

Department of Procurement Services

July 18, 2003

Addendum Number 1

**To
REQUEST FOR PROPOSALS (“RFP”)**

for

INTEGRATED LIBRARY SYSTEM

Specification No. **11372**

For which Proposals are scheduled for receipt no later than 4:00 p.m., Chicago time, on Friday, September 5, 2003, in the Department of Procurement Services, Bid and Bond Room (Room 301 of City Hall). The information contained in this Addendum Number 1 is incorporated by reference into the original Request For Proposals (RFP) issued on Monday, June 16, 2003.

This document contains:

- 1. Future Instructions**
- 2. Answers to 40 questions submitted prior to and during the RFP Pre-submittal Conference on Wednesday, June 25, 2003**

Please also see attachment to this Addendum:

- 1. Integrated Library System – Addendum No. 1, Diagram 1.**
- 2. Integrated Library System – Addendum No. 1, Diagram 2.**

Respondent must acknowledge receipt of this Addendum in the attached Acknowledgment via facsimile to Mr. Gyata M.J. Kimmons, Contract Negotiator, Department of Procurement Services, 312. 744-7679.

FUTURE INSTRUCTIONS

The last date for submittal of questions will be **Wednesday, July 30, 2003**. After this date, no questions related to the substance of this RFP will be accepted. No exceptions.

The second, and last, Addendum will be issued **Wednesday, August 6, 2003**. This addendum will respond to questions submitted by July 30, 2003.

QUESTIONS and ANSWERS

1. After this initial meeting conference would you entertain another conference for follow on questions after vendors have had a chance to align with each other?
Answer: Please see future instructions section.

2. What is your budget for this project?
Answer: The Budget is appropriated on an annual basis. This will be a multi-phased project, with implementation over 2 years. CPL has involved the Mayor's Office and Budget Office in this process from the beginning, has discussed estimated budgets with each, has offered a funding scenario to the Budget Office and will be finalizing the funding mechanism during the 2004 budget development process which is underway.

3. Will CPL entertain a hosted solution?
Answer: No. This is the primary business of the library and it will not leave the library.

4. Has CPL seen a similar solution to that being pursued or installed at another institution? If so, where?
Answer: No, this particular solution does not exist. Every component does exist out in the commercial industry, but not in a library.

5. How will questions be handled after today's meeting?
Answer: You may continue to email or fax questions to Gyata Kimmons, Department of Procurement Services, gkimmons@cityofchicago.org, (312) 744-7679. Please see deadline for question submittal in future instructions section, supra.

6. Will the Tandem machine be replaced? If so, replaced with Linux, Intel, or other machine?
Answer: The Tandem will be replaced as it is out of date, and not up-datable. We have a significant investment in Linux and Solaris. As a business we would not want to have multiple skill sets required in order to operate this, considering we already have the skill sets for Solaris and Linux. The investment in Linux is higher.

7. Given a choice, would you prefer (1) picking up a commercial off the shelf product and customizing it to your needs or (2) a bespoke development of a solution?
Answer: Getting components and customizing is a more likely solution. Often the best solutions are those where the back end is solid and you customize the front end of the product to meet the needs of the customer. The front end is the component of the solution that has to be very malleable, therefore, we have emphasized having a web-based, browser-based solution whenever possible.

8. Is it ok to partner with one DBE, one MBE, or one WBE, or it is required to engage a DBE, an MBE, and WBE to satisfy the percentage requirements?
Answer: It is required that you have at least one City of Chicago certified MBE (Minority Business Enterprise) in order to comply with the 16.9% participation on the contract, in addition to at least one City of Chicago certified WBE (Women's Business Enterprise) that will comply with the 4.5% participation. Although these participation percentages are the required limits, any amount above these limits can be used as well. Further, any number of sub-contractors can be used to meet the MBE and WBE requirements.
9. How much is the Library's allocated budget for this project?
Answer: See question/answer #2.
10. Do you have a preference for a particular commercial off the shelf product – by virtue of CPL's past use of it or the CPL's employees' long experience in using it?
Answer: We are welcoming a new solution otherwise we would stay with what we have.
11. Can we get a list of all firms at this meeting?
Answer: Yes, everyone who signed the attendance sheet will be posted on the Department of Procurement's web site, which is currently available.
12. Are the consultants who wrote the RFP excluded from responding?
Answer: There were no consultants involved in writing this RFP.
13. Has the City estimated a budget for this project?
Answer: Yes, we have an estimated cost for this project.
14. Who authored this RFP? Any outside consultants involved?
Answer: Approximately 12 CPL employees composed the requirements for this RFP, including librarians who are our experts in cataloging, processing, etc. We did not have any outside consultants or outside participation developing the requirements for this RFP. Strictly CPL employees authored this RFP.
15. What is the timeline you are looking at for the development/delivery of the solution?
Answer: There is a timeline suggested in the RFP for the actual phases of the project. The project will be awarded before the end of the year. The Library Management System components must be brought in right away along with the hardware. The core would be first, and then the subsequent systems. This will be a phased in approach.

