www.alamedafree.org

REQUEST FOR PROPOSAL

The Alameda Free Library seeks proposals for an Integrated Library System (ILS). To be considered, Vendors will deliver one original, six paper copies, and an electronic copy (MS Word and PDF format preferred) of the RFP by 5:00 p.m. (PST) on **Monday, February 01, 2016.** Deliver proposals to:

Alameda Free Library
Marlon Romero
1550 Oak Street
Alameda, CA 94501

Important Dates:
Proposal Due Date: Monday, February 01, 2016, at 5:00 p.m. (PST)
Award of Agreement: No later than Friday, April 29, 2016

Contact Person:
Marlon Romero, Supervising Librarian
Alameda Free Library
1550 Oak Street
Alameda, CA 94501
Phone 510-747-7730
Email: mromero@alamedaca.gov

Table of Contents

SECTION 1: INFORMATION FOR VENDORS 3

1.1 PURPOSE AND INTENT 3
1.2 VENDOR ILS SOLUTIONS 3
1.3 VENDOR INSTALLATION AND IMPLEMENTATION SERVICES 3
1.4 PROPOSAL DEADLINE 3
1.5 PROPOSAL EVALUATION AND AWARD 4

SECTION 2: PROCESS INSTRUCTIONS 5

2.1 PROJECT SCHEDULE 5
2.2 PROPOSAL FORMAT 6
2.3 RESPONSE TO SPECIFICATIONS: 7
2.4 INTEGRATION OF 3RD PARTY APPLICATIONS 7
2.5 RFP ADDENDA 8
2.6 PROPOSAL EVALUATION 8
2.7 TERMS OF PROPOSAL 9
2.8 EVALUATION OF SHORT-LISTED & FINAL VENDOR SELECTION 10
2.9 CONTRACT 11
2.10 CONTACT FOR FURTHER INFORMATION 11

SECTION 3: ALAMEDA FREE LIBRARY – GENERAL INFORMATION 12

3.1 BACKGROUND 12
3.2 CURRENT DATABASE SIZE AND TRANSACTION VOLUME 12
3.3 NEW SYSTEM CAPACITY REQUIREMENTS 13

SECTION 4: SOFTWARE FUNCTIONAL REQUIREMENTS 14

4.1 ACQUISITIONS 14
4.2 CATALOGING 18
4.3 CIRCULATION 24
4.4 OPAC/DISCOVERY LAYER 34
4.5 REPORTING MODULE 42
4.6 SERIALS AND NEWSPAPER INDEX MODULE 46

SECTION 5: SYSTEM REQUIREMENTS AND VENDOR SERVICES 50

5.1 SYSTEM ADMINISTRATION AND 3RD PARTY INTEGRATION 51
5.2 ILS SOLUTIONS 55
5.3 IMPLEMENTATION, TRAINING, & SUPPORT 57

SECTION 6: ADDITIONAL DOCUMENTS 61

6.1 COST PROPOSAL 61
6.2 KEY PERSONNEL 65
6.3 REFERENCES 66
6.4 RFP COVER PAGE 67
6.5 CONTRACTUAL AGREEMENT TEMPLATE 68

Section 1: Information for Vendors

1.1 Purpose and Intent

The Alameda Free Library seeks proposals for an Integrated Library System (ILS). It is the intent of Alameda Free Library to implement an integrated library system that includes modules for Materials Acquisition, Online Public Access Catalog (OPAC), Patron Circulation and Accounts, Cataloging and Processing, System Administration, and Reporting.

1.2 Vendor ILS Solutions

Vendors may propose more than one ILS solution (Local, and Cloud/SaaS). However, one of the solutions provided must include a Turn-key solution that operates on equipment installed locally at the Alameda Free Library.

1.3 Vendor Installation and Implementation Services

The vendor selected under this RFP will be at minimum responsible for the following installation and implementation services:

- Installation of ILS applications and modules
- Migrating existing data such as: patron records, bibliographic records, item records, name and subject authority records, circulation transactions (charges, bills, holds)
- Conversion of current library application software parameters with assistance in making changes as required
- Providing system testing in accordance with testing provisions
- Staff training on all ILS modules and functions
- Documenting processes and procedures as outlined in this RFP
- System administration and user documentation for the ILS
- Remaining available for support and service through the life of the contract between Alameda Free Library and the selected vendor

1.4 Proposal Deadline

Proposals are due by 5:00 pm (Pacific Standard Time), February 01, 2016. All proposals will be delivered before the due date to:

Marlon Romero
Alameda Free Library
1550 Oak Street
Alameda CA, 94501

Late proposals may not be considered.

Vendors will deliver one original and six paper copies of the proposal in a sealed package before the due date and will include a copy of the proposal and any attachments on a CD, DVD, or USB drive (MS Word and PDF formats preferred) which should be included in the package with the paper copies of the proposal.

The Library prefers for proposals to be printed on recycled paper and bound in an easily recyclable format.

The Library will not be liable for any expenses incurred by Vendors responding to this solicitation.

1.5 Proposal Evaluation and Award

A contract for an Integrated Library System will be awarded based on the following criteria:

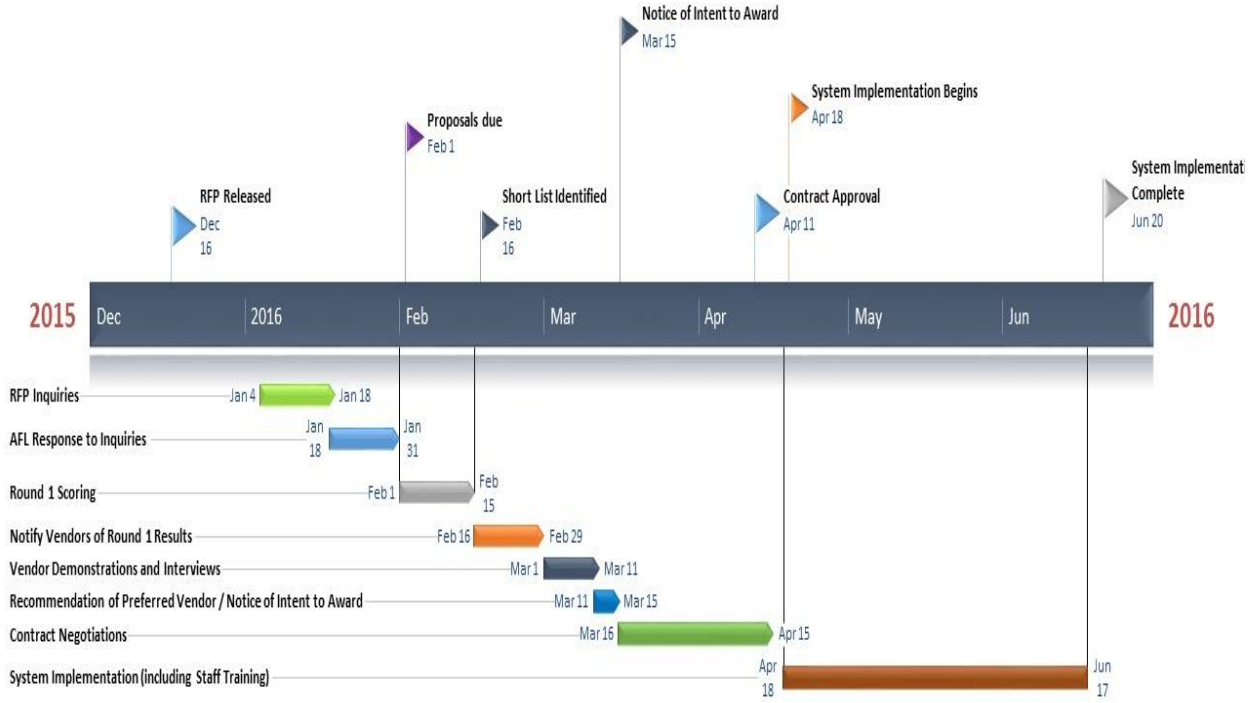
- Proposal received on time and completed per instructions.
- Compliance with system specifications
- Past performance on delivery and installation of the software version proposed
- Availability of the system software for delivery at time of proposal
- Capacity for system expansion
- Expected lifespan of the system following installation
- System reliability
- Availability of maintenance support
- Total cost included in proposal which costs of acquisition and ongoing maintenance of system
- Additional capabilities available, and cost of such additional capabilities
- Training and documentation proposed
- Financial responsibility of the Vendor and experience in the industry.

Section 2: Process Instructions

2.1 Project Schedule

General Outline of schedule. All dates except the proposal due date can change depending on scheduling conflicts.

RFP released	Dec. 16, 2015
RFP Inquiries	Jan. 04, 2016 – Jan. 18, 2016
AFL response to inquiries	Jan. 18, 2016 – Jan. 31, 2016
Proposals due at City of Alameda	Feb. 01, 2016
Short List identified	Feb. 16, 2016
Vendor Demonstrations and Interviews	Mar. 01, 2016 – Mar. 11, 2016
Recommendation of Preferred Vendor/ Notice of intent to award	Mar. 15, 2016
Contract Negotiations	Mar. 16, 2016 – Apr. 11, 2016
Agreement Approval	Apr. 15, 2016
System Implementation	Apr. 18, 2016 – June 17, 2016
System Fully Operational	June 20, 2016



2.2 Proposal Format

Vendor's Proposal must be capable of being understood without reference to other documents, and should be organized as follows:

A. **RFP Cover Letter:** The cover letter shall be in the form of a standard business letter and shall be signed by an individual authorized to legally bind the proposer. Provides basic Vendor contact information and an authorized signature accepting the Library's terms and conditions as stated in this solicitation (see Section 6.4 RFP Cover Page for a sample template).

B. **Executive Summary and Vendor Profile:** Vendors must include in this section a description of their corporate background, organization, staff, and experience.
   - Outline the number of years Vendor has been in business, its headquarters address, and Sales/Customer service office nearest to Alameda, CA.
   - Indicate the name, address, email address, and telephone number(s) of the principal contact for oral presentations or negotiations.
   - Explain the Vendor's understanding of the City's intent and objectives and its approach to achieving those objectives.
   - Provide a brief summary of the qualifications, experience, and background of the team and its Key Personnel in performing the Services as detailed in Section 6.2: Key Personnel.

C. **Vendor Response to Functional Requirements:** Answers should be complete and in the order presented. Do not include generic marketing materials. Detailed instructions on Vendor response is listed in Section 4: Functional Software Requirements and repeated in Section 5: System Requirements and Vendor Services.

D. **Detailed Implementation Plan and Scope of Services**: Vendors should include a detailed description of the proposed solution(s) and also show how the proposed solution(s) will help us meet Alameda Free Library's stated requirements and goals. Vendors are required to provide a general plan/timeline in the areas of implementation, training, and a description of available user support services as part of your response to Section 5.3 Implementation, Training, and Support of this RFP.

E. **Customer References:** Vendors must submit a minimum of three references from public libraries of similar size currently operating with the system proposed. References must include library name and address as well as the name, email address, and phone number of the contact person. The Library is especially interested in public libraries in California operating your system as proposed. See Section 6.3 References for template.

F. **Configuration and Costs:** This section must include a breakdown of all costs associated with the proposal, including all software, services, server hardware, and maintenance for the first year of operation after installation, as well as maintenance costs for years 2-5. All costs associated with receiving software enhancements must be presented in the Vendor's financial response. Costs must be summarized on the Cost Form provided in section 6.1 Cost Proposal, although vendors may attach a more detailed cost analysis. Vendor will not be allowed to charge for costs not included in the proposal.

G. **Optional Appendices or Exhibits:** Vendors may include sample reports, peer review reports, letters of recommendation, or other exhibits that may assist the Library in evaluating the Vendor. Do not include generic marketing materials.

   Vendors have the right to take exception to the specifications or terms to this solicitation. Any exceptions must be explained in the proposal. Any exceptions that contradict the

Library's terms and conditions, or contain provisions that are not in the best interest of the Library will disqualify the vendor. If exceptions are not explained, the Vendor will comply with the specifications in this solicitation.

2.3 Response to Specifications:

Vendor Status Column: Proposers must respond to every functional, technical, and performance requirement contained in the FUNCTIONAL SPECIFICATIONS section of the RFP on the tables provided and using the following criteria:

Vendor Status Designation	Description
N	Not Available/not planned
I	In Development/Planned
C	Complies completely – in release and currently used by customers

Library Priority Column: The Library Priority column information is included to help vendors determine how important each item is to the Alameda Free Library. There is a 3 point scale used for indicating priorities which are defined as follows: **(1)** indicates that we expect that functional requirement to exist in the ILS and that it is critical to the library workflow; **(2)** indicates that we expect that functional requirement to exist in the ILS but not critical to the library workflow; and **(3)** indicates that the functional requirement is desirable. These priorities will be used in the weighing purposes when scoring as part of the evaluation process.

2.4 Integration of 3rd Party Applications

Integration of Third Party Applications with the Proposed System: The Alameda Free Library requests vendors to indicate the capabilities of their systems as proposed to integrate a variety of Third party products. You have the opportunity to address integration of 3rd Party Applications in Section 5.1 System Administration and 3rd Party Integration**.** These products currently integrate with Horizon, Version 7.5.1 with some accessing the ILS through enhanced SIP.

The Third Party Products are as follows:

- **Libramation Inc**. – Libramation provides and supports RFID applications at AFL. These reside on PC equipment at circulation desks, book return facilities, and on self-check computers. RFID gates are also in operation at all library locations.
- **Envisionware** – Envisionware provides and supports our POS system (including credit card processing) which is operational on circulation desk PC's. In addition, we utilize Envisionware as our e-commerce solution which permits library patrons to pay library fines, fees and other charges by credit card over the Internet. Lastly, Envisionware is used to authenticate users of our public access computer systems (including print services) which operates in a Citrix VDI systems environment.
- **Baker and Taylor Title Source 360** – Baker and Taylor is our primary vendor for library materials. We are currently on the Title Source 3 platform but the library will migrate to Title Source 360 by 2016.
- **Talking Tech** – i-Tiva is the telecirc service we use and is integrated with the Horizon ILS.
- **OverDrive –** Our primary provider for ebooks and e-audiobooks.

- **Boopsie –** Boopsie is our library app that allows patrons to view our catalog, place holds, and download e-resources.
- **UMS** – Unique Management Services (UMS) debt collection services integrated with the Horizon ILS.
- **mk Sorting** – mk Sorting has installed and supports a Book Dispensing Machine in the west end of Alameda. This connects to the ILS to search for and circulate library materials.

2.5 RFP Addenda

The Library may determine it is necessary to revise any part of this solicitation. Revisions will be made by written addenda and it is the Vendor's responsibility to comply with any addenda to this solicitation. Any addenda will be emailed to known interested vendors.

2.6 Proposal Evaluation

RFP responses will be evaluated and ranked according to the criteria below by an evaluation committee composed of Library staff. Vendors are cautioned not to minimize the importance of an adequate response in any area because it carries less weight than other areas. Submission of a proposal by a vendor will be judged as acceptance of the evaluation process and that a final decision will be made in the best interest of the Alameda Free Library. Note that the scoring is for evaluation purposes only and the highest score does not automatically determine vendor selection. The evaluation committee will open and review the proposals in confidence. Proposals will be available to the public after contract award.

The cost proposal (Section 6.1) included in the RFP will be examined and included in the discussions for a final decision but will not be scored.

