, for example, the ability to display specific services only to patrons in pre-defined user groups.			
56.	R	End users must be able to see all account information (loans, requests, fines, saved searches, etc.) in the library's discovery solution. This information should be retrieved directly from the back-end library system without the need to direct users to another interface.			

Searching

		FUNCTIONAL REQUIREMENTS			
		Discovery			
		Searching	**Code**	**Additional Questions**	**Comments**
57.	R	System uses a persistent single search box that allows users to search the system from every screen.			
58.	R	System offers both basic and advanced search capabilities. Describe advanced searching capabilities in Comments.			
59.	R	System supports faceted browsing.			
60.	R	System supports selection of multiple facets.			
61.	R	System provides pre-search filtering (e.g., by format, library-specific location, publication date, availability, etc.). Please describe.		Describe the parameters by which searches can be qualified or limited.	
62.	R	System facilitates known-item searches.			
63.	R	System optimizes searches for short titles so that results appear at or near the top of result sets.		What are the system's relevance standards? Does it have match flexibility? Can we control this feature?	
64.	R	System connects searchers with resources or context-specific help in locating resources if a search does not produce results (i.e., there are no 'dead end' searches).		Does the system integrate with Springshare's LibGuides?	
65.	R	System provides features (e.g., suggestions, spellcheck, et. al.) that help users construct effective search queries.			

Result lists and records

		FUNCTIONAL REQUIREMENTS			
		Discovery			
		Result lists and records	**Code**	**Additional Questions**	**Comments**
66.	R	System supports filtering of result sets (e.g., by format, location, publication date, availability, etc.).			
67.	R	System allows saving and managing query sets.			
68.	R	System de-duplicates search results.			
69.	R	System correctly displays non-Roman characters and diacritics and files such characters correctly in search results and bibliographic displays.			
70.	P	System supports clustering of results using FRBR or similar algorithm.		If system does not support FRBR is this forthcoming?	
71.	R	System exports records to bibliographic software such as EasyBib, RefWorks, GoogleDocs or Endnote. In the comments section, please list the software your system integrates with.			

ACCESS MANAGEMENT

Circulation administration

		FUNCTIONAL REQUIREMENTS			
		Access Management			
		Circulation administration	**Code**	**Additional Questions**	**Comments**
72.	R	System allows the library to create and administer its own circulation policies.			
73.	R	System integrates loan rules with the library calendar (e.g., items are not due on days or hours during which the library is closed). Describe in Comments how the system integrates lending rules with library hours and closures, including fixed due dates for the end of an academic term.		Describe the process to manage and make changes to circulation parameters.	
74.	R	Supports RFID tags and scanning of barcodes as well as keyboard entry of patron and item barcodes.			
75.	R	System can automatically block a patron account under specific conditions (e.g., exceeding the amount of money owed) and automatically unblocks when the condition is remedied.		Please list the different specific conditions.	
76.	R	System allows authorized staff to override system parameters such as due dates, check-in times, blocks, etc. Authorization for override is tied to individual staff ID's.			

Check in and check out

		FUNCTIONAL REQUIREMENTS			
		Access Management			
		Check in and check out	**Code**	**Additional Questions**	**Comments**
77.	R	System permits materials to be checked out to patrons according to library-defined rules.			
78.	R	System allows checked out materials to be renewed according to library- defined rules.		Describe the check in/check out workflow at a circulation desk, including the renewal functionality.	
79.	R	System alerts staff during check out and check in when certain circumstances occur: holds, fines, patron or item notes, etc.			
80.	R	System prints date due receipts automatically or on demand to an attached or networked printer.			
81.	R	System has the capability to perform circulation transactions when the system is offline or otherwise unavailable.		Describe the system's offline circulation capability.	
82.	R	System allows authorized staff to manually set the date for check-in and override default due dates.		Is a password necessary for override? Or is this based on the role of whoever logged-in?	
83.	P	System alerts staff during checkout that the item is already checked out and allows it to be checked in and out in a single step.			

