

ST. LOUIS COUNTY LIBRARY DISTRICT

ST. LOUIS PUBLIC LIBRARY DISTRICT

REQUEST FOR PROPOSALS

DATE ISSUED: June 1, 2021

The Board of Trustees of the St. Louis County Library District together with the Board of Directors of the St. Louis Public Library District (“Library Districts”) are jointly accepting proposals (“Proposal” or “Proposals”) pursuant to this Request for Proposals from qualified proposers for a shared Integrated Library System (ILS) and a shared catalog that will allow patrons of both libraries to find and request material from any of the 20 St. Louis County Library branches and 16 St. Louis Public Library branches (the “Project”).

All Proposals are due no later than 2:00 P.M. C.D.T., on July 1, 2021.

Proposers shall deliver the completed Proposal in accordance with the Proposal Requirements of this Request for Proposals. A proposer shall complete the Proposal as required in this Request for Proposals and deliver the completed Proposal in a sealed envelope marked “Shared Integrated Library System.”

To protect the integrity of the Proposal selection process, any questions concerning this Request for Proposals, the Proposal process or Proposal specifications shall be emailed only to Eric Button ebutton@slcl.org and Daisy Porter-Reynolds dporter@slpl.org in accordance with this Request for Proposals.

It is anticipated that the Proposals will be considered by each Library District’s Board at a future meeting after adequate time and consideration by the Selection Committee and recommendation to the Library Directors.

The Library Districts reserve the right to reject any and all Proposals and to waive formalities in the best interest of the Library Districts.

1. BACKGROUND

The St Louis County Library District (“County Library”) is a political subdivision of the State of Missouri. The Board of Trustees (“County Board”) of the County Library is a body corporate with all the powers and rights of like or similar corporations serving about 860,000 Library District residents. All management and control of the County Library is vested in the County Board, consisting of five Trustees appointed by the County Executive of St. Louis County, Missouri. The Trustees serve staggered four-year terms.

The County Board appoints a qualified librarian who holds that office at the County Board’s pleasure as the chief executive and administrative officer (“County Director”) of the Library District.

The County Board has the power to purchase grounds, erect appropriate buildings and improve existing buildings for the use of the Library District and its branches out of funds available or through the issuance of bonds or otherwise.

County Library is a 20-branch library located in St Louis County, MO. County Library serves a population of about 860,000. County Library circulates an average of 13,705,000 items per year. The current collection holds 1.8 million volumes.

County Library has operated using Innovative Interfaces' Sierra platform since 2017. Prior to the Sierra Platform, County Library operated using Innovative Interfaces Millennium Platform.

St. Louis Public Library ("City Library") is a political subdivision of the state of Missouri. The Board of Directors ("City Board") of the City Library is a body corporate, with all the powers and rights of like or similar corporations, serving more than 300,000 residents of the City of St. Louis. Management and control of the City Library is vested in the City Board, consisting of nine directors appointed by the Mayor of St. Louis and confirmed by the St. Louis Board of Aldermen.

City Board appoints a qualified librarian who holds that office at the Board's pleasure as the chief executive and administrative officer ("City Director") of the City Library.

City Board has the power to purchase grounds, erect appropriate buildings and improve existing buildings for the use of the City Library and its branches out of funds available or through the issuance of bonds or otherwise.

City Library has 16 public locations and is located in the City of St. Louis, MO, and serves a population of approximately 308,000. City Library owns 3.4 million volumes and circulates about 3 million items per year.

City Library has used SirsiDynix since 1994.

2. GENERAL REQUIREMENTS

- 2.1 The Project is subject to all applicable laws of the State of Missouri governing the Library Districts including but not limited to the following:
 - a. Missouri law prohibits all employers from employing aliens unlawfully present in the United States to perform work within the State of Missouri, including the Project and proposers must comply with the provisions relating thereto in Section 285.530 RSMo, as amended.
 - b. Every transient employer must comply with Sections 285.230 through 285.234 RSMo, as amended, when applicable.
 - c. Pursuant to Sections 34.070 and 34.073, the Library District prefers to purchase those materials, products and supplies which are produced, manufactured, compounded, made or grown, within the State of Missouri when they are found in marketable quantities and are a quality suited to the purpose intended, and can be secured without additional cost over out-of-state products. Quality and fitness of articles will be considered in making purchases or letting contracts. Similarly, in letting contracts for the performance of any job or services, the Library District prefers Missouri firms, corporations or individuals, or firms, corporations or individuals

which maintain Missouri offices, when the quality of performance promised is equal and the price quoted is the same or less.

- 2.2 Public entities, as well as the successful proposer, shall comply with these laws. Failure to comply with many of these laws constitutes a misdemeanor for the successful proposer.
- 2.3 In addition to the general requirements listed above, the successful proposer shall comply with all laws, ordinances, regulations, applicable zoning and building requirements, and orders of federal, state, county, and local governing authorities pertaining and applicable to each Library District branch location, the successful proposer and/or the Library Districts.
- 2.4 Applicable insurance coverage must be provided by the successful proposer before any work can be started on the Project.
- 2.5 The Library Districts will make every effort to target and utilize Minority/Women Business Enterprises (MBE/WBE) by using the Missouri Minority/Women Business Enterprise Program Directory as a source of identification of potential proposers. MBE/WBEs will be provided an equitable and fair opportunity to submit bids and proposals.
- 2.6 These general requirements, this Request for Proposals, the Proposal and the specifications, drawings, schedules and instructions of the Project shall be incorporated in the contract and/or purchase order signed by the parties should the proposer be awarded a contract under this Request for Proposals.