ILS Functionality	Weight
Acquisitions Module – score based on the functionality of the Acquisitions module established in the requirements outlined on Section 4.1.	10%
Cataloging Module – score based on the functionality of the Cataloging module established in the requirements outlined on Section 4.2.	10%
Circulation Module – score based on the functionality of the Circulation module established in the requirements outlined on Section 4.3.	10%
OPAC/Discovery Layer Module - score based on the functionality of the Circulation module established in the requirements outlined on Section 4.4.	15%
Reporting module - score based on the functionality of the Circulation module established in the requirements outlined on Section 4.5.	5%
Serials and Newspaper Index Module - score based on the functionality of the Circulation module established in the requirements outlined on Section 4.6.	5%
Vendor Qualifications and Deliverables	
Completeness and Quality of Response – Vendors should answer all question in the order presented. Proposals will be evaluated for its professionalism and thoroughness.	2%

Vendor Qualifications and Stability – proposals will be evaluated for the vendor's qualifications, experience and references. The criteria will also include an evaluation of the Vendor's longevity and projected financial stability.	3%
Implementation Services, and Schedule – proposals evaluated on a clear plan of execution from planning, installation, data migration, quality assurance/testing, and full implementation. This includes meeting stated requirements, including but not limited to: functionality, system reliability and ability to meet scheduled deadlines.	15%
Training, Vendor Support – proposals will be evaluated based on the availability of on-site training, thorough documentation, and on-going maintenance and support.	15%
Technical and IT Configuration – proposals will be evaluated based on the compliance with system specifications, compatibility with our 3rd party applications, system reliability, capacity for system expansion, compatibility with staff PC and Laptop Hardware/Software configurations, and peripheral devices.	10%

The library staff that will review the RFP responses will utilize a five point scale to indicate the score for each item in ILS Functionality, Vendor Qualifications, and Deliverables. The scale is defined below:

Score	Description
0	Not Acceptable/No Response/Not available
1	Insufficient response/Does not meet needs
2	Some critical elements missing
3	Minimally meets requirements
4	Only non-critical elements missing
5	Fits needs perfectly

2.7 Terms of Proposal

RFP

This is a request for proposal and is not an offer. The Alameda Free Library does not intend for this RFP to create any obligations between the Library and any Vendor and no contractual, tort or other legal obligation of any kind is created or imposed on the Owner by the RFP. No contractual or other legal obligations will be created between the Library and any Vendor until and unless a written contract is executed between the Library and a Vendor for the development of the ILS.

Proposal Validity Period

Submission of a proposal signifies the Vendor's agreement that its proposal shall be binding upon the Vendor and may be accepted by the Library at any time within 180 days after the date on which proposals are opened. The contents of the successful proposal will be incorporated as part of the resulting contract with the successful Vendor.

Vendor's Investigations

Any party responding to this RFP is solely responsible for investigating and satisfying itself on every aspect of the ILS, including without limitation, branch conditions, environmental matters, servicing requirements, and design feasibility and requirements. By submitting a proposal a Vendor will be deemed to have satisfied itself on all such matters.

Withdrawal of Proposals
Proposals may be withdrawn upon written or faxed request, received from Vendors prior to the stated date and time of proposal opening. Negligence, error, or oversight confers no right for withdrawal of the proposal after the time fixed for proposal opening.

Proposal Rejection
The Library reserves the right to reject any or all of the proposals received in response to this request. The Library also reserves the right to waive any irregularities in proposals.

Vendor's Cost to Develop Proposal
The Library is not liable for any cost incurred by any Vendor prior to the award of a contract. Costs for developing proposals in response to this request are entirely the obligation of the Vendor and shall not be chargeable to the Library in any manner.

No Liability of the Library
Except as expressly and specifically acknowledged in these instructions to Vendors, the Library will not be responsible for any liabilities, costs, expenses, loss or damage incurred, sustained or suffered by Vendors by reason of their participation in this RFP, the consideration or non-consideration by the Library of any Proposal or for any reason related to this RFP, or any process related to this RFP. The receipt by the Library of any information (including submissions, ideas, plans, drawings, or other materials communicated or exhibited by the Vendor) shall not impose any obligations on the Library and shall not confer any rights on the Vendor.

2.8 Evaluation of Short-listed & Final Vendor Selection

The Library committee composed of various stakeholders across all departments will evaluate the proposals received based on the scoring listed above. After the initial proposal evaluation, the Library may determine that additional information is needed to establish the ranking of vendors. The short-listed candidates will be contacted and will be asked:

- Conduct a one-day demonstration following guidelines provided by the Alameda Free Library;
- Provide a conference call with the Supervising Librarian of Technology and Technical Services and the Library's IT staff to get detailed information on how the implementation of the ILS system will integrate with our third party software, and details on network configuration;
- Provide responses to all follow-up questions which arise from the review of the proposal and the vendor demonstrations.

Demonstrations will be scheduled on the week of March 1-11, 2016.

The committee will rank the short-listed candidates in order of their ability to best meet the requirements of the Alameda Free Library. The criteria that will be used during the final selection process includes, but, not limited to, the weighted scores from the RFP response, the evaluation from the demonstrations, and overall cost of implementation. The Alameda Free Library will begin

negotiating a firm contract with the Vendor that best addresses the Library needs. If no agreement can be reached, negotiations will begin with the next chosen Vendor.

2.9 Contract

The selected Vendor will be required to execute a contract with the City of Alameda. This invitation to Vendors and the selected Vendor's proposal will become part of the contract that is tentatively scheduled to be completed by the end of March 2016. Upon award notification and prior to final contract approval, the selected Vendor will be required to submit all appropriate permits including, but not limited to, certificates and licenses, proof of insurance, and a City Business License that may be required in connection with the performance of services hereunder.

The selected Vendor must use the City of Alameda's Standard Contract as the basis of negotiation with the City. It is understood that there may be a number of different types of system solutions proposed, and depending on what is proposed, clauses may be changed, added or deleted from the Contract. The finalized contract will include this RFP, the successful Vendor's proposal, any negotiated modifications agreed to by the parties, and other written communications between the Alameda Free Library and the successful Vendor.

The City of Alameda standard contract is attached in Section 6.5 Contractual Agreement Template.

2.10 Contact for Further Information

Inquiries arising from any discrepancies, omissions, or other need for clarification in this document should be submitted in writing to the Library no later than January, 18, 2016. The words "Integrated Library System RFP Inquiry" must appear on the subject line of an e-mail to the designated Library contact. Responses to all inquiries will be posted on the library webpage under the About Us section http://alamedaca.gov/library/library-ils-request-proposal

Send inquiries to the following contact:

Marlon Romero
Supervising Librarian, Technology and Technical Services
Alameda Free Library
1550 Oak Street
Alameda CA 94501
510-747-7730
mromero@alamedaca.gov

Section 3: Alameda Free Library – General Information

3.1 Background

The Alameda Free Library provides resources and services to help meet the informational and recreational needs of Alameda's diverse community, emphasizing the development of high interest collections in all types of media and high quality programming, encouraging children's interest in and appreciation for reading and learning, and providing access to current computer technology to assist library users.

The Alameda Free Library serves a city of 75,000 residents from three library service locations. A new main library was open to the public in November 2006. Both branch libraries were subsequently renovated.

The Library currently operates the Horizon ILS, Version 7.5.1 and provides public access to an online catalog, a newspaper index, numerous databases, e-books, and the Internet, through public computers and wireless. It also utilizes RFID in circulation management; maintains self-check units and a book dispensing machine for public use; utilizes online systems and services for acquiring library resources, and in other areas of library operations. It also maintains a Web presence for public access and makes extensive use of social media for marketing purposes.

3.2 Current Database Size and Transaction Volume

Bibliographic Records (titles)	145,500
Items (copies, volumes)	215,265
Authority Records	412,000
Patron Records	59,760
Annual Circulation Transactions	480,000 (based on 07/2014-06/2015)
Concurrent User Connections (library staff)	45
Concurrent User Connections (public users)	65
# of Locations	Main Library – 1 Branches – 2 Bookbike (mobile) – 1 Book Vending Machine – 1
# of Public Workstations	112
# of Staff Workstations	40
# of Self-Check Units	12
Library Website	www.alamedafree.org

3.3 New System Capacity Requirements

Vendor's proposed system must support the following:

Bibliographic Records (titles)	175,000
Items (copies, volumes)	250,000
Authority Records	500,000
Patron Records	75,000
Annual Circulation Transactions	700,000
Concurrent User Connections (library staff)	50
Concurrent User Connections (library users)	150
# of Locations	Main Library – 1 Branches – 2 Bookbike (mobile) – 1
# of Public Workstations	112
# of Staff Workstations	40
# of Self-Check Units	5
Library Website	www.alamedafree.org

Vendor should use these figures in calculating costs to implement the system and load data files.

Section 4: Software Functional Requirements

Library Priority Column: The Library Priority column information is included to help vendors determine how important each item is to the Alameda Free Library. There is a 3 point scale used for indicating priorities which are defined as follows: **(1)** indicates that we expect that functional requirement to exist in the ILS and that it is critical to the library workflow; **(2)** indicates that we expect that functional requirement to exist in the ILS but not critical to the library workflow; and **(3)** indicates that the functional requirement is desirable. These priorities will be used in the weighing purposes when scoring as part of the evaluation process.

Vendor Status Column: Proposers must respond to every functional, technical, and performance requirement contained in the Software Functional Requirements section of the RFP on the tables provided. Due to the overlapping functionality between modules some requirements are intentionally represented in multiple modules. Please respond to the requirements using the following criteria:

Vendor Status Designation	Description
N	Not Available/not planned
I	In Development/Planned
C	Complies completely – in release and currently used by customers

4.1 Acquisitions

Acquisitions is one part of the Technical Processing functions that include Cataloging and Serials. These modules need to be integrated and operate seamlessly with each other.

The Alameda Free Library uses Baker and Taylor's Title Source and Customized Library Services (pre-processing) for purchasing most of our print material. We are looking for a solution that not only supports EDIFACT ordering and electronic invoicing but also can accommodate Enriched EDI from the vendor to overlay order records with complete catalog bibliographic records and populate item records with barcode and specific material information (price, source, location, etc.).

We are interested in a solution that easily works with an array of vendors for electronic ordering of a variety of material types.

Item #	Library Priority	Functional Requirement Description - Acquisitions	Vendor Status
General			
4.1.1	**1**	Acquisitions is fully integrated with all other system modules and records are linked so that routine functions can be completed by accessing records in various ways.	
	Vendor Notes:		
4.1.2	**1**	System provides the following standard functions (Pre-order searching, Fund accounting, Vendor accounting, Selection lists, Ordering, Invoicing, Payments, Claiming, Cancellations, and Statistical Reporting. ***Please note if any of these are NOT available.***	

	Vendor Notes:		
4.1.3	**1**	System supports unlimited number of material types/formats, funds, vendors, orders, claims and transactions without additional cost. ***Please note if any of these are NOT available.***	
	Vendor Notes:		
4.1.4	**1**	System allows for "un-doing" functions such as "approve" or "receive".	
	Vendor Notes:		
Fund Accounts			
4.1.5	**2**	Allows for unlimited fund accounts.	
	Vendor Notes:		
4.1.6	**1**	Updates and balances funds in real time.	
	Vendor Notes:		
4.1.7	**1**	Allows the library to carry encumbrances to the new fiscal year while assigning new allocations for each fund.	
	Vendor Notes:		
4.1.8	**3**	Allows for some funds to be tied to the fiscal year, while others are not.	
	Vendor Notes:		
4.1.9	**2**	Allows for subdivision of a single fund.	
	Vendor Notes:		
4.1.10	**1**	Allows for multiple accounts for a single vendor.	
	Vendor Notes:		
4.1.11	**1**	Option to block new encumbrances when funds are over-encumbered or over-expended by more than the library specified amount, with override capabilities for authorized staff.	
	Vendor Notes:		
4.1.12	**1**	Allows for editing of funds or reallocation of monies.	
	Vendor Notes:		
Vendors			
4.1.13	**1**	Allows for unlimited vendor accounts to include the following: Vendor name, Vendor Code, Multiple mailing addresses, multiple e-mail addresses, Telephone number, Fax number, Customer account	

		number, SAN, EDI profile information, Customer account representative information (Name, e-mail, telephone number), Technical Support representative information (Name, e-mail, telephone number), Accounting/Billing contact information (Name, e-mail, telephone number), and Free text notes field. ***Please note if any of these are NOT available.***	
	Vendor Notes:		
4.1.14	**3**	Supports real-time searching of vendor databases and capture of selected items into the ILS database for ordering purposes.	
	Vendor Notes:		
Ordering and Order Records			
4.1.15	**1**	Ability to create various types of orders: Firm orders, Standing orders with encumbrances, Continuations, Gifts, Pre-paid orders, Gratis Orders, Serial Orders, Replacement orders, Memberships, and Database licensing fees. ***Please note if any of these are NOT available.***	
	Vendor Notes:		
4.1.16	**1**	System allows for the Import of MARC record from a cart created in a vendor's website that populates a P.O.	
	Vendor Notes:		
4.1.17	**2**	System allows for order to be attached to existing matching record without overlaying record.	
	Vendor Notes:		
4.1.18	**1**	Supports loading of MARC record data with order information embedded in 9XX tags.	
	Vendor Notes:		
4.1.19	**3**	Ability to immediately identify any orders that have not been completed (order successfully sent to vendor.)	
	Vendor Notes:		
4.1.20	**3**	Ability to identify order/PO by status (new, approved, EDIFACT order created, order sent, confirmation received, on backorder)	
	Vendor Notes:		
4.1.21	**3**	Allows for manual encumbering of funds for electronic databases or subscriptions where no bib record is created.	
	Vendor Notes:		
4.1.22	**3**	Allows purchase orders numbers of variable length including dashes and other special characters.	

	Vendor Notes:		
Receiving Material			
4.1.23	**1**	System flags items with requests on them in receiving process.	
	Vendor Notes:		
4.1.24	**1**	Allows for additional charges on the invoice (taxes, shipping, processing, surcharges, etc.) to be prorated evenly among the items and funds within the invoice.	
	Vendor Notes:		
Invoicing and Invoice Records			
4.1.25	**2**	Allows for electronic invoicing that populates various line items (e.g. shipping, tax, processing fees, etc.)	
	Vendor Notes:		
4.1.26	**1**	Ability to immediately identify invoices that have not been completed.	
	Vendor Notes:		
4.1.27	**2**	Allows processing of a partial invoice.	
	Vendor Notes:		
MARC Record Loading (Catalog Records)			
4.1.28	**1**	Allows for complete catalog records to be downloaded and overlay temporary order records OR append full catalog records with new item information (949 tag).	
	Vendor Notes:		
4.1.29	**2**	Allows for MARC record mapping to utilize 949 tag to create or overlay information in item record upon receipt.	
	Vendor Notes:		
Selection Lists/Collection Development			
4.1.30	**3**	Allows library staff to create selection lists (titles) and collection development (subjects or authors) lists.	
	Vendor Notes:		
4.1.31	**3**	Informs selector or creates selection list when item ages to “lost”.	
	Vendor Notes:		
Electronic Data Interchange			
4.1.32	**1**	System supports use of enriched EDI for ordering, invoicing, and claims.	
	Vendor Notes:		

4.1.33	**1**	System allows for library to set up and modify parameters related to EDI without Vendor involvement.	
	Vendor Notes:		
Claims and Cancellations			
4.1.34	**2**	Allows staff to generate on-demand claims for items not received.	
	Vendor Notes:		
4.1.35	**3**	Allows staff to edit a predictive claim date.	
	Vendor Notes:		
4.1.36	**2**	Provides preview of electronic and printed claims.	
	Vendor Notes:		
4.1.37	**2**	Allows claiming part of an order.	
	Vendor Notes:		
4.1.38	**3**	Ability to print out an electronic RMA.	
	Vendor Notes:		

4.2 Cataloging

The Cataloging functional requirement descriptions below represents our needs for an ILS that helps library staff create, maintain, and edit data with an easy to use interface. We require the cataloging module to blend seamlessly with the other ILS modules with real-time updates.