84.	P	System allows staff to check out an uncataloged item as a temporary item.		Does the system allow permission for some types of fast-add, brief titles, catalog records to be deleted upon check-in.	
85.	R	System tracks usage statistics for items that do not circulate.			
86.	R	System allows staff to renew one, several or all items currently loaned to a patron with a single click.			
87.	P	System allows staff to update due dates in bulk.			

Holds

		FUNCTIONAL REQUIREMENTS			
		Access Management			
		Holds	**Code**	**Additional Questions**	**Comments**
88.	R	System supports staff-initiated and patron-initiated hold requests and recalls.			
89.	R	System alerts staff in real time that an item is needed to fill a hold request.		Describe the mechanism that notifies staff which items are needed to fulfill hold requests for patrons.	
90.	R	System prints hold receipts automatically or on demand to an attached or networked printer.			

91.	R	System allows loaned materials to be recalled with the capability to shorten the loan period and impose a different fine structure.			
92.	R	System displays all titles requested by a patron and all patrons withhold requests for a title.			
93.	R	System allows patrons and staff to specify the location at which the patron wishes to pick up the item.			
94.	R	System allows patrons and staff to specify when an item is needed to fulfill a hold request, including the date needed by and date no longer needed.			
95.	R	System allows patrons and staff to specify a time period during which hold requests should not be fulfilled (i.e., hold suspension periods).			
96.	R	System allows hold requests to be cancelled by both patrons and staff.			
97.	R	System supports advance scheduling of items, including material or equipment, for specified dates and time periods.			

Billing and payments

		FUNCTIONAL REQUIREMENTS			
		Access Management			
		Billing and payments	**Code**	**Additional Questions**	**Comments**
98.	R	System assesses fines and fees for an item automatically based on policies defined by the library.			
99.	R	System allows fines and fees to be paid (partially or in full) or waived by authorized staff.		Can library patrons pay fines online?	
100.	P	System prints receipts for paid and waived bills automatically or on demand to an attached or networked printer.			
101.	R	System automatically processes materials that exceed their due date by a library-specified time period as long overdue and bills the patron.		Does the system release the relationship w/ the bibliographic record to allow withdrawal/removal from the collection?	
102.	R	System retains item-related history and transaction detail indefinitely for fines and fees, even if the item is removed from the collection.			
103.	R	System allows authorized staff to manually add or waive a fine or fee.			
104.		System interacts with campus billing system (Banner/Workday) for the synchronous or real-time transfer of billing information.		Please describe/show the different billing interface options.	
105.	R	System maintains a history of paid and waived bill transactions indefinitely for the patron.		Describe the functionality in the system to track patron financial transactions. Is there a mechanism to set automatic purging of this	

			history based on library policy/retention schedule?	
106.	R	System processes unpaid bills for export to the campus billing system.		

Notification

		FUNCTIONAL REQUIREMENTS			
		Access Management			
		Notification	**Code**	**Additional Questions**	**Comments**
107.	R	System generates notices to patrons for the following: items past due, items being held for pickup, items no longer being held for pickup, items recalled, outstanding bills.			
108.	R	System automatically sends notices to patrons via email.		Does the system have the capability to automatically text notices to the patron? Describe how notices are scheduled to be generated and sent automatically.	
109.	R	System provides customizable templates for creating notices and receipts. Describe this functionality in Comments.			
110.	R	System generates notices that may be printed and sent to patrons in lieu of email/text transmission.			
111.	R	System can generate pre-overdue notices to alert patrons of an item's impending due date.			
112.	R	System maintains a history of notices sent to the patron.			