3. PROPOSAL REQUIREMENTS

- 3.1 The Proposal must be delivered and received not later than **2:00 P.M. C.D.T. on July 1, 2021**. No Proposal will be accepted after this time and any Proposal arriving after this time will be returned unopened. The Proposal shall be delivered in a sealed envelope marked "SHARED INTEGRATED LIBRARY SYSTEM"
- 3.2 The Proposal shall be addressed as follows and delivered to the following address:

Eric Button, Deputy Director
St. Louis County Library District
1640 South Lindbergh
St. Louis, Missouri 63131
- 3.3 The Proposal shall bear the following legend:

Request for Proposals
"SHARED INTEGRATED LIBRARY SYSTEM"
- 3.4 **Proposals must be submitted in both print and through email.** Print Proposals must be on eight-and-one-half inch (8 1/2") by eleven inch (11") white paper printed on one side. [Sheets containing graphic images may fold out to eleven inches (11") by seventeen inches (17").] The Proposal must clearly and easily identify the individual or firm and contain the name, address, and a telephone number of its principal spokesperson, which may be released by the Library Districts as public information as required by applicable law and/or Library District policy. Colored and/or tabbed divider sheets may be used to delineate discrete sections. Email

Proposals must be emailed to both ebutton@slcl.org and dporter@slpl.org. All Proposal formats must be submitted prior to the stated deadline.

- 3.5 Each proposer shall submit five (5) complete and bound copies of each Proposal and one unbound original, with original signatures, and one “public/press” copy of the Proposal in which the individual or firm should redact any information which it deems confidential or proprietary. In addition, the Proposal package must include a flash drive with an electronic version of both the full Proposal and the public/press copy of the proposal.
- 3.6 Any proposer desiring an explanation or interpretation of this Request for Proposals must request it in writing no later than 2:00 P.M. C.D.T. on June 10, and such request shall be emailed only to both ebutton@slcl.org and dporter@slpl.org. Oral explanations or instructions given before the award of the contract will not be binding. Any information given to a proposer concerning a solicitation will be furnished promptly to all other proposers as an amendment of this Request for Proposals if that information is necessary in submitting Proposals or if the lack of it would be prejudicial to any other prospective proposers.
- 3.7 If this Request for Proposals is amended, then all terms and conditions that are not modified remain unchanged. Proposers shall acknowledge receipt of any amendments to this Request for Proposals by: (i) signing and returning the amendment; and (ii) identifying the amendment number and date in the space provided for this purpose. County Library and City Library must receive the acknowledgement by the time specified for receipt of the Proposal.
- 3.8 No Proposal shall be withdrawn for a period of 90 days subsequent to the opening of the Proposal without prior written consent of the Library Districts.
- 3.9 Each Proposal must include a COVER LETTER which must indicate that the signer is authorized to bind the proposer contractually and must identify the title or position of the signer. The COVER LETTER shall also contain the following:
 - a. The name of the proposer, address, telephone number and email address.
 - b. A statement that (a) the proposer is willing and able to provide the goods and services required for a successful engagement; (b) the proposer has read and understands the Request for Proposals; and (c) the Proposal is made in accordance with the Request for Proposals and is based upon the materials, products, systems and equipment required by the Request for Proposals.
 - c. The name of the individual within the proposer, who will be the primary contact concerning this engagement.
 - d. Documentation and sworn affidavit with respect to employees working in connection with the Proposal, affirming enrollment in a Federal Work Authorization Program, in accordance with Section 285.530, RSMo.
 - e. The proposer’s qualifications to provide and implement the Project, and its experience in the provision and implementation of similar projects, including such projects for public or governmental entities, within the last five years.

- 3.10 An unsigned submission shall be rejected.
- 3.11 County Library and City Library are not liable for any cost incurred by the proposer prior to issuance of a legally executed contract and/or purchase order authorized by the County Library and City Library.
- 3.12 All materials submitted by the proposer in response to this Request for Proposals become the sole property of the Library Districts upon receipt. The material contained in these Proposals will be appended to the final contract, further defining the contractual responsibilities of the proposer.

4. SELECTION PROCEDURES

- 4.1 Proposals shall be referred to and reviewed by a Selection Committee composed of members selected by the County Director and City Director.
- 4.2 Proposals that fail to adhere to the requirements of this Request for Proposals may result in the Proposal being disqualified as non-responsive.
- 4.3 The Proposal will be used to measure the lowest and best proposal. In determining the best proposal, the Library Districts will give equal consideration to all factors in this Request for Proposals, including the product and equipment proposed, the proposed costs, the location of the proposer, MBE/WBE participation/interest in the business, and prior performance.
- 4.4 The Selection Committee will make a recommendation to the County Director and City Director, who will make a recommendation to the Library Districts' Boards.
- 4.5 The successful proposer agrees to enter into a contract with the Library Districts.