Please respond to each item and provide details when necessary.

Item #	Library Priority	Functional Requirement Description - Cataloging	Vendor Status
Import and Export Records			
4.2.1	**1**	Supports real-time importing from OCLC (or any MARC-based cataloging source) and other sources on a record-by-record basis and in batch mode.	
	Vendor Notes:		
4.2.2	**1**	Supports full compatibility with OCLC Connexion (and all OCLC interfaces and Dublin Core metadata) for editing, transferring and loading bibliographic and authority records.	
	Vendor Notes:		

4.2.3	**1**	Provides a method for loading batches of bibliographic records from different record providers such as acquisitions vendors, etc. The vendors that the Alameda Free Library utilizes as sources for bibliographic records include Baker & Taylor, Recorded Books, Books on Tape, Midwest Tapes, OverDrive, Learning Express Library and Pan Asian Publications.	
	Vendor Notes:		
4.2.4	**2**	Ability to have multiple load tables.	
	Vendor Notes:		
4.2.5	**2**	Ability to create, customize, and edit load tables without having to work through vendor.	
	Vendor Notes:		
4.2.6	**2**	Ability during record loading to identify and overlay duplicate bibliographic records based on specific criteria. If not, what kind of notification system is in place when duplicate records occur?	
	Vendor Notes:		
4.2.7	**1**	Ability to protect certain fields during bibliographic overlay (e.g. 035, 856) and have ability to reverse bibliographic overlay.	
	Vendor Notes:		
4.2.8	**2**	Ability to load batches of MaRC records via FTP, or via files stored on hard drive or network.	
	Vendor Notes:		
4.2.9	**3**	Ability to create item records while loading bibliographic records.	
	Vendor Notes:		
4.2.10	**3**	Ability to export MaRC records based on customized criteria.	
	Vendor Notes:		
4.2.11	**1**	Includes a Z39.50 Copy Cataloging Client that can capture bibliographic records from any Z39.50 bibliographic resource.	
	Vendor Notes:		
Record Creation and Editing			
4.2.12	**1**	System offers a full text database that allows records for any type of material in any format to be created, migrated, searched, displayed, modified and exported.	
	Vendor Notes:		

4.2.13	**2**	Ability to have multi-tiered levels of viewing catalog records. For instance bibliographic records that can only be viewed by staff, and not in the OPAC.	
	Vendor Notes:		
4.2.14	**1**	When removing a title and/or item record, the module alerts staff if a bill or hold is associated with the material. Staff must be able to immediately investigate the open transactions without closing the removal process.	
	Vendor Notes:		
4.2.15	**3**	Describe how your system assists in the deletion of the associated holdings record on OCLC when a bibliographic record is deleted in the local system.	
	Vendor Notes:		
4.2.16	**2**	System allows authorized users to create and edit multiple locally defined bibliographic and item record templates from within the Cataloging module.	
	Vendor Notes:		
4.2.17	**2**	Items on hold or in transit must not be transferred. The module will alert staff to such exception conditions when staff attempt to transfer records.	
	Vendor Notes:		
4.2.18	**1**	Provide automatic flagging of data, MARC format error checking, and MARC tag errors.	
	Vendor Notes:		
4.2.19	**2**	Provide capability to add URL (uniform resource locators) hot links to bibliographic records and the ability to verify URLs cataloged within MARC 856 bibliographic fields.	
	Vendor Notes:		
4.2.20	**1**	Support for copy-and-paste editing within bibliographic and item records.	
	Vendor Notes:		
4.2.21	**1**	Ability to create and edit multiple templates for new bibliographic records.	
	Vendor Notes:		
4.2.22	**1**	Ability to create and edit multiple templates for new item records.	
	Vendor Notes:		

4.2.23	**1**	Support for minimal-level or non-MaRC (EAD, VRA, Dublin Core) bibliographic records (e.g. brief on-order bibliographic records) that are indexable/searchable	
	Vendor Notes:		
4.2.24	**2**	Support for full diacritics and ability to easily add or change diacritics when editing a MaRC record.	
	Vendor Notes:		
4.2.25	**2**	Ability to display multiple bibliographic records at the same time.	
	Vendor Notes:		
4.2.26	**2**	Provide unlimited bibliographic field lengths.	
	Vendor Notes:		
4.2.27	**1**	Ability to create and edit item record codes without having to work through vendor.	
	Vendor Notes:		
4.2.28	**1**	Ability to define what the item record codes allow with regard to loan period, float, item suppression, overdues, patron fines, etc.	
	Vendor Notes:		
4.2.29	**2**	Ability to include the following information in item records: barcode, call number, copy number, volume location, status, price, and creator's initials.	
	Vendor Notes:		
4.2.30	**2**	Ability to automatically include the following information in item records: record creation date, due date, and last active date.	
	Vendor Notes:		
4.2.31	**1**	Ability to perform automatic validation on each barcode as the number is entered into the system.	
	Vendor Notes:		
4.2.32	**2**	Ability to include optional pop up messages in item records.	
	Vendor Notes:		
4.2.33	**2**	Ability to include a note field in item records with unlimited length.	
	Vendor Notes:		
4.2.34	**2**	Supports the locking of bibliographic records when record is being modified or updated; first user getting edit capabilities and subsequent users having read-only option.	
	Vendor Notes:		

4.2.35	**1**	Supports local call number, regardless of classification scheme.	
	Vendor Notes:		
4.2.36	**2**	Ability to merge bibliographic records, combining all item level holds in order of request date. Please describe how this process is completed in your system.	
	Vendor Notes:		
4.2.37	**2**	System has the ability to move item records from one bibliographic records to another, while maintaining all circulation information such as holds, fines, etc.	
	Vendor Notes:		
4.2.38	**1**	System provides ability to maintain, edit, update and track rotating or floating collections which can be limited to item location or collection. Describe the capabilities in your system for maintaining floating collections.	
	Vendor Notes:		
4.2.39	**1**	System alerts staff if item barcode is already in use or is not valid during the item creation process.	
	Vendor Notes:		
4.2.40	**1**	System assigns a unique Bibliographic record to each item which is visible to staff users and is searchable throughout all modules.	
	Vendor Notes:		
4.2.41	**1**	Allows editing, adding, updating, and deleting of bibliographic records across modules (acquisitions, serials, circulation, etc.) in real time.	
	Vendor Notes:		
4.2.42	**2**	Tracks the creation, edit and last edit history for each bibliographic and item record and provides a mechanism for displaying this information, including the date and the login information for the user creating or editing the record. Tracks bibliographic edits separately from item edits.	
	Vendor Notes:		
4.2.43	**1**	Provides real-time indexing and display of new, updated, and deleted bibliographic holdings and authority records in staff and public modules. Allows retrieval of bibliographic records by all available search types and all system established indexed fields.	
	Vendor Notes:		

4.2.44	**2**	Prevents the deletion of bibliographic records which have copy/item, on order or holdings record attached or have outstanding hold requests.	
	Vendor Notes:		
4.2.45	**2**	Supports suppression of bibliographic, individual holdings and individual item records from the OPAC while still available from the staff modules.	
	Vendor Notes:		
4.2.46	**2**	When a bibliographic holding has no attached items, holdings or order records, does it still display in the public interface? Is this an option that can be controlled by the Library?	
	Vendor Notes:		
4.2.47	**2**	Does the staff provide configurable settings that might limit the kinds of item records that can be deleted in the staff client based on item status?	
	Vendor Notes:		
Authority Control Processes			
4.2.48	**1**	Provides Authority control for Names, Uniform Titles, Subjects, Genre and Series.	
	Vendor Notes:		
4.2.49	**3**	Provides batch load, delete and merging capabilities for the import of new and updated authority records and the removal of deleted authority records from files provided by OCLC and any supplied authority vendors.	
	Vendor Notes:		
4.2.50	**1**	Supports multiple authority files, including separate authority indexes for Dewey name and subject headings.	
	Vendor Notes:		
4.2.51	**1**	Ability to link all authority-controlled bibliographic headings with the corresponding authority.	
	Vendor Notes:		
4.2.52	**2**	Please describe the Authority Control module's interactive authority control heading verification process. Describe what the system does when an unauthorized heading is detected.	
	Vendor Notes:		
4.2.53	**3**	Ability to automatically generate *See* and *See Also* references from OPACs authority records search results.	
	Vendor Notes:		

Support for Future Processes			
4.2.54	**2**	What plans does your system have for implementing Resource Description & Access (RDA), and Functional Requirements for Bibliographic Records (FRBF), including adjustments to the MARC framework? How will these changes be incorporated to improve the user experience?	
	Vendor Notes:		

4.3 Circulation

The Alameda Free Library has approximately 205,000 items available for Circulation. Beyond the typical books and DVDs, we circulate gardening tools, video cameras, hiking daypacks, and more. We are looking for a solution that can accommodate and possibly improve the circulation of this wide variety of material types.

The majority of Alameda Free Library's circulating material is floating. There are a few collection codes that do not "float". We would like to have the controls for floating collections be at the collection code level and not have to indicate that an item is floating at the item level. In addition, we would like all new items added to a collection to default into the floating or non-floating parameters based their collection code and not have to manually put them into a floating collection status.

We are looking toward expanding our services to offer an efficient Mobile Circulation solution, a wider variety of notification options and move toward a paperless environment.

Item #	Library Priority	Functional Requirement Description - Circulation	Vendor Status
Patron Registration			
4.3.1	**1**	System provides customizable registration template that allows for quick registration with required fields.	
	Vendor Notes:		
4.3.2	**1**	System allows for various library defined patron types with customizable user parameters.	
	Vendor Notes:		
4.3.3	**2**	System provides for easy registration duplication for multiple registrants from a single household.	
	Vendor Notes:		
4.3.4	**2**	System provides the capability for multiple "name" fields in each patron record. Such as Official Name (first, middle, last), and Username (used to login to the public interface) and/or an alias for hold slips.	
	Vendor Notes:		

4.3.5	**1**	System provides the capability for multiple addresses per patron record with one being designated as the primary address.	
	Vendor Notes:		
4.3.6	**1**	System allows for patron record to be searched by name, address, phone number, e-mail address, birthdate, barcode, Driver's license number, username, alias, or parent/guardian. ***Please note if any of these are NOT available.***	
	Vendor Notes:		
4.3.7	**1**	System supports mobile registration through a tablet or smart phone with an integrated or attached barcode reader.	
	Vendor Notes:		
4.3.8	**2**	Systems supports self-registration through the OPAC that flags record for verification and/or duplication.	
	Vendor Notes:		
4.3.9	**3**	System provides digital signature capabilities.	
	Vendor Notes:		
4.3.10	**2**	System allows for patron records to be merged while maintaining items checked out, fines, blocks, holds and history.	
	Vendor Notes:		
4.3.11	**2**	System allows for proxy for holds pick-up.	
	Vendor Notes:		
4.3.12	**3**	System supports linked Family card or Group Card where library can determine level of access and privileges between individual members of the group, i.e. parents can pay fines/bills for children, etc.	
	Vendor Notes:		
4.3.13	**2**	System validates 5-digit patron prefix (2 3341) when attaching a barcode to a patron record.	
	Vendor Notes:		
4.3.14	**3**	System auto-populates that PIN field with the last 4 digits of the primary telephone number.	
	Vendor Notes:		
4.3.15	**3**	System auto-fills City and State when zip-code is entered.	
	Vendor Notes:		
4.3.16	**3**	System supports attaching a patron photo to the registration that displays at checkout.	

	Vendor Notes:		
4.3.17	**1**	System offers various methods of notification such as telephone message, text, printed mailer, and allows patrons to choose one or more notification methods for holds, pre-notification, and overdue notices.	
	Vendor Notes:		
4.3.18	**3**	Allows patron to opt in for receiving newsletters, program announcements, etc., when registering for card.	
	Vendor Notes:		
Circulation of Material			
4.3.19	**2**	System allows staff to create a record "on the fly" for material that is not cataloged while in Check-out mode, without having to leave the patron checkout screen to create record, then executes checkout upon completion of record.	
	Vendor Notes:		
4.3.20	**1**	System allows staff to change the due date for one or more items in checkout mode.	
	Vendor Notes:		
4.3.21	**3**	System allows staff to replace barcode of an item while in checkout mode.	
	Vendor Notes:		
4.3.22	**2**	System allows renewals on items with a request pending if other items are available on shelf.	
	Vendor Notes:		
4.3.23	**3**	System allows for both password and non-password overrides based on library parameters and user login parameters based on library established policies.	
	Vendor Notes:		
4.3.24	**2**	When an item is presented for checkout presents an alert of "still checked out to previous user" in the Circulation module, it allows staff to simultaneously check in the item and immediately check-out material to the patron who is present (while checking to see if item has a request on it)	
	Vendor Notes:		
4.3.25	**3**	System provides option for E-mail/text receipts.	
	Vendor Notes:		

4.3.26	**1**	System times-out when patron record has been idle for a designated amount of time.	
	Vendor Notes:		
4.3.27	**3**	System notes how material is circulated; staff checkout, self-check, mobile circulation, offline circulation, etc.	
	Vendor Notes:		
4.3.28	**1**	System has offline Circulation capabilities for situations where server is not available.	
	Vendor Notes:		
4.3.29	**1**	System has Mobile Circulation capabilities (Please note if mobile circulation on tablet limited to either iOS or Android). Please describe any special features.	
	Vendor Notes:		
4.3.30	**1**	System allows for the following various check-in options: Normal, Bookdrop, Exempt for charges, Specific time/date, Damaged (without triggering hold), In house use. ***Please note if any of these are NOT available.***	
	Vendor Notes:		
4.3.31	**2**	Allows for check in of material without triggering a hold (if material is in need of repair, cataloging, etc.).	
	Vendor Notes:		
4.3.32	**1**	Circulation module supports the check-in of floating collection materials.	
	Vendor Notes:		
4.3.33	**2**	System notifies staff during check-in that items created “on the fly” in checkout need to be sent to cataloging.	
	Vendor Notes:		
4.3.34	**2**	Circulation severs the link between the item and user at check-in however it is possible for authorized staff to determine the last user to the item until the item is checked out to the next user to allow for investigation of any damage to the item.	
	Vendor Notes:		
4.3.35	**2**	System allows for “In House use” statistical collection, if different than running through check-in process.	
	Vendor Notes:		
4.3.36	**2**	System allows for a grace period for material checked in at designated workstations.	

