

University of California Systemwide ILS Request for Proposal

RFP published May 28th, 2019

A. Purpose, Objectives and Scope of the Request for Proposal (RFP)

The purpose of this Request for Proposal (the “RFP”) is to invite qualified suppliers to prepare and submit proposals to the University of California (“UC”) to provide a systemwide integrated library system (SILS) (the “Services”) all in accordance with Federal and State of California laws and the requirements of the UC as further detailed in this RFP.

The UC Library Collection is an integrated, shareable, user-centric collection that supports and enhances the mission of the University of California and whose strength is derived from the diverse nature of the individual campus library collections. A SILS will enable the libraries to innovate and to create new services that were not possible in a stand-alone ILS environment.

The ten UC campus libraries each independently license an Integrated Library System (ILS) to manage the acquisition and use of print and electronic library resources. In addition, a patchwork of connective systems and services maintained by the California Digital Library (CDL) ensures that campus collections are accessible UC-wide to all students, faculty, researchers and staff.

As systems age and suppliers decommission and replace tools, UC’s intricately connected patchwork of library systems requires a higher investment just to maintain the status quo. Even still, core services faculty and students rely on, such as interlibrary loan (including between the UC campuses), may become fragmented or no longer viable. A systemwide ILS (SILS) will allow us to eliminate current deficiencies and positions the libraries for UC-wide enhanced services and cost-effective operations. Upgrading all campuses to a systemwide ILS, as opposed to continuing with local upgrades, will provide every campus with a modern system, secure core systemwide services, create a common data store for data-driven decision making, and establish a common platform for innovation.

UC assumes that all branch and standalone campus libraries utilizing the ‘main’ campus library’s ILS will migrate to a systemwide ILS. At some campuses, this excludes law libraries.

The UC Libraries recognize that movement to a systemwide ILS is fundamental to continued and future collaborations involving the development and management of UC library collections and collections-based operations and services. UC seeks a solution that supports a transformative level of integration and/or centralization of library business processes and workflows, at both the local and systemwide level, in core functional areas such as circulation; the management of print, media, and electronic collections; and resource sharing. The solution should support improving the patron user experience by keeping user-centered design in the forefront and the suppliers should continuously improve interface design in ways that support user tasks and goals. The solution should improve informed decision-making capabilities for local campuses and the consortium as a whole through robust data analytics.

UC is open to SILS solutions that represent a broad range of potential technical approaches and supplier business models. Therefore, the technical scope for a systemwide ILS could include not only the ILS, but also a suite of other services, including but not limited to a systemwide discovery service, functionality to support managing electronic resources (ERMS), usage statistics/aggregated reporting, consortial link resolver, and consortial resource sharing.

UC is seeking proposals from qualified suppliers for a Cloud SILS solution. UC-hosted solutions will not be scored or otherwise considered.

The overall objective of this RFP is to select a supplier to assist UC in obtaining the best and most cost effective Services while maintaining high standards of quality and service.

Qualified suppliers are invited to submit proposals, based on the information provided in this RFP, with the intent to establish a business alliance with UC that will maximize the resources of both organizations to most effectively meet UC's needs.

B. Organizational Context

The University's fundamental mission is teaching, research and public service. Founded as the state's first and only land grant institution in 1868, the University of California (UC) has approximately 245,000 undergraduate and graduate students, a workforce of 200,000, and is comprised of the following locations and their adjacent offices and remote offices:

- Ten Campuses - UC Berkeley, UC Davis, UC Irvine, UC Los Angeles, UC Merced, UC Riverside, UC San Diego, UC San Francisco, UC Santa Barbara, UC Santa Cruz
- Five Medical Centers – UC Davis, UC Irvine, UC Los Angeles, UC San Diego, UC San Francisco
- The UC Office of the President – A central system-wide headquarters with offices primarily located in Oakland and Sacramento, California, and teaching/administrative offices in Washington, D.C.
- The Division of Agriculture and Natural Resources – Comprised of over 60 local offices and Research and Extension Centers located throughout California, and County Cooperative Extension offices.
- UC Hastings College of Law
- Lawrence Berkeley National Lab, which is owned by the Federal Government, but managed by the University of California.
- Additional centers and offices as further detailed at:
- <http://www.universityofcalifornia.edu/uc-system/parts-of-uc>.

Any awarded Agreement(s) will be available to all current and future locations of the University of California and its Affiliates.

C. Issuing Office and Communications Regarding the RFP

This RFP, and any subsequent addenda to it, is being issued by UC Procurement Services on behalf of the University of California. UC Procurement Services is the sole point of contact regarding all procurement and contractual matters relating to the requirements described in this RFP. UC Procurement Services is also the only office authorized to change, modify, clarify, etc., the specifications, terms, and conditions of this RFP and any Agreements(s) awarded as a result of this RFP.

Proposers are not permitted to communicate with any University employee regarding this solicitation during the period between the RFP issue date and the announcement of awards, unless authorized by UC Procurement Services sole point of contact named below.

All communications, including submission of RFP response and any requests for clarification, concerning this RFP must be submitted via CalUsource (as further detailed herein).

IT Commodity Manager contact information:

Bala Balakumar
 IT Commodity Manager
 E-mail: bala.balakumar@ucop.edu
 Phone: (310) 794-6012

If a Proposer is found to be in violation of this provision, the University reserves the right to disqualify that Proposer from further consideration.

D. RFP Schedule:

Suppliers interested in submitting proposals in response to this RFP should do so according to the schedule as reflected in CalUsource portal. A Proposer may be disqualified for failing to adhere to the dates and times for performance specified in the portal. All times are Pacific Time Zone and dates are subject to change at the sole discretion of the University.

Date	Time	Event
Tuesday, May 28, 2019	12:00PM PT	RFP issue date
Tuesday, June 11, 2019	10:00AM PT	Pre-proposal conference call. We are allowing 2 hours. Join Zoom Meeting (Audio+Video) https://UCOP.zoom.us/j/186135951 Dial by your location +1 669 900 6833 US Toll (San Jose) +1 646 876 9923 US Toll (New York) Meeting ID: 186 135 951
Monday, June 17, 2019	5:00PM PT	Deadline for proposers to submit their questions in the discussion forum in CalUsource.
Monday, June 24, 2019	5:00PM PT	Deadline for university to respond to proposers' submitted questions in CalUsource discussion forum.
Friday, July 19, 2019	5:00PM PT	Deadline for RFP response submission
July 29 to August 9, 2019	TBD	Proposer presentations

The UC reserves the right to make changes to the RFP schedule.

E. Addenda to the RFP

Any changes, additions, or deletions to this RFP will be in the form of written addenda issued by the University via the CalUsource portal. Any addenda to this RFP will be distributed to all participating Proposers via the CalUsource portal. The University will not be responsible for failure of any prospective Proposer to receive such Addenda. All Addenda will become part of the RFP.

F. Instructions for Submitting Proposals

Proposals in response to this RFP must be submitted online using the University of California supplier registration and sourcing web system (CalUsource) **no later than 5:00 p.m. (PDT) on due date as reflected in the CalUsource (GEP) portal.** No mailed, telephone, emailed, facsimiled or late proposals will be considered.

Responses will take time to enter into the CalUsource portal. It is highly recommended that Proposers go through the Supplier Bidding Overview training module attached under "Guidelines". Issues related to a Proposer's inability to enter their response into the University's Supplier Registration and Sourcing System will not be accepted as a reason for a late response.

If you have questions about the site, please contact UC Procurement Services Support at support@ucprocure.zendesk.com. For any technical issues, contact GEP Support: 1-732-428-1578 or support@gep.com. Please identify yourself as registering in the University of California network.

Proposers must provide a complete, straightforward, concise response to all prerequisites, questions and information in the RFP as detailed in CalUsource portal. Proposers warrant that all information provided is true and accurate. The submission of false, inaccurate or otherwise misleading information may be grounds for disqualification from the RFP process, as well as jeopardize Proposer's eligibility to participate in future UC business.

Attachments may be necessary for some questions to further clarify or illustrate a response. In those cases, please label the attachments with your company name to make it easy for the evaluators to find the referenced attachment.

Attachment Naming Convention Example:

- Your Company Name_RFP Name_Questionnaire Name, Questionnaire, Question #
- XYZ Company_Office Supplies RFP_, Questionnaire-Supplier Information, #3

Proposer must not provide superfluous materials such as marketing materials or website links in response to, or in lieu of, specific responses to the questions herein, and may be disqualified for providing superfluous materials.

Collusion among proposers is not allowed. If there is proof of collusion among proposers, all Proposals involved in the collusive action will be rejected.

Proposers must operate within the guidelines of all Federal and State Labor Codes.

Late proposals will not be accepted.

