

Vermont State Colleges
Request for Proposals
Integrated Library System
June 30, 2017

Proposals due:
Friday July 28, 2017
5:00 PM EDT

1.0 Organizational History

1.1 General Information

The Vermont State Colleges (VSC) is Vermont's system of public higher education. The colleges are located throughout Vermont and include five institutions:

- Castleton University
- Community College of Vermont
- Johnson State College
- Lyndon State College
- Vermont Technical College

Together the colleges enroll more than 12,000 students of all ages and backgrounds; students come from Vermont, the U.S., and around the world. The colleges offer more than 125 academic programs at the associate, baccalaureate, and master levels. All offer small classes and individualized attention for students.

1.2 Mission Statement

For the benefit of Vermont, the Vermont State Colleges system provides affordable, high quality, student-centered and accessible education, fully integrating professional, liberal, and career study.

This integrated education, in conjunction with applied learning experiences, assures that graduates of VSC programs will:

1. Demonstrate competence in communication, research and critical thinking;
2. Practice creative problem-solving both individually and collaboratively;
3. Be engaged, effective, and responsible citizens;
4. Bring to the workplace appropriate skills and an appreciation of work quality and ethics;
5. Embrace the necessity and joy of lifelong learning.

The Vermont State Colleges system provides continuing educational opportunities for individuals to meet their specific goals.

2.0 Introduction

The Vermont State Colleges share an integrated library system (ILS) among the four system libraries. Hartness Library serves two of the Vermont State Colleges: Vermont Technical College and Community College of Vermont. The VSC has been using ILS solutions from SirsiDynix since 2005, and are currently using SirsiDynix Symphony hosted onsite. The goal of this request for proposals is to select an integrated library system to support the libraries with efficient workflows, adhere to library industry and technology standards and best practices, provide staff access to statistical data on both system use and inventory, provide self-service opportunities for patrons, provide access controls to protect patron privacy, and be scalable and adaptable for future growth and needs.

The following chart outlines the library system activity based on the most recently available statistics:

Bibliographic Records	454,950
Item Records	609,722
Authority Records	450,919
Annual Circulation	37,852
Staff Workstations	67

3.0 Requirements

The following is a listing of the key functional requirements for the Integrated Library System. VSC will measure individual submissions will be measured against these.

3.1 General requirements

3.1.1 Solution must be SaaS, meeting all of the hosting requirements in section 3.2.

3.1.2 Acquisitions

- Ability to create, copy, modify and display fund accounts.
- Ability to create, copy, modify and display vendor accounts.
- Ability to create order records.
- Ability to auto create order ID.
- Ability to identify selector.
- Ability to add orderlines to order.
- Ability to auto populate invoice lines from order.
- Ability to automate acquisition order data loading from vendor.
- Ability to make ad-hoc changes to budgets.
- Ability to break/change the title link.
- Ability to encumber standing order titles.
- Ability to load items at receipt.
- Ability to keep historical data.
- Ability to adjust amount encumbered and expended in a fund, and ability to transfer monies between funds.
- Fund file records must include amount budgeted, amount encumbered, amount expended, fund limits, uncommitted balance, and total fund balance.
- Fully integrated with all other system modules and ensuring records are linked so that routine functions can be completed by accessing records in various ways.
- Provide standard functions for pre-order searching, fund accounting, selection lists, ordering, invoicing, payments, claiming, cancellations, and statistical reporting.
- Update and balance funds in real time.
- Support loading of MARC record data with order information embedded in 9XX tags.
- Allow for order to be attached to existing matching record without overlaying record.
- Ability to immediately identify any orders that have not been completed.

- Allow staff to generate on-demand claims for items not received.
- Ability to integrate with financial modules in our Student Information System, Ellucian Colleague.

3.1.3 Cataloging and Authority Control

- Allow records for any type of material in any format to be created, migrated, searched, displayed, modified, and exported.
- Support real-time importing from OCLC and other MARC-based cataloging sources on a record-by-record basis and in batch mode.
- Ability to export records to and import records from MarcEdit software.
- Support full compatibility with OCLC Connexion (and all OCLC interfaces) for editing, transferring and loading bibliographic and authority records.
- Ability to load batches of bibliographic records from different record providers such as acquisitions vendors, etc.
- Ability during record loading to identify and overlay duplicate bibliographic records based on specific criteria.
- Ability to protect certain fields during bibliographic overlay (e.g. 856) and ability to reverse bibliographic overlay.
- Ability to load batches of MARC records via files stored on a hard drive or network.
- Ability to create item records while loading bibliographic records.
- Ability to export MARC records based on customized criteria.
- Must include a Z39.50 Copy Cataloging Client that can capture bibliographic records from any Z39.50 bibliographic resource.
- Provide automatic flagging of data for MARC format error checking and MARC tag errors.
- Ability to add URL links to bibliographic records that appear in the public interface.
- Ability to create and edit multiple templates for new bibliographic records.
- Ability to create and edit multiple templates for new item records.
- Ability to include, at a minimum, the following information in item records: barcode, call number, copy number, volume location, status, price, number of checkouts, and in-house circulation.
- Ability to perform automatic validation on each barcode as the number is entered into the system.
- Ability to include a note field in item records with unlimited length, and have it either appear or not appear in the public interface.
- Support local call number, regardless of classification scheme.
- Track the creation, edit and last edit history for each bibliographic and item record and provide a mechanism for displaying this information, including the date and the login information for the user creating or editing the record.
- Provide real-time indexing and display of new, updated, and deleted bibliographic holding and authority records.
- Ability to combine any search terms in general search such as author/title, year/format, title/publisher, or author/subject within cataloging interface.
- Prevent deletion of bibliographic records which have copy/item, on order or holdings record attached or have outstanding hold requests.
- Provide keyboard and mouse-based cut, copy and paste editor functionality.