	Vendor Notes:		
4.3.37	**1**	System allows for fine assessment to be determined by loaning location, return location, or patron type. The system needs to account for a grace period when items are checked-in at a branch location that is open 4 days a week.	
	Vendor Notes:		
4.3.38	**2**	System has the ability to waive lost/processing fees and assess overdue fines after LOST material is found and returned.	
	Vendor Notes:		
4.3.39	**1**	System allows for renewals in patron record (while viewing items out), during check-out, and in check-in process. ***Please note if any of these are NOT available.***	
	Vendor Notes:		
4.3.40	**1**	System allows for renewal of a single item that is checked out as well as multiple selected items checked out to a patron.	
	Vendor Notes:		
4.3.41	**1**	System allows for renewal of an item when a request is present, but other available copies are on shelf.	
	Vendor Notes:		
Requests/Holds *(For purposes here **Request**=before item is available, **Hold**=Item is available for pick-up)*			
4.3.42	**1**	System allows requests to be placed by staff in the Circulation Module, by patrons using OPAC in the library or via the Internet.	
	Vendor Notes:		
4.3.43	**1**	System allows requests to be placed on an item at the Bib level (any copy attached to Bib record) or Item level (for a specific copy of an item).	
	Vendor Notes:		
4.3.44	**2**	System has the ability to place requests/holds on a title that is available in different formats (hardcover, paperback, large print) without having to go to each bibliographic level to place a request. This enables a patron who has no preference on format to get the first available copy.	
	Vendor Notes:		
4.3.45	**2**	System allows for placing multiple requests within Bib/Item record.	
	Vendor Notes:		

4.3.46	**1**	System allows multiple requests for a single patron while in Patron Record.	
	Vendor Notes:		
4.3.47	**1**	System allows for patron pick-up location preferences to be set as default.	
	Vendor Notes:		
4.3.48	**2**	System allows for Cascading requests (ability for patrons to place a request on a series and have holds triggered sequentially).	
	Vendor Notes:		
4.3.49	**2**	System allows for blanket requests (any novel by an author, any title on a subject) with the first item available filling that hold and cancelling the rest.	
	Vendor Notes:		
4.3.50	**1**	System allows for a designated number of free holds per calendar year and then charges a fee for subsequent requests. This should also provide notification to patron prior to placing a chargeable hold.	
	Vendor Notes:		
4.3.51	**1**	System allows staff to manually adjust request queue position or pick-up location.	
	Vendor Notes:		
4.3.52	**1**	System notifies patron when request is cancelled or expired.	
	Vendor Notes:		
4.3.53	**2**	System allows for requests to be suspended where patron continues to move up the hold queue then remains at the top of the request queue bumping one patron at a time to fill the request until hold suspension expires or is manually removed.	
	Vendor Notes:		
4.3.54	**2**	System allows for ability to change pickup location after hold has been triggered to send to another branch for pick-up.	
	Vendor Notes:		
4.3.55	**2**	System has the capability to print hold slips in various formats including using an alias for the patron.	
	Vendor Notes:		
Notifications			

4.3.56	**2**	System supports various notification methods; telephone message, printed notice, text. ***Please note in comments if any of these are NOT available.***	
	Vendor Notes:		
4.3.57	**1**	System can create automatic and on demand notifications for outstanding material or bills and fines.	
	Vendor Notes:		
4.3.58	**1**	System allows for notifications to be suppressed or sent to another. (For example, Homebound patron notifications go to the Homebound Services Coordinator instead of directly to the patron.)	
	Vendor Notes:		
4.3.59	**1**	System retains information about notifications sent in patron history.	
	Vendor Notes:		
Patron Blocks			
4.3.60	**1**	System provides a single screen display of all blocks associated with a patron record at checkout that includes available holds, overdue material, lost material, claims returned, fines/fees, fines accruing, and messages created by staff. ***Please note if any of these are NOT available.***	
	Vendor Notes:		
4.3.61	**2**	System allows for staff created messages of unlimited length that are time/date stamped.	
	Vendor Notes:		
4.3.62	**2**	System allows for additional messages to be added to the original message so that the narrative may be read in its entirety and in time/date order.	
	Vendor Notes:		
4.3.63	**1**	System allows for block types to be masked from patron view in OPAC.	
	Vendor Notes:		
4.3.64	**1**	System allows for canned Block or message ($2.00 fine for library card) that can be quickly added to patron record.	
	Vendor Notes:		
4.3.65	**2**	System allows blocks to be cleared (or put into history) as a batch instead of individually.	
	Vendor Notes:		

4.3.66	**1**	System allows for a limit on number of items that can be Claimed Returned.	
	Vendor Notes:		
4.3.67	**1**	System allows for changing Lost to Claims Returned without having to check in first	
	Vendor Notes:		
Inter-Library Loan			
4.3.68	**2**	Please describe options for ILL. Is it integrated into the ILS or 3rd party? Does it easily interface with OCLC WorldShare or Link+?	
	Vendor Notes:		
4.3.69	**2**	System allows for patron initiated, staff initiated and staff mediated ILL self-service requests.	
	Vendor Notes:		
4.3.70	**1**	System provides easy creation of record for ILL material to circulate to AFL patron.	
	Vendor Notes:		
4.3.71	**2**	System provides for easy deletion of records (ideally automatically) for ILL material upon check-in.	
	Vendor Notes:		
4.3.72	**1**	System allows staff to manually create a bill or notification for ILL material on demand.	
	Vendor Notes:		
4.3.73	**2**	System has capability to build a database of libraries that have loaned materials to the Library.	
	Vendor Notes:		
4.3.74	**2**	System has capability to track items borrowed by AFL multiple times in order to create a purchase alert for our library.	
	Vendor Notes:		
4.3.75	**1**	System has ability to print ILL labels for both borrowed and loaned material.	
	Vendor Notes:		
Homebound Services			
4.3.76	**1**	System allows for “Homebound” patron type with its own system parameters for loan periods, fine structures, material limits, etc.	
	Vendor Notes:		

4.3.77	**1**	System allows for a profile to be created for each homebound patron for library material preferences and number of items requested per delivery.	
	Vendor Notes:		
4.3.78	**2**	System creates a pick list on demand or at regularly scheduled intervals.	
	Vendor Notes:		
4.3.79	**2**	System includes function where title may be suggested again if patron indicates would like to read at a later time.	
	Vendor Notes:		
4.3.80	**2**	System maintains circulation history information for each item circulated to homebound patron so that title is not suggested again.	
	Vendor Notes:		
4.3.81	**1**	System allows for Homebound coordinator to manage the homebound program without needing to look up each patron for material coming due, overdues, etc.	
	Vendor Notes:		
4.3.82	**2**	System automatically renews material at the end of loan period if no requests are pending on the material.	
	Vendor Notes:		
Searching for Material (Staff Searching)			
4.3.83	**1**	System has the ability for staff to search using the various standard fields: Title Browse, Title Keyword, Author Browse, Author Keyword, Subject Browse, Subject Keyword, General Keyword (Library selected fields), Call Number, Barcode, ISBN, ISSN, LCCN, Bibliographic Record Number, Utility Control Number (035), and OCLC Number. ***Please note if any of these are NOT available.***	
	Vendor Notes:		
4.3.84	**1**	System provides ability for staff to **sort** results by the following: Relevancy, Author, Title, and Publication Date. ***Please note if any of these are NOT available.***	
	Vendor Notes:		
4.3.85	**1**	System provides ability for staff to **limit** or **refine** results by the following: Availability, Location, Juvenile Materials, Collection, Item Type or Format and can limit by any combination of these parameters. ***Please note if any of these are NOT available.***	
	Vendor Notes:		

4.3.86	**2**	System allows staff to easily page through selected search results (Bib records or Copy status screen) without having to return to initial results list.	
	Vendor Notes:		
4.3.87	**2**	System provides easy access to previous searches.	
	Vendor Notes:		
4.3.88	**3**	System allows staff to save frequently used search strings (bookmark).	
	Vendor Notes:		
4.3.89	**2**	System allows for staff to print search results (without having to screen shot)	
	Vendor Notes:		
4.3.90	**2**	System allows staff to retrieve current borrower, previous borrower, circulation statistics, and order information from item search results.	
	Vendor Notes:		
4.3.91	**2**	System provides links within the Bibliographic record display to provide for additional searches of Subject Headings, Author, and Series Title. ***Please note if any of these are NOT available.***	
	Vendor Notes:		
4.3.92	**2**	System allows staff to change the status of an item or a group of items by search for them and making changes by selecting items from the results.	
	Vendor Notes:		
Financial Management			
4.3.93	**1**	System provides a fully functional POS system that integrates with individual cash drawers attached to each workstation.	
	Vendor Notes:		
Inventory			
4.3.94	**3**	System has the ability for mobile inventory control in stacks with use of a tablet or RFID wand. (Please describe any portable mobile inventory devices that use RFID or manual barcode scanning.)	
	Vendor Notes:		
Room Booking/Course Registration			
4.3.95	**2**	System allows staff with appropriate log-in credentials to create, edit and delete events while allowing viewing capabilities by all staff.	
	Vendor Notes:		

4.3.96	**2**	System allows for the following configurations for a room reservation: • Large and/or divided room • Off premises • Staff interface reservation • Patron self-registration • Non-patron registration • Ability to book set-up/break-down time • Ability to reserve equipment for rooms • Ability to book staff for rooms ***Please note if any of these are NOT available.***	
	Vendor Notes:		
4.3.97	**2**	System allows for the following options for event/course registration: • Waitlist • Ability to sign up for a series of linked events.	
	Vendor Notes:		
4.3.98	**2**	Ability to e-mail confirmation, reminders, rescheduling, cancellations.	
	Vendor Notes:		
4.3.99	**1**	Ability to search and display library programs in OPAC.	
	Vendor Notes:		
4.3.100	**1**	Ability to add to or mask from Library Calendar.	
	Vendor Notes:		

4.4 OPAC/Discovery Layer

The OPAC Functional Requirement Description seeks to find an ILS that offers a host of features such as mobile circulation, enhanced patron functionality, methods to discover new materials, integration of print and electronic resources, and many more. The OPAC is the primary gateway to our resources so a user friendly design is a major requirement.

Please respond to each item and provide details and screenshots when necessary.

Item #	Library Priority	Functional Requirement Description - OPAC	Vendor Status
Interface			
4.4.1	**1**	System provides a consistent, predictable and uniform graphical user interface, available through the most common web browsers.	
	Vendor Notes:		

4.4.2	**2**	System website uses a responsive or adaptive design to fulfill viewing needs of various mobile devices (smart phones, tablets, e-readers, etc.)	
	Vendor Notes:		
4.4.3	**3**	System allows for customizable screen design and branding features.	
	Vendor Notes:		
4.4.4	**3**	Supports options for a children's online catalog that has all the search and display features of the OPAC plus a child-oriented GUI design and features.	
	Vendor Notes:		
4.4.5	**1**	OPAC provides an Internet gateway, and can be locked down to function only as a catalog or as a catalog with selected databases.	
	Vendor Notes:		
4.4.6	**2**	Support streaming enhanced content in OPAC displays (ex. Goodreads, Syndetic Solutions, Content Café, etc.) including cover art, format icons, and other features.	
	Vendor Notes:		
Search Functionality			
4.4.7	**1**	System allows library to determine the indexes to be created for the OPAC and the searchable fields to be included in each index. Does the Library have the ability to re-index or do they contact your support for re-indexing?	
	Vendor Notes:		
4.4.8	**1**	Support for full record keyword searching across all indexed fields.	
	Vendor Notes:		
4.4.9	**1**	Ability to combine any search terms in a general search such as author/title, year/format, title/publisher, or author/subject. ***Please note if any of these are NOT available.***	
	Vendor Notes:		
4.4.10	**1**	Supports novice and advanced user searching capabilities such as: Keyword, Proximity, Full-text searching, Phrase searching, Auto truncation, etc. ***Please note if any of these are NOT available.***	
	Vendor Notes:		
4.4.11	**1**	System supports an optional number search which includes: Call number, ISBN, ISSN, Bibliographic record, UPC, Publisher number, LCCN. ***Please note if any of these are NOT available.***	
	Vendor Notes:		

4.4.12	**1**	Ability to browse catalog by author, title, subjects, genre, call number, series, and material format. ***Please note if any of these are NOT available.***	
	Vendor Notes:		
4.4.13	**1**	Ability to search the indexing vocabularies / authority files / thesaurus.	
	Vendor Notes:		
4.4.14	**2**	Support for an interactive thesaurus providing "see / see also / see from" references and scope notes.	
	Vendor Notes:		
4.4.15	**3**	System offers predictive search technology that improves upon the traditional spell checker functionalities and utilize the controlled vocabulary within the database. Also allows the user to see search suggestions appear dynamically and allow autocomplete capabilities.	
	Vendor Notes:		
4.4.16	**2**	Search function offers ability to offer "did you mean" search results that utilizes words found in the bibliographic records/database to suggest an alternate search and/or spelling.	
	Vendor Notes:		
Search Results			
4.4.17	**2**	System provides methods to limit or filter through search results such as: current location, branch location, date/date range, Material format (books, audio, etc.), Language, Call number, Shelving location, circulation status, genre, reading level (Accelerated Reader for children), electronic resource, specific collection, recently published materials, on-order materials, series. ***Please note if any of these are NOT available.***	
	Vendor Notes:		
4.4.18	**2**	System provides the following sorting options (ascending and descending): Relevancy, Author, Title, Subject heading, Genre, Call Number, Date of Publication, Material format, Status, Location, Reading Level. ***Please note if any of these are NOT available.***	
	Vendor Notes:		
4.4.19	**2**	Ability for OPAC to rank hits by relevance and list the most appropriate first such as by occurrences of desired words.	
	Vendor Notes:		

4.4.20	**3**	Hyperlinks in OPAC records execute appropriate searches in the catalog such as: subject heading, author, title, series, genre, e-resource.	
	Vendor Notes:		
4.4.21	**2**	System provides priority sorting options for 2-3 fields in the advanced search. This allows sorting by multiple fields such as sort by Author, then Title or Author, then Publication Date.	
	Vendor Notes:		
4.4.22	**3**	Provide capability to broadcast search in multiple databases simultaneously and identify sources of merged results.	
	Vendor Notes:		
4.4.23	**2**	System supports searching and display of Roman and non-Roman languages and diacritics, customizable by the patron in any language required by the library. Please list all of the languages currently available for your public interface.	
	Vendor Notes:		
4.4.24	**1**	Search results can be refined, limited, and sorted from the initial results list.	
	Vendor Notes:		
4.4.25	**1**	Displays other titles in a series, including volume number, when a title is displayed that is a part of a series.	
	Vendor Notes:		
4.4.26	**2**	Public interface supports the searching of local text and image database resources and can display thumbnails and links to full size files from a digital image collection. Please describe how your system searches data from remote, SQL based databases and how results are integrated into search results.	
	Vendor Notes:		
4.4.27	**3**	System provides an integrated search and display interface that simultaneously searches the local library catalog, select commercial databases and other web resources.	
	Vendor Notes:		
4.4.28	**2**	System provides OPAC online tutorials and help files.	
	Vendor Notes:		
4.4.29	**3**	Ability to display a map of the branch locations or building floor plan where items can be found that match the patron's search results in the public interface.	
	Vendor Notes:		

4.4.30	**2**	Ability to display links to or incorporate widgets for third party chat, text, or email reference services when no results are found for a search. Describe how the "no results found" screen can be customized.	
	Vendor Notes:		
4.4.31	**2**	Support for a "previous screen" capability, including back to index on browse list screens.	
	Vendor Notes:		
4.4.32	**2**	Search results can be limited to what's available on the shelf at the location where the search is being conducted, including the display of alternate formats (ex. Ebooks, eaudiobooks, large print, etc..)	
	Vendor Notes:		
4.4.33	**1**	Ability to hide bibliographic or item record if no copies are attached.	
	Vendor Notes:		
4.4.34	**2**	Ability to have patrons view full MARC/RDA record.	
	Vendor Notes:		
Patron Functionality			
4.4.35	**3**	Supports a "roaming profile" or personalized catalog after authentication.	
	Vendor Notes:		
4.4.36	**3**	System allows users to set a language preference.	
	Vendor Notes:		
4.4.37	**3**	Ability for logged in users to save and re-execute previous searches done during a previous session.	
	Vendor Notes:		
4.4.38	**3**	Ability for saved searches to be modified, reinitiated, provide automated updates of what is new since the last search and provide email and RSS alerts of these new materials to patrons.	
	Vendor Notes:		
4.4.39	**2**	System allows any user to select records and email, download, or print the selected records.	
	Vendor Notes:		
4.4.40	**3**	System allows users to create their own tags. Please describe how this feature is implemented and the mechanisms the library has for controlling and managing them.	