G. Proposer Questions:

Each Proposer is expected to exercise their best professional independent judgment in analyzing the requirements of this RFP to ascertain whether additional clarification is necessary or desirable before responding. If there are any discrepancies in, omissions to, or questions about the information provided in the RFP or by any other source, a request must be submitted via the "Discussion Forum" by the stated deadline. Responses to individual Proposer questions will be made available to all Proposers that submit a notification via the CalUsource portal on their intent to bid.

H. Minimum Requirements

Prospective Proposers must conform to the following minimum requirements in order to be considered responsive and assessed in the evaluation process. Any submitted proposal that does not demonstrate that the Proposer meets these mandatory minimum qualifications will be considered non-responsive and will not be evaluated or eligible for award of any subsequent contract.

1. Prior to awarding the contract, UC may make such investigations as it deems necessary to determine the qualifications of the successful Proposer. UC reserves the right to reject any proposal in which the information submitted fails to satisfy UC and/or the Proposer is unable to provide the information or documentation within the period of time requested.

I. Proposal Evaluation and Agreement Award

1. Any Agreements(s) resulting from this RFP will be awarded to the responsive and responsible Proposer(s) whose Proposal, in the opinion of the University, offers the greatest benefit to the University when considering the total value, including, but not limited to, the quality of the Services, and total cost (including prompt payment discounts, available volume discounts, and other elements of value to the University). A responsive Proposer is one whose offer satisfies the Requirements of this RFP. A responsible Proposer is one that is considered capable of performing and is otherwise eligible and qualified to perform in the manner stated in this RFP. Only proposals that demonstrate the supplier's competency in meeting the requirements outlined

in the RFP as reflected in the response submission will be invited to the scheduled Proposer presentations.

2. Proposals will be evaluated by the UC using a Best Value Evaluation Methodology which is defined as the most advantageous balance of price, quality, service, performance, and other elements as defined by the University, achieved through methods in accordance with Public 6 | Page Contract Code Section 10507.8 and determined by objective performance criteria that may include price, features, long-term functionality, life-cycle costs, overall sustainability, required services, and the reduction of overall operating costs included in the proposal. The Evaluators will examine each Proposal to determine, through the application of uniform criteria, the ability of each Proposer to meet the UC's specifications.
3. The UC may request additional information either from the Proposer or others, utilize site visits, Proposer presentations, sandbox testing, and make any other investigations as it deems necessary to verify the Proposer's qualifications and ability to successfully meet the requirements of this RFP. The UC also reserves the right to obtain Dun & Bradstreet reports, or similar independent reports for further indications of the Proposer's ability.
4. The UC reserves the right to reject any proposal in which the information submitted fails to satisfy UC and/or the Proposer is unable to provide the information or documentation within the period requested. Any submitted proposal that does not comply with the requirements of this RFP will be considered non-responsive and will not be evaluated or eligible for award of any subsequent contract.
5. The University may waive irregularities in a proposal provided that, in the judgment of the University, such action will not negate fair competition and will permit proper comparative evaluation of Proposals submitted. The University's waiver of an immaterial deviation or defect shall in no way modify the RFP documents or excuse the Proposer from full compliance with the RFP specifications in the event the Agreement is awarded to that Proposer.
6. The University reserves the right to accept or reject any or all proposals, make more than one award, or make no award.
7. Any contract awarded pursuant to this RFP will include the requirements and specifications in the RFP, as well as the contents of the proposal as accepted by UC, and will be in writing.
8. The University's selection may be made on the basis of the initial proposals or may elect to negotiate with Proposers selected as finalists. The University reserves the right to negotiate the modification of proposed prices, terms and conditions with the Proposer offering the best value to the University prior to the execution of an Agreement.
9. Prior to awarding the contract, UC may make such investigations as it deems necessary to determine the qualifications of the successful Proposer. UC reserves the right to reject any proposal in which the information submitted fails to satisfy UC and/or the Proposer is unable to provide the information or documentation within the period of time requested.
10. Proposer agrees to extend pricing and Services to the California State University institutions (CSU) and the California Community Colleges (CCC) under the following conditions:
 - a. Proposer agrees to extend the same pricing and terms to the CSU and CCC campuses under the terms of this Agreement, but under separate agreements with CSU and CCC.
 - b. All contractual administration issues regarding this Agreement (e.g. terms and conditions, extensions, renewals, etc.) will remain UC's responsibility. Operational issues, fiduciary responsibility, payment issues, performance issues and liabilities, and disputes involving individual CSU or CCC campuses will be addressed, administered, and resolved by Proposer and the appropriate CSU or CCC campus. UC, CSU and CCC are separate

and distinct governmental entities. As such, CSU's and CCC's administrative units and campuses are financially separate from UC and will be responsible for their respective individual commitments, financial and otherwise.

11. The University reserves the right to withdraw this RFP at any time.

J. Proposal Preparation Costs

All costs incurred in the preparation and submission of Proposals and related documentation, including Proposer presentations, demonstrations and provision of the Services to UC for independent testing purposes, will be borne by the Proposer.

K. Proposal Validity Period

All Proposals shall remain available for University acceptance for a minimum of one-hundred and twenty (120) days following the RFP closing date.

L. Agreement Term

It is anticipated that the initial term of any agreement resulting from this RFP will be for a period of three (3) years (the "Initial Term") with two optional two (2) year extensions (the "Renewal Terms") at the sole discretion of the University for a total of seven (7) years.

1. Pricing shall remain firm for the Initial Term of any agreement which may be awarded pursuant to this RFP.
2. Earned Incentives and Discounts
The Pricing section of each Proposal should state additional discounts which may reflect what is gained by utilizing efficient business operations including, but not limited to, the following. Additional discounts must include details regarding how they will be paid along with frequency of payment, and a sample or description regarding how dollars will be tracked and reported.
 - a. Prompt payment discounts. The University of California considers 30-day payment periods normal. Additional discounts should be quoted for payments received in 5, 10, 15, and 20 days
 - b. Electronic Fund Transfers (EFT) for invoice payment
 - c. Volume Incentives (additional %-off or net-dollars-off discounts) based upon reaching specific, mutually agreed upon dollar volume usage levels
 - d. Specify any other incentives that may be earned by the University of California.

M. No Mandatory Use

Proposer is advised that there is no mandatory use policy at the University of California for agreements. As a result, UC does not guarantee any specific amount of business forthcoming from this RFP. A winning Supplier may still see some competition at any given UC location for any given Services. However, by providing outstanding prices and service and the overall best total cost and quality to the University system wide, the winning Supplier is expected to garner a very large percentage of the total available UC business.

N. Disclosure of Records/Confidentiality of Information

All Proposal responses and related documents, submitted to the University in response to this RFP will become the exclusive property of the UC upon receipt and will not be returned.

Proposal response(s) which are incorporated into any resulting contract(s) with the University of California may be subject to the State of California Public Records Act (CA State Government Code 6250, et. seq.). This Request for Proposal, together with copies of all documents pertaining to any award, if issued, shall

be kept for a period of five (5) years from date of contract expiration or termination and made part of a file or record which shall be open to public inspection. Certain private, trade secret or confidential information may be considered exempt from the California Public Records Act. Any trade secret or company confidential information submitted as a part of this proposal shall be clearly marked "Trade Secret Information" or "Confidential Information."

Should a request be made of the University of California for access to the information designated confidential or trade secret by the Proposer and, on the basis of that designation, UC denies the request, the Proposer may be responsible for all legal costs necessary to defend such action if the denial is challenged in a court of law.

O. Marketing References

The successful Proposer shall be prohibited from making any reference to the University of California, in any literature, promotional material, brochures, websites, or sales presentations without the express written consent of the University of California Office of the President, Strategic Sourcing Department.

P. Audit Requirements

1. Any potential agreement issued as a result of this RFP shall be subject to the examination and audit of the Auditor General of the State of California for a period of three (3) years after final payment under the agreement.
2. The University, and if the applicable contract or grant so provides, the other contracting party or grantor (and if that be the United States, or any services or instrumentality thereof, then the Controller General of the United States) shall have access to and the right to examine any pertinent books, documents, papers, and records of the Proposer involving transactions and work related to any such agreement until the expiration of five (5) years after final payment hereunder.
3. The examination and audit will be confined to those matters connected with the performance of the agreement, including, but not limited to, pertinent books, documents, papers, and records of the Proposer involving transactions and work related to the agreement as well as the costs of administering the agreement.

Q. Business Review/Quarterly Business Reports

Supplier shall meet with the University for Regular Business Reviews to review contract usage and effectiveness, discuss current Services offerings and provide suggestions and discussion for continuous improvement in Services efficiencies, and address additional topics pertinent to the relationship towards the University's strategic goals. For each Business Review the Supplier must provide pertinent performance and management reports detailing a wide range of information related to the resulting agreement at both the UC-wide level and for each individual UC location.