- Provide batch bibliographic and item record editing.
- Ability to delete records individually or in a batch.
- Provide Authority control for Names, Uniform Titles, Subjects, Genre and Series.
- Provide batch load, delete and merging capabilities for the import of new and updated authority records and the removal of deleted authority records.
- Ability to link all authority-controlled bibliographic headings with the corresponding authority.
- Ability to add/edit item locations.
- Ability to work with OCLC label programs.
- Ability to use RDA records and allow modifying of RDA elements in record.

3.1.4 Circulation

- Ability to charge and discharge items.
- Ability to optionally discharge items without accruing fines and fees.
- Ability to optionally discharge items with a modified discharge date/time.
- Ability to optionally charge items with a modified due date.
- Provide due dates automatically adapted to holidays and library closings.
- Ability to show patron account comments at checkout.
- Process and retain fine and fee payment history.
- Provide multi-level permissions settings at function level (e.g. overriding holds).
- Ability to create multiple types of patron accounts each with its own loan rules, fine rates, material limits and mandatory fields.
- Ability to retain critical data (e.g. number of checkouts) while selectively purging other data (e.g. titles borrowed) to provide patron privacy.
- Ability to take and fill patron holds.
- Allow various methods of notification for holds and overdue notices including text message and email (method selectable by patron).
- Allow for renewal of a single item that is checked out as well as multiple selected items checked out to a patron.
- Provide a display of all blocks associated with a patron record at checkout that includes, at a minimum, overdue material, lost material, fines/fees, fines accruing, and messages created by the staff.
- Allow for staff created messages of unlimited length on the patron record that are time/date stamped.
- Ability to have multiple College branch locations for tracking.
- Provide keyboard and mouse-based cut, copy and paste editor functionality.
- Ability to create and customize billing invoices from overdue material reports.
- Ability to mark items as used.
- Reserves:
 - o Ability to place, remove or modify reserves for faculty and staff.
 - o Ability to add brief records for non-library copy reserve items.
 - o Ability to add classes in reserve tab.
 - o Ability to search reserves in the ILS.

3.1.5 Interlibrary Loan

- Allow for patron initiated, staff initiated, and staff mediated ILL requests.
- Ability to print ILL labels for both borrowed and loaned materials.
- Ability for VSC users to initiate request for VSC owned materials.
- Ability for staff to mediate VSC system loan requests.
- Integration with OCLC WorldShare.
- Allow for brief records to be created in cataloging for ILL titles.
- Provide statistics for copyright compliance tracking.
- Provide patron interface so they can track status of ILL requests and cancel requests. If a request is cancelled, notification is sent to the lending library.
- Ability to block specific types of renewals.
- Ability to send courtesy notice 5 days prior to upcoming ILL material due date.
- Ability for patrons to specify home delivery or select a library for pickup, and patron notification for holds ready for pickup at library or in the process of being shipped.
- Remote users have ability to request items for delivery.
- User ability to specify alternate mailing address or delivery location.
- Confirmation email generated upon request.
- Request status available in account items list.

3.1.6 Public Interface

- Provide a public interface that is consistent, predictable and uniform, and is available through all common web browsers.
- Provide durable browser links to search results (including limiters), items, lists, etc.
- Provide integrated help within the interface.
- Public interface uses a responsive or adaptive design to fulfill viewing needs of various mobile devices. All functionality should be available via the mobile interface.
- Ability to customize screen design and branding features, with four separate brandings, one for each of our libraries in the system. Custom CSS, and custom HTML headers and footers are desirable.
- Support for full record keyword searching across all indexed fields.
- Display book covers in search results and item records.
- Format icons indicating the format of the material.
- Ability to combine any search terms in general search such as author/title, year/format, title/publisher, or author/subject.
- Support novice and advanced user searching capabilities such as: Keyword, Proximity, Full-text searching, Phrase searching, Auto truncation, Boolean operator etc.
- Spell check and auto-suggest ("did you mean") search terms.
- Support optional number search which includes: Call number, ISBN, ISSN, Bibliographic record, LCCN.
- Ability to browse catalog by author, title, subject, genre, call number, series, and material format.
- Ability to search the indexing vocabularies/authority files/thesaurus.
- Ability to limit or filter search results, such as: location, date/date range, format, call number, etc.