	Vendor Notes:		
4.4.41	**3**	Allows patrons to add comments. Please describe how this feature is implemented and the mechanisms the library has for controlling and managing them.	
	Vendor Notes:		
4.4.42	**3**	Allows patrons to add book reviews. Please describe how this feature is implemented and the mechanisms the library has for controlling and managing them.	
	Vendor Notes:		
4.4.43	**3**	Allows patrons to rate materials. Please describe how this feature is implemented and the mechanisms the library has for controlling and managing them.	
	Vendor Notes:		
4.4.44	**3**	Allows patrons to share booklist titles and booklists through social media sites such as Facebook Twitter, Google+, and Pinterest.	
	Vendor Notes:		
4.4.45	**2**	Allows patrons to create and manage reading lists, change order of items in list and manage holds from reading list. Describe the customization options patrons have for the display of the items in the reading list and the fields included when printed.	
	Vendor Notes:		
4.4.46	**2**	Patrons can print out list of items they currently have checked out. Printout should also be customizable at the administrator level. If not, please include a screenshot of what is printed.	
	Vendor Notes:		
4.4.47	**2**	Patrons can see how many holds exist on a record when placing a hold including the total number of available copies.	
	Vendor Notes:		
4.4.48	**1**	System supports the following capabilities for authenticated patrons: ○ Upon login, offer immediate account summary display that includes items checked out, items requested, and items ready for pickup ○ List outstanding fines ○ Display historical list of payments already made ○ Display detailed list of items checked out including remaining renewals, due date, barcode, title info linkable into database and call number. In addition, patrons have ability to renew selected titles directly from the list	

		○ Ability to renew online. If an item is not approved for renewal how are patrons notified? Is the notification distinct? ○ Display holds filtered by whether or not the requested material is ready for pick-up and include title, author, format, pickup location, automatic cancellation date, active/suspend status, status of hold and offer ability to cancel, suspend and reactivate the hold from the screen ○ Patron hold limit lets patrons know how many free requests are left or notifies them if an upcoming request goes pass the request limit and will be charged ○ Set and maintain notification formats and addresses ○ Set and maintain search preferences in the catalog ○ Indicate preferred noticing format, i.e., email, print, text, sms, phone ○ Create book bag lists **Please indicate which features are not supported in your system.**	
	Vendor Notes:		
4.4.49	**1**	System allows authenticated users to set and maintain borrower account information fields such as name, password, phone, address, etc. And if patrons do change account information how does they system notify staff on address update. Notification is required for us to cross check and see if other parts of the record need to be changed such as location type of patron.	
	Vendor Notes:		
4.4.50	**1**	Ability for the library to offer secure online credit card payments to patrons for fines and fees.	
	Vendor Notes:		
4.4.51	**2**	Ability to increase/decrease font sizes.	
	Vendor Notes:		
4.4.52	**2**	Hold pickup location defaults to patron's home library but system allows patron to modify pickup location for each hold.	
	Vendor Notes:		
4.4.53	**2**	Allow patron to determine if a circulation history is kept, offering an "opt in" to patrons.	
	Vendor Notes:		
4.4.54	**2**	Allow for patrons to register themselves online for a "temporary" library card that allows the use of online resources (ebooks, databases, etc..). Print materials inaccessible until residency is	

		validated in person. If online registration is available, what records are searched to flag duplicate registration? Would this duplicate check be configurable?	
	Vendor Notes:		
4.4.55	**2**	Provide a "check out cart" function where patrons can select items and have the ability to place holds, print (email) item record, check-out items, or place on wish-list/reading-list.	
	Vendor Notes:		
4.4.56	**3**	Self-service ILL thorough the OPAC.	
	Vendor Notes:		
Electronic Resource Integration			
4.4.57	**2**	System supports a single log-in and integrates eBooks and eAudiobooks from a number of standard vendors including Overdrive, Baker & Taylor, Recorded Books, Project Gutenberg, into one eBook management system accessible to patrons directly through the OPAC without a redirection to the vendor sites. Explain in detail how the OPAC handles electronic resource integration.	
	Vendor Notes:		
4.4.58	**3**	System provides similar electronic integration functionality for downloadable content such as music, magazines and videos.	
	Vendor Notes:		
4.4.59	**1**	The Alameda Free Library is part of a consortium that shares OverDrive e-content with other library systems. Explain how the system handles the purchase of shared e-content from multiple libraries.	
	Vendor Notes:		
4.4.60	**2**	System supports real-time display of availability of titles from multiple vendors, including the number of patrons in the request list.	
	Vendor Notes:		
4.4.61	**1**	System provides authentication for online services. If so, please describe how your system restricts access to different resources.	
	Vendor Notes:		
4.4.62	**3**	System provides an OpenURL resolver for accessing online resources so when a user clicks on an OpenURL link, the OpenURL resolver looks through the library's subscriptions to determine if a full text version of the item is available.	
	Vendor Notes:		

4.4.63	**2**	For electronic resources, the system provides capability to place holds, add to wish-list, perform one-click downloads, renew (if title has no holds), and return titles early through the OPAC.	
	Vendor Notes:		
4.4.64	**2**	System supports search and filter by type of device to be read/listened on (ex. Kindle) without having to know the exact format name (ex, .AZW).	
	Vendor Notes:		
4.4.65	**3**	System is integrated with social networking sites such as Facebook, Twitter, Pinterest, etc…	
	Vendor Notes:		
4.4.66	**2**	Allow patron "Suggestions for Purchase" for e-content within the OPAC.	
	Vendor Notes:		
Administrative Functions			
4.4.67	**3**	Ability for staff to tag items in recommended reading lists, have the list integrated into the catalog and appear search results.	
	Vendor Notes:		
4.4.68	**3**	Ability to add program events in catalog to discover within a search. Feature ads for programs with specific keyword.	
	Vendor Notes:		
4.4.69	**2**	System supports both server and client interfaces under Z39.50 and supports broadcast searching.	
	Vendor Notes:		
4.4.70	**2**	Ability to access patron checkout history for specific borrower types (e.g. Teacher Cards).	

4.5 Reporting Module

The Alameda Free Library relies on the collection of accurate and comprehensive data to measure our circulation, acquisitions, general usage. We use these reports to monitor our goals and align our resources to fulfill community needs. Staff at all levels working in varying modules need the ability to create ad-hoc on-demand reports within their respective modules.

Please respond to each item and provide details and screenshots when necessary.

Item #	Library Priority	Functional Requirement Description - Reporting	Vendor Status

4.5.1	**1**	System contains a number of canned or immediate reports which are available from within each module of the system. Please provide screenshots and/or describe the types of canned reports available.	
	Vendor Notes:		
4.5.2	**1**	Report generator which allows users to easily query the database by combinations of user-selected fields and criteria but DOES NOT require any specialized SQL experience.	
	Vendor Notes:		
4.5.3	**2**	If the library were to define specific fields in the patron record, would those fields be available through the report generator provided by your system through the staff modules?	
	Vendor Notes:		
4.5.4	**2**	System offers complex Reports – SQL (or equivalent) access into the data set to produce more complicated reports. Please describe and/or provide screenshots of the high-level reporting capabilities available in your system.	
	Vendor Notes:		
4.5.5	**1**	System provides a Supervisor's or Director's report module which can provide standard and customized statistics for high-level information that allows management to make informed, data-driven decisions based on the library collections and usage. Please provide screenshots and/or describe the reporting mechanisms available.	
	Vendor Notes:		
4.5.6	**1**	System offers multiple methods for exporting and/or downloading reports making the data universally accessible (ex. csv file) to facilitate data manipulation, transfer and sharing.	
	Vendor Notes:		
4.5.7	**1**	System provides method for automating the creation of regular, daily, weekly, and monthly reports (e.g. circulation, overview, collection snapshot, acquisitions activities, etc…). These generated reports (custom or canned) can be saved, printed, or exported as a PDF or xcel file.	
	Vendor Notes:		
4.5.8	**2**	Ability to create a report of the invoices approved during a variable date range. Please explain how this report will be created in your system.	
	Vendor Notes:		

4.5.9	**2**	Ability to create a report of orders in a specific status or created in a specific timeframe. Please explain how this report will be created in your system.	
	Vendor Notes:		
4.5.10	**1**	Produces fund summary reports, indicating for each fund the allocation, encumbrances, on order, expenditures, and available balance. Please explain how this report will be created in your system.	
	Vendor Notes:		
4.5.11	**1**	Ability to create expenditure report by fund types with daily running balance. Please explain how this report will be created in your system.	
	Vendor Notes:		
4.5.12	**1**	System provides general usage statistics such as catalog search queries, breakdown of search types (ex. keyword, title, author, etc).	
	Vendor Notes:		
4.5.13	**1**	System provides all of the following circulation reports without special SQL experience: o Number of Cardholders by Type o Number of Active Cardholders (use in last 3 years) o Circulation count broken down by branch and item format o Daily, weekly, monthly and annual counts of circulation of material types and call number o Missing/Lost/Trace Items o Number of items placed on hold and number of holds fulfilled (branch breakdown, daily, weekly, and monthly totals) o Renewals by branch and method (in person, online, self-check) o Self-check usage statistics o Checkout by branch o List of items that have Claims Returned status o List of items in-transit too long o Number of items checked in, routed-in by branch by day, week and month. **Please identify which circulation reports are not available and any alternate methods that we can use to achieve a similar output.**	
	Vendor Notes:		
4.5.14	**1**	System provides all of the following cataloging reports: o number of unique full MARC bibliographic records (able to separate by type)	

		○ number of copy/item records ○ number of summary holdings records ○ number of authority records ○ number of all records added or deleted from the system (all record types) by specific date or range of dates ○ lists of newly cataloged records ○ list of new books ○ duplicate records identified in batch report of new, updated or deleted subjects, titles, names and series ○ number of items in each location broken down by call number and item type **Please identify which cataloging reports are not available and any alternate methods that we can use to achieve a similar output.**	
	Vendor Notes:		
4.5.15	**3**	Performs housekeeping task by changing status of groups of users, or removing users or items in batches when necessary.	
	Vendor Notes:		
4.5.16	1	System provides the following money reports: ○ Cash reports by fine, type of payment and by branch (daily, weekly, monthly, or specified date range) ○ Fine reports broken out by fine type, branch, and date fine assessed. Please identify which money reports are not available and any alternate methods that we can use to achieve a similar output.	
	Vendor Notes:		
4.5.17	**3**	System provides a report of "broken links" from all bibliographic and item records from supported link verification process. Please explain how this report will be created in your system.	
	Vendor Notes:		
4.5.18	**2**	System provides a report of any bibliographic records which are overlaid during a batch load.	
	Vendor Notes:		
4.5.19	**1**	The Alameda Free Library utilizes Unique Management services for notices that have gone into collection, however, will the library be able to obtain reports from the ILS for: ○ number of notices, broken down by type ○ number of printed notices, broken down by type ○ number of email notices, broken down by type ○ number of sms notices, broken down by type Please identify which collections reports are not available and any alternate methods that we can use to achieve a similar output.	

	Vendor Notes:		
4.5.20	**1**	Pull list (list of holds to be pulled by each branch) can be customized for the fields displaying in pull list and the order of items.	
	Vendor Notes:		
4.5.21	**2**	Module provides a profile of most popular items by location.	
	Vendor Notes:		
4.5.22	**2**	Module provides a profile of most popular items by classification.	
	Vendor Notes:		
4.5.23	**2**	Module provides a profile of most popular authors by subject area.	
	Vendor Notes:		
4.5.24	**3**	Ability to create reports of useful information and processes to support collection development and selection activities. For example, the number of items added or deleted in a specific call number range, and determine if deleted item is last copy.	
	Vendor Notes:		
4.5.25	**3**	System creates reports for collection rotation or movement of items to “float” to another branch.	
	Vendor Notes:		

4.6 Serials and Newspaper Index Module

The Serials functional requirements descriptions below indicates our needs for staff to create, maintain and utilize as many automated features as possible to handle the ongoing nature of Serials. The Newspaper index highlights our current maintenance of an index with its own separate search functions for staff and public through the OPAC.

Please respond to each item and provide details when necessary.

Item #	Library Priority	Functional Requirement Description – Serials and Newspaper Index	Vendor Status
General Process			
4.6.1	**1**	The Serials module must be fully integrated with the other system modules so no information is duplicated. Operations executed in the Serials Control module shall be reflected throughout the database in real time.	
	Vendor Notes:		

4.6.2	**1**	Ability to accommodate all types of serials, including: Periodicals, Continuations, Law Reports, Newspapers, Annuals, Government documents, Memoirs, Monographic serials, Supplements, Indexes, Loose-Leaf material, Microfilm, Gift subscriptions, donations, and zines.	
	Vendor Notes:		
4.6.3	**1**	Supports the following searches in the staff interface: Keyword, Vendor name, Vendor code, Vendor title number, ISSN, System ID number, Bibliographic control number, Title, Location, PO Number, Invoice/Statement number.	
	Vendor Notes:		
4.6.4	**1**	Supports the creation of bibliographic or other type of records to facilitate the recording of payments for individual serial titles, memberships, electronic resources and subscription packages.	
	Vendor Notes:		
4.6.5	**1**	Supports the display of summary holdings records from the serials module in the public interface. Please describe how summary holdings statements (ex. vol. 1-3, 200-2003) are entered and maintained in your system. Can this information be automatically updated as issues are received? Does your system utilize the MARC 21 format for holding data?	
	Vendor Notes:		
4.6.6	**3**	Provides method for accessing online serials through the ILS interface.	
	Vendor Notes:		
4.6.7	**2**	Ability to have access to all versions of issue dates available in spite of the frequency (seasonal, month, month/day/year, year), rather than have certain issue dates locked out due to the type of frequency that is picked.	
	Vendor Notes:		
4.6.8	**2**	Allows receiving staff to add barcodes and item records through the Serials module without having to switch between modules.	
	Vendor Notes:		
4.6.9	**2**	Please describe the label printing capabilities and the customizations possible for serials in your system.	
	Vendor Notes:		
4.6.10	**1**	Ability to allow/disallow borrower holds/requests at the copy level for different subscriptions or branch locations.	