Course reserves

		FUNCTIONAL REQUIREMENTS			
		Access Management			
		Course reserves	**Code**	**Additional Questions**	**Comments**
113.	R	System allows staff to create, edit and delete courses.			
114.	R	System allows staff to place items on reserve for a course.		Describe the workflow for creating a course and placing an item on reserve.	
115.	R	System allows searching for course reserves by course name, course number, and instructor's name, among other options.			
116.	P	System displays course reserves in the public interface.		What does this display look like? Please provide visual example.	
117.	P	System allows courses to have multiple instructors.			
118.	R	System allows an item to be on reserve for multiple courses.		Does the system integrate with other vendor software to facilitate reserves program? If so, what software or what data extract options are available for populating outside reserves systems with data from the system?	
119.	P	System allows courses to be cross listed (e.g., ART 102 is also taught as LIT 105).			
120.	P	System allows authorized users to archive course reserve information at the end of a semester and re-activate it at a future date.			

121.	R	System provides persistent URLs for course reserves and reading lists that can be pasted into course management systems or other third party systems.			

Patron management

		FUNCTIONAL REQUIREMENTS			
		Access Management			
		Patron management	**Code**	**Additional Questions**	**Comments**
122.	R	System creates and updates patron information in batch by loading data files from the campus registration system.		Describe the batch uploading of data process and to what extent the process can be automated.	
123.	P	System accommodates an unlimited number of patron types.			
124.	R	System patron records can be searched by a variety of data points, including name and default email address.		Can the data elements be customized?	
125.	R	System allows notes to be added to a patron record.		Are the notes searchable?	
126.	R	System allows authorized staff to add a block to a patron's record manually.			
127.	R	System retains expired patron records that have financial information linked to them for fines and fees.			
128.	R	System allows staff to create patrons manually to accommodate community borrowers.		How is access managed for community borrowers who do not exist in our institution's authentication system?	
129.	P	System allows for bulk update of patron statuses.			

METADATA MANAGEMENT

Cataloging

		FUNCTIONAL REQUIREMENTS			
		Metadata Management			
		Creation and import	**Code**	**Additional Questions**	**Comments**
130.		System allows searching and retrieval by barcode, author, title, ISBN, ISSN, LCCN, call #, subject, series, with facet searching by format. Keyword search sources can be customized.		Describe the availability of record search and retrieval options for both staff and public	
131.	R	System indexes and updates cataloging and user records in real time and immediately shares among all modules or subsystems.			
132.	R	System supports records for authorities, monographs, serials and electronic resources using MARC, RDA, BIBFRAME standards.		Describe the company's intent and capacity to integrate new and emerging LC standards. If electronic resources are managed in a separate section or module, please describe how/whether those resources are integrated into the larger database.	
133.	R	System can import records individually or in batch (e.g. bibliographic, order, authority, item, patron, etc.).		Describe the capabilities of the system to customize batch import of bibliographic records? For example, what global editing functions are available? Describe the capability of the system to accommodate batch overlays and/or merging of records?	

134.	R	System offers options for handling records detected as duplicates: adding, updating, overlaying, merging, replacing, or ignoring.		Does the system check for errors or duplication in bibliographic, item, patron, and authority records when importing and saving records? Is there an option to have records loaded for review and resolution rather than not loaded? Describe the process of handling errors.	
135.	R	System imports and exports bibliographic, holdings and authority records in MARC21/BIBFRAME as well as order and item records from third-party suppliers.		Describe the process of importing and exporting records from services and vendors such as LC, OCLC, YBP, etc. Describe system search and download integration with Z39.50 servers.	
136.	R	System must interact with OCLC's Cataloging Services for metadata records.		Does the system contain functionality to set up automated, but customizable, imports of Marc records from OCLC WorldShare?	
137.	R	System validates records based on established cataloging practice.			
138.	R	System imports and exports records from common metadata schemas such as Dublin Core, etc.		Specify the schema supported by the system.	
139.	R	The library retains ownership of records within the institutional catalog.			
140.	R	System imposes no limitations on the number of records that can be imported or exported.			

