

**INVITATION to BID (ITB)
for an Interlibrary Loan System (ILL) and Statewide Cataloging
Alabama Public Library Service (APLS)**

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INTRODUCTION:

The Department of Finance Division of Purchasing on behalf of Alabama Public Library Service (APLS) will be accepting bids for the purchase, installation, and maintenance of a consortia Virtual Union catalog, a Physical or Virtual Union Database, and an Interlibrary Loan management system (ILL) for use by APLS and approximately 225 public libraries and their branches in Alabama. Any inquiries or need for clarification in this document should be made to Rebecca Mitchell at rmitchell@apls.state.al.us and copied to jaeri.ellis@purchasing.alabama.gov. Inquiries must be received by 5:00 p.m. on September 26, 2013.

1. Mandatory requirement:

The Database and ILL shall run on a commonly accepted UNIX/Linux platform and must be updated to keep abreast of changing technologies. No other operating systems will be acceptable. Provide initial costs along with 5 year maintenance costs.

2. Background Information on Library

APLS services 4,822,023 people across Alabama. APLS' current Integrated Library System (ILS) is a customized Evergreen platform that consists of two servers, four OPACS, and 35 staff workstations.

3. Response to Specifications

Vendors must respond to every functional, technical, and performance requirement contained in the SPECIFICATIONS section of the ITB. Vendors' responses must be in the same order in which points appear in this ITB, and must use the same numbering scheme used in this ITB.

Vendors are advised that the State of Alabama is interested in receiving bids from Vendors who can offer a production Interlibrary Loan System (ILL), the enabling of a Virtual or Physical Union Database already in use by an installed customer base, and that bids in Alpha or Beta phase of development will not be considered. The Alabama Public Library Service (APLS) will evaluate all bids solely on the basis of currently existing features, functions, products, or services meeting the specifications as stated.

PART ONE - SPECIFICATIONS AND STANDARDS

Vendor Name:

1A. COMPLIANCE WITH INDUSTRY STANDARDS

A1. The system must comply with National Information Standards Organization (NISO) Circulation Interchange Protocol Z39.83-200x or latest standard.

A2. The system must comply with current communications protocols issued by Institute of Electrical and Electronics Engineers (IEEE), Internet Engineering Task Force (IETF), and Electronic Industries Alliance (EIA).

A3. The system must comply fully with the U. S. National Profile for National Information Standards Organization (NISO) Z39.50 (version 3) or latest standard and conform to the search functionality specified in the Bath Profile.

A4. The system must comply fully with the International Organization for Standardization (ISO) Standards 10160-10161 and ILL Protocol Implementers Group (IPIG) Profile 3.1 or latest standards.

A5. The system must support MARC, including MARC21, US MARC, and other latest standard(s).

A6. The system must support Functional Requirements for Bibliographic Records (FRBR), Anglo-American Cataloguing Rules (AACR2), and Resource Description and Access (RDA).

A7. The system must be capable of converting UNICODE character sets on the fly for searching and record display purposes.

A8. The system must support Open URL.

1B. SYSTEM CRITERIA AND REQUIREMENTS

B1. The system must have a local hosted option.

B2. The system must have a remotely hosted or Software as a Service (SaaS) option.

B3. The system must use a standard Internet browser with no application client involved.

B4. The system must have an "out-of-the-box" version of the portal for local installation.

B5. The system must include predefined gateways to connect to well-established database targets.

B6. The system must allow for an ILL session timeout to be set for inactivity configurable from the central administration site.

B7. The system must have a system administrative interface that will provide for maintaining information about target servers, databases, collections, and patron privileges.

B8. The system must provide a link to a patron feedback form.

B9. The system must allow for update of user and access tables through the system administration interface.