- Ability to sort results on Relevancy, Author, Title, Subject heading, Genre, Call number, Date of publication, Format, Location.
- Ability to customize relevancy ranking per institution (e.g. bring local results to the top of search results).
- Ability to view the full MARC/RDA record.
- Built in citation tools to create a correctly formatted displayable citation and export to a variety of bibliographic management tools.
- Support the following capabilities for authenticated patrons:
 - o Account summary display that includes items checked out, items requested, and items ready for pickup.
 - o List of outstanding fines.
 - o Detailed list of items checked out including remaining renewals, due date, barcode, title info, and call number.
 - o Ability to renew online.
 - o Holds display with ability to view, cancel, and suspend holds.
 - o Ability to set and maintain preferred notification formats and addresses.
 - o Ability for patron to print out list of items currently checked out.
- Ability for logged in users to save and re-execute searches done during a previous session.
- Ability for saved searches to be modified, reinitiated, and to provide automated updates (alerts) of what is new since the last search.
- Ability for users to select records and email, download, print, or text the selected records.
- Allow patrons to create and manage reading lists.
- Ability to create user-generated (“book bag”) lists and:
 - o Print, email, or share lists (via permalink);
 - o Generate and export citations;
 - o Place holds or request items.
- Provide “check out cart” functionality where patrons can select items and have the ability to request items, place holds, print or email item records, or place on a reading list. Ability to customize per institution preferred.
- Ability to limit how many items a patron can request at once.
- Limited preview of book content desirable so users can make sure it is a title they want before requesting it.
- Public interface uses a design that is compatible with common screen readers and functional for users of screen readers.
- Ability to share saved lists publicly.
- Ability for users to tag catalog records.
- Ability to search OCLC WorldCat for interlibrary loans and initiate a request for the item.
- Ability to customize nomenclature used for functions and features.
- Custom widgets that can be embedded in external web resources is desirable (e.g. new books carousel).
- Discovery system compatibility:
 - o Ability for discovery system to pull and display real-time availability from catalog.
 - o Ability to request books through discovery system without going to the catalog.
 - o Regularly auto-updated holdings in discovery system.

- Ability to create widgets and other APIs based on catalog content.

3.1.7 Serials

- Serials module must be fully integrated with the other system modules so no information is duplicated.
- Operations executed in the Serials Control module will be reflected throughout the database in real time.
- Ability to accommodate all types of serials, including: Periodicals, Continuations, Law Reports, Newspapers, Annuals, Government documents, Monographic serials, Supplements, Indexes, Microfilm.
- Support, at minimum, the following searches in the staff interface: Keyword, Vendor name, Vendor code, ISSN, Bibliographic control number, Title, Location, PO number.
- Support the display of summary holdings records from the serials module in the public interface.
- 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.
- Allow receiving staff to add barcodes and item records through the Serials module without having to switch between modules.
- Ability to allow/disallow borrow holds/requests at the copy level for different subscriptions or locations.
- Ability to batch delete older issues when they are discarded.
- Ability to batch or globally update the summary holdings records.
- Integration with acquisitions module for payment and accounting functions.
- Easily receive non-predicted issues, issues that come out of order, and irregular serials.
- System alerts staff that an issue has not been received.
- Support centralized and decentralized check-in so branch libraries in a multi library system are able to maintain their own serials control records for check-in.
- Ability to create and print serials routing slips.

3.1.8 System Administration & Reports

- Provide role-based permissions that can be managed by the system administrator.
- Provide functionality for system administrators to add and change global and local operational configurations.
- Ability to edit, add new codes, and set parameters within the patron record.
- Ability to create and update the content and format of all text and email notifications related to overdue items, holds, recalls, etc.
- Availability of a complete test instance.
- Ability to automatically load patrons from the VSC's system of record and keep patron database continually updated.
- System supports all barcode scanners, receipt printers and label printers used by the VSC system:
 - o Barcode scanners currently being used: Metrologic MS9520, Metrologic MS9540, Honeywell wireless MI9535-538-3, Honeywell Voyager wireless 1202g, Honeywell Voyager MS9520
 - o Receipt printers currently being used: Epson M249A

- Label printers currently being used: Oki Data Microline 320 Turbo, Dymo LabelWriter 450 Twin Turbo
- System contains a number of canned or immediate reports.
- Report generator which allows users to easily query the database by any combination of user-selected fields and criteria but does not require any specialized SQL or similar experience.
- System offers multiple methods for exporting and/or downloading reports, making the data universally accessible (e.g. csv file, Word file) to facilitate data manipulation, transfer and sharing.
- System provides method for automating the creation of regular, daily, weekly, and monthly reports (e.g. circulation, overview, collection snapshot, etc.). These generated reports (canned or custom) can be saved, printed, or exported.
- System provides general usage statistics such as catalog search queries, breakdown of search types (e.g. keyword, title, author, etc.).