Holdings management

		FUNCTIONAL REQUIREMENTS			
		Metadata Management			
		Holdings Management	**Code**	**Additional Questions**	**Comments**
141.	R	System can create holdings and item records for both physical and electronic resources.			
142.	R	System supports the MARC21 Format for holdings data.			
143.	R	System supports export and import of holdings records.			
144.	R	System allows an unlimited number of copy/item records with various locations to link to a single bibliographic record.			
145.	R	System allows a holdings record to be moved to a different bibliographic record, or an item record to be moved to a different holdings record, while retaining statistics and relevant linking information (e.g., the link to the purchase order).		Does the system do this while retaining circulation, inventory, and purchase information?	
146.	R	System supports linked records for items bound together with separate bibliographic records but shared holdings/item records.			
147.	R	System allows staff to manage inventory effectively.		Describe how inventory control is managed by the system.	

148.	R	System supports holdings/item records including (but not limited to) the following fields: bar code, call number, date created, vendor, pricing, date last modified, current loan status, date of last circulation activity, frequency of circulation, room-use or in-house use counts, date inventoried. Noted are available for circulation staff, public view and cataloging staff.			
149.	R	System supports the ability to import holdings and item information from the MARC 949 field.			
150.	R	System supports reports based on each of the holdings fields outlined above.			
151.	R	System notifies staff before deleting a record with check out, holds and bills attached.			
152.	R	System supports spine label and pocket label printing.			
153.	R	System supports method for updating and editing batches of item records or holdings records through barcode scanning or identification number import.			
154.	R	System provides default cataloging templates that are editable.			
155.	R	System provides data validation (formatting, MARC fields, RDA, authority) during editing.			

Authority control

		FUNCTIONAL REQUIREMENTS			
		Metadata Management			
		Authority control	**Code**	**Additional Questions**	**Comments**
156.	R	System supports MARC/RDA authority records including Library of Congress name and subject Headings and genre/form terms.			
157.	P	Vendor provides access to a global, shared authority file.		Describe how the system manages the import and export of authority data from one or more authority vendors. Does the system provide for periodic automated authority updating?	
158.	R	System supports staff creation, revision, and deletion of local authority records.			
159.	R	System automatically checks and updates headings in bibliographic records against the authority file.			

RESOURCE MANAGEMENT

Acquisitions

Fund management

		FUNCTIONAL REQUIREMENTS			
		Resource Management			
		Acquisitions			
		Fund management	**Code**	**Additional Questions**	**Comments**
160.	R	System supports a hierarchical fund structure that provides the ability to group and report on funds.		Describe the structure of funds in the system. Is there a limit on the length of fund names?	
161.	R	System displays fund balances in real time (including encumbrances and expenditures).		What role does acquisitions play in the system?	
162.	R	System allows library staff with sufficient privilege to adjust the amount of funds (add new money, transfer money from one fund to another) at any time during the fiscal cycle.			
163.	R	System facilitates the closing of a budget at the end of a fiscal cycle with options to rollover amounts and encumbrances to the next cycle.			
164.	R	System updates fund amounts in real time.			
165.	R	System supports a graphic display of fund balance, allocation, expenditure, encumbrances.			
166.	R	System imposes no limits on the number of funds.			

167.	R	System allows the library to define its own fiscal cycle with no restrictions on starting or ending dates or duration of cycle.		Does the system support multiple fiscal cycles with distinct funds? Describe the solution's support for closing a budget at the end of a fiscal cycle.	

Vendor management

		FUNCTIONAL REQUIREMENTS			
		Resource Management			
		Acquisitions			
		Vendor management	**Code**	**Additional Questions**	**Comments**
168.	R	System supports full vendor records that include account numbers, contact information, notes and EDIFACT transmission details.		Describe the structure of vendor data in the system and how it is used in different functional areas.	
169.	R	System permits multiple accounts for a single vendor.			
170.	R	System can access a central database of vendors to minimize the re-keying of information common to all users (e.g., addresses, global contacts).			