16. Is this RFP developed/prepared in-house in CPL or was done by an outside consultant/agency?
Answer: *See question/answer #15.*
17. How is this project being funded?
Answer: *See question/answer #2.*
18. Are there any time sensitivities in implementation due to funding stipulations?
Answer: *This will be a multi-year project, with certain components implemented first. You are asked to suggest a timeline for the phasing of the project. Other than the network component and the end-user pc component, which has already been built, we ask that you formulate the solution and timeline.*
19. Who implemented the current CARL system?
Answer: *The CARL system was implemented by CPL staff and TLC/CARL.*
20. Who is developing/implementing the current Oracle based Internet Web Site, PC Time Management, Print Management System and WebFeat.
Answer: *The Oracle based Internet and Intranet applications are implemented by CPL staff. The PC Time Management, Print Management System and WebFeat are being implemented by CPL and developers of the package.*
21. Please elaborate on existing Internet and Intranet functionality and required integration with the new ILS system.
Answer: *CPL's Internet and Intranet application are currently being developed using PHP and an Oracle database (version 9i). The RFP requires the respondent's solution deliver services through a browser to the highest degree possible. If this requirement is met, it is expected that the proposed solution will be able to seamlessly integrate with the CPL Internet and Intranet web sites.*
22. Does the ILS need to support multilingual user interface?
Answer: *CPL would prefer but does not require that the patron interface support multiple languages. The ILS must support multilingual bibliography. There are extensive language requirements in the RFP - please perform a search on the RFP document using the key word "language" and pay special attention to sections 5.9.4, 5.9.5, 11.2.10, 11.3.3.6 and 11.6.7.4.*
23. Section 5.1.3 - 5.1.7; Can you please provide the CPL's network diagram?
Answer: *Two network diagrams are attached that show the current CPL network and the planned network enhancements that should be in place by the time this RFP is awarded. Please see Integrated Library System – Addendum No. 1, Diagram 1, and Diagram 2.*
24. Section 5.1.8; Can you please provide a software list, including version numbers, that is part of CPL's infrastructure?

Answer: Please note that section 5.1.8.1 does not require the responder's solution to directly interact with the City of Chicago FMPS system. Rather the respondent's solution will interact with CPL's Automated Reconciliation System. CPL's Automated Reconciliation System is based on the Oracle Database (version 9i) and was developed by CPL using PHP. CPL will develop the necessary API's to accommodate data transfer between the respondents system and CPL's Automated Reconciliation System. The respondent's system is required to provide APIs to accommodate any information transfer required by the Respondent's system. In short, a cooperative effort between CPL and the respondent is expected.

CPL's Internet and Intranet application are developed using PHP and an Oracle database (version 9i). The RFP requires the respondent's solution deliver services through a browser to the highest degree possible. If this requirement is met, it is expected that the proposed solution will be able to seamlessly integrate with the CPL Internet and Intranet web sites.

CPL's Print and Time Management applications are based on Cybraryn. The WebFeat application is provided by WebFeat. The integration requirement is limited to the respondent's solution providing industry standard APIs (such as SIP2 and NCIP) so that patron authentication can be achieved plus allow access to patron accounts so that e-commerce transaction can be accomplished.

25. Section 5.2.8 and 5.2.9; Does the 99.999% availability refer to application availability rather than infrastructure? Is CPL looking for a recommended infrastructure that is designed to provide 99.999% availability?

Answer: CPL is looking for a solution that will provide 99.999% availability for both application and infrastructure – the two are not separable in our view. The respondent should propose a 99.99% availability solution and then describe what would have to be modified to make the solution 99.999% availability compliant.

26. Section 5.1

a. Is the network infrastructure a dedicated environment for the system discussed in the RFP or shared with other systems within the City of Chicago and/or Chicago Public Library?

b. Does CPL's network infrastructure need to be replaced?