	Vendor Notes:		
4.6.11	**2**	Ability to batch delete older issues when they are discarded. Please describe process.	
	Vendor Notes:		
4.6.12	**2**	Ability to batch or globally update the summary holdings records.	
	Vendor Notes:		
4.6.13	**1**	Serials record must have editable holdings statements that are automatically updated whenever items are added or deleted.	
	Vendor Notes:		
4.6.14	**1**	Integration with acquisitions module for payment and accounting functions.	
	Vendor Notes:		
4.6.15	**3**	Ability to print customizable and editable spine labels.	
	Vendor Notes:		
4.6.16	**2**	Describe the process of deleting the run (prediction) serials.	
	Vendor Notes:		
4.6.17	**1**	Can easily receive non-predicted issues, issues that come out of order, and irregular serials.	
	Vendor Notes:		
Check-in Process			
4.6.18	**2**	System alerts staff that an issue has not been received.	
	Vendor Notes:		
4.6.19	**2**	Ability to provide the following data elements in the check-in record: Past and future issues, Cover dates, Enumeration, Arrival or expected dates, Number of copies received, Claimed and late issues, Notes for individual issues, and Barcode. **Please identify which collections reports are not available.**	
	Vendor Notes:		
4.6.20	**2**	Ability to define check-in patterns that accommodate all types of frequencies (ex. weekly, monthly, quarterly) for both regular and irregularly (ex. supplements, double issues) published serials. The frequency of check-in card should be easily changed. **Please identify which collections reports are not available.**	
	Vendor Notes:		

4.6.21	**1**	System supports centralized and decentralized check-in so branch libraries in a multi branch system are able to maintain their own serials control records for check-in.	
	Vendor Notes:		
4.6.22	**1**	With each check-in, ability to automatically record the issue enumeration and/or chronology, date received, notes, number of copies expected and claim any copies not received.	
	Vendor Notes:		
4.6.23	**1**	Module supports the electronic transmission of claims to EBSCO.	
	Vendor Notes:		
4.6.24	**1**	Ability to control circulating status/availability of copies based on both time elapsed since acquisition. The Alameda Free Library does not allow the most recent issues to circulate. All of the back issues are free to circulate. Does your system have the ability to automatically move any older issue once the most current is checked in?	
	Vendor Notes:		
4.6.25	**1**	Serials module is SISAC compliant and supports check-in by scanning the SICI barcode.	
	Vendor Notes:		
Claims			
4.6.26	**1**	Serials Control module flags late items for claiming purposes.	
	Vendor Notes:		
4.6.27	**1**	Module enables an authorized operator to perform a number of standard claiming activities such as the following: ○ allow claims on demand ○ generate claim notices at intervals specified, in printed and machine-readable format ○ sends claims for a missing item or copies and to specify the text of each claim ○ to determine claim action dates by expected receipt dates combined with an operator-specified claim interval ○ to change the claim interval for each title at any time and to identify issues requiring second and third claims according to library policies. **Please identify which collections reports are not available.**	
	Vendor Notes:		

4.6.28	**2**	System records specific details of claim responses.	
	Vendor Notes:		
Newspaper Index			
4.6.29	**1**	Vendor provides a separate database capability where Alameda Free Library can maintain its current newspaper index, update it, and provides access to it by the public.	
	Vendor Notes:		
4.6.30	**1**	Vendor provides a flexible database environment enabling Alameda Free Library in the future to define and develop databases for other purposes, for example, Community Information.	
	Vendor Notes:		
4.6.31	**1**	Newspaper Index is maintained and updated in a full MARC database with tags, subfields, authorities and other standard requirements.	
	Vendor Notes:		
4.6.32	**1**	Newspaper index has its own separate search facilities for both staff searching and in the library OPAC, with search parameters defined by the library.	
	Vendor Notes:		
4.6.33	**2**	System provides comprehensive statistics on newspaper index use for any defined period of time, for all authors, titles and subjects maintained in the database.	
	Vendor Notes:		
4.6.34	**1**	Vendor converts current newspaper index parameters to its system and provides assistance in making changes as required.	
	Vendor Notes:		
4.6.35	**1**	Vendor converts and loads all current library Newspaper Index records to its system.	
	Vendor Notes:		

Section 5: System Requirements and Vendor Services

Library Priority Column: The Library Priority column information is included to help vendors determine how important each item is to the Alameda Free Library. There is a 3 point scale used for indicating priorities which are defined as follows: **(1)** indicates that we expect that functional requirement to exist in the ILS and that it is critical to the library workflow; **(2)** indicates that we expect that functional requirement to exist in the ILS but not critical to the library workflow; and **(3)** indicates that the

functional requirement is desirable. These priorities will be used in the weighing purposes when scoring as part of the evaluation process.

Vendor Status Column: Proposers must respond to every functional, technical, and performance requirement contained in the Software Functional Requirements section of the RFP on the tables provided. Due to the overlapping functionality between modules some requirements are intentionally represented in multiple modules. Please respond to the requirements using the following criteria:

Vendor Status Designation	Description
N	Not Available/not planned
I	In Development/Planned
C	Complies completely – in release and currently used by customers

5.1 System Administration and 3rd Party Integration

In the System Administration requirement description below please answer how much flexibility the Library System Administrator has in editing and customizing the various ILS modules. If it changes between local and SaaS solutions, identify the variances.

The third party integration of vendor hardware and software solutions is fundamental to our day-to-day processes. If there are issues regarding compatibility please describe them below and provide suggestions for work arounds using your ILS solution.

Item #	Library Priority	Requirement Description - System Administration and 3rd Party Integration	Vendor Status
Administrative Functions			
5.1.1	**1**	System provides an administrative interface which allows designated staff to set, edit and export all parameters, standardized codes and settings available in the system, including the circulation parameters which control loans, holds, notices, fines, fees, etc.	
	Vendor Notes:		
5.1.2	**1**	System provides access restrictions which can be set through the System Administration settings for all modules. Please describe the various permission levels available and how those are managed by the system administrator.	
	Vendor Notes:		
5.1.3	**1**	Describe how your system defines media or material type at the item level and if this information can be used to control the circulation rules (e.g. varying lending periods) and display options in the OPAC through System Administration.	
	Vendor Notes:		

5.1.4	**2**	Please describe the codes available within a patron record, including patron type which are managed through System Administration. Will the Library be able to edit, or add new codes and set parameters?	
	Vendor Notes:		
5.1.5	**2**	Library can create and update the content and format of all text, and email notifications related to overdue items, holds, recalls, etc.	
	Vendor Notes:		
5.1.6	**2**	Allow the batch deletion of item, patron and transaction records based on library-determined criteria, including patron expiration date, amount of money owed, etc. The system should provide a review mechanism so that the records to be deleted can be reviewed before record is deleted. Does your system allow the edits and deletions of these records to be saved and archived or noted?	
	Vendor Notes:		
5.1.7	**2**	System supports the use of the last 4 digits of the patron phone number as the default PIN number for patron login in OPAC.	
	Vendor Notes:		
5.1.8	**2**	System provides the ability to identify and automatically delete specific fees (such as “Lost Processing fee”) when patron returns lost items tied to the fee.	
	Vendor Notes:		
5.1.9	**3**	Please list the ways that the “last action” or “last activity” date for a patron is updated (ex. check-out, remote patron authentication, self-check activity, etc.).	
	Vendor Notes:		
5.1.10	**2**	System has no conflicts with common PC programs for virus scanning, content filters, etc. The Alameda Free Library uses Kaspersky for virus protection.	
	Vendor Notes:		
5.1.11	**2**	Describe the entire process for creating and processing offline transactions both at the staff client end and the server end.	
	Vendor Notes:		
5.1.12	**3**	Ability for the library to make changes to the logic used to determine “relevancy” in the OPAC searches.	
	Vendor Notes:		
5.1.13	**2**	List the minimum OS requirement for your system.	

	Vendor Notes:		
5.1.14	**2**	Please describe the database structures behind your ILS, including any database utilized for a discovery layer, if separate from the main ILS.	
	Vendor Notes:		
5.1.15	**2**	What are the minimum requirements for a staff workstation running multiple modules of your system?	
	Vendor Notes:		
5.1.16	**2**	Ability to create additional library defined bill types (ex. library card, donation, printer override, etc.) and have those types paid through the e-commerce functionality in the system.	
	Vendor Notes:		
5.1.17	**2**	Option to suppress notices by type or form or patron type. For instance, no notices sent to staff, or only email notices to staff.	
	Vendor Notes:		
5.1.18	**2**	System automatically stops sending email notices to a patron once an email has been bounced back or returned to the library. Will the emails be flagged as bounced back?	
	Vendor Notes:		
Integration with Third Party Software and Hardware			
5.1.19	**1**	Describe if your system is compatible with **Libramation Inc**. Libramation provides and supports RFID applications at AFL. These reside on PC equipment at circulation desks, book return facilities, and on self-check computers. RFID gates are also in operation at all library locations.	
	Vendor Notes:		
5.1.20	**1**	Describe if your system is compatible with **Envisionware**. Envisionware provides and supports our POS system (including credit card processing) which is operational on circulation desk PC's. In addition, we utilize Envisionware as our e-commerce solution which permits library patrons to pay library fines, fees and other charges by credit card over the Internet. Lastly, Envisionware is used to authenticate users of our public access computer systems (including print services) which operates in a Citrix VDI systems environment.	
	Vendor Notes:		
5.1.21	**1**	Describe if your system is compatible with **Baker and Taylor Title Source 360.** Baker and Taylor is our primary vendor for library materials. We are currently on the Title Source 3 platform but the library will migrate to Title Source 360 by 2016.	

	Vendor Notes:		
5.1.22	**1**	Describe if your system is compatible with **Talking Tech**. i-Tiva is the telecirc service we use and is integrated with the Horizon ILS.	
	Vendor Notes:		
5.1.23	**1**	Describe if your system is compatible with **OverDrive, o**ur primary provider for ebooks and e-audiobooks.	
	Vendor Notes:		
5.1.24	**1**	Describe if your system is compatible with **Boopsie,** our library app that allows patrons to view our catalog, place holds, and download e-resources. The Library also exports MARC data to Boopsie with item information.	
	Vendor Notes:		
5.1.25	**1**	Describe if your system is compatible with **UMS** (Unique Management Services)**.** The Library utilizes UMS to collect outstanding materials and monies owed to the Library and to generate paper hold notice mailers and paper overdue notice mailers. ○ Please describe the processes in place for the regular sending and retrieving of information regarding patrons who owe money to the Library. ○ Will the Library be able to schedule daily patron hold and overdue notice reports that can be automatically emailed to Unique Management?	
	Vendor Notes:		
5.1.26	**2**	Describe if your system is compatible with **mk Sorting.** Mk Sorting has installed and supports a Book Dispensing machine. This connects to the ILS to search for and circulate library materials.	
	Vendor Notes:		
5.1.27	**2**	System supports all barcode scanners, receipt printers and label printers used by the Alameda Free Library Receipt printers currently being used: ○ Epson TM T88III Notification printer currently being used: ○ Tally T6212 Barcode scanners currently being used: ○ Honeywell Metrologic Voyager CG MS9540 Label printer currently being used: ○ Panasonic KX-P2130	

		Please list hardware that is not supported and list recommendations for potential hardware upgrades.	
	Vendor Notes:		
5.1.28	**1**	System supports SIP2. Please indicate which recipient and sender messages are supported and if there is documentation available detailing the SIP2 implementation in your system.	
	Vendor Notes:		

5.2 ILS Solutions

The Alameda Free Library currently hosts our ILS in-house with a network comprising of both Windows and Linux servers. The Library is open to both in-house ILS solutions and a SaaS solution. Both solutions need a well-documented product with a thorough maintenance and disaster recovery plan.

The Alameda Free Library is requesting from each vendor responding to the proposal to include both a locally hosted system and a vendor hosted system.

Please respond to all applicable items and provide details when necessary.

Item #	Library Priority	Requirement Description - ILS Solutions – Local and SaaS	Vendor Status
Local Solution Option			
5.2.1	**1**	If your system is installed locally at the Alameda Free Library, please include a recommended hardware configuration, including specifications for all necessary servers, networking equipment and bandwidth.	
	Vendor Notes:		
5.2.2	**2**	Please provide details on disaster recovery for hardware, software and data.	
	Vendor Notes:		
5.2.3	**2**	Local solution provides method for automating regular administration tasks such as: ○ daily backups ○ daily email notice bounce flags patron record ○ Suppress email notices once a notice bounce flag has been set ○ daily updates of holds pull list ○ daily blocking of delinquent accounts ○ daily notice creation ○ system monitoring of server disk space, memory usage, CPU utilization, and process status	

		Please identify which tasks are not automated.	
	Vendor Notes:		
5.2.4	**2**	How do you communicate plans for scheduled maintenance or system/software updates in a SaaS solution? How are jobs that are scheduled to run during down times handled?	
	Vendor Notes:		
5.2.5	**2**	Describe the entire process for creating and processing offline transactions both at the staff client end and the server end.	
	Vendor Notes:		
SaaS Solution Option			
5.2.6	**3**	Please note the location of the hosting facility and the company legally responsible for the facility.	
	Vendor Notes:		
5.2.7	**2**	Facility has a secure back-up power supply.	
	Vendor Notes:		
5.2.8	**2**	Facility has a fire suppression system.	
	Vendor Notes:		
5.2.9	**2**	Facility has fully secured access and provides on-site security personnel.	
	Vendor Notes:		
5.2.10	**3**	Please note the recommended bandwidth for connecting to the hosted solution.	
	Vendor Notes:		
5.2.11	**1**	System backups are performed by the vendor on behalf of the library. Describe your solution for data backups.	
	Vendor Notes:		
5.2.12	**1**	What responsibilities does the library have and what are responsibilities of the vendor with respect to administering the hosted solution?	
	Vendor Notes:		
5.2.13	**2**	What uptime can the Library expect from the vendor's hosted solution?	
	Vendor Notes:		

5.2.14	**3**	What hosting experience does the vendor have? (How many years has the vendor been hosting customers; how many customers do you host?)	
	Vendor Notes:		
5.2.15	**1**	Vendor takes legal responsibility for breaches of security of sensitive data, i.e. library patron data?	
	Vendor Notes:		
5.2.16	**1**	Describe your plan for disaster recovery for SaaS host facilities and operations and what type of service could we expect in case of a major disaster (e.g. flooding, fires, etc.)?	
	Vendor Notes:		
5.2.17	**1**	Describe how your solution handles data recovery or the ability to roll back in the event of human or system error. Is the recovery process available for administrative level staff or must the vendor perform the recovery? Are there additional costs associated with this service?	
	Vendor Notes:		
5.2.18	**1**	How do you communicate plans for scheduled maintenance or system/software updates in a SaaS solution? How are jobs that are scheduled to run during down times handled?	
	Vendor Notes:		
5.2.19	**2**	SaaS solution provides method for automating regular administration tasks such as: ○ daily backups ○ daily email notice bounce flags patron record ○ Suppress email notices once a notice bounce flag has been set ○ daily updates of holds pull list ○ daily blocking of delinquent accounts ○ daily notice creation ○ system monitoring of server disk space, memory usage, CPU utilization, and process status **Please identify which tasks are not automated.**	
	Vendor Notes:		

5.3 Implementation, Training, & Support

The Alameda Free Library is requesting a general timeline of Vendor plans services involved for full implementation of a new ILS. This includes a well-managed transition that maintains reliable and complete data while maintaining current functionality and integrating enhanced functions. Lastly, describe training services and ongoing support.

Please respond to all applicable items and provide details when necessary.

Item #	Library Priority	Requirement Description - Implementation, Training & Support	Vendor Status
System Implementation			
5.3.1	**1**	Please provide a general implementation and training schedule that can be completed in an 8-week (or less) period starting from data migration, to training and full implementation.	
	Vendor Notes:		
5.3.2	**1**	Vendor installs and tests the application software on hardware configurations as proposed, whether the hardware is proposed and provided directly by the vendor, on hardware procured and installed by the library itself, or on equipment as provided in a SaaS or "Cloud" based host environment.	
	Vendor Notes:		
5.3.3	**1**	Vendor converts the Alameda Free Library's current library application parameters to the new system and provide assistance to library staff in making changes to these parameters as required.	
	Vendor Notes:		
5.3.4	**1**	Vendor migrates the Library's present databases to the proposed system so that the system is fully operational on 'Day One.' of live operations with the public and for all staff related operations.	
	Vendor Notes:		
5.3.5	**1**	Vendor migrates all library files including bibliographic records, items/copies, authority records, circulation transactions (charges, bills, holds), acquisitions data (vendors, orders, funds,) serials data (control records, check-ins made chronologically, and newspaper index records).	
	Vendor Notes:		
5.3.6	**1**	Vendor agrees that the details of the final implementation plan are to be mutually determined by the Library and the Vendor.	
	Vendor Notes:		
5.3.7	**1**	Vendor performs a test migration, allowing the Library to review and approve data, before performing a final migration.	
	Vendor Notes:		
Training and Documentation			
5.3.8	**1**	Vendor provides training for all modules and applications purchased. Please provide a brief description of training courses and costs involved with the different options (e.g. on-site training, web-based).	