Ordering and renewing

		FUNCTIONAL REQUIREMENTS			
		Resource Management			
		Acquisitions			
		Ordering and renewing	**Code**	**Additional Questions**	**Comments**
171.	R	System imports EOD files generated in other vendor systems, such as YBP's Gobi system.		Describe the functionality available to deliver these files via API from the vendor's system. How will the system accommodate EOD files based on BibFrame/Linked data structure?	
172.	R	System offers a full EDI interface with major library vendors for ordering and invoicing.		Describe the ordering process. What methods do you support, such as: P.O.'s, credit cards, blanket P.O.'s, pro forma, etc.? Does the system support serials and/or standing orders? Describe the workflow for receiving an item that was not ordered, such as a gift.	
173.	R	System reflects order status information in real-time and displays current status in staff display and in the user interface if desired.			
174.	R	System links a purchase order to other related information such as invoice, vendor and descriptive record.		Can the system accommodate linking a purchase order to multiple funds and/or splitting funds based on % or amount?	
175.	R	System allows holds to be placed against titles on order or in process.			
176.	R	System allows orders for non-bibliographic material using the same funds that order and pay for bibliographic material.			

				Additional Questions	Comment
177.	R	System facilitates the renewal of subscription titles with a minimum of staff interaction.			
178.	R	System allows orders to be cancelled with appropriate notification sent to vendors.			
179.	R	System accommodates Patron Driven Acquisitions (PDA/PDD) plans for print and electronic resources.		Can the system accommodate EOD and EDI files generated when triggered within a DDA plan?	

Invoicing and receiving

		FUNCTIONAL REQUIREMENTS			
		Resource Management			
		Acquisitions			
		Invoicing and receiving	**Code**	**Additional Questions**	**Comment**
180.	R	System permits the receipt of single-title monographs, serial monographs, and issues of serials.			
181.	R	System allows print or electronic items to be received from both purchase orders and invoices.			
182.	R	System supports adding items to the collection which are not purchased.			
183.	P	System notifies patrons when a requested item has been received.			
184.	R	System allows payment for a single item from multiple funds.			
185.	R	System provides an audit trail for financial transactions.			

186.	P	System can export invoice/payment requests to campus financial systems and import payment confirmation files.		Does the system integrate with Workday, in terms of financial integration, e.g. transmission of invoices?	

Claiming

		FUNCTIONAL REQUIREMENTS			
		Resource Management			
		Acquisitions			
		Claiming	**Code**	**Additional Questions**	**Comments**
187.	R	System notifies staff when a volume or issue has not arrived and allows for claiming of missed items.		Describe how an expected item becomes claimable.	
188.	R	System allows claims to be sent by EDI, email, or print.			
189.	R	System allows claims to be manually generated at any time.			

Serials management

		FUNCTIONAL REQUIREMENTS			
		Resource Management			
		Serials management	**Code**	**Additional Questions**	**Comments**
190.	R	System allows the receipt of print serial issues, including creating item records when required.		Describe the process for checking in serial issues, including creating item records for issues that circulate. What makes your system for serials management unique?	
191.	R	System provides date prediction and enumeration patterns for issue check-in.			
192.	R	System supports claiming of serial issues based on prediction patterns.			
193.	R	System allows check-in for multiple parts of a title, including regular issues, indexes, supplements, pocket parts, etc.			
194.	R	System accommodates the check-in of special issues that were not predicted.			
195.	R	System allows control/configuration of serial holdings in the public catalog.			
196.	R	System updates the MARC21 holdings record (85X/86X paired fields) automatically during check-in.		System allows for suppression of check-in items in public display.	
197.	R	System correctly links serial title changes in both the staff and public catalogs.			