3.2 Hosting requirements - The data center must:

- 3.2.1 Be a state-of-the-art data center offering secure, redundant facilities;
- 3.2.2 Have direct access to multiple tier 1 providers;
- 3.2.3 Have documented high availability uptime;
- 3.2.4 Have redundant core network, including firewall and load balancers;
- 3.2.5 Have on-site engineers to provide premier support 24 hours a day, 365 days a year;
- 3.2.6 Use secure facilities with redundant utilities and electronic security system restricting access and providing high level physical security.
- 3.2.7 Have a scalable infrastructure; customer pays according to resources required/used.
- 3.2.8 Offer the flexibility to customize data, storage and access to client requirements based on Customer needs.
- 3.2.9 Include active monitoring and application support.
- 3.2.10 Employ industry standard data protection measures.
- 3.2.11 Be compliant with information technology audit requirements, SAS 70 Type II certification.
- 3.2.12 Have scheduled backup operations conforming to customer needs and frequencies;
- 3.2.13 Provide customer-required data retention and access;
- 3.2.14 Have data storage capacity to grow as Customer's data and storage needs expand;
- 3.2.15 Provide service and support 24x7x365 available to via telephone, email, fax, remote access.
- 3.2.16 Guarantee problem resolution response and follow-up time thresholds must be in agreement with Customer response needs, to be determined after award.

4.0 Scope of Work

Please include in your response an outline of your proposed statement of work and provide an example of a detailed project work plan from a project of similar size and complexity completed by your company. Identify any VSC resources that you will require to perform tasks (project management, staff support, etc.).

You must respond to all of the questions listed below, along with detailing how your proposal will meet the requirements of § 3. If you are submitting answers electronically in a separate file, please reference the specific numerical section of this list in your answer.

4.1 General

- 4.1.1 Please provide a brief statement demonstrating your understanding of the work to be performed as part of this RFP, and identify the contact person responsible for communicating on your behalf and who will have authority to execute the contract that will result from the RFP.
- 4.1.2 Please provide general company background including financial stability, number of employees, number and location of sites (domestic and international), years in business and number of clients.
- 4.1.3 Please detail your qualifications – why is your company qualified to provide us with this service or product? (in 100 words or less)
- 4.1.4 Does your company have a specialty within your industry? (in 50 words or less)
- 4.1.5 Does your company provide other products or services in addition to the proposed solution?

4.2 Solution Components

- 4.2.1 What components are required for your solution? Please provide a complete and detailed technical and functional description of the services proposed. Include in this section a general description of the product architecture and a detailed explanation of the product as designed and configured for the VSC.
- 4.2.2 Please provide a diagram of the product that identifies and illustrates each component to be installed and a complete listing of components.
- 4.2.3 Please highlight any third party or subcontractor services.

4.3 Implementation

- 4.3.1 Please provide the resume of the proposed Project Manager and implementation consultant, including references. Implementation consultants should be experienced in higher education application processing. (See note about Project Management below.)
- 4.3.2 Please provide an implementation task list and timeline including time estimates for your proposed implementation.
- 4.3.3 Please provide a summary of all implementation services available. What additional implementation services are available with the purchase of your solution?
- 4.3.4 If the VSC purchases your product, what is the earliest date we could begin testing the implementation?
- 4.3.5 Please outline the support you will be offering during the cutover or transition process.

4.4 Training

- 4.4.1 Please provide a summary of training services available, including costs.
- 4.4.2 What training services are available with the purchase of your solution? Does the vendor offer on-site training both before “go-live” and ongoing during the length of use? Is there web-based training available?

4.5 Maintenance and Support Services

- 4.5.1 Please include details on how you will maintain the product, including number and location of staff.
- 4.5.2 Please outline how you will provide product performance monitoring.
- 4.5.3 Please outline how you will provide real-time and historical reporting functions that demonstrate conformance to Service Level Agreements that will be negotiated.
- 4.5.4 Please outline how you will provide alerting capabilities to notify technical staff and others of outages.
- 4.5.5 What support services are included in your maintenance agreement?
- 4.5.6 Please provide a summary of optional support services, including costs, for your solution.
- 4.5.7 Please include a copy of your Service Level Agreements (SLA).
- 4.5.8 Please include a copy of your support and escalation policies.

4.6 Compliance

- 4.6.1 The VSC require that all purchases be compliant with Sections 504 and 508 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act of 1990, as amended.
- 4.6.2 Please describe how you will ensure that all interfaces (both for administrators and end users) are fully-accessible and compliant with Section 508 and/or WCAG 2.0 AA.
- 4.6.3 Please describe how you will comply with the VSC Data Security Requirements for Third Parties, see Attachment A.

5.0 Qualifications, References and Pricing

5.1 Qualifications and References

Provide a description of the qualifications and experience of your company. Include responses to the specific required items listed below:

Bidder Profile and Qualifications

- Name, mailing address, email address and telephone numbers of company.
- Federal tax identification number.
- Number of years in business. The company must have a minimum of five years of experience in providing the proposed solution.
- Number of employees in Vermont and nationally.
- Number of colleges and universities in which the product is installed and maintained by the bidder, identifying those institutions of similar size and complexity to the VSC.
- Location of your data center.
- Number of technicians at the data center trained and certified to maintain/install the proposed

components.