1B. SYSTEM CRITERIA AND REQUIREMENTS (continued)
B10. The system must support a Virtual or a Physical Union Database.
B11. The system must support a Local Lookup using Z39.50 or latest standard, providing the "availability" of items in the Database.
B12. The system must support integration of the Interlibrary Loan System (ILL) and the Integrated Library System (ILS).
B13. The system must allow the addition of new libraries at any time.
B14. The system must support vendor-provided copy and original cataloging utilities, enabling participating libraries to harvest records and to create original cataloging records.
B15. The system must allow the seamless integration of a Federated Search system at any time, while utilizing a user interface common to the ILL system.
B16. The system must link directly to OCLC via ISO communications protocol, utilizing OCLC as a "vendor of last resort" in an automated workflow.
B17. The provider must offer dedicated project management at no additional cost.
B18. The system must support federated searching of subscription databases utilizing a single user interface.
B19. The system must support unlimited simultaneous usage.
1C. HELP SYSTEM
C1. The system must have a user interface designed so patrons will require minimal help for effective use of the system.
C2. The system must have help messages and context-sensitive help topics available to patrons at all times.
C3. The system must allow patrons to access help messages without losing the search in progress.
C4. The system must allow for integration of help tutorials.
C5. The system must allow system administration staff to globally edit help and error messages.
C6. The system must make available on-line installation, reference and general help manuals for all modules of the system.
1D. TECHNICAL SUPPORT
D1. Vendor must provide unlimited technical support via toll-free telephone and email application to participating libraries.
D2. Live technical support must be available Monday through Friday between the hours of 8:00 a.m. and 6:00 p.m. Central Standard Time.
D3. Vendor must provide direct access to technical management and technical experts.

1D. TECHNICAL SUPPORT (continued)
D4. Online tutorial support documentation must be provided in formats such as: (1) user's guide available for viewing and printing; (2) flash demo on vendor's website; (3) registration help pages; and (4) user instruction pages.
D5. Vendor must provide seven (7) days advanced notice of scheduled downtimes and system changes that may require user changes to web browsers, firewalls, filters, access URL, or others.
D6. Vendor must provide system upgrades and technical support for the entire length of the contract.
1E. TRAINING
E1. Vendor must provide in-person train-the-trainer instruction.
E2. The cost of online training must be included in the annual subscription fee.
E3. Vendor must provide an online demo or training module that participating libraries can access on demand at no charge.

PART TWO - STATEWIDE CATALOGING REQUIREMENTS (VIRTUAL OR PHYSICAL UNION DATABASE)
2A. OVERALL FUNCTIONALITY
A1. The Database must be scalable, allowing the addition of new modules/servers/clients, etc.
A2. The Database must allow for system configuration and central administration.
A3. The Database must allow for bibliographic and holding record maintenance.
A4. The Database must allow for report generation.
A5. The Database must allow for performance monitoring.
A6. The Database must allow for federated searching, Z39.50 or latest standard searching, and HTTP-based searching of virtual databases with merged, de-duplicated, and sorted results.
2B. INDEXING
B1. The Database must allow bibliographic data to be mapped for indexing Author, Title, Subject, Standard Number or Keyword fields, or index points as requested by the buyer.
B2. The Database must be able to provide for MARC21 or latest standard bibliographic data to be indexed for searching by any specified field/subfield, or index point as requested by the buyer.
B3. The Database must be able to be re-indexed at scheduled intervals.
B4. Added/edited bibliographic records must be indexed in "real time".
B5. The system must support de-duplication and merging of bibliographic records.
B6. The system must support the use of all occurrences of ISBN, ISSN, or LCCN within a bibliographic record.

2C. AUTHORITY CONTROL

C1. The system must allow specified MARC fields/indicators to be included or excluded from authority process.

C2. All agencies/authority control files available or referenced by the system when performing authority control must be identified.

C3. The system must support name authority control processing against the most current and complete Library of Congress authority files for names (including weekly updates).

C4. The system must support name authority control processing against the entire Database.

C5. The system must support incremental "real time" validation of name headings when new records are added to the Database.

C6. The system must identify and report invalid name heading terms that do not match authorized headings.

C7. The system must support subject authority control processing against the most current and complete Library of Congress authority files for subjects (including weekly updates).

C8. The system must support subject authority control processing against the entire Database.

C9. The system must support incremental "real time" validation of subject headings when new records are added to the Database.

C10. The system must identify and report invalid subject heading terms that do not match authorized headings.

C11. The system must support subject authority control processing against multiple authority files.

C12. The system must facilitate manual review of all terms and headings that do not match authorized headings.

C13. The system must support creation of local authority name or subject headings, and the addition of local authority records to authority control processing.