R. Errors and Omissions

If the Proposer discovers any discrepancy, error, or omission in this RFP or in any of the attached documents, UC shall be notified immediately and a clarification/notification will be issued to all Proposers who have access to this RFP. No Proposer will be entitled to additional compensation for any error or discrepancy that appears in the RFP where the University was not notified and a response provided. All Addendums of Clarification will be distributed to the Proposal Participants via the CalUSource portal.

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SILS OVERVIEW	<i>The UC Libraries see a systemwide ILS as a tool to empower collaboration, shared decision-making, resource sharing, and the improvement of the patron experience across the entire UC system. We seek a vendor who likewise is future-facing, flexible, and strategic in the growth of their products and in partnering with their clients. We seek a solution which enables creativity and responsiveness to changing needs. For all questions, please indicate whether any functionality / features mentioned are in production (as of May 2019), in development, or on your roadmap.</i>
1	Describe your history with other large academic consortia and explain why those relationships were successful. Include in your answer your company's experience with large migrations from multiple legacy systems. What have you learned from challenges in the past, and what would you change to make our experience a success? (Essential)
2	Describe the architectural model of your solution. Explain in detail how your architectural model reflects each campus' data and how it reflects the combined (consortial) data. What are all the pieces of your solution, where do they "live," and how do they interact? Please upload any supporting materials (visuals, diagrams, etc.) as needed. (Essential)
3	Given the architecture described above, what are the options available for administering the software at the campus and consortial levels? Please address all the components that comprise the entire solution (ILS, discovery interface, link resolver, etc.). Describe your role in administering the software, as well as the roles of various UC Libraries staff. (Essential)
4	What is your company's strategy for supporting and improving the user's discovery experience in a system with ten unique campuses that have used and valued a union catalog for discovery for over 30 years, but have maintained separate campus catalogs and discovery interfaces? (Essential)
5	Does your discovery solution provide either a discovery interface for the local campus, a discovery interface for consortial discovery, or both? How does your solution's architecture support these different models? What are the solution's overall strengths and limitations in supporting these different models? (Essential)
6	In your solution how does a patron move from discovering an item to accessing the item whether it is online, physically available in the library, available at another UC library, or available via Interlibrary Loan from outside the University of California system. How does your solution promote overall ease and timeliness of access to materials? (Essential)
7	Describe your model for acquisitions in a consortial setting. How do local and consortial acquisitions interact in your proposed solution? (Essential)
8	Describe how data from the various components of the solution plays a role in decision-making at the campus and the consortial levels. Explain how your solution supports data driven decision-making. (Essential)
9	Describe how cataloging will function in a systemwide ILS both at the local and consortial levels. What are the ramifications for how traditional cataloging workflows are handled? (Essential)

Access Services & Circulation	<i>Access Services broadly covers the tasks of the library which include circulation, stacks maintenance, patron management, course reserves, resource sharing and management of library equipment and spaces. For all questions, please indicate whether any functionality / features mentioned are in production (as of May 2019), in development, or on your roadmap.</i>
Administrative	<i>Covers the ability of system administrators to set, modify and create policies both locally and consortially that govern all of the Access Services related system tasks performed by the Integrated Library System. Also covers processes and integrations related to these tasks from external systems.</i>
1	Describe the solution's capability to automatically and/or manually limit the type or number of items borrowed by a patron type. (Essential)
2	Describe the solution's capabilities to accommodate multiple data formats in fields such as addresses, barcodes, etc. to at a consortial and local level. (Essential)
3	Describe the solution's ability to import patron data from third-party systems (e.g., payroll, student) including but not limited to: what kind of data can be imported from these systems, what processes can be automated, frequency such processes can occur, whether they can occur real time or by batch load. (Essential)
4	Does your solution allow manual overriding of system block functions? (Essential)
5	Describe the solution's ability to record, report, and view details of circulation transactions such as location, time, user, and items, both locally and consortially. (Essential)
6	Describe the solution's ability to have local as well as consortial loan rules and how they interact. (e.g. ability to override those rules locally.) (Essential)
7	Describe the solution's ability to create templates or customize pre-programmed templates (e.g., patron account creation templates, paging slips, hold shelf slips, in-transit slips, book bands etc.) to fit both local and consortial needs. (Important)
8	Describe the solution APIs (e.g. patron, hours, etc.) available and provide examples of what they have been used for by other institutions. (Essential)
9	How does the solution adjust circulation policies such as due dates based on hours of operation? What limitations are there to making these adjustments? (Essential)
10	Describe the solution's ability to allow for automated and manual data purging processes (e.g., patron data, financial data, circulation data, etc.). (Essential)
11	Describe how the solution works with NCIP, SIP2, and ISO-ILL protocols to share and process transactions. (Essential)
12	Describe how the solution supports RFID as well as automated materials handling. (Desired)
13	Describe the solution's ability to handle simultaneous use of an item or patron record (for example, an item is being edited in Cataloging while Circulation is trying to check the same item out to a patron, or two staff users are trying to edit an item record at the same time). (Important)
14	Describe what information is available about circulation transactions (both historical and real-time) and how this information can be restricted to certain staff members. Are there limitations to these restrictions? (Essential)
15	Describe how an external application would create, read, update, or delete a patron record. (Essential)
16	Describe how the solution allows for prioritizing between apparently duplicate patron records from external systems based on various parameters present in the data (i.e. prioritizing multiple university statuses for the same person at their own campus or across multiple institutions). (Important)
17	Describe how the solution allows for protection of fields in patron records already in the system from being overwritten by regularly scheduled patron loads from external systems. Which fields can be protected? (Essential)
18	Describe how the solution handles different types of errors during the importing of patron data. (e.g., missing fields, potential duplicative data, etc.) including any reports it provides or actions it takes. (Essential)
19	Describe the solution's ability to create custom items and suppress them from public view. (e.g. a local record for equipment that should not be discoverable in the catalog) (Essential)
Billing & Payments	<i>Addresses the various parts of the billing and payment life cycle, from the assessment of fines and other fees to their collection, including record keeping/tracking functions associated with these transactions.</i>
20	Describe how the solution handles bills, fees, and blocks including but not limited to how they can be adjusted, how they can be created manually and automatically, how they are waived or removed. (Essential)
21	Describe how the solution handles online payments including how it interacts with third party payment systems where personal data (i.e. credit card or other sensitive private information) is not stored on the local library system. (Essential)
22	Describe types of payments the solution can accept (e.g., debit/credit cards, fund transfers, campus ID vend/cash card, cash, check, Apple Pay, etc). (Essential)
23	Describe collection agency options (e.g., California Tax Franchise Board, campus or private collection agencies) which work with your solution. (Desired)
24	Describe solution's ability to reconcile daily receipts and generate and export financial reports by specified categories such as patrons, items, and timeframes. (Essential)
25	Describe the solution's financial data storage capabilities (e.g., how much, how long, formats, etc.). (Essential)
26	Describe the options for configuring fines, fees and blocks by patron types and other factors, both locally (per campus/library unit) and consortially and how they interact. (Essential)
27	Describe how the solution transfers fines/fees and payment data to and from external systems, including but not limited to: accounting for adjustments when payments are made, whether this can be done as a batch or in real time, how blocks are removed, etc. (Essential)