- List all certifications you hold for the proposed solution.
- Copy of your most recent audited financial statement, annual report, bank references, and all other relevant documentation used by your company to indicate financial stability.
- Describe any functions that you currently outsource as part of your solution delivery and the length of the relationship, including any related-party relationship. The related-party relationship is defined as you (or your principals or officers) having a direct or indirect ownership interest of greater than or equal to three percent of the related party organization.
- Briefly describe your customer service operations including number of customer call instances handled daily, monthly and annually, the average resolution time, average call pick-up time, and any other relevant data that would be helpful in our evaluation of your customer service.

Bidder References

You must demonstrate experience and capability in installation and maintenance of the proposed solution by providing evidence of successfully completing projects of similar size and scope. Please provide a list of customer references, with the following information:

- Customer name and location
- Contact person(s): name, title and telephone number
- Your project manager for the engagement
- Product installation date
- Number of years you have maintained the system
- Any special features or functionality implemented or proposed

You shall provide at least three such references. By submitting your proposal, you understand and agree that the VSC may make any investigations it deems necessary to determine your ability to perform the work, and you agree to furnish the VSC all such additional information and data for this purpose as the VSC may request.

Project Management and Installation Team

In your proposal, you must identify and appoint a competent and experienced Project Manager to act as representative, and to supervise your employees and partners/subcontractors/third party providers during the installation, cutover, and final testing of the product. You are fully responsible for project management, timely delivery and communication with the VSC of any subcontractors engaged to deliver your solution. The VSC requires that the Project Manager be on site or available on a regular basis to manage the installation of the solution. You must submit the resume of the proposed Project Manager, including references, with the proposal. You may not replace the designated Project Manager identified in your proposal without the VSC's prior written approval.

You must also identify additional key personnel who shall support the designated Project Manager, and be available to the VSC in the absence of the designated Project Manager. You must clearly describe escalation procedures available to the VSC and provide 24/7/365 contact information for all members of the escalation chain, including corporate officers residing outside of Vermont. Once the key project team members have been assigned and accepted, the VSC will reserve the right to approve any proposed substitutions.

Your proposal cannot rely on any VSC staff for support in excess of normal project participation. At most, VSC staff participation is expected to include providing access to facilities as appropriate, providing documentation, attendance at project meetings, and coordination among the VSC departments and colleges. Your proposal must clearly identify any VSC resources required.

The VSC values project management and installation teams with demonstrated experience in all aspects of project management – requirements gathering, system design and configuration, training, testing, quality control, risk assessment, and completing projects on budget and on schedule – in large multi-site, multi-service installations with complex business requirements.

5.2 Pricing

Your proposal should include all of the charges, and it should clearly state the pricing structure along with the types of products and/or services accompanying each price. The VSC expects fully bundled pricing for each service offered and any tiered pricing or volume purchasing discounts/rebates that maybe available due to purchasing loads.

Please provide all pricing noting any non-reoccurring (NRC) or initial costs, as well as Monthly Reoccurring Costs (MRC). Please break down any components of the NRC or MRC in addition to summarizing them.

5.3 Taxes/Fees

- 5.3.1 Please note any and all proposed taxes, fees, or charges.
- 5.3.2 The VSC is exempt from sales and use taxes. Submitted proposals shall not include these taxes. The College's tax exempt number will be provided to the selected bidder. Please clearly note these exemptions in your proposal.

5.4 Terms

- 5.4.1 Please provide 36 & 60 month term options on all pricing, unless otherwise noted.
- 5.4.2 Your proposal—and any resulting agreement—must include VSC's absolute right to cancel specific services after 60 days written notice without payment of cancellation or termination charges.
- 5.4.3 Your proposal—and any resulting agreement—must include VSC's right to add additional locations under existing contract rates without penalties.

6 RFP Instructions, Requirements and Information

This section provides information on how to contact the VSC for questions, deadlines, the selection process, legal and insurance requirements, and other general business matters.

6.1 Questions about this RFP

Please submit your questions to the VSC on or before Friday, July 21, 2017, at 12:00 noon Eastern Time. All questions will be posted on the VSC website, www.vsc.edu, and made available to all bidders. The contact information for questions:

<i>Name</i>	Meg Walz
<i>Title</i>	Project Manager/Librarian
<i>Telephone number</i>	802.224.3029
<i>E-mail address</i>	meg.walz@vsc.edu

6.2 Deadline and Delivery

The deadline for submitting responses is 12:00 noon Eastern Time, Friday, July 28, 2017. Provide an electronic copy **only, via email**, to:

<i>Name</i>	Meg Walz
<i>Title</i>	Project Manager/Librarian
<i>Telephone number</i>	802.224.3029
<i>E-mail address</i>	meg.walz@vsc.edu

6.3 Selection Process

Method of Award

VSC will base the evaluation of each proposal to this RFP will be based on its demonstrated competence, compliance, format, cost, and enterprise applicability. This includes, but is not limited to, product availability, quality, prices, service availability, timing and delivery. The purpose of this RFP is to identify those vendors having the interest, capability, and financial strength to supply the VSC with an Integrated Library System. If the VSC does not identify a suitable bidder within the RFP process, the VSC is not obligated to award the project to any bidder.