Electronic resources management

		FUNCTIONAL REQUIREMENTS			
		Resource Management			
		Electronic resources management	**Code**	**Additional Questions**	**Comments**
198.	R	System facilitates management of purchased electronic resources as well as e-content available via open access.		Describe the overall workflow for the management of licensed content in your system.	
199.	R	System manages license agreements for all electronic resources.		Is there a mechanism for pushing out license terms to public-facing discovery services and/or other vendor systems, such as reserves or interlibrary loan systems?	
200.	R	System provides a comprehensive knowledgebase of electronic titles and packages from a wide variety of providers.		Describe how the inflow and outflow of knowledgebase data occurs withing the system. How often is the data updated? Can you provide an explanation of relationships with data provider and vendors? Is this data based on KBART? Can do users extract KB data in usable file formats, such as KBART?	
201.	R	System provides an integrated OpenURL resolver.		Can staff access and update OpenURL configurations?	
202.	R	System manages administrative information for electronic resources and contact information for vendors and publishers.			
203.	R	System permits trial periods to evaluate e-resources.		Can the system accommodate ERM workflows in terms of transitioning a trial to a license and/or purchase, as well as a way of	

			archiving past trial information for non-licensed resources.		
204.	R	System permits easy activation of electronic packages and titles purchased by the library.		Does this include individual eBook titles? Does this do this by linking to another server?	
205.	R	System displays an electronic resource in the public catalog automatically when it is activated in the knowledgebase.		Are the activations real-time in the discovery service interface?	
206.	R	System supports one-click resolution to full text access when supported by target provider.			
207.	R	System allows digital versions of license agreements to be attached to licenses.		Can the system accommodate licenses with differing subscription cycle, e.g. 1 year, 6 months, 3 years, a set of months within a calendar year?	
208.	R	System supports the Electronic Resource Management Initiative schema for licenses.			

REPORTS AND ANALYTICS

		FUNCTIONAL REQUIREMENTS			
		Reports and analytics			
		General	**Code**	**Additional Questions**	**Comments**
209.	R	Provides statistical reports as a standard component of the ILS.		Describe the process of modifying and running standard reports. Does the system	

			include standardized reports for IPEDS, ACRL, Pearsons?	
210.	R	Allows customization of reports by staff members with appropriate privileges, including but not limited to updating report parameters, views, dates, etc.		Describe the creation of custom reports using a report authoring interface, if one is available with your system. Do reports display on the screen before printing? Can the report be sorted by any field in the generated report?	

211.	R	Allows reports to be run automatically on a schedule that the library chooses.			
212.	R	Allows staff to run a report manually at any time.			
213.	R	Provides output in a format (.csv, .txt) that is easily imported to common spreadsheet software like Microsoft Excel.	Describe the systems capability to generate graphic reports.		
214.	P	Does not require knowledge of SQL to create, modify, schedule or run reports.			
215.	R	Complies with industry usage reporting standards such as COUNTER (R4 and R5) and SUSHI.			
216.	R	Aggregates historical data for ease in compiling trend analysis (such as usage or expenditures).			
217.	R	System can report on specified parts of the collection (e.g., material format, patron category, item holding fields, etc.) or the entire collection.	Please include list of standardized reports. Please state any limits to the number of records available for reporting.		
218.	R	System retains transaction-oriented information (without patron-identifiable data) indefinitely for statistical reporting purposes, even if the associated item or patron has been removed from the system.			