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	28	Describe the solution's ability to automatically adjust and/or remove fines/fees based on related circulation transactions (e.g., late patron-initiated renewal, returning of an item that has been billed for replacement, etc.) (Essential)
	29	Describe how the solution displays and/or generates reports based on a patron's fine history, including but not limited to fines paid and unpaid, waived fines, and claims returned items. (Essential)
	30	Describe how the solution stores/retains fine/fee data when an item is withdrawn or replaced. (Essential)
	31	Describe the solution's ability to generate reports on fines at a local or consortial level including but not limited to: type of fine, paid versus unpaid, payment method, location, claims returned, resource sharing fines. (Important)
Booking & Scheduling		<i>Covers the wide variety of materials, rooms, and equipment that can be booked by staff on behalf of patrons or by the patrons themselves.</i>
	32	Describe the rules and options available to configure bookings for equipment, materials, and rooms. (Essential)
	33	Describe the solution's ability to differentiate between different patron types to allow for different booking rules. (Important)
	34	Describe the solution's ability to interface with third-party booking systems, including naming any known systems that your customers have successfully integrated with. (Important)
	35	Describe the solution's ability to allow for "add-ons" within a bookable room (e.g., A/V equipment, tech, laptops, projectors, etc.) (Desired)
	36	Describe how the solution's booking rules work with regular loan rules to ensure items are available at the appropriate time. (Essential)
	37	Describe how staff interact with the solution to create, modify, and delete bookings as well as circulate booked items. (Essential)
	38	Describe the solution's capabilities to charge fees for booking equipment, materials, and rooms. (Desired)
	39	Describe how patrons interact with the solution to create, modify, and delete bookings. (Essential)
Circulation		<i>Describes the workflows associated with borrowing and returning an item at the local and consortial level, including requests for an on the shelf item, hold shelf management, check out functions, renewals, recalls, check in functions, and claims returned.</i>
Check Out/Check In		<i>The management of borrowing and returning materials including recalls and claimed returns functions.</i>
	40	Describe the solution's ability to govern loan periods for material based on factors including but not limited to patron types, material/item types, locations, and hours, etc. on both a local and consortial level. (Essential)
	41	Describe how temporary items are created and deleted within the solution, such as items borrowed from other libraries or placed in course reserves. (Essential)
	42	Can the solution back date returns? (Essential)
	43	How does the solution notify staff of exceptional statuses on check in of returned items (e.g., holds, recalls, course reserves, etc.). (Essential)
	44	Describe the solution's ability to perform offline circulation transactions when the network is down and how the information is reconciled once network is up and running. (Essential)
	45	Describe how items borrowed via interlibrary loan from outside the consortium are circulated by the solution. (Essential)
	46	Describe any circulation functions available through an API. (Important)
	47	Explain how your solution provides a seamless experience for staff and users when it comes to the circulation and collection management of special collections materials including naming any known systems that your customers have successfully integrated with such as Aeon. (Essential)
	48	Describe how the solution handles recalled items: including but not limited to: options for rush recalls, and how the recall time frame works and can be configured. (Essential)
	49	Describe the solution's claims return functionality and options for managing claims returned policy. (Essential)
Renewals		<i>The management of continued use after the initial checkout.</i>
	50	Describe the solution's prioritization of multiple holds for the same item, and the ability to modify the order of the priority list. (Essential)
	51	Describe the solution's ability to override holds through the application of another status, such as for use in course reserves or items returned damaged. (Essential)
	52	Explain how your solution provides a seamless experience for staff and users when it comes to the circulation and collection management of special collections materials including naming any known systems that your customers have successfully integrated with, such as Aeon. (Essential)
	53	Describe renewal functionality (including system-generated or automated renewals, staff-initiated renewals, and patron-initiated renewals). (Essential)
Hold Shelf Management		<i>The management of held requested items for users before initial checkout.</i>
	54	Describe how the solution can be configured to determine hold limits such as how many holds can be placed on an item, how many holds can a patron have, or how long can an item be on the hold shelf. (Essential)
	55	Describe the options for configuring the management of expired holds and how staff can manage one or multiple hold shelves. (Essential)
	56	Describe the solution's ability to manage exceptional holds such as multi-volumes sets or items on order. (Essential)
Document Delivery Services		<i>Special services offered to patrons, such as document scanning and office delivery services. These are sometimes fee-based, or offered only to specific categories of patrons.</i>

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	57	Describe how the solution supports scanning and electronic document delivery services both locally and consortially. (Important)
	58	Describe how the solution supports paging services including the ability to generate lists by library/shelving location. Please detail what information is available on these lists. (Essential)
	59	Describe how the solution supports payment, billing, and accounting for fee-based document delivery services. (Important)
Communication & Notifications		<i>The solution's ability to allow staff to communicate to each other within the solution as well as for staff to communicate with patrons.</i>
	60	Describe how your solution allows for communication among different library departments or locations about things that need to be done regarding item, patron or other kinds of records. (Essential)
	61	Describe how your solution allows for direct communication between library staff and individual or groups of patrons? (Important)
	62	Describe how your solution facilitates customizing and posting announcements and/or alerts for staff to appear in the staff interface. (Desired)
	63	Describe the solution's ability to generate notices including but not limited to: the types of notices available (e.g. courtesy, overdue, recall, booking, replacement bill, resource sharing, return receipts, etc.), what different formats are available (e.g. email, print, or SMS), the ability to generate notices in real time or batch, etc. (Essential)
	64	Describe the solution's capabilities for creating customized notifications including but not limited to: what fields and/or text can be customized, which templates are available, what branding can be done, how notices are customized, etc. (Essential)
	65	Describe any interoperability with other work tracking, communication tools (e.g., jira, confluence). (Important)
	66	Describe how the solution supports the creation of alerts and broad notifications to the public. (Important)
Course Reserves		<i>The organization and management of the full life cycle of Course Reserves material.</i>
Patron Experience		<i>The patron experience with locating and using Course Reserve material.</i>
	67	Describe how the solution enables users to easily identify and locate course reserves. (Essential)
	68	Describe how patrons can access electronic course reserve materials from the solution. (Important)
Management		<i>The administration of Course Reserves--including submitting, acquiring, processing, circulating, removing, and tracking usage of these materials.</i>
	69	Describe the available options for course reserve check out times. (Essential)
	70	Describe how the solution facilitates different course reserves acquisition workflows. (Desired)
	71	Can course reserve items be blocked from being recalled or paged? (Essential)
	72	Describe which learning management systems integrate with your solution and what they allow staff and patrons to do. (Important)
	73	How does the solution handle temporary course reserve items or instructor-owned materials? (Essential)
	74	Describe how the solution keeps a course reserve history of library owned items. (Important)
	75	Describe the available solution options for instructors to request items be put on reserve. Can this done in the discovery layer? (Desired)
	76	Describe the solution's ability to offer electronic reserves including but not limited to: workflow, storage, statistics, copyright, licensing restrictions, restricted access to items, etc. (Important)
	77	Describe the workflow for physical course reserves including but not limited to: how a course reserve record is created, are templates supported, can course reserves records and lists be reused, how items and lists can be activated and deactivated (Essential)
	78	Describe how the solution manages wait lists and/or holds for course reserves items including any available communication to patrons. (Important)
Patrons		<i>Management of patrons and their data as well as the patron experience in accessing and managing their own accounts and data.</i>
Patron Management		<i>Management of patron data and functionality supported by patron data.</i>
	79	Describe how the solution manages patron records both locally and consortially and how the two interact. (Essential)
	80	Describe how proxy accounts are created and maintained. (Essential)
	81	Describe how the solution manages patron identifiers and passwords, and how it integrates with single-sign-on systems. (Essential)
	82	Describe how the solution allows patron categories to be defined and authorized to borrow items locally and consortially. Include a description of how the categories can be defined at the consortial level and at the institution level, and how these two levels interact. (Essential)
	83	Describe how patron expiration dates are configured and maintained in the solution both locally and consortially and how the two interact. (Essential)
	84	Describe the solution's ability to add messages and internal notes to patron records both locally and consortially and how the two interact. (Essential)
	85	Describe the solution's ability to designate users by categories such as major, academic department, recipient of special library services, internal library department, etc as well as home library or campus. (Important)
	86	Describe the solution's ability track a patron's circulation activities (total circs/renewals, holds, claims returned, last activity date, etc) both locally and consortially and how the two interact. (Important)

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	87	Describe the solution's ability to mark an item as lost in a patron record and generate an invoice without having to go through the regular billing cycle. (Essential)
	88	Describe the solution's ability to allow indexed field (i.e. name, barcode, email address) searching. Please list all searchable fields. (Essential)
	89	Describe how anonymization of patron data including circulation transactions works in the solution. (Essential)
	90	Describe the options for purging patron records. (Essential)
	91	Describe the user experience from both the perspective of a proxy user and that of the sponsor of the account. (Essential)
Patron Self-Service		<i>Patron experience when accessing and managing data pertaining to them.</i>
	92	Describe how your solution allows patrons to manage their library accounts and borrowing activities including renewing items, placing holds and recalls, etc. (Essential)
	93	Describe how your solution integrates with various self-check systems. (Essential)
	94	Describe how patrons can use your solution to personalize their experience. What customization can be done by an anonymous user? What requires authentication (e.g. a login to a "my account" type feature)? (Important)
	95	Describe how patrons can recover from forgetting their password or PIN. (Important)
	96	Does your solution offer patron PIN options for added security? (Essential)
	97	Describe what options patrons have to save information about their borrowing activities and where this data is stored. (Desired)
	98	List what kinds of items patrons can pay for through the solution. (e.g. fines, library cards, workshops, etc.) (Important)
Visiting Patrons		<i>Solution support for patrons not affiliated with the consortium.</i>
	99	Describe the solution's ability to have information from a patron record appear at time of circulation transaction at a different institution other than their home institution. (Essential)
	100	Describe the solution's ability to use local university ID/library cards at any UC campus library without having to get another card specific to that library. (Important)