C14. The system's authority control processing must result in the automatic generation of "See" and "See also" references in the Database.

C15. The system's authority control processing must result in the automatic generation of scope and information notes that display in the Database.

C16. The system's authority control processing must result in the automatic generation of authority records that reside in the Database.

C17. The system must incorporate a Z39.50 or latest standard host service module.

2D. MARC RECORD DOWNLOAD
D1. The system must provide for authorized staff to download standard full MARC21 or latest standard records for use in local integrated library systems (ILS).
D2. The system must support download (one at a time) of a single MARC record.
2E. STATISTICS AND REPORTS
E1. The system must maintain statistics and provide a means of requesting statistical reports related to Database usage.
E2. The system must provide a report of the total number of bibliographic records added for each participating library.
E3. The system must provide a report of the total number of bibliographic records downloaded for each participating library.
E4. The system must provide a report of the total number of holdings statements deleted for each participating library.
E5. The system must provide a report of the total number of library patron logins for each participating library.
E6. The system must provide a report of the total number of staff logins for each participating library.
E7. The system must be capable of issuing customized reports requested by APLS.

PART THREE - INTERLIBRARY LOAN (ILL) REQUIREMENTS
3A. ILL CIRCULATION
A1. The system must all participating libraries to easily change the participation status of their library to account for times when the institution is closed.
A2. The system must support automated ILL lender selection.
A3. The system must support specification of a consortium-defined system-wide default lender priority list.
A4. The system must allow participating libraries to configure the system to automatically block ILL requests from any participating library it specifies.
A5. The system must support the option to immediately alert users when attempting to request an item that is not lendable by a holding library (based on ILL policies).

A6. The system must allow participating libraries to configure the number of days a request can remain at the library before moving automatically to the next potential lender.
A7. The system must support system-wide default settings at the consortium level.
A8. The system must not limit the total number of ILL requests statewide that may be processed at any one time.
A9. The system must have a single staff interface to all requests so that transactions can be managed in the same application as consortia borrowing.
A10. The system must be able to create a temporary bibliographic and item record in the local catalog allowing for patron charges through the local integrated library system (ILS) circulation module.
A11. The system must be automatically updated when a local ILS performs a change to a patron.
A12. The system must assign each ILL transaction a unique transaction identifier.
A13. Participating libraries must be able to continuously track and update the status of ILL requests from the time of initiation to the time of completion of the transaction.
A14. The system must automatically purge completed transactions based on a specified time period.
A15. Participating libraries must be able to purge completed transactions by a variety of criteria including time period and status.
A16. The system must allow multiple participating libraries to simultaneously view the same ILL request record.
A17. The system must allow participating libraries to notify each other of any fees per request.
A18. The system must support access to the Bath Profile for updating ILL transactions.
A19. The system must allow participating libraries to flag borrowing requests for priority service.
A20. The system must be able to pre-fill the ILL request form with default information.
A21. The system must allow participating libraries to specify the default maximum amount they are willing to pay for a filled request.
A22. The system must allow participating libraries to specify the methods available to contact patrons, including but not limited to phone and email.
A23. The system must be able to automatically send an email message to those patrons who have requested email notification regarding their ILL transactions.
A24. The system must allow participating libraries to generate an ILL request suitable for printing so that the request can be mailed or faxed.
A25. The system must allow the lending libraries to download pending requests.
A26. The system must allow lending libraries to sort requests by local call numbers within multiple library collections, if applicable.
A27. The system must support the inclusion of the unique system-assigned transaction identifiers on printed ILL forms.

B. ILL STATISTICS AND REPORTS

B1. The system must capture and preserve statistics for all lending and borrowing transactions conducted on the ILL, excluding any personally identifiable information.

B2. The system must allow participating libraries to produce statistical reports on lending and borrowing transactions at a variety of regular time intervals (weekly, monthly, quarterly, annually and cumulatively).

PART FOUR - PRICING AND PAYMENT

A. PRICING AND PAYMENT

A1. Vendor must agree to invoice the State in quarterly payments in arrears.

PART FIVE - ILL AND STATEWIDE CATALOGING OPTIONS

A. NEW TECHNOLOGY

1. Development of interface with mobile apps.

2. Integration of new digital formats to include e-readers, downloadables, etc.