The VSC, in its best interests, reserves the option to accept or reject any or all proposals, to accept or reject any item or combination of items therein, to waive any irregularities or informalities in any proposal or items therein, and/or to negotiate with particular bidders following the evaluation of proposals without right of recourse by other bidders. A top proposal would be that assessed in the judgment of VSC as best complying with all considerations set forth in this RFP. When VSC has tentatively selected a successful proposal, VSC may engage in discussions with the bidder to formulate plans in greater detail, to clarify unclear items for either party, and to otherwise complete negotiations prior to formal selection.

Evaluation Criteria (no weighting is implied by order of listing):

1. The extent to which the bidder's solution matches the requirements of the VSC.
2. Engagement methodology.
3. Bidder's qualifications and references.
4. Cost and length of contract.

6.4 Bid Process

Date	Milestone
6/30/2017	RFP issue date
7/21/2017	Questions Due
7/28/2017	Bidder written proposal due date
8/11/2017	Finalists notified
Week of	
8/28/2017	Finalist presentations to VSC
9/15/2017	Bidder(s) selected
**10/2017	Contract(s) made

** The VSC will make its best effort to meet these dates but will take the time necessary to make a well-informed decision and negotiate a good contract. Bidders participating in this RFP should expect this date to change. The VSC will be under no obligation to inform bidders of a change in this date. The VSC will inform bidders of a change in all other dates that are part of the bid process.

6.5 Intent to Respond

VSC intends to respond to all candidates submitting an RFP response either by phone or e-mail. A response, whether positive or negative, will be given for each bidder as the selection process eliminates candidates in each round.

6.6 Confidentiality

The Vermont State Colleges comply with the Vermont Public Records Act, 1 VSA § 315 *et seq.* which requires public agencies to allow any person to inspect or copy any public record upon request. Accordingly, bidders are hereby advised that any communications, data or other information received by the Vermont State Colleges during the RFP process could be subject to a public records request. However, certain public records are exempt from public inspection and copying, as set forth in 1 VSA § 317(c), including, for example, those portions of a record which meet the statutory definition of a trade secret. Accordingly, bidders should submit a second copy of their proposal, from which any portion of the proposal that the bidder reasonably believes to be exempt from disclosure under the Public Records Act has been redacted.

By submitting a bid, you indicate that you understand the requirements of this subsection (6.6) and the potential applicability of Vermont's Public Records Act to your proposal.

6.7 Indemnification

The bidder shall indemnify and hold VSC, its officers, agents and employees free and harmless from any and all claims, liabilities, losses, actions, proceedings, suits, damages and expenses, including out-of-pocket litigation costs and reasonable legal fees, arising from or relating to the bidder's performance in response to this RFP and under any contract entered into with the successful bidder.

By submitting a proposal, and in exchange for VSC's consideration of same, you agree on behalf of yourself, your shareholders and your officers to be bound by the indemnification provisions of this subsection (6.7).

6.8 Rights of the VSC

VSC reserves the right, at its discretion, to pursue actions that include but are not limited to the following:

- Request additional information
- Request clarification of any sections or questions in the bidder's response to this RFP
- Reject, for any reason, any or all of the proposals submitted to VSC
- Issue subsequent RFP or RFP invitations to bid as a result of changes and/or refinements to the proposed project

This RFP does not obligate the VSC to accept any proposal, negotiate with any bidder, award a contract or proceed with the project as it is outlined in this RFP.

6.9 Assignment

The bidder may not assign or transfer its rights or obligations under this RFP without the prior written consent of VSC, which consent shall not be unreasonably withheld. Any assignment of the RFP agreement by the bidder without the prior written consent of VSC shall void the RFP response from the bidder.

6.10 Insurance

You shall provide with your proposal, proof of insurance as stated below. In the event you do not carry the maximums requested, you must provide written proof that you will be able to provide the maximums if awarded the contract. You shall secure, pay for and maintain in effect the following insurance during the contract period:

- Commercial General Liability Insurance: Including Bodily Injury and Property Damage Liability, Independent Contractor's Liability, Contractual Liability, Product Liability and Completed Operations Liability in an amount not less than \$1,000,000 combined single limit, per occurrence, and \$3,000,000 annual aggregate.
- Workers Compensation and Employers Liability Insurance: For any bidders with employees, standard workers' compensation as required by Vermont State statute and employer's liability insurance in an amount not less than \$100,000 per accident, \$500,000 annual aggregate.

- Automobile Liability: For bidders who will drive on VSC's premises, Automobile Liability in an amount not less than \$1,000,000 per occurrence for bodily injury and property damage, including owned, hired, and non-owned vehicle coverage.
- Professional Liability: \$1,000,000 each claim, when applicable.

If selected as the successful bidder, you agree to name the VSC as additional insured on your liability policies and shall provide a 30-day notice of cancellation or non-renewal of coverage to the VSC. The VSC does not need to be named as an additional insured on the workers compensation policy.