Accessibility	<p><i>The University of California is committed to supporting an information technology (IT) environment that is accessible to all and in particular to individuals with disabilities. To this end, the University seeks to deploy information technology that has been designed, developed, or procured to be accessible to people with disabilities, including those who use assistive technologies. An accessible IT environment generally enhances usability for everyone. By supporting IT accessibility, the University helps ensure that as broad a population as possible is able to access, benefit from, and contribute to its electronic programs and services.</i></p> <p><i>For all questions, please indicate whether any functionality / features mentioned are in production (as of May 2019), in development, or on your roadmap.</i></p>
1	Describe how your solution is accessible to end users with disabilities (including vision, hearing, motor control disabilities, etc.) (Essential)
2	Describe how your solution is accessible to staff users with disabilities (including vision, hearing, motor control disabilities, etc.) (Essential)
3	Describe how you develop, test, and assess your solution for accessibility. What IT standards do you follow? (Important)
4	How do you assure that you keep your product current with changing legal requirements and accessibility best practices? (Important)
5	Describe the accessibility related plans/roadmap for your solution. (Important)
6	Provide your company's policy or commitment statement regarding electronic accessibility. (Important)
7	Please attach third-party evaluation reports about the accessibility of your product/service, if available. (Important)
8	Who in your company is responsible for the electronic accessibility policy and compliance (provide contact information)? (Desired)
9	Do you have an accessibility function or team responsible for technical development? Describe its role in your organization. (Important)
10	What is the remediation process for a person needing to report an accessibility issue? What is the reporting path for a public user? What is the reporting path for a staff user? How does someone needing help bring it to your attention? (Essential)
11	What kind of response-time guarantee do you provide for issues having to do with accessibility compliance? (Important)
12	WCAG 2.0 AA standards compliance. Please fill out the Web Accessibility Assessment form located here (https://www.ucop.edu/electronic-accessibility/_files/wcag-2.0-checklist.pdf) and upload it back with your answers. (Form only, do not separately answer General Questions 1-7 as those are included above.) (Essential)

Acquisitions	<i>Acquisitions work entails all of the fundamental tasks of procuring content in all formats for use by library patrons, including vendor identification, purchasing, receiving and access verification, and collections budget management. Automated processes, including integrations with content vendors and campus financial systems, should work seamlessly and efficiently both at the local campus and consortial level. The UC Libraries is seeking a solution that supports these processes and efficiencies, as well as the benefits of shared data and workflows across the consortium. For Acquisitions in particular, the solution should effectively allow library staff to manage its core tasks to support collection development and the procurement of content and services for library patrons. For all questions, please indicate whether any functionality / features mentioned are in production (as of May 2019), in development, or on your roadmap.</i>
General Functionality	A number of varied and important functions performed within Acquisitions require specific and tailored staff role assignments, tracking of actions, and communication within the institution and to outside vendors related to order status, delivery of records, physical processing of materials, to name a few examples.
	1 Describe the granularity of staff user permissions for viewing, creating, editing and deleting elements/records within the acquisitions functions. (Essential)
	2 Describe the standards and protocols for managing acquisitions data. (Important)
	3 Describe the solution's method of creating reminders/tickers for orders, or any other element within acquisitions management. (Important)
Ordering and Procurement Data	A key function of acquisitions is ordering or procuring content for the collections, which may include books, journals, databases, datasets, and other types of materials in a variety of formats, and through business relationships with a multitude of vendors. Essential data elements include estimated prices, paid amounts, encumbered funds, types of materials (books, serials, videos, etc.), formats of material (print, online, and more), and the method used to acquire. Order-related data inform reports that are used to assess vendor performance and for collection analysis. Additionally, acquisitions needs to be able to track receipt, time to receipt, and claiming of orders. Automated processes are vital to this area to achieve workflow efficiencies.
	4 Describe how the solution manages the ordering process. Include information about the data fields represented on orders. Outline the default fields, the level of local customizability and the controls or limitations on consortial wide customization of these fields. Describe the level of free text fields and ability to record extensive notes, and store documents with an order. Describe how orders are related to other record types, particularly bibliographic, holdings, items, invoices and other types of records the system may contain (licenses, for example). (Essential)
	5 Describe the options available for order record creation, both manually and through automated processes. (Essential)
	6 Describe how the solution manages workflows for batch loaded materials and/or automated record creation processes, including batch loading of records, batch receipt, re-routing of problem titles, flagging of loading problems and errors. (Essential)
	7 Describe the workflow options available with regard to pre-order, order, post-order, payment, and activation processes within acquisitions. Describe the level of customization of workflows both locally and across a consortial implementation. Describe limitations on workflows. Explain any fields within the order record that place a limit or force a system behavior on later processes. (Example: an order status may prevent payment, without some override; or an order type may affect how fiscal rollover rules are applied to encumbrances). (Important)
	8 Describe how the solution handles non-purchased materials, including gift items. (Important)
	9 Describe how the solution supports unique campus orders versus joint orders and consortia-wide orders? What are the options for managing campus specific orders versus orders shared across some or all campuses? (Essential)
	10 Describe how the solution displays payment information about a title or package, and what payment information is visible at a glance, as well as the payment information that requires a deeper look. (Important)
	11 Taxability, in our environment, depends on frequency. Describe how the solution manages frequency changes in a way that integrates with changes in taxability. (Essential)
	12 Describe how the solution handles the management and maintenance of orders over time, specifically editing various elements, closing, cancelling, copying/cloning, re-opening, and deleting orders. Describe the limitations on these actions and the granularity for granting users permission to make these changes to an order. Please explain any differences between these operations in a consortial environment. (Essential)
	13 Describe how claiming functionality works for orders, specifically, how does the solution manage the claiming process for individual items, multi-volume sets, standing orders, and initial subscription orders? Also describe the protocols available for claiming orders (e.g., EDI, integrated email functionality, API with certain vendors, printed letter, etc.). (Essential)
	14 Describe the solution's process for receiving ordered materials. For one-time materials, explain if processes vary between methods of acquisition. Describe differences in receiving the first issue of a continuing order. How does the solution support tracking receipt of multi-volume sets wherein volumes may be published out of sequence and invoiced at time of shipment. (Essential)
Vendor Records	Vendor records are central to acquisition management for placing orders, claiming materials, and tracking payments. Vendor records also contain crucial contact information that supports problem-solving related to e-resources, and for print receiving issues.
	15 Describe how vendor data is managed. Describe data elements that can be stored as well as display options. (Essential)
	16 Describe how vendor data can be managed across multiple campuses, including editing rights and "ownership" to vendor records and fields within a consortial environment. Describe limitations between local campus and consortial vendor data. Describe the process for updating vendor data within the environment described earlier. (Essential)
	17 Describe the options for making vendor changes on single orders and across multiple orders. How do prior payments to one vendor display on the order record when the vendor on the order record has been changed? Explain how the solution calculates spending by vendor. (Important)
	18 Describe the solution's ability to provide reports for vendor performance. (Important)
Integration with Vendor Systems	The UC Libraries work closely with established vendors in managing selection, ordering, receiving, invoicing, and claiming of materials. Integration of systems with and between vendors is critical to implementing efficient workflows at local campus and consortial levels.
	19 Describe the functionality in place to work with vendors in a seamless manner in the acquisitions process. Describe current relationships in place with particular vendors in managing and automating acquisitions workflows and processes. (Essential)
	20 Describe the solution's capability to automate and streamline monographic selection with particular vendors and how that selection could be integrated with bibliographic and order record creation. Also describe these abilities as related to serials. (Essential)
	21 Describe EDI capabilities, including invoicing, and individual vendors you have worked with. Describe how the solution supports vendor integration beyond EDI. (Essential)
	22 Describe your company's approach to strategic conversations with content providers for improving integrations between the solution and vendor systems. To the extent possible, describe experiences with content providers who may not be as well-equipped or willing to provide integrations, and your methods for supporting libraries in overcoming those limitations. (Essential)
Demand Driven Acquisitions	Demand Driven Acquisitions is well-established as a purchase model, and Evidence-Based Acquisitions continues to emerge as another viable model for acquiring materials.
	23 Describe how the solution supports different types of demand-driven (DDA) and evidence-based acquisition (EBA) programs. (Desired)
	24 Describe how selections against deposit accounts or short-term-loan charges are applied and tracked. (Desired)
	25 Describe the third-party integrations available to allow for title-by-title tracking of short-term DDA loans and purchases within ordering and invoicing. (Desired)
Ledger and Fund Management	UC Libraries need to track spending from various sources, such as general funds, endowments, donations, contracts, and grants. Budgets must be easily viewable at all times, including the ability to see allocations, expenditures, encumbrances, and cash balances. The level of detail required exceeds that provided within a campus financial system.
	26 Describe the financial (fund) management system in your solution. Describe the structure options for funds within the ledger and how fiscal years are set. Include the number of ledgers possible and whether funds can be part of multiple ledgers. Describe any limitations on the retention of ledger data. (Essential)

