

State of Connecticut

Request for Proposal #13PSX0296

STATEWIDE LIBRARY CATALOG

Contract Specialist: **Aimee Cunningham**

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**Department of Administrative Services on behalf of the
Connecticut State Library**



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GUIDE TO ELECTRONIC PROPOSAL SUBMISSIONS

Introduction To BizNet

It is now a requirement of Department of Administrative Services (DAS)/Procurement Services that all Companies create a Business Network (BizNet) Account and add your company profile in the BizNet system. Companies are responsible for maintaining company information as updates occur. Please Note: If you are certified through the Supplier Diversity or the Pre-Qualification Program, you have already created a BizNet account.

The BizNet login is: <https://www.biznet.ct.gov/AccountMaint/Login.aspx>

New Companies: Create an account by clicking the BizNet login link above and then the button on the right labeled "Create New Account". Login and select CT Procurement and Company Information. Please be sure to complete information in all tabs (Company Information, Accounts, Address, etc...).

Existing Companies Needing to Update Their Information: Login to BizNet and select CT Procurement and Company Information.

If you are having difficulty connecting to your account or downloading/uploading forms, please call DAS/Procurement Services at 860-713-5095.

Business Friendly Legislation

As a result of Public Act 11-229, DAS/Procurement Services' goal is to make doing business with the State of Connecticut more business friendly. To eliminate redundancy, forms that were repetitively filled out with each request for proposal are being automated in BizNet.

DAS/Procurement Services began the transition to on-line bidding by automating the submission of Affidavits and Non-Discrimination forms on October 1, 2011. Companies can submit forms electronically to their BizNet account if they haven't already done so. These forms must be updated on an annual basis, no later than 30 days after the effective date of any material change rather than completing them with each proposal submittal. Companies that have already filed these forms have the ability to view, verify and update their information prior to submitting a proposal response.

Instructions for Uploading Affidavits and Non-Discrimination Forms:

Click on the following link for instructions on how to upload Affidavits and Non-Discrimination forms:

<http://das.ct.gov/images/1090/Upload%20Instructions.pdf>

(a) AFFIDAVITS

THE FOLLOWING FORMS MUST BE SIGNED, DATED, NOTARIZED, UPLOADED OR UPDATED ON BIZNET. TO OBTAIN A COPY OF THESE FORMS, YOU MUST LOGIN INTO BIZNET AND FOLLOW THE INSTRUCTIONS LISTED ABOVE.

- (1) OPM Ethics Form 1 – Gift & Campaign Contribution Certification
- (2) OPM Ethics Form 5 – Consulting Agreement Affidavit

(3) OPM Ethics Form 6 – Affirmation of Receipt of State Ethics Laws Summary

For information regarding these forms, please access the Office of Policy & Management’s website by clicking on the following link: <http://www.ct.gov/opm/cwp/view.asp?a=2982&q=386038>

(b) NON-DISCRIMINATION –

CHOOSE ONE (1) FORM THAT APPLIES TO YOUR BUSINESS. COMPLETE AND UPLOAD OR UPDATE ON BIZNET ANNUALLY. TO OBTAIN A COPY OF THESE FORMS, YOU MUST LOGIN INTO BIZNET AND FOLLOW THE INSTRUCTIONS LISTED ABOVE.

- (1) Form A – Representation by Individual (Regardless of Value)
- (2) Form B – Representation by Entity (Valued at \$50,000 or less)
- (3) Form C – Affidavit by Entity (RECOMMENDED) (Valued at \$50,000 or more)
- (4) Form D – New Resolution by Entity
- (5) Form E – Prior Resolution by Entity

For information regarding these forms and on which form your company should complete, please access the Office of Policy & Management’s website by clicking following link:
http://www.ct.gov/opm/cwp/view.asp?a=2982&q=390928&opmNav_GID=1806

New Revised Process – Online Proposal Responses

Any proposal posted by DAS/Procurement Services must be submitted electronically. The common forms listed below have also been automated in the BizNet system. In addition, specific forms are now fillable, as noted below. To complete forms; download them from your BizNet account, complete your submittal response, and upload these documents (as well as any other required submittal documents) through BizNet prior to the opening date and time. Late submissions will not be accepted. Proposals are not publicly opened and are not available for viewing until after the Contract has been awarded.

- Signature Page (RFP-26)
- Employment Information Form (DAS-45) – Fillable Form
- OSHA Certificate of Compliance (DAS-12) – Fillable Form
- Statement of Qualifications (DAS-14) – Fillable Form
- Contract Exhibit B – Price Schedule (RFP-16)
- RFP Addendum (RFP-18) – if applicable

Additional forms such as those listed below must be reviewed carefully and accepted by the proposer prior to proposal submittal:

- Standard Terms and Conditions (RFP-19)
- Vendor Authorization Guidelines (DAS-28)
 - This form must be signed by the person identified in the Corporate Resolution or By-Laws, as the party legally authorized to bind the company. A link to sample forms is provided below:
http://das.ct.gov/Purchase/Info/Vendor_Authorization_and_Guidance_081106.pdf
- Request for Proposal Document (RFP-22)
- Request for Proposal Contract (RFP-50)
- Contract Exhibit A.1 – Description of Goods & Services
- Contract Exhibit A.2 – Additional Terms and Conditions

- Contract Exhibit C – SEEC Form 11

Insurance Accord Certificates

Contractor is responsible for maintaining their BizNet account with new and/or updated insurance information.

Documentation will need to be uploaded to your BizNet account evidencing that the state is an additional insured:

- (a) Certificate of Insurance (Accord Form)
- (b) The insurance policy declaration page
- (c) The additional insured endorsement to the policy

Training documentation is available through the DAS Website under “DAS Business Friendly Initiatives” at the following website: <http://das.ct.gov/cr1.aspx?page=371>

Proposers are cautioned that there may be additional documents, attachments or requirements depending on the complexity of the RFP. Please read ALL RFP documents carefully and provide all required information. Failure to do so may result in rejection of your proposal.

INSTRUCTIONS TO PROPOSERS

Proposal Schedule

<u>RELEASE OF RFP:</u>	October 28, 2013
<u>RECEIPT OF QUESTIONS:</u>	November 11, 2013 by noon Eastern Time
<u>ANSWERS TO QUESTIONS POSTED AS ADDENDUM:</u>	November 18, 2013
<u>RFP DUE DATE:</u>	December 11, 2013 at 2:00 pm Eastern Time

Questions

Questions for the purpose of clarifying this RFP must be received no later than the date and time specified above and must be directed to the Contract Specialist, Aimee Cunningham via email: aimee.cunningham@ct.gov.

Communications

During the period from your organization's receipt of this Request for Proposal, and until a contract is awarded, your organization shall not contact any employee of the State of Connecticut concerning this procurement except in writing directed to the Contract Specialist, Aimee Cunningham via email: aimee.cunningham@ct.gov.

Solicitation Submission

Solicitations shall be submitted online by the RFP due date and time only. Proposers must upload their solicitation submission to their BizNet Account.

Additional Information

The Product and Service Specifications contain both mandatory and non-mandatory product/service requests. It should be noted that throughout the Product/Service Specifications, mandatory products/services are signified by the use of the word "shall" prior to the description of the product/service.

1. STATEWIDE LIBRARY CATALOG

1.1. Major Components

- Searchable MARC 21-based Statewide Library Catalog (5+ million records, 24+ million Holdings)
- ILL system – 129,000+ transactions/year
- Holdings maintenance system
- MARC editor for Customer
- All services are:
 - World Wide Web (“Web”)-accessible
 - Hosted by the Contractor
- Services conform to the State standards for Web accessibility located at <http://www.access.state.ct.us/policies/accesspolicy40.html>
- Ongoing technical support (“help desk”)
- Training

1.2. Overview

The Connecticut State Library (Customer) offers the Statewide Library Catalog, a component of the Connecticut Education Network (<http://cen.ct.gov/>), as an ongoing service of the Customer to develop and maintain a Web-accessible statewide bibliographic database that unifies the separate library catalogs of Connecticut’s libraries. It started as a CD-ROM-based catalog in 1990; it became available online in 1994, and Web-accessible in 1996.

Currently, the Statewide Library Catalog consists of two, separate union catalogs: a Main Catalog containing records of all book and non-book formats, including all government document depository records; and a Serials Catalog containing only records derived from OCLC’s Connecticut Union List of Serials. The objective is to include all records and Holdings in the State so that Patrons can locate and acquire needed materials either in person or through ILL: local Holdings for non-Serial Records would include local call number; local Holdings for Serial Records would include a summary Holdings statement. A search engine provides the ability to search and retrieve records based on Patron-supplied criteria (e.g., author, title, subject, keyword, publication date, format of item, language, etc.).

Associated components include:

- an ILL module, which Patrons or any Participating Library uses to initiate requests for items in the database, and to track the progress of submitted requests from initiation to fulfillment;
- an integrated ILL policy directory;
- integrated contact and locations information about participating libraries;

- a Holdings maintenance module used by participating libraries primarily to download MARC records, and also to add, delete or change Holdings in the database; and
- a MARC editor for use by the Customer.

Current participating libraries are listed at <http://www.iconn.org/staff/Participants.aspx>. Current contributing libraries whose Holdings are represented in the Statewide Library Catalog are listed at <http://www.iconn.org/Symbols.aspx>.

2. VISION

The Statewide Library Catalog is a resource available to all Patrons that enables both the discovery of library materials in Connecticut's libraries and obtaining those materials. It will provide immediate access to the full text of documents and publications, such as e-books, government documents, digital collections, audiobooks, etc. A growing number of Patrons will access all Statewide Library Catalog services using mobile devices, such as smartphones and tablets.

3. GENERAL REQUIREMENTS

3.1. Usability

1. The Contractor shall have completed usability testing of the proposed system.
 - a) Describe the process (including sample of questions asked and Patron types tested).
2. Describe how your proposed system allows first-time Patrons to successfully accomplish the following basic functions without assistance:
 - Use the search engine to successfully find an item of interest
 - Display the record of that item
 - Place an ILL request for an item of interest
 - a) The Contractor shall provide the Customer with access to a working system so that the Customer can, at its option, perform usability testing of the proposed system.

3.2. Help and Error Messages

1. The Contractor's proposed system shall provide a context-driven, keyword-searchable online help facility for all services.
2. Explain how the help facility is Patron-friendly and free of library jargon.
3. The proposed system shall provide the Patron with a method to report a problem, such as <http://www.iconn.org/ProblemReports.aspx>, or send a comment or suggestion, such as <http://www.iconn.org/SendComments.aspx>.
 - a) Describe how the system sends a copy of the submitted form to Customer.

3.3. Alert Messages

1. Describe how the proposed system provides a method that allows the Customer to automatically present a message to any Patron going to the Statewide Library Catalog.
 - a) Describe how the system enables the Customer to configure the message so that it is visible to Patrons only, participating libraries only, or both Patrons and participating libraries.
2. Describe how the system provides a “continue” link that enables the Patron to skip directly to the search screen.

3.4. Systems Architecture

1. All services shall be hosted and maintained by the Contractor.
2. All services shall be accessible over the Web.
3. The system shall provide a method for Patrons to affiliate themselves with their Home Library. Describe how you accomplish this.
4. All services intended for use by Patrons shall be accessible over the Web on PC-compatible computers without requiring the Patron to install client software.
 - a) The system shall support Microsoft Internet Explorer. Indicate the earliest and latest versions of Internet Explorer supported.
 - b) The system shall support Mozilla Firefox. Indicate the earliest and latest versions of Firefox supported.
 - c) The system shall support Google Chrome. Indicate the earliest and latest versions of Chrome supported.
 - d) The system shall support Apple Safari. Indicate the earliest and latest versions of Safari supported.
5. Describe how all services intended for use by Patrons are accessible over the Web on Macintosh computers without requiring the Patron to install proprietary client software. Describe any limitations in support for Macintosh computers.
 - a) Describe how the system supports Safari. Indicate the earliest and latest versions of Safari supported.
6. Describe how the system provides access to all services intended for use by Patrons using mobile devices running Android and iOS operating systems. Describe your experience and capability in supporting mobile devices and which devices you support for which services.
7. The system shall allow any Participating Library to use PC-compatible computers to interact with all Participating Library-related system functions.
 - a) The system shall support Internet Explorer.
 - i) Indicate the earliest and latest versions supported.

- b) The system shall support Firefox.
 - i) Indicate the earliest and latest versions supported.
 - c) Describe how the system supports Chrome.
 - i) Indicate the earliest and latest versions supported.
8. Describe in detail the single sign-on authentication service you will provide for both the Statewide Library Catalog and for licensed electronic resources inclusive of these components:
- a) Describe in detail the Authentication services you will provide with reference to Attachment A, which describes our current system. Note that for privacy protection reasons, the Customer does not maintain a database of Patron records.
 - b) Describe in detail the landing page services you will provide with reference to Attachment B, which describes our current system.
 - i) Explain how you will provide a “bookmark this page with a persistent URL” function for menu pages that don’t have a persistent URL, such as those containing a session number.
 - c) Explain how you will host the iCONN.org domain and make all services accessible from www.iconn.org.
 - i) Explain how you will provide secondary Domain Name System (DNS) name service for iCONN.org (an additional DNS server that pulls its information from the primary name server and acts as a backup).
 - d) Explain how you will provide a “Add iCONN To Your Mobile Device” link on the iCONN barcode login screen that enables users to add the iCONN favicon to their iOS or Android mobile device, as described at <http://rqst-agent.auto-graphics.com/homepages/Customerwide/mobile.asp>.
 - e) Explain how you will provide a “iCONN On Every Desktop” function from a link on every iCONN landing page, as described at <http://www.cslib.org/iconnsitemap/staff/iconndesktop.aspx>.
 - f) Explain how you will maintain and provide to Customer detailed, up-to-date documentation on Section 3.4.8 (inclusive).
 - g) Explain how you will maintain and provide to Customer statistics on the number of logins through the authentication system, including peak usage and average usage over the most recent twelve (12) months.
 - i) Describe what statistics you can provide and how you will accomplish this.
 - h) Explain how you will ensure that the single sign-on Authentication service complies with RFP sections 3.4 through 3.16, inclusive.

3.5. Change Control and Testing

- 1. The Contractor shall use a formal change control process.
 - a) Describe how your change control procedures are used to validate system changes and how they ensure that only authorized changes are made to the application software and infrastructure. Explain how the changes are fully tested, approved, migrated into production in a controlled manner and documented to provide an audit trail of all system maintenance.

2. The Contractor shall perform appropriate load and functional testing.
 - a) Describe how you will accomplish load and functional testing that accurately models Connecticut's usage when installing the base system, installing enhancements and performing system upgrades.

Note:

Statewide Library Catalog: Peak Number of Total Searches in FY 2012

Timeframe	Count	Date/Times
In one minute	45	February 16 – 11:58 am
In one hour	510	February 16 – 11:00 am
In one day	3,592	March 6

3. Describe how the system enables the Customer to test system changes before they become available to Patrons in the live system.

3.6. Data Center Facility, Back-Up and Disaster Recovery

1. The reliability, availability, and serviceability of the Contractor's data center operations environment shall be adequate to support the service levels specified in Section 3.11. Provide a description of this environment, including but not limited to:
 - a) Information Technology, such as: RAID, clustering, mirroring, hot backup, hot pluggable components, multiple network connectivity providers, change management, business continuity, regular testing of backup and recovery
 - b) Electrical and mechanical infrastructure, such as: UPS, generator, multiple power distribution paths, multiple cooling paths, redundant components, multiple redundant components
 - c) Facility operations, such as: physical security, fire suppression, on-site operations, change management procedures, on-site spare equipment

2. The Contractor shall have a data backup plan. Describe the plan, including the frequency and type of backups that are taken; the location of the backup storage; the backup policy, including the number of versions kept; and restore scenarios with estimates of time to recover from a major outage or incident.
 - a) The Contractor shall provide off-site backup of data. Describe how you will accomplish this.

3. The Contractor shall have a disaster recovery plan and capability in place. Describe your disaster recovery plan and capability, including:
 - physical distance of the disaster recovery facility from the primary data center(s)
 - an assessment of the disaster recovery facility in terms of reliability, availability and serviceability
 - a regular disaster recovery test plan.

- include several disaster scenarios requiring use of the disaster facility, including the time to recover and restore service at the disaster facility. Examples of scenarios might include:
 - Loss of a primary data center due to fire, explosion or natural disaster.
 - Any natural disaster that damages multiple areas of local infrastructure: power, network, transportation.

3.7. Restricting Access To Services

1. The system shall limit access to Participating Library services to only authorized Participating Libraries and Customer.
2. The system shall enable the Customer to terminate any or all services encompassed by the contract resulting from this RFP to any library that ceases participation in the Statewide Library Catalog or the Contractor at the direction of the Customer shall terminate any or all services encompassed by the contract resulting from this RFP to any library that ceases participation in the Statewide Library Catalog.

3.8. Special Access

1. The system shall comply fully with the State’s Universal Web Site Accessibility Policy located at <http://www.access.state.ct.us/policies/accesspolicy40.html>

3.9. Confidentiality of Patron Information

1. The system shall not retain any personally identifiable information pertaining to how Patrons use the system, except as may be required to complete an ILL transaction. “Personally Identifiable Information” includes, but is not limited to, name, home address, phone number, fax number, e-mail address, IP address, library card number, and any profiling information supplied to the system. How Patrons use the system includes information sought or received, materials consulted, borrowed or acquired, and includes database search records, circulation records, ILL records and system reports. These guidelines do not prohibit the transfer of personally identifiable information which may be required for authentication purposes (e.g., to use a licensed database product or to complete an ILL transaction).
 - a) Contractor shall maintain full control over its site to prevent any violation of this policy by a third party.
2. Contractor shall not disclose Personally identifiable information pertaining to how individuals use the system to any third party or to any non-Participating Library except as required by law. Personally Identifiable Information includes, but is not limited to, name, home address, phone number, fax number, e-mail address, IP address, library card number, and any profiling information supplied to the system. How the system is used includes information sought or received, materials consulted, borrowed or acquired, and includes database search records, circulation records, ILL records and system reports.
 - a) Contractor shall maintain full control over its site to prevent any violation of this policy by a third party.

3.10. Ownership of Customer Information

1. Contractor shall agree that all files supplied by the Customer or by participating libraries utilized to perform the services defined in this RFP, including Bibliographic Records and Holdings, library information, profiling information, and any information used for authentication purposes, such as IP addresses and library card numbers, are the property of the Customer.

3.11. Service Level Requirements

1. The system shall allow for an unlimited number of Patrons to access any service they are authorized to access. Note: In FY 2013, the Statewide Library Catalog was searched approximately one million times.
2. All Patron and Participating Library Services shall be scheduled to be available seven (7) days per week, twenty-four (24) hours per day, three hundred and sixty five (365) days per year (excluding scheduled unavailability due to major system upgrades or maintenance).
 - a) Contractor shall:
 - i) Ensure that no scheduled unavailability persists for more than 8 continuous hours; or
 - ii) Reimburse the Customer the prorated amount of the payment in the event that scheduled unavailability persists for more than eight (8) continuous hours.
3. The Contractor shall ensure that all Patron and Participating Library services will be available 99.9% of the time the system is scheduled to be available. This limits the amount of downtime to no more than 8.6 hours per year (365 days/year x 24 hours/day x 0.001). Explain how you will accomplish this.
4. The Contractor shall provide technical support capable of diagnosing and resolving all technical problems in relation to these services.
5. The Contractor shall provide technical support to participating libraries Monday through Friday, 8:00 AM ET to 5:00 PM ET. Describe your technical support hours and how you will provide the required technical support.
6. The awarded Contractor shall provide emergency technical support to Customer seven (7) days per week, twenty-four (24) hours per day, three hundred and sixty five (365) days per year. Describe your emergency technical support coverage.
7. Describe how you will proactively test the Statewide Library Catalog to verify that it is accessible and returning search results?
8. Will you maintain a Web-accessible system status page that indicates whether or not the system is currently operational?

- a) Describe how you will host the system status page on a different server than the system whose status it is reporting.
9. The Contractor shall implement a formal incident response procedure. Describe your incident response procedure.
 - a) Describe how you will respond to Severity 1 (system unavailable) incidents within 15 minutes.
 - b) Describe how you will respond to Severity 2 (system seriously impaired) incidents within 15 minutes during Customer office hours and within 30 minutes outside of those hours.
 - c) Describe how you will provide the Customer with a written post-incident summary report for all incidents of Severity 2 and above.
 10. The Contractor shall notify the Customer in the event of any unplanned outage affecting one or more services proposed in this RFP.
 - a) Describe how you will notify the Customer within one hour of when you detect the outage.
 - b) Describe how you will inform the Customer of the approximate time for service to resume as soon as this information is known.
 11. The Contractor shall provide technical support that can be contacted by the Customer and any Participating Library using both of the following methods:
 - Telephone (using a toll-free number)
 - E-mail - a specific address (e.g., help@contractor.com) will be assigned for this purpose
 12. The Contractor shall perform any scheduled maintenance and system updating that affects the performance or availability of any Patron and Participating Library service between Midnight ET and 6:00 AM ET. This does not preclude the responsibility of the Contractor to perform emergency maintenance / system updating as needed.
 - a) Contractor shall provide at minimum one week's advance notice of the length of time that service will be interrupted?
 13. The Contractor shall be responsible for maintaining the continuity of service and for making the required adjustments in system configuration as changes occur in Z39.50 target systems.
 - a) Describe how frequently you will proactively test to ensure that all Z39.50 target systems are returning results.
 14. Response time in the Statewide Library Catalog is defined as the interval of time between beginning a function (e.g., pressing the enter key after entering a search) and obtaining results, regardless of time of day. The maximum acceptable response time shall be no more than five (5) seconds. Assuming a broadband Internet connection, indicate (in seconds) the maximum response time you will guarantee for each of the functions below:
 - Single word search against all indexed fields.

- Time to display one Bibliographic Record selected from a list of one or more records retrieved from a search
 - Any single Participating Library function
15. If it is necessary for the system to self-install proprietary client software in order for the Patron to perform any of the functions in this RFP, that installation shall complete in no more than five (5) seconds coterminous with the maximum acceptable response time set for that function, as indicated above in section 3.11.14.

3.12. Warranty

1. It shall be the objective of the Contractor, through proactive maintenance and monitoring, to resolve performance deficiencies before the Customer recognizes there has been a problem.
2. The Contractor shall be responsible for all routine maintenance of software used in the provision of any Service. Routine maintenance of software includes, but is not limited to, reasonable commercial effort to promptly correct any/all discrepancies/deficiencies regardless of the scope and level of effort associated with the task.
3. Specifically for the purposes of its performance under this RFP, the Contractor shall acknowledge that time is of the essence in relation to resolution of Service performance deficiencies.
4. If the Statewide Library Catalog or ILL service becomes unavailable to Patrons, the Contractor shall determine within four (4) hours whether the performance deficiency is or is not the result of the Contractor's Service.
 - a) If the Contractor determines that the performance deficiency is the result of the Contractor's Service, the Contractor shall correct such performance deficiency within four (4) hours from the time this determination is made.
 - b) If the performance deficiency continues beyond this period, the Contractor shall be in default of the contract resulting from this RFP and the Customer shall be entitled to deduct from each subsequent Customer payment the Service charge, prorated to a monthly basis, for each month or portion thereof that the performance deficiency continues beyond the cure period unless otherwise agreed to by both parties.
 - c) If the Contractor determines that the performance deficiency is not the result of the nonperformance of the Contractor's Services, the Contractor shall notify Customer at that time but will continue to be available to assist in problem determination analysis.
5. If any service intended for any Participating Library becomes unavailable to Participating Libraries, the Contractor shall determine within four (4) hours whether the performance deficiency is or is not the result of the Contractor's Service.
 - a) If the Contractor determines that the performance deficiency is the result of the Contractor's Service, the Contractor shall correct such performance deficiency within four (4) hours from the time this determination is made.

- b) If the performance deficiency continues beyond this period, the Contractor shall be in default of the contract resulting from this RFP and the Customer shall be entitled to deduct from each subsequent Customer payment the Service charge, prorated to a monthly basis, for each month or portion thereof that the performance deficiency continues beyond this period unless otherwise agreed to by both parties.
 - c) If the Contractor determines that the performance deficiency is not the result of the Contractor's Services, the Contractor shall notify Customer at that time but will continue to be available to assist in problem determination analysis.
6. If there is a performance deficiency in one or more of the Contractor's services that affects two or more participating libraries, the Contractor shall determine within four (4) business hours whether the performance deficiency is or is not the result of the Contractor's Service.
- a) If the Contractor determines that the performance deficiency is the result of the Contractor's Service, the Contractor shall correct such performance deficiency within two (2) calendar days from the time that this determination is made.
 - b) If the performance deficiency continues beyond this period, the Contractor shall be in default of the contract resulting from this RFP and the Customer shall be entitled to deduct from each subsequent Customer payment the Service charge, prorated per library on a monthly basis, for each month or portion thereof that the performance deficiency continues unless otherwise agreed to by both parties.
 - c) If the Contractor determines that the performance deficiency is not the result of the Contractor, the Contractor shall notify Customer at that time but will continue to be available to assist in problem determination.
7. If there is a performance deficiency in one or more of the Contractor's services that affects only one Participating Library, the Contractor shall determine within eight (8) hours whether the performance deficiency is or is not the result of the Contractor's Service.
- a) If the Contractor determines that the performance deficiency is the result of the Contractor's Service, the Contractor shall correct such performance deficiency within (48) hours from the time that this determination is made.
 - b) If the performance deficiency continues beyond the this period, the Contractor shall be in default of the contract resulting from this RFP and the Customer shall be entitled to deduct from each subsequent Customer payment the Service charge, prorated to a monthly basis, for each month or portion thereof that the performance deficiency continues beyond this period unless otherwise agreed to by both parties.
 - c) If the Contractor determines that the performance deficiency is not the result of the Contractor's Services, the Contractor shall notify Customer at that time but will continue to be available to assist in problem determination analysis.
8. The Contractor shall agree that time is of the essence with respect to all provisions of the contract resulting from this RFP that specify a time for performance; provided, however,

that this provision shall not be construed to limit or deprive a party of the benefits of any grace or use period allowed in the contract resulting from this RFP.

3.13. Implementation Plan and Timeline

1. The Contractor shall provide a detailed implementation plan and timeline that ensures that the system will be operational by 7/1/2015 for all participating libraries.
2. The implementation plan shall include a 90-day acceptance period.
3. Describe how the system will facilitate migration of active interlibrary loan requests from the current system into the new system.

3.14. Training

1. The Contractor shall train the Customer.
 - a) If requested by the Customer, the Contractor shall train a third party to whom the Customer will subcontract all initial training.
 - b) Describe how you would deliver training, i.e., onsite, webinar, etc.
2. If requested by the Customer, the Contractor shall provide training for Participating Libraries. Describe how you would deliver this training, i.e., onsite, webinar, etc. Current participating libraries are listed at <http://www.iconn.org/staff/Participants.aspx>
3. All onsite training shall take place at Customer-designated sites in Connecticut.
4. Explain how you provide training, such as webinars and online tutorials, on an ongoing basis to participating libraries as needed at no added charge. Describe the options for training you provide.

3.15. Contractor Experience

1. The Contractor shall meet or exceed all of the requirements below. Supply a list of current clients and their contact information that are using *all* of the services below in the same installation.
 - The Contractor has *successfully* developed, implemented, hosted and maintained a Web-accessible union catalog containing at least 5 million records with associated Holdings contributed by a diverse array of single library, multi-library and national library systems, as described in Section 4.
 - The Contractor has *successfully* developed, implemented, hosted and maintained a Web-accessible Holdings maintenance system that works in conjunction with a Web-accessible union catalog, as described in Section 4.11.1.
 - The Contractor has *successfully* developed, implemented, hosted and maintained a Web-accessible ILL system that works in conjunction with a Web-accessible union catalog, as described in Section 4.10.

2. Describe in detail what experience you have had in providing a Hybrid Catalog as described in Section 4.2.2.
3. Describe in detail what experience you have had in providing the authentication services you proposed in Section 3.4.8a with reference to Attachment A.
4. Describe in detail what experience you have had in providing the landing page services you proposed in Section 3.4.8b with reference to Attachment B.
5. Describe in detail what experience you have had in providing the domain hosting services you proposed in Section 3.4.8c and 3.4.8c(i).

3.16. Other Requirements

1. Customer shall have the right to obtain all Contractor's software releases, modifications, system upgrades, enhancements, or improvements released at no charge.
2. Contractor shall fix all defects in services without additional charge to Customer.
3. The Customer shall have the right to reproduce any documentation supplied hereunder, provided that such reproduction is subject to the same restrictions on use and disclosure, if any, as they will be contained in the contract resulting from this RFP with respect to the original documentation.
4. The Customer shall be permitted access to all of its data maintained and used by the Contractor.
5. Contractor shall not make any reference to Customer in any Contractor advertising or news releases without prior written consent from Customer.
6. Contractor shall not subcontract or permit anyone other than Contractor personnel to perform any of the work, services or other performance required of Contractor under this RFP without the prior written consent of the Customer.
7. Contractor shall agree to provide the Customer with at least 30 days' advance individual written notice of any new software releases, modifications, system upgrades or enhancements.
 - a) Describe how you will grant the Customer the right to refuse to accept any of Contractor's proposed new software releases, modifications, system upgrades or enhancements that will interfere with the operation or functionality of the existing software or Service as determined by the Customer.
 - b) Describe how you will grant that, in the event that Contractor discontinues any Service under the contract resulting from this RFP due to the availability of a new software release, modification, system upgrade or enhancement, the Customer has the right to either accept the new software release, modification, system upgrade or enhancement at no additional cost to the Customer or terminate the contract resulting from this RFP without any further liability on behalf of the Customer.

8. The Contractor shall warrant that all Service rates/pricing and associated offerings proposed in response to this RFP are equivalent to or better than those comparable Contractor offerings provided to any other state or local government. If, during the term of this Contract, Contractor provides more favorable terms for said offerings to another state or local government, this Contract shall thereupon be deemed amended to provide same to Customer.

4. FUNCTIONAL REQUIREMENTS

4.1. Initial Loading of Database

1. The Contractor shall be able to import (load and index) all records and Holdings in the current Statewide Library Catalog, or the Contractor shall import records and Holdings from libraries currently represented in the Statewide Library Catalog, at the option of the Customer. There are currently more than 5.7 million records and more than 24 million associated Holdings in the Main Catalog. There are currently more than 63,000 records and 153,000 associated Holdings in the Serials Catalog.

4.2. Statewide Library Catalog Characteristics

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6
Records	5.7	5.8	5.9	6.0	6.1	6.2
Holdings	24	25	26	27	28	29

(in millions)

1. The Statewide Library Catalog shall be a Centralized Union Catalog.
2. Describe how the system will support a Hybrid Catalog comprised of both a Virtual Union Catalog and a Centralized Union Catalog.
 - a) Describe how the Virtual Union Catalog will detect and merge duplicate records in search results, with Holdings consolidation onto the merged records. Explain in detail how duplicate detection and Holdings consolidation is accomplished.
 - b) Describe how the Virtual Union Catalog will search Z39.50-compliant library catalogs and non-Z39.50-compliant catalogs simultaneously.
 - i) Describe in detail if there is a limit to the number of Z39.50-compliant and non-Z39.50-compliant catalogs that can be searched simultaneously without degrading search response time.
 - ii) Describe how the system allows Patrons to select which Z39.50-based library catalogs are searched.
 - c) Describe how the Virtual Union Catalog return “Circulation Status” information (if provided by the holding library’s local system) with search results from:
 - i) Z39.50-accessible library catalogs
 - ii) Any other Web-accessible library catalog (which may or may not support Z39.50)
 - d) Describe how the Virtual Union Catalog will change “checked out” and “checked in” designations to phrases we specify (e.g., substitute “Not on shelf” or “In use” for “checked out” and “Contact the Library” for “checked in”)

3. The Statewide Library Catalog shall be expandable to at least seven (7) million unique records and (35) million unique Holdings, after the purging of duplicate records, based on the above estimated rate of growth.
4. The Statewide Library Catalog shall be able to contain at least 2,000 unique Participating Library holding symbols.

4.3. Statewide Library Catalog Standards Compliance

1. The Statewide Library Catalog shall be fully accessible for search/retrieval purposes from any external information search/retrieval system that complies with the ANSI/NISO Z39.50-1995 standard (<http://lcweb.loc.gov/z3950/agency/>)
2. Describe how the Statewide Library Catalog is OpenURL-compliant.
3. Describe how the Statewide Library Catalog will act as a “service provider” to “harvest” MARC records, either continuously as transactions or periodically as complete system exports, at the option of the Customer, directly from local systems in accordance with The Open Archives Initiative Protocol for Metadata Harvesting (OAI-PMH) (<http://www.openarchives.org/OAI/2.0/openarchivesprotocol.htm>). Currently, we are not aware of any integrated library systems in Connecticut that have implemented the OAI-PMH.
 - Indicate the minimum technical requirements that integrated library systems would have to meet to interoperate with the Statewide Library Catalog as “data providers” (repositories).
 - List all OAI-PMH-compliant integrated library systems whose records have been successfully harvested by the proposed system.
4. Describe how the Statewide Library Catalog will expose records to Internet search services such as Google, Google Scholar, Bing or Yahoo.
5. Describe how (e.g., ongoing harvesting or exporting) and how frequently Statewide Library Catalog records and Holdings will be provided to iCONN’s EBSCO Discovery Service (EDS) to enable Patrons to:
 - search for items in the Statewide Library Catalog via EDS
 - place ILL requests for items in the Statewide Library Catalog via EDS using the Patron’s Home Library affiliation derived from user authentication (taking into account that not all libraries offer the ILL service).
6. Describe how the Statewide Library Catalog can be integrated with other Discovery Systems, such as Serials Solutions’ Summon and Ex Libris’ Primo, to enable Patrons to:
 - search for items in the Statewide Library Catalog via the Discovery System
 - place ILL requests for items in the Statewide Library Catalog via the Discovery System using the Patron’s Home Library affiliation derived from

user authentication (taking into account that not all libraries offer the ILL service).

7. Describe how the Statewide Library Catalog provides an API that allows libraries to build applications that use the bibliographic data in the Statewide Library Catalog.

4.4. Centralized Union Catalog Processing/Maintenance

1. The Contractor shall be able to load and process Bibliographic Records (in MARC format) with Holdings from any integrated library system (ILS) or regional network in Connecticut, or any bibliographic utility being used by Connecticut participating libraries.
2. Describe how you process serials records supplied monthly by database aggregators (e.g., EBSCO, Cengage Gale, etc.) by adding the links in MARC field 856 to the corresponding records (matching on ISSN) in the Statewide Library Catalog.
3. Can you add MARC records that contain links in MARC field 856 and that are supplied by other Contractors (e.g., EBSCO nonfiction book collection; Recorded Books for downloadable audiobooks; etc.), into the Centralized Union Catalog.
4. The Contractor shall be able to load and process records and Holdings from the following sources:
 - a) FTP (File Transfer Protocol) – almost all records are submitted this way
 - b) CD / DVD
5. Describe how you load and process records and Holdings from the following sources:
 - a) Flash memory stick
 - b) E-mail attachment
 - c) Online storage service, provided either by Contractor or by a third party, such as Dropbox
6. The Contractor shall perform the following production processes on an ongoing basis or the Contractor shall propose an equally effective method of meeting the same requirements:
 - a) Master record selection and record upgrading shall be based on a system of hierarchical relationships which the Contractor will implement and maintain for all types of records contributed to the Centralized Union Catalog.
 - i) The hierarchical relationships shall be established in accordance with criteria supplied by the Customer. The current record upgrade levels, which generally reflect cataloging source, are listed below in order of descending position in the hierarchy:
 - These records are not upgraded by any other records: Hartford History Collection records (contributed by five (5) libraries); GPO and State Library records contributed from CONSULS

- (<http://www.consuls.org/>); downloadable audiobooks records; EBSCO nonfiction book collection records; State Library archives records
- OCLC records contributed directly from OCLC
 - OCLC records contributed from local systems or regional networks
 - LC MARC records
 - Other MARC records
 - Non-LC MARC records from microcomputer-based systems
- b) GPO records shall be derived exclusively from CONSULS (<http://www.consuls.org/>) in accordance with procedures provided by the Customer, including the consolidation of the print and electronic versions of the same title onto one record.
- c) LC MARC records shall be identified by the following criteria:
- i) Absence of a valid OCLC Control number; and
 - ii) Presence of a valid LCCN (a valid LCCN has no hyphen) in subfield a of Field 010; and
 - iii) Presence of [blank, a, b, c or n] in Byte 39 of Fixed Field 008 (Cataloging Source)
- d) LC MARC records shall be selected in the following manner:
- i) Select LC MARC records that match on author, title and publication date based first on their encoding level [blank, 1, 2, 3, 4, 7, 8, 5 – in that order] in Position 17 of the Leader
 - ii) Select duplicate records with the same encoding level based on recency in the following manner:
 - choose the record with the latest date/time of last transaction in Control Fixed Field 005.
 - If only one record has a date/time of last transaction, choose that record.
 - If neither record has a date/time of last transaction, choose the last record received.
- e) Existing and new non-OCLC records shall be excluded from the database if any one of the following are true, or the Contractor shall propose an alternative method of ensuring minimum record quality in the database and accurate matching of incoming records to existing records in the database:
- The record is missing Fixed Field 008 or has multiple Fixed Field 008's.
 - The record is missing Field 260 or 261 or 262 or 264, or has multiple Field 260's, or 261's, or 262's.
 - The record is missing the publisher name in Field 260, subfield "b".
 - The record is missing the copyright date in non-serials records in Field 260, subfield "c".
 - The record is missing the publisher name in Field 264, subfield "b".
 - The record is missing the copyright date in non-serials records in Field 264, subfield "c".
 - The record is missing Field 300 or 301 or 302 or 303 or 304 or 305 or 308, subfield "a", or Field 856, subfield "u" (with "http" in subfield "u").
 - The record is missing Field 245 or has multiple Field 245's.
 - The title in Field 245 (subfields "a" and "b") is in all uppercase.

Note: There shall be information in the Fields and subfields designated in order for the record to be accepted. If the designated Field or subfield is present but there is no information in the Field or subfield, the record shall be rejected. The Customer reserves the right to modify these criteria.

- i) The Contractor shall add the Holdings of rejected records to the corresponding master records in the Statewide Library Catalog, whenever possible.
 - ii) The Contractor shall agree to not change these criteria without the approval of the Customer.
 - f) Describe how you will match incoming records to existing records with reference to Attachment C.
 - g) The Contractor shall employ effective methods to detect and eliminate duplicate records on an ongoing basis. Describe how you will accomplish this.
 - h) The system shall cross-reference 001 and 019 fields when matching OCLC records, including records that may have multiple OCLC control numbers in the 019 field.
 - i) Describe how you perform Name and Subject authority control on the Statewide Library Catalog using the most current and most complete LC authority files. Describe the authority control that you will perform on the Statewide Library Catalog.
 - j) Explain how you retain Medical Subject Headings (“MeSH”) throughout the authority control process
7. The Contractor shall be able to update the Centralized Union Catalog at least monthly using all of the following methods:
- Processing a full export from standalone or multi-library systems.
 - Processing transactions from standalone and multi-library systems, including adding new Holdings and deleting or changing current Holdings.
8. Explain how you update the Centralized Union Catalog by linking the item records to their respective Bibliographic Records contributed by libraries using Endeavor Voyager systems prior to loading these records into the Centralized Union Catalog.
9. Explain how you display only records with Holdings, or records without Holdings but with 856 fields.
10. The Contractor shall translate library-assigned holding symbols as needed to uniquely identify the library’s Holdings in the Centralized Union Catalog.
11. The Contractor shall organize and index all records derived from local systems in Connecticut in the Centralized Union Catalog as one catalog.
12. Describe how you will organize and index all serials records derived only from OCLC’s Connecticut Union List of Serials in a separate union catalog (referred to in this RFP as “Serials Catalog”) that can be searched separately.
- a) Explain how you will provide a direct link to the Serials Catalog.

13. Regarding the processing of serials records, explain how you will:
- Convert OCLC's tab-delimited text file of libraries' serials local Holdings records from OCLC's Local Holdings Offline Product to MARC 21.
 - Match converted records against the Serials Catalog using OCLC control number. When there is a match, replace ONLY the Holdings and discard the brief converted record.
 - Upgrade unmatched records to full Bibliographic Records by matching on ISSN and validating on title against the Library of Congress MARC file.
 - Ensure that records that are successfully upgraded will contain LC, not OCLC, control numbers. These records will be loaded into the Serials Catalog along with their Holdings.
 - Ensure that records that fail the upgrade process will be loaded into the Serials Catalog as brief records along with their Holdings.
 - Extract call number detail (CLNO \$a and \$b) for specific libraries.
 - Associate holding date ranges with specific format for newspaper Holdings (for the CT Newspaper Project), as shown below:

Miles*	Institution	Volume	Date	Note
34	Ansonia Public Library [ILL Lender] Map Location			Retains current 3 months (Valley ed.)
34	Ansonia Public Library [ILL Lender] Map Location	[Original newspapers=Retains current 3 months	Valley ed.	[Original newspapers=Retains current 3 months (Valley ed.) Microfilm=1993-] Microfilm=1993-]
27.7	Bethany - Clark Memorial Library Map Location			Retains current 2 months
32.7	Branford - James Blackstone Memorial [ILL Lender] Map Location			Retains current 6 months.
46.8	Bridgeport Public Library (Main) [ILL Lender] Map Location			Retains current 3 months
36.3	Case Memorial Library Map Location			Retains current 3 months
20	Cheshire Public Library [ILL Lender] Map Location			Retains current 1 year.
32.5	Clinton - Henry Carter Hull Library [ILL Lender] Map Location			Retains 1 month
0	Connecticut State Library (Main) [My Library][ILL Lender] Map Location		1961-	Current issues retained until microfilm received.
0	Connecticut State Library (Main) [My Library][ILL Lender] Map Location		1961-	[Original newspapers=Current issues retained until microfilm received. Microfilm=1961-]

14. If requested by the Customer, explain how you will merge the Main and Serials Catalogs into one catalog.
15. If requested by the Customer, explain how you will load into the Centralized Union Catalog the government document Holdings of all (18) selective depository libraries in Connecticut, using each selective depository library's individual GPO processing profile.
16. The system shall enable holding library name changes to be made globally throughout the Centralized Union Catalog.
17. Explain how you perform special processing in the Centralized Union Catalog as exemplified by:
- Globally change a library symbol throughout the Centralized Union Catalog (e.g., as library name changes). *Note:* This need arises rarely.
 - Disable authority control for Hartford History Collection records.

- c) Isolate incoming records that contain physical or logical errors.
 - d) Retain any incoming data that is invalid or unrecognized by the system, hold it in a separate file and report this back to the Serial Records.
 - e) Maintain a profile or configuration for each Serial Records that indicates where to obtain the local call number from the incoming MARC records.
 - f) Build a specific library call number from each transaction received, based on each library's individual hierarchy of call number field preferences.
 - g) Maintain a record processing profile for each library allowing the creation of special Holdings displays (e.g., oversize stamp, input stamp, preceding automatic stamp, and trailing automatic stamp).
18. The Contractor shall meet with the Customer to review processing procedures outlined in Section 4.4 at the request of the Customer. The Contract shall provide recommendations for improvement on an ongoing basis to Customer.

4.5. Frequency of Updating the Centralized Union Catalog

1. The Contractor shall be able to load, fully index and make accessible for Patron searching at least eight million records and associated Holdings per month from all of the following sources:
 - Standalone and multi-library systems – as transactions or as complete databases – in either FTP or on physical media
 - Online cataloging using the proposed Centralized Union Catalog
2. The Contractor shall make the results of Holdings maintenance (new, changed or deleted Holdings associated with records already in the Centralized Union Catalog) accessible immediately for Patron searching.
3. Contractor shall supply step-by-step instructions for participating libraries on how to submit MARC records to the Contractor.
4. Contractor shall accept, load and index any standalone or multi-library system's entire database on an ongoing basis.

4.6. Exporting Records from the Centralized Union Catalog

1. The new system shall be able to export all Bibliographic Records and Holdings (e.g., location and call number) associated with a given library.
 - a) The system shall be able to export records in either MARC 21 or a compatible format, e.g., OCLC-MARC format.
2. Explain how you export all the files comprising the Centralized Union Catalog upon Customer request at least once annually.
 - a) Describe how you will perform an export when required by Customer.
 - b) Explain how you ensure that the files contain the Bibliographic Records and their associated Holdings.

- c) Explain how you ensure that the records are in either MARC 21 or a compatible format, e.g., OCLC-MARC format.

4.7. Statewide Library Catalog Patron Interface

4.7.1. Searching

4.7.1.1. Discovery Scope

1. The Statewide Library Catalog shall default to searching only Connecticut library Holdings. Describe how you accomplish this.
2. Describe how the Statewide Library Catalog allows Patrons to search the Holdings of libraries outside Connecticut.
3. Describe how the Statewide Library Catalog allows Patrons to limit a search to at least five Participating Library-defined groups of libraries derived from all libraries whose Holdings are in the database.
 - a) Describe how the same Participating Library can be in more than one Participating Library-defined group.
 - b) Describe how any Participating Library-defined group can contain only one library.
4. Describe how the Statewide Library Catalog allows Patrons affiliated with a specific library to limit a search by the distance in miles from that library to the holding library.
 - a) Describe how Patrons can change the system's default Patron location to a Patron-specified location.

4.7.1.2. General

1. Explain how Patrons enter search arguments using natural language.
2. The Statewide Library Catalog shall allow Patrons to search single or multiple terms by:
 - a) Keyword – describe what fields are included in a general keyword search
 - b) Author
 - c) Title
 - d) Subject
3. The Statewide Library Catalog shall allow Patrons to search by:
 - a) ISBN (10 or 13 digit)
 - b) ISSN
 - c) Unique Record Number, e.g., OCLC Control Number
 - d) LCCN
4. The Statewide Library Catalog shall allow for these Boolean operators:
 - a) AND

- b) OR
 - c) NOT
5. The Statewide Library Catalog shall treat the AND Boolean operator as the implied default when Patrons enter more than one search term in a field.
 6. The Statewide Library Catalog shall allow Patrons to use Boolean searching to search multiple terms simultaneously in any of the following fields in any combination:
 - a) Author
 - b) Title
 - c) Subject
 7. The Statewide Library Catalog shall allow Patrons to limit searches by:
 - a) Date
 - b) Format
 - c) Language
 8. Explain how Patrons limit searches by:
 - a) Audience
 - b) Reading level
 - c) Content (e.g., fiction, nonfiction, biographies, etc.)
 - d) Genre (e.g., mystery, science fiction, etc.)
 9. Describe how the Statewide Library Catalog will yield the same search results when searching for an Author by either “First Name Last Name” or “Last Name First Name” without the need for a comma.
 10. The Statewide Library Catalog shall allow for phrase searching. Describe how your system performs phrase searching.
 11. The Statewide Library Catalog shall allow for hyperlinks on the following fields in the bibliographic record:
 - Author
 - Subject
 - Series
 - 856 Field
 - a) List any other fields the system provides hyperlinks for
 12. Describe how the Statewide Library Catalog links from the 856 field of a Serials Record to the corresponding title in an iCONN periodical database.
 13. The Statewide Library Catalog shall maintain a stop-list, or a list of terms that are ignored when searching. Provide the stoplist.

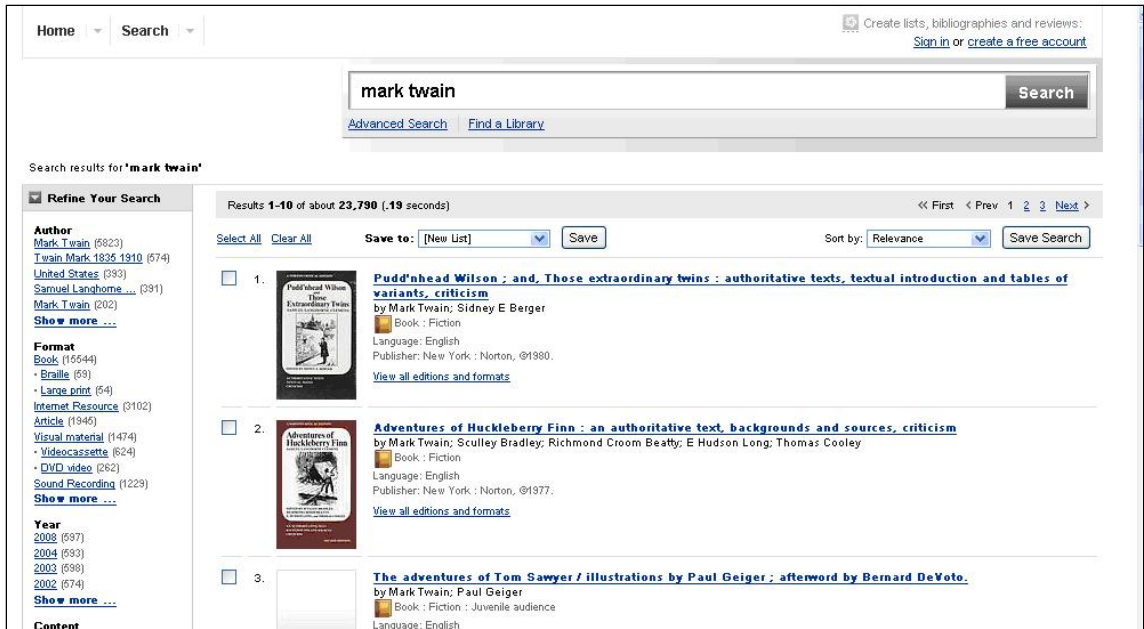
14. Describe how the Statewide Library Catalog provides an auto-complete function that predicts a word or phrase that the Patron wants to type in without the Patron actually typing it in completely.

4.7.2. Results Display

1. Describe how the system presents the most relevant results first.
2. The system shall present multiple titles that make up a results list with brief bibliographic information.
3. The system shall allow the Patron to select an item from the results list to view a more detailed record.
4. Describe how the system suggests alternate spellings of search terms when the search terms yield few or no results. Describe how the alternate spellings are generated.
5. Describe how the system assists the Patron when there are no search results. Describe what assistance the system provides the Patron.
6. The Statewide Library Catalog shall allow Patrons to easily modify a search, e.g., if results yield too many hits or not enough hits or no hits or to correct a misspelling.
7. Describe how Patrons refine a search using faceted browsing. List what facets the system provides, including:
 - a) Specific formats (i.e., book, large print, VHS, DVD, Blu-ray, etc.)
 - b) Availability
8. Describe how the system displays the Patron's search terms and limiters (including scoping) along with search results.
9. Describe how the Patron returns to the original results list easily. Indicate whether the browser's back button can be used for this purpose.
10. Describe how the Customer sets a systemwide default for the number of results to display at once, e.g., 10, 50, 100 or all.
 - a) Explain how any Participating Library sets a default for their library for the number of results to display at once, e.g., 10, 50, 100 or all.
11. Describe how the Patron chooses the number of results to display at once, e.g., 10, 50, 100 or all.
12. Describe how the system changes a result's link color on the list of search results after clicking on the link to view the full record display.

13. Describe how the Customer, or the Contractor at the request of the Customer, sets the systemwide display of the initial search results list that determines:
 - What fields and subfields will display
 - The order in which fields display
14. Describe how the Customer, or the Contractor at the request of the Customer, set the systemwide display of full Bibliographic Records that determines:
 - What fields and subfields will display
 - The order in which fields display
 - The text of field descriptor labels
15. Describe what display formats (e.g., labeled, MARC, etc.) the system supports
 - a) Describe how participating libraries can select the default display format for their Patrons.
 - b) Describe how Patrons can change the display format.
16. Describe how the system displays Holdings with the following information for each library:
 - a) Library name
 - b) Link to library contact information
 - c) Town
 - d) Call number for non-serials or summary Holdings statement and/or volume information for serials
 - e) Distance in miles from the Patron's location or Patron's library based on zip code
 - f) Map Location using Google Maps or comparable mapping facility
 - g) Describe other information you can display.
17. The system shall enable the Patron to easily obtain real-time "circulation status" information (if available from the holding library's integrated library system) of an item.
 - a) The system shall be able to accomplish this without the Patron having to re-execute the search in the holding library's catalog.
18. Describe how the system is configured so that each Participating Library's Patrons see their library's Holdings first when viewing a given bibliographic record.
19. Explain how any Participating Library defines how library Holdings are organized for display, and in what ways.
20. When displaying multiple Holdings for a bibliographic record, explain how the system enables Patrons to sort library Holdings by:
 - a) Distance – describe how the system defines distance relative to the Patron's current location
 - b) Town
 - c) Library name
 - d) Other (describe)

21. When displaying multiple Holdings, explain how the system enables Patrons to change their current location so that Holdings are resorted by the changed distance.
22. The systemwide search default (that determines the order in which search results will be presented) shall be set to relevancy. List other systemwide search default options available.
23. Explain how Patrons resort search results by reverse chronological order (most recent first). List other sort options available to the Patron.
24. Explain how Patrons who have affiliated themselves with a Home Library easily identify materials owned by their Home Library from the search results list.
25. Describe how the system identifies records of locally licensed e-resources (e.g., e-books, downloadable audiobooks, etc.) in the Statewide Library Catalog. *Note:* More than 200,000 e-resources are listed in the current Statewide Library Catalog. Describe how the system accomplishes this in both the centralized union catalog and, if proposed, the Virtual Union Catalog.
 - a) Explain how the system clearly communicates whether any given e-resource is or is not accessible and lendable to the Patron based on the Patron's library Affiliation and the item's license restrictions? Describe how the system accomplishes this in both the centralized union catalog and, if proposed, the Virtual Union Catalog.
26. The system shall display search results annotated with graphical icons that enable the Patron to quickly and visually identify the format of each search result. Indicate what *specific* format types the system can provide icons for, such as: books, e-books, CD, VHS, DVD, Blu-ray, etc.
27. The search results display shall be clear and well-organized. For example, see below:



28. Explain how the system uses Functional Requirements for Bibliographic Records (“FRBR”) or similar methods to group multiple manifestations of the same work. Describe how this works from the Patron’s point of view.
29. The Contractor shall supply and the Statewide Library Catalog shall display cover images in both the initial search results screen and the full Bibliographic Records.
 - a) The Contractor shall provide cover images for books (for example, see <http://www.bowker.com/syndetics/>).
 - b) Explain how you will provide cover images for audio CDs and videos (for example, see <http://www.bowker.com/syndetics/>)
30. Explain how you will provide and the Statewide Library Catalog display Bibliographic Records (for example, see <http://www.bowker.com/syndetics/>) enriched with:
 - a) Fiction and Biography Profiles
 - b) Table of Contents
 - c) Summaries and Annotations
 - d) First Chapters and Excerpts
 - e) Reviews from professional journals, such as *Publishers Weekly*, *Library Journal*, *School Library Journal*, *CHOICE*, *Booklist*, etc.
 - f) Author Notes
 - g) Other (describe)
31. Explain how both the initial results display and the full bibliographic record display includes the following functionality:
 - a) Request – this initiates the ILL request form provided that the Patron has affiliated him/herself with a Home Library and that the Home Library offers the ILL service.

- b) Buy – this provides links to the corresponding records in commercial online bookstore catalogs, such as Amazon.com and BN.com.
 - i) Explain how any Participating Library turns this option off for their Patrons?
 - c) Suggest – this presents an online purchase suggestion form to the Patron which is transmitted to the Patron’s Home Library, provided that the Patron has affiliated him/herself with a Home Library.
 - i) Explain how any Participating Library turns this option off for their Patrons.
 - d) Link – The system presents the Patron with a persistent link to the record being displayed. The link can be copied and pasted into another web site to link Patrons to the full record display in the Statewide Library Catalog for that title.
 - i) Explain how the system identifies the Patron’s library in the link for the purpose of submitting ILL requests.
 - e) Email - This allows the Patron to email a bibliographic record. Indicate whether it is possible to include library holding locations with the email message.
 - f) Show or Preview - The system links to the full text (if available at no charge) or preview of the item. Indicate what display signage is provided for this feature.
 - g) Save – This saves the record or search result(s)
 - h) Print – This prints the record or search result(s)
 - i) Share - This shares the record or search result(s) with social media sites
32. Describe how the system alerts Patrons to new titles by favorite authors or topics of interest as soon as they appear in the Statewide Library Catalog (centralized union and, if proposed, virtual).

4.7.3. Additional Functionality

1. Explain how Patrons create one or more secure lists of items in the Statewide Library Catalog (centralized union and, if proposed, virtual), for example, lists of items Patrons would like to read, have read, or would like to request through ILL.
2. Explain how you provide downloadable Search Widgets which can be deployed on other web sites (e.g., other library or Patron sites), that launch searches in the Statewide Library Catalog. Describe how the system affiliates Patrons with their Home Library so that they can initiate ILL requests.
3. Explain how the system provides an interface suitable for children and that returns results appropriate for children.
4. Explain how the system provides both English and Spanish interfaces. Indicate any other languages supported.

4.8. Statewide Library Catalog Statistics

1. Explain how you provide monthly and annual (fiscal year-to-date) systemwide and individual library reports for Customer and individual library reports for any Participating Library that include:
 - a) total number of records and Holdings
 - i) total number of records of each format type
 - ii) total number of records of each index type (e.g., ISBN)
 - b) total number of Holdings for any Serial Records, including full library name and ID
 - c) a log of input received each month, indicating what Participating Library/system submitted the data, and number of records
 - d) separate files of individual data provider's records that could not be processed or matched due to:
 - i) logical or physical errors
 - ii) short record purging program (re: Section 4.4.6.e)
 - iii) no holders on the records
 - e) other - describe
2. Explain how any Participating Library creates custom reports.
3. Explain how any Participating Library accesses, prints and downloads any of the reports in this section in a standard format (such as comma delimited).
4. Describe how the system provides the total number of searches and full record views.
 - a) Explain how the system allows the Customer to specify the date range.
5. Describe how the system provides a report showing the peak number of total searches by minute, hour and day for the most recent 12 months, as shown in Section 3.5.2.
6. Describe how the system provides a report showing the number and percentage of visits to the Statewide Library Catalog broken down by operating system and by browser, including mobile devices. Currently, this is being provided by awstats.sourceforge.net.
7. Describe how the system provides a report listing the top search terms for a given period of time.

4.9. Library Information

1. The system shall provide general information about libraries whose Holdings are in the Statewide Library Catalog, such as address, library hours, contact information, directions, etc. *Note:* Residents may use their Connecticut public library card in any Connecticut public library. When presented with a bibliographic record from the Statewide Library Catalog, Patrons shall be able to identify libraries that own the material they need and then use the library information to decide if they wish to initiate an ILL request or pick up the material in a nearby library in person using their Connecticut library card.

- a) The system shall enable any Participating Library to create and update any library information in the system pertaining to their library.
- b) Explain how any Participating Library can designate which data elements of the library information database display to Patrons and which portions display to only participating libraries.
- c) Explain how Patrons can search the library information in the system by library name, town, etc.
- d) Explain how Patrons can chat with any Participating Library using the Participating Library's chat utility.

4.10. ILL

The current ILL feature of the Statewide Library Catalog serves the resource sharing needs of more than 200 libraries in Connecticut. Participating libraries range from small "one-person" libraries processing a handful of requests per month using only this service to large libraries that process thousands of requests per month using multiple ILL systems. Statewide ILL services are part of a hierarchy (first level: individual library or network/consortium; second level: statewide; and third level: out-of-state/national/international). Participating libraries filled more than 129,000 requests in fiscal year 2013.

Patrons can initiate their own ILL requests from any computer that has Internet access. Most requests are mediated (subject to review) by the Patron's home Participating Library, although a few libraries use the capability for unmediated ILL.

4.10.1. Patron Services

1. The system shall provide a method for Patrons to affiliate themselves with their Home Library in order to initiate an ILL request. Describe how the system accomplishes this.
 - a) Describe in detail how Patrons can establish this affiliation at any point in the search process.
2. Explain how Patrons whose Home Library participates in ILL through this service initiate requests without having to enter a library card number or student ID number.
3. Explain how the system clearly designates items within sets and series and allows Patrons to place requests for specific volumes, items within a set or the entire set, at the option of the Patron.
 - a) Explain how Patrons designate on the ILL form that any edition is acceptable.
4. Explain how the system clearly designates what items can and cannot be requested. Describe how the system accomplishes this.
5. Explain how a Patron can place a request directly from the search results list.
 - a) Explain how a Patron can request multiple items simultaneously directly from the search results list without having to enter Patron information more than once.