If selected as the successful bidder, you agree to submit a copy of the Certificate of Insurance verifying the above coverage levels to the VSC twenty (20) days prior to selling or distributing products and services at VSC or otherwise performing under the contract. Any liability coverage on a "claims made" basis shall be designated as such on the certificate.

Failure of the bidder to take out and/or maintain any required insurance shall not relieve the bidder from any liability under the contract, nor shall the insurance requirements be construed to conflict with or otherwise limit the obligation of the bidder concerning indemnification. The bidder's policies shall be considered primary insurance and exclusive of any insurance carried by VSC.

6.11 Intent to Bid

The undersigned ("You") agrees to all provisions required in the VSC Integrated Library System RFP dated June 30, 2017 and all applicable addenda, with the exception of those listed below. Any exemptions listed may affect the viability of the your proposal.

In addition, the undersigned ("You") agrees to provide all equipment, material and personnel associated with these services as described in the VSC Integrated Library System RFP dated June 30, 2017, and all applicable addenda.

Exceptions:

Section Reference Number	Reason for exception

Company Name

Signature of Authorized Representative

Print Name of Authorized Representative

Print Title of Authorized Representative

7.0 Appendices

Appendix A – Third Party Data Security Requirements

THIRD PARTY DATA SECURITY REQUIREMENTS

Introduction

The VSC engages in business in which data are being collected, transmitted or stored under contracted third party arrangements. In many of these situations, a web-based system is developed by a third party to collect data on behalf of a VSC operation. The VSC may also send data collected by the VSC for further processing or storage by a contracted third party.

“Third party” is defined as any vendor or entity doing business with or collecting, transmitting or storing data on behalf of the VSC or any of its member colleges. Data can be in electronic or paper formats.

A checklist has been created to assist in risk management, contract review and ongoing third party management, with a goal of minimizing the risk to VSC data.

Section I: Does this security review apply to my giving data to a third party?

If you answer YES to any of the following questions, your project needs security review.

1. Are you transferring private data currently residing on a computer owned by the VSC to a third party?
2. Are you contracting with a third party who will create a website on behalf of the VSC to collect and store private data?
3. Will a contracted third party collect private data that will later be transmitted for use by the VSC?
4. Will a third party process payments on behalf of the VSC?
5. Will a third party have logon access to VSC private data?
6. Are you renewing a contract with a third party that involves data sharing described in items 1-5?

To initiate a third party security review, contact VSC Information Technology Services. Over the course of contracting with any third party, additional security reviews may be required by IT, general counsel, or as part of an audit.

Section II: System Review

The VSC reviews the data security policies and practices of third parties in the context of existing VSC data security policies and practices. This review will be completed by OCIT for system-wide contracts, and by the appropriate college IT department in the case of a product used by only that college. In general, the VSC seeks third party agreements in which data security policies and standards are in alignment with those of the VSC. Third party systems used for the handling, processing or storage of data must be reviewed prior to contractual agreement and prior to contract renewal. Contract review is the responsibility of the VSC general counsel.

The individual or office seeking to provide data to a third party must document data elements to be collected, transmitted or stored (e.g., names, addresses, social security numbers, credit card processing, student data, alumni data, etc.).

IT will review VSC security requirements with the technology staff of any new third parties, using the Third Party Review checklist. This review will be completed by OCIT for enterprise contracts, and by the appropriate college IT department in the case of a product used by only that college.

Section III: Contract Development

Any contract with a third party to collect, transmit or store data shall address the following questions and requirements. Please refer to the sample contract (Data Security Terms for a Contract with an Outside Party) from Catholic University that reflects recent changes to FERPA at <http://counsel.cua.edu/ferpa/resources/>.

1. Who will have access to the data?

- Data access on the part of the third party will be limited to those with a legitimate need to know and controlled by specific individuals. The third party will have procedures in place to prevent unauthorized access, and the procedures will be documented and available for the VSC to review on request. Those allowed to send data and receive data to and from the third party must be identified.
- The third party will notify the VSC within four business hours of any incident that threatens the security, confidentiality, integrity, or availability of VSC information. In the event of a security incident, the third party will communicate with the VSC prior to notifying any individuals whose data may have been exposed.
- Physical access to facilities where data are stored will be limited and controlled. Any damage or any attempted or successful unauthorized access to data storage facilities will be reported to the VSC within four hours of occurrence.
- Standard non-disclosure language must be included, with guarantees to keep information and data private and confidential, except as may otherwise be provided for in the contract. Data shall not be shared with or sold to other parties without specific authorization by the VSC.

2. Where will data be stored and how will it be destroyed?

- All computers used in the storage, processing, transmittal and display of data will have operating systems that are current in release, with unneeded services disabled, with default administrator access shut off, and with all security patches updated in a timely fashion soon after the release of the patch.
- Any destruction of data will comply with the VSC Records Retention Policy and applicable state and federal law.