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27	Describe how the ledger functionality works within a consortial environment. Explain the levels of access to view and edit ledgers and funds within ledgers at a local campus and consortial level, and also the level of autonomy for setting limitations to encumbrances and funds. What are the limitations, if any, to the number of funds and ledgers within the solution? (Essential)
28	Describe the solution's method of inputting initial allocations to funds, transferring money between funds, and tracking spent and encumbered values, and remaining cash. Include a description of how these transactions may be searched within the ledger, by fund and by type of fund transaction. (Essential)
29	Describe the fiscal rollover/close out process, for local campuses and within a consortial environment. Include details on the granularity of the process, that is, describe all the methods by which a local campus can manipulate what rolls over. For example, may rules be applied by fund type, or specified for selected funds, order type, any order record element? Also explain the options for handling cash balances and encumbrances at fiscal rollover. Describe any limitations and permissions for adjusting fund balances for the new fiscal year. (Important)
30	Describe the elements of a fund record within your solution. Specifically, what data can be defined and stored about a fund? How does it distinguish between different funding sources - general money, endowments, donations, etc.? Explain how funds could be assigned different fiscal periods. Describe the view, retrieval, and export options related to fund data. (Important)
31	Describe the process by which funds are encumbered and disencumbered. Describe how the solution manages multiple funds paying a share of an order. (Essential)
32	Describe the solution's ability to provide accounting reports, including but not limited to the following: - invoices - PO number and encumbrances, - fund activity, - ledger postings, including appropriations, - payments, - processing status, - date with ability to select date ranges. (Essential)
33	Describe the solution's ability to provide accounting reports sorted by time period, including historical reporting. (Essential)
34	Describe the solution's functions for year-end financial reporting and analysis. (Essential)
Integration with ERP/Financial System	<i>Integrating with a local campus or consortial enterprise resource planning (ERP) / financial system is critical functionality in managing a large volume of invoicing and requisite payments.</i>
35	Describe the solution's capability to integrate with a local campus or consortial financial system, including vendor record data connections and invoice payment connections. (Essential)
36	Describe the process for exporting all invoice line item and transaction data for payment to a financial system. (Essential)
37	Describe the process for importing data from a campus financial system. Which fields can be imported? What are the formats (date, number field, character, etc.). What limitations are there to importing this data? (Essential)
38	Describe the solution's ability to import local campus financial data for a transaction not already in the system, and create an invoice from that data for librarian approval. (Desired)
Invoicing	<i>UC Libraries purchase a high number of resources annually, using a number of payment methods and complying with local campus and vendor requirements. They need an efficient method for recording costs per resource, in some cases, recurrently for many years on the same resource. They also need to transmit that information to local campus financial systems and reconcile spending between the library system and the campus financial system.</i>
39	Describe how the solution manages the complete invoicing process. Describe the various methods the solution offers to input an invoice or credit memo. Additionally describe the elements of an invoice and invoice line item. Describe any free text fields in the invoice record. (Essential)
40	Describe how the solution supports partially-paid items (i.e., invoiced for a portion of the total, for example, a multi-volume monograph set where some volumes have been invoiced, but not all). (Important)
41	Describe the limitations and permissions the solution grants to make multiple payments on an order record in the same fiscal year and in different fiscal years. Describe how an invoice payment or credit could be posted to a prior fiscal year. (Essential)
42	Describe how the solution provides options for distributing sales or use tax across invoice lines, including in the case where not all lines are taxable and/or some lines may have been taxed at an incorrect rate, or where the tax is not distributed. Additionally, describe how the solution supports payment of tax, including identifying taxability or non-taxability per line item, paying tax on a separate fund, and varying tax rates across campuses in the consortium. (Essential)
43	Describe how the solution handles shipping and/or service charges on single- and multi-line invoices including when purchase orders use multiple funds. Additionally, describe options for local and consortial-wide creation of other charge types that could be added to an invoice. (Essential)
44	Describe how the solution alerts users to keying errors in the invoice process, particularly keying different amounts for invoice line items versus total invoice, flagging potential duplication of payment for same vendor/invoice number, invoicing PO with different vendor from invoice, over-spending a fund. What are the override rights? (Essential)
45	Describe the process one would use to order on one fund, but pay an invoice using a different fund. What would happen to any encumbered amount on the order record fund? (Desired)
46	Describe how the solution keeps individual campus invoice data separate and secure from other campus's data in a consortial environment. However, describe any options wherein a campus or the consortial center could permit viewing of certain payments by some or all campuses. (Essential)
47	Describe how the solution manages different currencies and exchange rates and how it prevents or alerts users to invoicing in one currency when the encumbrance is in another. (Essential)
48	Describe how the solution handles shipping and/or service charges on single- and multi-line invoices including when purchase orders use multiple funds. Additionally, describe options for local and consortial creation of other charge types that could be added to an invoice. (Important)
49	Describe what historical payment data is displayed when approving serial invoices. (Desired)
50	Describe how the solution might generate an alert or warning if a vendor net payment exceeds a certain threshold in a certain time period. (Desired)
51	Describe how a single payment for multiple years could be reported out as a payment pro-rated for each year. (Important)
Billing Module	<i>As the UC Libraries anticipate a consortial solution as well as the emerging potential needs within its environment, the ability to perform billing functions becomes increasingly relevant to library acquisitions activity.</i>
52	Describe how the solution allows for the creation of customer accounts for deposit and invoicing work, including how it generates invoices. (Desired)
53	Describe how the solution supports requesting payment from and receiving payment back from external institutions, both when the other institution is using this same system, and when they are not. (Desired)
Serials Management & Binding	<i>The activities in serials management encompass establishing and maintaining subscriptions for both print and electronic content, and combinations of the two; material handling from initial receipt and processing to binding; and integration with serials vendor services and binding software. The solution should provide efficiencies and flexibility for a variety of campus scales and format mixes, as well as opportunities for greater visibility of serials data across the consortium.</i>
54	Describe how the solution supports print management for serials issues, including receiving, generating items, labeling, and routing to varied locations across multiple buildings. (Essential)
55	Describe how the solution supports workflow management across technical services units (e.g., cataloging) resulting from changes to a serial bibliographic information or publication status. (Desired)
56	Describe how the solution supports multiple and changing formats for serials, including a print title that is changing to electronic only, a print title that comes with electronic access that may or may not be activated, etc. (Important)

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57	Describe particular functionality that supports the management of subscription renewals, including setting renewal dates that may differ from annual calendar-based terms, and any integration with subscription agents' systems or data. (Important)
58	Describe how the solution supports check-in of parts of a serial, including regular issues and a range of supplemental material that may be received on a regular or irregular basis. Describe how the solution accommodates the data required for describing these parts. (Essential)
59	Describe the solution's support for barcode scanning for recording and receipt of issues. (Desired)
60	Describe the display and functionality of frequency information. (Essential)
61	Describe the solution's ability to create prediction and enumeration patterns, both manually-entered and based on vendor-supplied data. (Essential)
62	Describe how the solution supports claiming for late material (to include issues, supplements, parts, etc., that may or may not be included in the prediction pattern). Include any integrations with serials vendors' systems for automated, electronic claiming. (Essential)
63	Describe any functionality related to limiting claiming to particular local campus libraries or locations within a library. (Important)
64	Describe how the solution supports the binding process in general for physical material in all bibliographic formats (i.e., monographs, serials, etc.). (Essential)
65	Describe the solution's functionality related to identifying serial binding units, and collapsing the units into volumes. How does the solution identify and accommodate incomplete volumes (i.e., units that may be missing an issue(s))? (Essential)
66	Describe the reporting capabilities related to binding preparation for internal use and for sending information to a binding vendor. (Essential)
67	Describe the solution's integration with bindery software, including supported protocols. (Essential)