Answer: The CPL network will not be dedicated to the ILS solution. The CPL network is new and does not need to be replaced. However, CPL expects the respondent's solution will propose additions to the network core to make certain applications such as storage, backup and servers fully functional.

28. Section 5.3; Is single sign-on a requirement?

Answer: A single sign on solution is preferred but not absolutely required.

29. Section 6.2.11

Does CPL already have virus protection software? Does CPL require the uploaded files to be scanned for viruses?

Answer: CPL has virus protection software on all PCs and servers. The respondent is expected to propose a solution that protects the database and it's applications from all intentional and unintentional activity that may compromise the integrity of the system. CPL can be expected to provide strong network level security. Any application provided by the respondent, especially those which upload files, must integrate with CPL's virus protection schema and network security.

30. Section 6.2.15

- a. Is management of non-web based files such as FTP files or Excel spreadsheets a requirement for ILS?
- b. Please define FTP files.

Is there a complete list of the file types that the system must support? If so, will you please provide this list?

Answer: Management of files is limited to those instances when a file is attached to an order (such as an e- quote) or selection list (such as a scanned image from a paper catalog). FTP files are defined as all file types that may be transferred using the FTP protocol. The system is required to support the attachment of these files but is not required to open the attachment unless the appropriate application exists on the PC or Server.

31. Section 6.3.1.5, Is password management a requirement? What happens if the user forgets their password?

Answer: Password management such as a single sign on is preferred but not an absolute requirement. If a user forgets their password the system should allow the user to request their password be emailed to them at which point the system will ask some authentication question(s) and email the password to the email address that was used to originate the account.

32. Section 7.1.3.3

- a. Please define User. Is user an Order Management and Acquisitions user or Selection (section 6.0) user?
- b. How will the user be notified?

Is this a workflow requirement? If so, please define.

Answer: In section 7.1.3.3 the user is an Order management and Acquisitions user. The user is notified (all user and all queues) through the status change of all items in that particular basket from their current state to "pending funding" or some equivalent status indicator. Please note that sections 6, 7 and 8 of the RFP predominantly describe the workflow requirements along with system functionality requirements.

33. Are you expecting a response only from the prime vendor?

Answer: Yes, the proposal is submitted by the prime and the prime takes full responsibility for solution. When you are gathering your MBE, WBE or any sub-contractors for the proposal, please expect that if your proposal is selected, those are the sub-contractors you will be working with.

34. Given the timing of the project, what expectations are there relative to the individuals that are proposed in various key roles? Is it expected that these are the resources that are committed, or is there some process that substitutions can be made?

Answer: Your key personnel must be stable, unless you request a change in writing from the Chief Procurement Officer. Resumes would have to be provided and personnel approved by the Library. A written notification would be issued regarding the approval. The same would apply if in reverse; if the Library had an issue with a team member we would work through those same channels.

35. Can a contractor bid as a prime, as well as be sub-contractor with another prime?

Answer: Yes.

36. Regarding the storage backup solution, is it mission critical and should it be a mirrored solution offsite, or one system redundant internally?

Answer: Yes, it is mission critical, as we are a 24/7 institution. Sometime in the future, we may do an offsite solution, but right now, it should be a self-contained system in the CPL data-center.

37. From a procedural standpoint for on-going business, several vendors will have ongoing business outside of the Library project, can you provide direction for us in terms how we interact with the Library?

Answer: Business as usual regarding projects unrelated to this RFP. Any questions regarding this RFP should solely be directed to Gyata Kimmons, Department of Procurement Services, either by email or fax, gkimmons@cityofchicago.org, (312) 744-7679.

38. For the Library Management System, is this to be proposed, or is this a procurement process that is the first phase of the project?

Answer: Everything in your solution must be part of the proposal. All of the components are an integrated solution. The Library Management System is the core.

39. For pricing purposes, what is the number of volumes or items, as opposed to titles, owned by CPL?

Answer: 12,000,000 items today, but please not that the RFP requires the system to support substantially more as referenced throughout the document, for example section 5.2.17.

40. For pricing purposes, what is the number of Staff workstations/licenses we should provide?

Answer: CPL has in excess of 1200 PCs used by staff. Not all PCs are used for all ILS functions. Please note that CPL is looking for site licenses rather than a single user license, whenever possible.

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ACKNOWLEDGMENT

I hereby acknowledge receipt of Addendum Number 1 to the RFP named above, and further state that I am authorized to execute this Acknowledgment on behalf of the company listed below.

Signature of Authorized Individual

Title

Name of Authorized Individual (type or print)

Company Name

Business Telephone Number