

REQUEST FOR PROPOSALS
SPARK CONSORTIUM EVERGREEN HOSTING



Issued by:
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Corrections issued:
2/21/23: pages 8, 10
3/6/2023: pages 4, 5, 7

Proposals Due: 3/31/2023

Q&A will be published to:

<https://sparkpa.org/2023-hosting-rfp/>

Email your proposal to:

The Pennsylvania Integrated Library System
Attention: Katie Greenleaf Martin, Executive Director
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Introduction

Pennsylvania Integrated Library System (PaILS) is a non-profit organization dedicated to providing an ILS created for Pennsylvania libraries and library systems. PaILS strives for results-focused customer support and building personal relationships with all our clients, who are together known as the “SPARK” consortium. We work to support our libraries in improving service to PA library users through initiatives such as resource sharing between unaffiliated libraries.

With the guidance and financial support of the Office of Commonwealth Libraries, the Pennsylvania Integrated Library System, (PaILS) was founded in June, 2011 as a non-profit organization to provide a collaborative, high quality, open source integrated library system that is equitable, cost-effective and promotes resource sharing among libraries statewide.

The Pennsylvania Integrated Library System (hereafter PaILS) utilizes a shared Evergreen environment. Currently, the consortium offers ChiliPac and Syndetics Unbound to all members as part of their annual subscription, as well as managing several third-party integrations for various members.

The current Evergreen implementation supports:

- 53 SPARK members (systems and individual libraries) at 170 locations
- a total bibliographic database of
 - 1,876,098 MARC Records;
 - 5,441,219 items, and
 - 1,383,708 user records
- Additional data on current ILS usage available by request

Summary

The purpose of this Request for Proposals is to obtain & evaluate competitive proposals for and procure ILS hosting, customer service, and application support for the SPARK consortium and the Pennsylvania Integrated Library System and establish a contract pricing for migration services for SPARK Member Libraries and PaILS Staff.

The shared Evergreen environment is defined to include the open source software, modifications to the open source software accepted by or created for PaILS, online public access catalog (OPAC) and the children’s public access catalog (KPAC) as well as the staff client and all components as described in official Evergreen documentation.

Definitions

OCL – Office of Commonwealth Libraries, a division of the Pennsylvania Department of Education

PaILS Staff – employees of the Pennsylvania Integrated Library System

Members -- SPARK member libraries are organizations that have signed membership agreements with PaILS

ILS – Integrated Library System, in this case synonymous with the Evergreen environment

Vendor – The provider, respondent or offeror

Scope of Work

The Vendor will explain how they can perform each of the tasks listed in this Scope of Work. If the Vendor cannot perform any number of the listed tasks, then it will provide an explanation why each of those tasks cannot be completed.

Transition

The awarded vendor will assist PaILS Staff in the data transfer of PaILS's current ILS to a new hosting environment. The vendor will perform the following activities related to this effort:

1. Data extraction from PaILS's current ILS system. Data extraction includes ILS data from all tables within the current Evergreen ILS, including but not limited to the following types of records: patron, active/ historical circulation, active hold requests, item, bibliographic, acquisitions, and serials records; all administrative data, import templates and circulation and hold policies; all report templates and scheduled, recurring reports. All entries (patron, item, etc) marked as deleted will need to be extracted and migrated;
2. Data import mechanisms: The awarded vendor will import all ILS data, exported from point 1 above, into the new installation; A test server and report server will be created once the initial production installation is running effectively.
3. Transfer of current notice administrative web page and coding; PaILS Staff and SPARK Member Libraries have created customized patron notifications, for example overdue notices, lost items, and bill payment. These notifications, both print and email, must be migrated to the new installation. A method to access and print off print notifications by Member Libraries is required. Currently this method is a webpage with username/password access for each of the Member Libraries.
4. Database performance optimization and indexing: The vendor must work with PaILS Staff to test and stabilize the installation of the ILS. The installation must be indexed and optimized for performance and stability.
5. Implementation of PaILS customizations: All PaILS scripts and programs for example, the online catalog template toolkit and formatting for Member online catalogs must be migrated to the new library system; Other programming enhancements, for example scripts (deleting duplicate purchase orders & empty bibliographic records, regular exports for member library vendors, etc), custom report sources, and custom links within the catalog, must also be migrated. PaILS utilizes a 4th tier in organizational units for some members.
6. Domain/sub domain management in terms of web links to each SPARK Member library's OPAC and staff client application; Each SPARK Member Library has their own sub-domain based upon the *.sparkpa.org domain. The maintenance of these domains will be the responsibility of the vendor to configure and ensure that they are working. The vendor will coordinate with ChiliFresh to ensure forwarding to the Chilipac domains. PaILS maintains the domain

registries and DNS records for sparkpa.org.

7. Update of SSL certificate(s) as needed. The awarded vendor will assist PaILS Staff in implementing the SSL certificate on the relevant servers whenever PaILS has paid the renewal of the certificate.
8. Set up and transfer of all SIP-related, and z39.50 connections for SPARK vendors. Vendors currently include:
 - i. Consortium-wide services:
 1. Z39.50 connections to external databases; for example, OCLC, LOC, various others
 2. Outward-facing Z39.50 connections for both consortium-wide and member-specific access to live holdings & availability
 - ii. Member library acquired services:
 1. Collections (Unique Management)
 2. MARC record import and EDI (Baker & Taylor, Ingram for example)
 3. EnvisionWare, Cassie, or other computer reservation clients
 4. Digital Content and services (Overdrive, Kanopy, ABCMouse, etc.)
 5. Databases (EBSCO, etc.).

Environment

The awarded vendor will assist in the analysis and configuration of hardware and network connections necessary to run the Evergreen installation. SPARK requires a multiple- server configuration with a clustered approach for the purpose of system redundancy, load balancing and downtime reduction.

1. Hardware scenarios may include but are not limited to:
 - a. Installation of ILS servers: operating system and database: Linux, PostgreSQL.
 - b. Configuration of OpenSRF for installation scalability.
 - c. A redundant hardware configuration to support the ILS installation.
 - d. Load balancer for all SPARK ILS traffic.
 - e. Separate IP connections for the report module along with a Z39.50 server via a separate IP. CORRECTION 3/6/2023: SFTP connection to allow PaILS staff to edit OPAC templates / view report outputs & notices; multiple Z39.50 outward-facing logins for libraries who need to expose item availability to vendors.
 - f. Separate production and test databases (instances); The test server will be used to review incoming library data and test upgrades before production implementation; Testing capabilities will be provided to PaILS Staff upon transferring the ILS system before going live with the newly-transferred production system. Secondary test server should be priced separately if available.

- g. Separate utility and report server preferred
 - h. Adequate power, bandwidth, and data center space
 - ~~i. Installation and setup of Asterisk server, if applicable.~~ CORRECTION 3/6/2023:
Asterisk server not needed/requested.
2. PaILS currently subscribes to Consortium-wide services: ChiliPac (ChiliFresh) – OPAC overlay, book lists and cover images; Syndetics Unbound (ProQuest) – enhanced content in the OPAC. Vendor will be responsible for ensuring these integrations are migrated.

Ongoing Services

On an annual basis, the awarded vendor will provide ILS hosting, hardware, customer support, data management and system administration services in terms of monitoring performance, data optimization, network integrity, and systems security. Assistance support with data migration services for the benefit of the SPARK member libraries using and migrating to the Evergreen open-source software is outlined below.