		Collection reports	**Code**	**Additional Questions**	
		Please indicate if the proposed system offers collection reports for the following:			
219.	R	Holdings by Library of Congress classification ranges.			
220.	R	All fields in holding records, such as: publication date, material format, location, and holdings added within a specified time range		System can generate a report of items withdrawn from the collection over any specified period of time?	
		Acquisition reports	**Code**	**Additional Questions**	
		Please indicate if the proposed system offers acquisitions reports for the following:			
221.	R	Balance report of fund appropriations, expenditures, encumbrances, and free balance			
222.	R	Expenditures by Library of Congress classification range and time period		Can the system produce reports counting and listing items in the collection subdivided by: call number ranges, item format, item location, call number prefix and month/years since item was added. Can the system generate a list of items lost or missing?	
223.	R	Encumbrances and expenditures by type of material			
224.	R	Open encumbrances			
225.	R	Payment activity by fund			

			Code	Additional Questions	
226.	R	Payment activity by vendor			
227.	R	Payment activity by material format			
228.	R	Payment activity by location			
229.	R	Payment activity by requestor			
		Circulation reports	**Code**	**Additional Questions**	
		Please indicate if the proposed system offers circulation reports for the following:			
230.	R	Circulation activity (loans, renewals, requests, returns, holds) by time period			
231.	R	Circulation activity (loans, renewals, requests, returns, holds) by borrower type			
232.	R	Circulation activity (loans, renewals, requests, returns, holds) by location			
233	R	Circulation activity (loans, renewals, requests, returns, holds) by material format			
234	R	Outstanding fines			
235	R	Overdue items			
236	R	Items used in-house			
237	R	Daily fines collected by location			
238	R	Recalled items			

		Patron reports	**Code**	**Additional Questions**	
		Please indicate if the proposed system offers patron reports for the following:			
239	R	Patrons added within a time range			
240	R	Patrons by borrower type			
241	R	Patrons by demographic category (e.g., field of study, postal code, etc.)			
		Electronic resources reports	**Code**	**Additional Questions**	
		Please indicate if the proposed system offers electronic resources reports for the following:			
242	R	Coverage overlap			
243	R	Most used titles			
244	R	Seldom or never used titles			
245	R	COUNTER usage/Association of College and Research Libraries (ACRL) compliant (database, e-journal, e-book)		Does the system support automated harvesting of COUNTER usage data via SUSHI? Can library staff initiate SUSHI requests for specific date ranges outside of automatically scheduled requests?	

SUPPLEMENT II – Functional/Technical Questionnaire

Offerors must provide a response to the firm's ability.

Provide any lengthier comments and/or screenshots in a separate attachment, referring to the numbered question.

SYSTEM

	QUESTIONS	
	System	
	Question	**Vendor's Answer**
Q1.	Describe how the system protects patron data and privacy.	
Q2.	Describe how the solution exposes data through documented APIs and web services. Is there an additional charge for these services?	
Q3.	Describe your company's support for creating and using web services based on published APIs. How are libraries able to learn and collaborate with other users in developing their own web services?	

DISCOVERY

QUESTIONS	
Discovery	
Question	**Vendor's Answer**
Q4. Describe the interface designed for the public to discover and access all types of resources in the system.	
Q5. Describe what a patron can do once logged in their library account: view and renew items checked out, place hold requests, recall items, view fines, etc.	
Q6. Describe the unique features of your discovery solution.	
Q7. Describe user interface and functionality for access to course reserves materials.	
Q8. Describe the parameters by which searches can be qualified or limited.	

Q9.	Describe features to support user creation, saving, export, and formatting of lists, including the ability to format such lists in scholarly style, export, email, or save.	

ACCESS MANAGEMENT

	QUESTIONS	
	Access Management	
	Question	**Vendor's Answer**
Q10.	Describe the process to manage and make changes to circulation parameters.	
Q11.	Describe the check in/check out workflow at a circulation desk, including the renewal functionality.	
Q12.	Discuss the system's ability to schedule items and equipment. Is there a separate cost for this feature?	
Q13.	Describe the process by which the system can interact with the campus billing system for the asynchronous or real time transfer of bill information.	
Q14.	Describe the workflow for creating a course and placing an item on reserve. Show how this work is reflected in the public interface.	