	Vendor Notes:		
5.3.9	**1**	Documentation updates are provided on a regular basis as improvements are made to the system.	
	Vendor Notes:		
5.3.10	**3**	Vendor makes documentation updates available for local printing or downloading via the World Wide Web.	
	Vendor Notes:		
5.3.11	**2**	Does your company provide any assistance with OPAC design and customization?	
	Vendor Notes:		
Ongoing Support			
5.3.12	**1**	Maintenance of proposed software is available from the Vendor on an annually renewable contract basis.	
	Vendor Notes:		
5.3.13	**1**	Vendor provides a software maintenance program to include all future software updates and system enhancements applicable to system modules licensed.	
	Vendor Notes:		
5.3.14	**1**	Vendor provides a help desk/support capability easily accessible remotely by telephone, email and over the Internet.	
	Vendor Notes:		
5.3.15	**1**	Vendor provides 24/7 emergency support. Please provide different tiers of support. Include pricing and coverage.	
	Vendor Notes:		
5.3.16	**2**	The library can track online the status of support requests as submitted to the vendor, and resolutions as provided by the vendor.	
	Vendor Notes:		
5.3.17	**2**	Vendor will provide a dedicated person or team who is responsible for acting as the liaison between the library and the vendor regarding any issue or problem or question.	
	Vendor Notes:		
5.3.18	**3**	Please describe how your customer support offerings is differentiated from other vendors.	
	Vendor Notes:		

5.3.19	**3**	Describe your customer support structure, hours and resources for hardware support, operating system support and application/data support.	
	Vendor Notes:		

Section 6: Additional Documents

6.1 Cost Proposal

The Cost Proposal template below details all costs associated to the purchase of an Integrated Library System. Include all costs in your proposal. Final costs will be determined during the final negotiation phase with the selected vendor to ensure the inclusion of all appropriate modules and functionality.

Provide information regarding the projected costs during the next 5 years. In the first year include the cost of Year 1 along with implementation costs. Describe under what circumstances that the Alameda Free Library would be charged for additional work and why inclusion is necessary.

Cost Proposal – Locally Installed Solution

	Description	Initial Cost + Year 1	Year 2	Year 3	Year 4	Year 5
ILS Hardware and Infrastructure – Locally Installed Solution						
	Hardware Purchase & Maintenance					
	Hardware Installation					
	Operating system Software					
	Database Licenses					
	System Monitoring Software					
ILS Primary Applications						
	Staff Client Software for use by up to 50 concurrent users					
	Cataloging (w/Authority Control)					
	Circulation					
	OPAC for use of up to 150 concurrent users both at the Library and over the Internet.					
	Acquisitions					
	Reporting Module					
	Serials Control					
Applications Software and Utilities						
	Integration cost for Third Party Products (APIs if applicable)					
	Interlibrary Loan Module (ILL)					
	EDI for Acquisitions					
	Offline Circulation					
	Mobile Circulation					

	Floating Collection					
	Discovery Service					
	Spanish language interface to PAC					
	Enhanced Record Content (Content Café, Syndetics or other)					
	Inventory Module					
	e-Resource Integration (eBooks and electronic databases)					
	Browser based staff client software for use by up to 50 concurrent users					
	Electronic Resource Management					
	Phone Notification Service					
	Phone Renewal Service					
	EDI for Acquisitions					
	Newspaper Index Database					
	SIP/SIP2/NCIP					
	Z239.50 client/server					
	e-Commerce for Public					
	e-Commerce for Staff					
	Database Management Software					
	Optional Functionality/Modules					
Data Extraction/Migration Services						
	Bibliographic					
	Item					
	Authority					
	Patron					
	Circulation Transactions					
	Fines and Block Records					
	Hold Records					
	Serials					
	Newspaper Index Data					
Professional Services						
	Project Management					
	Installation, configuration, staging and implementation of ILS					
	On-site Training on all ILS functions					
	System Administration and User Documentation					
	Integration of third party products					
	Technical Support (trouble-tickets, calls & email)					
	Upgrades (versions and builds)					
Total Cost Per Year						

Cost Proposal: Cloud Computing (SaaS) Solution

	Description	Initial Cost + Year 1	Year 2	Year 3	Year 4	Year 5
Cloud Computing (SaaS) Solution						
	Hosting Fee					
ILS Primary Applications						
	Staff Client Software for use by up to 50 concurrent users					
	Cataloging (w/Authority Control)					
	Circulation					
	OPAC for use of up to 150 concurrent users both at the Library and over the Internet.					
	Acquisitions					
	Reporting Module					
	Serials Control					
Applications Software and Utilities						
	Integration cost for Third Party Products (APIs if applicable)					
	Interlibrary Loan Module (ILL)					
	EDI for Acquisitions					
	Offline Circulation					
	Mobile Circulation					
	Floating Collection					
	Discovery Service					
	Spanish language interface to PAC					
	Enhanced Record Content (Content Café, Syndetics or other)					
	Inventory Module					
	e-Resource Integration (eBooks and electronic databases)					
	Browser based staff client software for use by up to 50 concurrent users					
	Electronic Resource Management					
	Phone Notification Service					
	Phone Renewal Service					
	EDI for Acquisitions					
	Newspaper Index Database					
	SIP/SIP2/NCIP					
	Z239.50 client/server					

	e-Commerce for Public					
	e-Commerce for Staff					
	Database Management Software					
	Optional Functionality/Modules					
Data Extraction/Migration Services						
	Bibliographic					
	Item					
	Authority					
	Patron					
	Circulation Transactions					
	Fines and Block Records					
	Hold Records					
	Serials					
	Newspaper Index Data					
Professional Services						
	Project Management					
	Installation, configuration, staging and implementation of ILS					
	On-site Training on all ILS functions					
	System Administration and User Documentation					
	Integration of third party products					
	Technical Support (trouble-tickets, calls & email)					
	Upgrades (versions and builds)					
Total Cost Per Year						

6.2 Key Personnel

Proposers must identify specific staff members who will comprise of the project team for this assignment, including their qualifications. You are welcome to use your own template for Key Personnel but the five items below should be included. Attach additional pages, if necessary.

Name of Employee assigned to project if awarded:

Current Position and Years of Experience:

Education (Schools, Degrees):

Licenses and/or Certifications:

Primary duties in relation to this Proposal if awarded:

Name of Employee assigned to project if awarded:

Current Position and Years of Experience:

Education (Schools, Degrees):

Licenses and/or Certifications:

Primary duties in relation to this Proposal if awarded:

Name of Employee assigned to project if awarded:

Current Position and Years of Experience:

Education (Schools, Degrees):

Licenses and/or Certifications:

Primary duties in relation to this Proposal if awarded:

Name of Employee assigned to project if awarded:

Current Position and Years of Experience:

Education (Schools, Degrees):

Licenses and/or Certifications:

Primary duties in relation to this Proposal if awarded:

6.3 References

Vendors must provide the Alameda Free Library with at least three business references who have received services from your company. References must include library name and address as well as the name, email address and phone number of the contact person. The Library is especially interested in public libraries in California operating your system as proposed. Attach additional pages, if necessary.

_____	_____
Name of Public Library	Contract Start/Expiration Date
_____	_____
Client Contact	Title
_____	_____
Client E-mail Address	Client Phone Number

Type of Services Performed (include deliverables):

_____	_____
Name of Public Library	Contract Start/Expiration Date
_____	_____
Client Contact	Title
_____	_____
Client E-mail Address	Client Phone Number

Type of Services Performed (include deliverables):

_____	_____
Name of Public Library	Contract Start/Expiration Date
_____	_____
Client Contact	Title
_____	_____
Client E-mail Address	Client Phone Number

Type of Services Performed (include deliverables):

6.4 RFP Cover Page

The individual below is authorized to sign on behalf of the vendor submitting this proposal. This proposal is valid for 180 days from the date of the signature. If selected, the proposer will be required to sign a separate mutually agreed upon contract at a future date. This form must be signed and submitted with the proposal. Proposals submitted unsigned will not be considered.

_____ _____
Vendor Name Federal Tax #ID

_____
Address

_____
Printed Name of Authorized Representative

_____
Signature of Authorized Representative

_____
Telephone Number

_____
E-mail Address

_____
Fax Number

6.5 Contractual Agreement Template

The selected Vendor will be required to execute a contract with the City of Alameda. This invitation to Vendors and the selected Vendor's proposal will become part of the contract.

Below is a blank template of the City of Alameda Contractor's Agreement form. The selected Vendor must use the City of Alameda's Standard Contract as the basis of negotiation with the City. It is understood that there may be a number of different types of system solutions proposed, and depending on what is proposed, clauses may be changed, added or deleted from the Contract.

CONSULTANT AGREEMENT

THIS AGREEMENT, entered into this ____ day of _____, 20__, by and between CITY OF ALAMEDA, a municipal corporation (hereinafter referred to as "City"), and COMPANY NAME, a (California corporation, partnership, sole proprietor, individual) whose address is ADDRESS, (hereinafter referred to as "Consultant"), in reference to the following:

RECITALS:

A. City is a municipal corporation duly organized and validly existing under the laws of the State of California with the power to carry on its business as it is now being conducted under the statutes of the State of California and the Charter of the City.

B. The Alameda Free Library desired to replace its current Integrated Library System (ILS). On December 16, 2015, the Library issued an RFP soliciting proposals from vendors. After a competitive selection process, consultant was selected.

C. The Alameda City Council approved the selection of Consultant and this contract on _____.

D. Consultant is specially trained, experienced and competent to perform the special services which will be required by this Agreement.

E. Consultant possesses the skill, experience, ability, background, certification and knowledge to provide the services described in this Agreement on the terms and conditions described herein.

F. City and Consultant desire to enter into an agreement for _____ _____, upon the terms and conditions herein.

NOW, THEREFORE, it is mutually agreed by and between the undersigned parties as follows:

TERM:

The term of this Agreement shall commence on the ___ day of _____, 20__, and shall terminate on the ____ day of _____, 20__, unless terminated earlier as set forth herein.

SERVICES TO BE PERFORMED:

Consultant agrees to perform all necessary work at its own cost and expense, to furnish all labor, tools, equipment, materials, except as otherwise specified, and to do all necessary work included in Exhibit A as requested. The Consultant acknowledges that the work plan included in Exhibit A is tentative and does not commit the City to request Consultant to perform all tasks included therein.

COMPENSATION TO CONSULTANT:

Consultant shall be compensated for services performed pursuant to this Agreement in the amount set forth in Exhibit "A" which is attached hereto and incorporated herein by this reference. Payment shall be made by checks drawn on the treasury of the City, to be taken from Program XXX and Fund XXX

Review the following paragraph to determine if applicable

Payment will be made by the City in the following manner: On the first day of each month, Consultant shall submit a written estimate of the total amount of work done the previous month. Payment will be for time and direct costs and are not to exceed budget. Pricing and accounting of charges are to be according to the fee schedule in Exhibit "B" unless mutually agreed upon in writing. Extra work must be approved in writing by City prior to performance and shall be paid on a Time and Material basis using Exhibit "B" schedule.

Total compensation for work is $xxx.xx, with a _____ percent contingency in the amount of $xxx.xx for a total not to exceed of $xxx.xx. Use of contingency shall be for items of work outside the original scope and requires prior written authorization by the City.

TIME IS OF THE ESSENCE:

Consultant and City agree that time is of the essence regarding the performance of this Agreement.

Review following paragraph to determine if applicable

It is agreed by the parties to the Agreement that in case all the work called for under the Agreement is not completed before or upon the expiration of the time limit as set forth in paragraph 1 above, damage will be sustained by the City, and that it is and will be impracticable to determine the actual damage which the City will sustain in the event of and by reason of such delay. It is therefore agreed that the Consultant will pay to the City the sum of _____ DOLLARS ($____) per day for each and every day's delay beyond the time prescribed to complete the work; and the Consultant agrees to pay such liquidated damages as herein provided, and in case the same are not paid, agrees that the City may deduct the amount thereof from any money due or that may become due the Consultant under the Agreement.

It is further agreed that in case the work called for under the Agreement is not finished and completed in all parts and requirements within the time specified, the City shall have the right to extend the time for completion or not, as may seem best to serve the interest of the City; and if it

decides to extend the time limit for the completion of the Agreement, it shall further have the right to charge the Consultant, his or her heirs, assigns, or sureties, and to deduct from the final payment for the work, all or any part, as it may deem proper, of the actual costs and overhead expenses which are directly chargeable to the Agreement, and which accrue during the period of such extensions. The Consultant shall not be assessed with liquidated damages during any delay in the completion of the work caused by an act of God or of the public enemy, acts of the City, fire, flood, epidemic, quarantine restriction, strikes, freight embargoes, and unusually severe weather or delays of subcontractors due to such causes; provided that the Consultant shall, within one (1) day from the beginning of such delay, notify the City in writing of the causes of delay. The City shall ascertain the facts and the extent of the delay, and its findings of the facts thereon shall be final and conclusive.

STANDARD OF CARE:

Consultant agrees to perform all services hereunder in a manner commensurate with the prevailing standards of like professionals in the San Francisco Bay Area and agrees that all services shall be performed by qualified and experienced personnel who are not employed by the City nor have any contractual relationship with City.

INDEPENDENT PARTIES:

Consultant hereby declares that it is engaged as an independent business and it agrees to perform its services as an independent contractor. The manner and means of conducting the work are under the control of Consultant, except to the extent they are limited by statute, rule or regulation and the express terms of this Agreement. No civil service status or other right of employment will be acquired by virtue of Consultant's services. None of the benefits provided by City to its employees, including but not limited to, unemployment insurance, workers' compensation plans, vacation and sick leave are available from City to Consultant, its employees or agents. Deductions shall not be made for any state or federal taxes, FICA payments, PERS payments, or other purposes normally associated with an employer-employee relationship from any fees due Consultant. Payments of the above items, if required, are the responsibility of Consultant.

IMMIGRATION REFORM AND CONTROL ACT (IRCA):

Consultant assumes any and all responsibility for verifying the identity and employment authorization of all of his/her employees performing work hereunder, pursuant to all applicable IRCA or other federal, or state rules and regulations. Consultant shall indemnify, defend, and hold City harmless from and against any loss, damage, liability, costs or expenses arising from any noncompliance of this provision by Consultant.

NON-DISCRIMINATION:

Consistent with City's policy that harassment and discrimination are unacceptable employer/employee conduct, Consultant agrees that harassment or discrimination directed toward a job applicant, a City employee, or a citizen by Consultant or Consultant's employee or subcontractor on the basis of race, religious creed, color, national origin, ancestry, handicap, disability, marital status, pregnancy, sex, age, or sexual orientation will not be tolerated. Consultant agrees that any and all violations of this provision shall constitute a material breach of this Agreement.

HOLD HARMLESS:

Indemnification:

Consultant shall indemnify, defend, and hold harmless City, its City Council, boards, commissions, officials, employees, and volunteers ("Indemnitees") from and against any and all loss, damages, liability, claims, suits, costs and expenses whatsoever, including reasonable attorneys' fees ("Claims"), arising from or in any manner connected to Consultant's negligent act or omission, whether alleged or actual, regarding performance of services or work conducted or performed pursuant to this Agreement. If Claims are filed against Indemnitees which allege negligence on behalf of the Consultant, Consultant shall have no right of reimbursement against Indemnitees for the costs of defense even if negligence is not found on the part of Consultant. However, Consultant shall not be obligated to indemnify Indemnitees from Claims arising from the sole negligence or willful misconduct of Indemnitees.

Indemnification For Claims for Professional Liability:

As to Claims for professional liability only, Consultant's obligation to defend Indemnitees (as set forth above) is limited to the extent to which its professional liability insurance policy will provide such defense costs.