Hosting Services

General hosting services will include hardware provisioning and maintenance, operating system installation and maintenance, database maintenance, hosting location network provisioning and maintenance, and a backup and data recovery planning. The awarded vendor will provide:

1. Administration of PaILS's ILS servers: operating system and databases, SIP connections, backup servers, load balancers, multiple access points.
2. Monitoring of power, bandwidth, and data center space
3. Continual management of database system administration and optimization as needed to minimize unscheduled downtime and unexpected performance issues.
4. Actively monitor system health 24x7x365 in conjunction with a system failure alert mechanism.
5. Daily database backup and recovery, retained for 30 days or 1 month.
6. Database system administration and optimization as needed to minimize unscheduled downtime and unexpected performance issues
7. Installation of security patches within 30 days of release by the Evergreen software community
8. Testing and implementation of system upgrades upon approval of PaILS staff; troubleshooting of issues during and after upgrades.
9. Upgrade and patches for software defects and repairs, bug fixes, patches.
10. Annual (or more frequent) synchronization of test and production servers.
11. Quarterly reports on the hosting environment. These reports will include the following:
 - a. Uptime using industry standards 9's reporting. Calculation should be done

two ways, one with planned maintenance downtime included as down time and one with planned maintenance down time not included as down time.

- b. Disk usage and disk I/O performance metrics
- c. Network utilization
- d. CPU utilization
- e. Memory utilization

Customer Support Services

The awarded vendor will provide administrative database (Postgres) read-only permissions and access for PaILS staff to catalog information and customizable scripts as agreed upon between the Vendor and PaILS staff. Vendor will provide general customer support services during regular business hours, Monday through Friday between 8:00 a.m. and 5:00 p.m. ET (list of holiday closures must be provided annually) via the use of a help ticket system, email and/or primary telephone contact. Additional after-hours support is required 24 hours per day, 7 days per week for critical events. A critical event is defined as one that makes the system unusable by staff and/or patrons.

Customer support services include answering technical hardware and software critical support questions. Customer support services shall be provided for the current Evergreen software version and any future upgrades that may be implemented. The Vendor will provide:

1. A primary contact for customer support.
2. Either internal Evergreen expertise or Evergreen expertise via a third-party contract. If the Vendor uses a third-party contract for Evergreen expertise the Vendor will:
 - a. Work with PaILS Staff in the selection of the third party.
 - b. Manage the contract for the third party.
3. PaILS staff accounts with consortium-level privileges to allow administration of library settings, circulation policies, hold policies, permission groups, import/export record profiles, and other general configuration settings. Additionally, PaILS Staff will have the ability to request regular time-based job scripts (cron) be run against the test and production database.
4. Access to server coding files and database as agreed upon between the Vendor and PaILS staff.
5. Support for system administration issues and software upgrades.
6. Support assistance regarding system integration with applications of third-party vendors and subscription databases currently in use with SPARK libraries as agreed upon between the Vendor and PaILS staff.
7. Quarterly reports on support incidents. These reports will include the following:
 - a. number of incidents opened in the reporting quarter.
 - b. resolution times.
 - c. commonality of incidents if observed.

Migration Data Services

The awarded vendor will work with PaILS Staff and SPARK Member Libraries to establish the annual migration schedule for incoming library systems and where possible, provide assistance with data extraction, data mapping, and data importation activities for those incoming libraries.

1. Provide a primary programming contact for migration services. CORRECTION 3/6/2023: Provide a primary data services contact for migrationservices.
2. Provide a test server instance of the database and OPAC for the purpose of data review for each library during their migration process.
3. Provide assistance with data extraction, data mapping/conversion, and transfer of ILS information, including:
 - a. Patron records
 - b. Acquisitions data (vendors, funds, orders, invoices, and receipts)
 - c. Serials data (serial control records, patterns, issue predictions, receipts, and MARC Format for Holdings Display (MFHD) holdings)
 - d. Holdings data (item, bibliographic and authority records)
 - e. Current check outs
 - f. Unfilled hold requests
 - g. Unpaid fines and fee
4. Provide data cleanup during migration and for a minimum 30-day period following migration.
5. Provide data deduplication services across each incoming library system and across the complete PaILS ILS for bibliographic, item and patron records, after each migration.
6. Provide migration costs per migration activity (for example data mapping, data migration, etc.), using hourly rates or by the total migration effort.
7. One (1) or more SOW's are anticipated for migration services, each SOW will be prepared and adopted with acceptance criteria and maximum fees set, and that proposed hourly rates will be reviewed and approved by PaILS Staff.
8. Exit services: the vendor must provide all data elements, as described in the migration section, upon the normal or early termination of the service contract. Any costs associated with providing data or other exit services must be described. Should individual libraries withdraw from PaILS, the vendor will need to provide exit services as described above for the libraries involved. The response should include exit costs for individual libraries.