METADATA MANAGEMENT

	QUESTIONS	
	Metadata Management	
	Question	**Vendor's Answer**
Q15.	Describe the process of importing records from a bibliographic database such as OCLC's WorldCat.	
Q16.	Describe how local holdings are set in the OCLC WorldCat database for all library resources.	
Q17.	Describe how the system manages the import and export of authority data from one or more authority vendors such as MARCIVE.	

RESOURCE MANAGEMENT

QUESTIONS	
Resource Management	
Question	**Vendor's Answer**
Q18. Describe the structure of funds in the system. Is there a limit on the length of fund names?	
Q19. Describe the solution's support for closing a budget at the end of a fiscal cycle.	
Q20. Describe the structure of vendor data in the system and how it is used in different functional areas.	
Q21. Describe the workflow for importing MARC-based order records from vendors.	

Q22. Describe the workflow for receiving an item that was not ordered, such as a gift.	
Q23. Describe how an expected item becomes claimable.	
Q24. Describe the process for checking in serial issues, including creating item records for issues that circulate.	
Q25. What makes your system for serials management unique?	
Q26. Describe the overall workflow for the management of licensed content in your system.	

Q27.	Describe how the system stores and displays licenses and related documents, including the fields available for license terms.	
Q28.	Describe the process for adding and maintaining local resource data. Can an institution add material to the knowledge base for use by other institutions?	
Q29.	Describe the subscription tracking process, and how subscription period, cost, payment (including pro rata payments), renewal, and cancellation information are stored.	
Q30.	Describe, if any, the ability to export/sync database-level information (database name, description, coverage) to Springshare's LibGuides system	

REPORTS AND ANALYTICS

QUESTIONS	
Reports and Analytics	
Question	**Vendor's Answer**
Q31. Describe the process of modifying and running standard reports.	
Q32. Describe the creation of custom reports using a report authoring interface if one is available with your system.	

SUPPORT

QUESTIONS	
Support	
Question	**Vendor's Answer**
Q33. Describe the support of the service available from your company, including customer support hours.	

Q34. Discuss the procedure for reporting problems, including who from the institution may contact your company's support operation and the methods of such contact.	
Q35. Describe the criteria used to determine the need for high-priority support, including your escalation procedure.	
Q36. Describe the schedule and procedure for installing software upgrades and patches, including when and how customers are alerted to such events.	
Q37. Discuss how software bugs are identified, reported, communicated to the user community and fixed.	
Q38. Describe the resources and materials available for customers to troubleshoot and/or solve their own problems with the service (e.g., documentation, FAQ, release notes, patch information, etc.).	

Q39.	Discuss how libraries can help steer the direction of the product and its effective use.	
Q40.	Describe any customer community activities you sponsor or support, such as online or in-person venues to allow customers to share ideas and solutions. Include information about annual conferences and attendance, and regional interest groups.	
Q41.	Provide a typical implementation and migration timeline and project plan.	
Q42.	Describe the communication channels that the library and vendor will use during the project.	
Q43.	Describe the library staff resources required to support the migration and implementation work for the proposed solution, including roles required, level of involvement, and length of involvement.	

Q44. Describe the implementation training program content, method of delivery, and materials. Is additional training or consultation available after the system is live and in production?	
Q45. Describe the configuration and customization decisions that the library makes during implementation, including any configuration that can only be performed by the vendor.	
Q46. Describe the methodology for migrating data from the library's current ILS, including the steps involved in migrating bibliographic, item, patron, and circulation data.	
Q47. Describe your experience migrating customers from Voyager ILS to your product.	
Q48. Describe testing and cleanup processes to ensure that all data is migrated properly.	

Q49.	Discuss any opportunities for record cleanup and enhancement during the migration process.	
Q50.	Describe the process of ongoing patron data loads after the initial migration is complete.	
Q51.	Outline the roles and responsibilities of the library and the vendor during the data migration process. Describe the required involvement of library staff in the migration process.	
Q52.	Describe the amount of COUNTER and non-COUNTER usage data that will be migrated from existing systems as part of the implementation.	