Cataloging & Metadata	<i>The individual UC Libraries actively create high numbers of complex and original catalog records across all bibliographic format types. Additionally, we have an established Shared Cataloging Program, which provides catalog records to the ten University of California campuses for shared licensed and selected open access electronic resources. The questions posed in this section focus on our need for local control of unique data elements as well as our interest in identifying efficiencies that can be gained in cataloging within a systemwide ILS. We work with mass amounts of catalog data/metadata and we need a solution that can batch process. This data needs to be shared. The solution must be forward thinking and not tied to past standards and practices. For all questions, please indicate whether any functionality / features mentioned are in production (as of May 2019), in development, or on your roadmap.</i>
General Cataloging	1 Describe or demonstrate how the solution supports cataloging tasks, including but not limited to, creating, editing, merging, deleting, suppressing and overlaying records. (Essential)
2	Describe or demonstrate how the solution manages multiple classification schema and subject vocabularies in bibliographic, authority, and holdings records, including but not limited to, Library of Congress Classification and Subject Headings, form/genre (e.g., LCGFT, AAT, RBMS Controlled Vocabularies), FAST, SuDoc classification numbers, local classification schema, National Library of Medicine Subject Headings, etc. (Essential)
3	Describe or demonstrate all metadata schemas that are supported and how they are implemented. Describe any crosswalk tools or utilities that convert from one metadata schema to another. (Important)
4	Describe or demonstrate how the solution indexes data within the system. List any fields, subfields, etc. not indexed. Are there any limitations that affect indexed data or the indexing of data contained within the system? Is there local ability to customize and/or create new indexes. Is indexing of records immediate, or is there a delay? Does the indexing enable faceted search results? (Essential)
5	Describe or demonstrate the solution's capabilities for importing and exporting bibliographic, holding, and authority data in various formats (e.g., MARC 21, MARCXML) via various external sources (e.g., OCLC, MARCIVE, publishers, vendors). What export formats are supported? What limitations are there to importing and exporting data? (Essential)
6	Describe or demonstrate how the solution supports batch import and export of bibliographic and holdings records, including the ability to configure rules for record matching, overlaying, and merging. (Essential)
7	Describe or demonstrate how the solution supports the harvest of metadata stored in other library information tools including local institutional repositories, digital asset management solutions, and archival/special collections information management solutions. Does the solution allow for metadata harvesting integrations to be customized and/or created locally? (Important)
8	Describe or demonstrate how the solution provides for the display of all valid and invalid MARC content designators (field tags, indicators, subfield codes) in the cataloging interface and suppresses display of codes in the public interface. (Essential)
9	Describe or demonstrate the solution's ability to create locally defined metadata elements. (Essential)
10	Demonstrate how the solution supports unique local data needs within a consortial environment. Describe how the solution supports and protects local notes, access points, classification schemes, and other unique metadata in bibliographic, holdings and authority records. (Essential)
11	Describe or demonstrate the solution's ability to handle the editing of records in a multi-user environment. (Essential)
12	Describe or demonstrate the solution's ability to designate and differentiate between records for resources that may be shared across the consortium with those whose access is restricted to specific licensee campuses. Please attach examples of how such records would display in the cataloging interface. (Essential)
13	Describe or demonstrate how the solution supports record versioning. What data is captured when edits are made to a record? Does the solution maintain complete history of all edits made to bibliographical and authority records? (Important)
14	Describe or demonstrate the solution's ability to conduct browse searching of all access points, including but not limited to, names (personal, corporate, family), subjects, and classification/accession numbers from within the staff interface. (Essential)
15	Describe or demonstrate the solution's ability to move/cut/copy/paste multiple (bibliographic, holdings, or authority) fields at once. (Important)
16	Describe or demonstrate the solution's ability to support reporting of statistics targeted towards cataloging, including bibliographic and holdings database trends, added/deleted bibliographic records by holding location or institution, and individual cataloger activity. Is the data accessible to the individual cataloger for his/her own workflows and reports? (Important)
17	Describe or demonstrate the solution's ability to display faceted search results for staff searches. (Desired)
18	Describe or demonstrate the solution's ability to provide links to supporting documentation (MARC21, RDA, etc.) (Desired)
19	How does your company stay abreast of the latest developments in metadata management / description and how are you implementing that in your solution? (Important)
20	Describe or demonstrate plans to incorporate BIBFRAME records into the database. Describe support for retrospective conversion from MARC to BIBFRAME. (Essential)
21	Describe or demonstrate the solution's plan for supporting the Library Linked Data model, including Resource Description Framework (RDF) and RDFa. For example, does the solution have the ability to expose, as linked data, authority-controlled names and holdings in the shared management system? How do you plan to transition to native Linked Data cataloging? (Essential)
Quality Control	Given the larger number of complex and original catalog records created by UC Libraries, quality control plays a particularly significant role in cataloging workflows. The questions posed in this section focus on our need to ensure quality control at a number of stages in the cataloging workflow as well as our interest in identifying how the system can be harnessed to introduce efficiencies to complex workflows.
22	Describe how your solution supports use of text-strings, programmable macros, and/or templates at both the local and consortial levels on both individual records and on groups of records. Demonstrate the solution's ability to customize local productivity tools. (Essential)
23	Describe how your solution supports validation and parsing of metadata records based on standards on both individual records and groups of records? (Essential)
24	Describe how your solution supports both standard and customized database maintenance reports, including but not limited to reports of duplicate, missing/absent, or invalid data elements. What reports are automatically included in your product? Can you give us examples of custom reports other users have created in your solution? (Essential)
25	Describe in detail how your solution makes global changes efficiently to entire fields and subfields, and specific strings within fields and subfields in all record types including, but not limited to, bibliographic, holding, item, and authority records. (Essential)
26	Describe the ability to search across record types, to scan the entire database or a defined subset thereof, and to preview, run, review, and undo/revert global changes. (Essential)
27	Describe the process to batch suppress/unsuppress and delete records, including, but not limited to, bibliographic, holding, item, and authority records. Are there any types of records that cannot be suppressed? Is there any limitation on the number of records per batch? (Essential)

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	28	How does your solution manage the import and export of data containing unique fields or with different encoding levels? (Essential)
	29	What is the process by which your solution alerts users when imported data will overlay existing data? Describe your solution's capability for protecting local data during overlay, if any. Please note if the answer is different based on record type (bibliographic, holdings, item, authority). (Essential)
	30	Describe how your solution supports manipulation of data (e.g. adding/deleting/replacing certain types of data) while loading records. (Essential)
	31	Describe your solution's procedures for providing a detailed inventory of its contents. (Essential)
	32	Describe how your solution supports transferring of holdings, items, orders, etc. from one record to another record. (Essential)
	33	Describe how your solution supports linking an order record to one or more bibliographic, holding or item record(s) at the point of importing a record. (Essential)
	34	Describe how your solution supports the definition, validation and parsing of metadata to accommodate both locally and consortially defined rules (e.g. MARC21 Bibliographic 9XX, X9X, and XX9 tags). (Important)
	35	Describe how your solution supports spell checking and identifying non-standard characters (i.e. html entities) on both individual records and on groups of records. (Important)
	36	Describe or demonstrate how your solution is able to work with third-party applications such as MarcEdit to manipulate all types of data (bibliographic, holding, authority, etc.). Can the solution input/output in csv and/or other formats? (Essential)
	37	Describe your solution's process for running scheduled jobs to complete routine data cleanup tasks. (Important)
	38	Describe how your solution supports reverting to a previous version of a record. Describe how your solution supports reverting changes made globally. Are there limitations to the number of records that can be reverted or the type of information that can be reverted? (Important)
	39	Describe how your solution handles duplicate detection on an individual record. Describe how your solution handles duplicate detection and resolution across a set of records or across the entire database. What data points can be detected as duplicates? Please note if the answer is different based on record type (bibliographic, holdings, item, authority). (Important)
	40	Describe how your solution supports linking an order record to one or more bibliographic, holding or item record(s) when merging records. (Important)
	41	Describe your solution's procedure(s) for archiving individual records or groups of records that have been either deleted or suppressed. (Desired)
Holdings Management		<i>The UC Libraries maintain collections across ten campuses and two shared storage facilities. The libraries are involved in shared collection activities and patrons search across the consortium for resources. In our current setup of different software systems, it is often difficult for both patrons and staff to discover exactly what the UC Libraries hold across the campuses and how resources can be obtained. We are looking for improvements to this coming out of a systemwide solution. This section focuses on identifying how your solution supports the need to integrate systemwide holdings to provide efficient access amongst campuses.</i>
	42	Demonstrate that the solution's holdings records are fully compatible with current MARC standards, and describe the solution's ability to handle non-MARC formatted holdings such as BIBFRAME data. (Essential)
	43	Describe how one institution's holdings are protected from deletion and/or edits by another institution. (Essential)
	44	Describe the solution's ability to account for situations where consortial coverage information differs between members. Please attach examples of how this is conveyed in the staff interface. (Essential)
	45	Describe the solution's ability to create, store, and update holdings data that are based on MARC Format for Holdings Data (MFHD) encoded enumeration and chronology patterns. (Essential)
	46	Describe the solution's support for the import and export of holdings data coded with MARC Format for Holdings Data (MFHD) enumeration and chronology patterns (85x/86x fields) and free text (866 field). (Essential)
	47	Demonstrate the solution's workflow integration between serial functions, such as check-in, binding and claiming, and holdings management. To what degree can holdings data be automatically updated when different processes occur, such as checking in serial issues, binding issues, etc.? (Essential)
	48	Demonstrate the degree to which the solution can search across all data points in holdings records/data. Please provide attachments detailing searchable data points. (Essential)
	49	Describe the solution's support structure for linked records (e.g. set records, analytics, bound-with records). Please provide any attachments that illustrate this functionality. (Essential)
	50	Describe how the solution supports local control of call number tables. (Important)
	51	Describe how the solution handles holdings data migrated from non-MARC formats. (Important)
	52	Describe the solution's support for the coding and public display of alternative enumeration and data. (Important)
	53	How is coverage and access handled for titles that are licensed/purchased as single items. (Important)
	54	Describe the solution's support for the import of holdings data encoded in non-MARC Format for Holdings Data (MFHD) formats. (Important)
	55	Describe how the solution allows for local and consortial holdings to be set and removed in bibliographic utilities or other external systems (such as PAPR - Print Archives Preservation Registry Project). (Important)
Authority Control		<i>The individual UC Libraries all actively create authority data through established cooperative programs, linked data initiatives, and locally in their traditional library systems. The questions posed in this section focus on our need for a solution to: keep and build on the long-standing authority control principles of collocation, differentiation, and navigable syndetic relationships (i.e. provide a thesaurus-like structure among terms); be forward looking to enable the creation of linked data between entities, concepts, etc.; allow for the creation of local authority data; and synchronize authority data between multiple systems.</i>
	56	Describe how your solution supports current content and encoding standards, such as RDA and MARC, for authority data. Describe how your solution is flexible enough to accommodate future standards. (Essential)
	57	Demonstrate how the solution manages and displays cross-references and related entity references (i.e. "see" and "see also" references) when searching in the staff interface. Please attach examples illustrating display in staff interface. (Essential)
	58	Describe how the solution supports unique persistent identifiers, URIs, and linked data applications in authority data. What linked data vocabularies are supported? How extensible is linked authority data? (Essential)
	59	Demonstrate the solution's ability to update authority data automatically when changes are made to the source record in the established authority file. How often are these updated and how do you select sources? (Essential)
	60	Demonstrate the ability for users to edit all areas of authority data and to make local edits. (Essential)