Additional Services

PaILS periodically has need of the following services. Provide rates for all services available from vendor or sub-vendors.

1. Migration project management: work with migrating libraries to map their data and organize testing prior to go-live.
2. Development: hourly rates for requested development project as well as any selection of bugs to prioritize.

3. Training: training for migrating libraries, advanced training for PaILS staff, custom-desired trainings for the consortium to offer to members
4. Data work: data cleanup projects in any area of the ILS. **CORRECTION 2/21/23: Provide pricing for catalog/MARC cleanup projects, in particular deduplication.**
5. Consulting: may include working with PaILS staff on projects, project management of data projects, etc.
6. Authority Control Services: ongoing authority control, notification and RDA update services (quarterly or semi-annual basis).
7. ADDITION 3/6/2023:

Data Integrity & Security

1. The vendor shall describe the data center/hosting environment that it proposes to host the SPARK Evergreen implementation for PaILS, including:
 - a. Hardware specifications
 - b. Redundancies and protections for various types of potential outages
2. Cyber Insurance: Vendor shall maintain network risk and cyber liability coverage (including coverage for unauthorized access, failure of security, breach of privacy perils, as well as notification costs and regulatory defense) in an amount of not less than \$1,000,000. Such insurance shall be maintained in force at all times during the term of the contract
3. The vendor shall describe precautions and measures taken to protect integrity of library and patron data housed in the ILS.

Delivery of Services

1. The awarded Vendor will deliver migration services over the course of the migration process life cycle, at negotiated, regular time intervals.
2. Delivery will not be considered complete until installation has been completed and the incoming library is using the ILS in production mode throughout all associated library branches, both physical and virtual. In addition, completion of delivery of migration services includes an additional 30-day test period from the date of production implementation for trouble-shooting any issues arising from data migration and system configuration.
3. If circumstances beyond the control of the Vendor result in delayed migration services, it is the responsibility and obligation of the Vendor to notify the incoming SPARK Member Library listed on the contract and PaILS Staff, in writing, immediately upon determining delay of services.

Implementation

Implementation is expected to begin on or about August 1, 2023. Provide a workplan that details a proposed schedule for implementation, referencing the Transition section.

Contract Terms, Warranties, Assurances, Conditions and Payment

- 1 The term of this Agreement will be for one (1) year commencing on January 1, 2024 or the effective date of a signed agreement

- 2 PaILS Renewal Options – submit renewal options and discounts for multi-year contracts with Cost Proposal.
- 3 Termination by PaILS - PaILS may terminate this Agreement at any time if the Commonwealth terminates the Grant Agreement for any reason, including, but not limited to, the nonavailability of sufficient funds (state and/or federal). In the absence of a breach by Vendor, Vendor shall be entitled to its pro rata share of Services provided through the date of termination and shall refund and return to PaILS any and all compensation paid to Vendor beyond Vendor’s pro rata share.
- 4 The Vendor agrees to perform all of the Services for the amount set forth in the Cost portion of Vendor’s Response, which includes all labor, materials, taxes, profit, overhead, insurance, subcontractor/sub-vendor costs and all other costs and expenses incurred by the Vendor.
- 5 Vendor shall invoice PaILS on an invoice period matching the calendar year January 1- December 31.
- 6 Vendor is responsible for taking reasonable measures to ensure the security and integrity of the Service, to ensure that access to and use of the Service is limited to Authorized Users and to prevent access by unauthorized persons to the Service. No part of this Section shall be construed to limit Vendor’s obligations as set forth in the Vendor’s Response, including but not limited to Security.

Proposal Submission, Selection Process and Award

Timeline

| Date | Activity |
|-------------------------------------|--|
| January 17, 2023 | RFP released. |
| February 2023 | Q&A. Email questions are welcome. PaILS will meet with interested respondents via video conference. Contact pails@sparkpa.org |
| March 3, 2023 | Q&A. PaILS will publish a summary of questions & answers, as well as any corrections or updates at https://sparkpa.org/2023-hosting-rfp/ |
| March 31, 2023 | RFP Responses due to pails@sparkpa.org |
| April 30, 2023 | PaILS will notify vendors who will move on to the next stage of project selection |
| May 2023 | Presentations: PaILS will invite presentations from select respondents & request any changes or updates to offers |
| May 29, 2023 | Deadline for updated from selected respondents |
| July 12, 2023 | Final decision will be approved at PaILS board meeting |
| August through December 2023 | Implementation planning and preparation. |
| January 1, 2024 | Go live. |

Criteria for Selection

100 points possible

- Understanding of the Requirements (0-10 points)
- Completeness of Response (0-15 points)
- Features and Functionality (0-10 points)
- Capacity to Fulfill Proposed Services (0-35 points)

- Cost (0-30 points)

PaILS reserves the right to reject any and all proposals received as a result of this request, a) if it does not receive proposals which, in its judgment, adequately and reasonably address the requirements of this RFP; b) if, in its judgment, the costs proposed are not in line with benefits to be received; or c) if sufficient funds are not available.

Response Format

The response to this RFP should be submitted as follows. ~~A link to download the files would be appreciated given the likely large size of the video file.~~ **CORRECTION 2/21/23: There is no video portion of the requested response. Response items can be submitted with links or as email attachments.**

A. General Response PDF.

- Cover letter.
- Response to items listed in Scope of Work.
- Implementation plan and timeline for the Transition.
- Other items, including Customer References & Company Information

B. Cost Proposal PDF.

C. Sample Contract/Services Agreement

PaILS reserves the right to reject any and all proposals received as a result of this request, a) if it does not receive proposals which, in its judgment, adequately and reasonably address the requirements of this RFP; b) if, in its judgment, the costs proposed are not in line with benefits to be received; or c) if sufficient funds are not available.

Customer References & Company Information

Please provide 3 references of similarly sized customers using your service(s). Include name, company/library, email address, and length of time they have been a customer.

Information about Vendor's corporation, including but not limited to:

1. Type of organization: non-profit, publicly traded, etc.
2. Experience hosting Evergreen with large consortia
3. Experience with Evergreen development projects
4. Experience with migrating libraries and library systems into existing Evergreen consortia
5. Statement of non-discrimination.

RESPONSE PART B: COST PROPOSAL

Insert your cost proposal as Appendix B of your response

Required elements:

- Data transfer services (see [Transition](#))
- Analysis and configuration services of hardware and network connections (see [Environment](#))
- Annual Hosting Services for one (1) year (see [Hosting Services](#))
 - Any additional costs for increasing the number of libraries, bibliographic records, items or other data elements
- Annual Customer Support Services described in (see [Customer Support Services](#))
- Library Migration Services Libraries – price per hour for data services and exit costs for libraries (see [Migration Services](#))

Optional but desired elements:

- [Additional Services](#): provide hourly or other rates for all available services listed
- Annual Hosting Services for multiple years (see [Hosting Services](#))
- Additional test server for projects and/or training (see [Environment](#))

RESPONSE PART C: SAMPLE CONTRACT/SERVICES AGREEMENT

Insert your Sample Contract/Services Agreement as Appendix C