3. What security standards will be implemented?

- All computers and systems on which third parties maintain VSC data will be protected by acceptable industry practices for antivirus, firewalls, and network and system intrusion detection systems.
- Routine event monitoring will be performed by the third party; the VSC expects that the third party will routinely and immediately identify events related to unauthorized activity and unauthorized access.
- The third party will provide documentation of regular security audits and timely correction or mitigation of identified vulnerabilities.
- Websites that gather personal information must utilize Secure Socket Layer (SSL) with a certificate from an independent authority.
- File transmissions must be done using Secure File Transfer Protocol, or another VSC-approved method.

4. What are the disaster recovery and business continuity plans?

- Adequate backups of systems, files and data will be performed so that any restoration of the system will not result in more than 24 hours of data loss.
- The third party shall document that a disaster recovery plan exists, including off-site storage of data in a secure location. The VSC retains the right to reject the location for security reasons.

5. What is the quality of the data?

- The third party must meet VSC expectations for data integrity and accuracy, as set forth in the contract. No data exchanges will occur until the VSC has agreed that data are meeting the VSC standards for data quality, as determined by the VSC. The VSC retains the right to approve the quality of data displayed on websites; data not meeting the VSC standards will not be displayed.
- Processes that gather, edit, modify, calculate or otherwise manipulate the data must meet the VSC standards for data quality, as determined by the VSC.

6. How well do the data security policies and practices of the third party align with the data security policies and practices of the VSC?

- The maintenance and retention by the third party of all data must comply with the VSC Records Retention Policy.
- Social Security numbers will be encrypted when stored and transmitted, and masked on display so that only the last four digits will appear on any display; any public reporting will not include Social Security numbers. The retention period for storage of Social Security numbers must be approved in advance by the VSC.
- If credit cards are processed on a website, the third party must supply documentation of compliance to Merchant Security Review standards, including Visa's Cardholder Information Security Program and MasterCard's Security Data Program. Credit card numbers will not be stored unless a retention period for storage has been approved in advance by the VSC. If stored, credit card numbers will be encrypted when stored and transmitted, and masked on display so that only the last four digits will appear on any display, including reports.
- The third party agrees to comply with all related state and federal privacy and security laws.

7. Contract termination

- The VSC retains the right to terminate the contract for any reason related to the security items listed in the contract.
- The VSC aggressively protects copyrighted material, and all VSC logos, emblems, images, and .gif files must be used only with VSC approval, and must be destroyed at the end of the contract.

8. Insurance

- The third party will present evidence of liability insurance as appropriate.

Section IV: Third-Party Review Checklist

Individual or office seeking to transfer data: statement of work/ need:

- ___ Document data elements to be collected, transmitted or stored under contracted third party arrangements
- ___ Conduct third party reference check
- ___ Consult with BAC as necessary to review third party compliance with internal policies and external mandates related to processing electronic payments

IT review/ discussion with third party:

- ___ Review data security policies and practices of third party in relation to VSC security policies and practices
- ___ Discuss results of third party's most recent security audit
- ___ Review third party disaster recovery procedures
- ___ Review related firewall, anti-virus and patch management protections
- ___ Confirm that third party websites have been implemented utilizing Secure Socket Layer (SSL) with a certificate from an independent authority
- ___ Confirm that file transmissions will be done using Secure File Transfer Protocol
- ___ Identify and document any gaps or areas of concern relative to VSC security policies and practices

Contract development:

- ___ Confirm that items 1-8 in Section III of this policy are included in the contract

General Counsel review of contract:

- ___ Review of non-disclosure contract language
- ___ Review of systems administration and maintenance guarantees in contract language
- ___ Review provisions for data retention and data return to the VSC upon contract termination
- ___ Confirm assurances of compliance with federal and state laws
- ___ Confirm acceptable contract termination language if security provisions are not met

Section V: References

VSC policies:

VSC Policy 312: Federal Educational Rights and Privacy Act (FERPA)

VSC Policy 414: Computing and Telecommunications Conditions of Use

VSC internal information technology security policies:

VSC Information Sensitivity Policy

VSC Incident Response Policy

VSC IT Computer Hardware Security Policy

VSC IT Server Hardening Policy

Related Vermont laws:

9 V.S.A. §2430 (Definitions)

9 V.S.A. §2435 (Notification of Breach)

9 V.S.A. §2440 (Social Security Number Protection)

9 V.S.A. §2445 (Safe Destruction of Documents Containing Personal Information)

Related federal laws:

Gramm-Leach-Bliley Act - <http://www.ftc.gov/privacy/glbact/>

Health Insurance Portability and Accountability Act - <http://www.cms.hhs.gov/hipaa/>

Cardholder Security Programs:

http://usa.visa.com/business/accepting_visa/ops_risk_management/cisp.html

<https://sdp.mastercardintl.com/>

Student and Exchange Visitor Information System - <http://www.ice.gov/graphics/sevis/>

Sample Checklist:

Oakland University – University Technology Services – Security – Outsourcing or Hosting
Services Checklist – 6/10/2005

Contract reference:

The Catholic University of America, The Office of General Counsel - Data Security Terms for
inclusion in Contracts with Service Providers - <http://counsel.cua.edu/ferpa/>

Approved by/on: Council of Presidents, June 3, 2009

Amended:

Reviewed: