

Request for Proposals for Next Generation
Integrated Library System.
Questions and Answers
September 27, 2019

Q1. Can companies from Outside USA can apply for this? (like, from India or Canada)

A1. The Queens Public Library has not placed restrictions on the location of firms submitting proposals.

Q2. Do we need to come over there for meetings?

A2. The RFP details interviews and product demonstrations with selected proposers. Such interviews and product demonstrations would occur at the Queens Public Library Central Branch.

Q3. Can we perform the tasks (related to RFP) outside USA?

(like, from India or Canada)

A3. Proposers in its proposal submission should detail which tasks it intends to perform outside the United States.

Q4. Can we submit the proposals via email?

A4. No. RFP Section II CONTACT INFORMATION states: Two (2) hard copies of your technical and cost proposals and a CD or a flash drive or similar device that contains your proposals in either Microsoft Word or PDF format are due no later than **3:00 p.m. on October 10, 2019**, in a sealed package or packages. Each submitted package should be marked clearly on its exterior that it is in response to ILS RFP # 0819-1. All proposals should be delivered to:

Queens Public Library
Procurement Department
89-11 Merrick Blvd
Jamaica, NY 11432

Q5. What is the estimated cost of the Next Generation Integrated Library System project?

A5. This question seeks information that is not required to submit a responsive proposal.

Q6. Has the Department allocated funding for the Next Generation Integrated Library System yet? If so, through which source (budget, CIP, state/federal grant, etc.)?

A6. This question seeks information that is not required to submit a responsive proposal.

Q7. How is the Department currently meeting this need?

A7. As stated in RFP section, IV. BACKGROUND, Virtua ILS. Proposers should review this section of the RFP and Appendix A. Proposers should also review all sections of the RFP and all attachments.

Q8. Which vendor provides the incumbent Next Generation Integrated Library System?

A8. As stated in RFP section, IV. BACKGROUND, Virtua ILS. Proposers should review this section of the RFP and Appendix A. Proposers should also review all sections of the RFP and all attachments.

Q9. Would it be possible to name the three greatest challenges the Department is having with their current solution?

A9. This question seeks information that is not required to submit a responsive proposal.

Q10. Who is the technical contact and/or project manager for the Next Generation Integrated Library System?

A10. RFP Section II CONTACT INFORMATION designated the following as the only contacts for this RFP. **Proposers not adhering to these instructions and contacting those otherwise specified are subject to having its proposals determined to be non-responsive and rejected from consideration.**

As per the RFP, the Library's designated contacts for this RFP, as of the date hereof, are Cristina Polychronopoulos, Procurement Coordinator, (718)-990-8684, Xavier Cerda, Assistant Director of Procurement (718)-990-0783 and William Funk, Director of Procurement, (718)-990-0782. Questions regarding this RFP should be sent to: RFPcontact@queenslibrary.org on or before September 23, 2019.

Q11. Which operating platform does the Department currently use?

A11. As stated in RFP section, IV. BACKGROUND, Virtua ILS. Proposers should review this section of the RFP and Appendix A. Proposers should also review all sections of the RFP and all attachments.

Q12. Which operating platform is desired for the Next Generation Integrated Library System?

A12. This question seeks information that is not required to submit a responsive proposal.

Q13. Which other systems will have to integrate/interface with the Next Generation Integrated Library System, and will the State provide incumbent vendors for each system?

A13. This question references "the State". This RFP is issued by the Queens Public Library. Proposers should thoroughly examine the RFP and its attachments including:

Attachment 1- Forms

Attachment 2- Queens Borough Public Library General Terms and Conditions

Attachment 3- Local Law 34

Scope of Services Documents:

Requirements

Costs
Appendix A

Q14. What is the number of users anticipated for the Next Generation Integrated Library System?

A14. As stated in RFP section IV. BACKGROUND, the Library serves 2.3 million Queens residents. Proposers should thoroughly review the RFP including Scope of Services Documents Requirements and Appendix A.

Q15. The RFP documents for NGILS (RFP # 0819-1) listed on the Queens Library website (<https://www.queenslibrary.org/about-us/procurement-opportunities>) lists six documents but does not include a copy of the referenced Requirements document.

A15. As stated in section V of the RFP document, Requirements document and Cost document are both Located in Drop Box folder:

https://www.dropbox.com/sh/j2anyqfht6uz6cs/AAAqr0_X6jdQziWd5fM3bjNMa?dl=0

Q16. While we have procured a copy of the Requirements document, text for a few of the requirements appears to be truncated e.g. item #1.6.25 "When updates to the customer record are made, email verifications are sent to the email address on". Would it be possible to repost the Requirements document in its entirety?

A16. With Addendum 1, the Library is releasing an updated RFP solicitation document along with an updated Requirements document. Both documents were modified to reduce extra spacing and reveal unintentionally truncated cells in the Requirements document.

Q17. There is a discrepancy regarding page limit in Request for Proposals for Next Generation Integrated Library System (pg. 13) Part A. Management and Qualifications states: twenty (20) single-sided pages in total (not including resumes). Part A. General Information states: (30 page limit). What is the page limit?

A17. The page limit has been changed to thirty-two (32) pages, as noted in Addendum #2.

Q18. Section VIII Proposal Requirements: Response instructions note under A. Management and Qualifications that this section is limited to 20 pages, single-sided, at least 12-point type with standard margins no less than 1" are required. Does this requirement also apply to sections B and C? Please clarify conflicting instructions –the A. General Information section immediately following notes a 30 page limit. Is 12-pt font required for this section and what is the actual page count limit?

A18. As stated in page 17 of the RFP document, Sections B and C have no page limit. Section A has a 30-page limit.

Q19. Is the Cover Letter required to be incorporated into the General Information section?

A19. As stated in page 14 of the RFP document, the cover letter is limited to 2 pages.

Q20. Do responses to the narrative questions following the checklist tables have to be submitted in table format.

A20. It is not necessary to put responses in the tables, however, when the proposal is put together any changes to the format of the template documents should be clearly noted. If pages are omitted or set in the wrong place it will make it difficult to be read and scored by the evaluation committee, this may lower your proposal's score.

Q21. Please provide a Word version of the Section 4 Costs document .pdf, the last paragraph on page 8 under Table 4-6 Price Increases ends abruptly and information is missing.

A21. With Addendum 3, the Library is releasing an updated Cost document with the missing sentence from section 4-6 along with an updated Requirements document. Both documents were modified with include free text cells for ease of use for proposers.

Q22. Question 1.9.14 in Table 1.9-1 Infrastructure Requirements references Appendix A, Table A2-1 – list of languages – we don't see that particular table in Appendix A – please provide.

A22. The table has been inserted in A2-1 in the revised Appendix A document, which can be accessed through the Procurement Opportunities site along with all other solicitation documents.

Q23. How many self-check stations do you currently have deployed?

A23. There are currently 220 self-checkout stations deployed.

Q24. How many staff workstations do you license for use with the ILS? What is the maximum you typically have logged in at a given time? How many circulation staff are typically utilizing the system?

A24. We currently have a license to unlimited access. See A9 INFRASTRUCTURE for additional information about the current environment, any and all of those machines can hypothetically be logged in and using the ILS at any given moment.

Q25. Can you confirm what elements of Comprise you currently subscribe to? For example: PC & Print Management, SmartPay, Smart Money Manager.

A25. We use Comprise SAM for managing public-use computers/ PC & Print Management

Q26. Do you want to continue to self-host your Vital system? If not, can you identify the storage capacity of your current database size, the number and type of digital assets in your collections?

A26. This RFP is for an NGILS. VITAL is out of scope

Q27. On page 12, Section V. Scope of Services, the RFP outlines the replacement of the ILS to include improved search and discovery, and improved access to digital resources, is it your intention to replace your current Drupal catalog? What would serve as justification for implementing a new PAC?

A27. The Library will be better informed to make this decision after evaluating all of the options from the proposed solutions. The Library is committed to choose the best possible solution which fits its needs.

Q28. Also listed on page 12, is a reference to a new Events Management system, is it your intention to replace your existing system? If so, we utilize third party providers for this service do you want us to quote this service as an option? Please confirm the number of events you manage annually.

A28. The library is committed to choose the best possible solution that fits its needs. In Table 1-1 -KEY STATISTICS IN CALENDAR YEAR 2018 (Programs: 90,000 & Program attendance 1.6 million

Q29. With regards to hosting, under what circumstances would you consider moving from your data center to that of a vendor provided solution? What are the plans with regard to your data center for the future?

A29. The Library will be better informed to make this decision after evaluating all of the options from the proposed solutions. The library is committed to choose the best possible solution that fits its needs.

Q30. In the Requirements section, the instructions indicate availability must be defined as Yes or No, where would you like us to address features that are available with slight deviations?

A30. Documents that provide additional information about the specific features in each section can be included in your proposal. Those documents must be clearly identified as supporting documents for a particular section.

Q31. In Cataloging Reports, item 1.2.50, Please explain b) number in error.

A31. The bibliographic records that go into error state during the overlay process

Q32. In Circulation, item 1.4.32, Please explain “Probationary Accounts”.

A32. Probationary patron’s types are gives to new patrons; they allow limited number of items checkouts. Patrons’ types will converted automatically by the system to full access patrons types after 30 days if the patrons’ accounts are in good standing. Good standing accounts have no billed nor overdue items, no balance of \$15 or over.

Q33. In Circulation, item 1.4.91, Please explain.

A33. Staff denies a request if they cannot find a copy of a requested title in their location. When staff deny a request, the system automatically assign Missing item status to all available copies of that titles so that the staff won’t have to go to each item/items and mark them missing.

Q34. In OPAC/Discovery Layer, item 1.6.60, Please identify which provider of enhanced content you wish to include for the purposes of this contract.

A34. Describe all that apply and or your proposed system integrates with.

Q35. How do you currently address disaster recovery? Please explain.

A35. See Table 1.9-6 Infrastructure Requirements Narrative Questions describe the tools, functions, and processes used for disaster recovery provided by the proposed system. Also See A9 Infrastructure Library Services virtual and physical nodes

Q36. Can you clarify what is meant by “Non Parameterized Shelf Locations” in requirement 1.10.6.h in the Requirements for Web Development and APIs section?

A36. Non-Parameterized Shelf Locations parameter lets you specify shelf locations for the items.

Q37. The newly released Requirements pdf ("0819-1 Requirements - Revised- Fill In.pdf") appears to have some issues with the Y/N entry fields. For example, entering "Y" under the AVAILABLE column for item 1.1 auto-populates a number of cells below with "Y" displayed in various font sizes. Similarly, changing "Y" to "N" on a subsequent row changes all following "Y" responses to "N" for a number of the tables.

A37. The Requirements document has been corrected and is now available for download in the Dropbox site.

Q38. The latest revised cost form ("0819-1 Cost - Revised- Fill In.pdf") has a similar issue to the Requirements pdf. i.e. a numeric value in one column is replicated across the other columns in the same row.

A38. The Cost document has been corrected and is now available for download in the Dropbox site.