6. The system shall enable Patrons to initiate ILL requests directly from a bibliographic record without having to either navigate away from their search results or exit the Statewide Library Catalog.
7. The system shall construct the ILL request using bibliographic information derived from the corresponding bibliographic record.
8. Explain how the system provides the Patrons with the capability to communicate special needs or instructions in relation to the ILL request.
9. Explain how the system, at the option of the Patron, remembers the Patron's information, including password, if any, so that the information will be recalled for any subsequent ILL request(s). Describe how the system accomplishes this. If the computer is used by multiple Patrons, explain how the system presents each Patron with the ability to change the stored Patron information. Explain how this feature works without the need for individual Patron accounts.
10. If the item being requested is not found in the Statewide Library Catalog, explain how the system provides a way for the Patron to request the desired item.
11. Explain how the system allows the Patron to indicate the maximum amount they are willing to pay for the request.
 - a) Explain how the system allows any Participating Library to turn this feature on or off.
12. Explain how Patrons can initiate requests for copies of material, such as journal articles, book chapters, tables of contents, and specific pages of a publication, in addition to monographs?
 - a) Before allowing requests for photocopies, explain how the system displays to Patrons this copyright compliance notice:
WARNING CONCERNING COPYRIGHT RESTRICTIONS (*)
The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or other reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright.
 - b) Explain how Patrons accept or not accept the conditions of the copyright notice.
13. The system shall enable Patrons to track the status of their own ILL requests. Describe what tracking statuses the system provides.

- a) Explain how Patrons cancel an ILL request.
 - b) Explain how Patrons track and review multiple requests with one password, if applicable.
 - c) Explain how any Participating Library can input a reason for a cancellation, which a Patron can view via tracking?
14. Explain how the system notifies Patrons, e.g., when an item is available for pick-up. Describe what notifications the system provides and the method of notification.
- a) Explain how any Participating Library can delay notification to Patrons, e.g., in hour increments, in order to give the Participating Library time to process the material.
15. Explain how the system allows for notification to Patrons via mobile devices, e.g., when an item is available for pick-up. Describe what notifications the system provides via mobile devices, and which mobile devices and platforms you support, e.g., Android and iOS.
16. The system shall enable Patrons to place ILL requests for items held by libraries outside Connecticut if the Patrons are affiliated with libraries that have chosen to offer this out-of-state service. Describe how the system accomplishes this.

4.10.2. ILL Management

1. Describe how the system enables any Participating Library to log in to ILL administration functions.
2. Explain how the system assigns each ILL transaction a unique transaction identifier.
 - a) When intended for printing to paper, explain how the system represents the unique ILL transaction identifier by barcode as well as by number.
3. Explain how any Participating Library, both as lender and as borrower, continuously tracks, and updates the status of ILL requests from the time of initiation to the time of the completion of the transaction.
4. Explain how the system allows ILL requests to be transmitted between participating libraries in real time.
5. Describe how any Participating Library can undo or modify a status update to a request.
6. The system shall enable mediated requesting. Describe how the system accomplishes this.
 - a) Explain how the system enables unmediated requesting. Is it at the option of the Participating Library?

7. Describe how the Customer configures the system default to automatically purge all completed transactions.
8. Explain how the system allows two libraries (e.g., the lender and borrower of the same item) to simultaneously view the same ILL request record in the system.
9. Explain how any Participating Library batch updates ILL transactions.
10. The system shall allow any Lending Library to print shipping labels for material they supply to another library and allow any Borrowing Library to print labels for material they are returning to another library.
 - a) To support mailing materials inside Connecticut, describe how shipping labels conform to a standard Connecticut (Ccar) slip. A sample blank Ccar label is at: http://www.webjunction.org/content/webjunction/documents/ct/Connecticut_Routing_Slip.html
 - b) Describe how the labels are pre-filled with the destination library's name, Ccar Route Number, date, the shipping library's name and Ccar Route number, as well as bibliographic information such as author, title, and unique ILL transaction number so that the label can be matched to the corresponding book. (The bibliographic information can be put above the dotted line on the Ccar label.)
11. Explain how any lending and Borrowing Library prints bookstraps. Include a sample bookstrap.
12. If a Lending Library does not respond to a lending request in a timely manner, describe how the system automatically moves the lending request to the next potential Lending Library.
13. Explain how the system enables ILL load balancing on a statewide basis.
14. Explain how the system can send requests to libraries out of state if no libraries in Connecticut have been identified as holding and willing to loan the item. Describe how the proposed system would handle making requests to libraries out of state.
 - a) Explain how the system exhausts potential lenders in Connecticut before transferring requests to libraries out of State.
15. The system shall not limit the total number of ILL requests statewide that may be in process (in the system) at any one time.

4.10.3. ILL Management - Borrowing

1. Explain how the system enables any Borrowing Library to review and update their Patrons' ILL requests.
2. Explain how the system populates the ILL request with default library contact information, including but not limited to library address, e-mail address, fax number, etc.

3. Explain how the system enables any Borrowing Library to retrieve, by browsing or searching, their borrowing transactions. Explain how it includes specific criteria, such as Patron name, title of material requested, and unique ILL transaction identifier.
4. Explain how any Borrowing Library can easily create multiple lending requests from a single bibliographic record for multi-copy requests, such as book clubs.
 - a) Explain how the system prevents multiple requests from duplicating any potential lenders. For example, if a Borrowing Library needs to borrow 10 copies of an item and identifies a bibliographic record that has 50 potential lending libraries, each of the 10 requests that the system generates would have a maximum of 5 unique lending libraries.
5. Explain how the system allows individual libraries with multiple locations to offer their Patrons the ability to choose a pickup location.
6. Explain how the system allows for delivery of articles via electronic delivery.
 - a) Explain how this feature is customizable and controlled by the Borrowing Library.
7. Explain how the system calculates any applicable charges based on type of Patron, type of material, Lending Library, or a combination of these.
 - a) Explain how the system provides for charging options, such as credit card, charge to a library account, charge to the Patron's local system account, etc. Describe how the system accomplishes this.
8. Explain how the system allows for limiting the number of requests a Patron may have at one time.
 - a) Explain how the system allows individual participating libraries to configure this feature.
9. Explain how the system tracks copyright compliance for journal articles.
10. Explain how the Customer can configure a systemwide “default” ILL request form for all libraries.
 - a) Describe how the form includes:
 - Item being requested
 - Patron requesting the item
 - Date
 - Need By Date (if possible, visual calendar)
 - Due Date
 - Initiation date
 - Maximum cost for a request
 - Other (describe)

11. Explain how the system returns the request to the Patron's Home Library if no Participating Library on the lender priority list fills the request.
12. Explain how any Borrowing Library can override the systemwide default ILL request form in order to customize the ILL request form for their Patrons in the following ways:
 - a) Determining which fields and elements are mandatory and which are optional.
 - b) Creating separate forms for "returnable" loan requests and "non-returnable" copy requests.

4.10.4. ILL Management - Lending

1. Explain how the system provides the Lending Library with the ability to batch download pending requests.
2. Explain how the system includes the unique system-assigned transaction identifier on printed ILL forms.
 - a) When intended for printing to paper, explain how the system represents the unique transaction identifier by barcode as well as by a number.
3. The system shall enable any Lending Library to print their pending requests.
 - a) Explain how any Lending Library can print a 'pick list' that lists incoming requests, providing enough information so that they can retrieve material from their shelves.
 - b) Explain how any Lending Library can print a full request, one per one side of an 8.5 x 11" sheet of paper.
4. For non-serials items found in the Statewide Library Catalog, explain how the ILL lending request contains the Lending Library's local call number.
5. For serials items found in the Statewide Library Catalog, explain how the ILL lending request contains the Lending Library's local Holdings information.
6. Explain how the system enables any Lending Library to retrieve ILL lending transactions.
 - a) Explain how any Lending Library can retrieve transactions by specific criteria, including but not limited to title of material requested and unique ILL transaction number.
7. Explain how the system provides any Lending Library with a "Soon to Expire" visual alert whenever 24 hours or less remains before the request is automatically routed to the next library.
8. Explain how the system automatically deflects ILL lending requests based on:
 - a) Formats a library is willing to lend. List all specific formats that can be defined for this purpose and how the system accomplishes this.

- b) Lending Library's schedule of closings or holidays.
 - c) Circulation status of the item at Lending Library, if availability can be determined from the target circulation system. This is currently being accomplished through Z39.50.
 - d) Call number of the item, e.g., deflect items whose call number begins with "Ref."
 - e) Genre, e.g., feature films, documentary films, etc. List all specific genres that can be defined for this purpose.
 - f) Electronic resources, such as e-books, downloadable audiobooks, etc.
 - g) List all other categories of resources that can be defined for deflection.
9. Explain how any Lending Library can change their participation status to account for times when the library is closed due to holidays, vacations, and extended periods, such as school summer vacations, or will the Contractor make these changes in the system at the request of the Lending Library?
 10. Explain how the Customer defines a default lender priority list of all participating libraries.
 11. Explain how participating libraries create a local lender priority list that can include any Participating Library.
 12. Explain how participating libraries create a local list of libraries they will not lend to, e.g., libraries that participate in a shared ILS consortium to which the request has already been sent and unfilled.

4.10.5. ILL Statistics

1. The system shall provide statistics on borrowing activity separately for both in-state and out-of-state requests.
 - a) This shall include the total number of filled requests.
 - b) This shall include the total number of requests that are cancelled/unfilled (excluding requests that are still pending).
 - c) Explain how average turnaround time for the Borrowing Library to receive an item (number of days between Shipped and Received) is included.
 - d) Explain how the number of requests initiated by borrowing libraries and the number of requests initiated by Patrons is included.
2. The system shall provide statistics on lending activity separately for both in-state and out-of-state requests.
 - a) This shall include total number of 'returnable' items supplied for in-state requests.
 - b) This shall include total number of 'non-returnable' items supplied for in-state requests.
 - c) This shall include total number of requests that were unfilled.
 - d) Explain how the average time for the Lending Library to respond to a lending request (number of days between Pending and Shipped or Will Not Supply) is included.