INSURANCE:

Review Requirements with Risk Manager

On or before the commencement of the term of this Agreement, Consultant shall furnish City with certificates showing the type, amount, class of operations covered, effective dates and dates of expiration of insurance coverage in compliance with paragraphs 10A, B, C, D and E. Such certificates, which do not limit Consultant's indemnification, shall also contain substantially the following statement: "Should any of the above insurance covered by this certificate be canceled or coverage reduced before the expiration date thereof, the insurer affording coverage shall provide ten (10) days' advance written notice to the City of Alameda, Attention: Risk Manager." It is agreed that Consultant shall maintain in force at all times during the performance of this Agreement all appropriate coverage of insurance required by this Agreement with an insurance company that is acceptable to City and licensed to do insurance business in the State of California. Endorsements naming the City, its City Council, boards, commissions, officials, employees, and volunteers as additional insured shall be submitted with the insurance certificates.

A. COVERAGE:

Consultant shall maintain the following insurance coverage:

(1) Workers' Compensation:

Statutory coverage as required by the State of California.

(2) Liability:

Commercial general liability coverage in the following minimum limits:

Bodily Injury:	$1,000,000 each occurrence
	$2,000,000 aggregate - all other
Property Damage:	$1,000,000 each occurrence

$2,000,000 aggregate

If submitted, combined single limit policy with aggregate limits in the amounts of $2,000,000 will be considered equivalent to the required minimum limits shown above.

(3) Automotive:

Comprehensive automotive liability coverage (any auto) in the following minimum limits:

Bodily Injury:	$1,000,000 each occurrence
Property Damage:	$1,000,000 each occurrence
or	
Combined Single Limit:	$2,000,000 each occurrence

(4) Professional Liability:

Professional liability insurance which includes coverage for the professional acts, errors and omissions of Consultant in the amount of at least $2,000,000.

B. SUBROGATION WAIVER:

Consultant agrees that in the event of loss due to any of the perils for which he/she has agreed to provide comprehensive general and automotive liability insurance, Consultant shall look solely to his/her insurance for recovery. Consultant hereby grants to City, on behalf of any insurer providing comprehensive general and automotive liability insurance to either Consultant or City with respect to the services of Consultant herein, a waiver of any right to subrogation which any such insurer of said Consultant may acquire against City by virtue of the payment of any loss under such insurance.

C. FAILURE TO SECURE:

If Consultant at any time during the term hereof should fail to secure or maintain the foregoing insurance, City shall be permitted to obtain such insurance in the Consultant's name or as an agent of the Consultant and shall be compensated by the Consultant for the costs of the insurance premiums at the maximum rate permitted by law and computed from the date written notice is received that the premiums have not been paid.

D. ADDITIONAL INSURED:

City, its City Council, boards, commissions, officials, employees, and volunteers shall be named as an additional insured under all insurance coverages, except any professional liability insurance, required by this Agreement. The naming of an additional insured shall not affect any recovery to which such additional insured would be entitled under this policy if not named as such additional insured. An additional insured named herein shall not be held liable for any premium, deductible portion of any loss, or expense of any nature on this policy or any extension thereof. Any other insurance held by an additional insured shall not be required to contribute anything toward any loss or expense covered by the insurance provided by this policy.

E. SUFFICIENCY OF INSURANCE:

The insurance limits required by City are not represented as being sufficient to

protect Consultant. Consultant is advised to confer with Consultant's insurance broker to determine adequate coverage for Consultant.

CONFLICT OF INTEREST:

Consultant warrants that it is not a conflict of interest for Consultant to perform the services required by this Agreement. Consultant may be required to fill out a conflict of interest form if the services provided under this Agreement require Consultant to make certain governmental decisions or serve in a staff capacity as defined in Title 2, Division 6, Section 18700 of the California Code of Regulations.

PROHIBITION AGAINST TRANSFERS:

Consultant shall not assign, sublease, hypothecate, or transfer this Agreement, or any interest therein, directly or indirectly, by operation of law or otherwise, without prior written consent of City. Any attempt to do so without said consent shall be null and void, and any assignee, sublessee, hypothecate or transferee shall acquire no right or interest by reason of such attempted assignment, hypothecation or transfer. However, claims for money by Consultant from City under this Agreement may be assigned to a bank, trust company or other financial institution without prior written consent. Written notice of such assignment shall be promptly furnished to City by Consultant.

The sale, assignment, transfer or other disposition of any of the issued and outstanding capital stock of Consultant, or of the interest of any general partner or joint venturer or syndicate member or cotenant, if Consultant is a partnership or joint venture or syndicate or cotenancy, which shall result in changing the control of Consultant, shall be construed as an assignment of this Agreement. Control means fifty percent (50%) or more of the voting power of the corporation.

SUBCONTRACTOR APPROVAL:

Unless prior written consent from City is obtained, only those people and subcontractors whose names and resumes are attached to this Agreement shall be used in the performance of this Agreement.

In the event that Consultant employs subcontractors, such subcontractors shall be required to furnish proof of workers' compensation insurance and shall also be required to carry general, automobile and professional liability insurance in reasonable conformity to the insurance carried by Consultant. In addition, any work or services subcontracted hereunder shall be subject to each provision of this Agreement.

PERMITS AND LICENSES:

Consultant, at his/her sole expense, shall obtain and maintain during the term of this Agreement, all appropriate permits, certificates and licenses including, but not limited to, a City Business License, that may be required in connection with the performance of services hereunder.

REPORTS:

Each and every report, draft, work product, map, record and other document, hereinafter collectively referred to as "Report", reproduced, prepared or caused to be prepared by Consultant pursuant to or in connection with this Agreement, shall be the exclusive property of City. Consultant shall not copyright any Report required by this Agreement and shall execute

appropriate documents to assign to City the copyright to Reports created pursuant to this Agreement. Any Report, information and data acquired or required by this Agreement shall become the property of City, and all publication rights are reserved to City.

All Reports prepared by Consultant may be used by City in execution or implementation of:

(1) The original Project for which Consultant was hired;
(2) Completion of the original Project by others;
(3) Subsequent additions to the original project; and/or
(4) Other City projects as appropriate.

Consultant shall, at such time and in such form as City may require, furnish reports concerning the status of services required under this Agreement.

All Reports required to be provided by this Agreement shall be printed on recycled paper. All Reports shall be copied on both sides of the paper except for one original, which shall be single sided.

No Report, information or other data given to or prepared or assembled by Consultant pursuant to this Agreement shall be made available to any individual or organization by Consultant without prior approval by City.

RECORDS:

Consultant shall maintain complete and accurate records with respect to sales, costs, expenses, receipts and other such information required by City that relate to the performance of services under this Agreement.

Consultant shall maintain adequate records of services provided in sufficient detail to permit an evaluation of services. All such records shall be maintained in accordance with generally accepted accounting principles and shall be clearly identified and readily accessible. Consultant shall provide free access to such books and records to the representatives of City or its designees at all proper times, and gives City the right to examine and audit same, and to make transcripts therefrom as necessary, and to allow inspection of all work, data, documents, proceedings and activities related to this Agreement. Such records, together with supporting documents, shall be kept separate from other documents and records and shall be maintained for a period of three (3) years after receipt of final payment.

If supplemental examination or audit of the records is necessary due to concerns raised by City's preliminary examination or audit of records, and the City's supplemental examination or audit of the records discloses a failure to adhere to appropriate internal financial controls, or other breach of contract or failure to act in good faith, then Consultant shall reimburse City for all reasonable costs and expenses associated with the supplemental examination or audit.

NOTICES:

All notices, demands, requests or approvals to be given under this Agreement shall be given in writing and conclusively shall be deemed served when delivered personally or on the second

business day after the deposit thereof in the United States Mail, postage prepaid, registered or certified, addressed as hereinafter provided.

All notices, demands, requests, or approvals from Consultant to City shall be addressed to City at:

City of Alameda
[Department]
[Address]
Alameda, CA 94501
ATTENTION: [Title]
Ph: (510) xxx-xxxx / Fax: (510) xxx-xxxx

All notices, demands, requests, or approvals from City to Consultant shall be addressed to Consultant at:

[Consultant Name]
[Department]
[Address]
[City, State, Zip]
ATTENTION: [Title]
Ph: (xxx) xxx-xxxx / Fax: (xxx) xxx-xxxx

TERMINATION:

In the event Consultant fails or refuses to perform any of the provisions hereof at the time and in the manner required hereunder, Consultant shall be deemed in default in the performance of this Agreement. If such default is not cured within a period of two (2) business days after receipt by Consultant from City of written notice of default, specifying the nature of such default and the steps necessary to cure such default, City may terminate the Agreement forthwith by giving to the Consultant written notice thereof.

City shall have the option, at its sole discretion and without cause, of terminating this Agreement by giving seven (7) days' prior written notice to Consultant as provided herein. Upon termination of this Agreement, each party shall pay to the other party that portion of compensation specified in this Agreement that is earned and unpaid prior to the effective date of termination.

COMPLIANCES:

Consultant shall comply with all applicable state and federal laws and all ordinances, rules and regulations enacted or issued by City.

CONFLICT OF LAW:

This Agreement shall be interpreted under, and enforced by the laws of the State of California excepting any choice of law rules which may direct the application of laws of another jurisdiction. The Agreement and obligations of the parties are subject to all valid laws, orders, rules, and regulations of the authorities having jurisdiction over this Agreement (or the successors of those authorities.)

Any suits brought pursuant to this Agreement shall be filed with the courts of the County of Alameda, State of California.

ADVERTISEMENT:

Consultant shall not post, exhibit, display or allow to be posted, exhibited, displayed any signs, advertising, show bills, lithographs, posters or cards of any kind pertaining to the services performed under this Agreement unless prior written approval has been secured from City to do otherwise.

WAIVER:

A waiver by City of any breach of any term, covenant, or condition contained herein shall not be deemed to be a waiver of any subsequent breach of the same or any other term, covenant, or condition contained herein, whether of the same or a different character.

INTEGRATED CONTRACT:

This Agreement represents the full and complete understanding of every kind or nature whatsoever between the parties hereto, and all preliminary negotiations and agreements of whatsoever kind or nature are merged herein. No verbal agreement or implied covenant shall be held to vary the provisions hereof. Any modification of this Agreement will be effective only by written execution signed by both City and Consultant.

INSERTED PROVISIONS:

Each provision and clause required by law to be inserted into the Agreement shall be deemed to be enacted herein, and the Agreement shall be read and enforced as though each were included herein. If through mistake or otherwise, any such provision is not inserted or is not correctly inserted, the Agreement shall be amended to make such insertion on application by either party.

CAPTIONS:

The captions in this Agreement are for convenience only, are not a part of the Agreement and in no way affect, limit or amplify the terms or provisions of this Agreement.

Signatures on next page

IN WITNESS WHEREOF, the parties have caused the Agreement to be executed on the day and year first above written.

CONSULTANT
(A California corporation, partnership, sole proprietor, individual)

_____
By__[Name of Consultant]__
Title_____

_____
Name
Title

CITY OF ALAMEDA
A Municipal Corporation

_____
Elizabeth D. Warmerdam
Interim City Manager

RECOMMENDED FOR APPROVAL:

_____
[DEPARTMENT HEAD NAME]
[DEPARTMENT HEAD TITLE]

APPROVED AS TO FORM:
City Attorney

_____
[Name]
[Assistant] City Attorney

POLICY NUMBER: COMMERCIAL GENERAL LIABILITY
CG 20 10 10 93

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED - OWNERS, LESSEES or CONTRACTORS FORM B

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name of Person or Organization:

City of Alameda
Public Works Department
Alameda Point, Building 1
950 West Mall Square, Room 110
Alameda, CA 94501-7558

SAMPLE

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

WHO IS AN INSURED (Section II) is amended to include as an insured the person or organization shown in the Schedule, but only with respect to liability arising out of your ongoing operations performed for that insured.

REF: _____

The City of Alameda, its City Council, boards and commissions, officers, employees & volunteers are additional insured for work done on their behalf by the named insured.

PRIMARY INSURANCE:
IT IS UNDERSTOOD AND AGREED THAT THIS INSURANCE IS PRIMARY AND ANY OTHER INSURANCE MAINTAINED BY THE ADDITIONAL INSURED SHALL BE EXCESS ONLY AND NOT CONTRIBUTING WITH THIS INSURANCE.

SEVERABILITY OF INTEREST:
IT IS AGREED THAT EXCEPT WITH RESPECT TO THE LIMIT OF INSURANCE, THIS COVERAGE SHALL APPLY AS IF EACH ADDITIONAL INSURED WERE THE ONLY INSURED AND SEPARATELY TO EACH INSURED AGAINST WHOM CLAIM IS MADE OR SUIT IS BROUGHT.

WAIVER OF SUBROGATION:
IT IS UNDERSTOOD AND AGREED THAT THE COMPANY WAIVES THE RIGHT OF SUBROGATION AGAINST THE ABOVE ADDITIONAL INSURED (S), BUT ONLY AS RESPECTS THE JOB OR PREMISES DESCRIBED IN THE CERTIFICATE ATTACHED HERETO.

NOTICE OF CANCELLATION:
IT IS UNDERSTOOD AND AGREED THAT IN THE EVENT OF CANCELLATION OF THE POLICY FOR ANY REASON OTHER THAN NON-PAYMENT OF PREMIUM, 30 DAYS WRITTEN NOTICE WILL BE SENT TO THE CERTIFICATE HOLDER BY MAIL. IN THE EVENT THE POLICY IS CANCELED FOR NON-PAYMENT OF PREMIUM, 10 DAYS WRITTEN NOTICE WILL BE SENT TO THE ABOVE.

POLICY NUMBER: **COMMERCIAL AUTO**
CG 20 48 02 99

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

DESIGNATED INSURED

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM
GARAGE COVERAGE FORM
MOTOR CARRIER COVERAGE FORM
TRUCKERS COVERAGE FORM

SAMPLE

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by this endorsement.

This endorsement identifies person(s) or organization(s) who are "insureds" under the Who Is An Insured Provisions of the Coverage Form. This endorsement does not alter coverage provided in the Coverage Form.

This endorsement changes the policy effective on the inception date of the policy unless another date is indicated below.

Endorsement Effective:	Countersigned By:
Named Insured:	(Authorized Representative)

SCHEDULE

Name of Person or Organization:

City of Alameda
Public Works Department
950 West Mall Square, Room 110
Alameda, CA 94501-7558

WHO IS AN INSURED (Section II) is amended to include as an insured the person or organization shown in the Schedule, but only with respect to liability arising out of your ongoing operations performed for that insured.

REF: _____
The City of Alameda, its City Council, boards and commissions, officers, employees & volunteers are additional insured for work done on their behalf by the named insured.

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STANDARD AGREEMENT #1
OPTIONAL CLAUSES FOR CONSULTANT AGREEMENT

Unless otherwise noted in the text of the standard form Agreement, insert any necessary optional standard clauses immediately after paragraph 17 and renumber the remaining standard sections accordingly.

Optional Clause D:
Utilities

Consultant shall pay all charges for fuel, gas, water, electricity, telephone services and any other utilities necessary to carry on the operations of Consultant.

Optional Clause E:
Nuisance

Consultant shall not maintain, commit, or permit the maintenance or commission of any nuisance in connection with the performance of services under this Agreement.

Optional Clause F:
Safety Requirement

All work performed under this Agreement shall be performed in such a manner as to provide safety to the public and to meet or exceed the safety standards outlined by CAL-OSHA. City reserves the right to issue restraints or cease and desist orders to Consultant when unsafe or harmful acts or conditions are observed or reported relative to the performance of the work under this Agreement. Consultant shall maintain the work sites free of hazards to persons and/or property resulting from his or her operations. Any hazardous condition noted by Consultant, which is not a result of his or her operations, shall immediately be reported to City