5. AWARD

- 5.1 The right is reserved by the Library Districts' Boards to cancel this Request for Proposals or to reject any and all Proposals and to waive formalities in the best interest of the Library Districts.
- 5.2 The Library Districts' Boards reserve the right to split awards, make multiple awards and to reject any and all Proposals.
- 5.3 Subject to the rights reserved by the Library Districts, an award will be made by the Library Districts' Boards to the proposer determined to be the lowest and best proposal.
- 5.4 All proposers will be notified of the Library Districts' selection as soon as possible.
- 5.5 The successful proposer will be issued a Notice of Award. Within ten business days, the successful proposer shall provide the following documentation: (a) Proof of the appropriate insurance coverage; (b) Federal Identification Number; and (c) evidence that the proposer is authorized to do business in Missouri and at each Library District branch location.

6. MINIMUM REQUIREMENTS FOR INTEGRATED LIBRARY SYSTEM (ILS)

County Library and City Library expect that the new system will have all of the functionality of our current systems. Please provide the Library Districts with a general overview of the capabilities and functionality of the proposed ILS by addressing each section below.

- 6.1 Please describe how the proposed shared ILS will allow for County Library and City Library to set separate, local policies in the following areas:
 - a. Circulation & Loan Rules.
 - b. Client login & permissions.
 - c. Ordering and electronic Invoicing.
 - d. Different barcode schemas for item records.
 - e. Different barcode schemas for patron records.

- 6.2 Please address the ability of the proposed ILS to **integrate with third party products**.
 - a. Do you offer an unlimited SIP2 license?
 - b. Please describe the capabilities of the system's API(s).
 - c. Please describe the system's capability to support RFID.
 - d. Describe the platform's ability to integrate with eContent from vendors such as Overdrive, Hoopla, and Kanopy and allow for separate authentication for each system?
 - e. Does your platform integrate with Bibliocommons? Please describe how it communicates and provide an example of this integration with a current customer of similar size to us.
 - f. Does your platform integrate with Collection HQ, Savannah, Pharos, UMS, Solus, and their competitors? Please describe how the integration works, and provide at least one reference for each platform from a library of comparable size to us.

- 6.3 Please describe the discovery experience for patrons. Including:
 - a. How is relevancy ranked for search results?
 - b. Please describe the ability of the catalog to recognize and suggest linked data.
 - c. How do the search results display different formats for the same title?
 - d. Does the catalog automatically display in mobile-friendly format on mobile devices?
 - e. What type of patron engagement is offered?
 - f. Does the catalog include the option to add recommended titles and curated lists?

- 6.4 Please describe the functionality of the ILS to offer **patron self-service** in:
 - a. Placing and managing requests.
 - b. Registering online for a library card.
 - c. Renewing a library card.
 - d. Updating personal information.
 - e. Modifying username and PIN number or password.
 - f. Managing notification preferences.
 - g. Renewing checked out items.

- 6.5 Please describe the workflow library staff will undertake to process requests. Including:
- How is a picklist created?
 - What prioritization options can be established when multiple libraries have an available copy?
 - How and when are patrons notified that they have an item ready for pickup?
- 6.6 Please describe the system's reporting capabilities. Including:
- Circulation & usage statistics.
 - Collection development.
 - Evaluation of titles for weeding consideration.
 - Interactive dashboard creation.
- 6.7 Please describe the system's capabilities for personalized communication between the libraries and patrons in the following areas using email, telephone, and SMS:
- Hold pickup notifications.
 - Overdue & billed item notifications.
 - Informational communication (welcome messages, notice of expiration, closing alerts).
- 6.8 Please describe how library staff will connect with the ILS. Including:
- Is the staff client web-based?
 - Does the staff client require the use of additional software (i.e. Java, SSH client) on a staff workstation?
 - Does the staff client allow unlimited simultaneous users?
 - Is an administrative interface provided to allow authorized staff to configure and edit parameters on a local level?
- 6.9 Please describe how the libraries' data will remain private and secure. Including:
- What hosting solution do you utilize?
 - Where is the data stored physically?
 - How do you ensure physical security?
 - What backup procedures do you have in place?
- 6.10 Please describe the migration process in detail. Including:
- What is your timeline for a migration from Symphony and/or Sierra
 - What support would be provided onsite and virtually?
 - What training would you offer for front-line staff?
- 6.11 Please describe your future development plans.

7. COST PROPOSAL

Please provide a detailed cost proposal using the table on page 8.

Migration	
County Library	
City Library	
Implementation	
County Library	
City Library	
Hosting Fee	
3 Year Contract	
Cost of year 1	
Cost of year 2	
Cost of year 3	
TOTAL Cost for 3 year contract (including migration, hosting, implementation)	
5 Year Contract	
Cost of year 1	
Cost of year 2	
Cost of year 3	
Cost of year 4	
Cost of year 5	
TOTAL Cost for 5 year contract (including migration, hosting, implementation)	