- e) Explain how the average turnaround time for items to reach the Borrowing Library (number of days between Shipped and Received) is included.
3. For copyright compliance, a report by journal title of borrowing copy requests that are filled shall be kept for three years.
4. The system shall enable participating libraries to produce statistical reports on lending and borrowing transactions for their own libraries.
 - a) Explain how statistics are retained for at least two years.
 - b) Explain how the Customer is able to produce these reports (for display and print) on a systemwide basis broken out by library and with summary totals.
5. Describe how the Customer produces statistical reports on lending and borrowing transactions (for display and print) on a systemwide basis broken out by library and with summary totals.
6. Explain how any Participating Library creates custom reports.
7. Explain how any Participating Library can access, print and download in a standard format (such as comma delimited) the ILL reports listed in this section.
8. The ILL statistics shall exclude any personally identifiable information.

4.10.6. ILL Interoperability with Other Systems

1. Explain how the system complies with ISO standards 10160 and 10161-1 to interoperate with other ISO-compliant ILL systems. List all ISO-compliant ILL systems that have been tested successfully with the proposed system, and all those in live production.
2. Explain how the system interoperates with ILLiad software (<http://www.oclc.org/illiad/>). The current Statewide Library Catalog interoperates with three libraries using ILLiad.
3. Explain how the system provides full circulation interoperability in compliance with the NISO Circulation Interchange Protocol (NCIP) for ILL purposes. List all NCIP-compliant integrated library systems that have been tested successfully with the proposed system, and all those in live production.
 - a) Explain how the proposed system is able to interoperate with the Auto-Graphics Verso system. The current Statewide Library Catalog ILL system interoperates with the Auto-Graphics Verso system used by 14 libraries.
 - b) Explain how, at Customer request and on an ongoing case-by-case basis, the proposed system will interoperate with any individual integrated library system in Connecticut that elects to implement NCIP for ILL purposes. Currently, the only integrated library systems in Connecticut that have implemented NCIP for ILL purposes are libraries using the Auto-Graphics Verso system.

4. Explain how, at Customer request and on an ongoing case-by-case basis, the proposed system will interoperate with any individual integrated library system in Connecticut that is not NCIP-compliant. Describe how this is accomplished, e.g., Standard Interchange Protocol (SIP), SIP Version 2, screen-scraping, etc., and any limitations or advantages resulting from the method(s) currently in use.

4.11. Cataloging

Cataloging is comprised of two components. The Holdings maintenance module serves the basic cataloging needs of approximately 200 libraries in Connecticut. Libraries can add, modify, and delete their Holdings directly in the Statewide Library Catalog and see their results in real time. Holdings maintenance also allows libraries to download MARC records from the Statewide Library Catalog to import into their local systems. Note: During FY 2013, libraries downloaded approximately 18,000 records.

A full cataloging module has a full MARC editor as well as an original cataloging component. It also offers access to MARC records cataloged by the Library of Congress, and to Library of Congress Name and Subject authority records.

4.11.1. Holdings Maintenance in the Centralized Union Catalog

1. The Contractor shall provide an online Holdings maintenance utility for the Centralized Union Catalog that enables any Participating Library to add a holding, delete a holding, and change a holding.
 - a) Explain how the Holdings include library ID and local call number.
 - b) Describe what other information is included in the Holdings statement.
2. Explain how you will provide an online Holdings maintenance utility for serials records that enables any Participating Library to add a holding, delete a holding, and change a holding.
 - a) Explain how the serials Holdings comply with the local Holdings record structure of OCLC-derived union list of serials records.
3. The online Holdings maintenance utility shall automatically insert the Participating Library's name or library ID code into each holding statement.
4. Explain how the online Holdings maintenance utility allows any Participating Library to enter the local call number (or a summary Holdings statement in the case of serials records) in a data entry window.
5. The online Holdings maintenance utility shall enable any Participating Library to download multiple records from the Centralized Union Catalog in a batch.

4.11.2.MARC Editor Integrated with the Centralized Union Catalog

1. Explain how you will provide a MARC record editor integrated with the Centralized Union Catalog for Customer or any designated Participating Library that includes the following:
 - a) a full screen editor
 - b) the ability to merge Holdings from one record to another
 - i) the ability to preview the consolidated merge results prior to the merge taking place
 - c) the ability to add, modify and delete Bibliographic Records
 - d) the ability to modify any bibliographic variable fields in the MARC record
 - e) the ability to modify any fixed fields in the MARC record
 - f) the ability to modify the leader in the MARC record
 - g) the ability to modify any Holdings statement attached to any bibliographic record
 - h) Templates for various MARC record formats, such as books, videos, serials, etc.
 - i) Access to records cataloged by the Library of Congress
 - j) Access to the Library of Congress Name and Subject Authorities
 - k) Other (describe)
2. Describe how the Customer searches the Centralized Union Catalog and other MARC resource files (including the LC MARC Catalog and LC Name and Subject Authorities), either simultaneously or separately, at their option, if other MARC resource files are provided.

4.11.3. Cataloging Statistics

1. Explain how the system provides the Customer and any Participating Library with a report organized and labeled by library that includes the following information monthly and year-to-date:
 - a) total number of Holdings added
 - b) total number of Holdings deleted
 - c) total number of MARC records downloaded
 - d) other (describe)
2. Explain how you will provide the Customer with a report organized and labeled by library of batch submissions from local systems to the Centralized Union Catalog that includes the total number of records submitted by library monthly and year-to-date.
3. Explain how any Participating Library can create custom reports.
4. Explain how any Participating Library can access, print and download in a standard format (such as comma delimited) the reports in this section.

4.12. Conformance to OCLC WorldCat Record Use Policy

1. In connection with the Contractor's performance of the services specified in this Agreement, the Contractor shall agree to adhere to OCLC's WorldCat Record Use Policy.

Proposal Requirements

Acceptance Period

Required system must be operational no later than July 1, 2015 and Customer will require a ninety (90) day acceptance period following system completion. Any development work needed must be completed and fully tested prior to the beginning of the acceptance period. No payments will be made prior to system acceptance has been granted and system has been put into production.

Proposed System Functionality

Proposed system functionality must be available for system demonstration as of the date of Proposer's response submission.

Subcontractors

DAS must approve any and all subcontractors utilized by the contractor prior to any such subcontractor commencing any work. Contractor acknowledges that any work provided under the contract to any state entity is work conducted on behalf of the State and that the Commissioner of DAS or his/her designee may communicate directly with any subcontractor as the State deems to be necessary or appropriate. Contractor shall be responsible for all payment of fees charged by the subcontractor(s). A performance evaluation of any subcontractor shall be provided promptly by the contractor to DAS upon request.

Contractor must provide the majority of services described in the specifications.

Amendment or Cancellation of the RFP

DAS reserves the right to cancel, amend, modify or otherwise change this RFP at any time if it deems it to be in the best interest of the State to do so.

Proposal Modifications

No additions or changes to any proposal will be allowed after the proposal due date, unless such modification is specifically requested by DAS. DAS, at its option, may seek proposer retraction and/or clarification of any discrepancy or contradiction found during its review of proposals.

Proposer Presentation of Supporting Evidence

Proposers must be prepared to provide any evidence of experience, performance, ability, and/or financial surety that DAS deems to be necessary or appropriate to fully establish the performance capabilities represented in their proposals.

Proposer Demonstration of Proposed Services and or Products

Based on the evaluation of the proposals, DAS reserves the right to request Proposers to provide a demonstration of their system software solution and be interviewed. If selected for an interview, Proposers will be notified with the date, time, and location of the interviews at least one (1) week prior. DAS will also provide a consistent set of questions to respond to during the interviews and a list of software functionality to be demonstrated. Each selected Proposer will be allocated the same amount of time to demonstrate their proposed system solution. Upon receipt of interview information, Proposers should contact Aimee Cunningham at aimee.cunningham@ct.gov to indicate attendance and size of team attending the interview.

Erroneous Awards

DAS reserves the right to correct inaccurate awards. This may include, in extreme circumstances, revoking the awarding of a contract already made to a proposer and subsequently awarding the contract to another proposer.

Such action on the part of DAS shall not constitute a breach of contract on the part of DAS since the contract with the initial proposer is deemed to be void and of no effect as if no contract ever existed between DAS and such proposer.

Proposal Expenses

Proposers are responsible for all costs and expenses incurred in the preparation of proposals and for any subsequent work on the proposal that is required by DAS.

Ownership of Proposals

All proposals shall become the sole property of the State and will not be returned.

Ownership of Subsequent Products

Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of the State unless otherwise stated in the contract.

Oral Agreement or Arrangements

Any alleged oral agreements or arrangements made by proposers with any State agency or employee will be disregarded in any State proposal evaluation or associated award.

SELECTION CRITERIA

A selection committee will review and score all proposals. The following information, in addition to the requirements, terms, and conditions listed throughout this RFP Document, will be considered as part of the Selection process and are listed in order of relative importance.

1. Functional Requirements

- (a) As outlined in the Product and Service Specifications

2. General Requirements

- (a) As outlined in the Product and Service Specifications

3. Cost

- (a) Cost proposed for services provided.

4. Business Information

- (a) Annual Report/Financial Statement
- (b) Clients/References
- (c) Experience

DAS may award by individual item, group of items, or the entirety of all items. DAS may also reject any and all RFPs in whole or in part, and waive minor irregularities and omissions if the best interest of the state will be served.

Submittal Requirements

1. Response to the Functional Requirements and General Requirements sections of the Product and Services Specification
 - (b) Response should be formatted in the same order as it's presented
2. Proposed cost
 - a) Outlined in Exhibit F
3. Business Information
 - (d) Annual Report/Financial Statement
 - (e) Clients/References
 - (f) Detailed description of experience with similar projects

CONTRACT TERMS AND CONDITIONS

This RFP is not a contract and, alone, shall not be interpreted as such. Rather, this RFP only serves as the instrument through which proposals are solicited. The State will pursue negotiations with the proposer whose proposal scores highest. If, for whatever reason, DAS and the initial proposer fail to reach consensus on the issues relative to a contract, then DAS may commence contract negotiations with

other proposers. DAS may decide at any time to suspend the current RFP process and start the RFP process again.

The State Provisions included in this RFP are for informational purposes only in order to show some provisions that the State of Connecticut requires. It is not intended to, and will not, be the specific contract that the State and the successful vendor(s) will sign. After DAS selects a vendor, DAS will deliver a draft contract to the vendor for consideration and negotiation. The contract that DAS and the successful vendor will sign may vary and may include a liquidated damages clause at the discretion of the State.