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61	Describe the indexing and searching capabilities of the solution. Demonstrate how the solution allows for searching on all access points (authorized, variant, related), identifiers, and entity attributes. (Essential)
62	Demonstrate the solution's ability to support the creation of local authority records. Is there a limit to how many the solution can support? (Important)
63	Demonstrate the solution's ability to link headings in bibliographic data to corresponding headings in authority data. (Essential)
64	Describe how the solution uses authority and bibliographic data together to browse and search headings in the staff interface. (Essential)
65	Demonstrate the solution's capability to maintain authority data that might be split between two bibliographic fields. (Important)
66	Demonstrate the solution's ability to identify bibliographic headings which do not correspond to an authorized form in the corresponding authority files. Describe how the solution reports such instances. (Important)
67	Demonstrate the solution's ability to suppress references in authority records when the authorized access point in the authority record does not match any bibliographic access points. (Important)
68	Describe how the solution uses RDA elements in authority records (e.g. associated place, occupation, field of activity, etc.) in the staff interface to aid in identification of entities. (Desired)
69	Demonstrate how to manually verify a heading from within a bibliographic record. (Important)
70	Demonstrate that external authority files are integrated and available to consult without leaving the solution and please indicate which external authority files are available to consult within the solution. (Desired)

Collection Development, Management, & Analysis	<i>Libraries make selection, renewal, retention, and weeding decisions based on local and consortial goals and initiatives. Libraries need to be able to access spending caps, price increase alerts, duplication alerts and other information to make purchasing decisions. We also need to be able to clearly track mutually agreed to selection criteria, shared ownership, access, storage, and preservation. For all questions, please indicate whether any functionality / features mentioned are in production (as of May 2019), in development, or on your roadmap.</i>
Acquisition Reporting	Reporting and Tracking Acquisition Information: The requirements in this section focus on how the solution can provide data about and tracking of acquisitions functions.
	Describe how the solution would support the following reports. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.):
1	Display a list of vendors, resources, participants (Essential)
2	Display a list of titles per vendor (Essential)
3	Display a list of titles per package per vendor (Essential)
4	Display title cost per use (Important)
5	Display list of resources or titles per campus (Essential)
6	Display vendor administrative account passwords for all campuses (Desired)
7	Display vendor administrative account passwords for individual campuses (Essential)
8	Display list of resources/titles and the campuses that have that resource (Important)
9	Display a list of titles available in a given year for a publisher, and for each title show full years of coverage, what year added to the package, years of perpetual, past vendor/ownership and year of change, title history and year of change. (Important)
10	List of upcoming renewals for the quarter, along with projected campus cost (Important)
	Describe how the solution supports machine readable API report requests for the following. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.):
11	- Look up machine-readable licensing terms for an individual issue of a journal title (Desired)
12	- Look up licensing terms based on a DOI (Important)
13	Describe how the solution excludes local purchases (at the title and resource level) from the larger consortial report (Important)
14	Explain the details of how cost per use is calculated by the solution. (Desired)
15	Describe how the solution supports affiliation of title level assessment data, including impact metrics and OA embargo information. Does the solution provide this information and/or is there the ability to import and affiliate this information from external sources? (Desired)
16	Describe how the solution supports management of open access, membership and other non-traditional agreements. (Important)
17	Describe how the solution automatically notifies patrons when a resource they requested is available (physical resources) or activated (electronic resources), or how a patron may request a notification of availability for resources on-order (titles not yet activated or received). (Essential)
18	Describe how the solution manages duplication control for newly created orders, both manually-entered and based on vendor-supplied data; describe how duplication control can be applied to the same title in different formats. (Essential)
19	Describe how the solution manages duplication control across different collections. For example, can the solution alert a member library that an order request (of any type or format: firm, DDA, subscription, standing order, backorder) is a duplicate of an item owned by another library in the consortium? (Essential)
20	Describe how the solution tracks titles acquired through shared agreements. (Essential)
21	How does the solution track retention and storage agreements? (Essential)
22	Describe how the solution automatically notifies staff users of newly added or cancelled subscriptions or standing orders within the consortium. (Important)
23	Describe how the solution supports pre-order workflows (cost quotes, access details, user level, subscription dates, quote respond by deadlines). (Essential)
24	Describe how the solution supports forecasting of costs at the package level. (Desired)
25	Describe how the solution supports forecasting of costs at the title level. (Desired)
Purchasing Decisions	Information to Support Purchasing Decisions: Requirements in this section focus on information the solution can provide to individuals who are responsible for making purchasing decisions.

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	<p>Describe the solution's ability to provide collection development reports with regards to spending, including but not limited to the following:</p> <ul style="list-style-type: none"> - spending from a specific fund, - spending by an individual selector, - total spend in a given time period, - average spend per title or resource, - cost per use, - trends of collections spending or cost of materials over time, - cost increases in licensed or purchased resources, - comparisons of spending between campuses. <p>26 (Essential)</p>
	<p>Describe the method of how individual selectors can view and monitor fund(s) they are responsible for, including allocations, encumbrances, spend and remaining funds. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)</p> <p>27</p>
	<p>Describe the ability of the solution to alert users about a resources based on customized criteria. Examples could include changes in yearly price, usage or cost per use for a resource. (Desired)</p> <p>28</p>
	<p>Describe the solution's ability to implement and manage alerts for review of orders based on cost thresholds, both manually-entered and based on vendor-supplied data. (Important)</p> <p>29</p>
	<p>Describe the solution's ability to track the number of holds on an item and generate a report when a certain limit is met to be used for collection development. (Important)</p> <p>30</p>
	<p>Describe what resource sharing reports can be generated and used for local or consortial collection development. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)</p> <p>31</p>
	<p>Describe how the solution supports decisions and actions related to replacing a lost or missing item according to defined parameters including but not limited to:</p> <ul style="list-style-type: none"> - cost, - format (e.g., edition is available online), - publisher, - year, - circulation activity, - availability of newer editions, - relevance (subject is in-scope, out-of-scope), - duplication, - order information (fund, purchase order). (Important) <p>32</p>
	<p>Describe how the solution indicates which resources are core to a subject area or curriculum. (Desired)</p> <p>33</p>
	<p>Describe how the solution manages tracking the name and contact information for individuals who request we purchase resources. (Essential)</p> <p>34</p>
	<p>Describe how the solution supports nomination, evaluation and selection of resources. (Essential)</p> <p>35</p>
Collection Management	<p><i>For multiple libraries to complement and enhance our distributed collections, we need to readily identify unique and/or heavily-used resources, and resources which support the curriculum of their respective institutions.</i></p>
Holdings Reporting	<p><i>Reporting on what we own/license: Requirements in this section focus on reports/analysis regarding the assessment of collection items which are already in the solution (could be physical or electronic, owned or licensed).</i></p>
	<p>Describe how the solution provides reports of owned physical items, including, but not limited to:</p> <ul style="list-style-type: none"> - age of collection (publication date), - location (building, campus, etc), - subject headings, classification, genre, - acquisition date, - item type/format (book, serial, media, microfilm, etc.), - status/disposition of items (i.e. lost, being repaired, etc). <p>36 Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)</p>
	<p>Describe the solution's ability to provide reports and statistics regarding collection trends over time, including but not limited to:</p> <ul style="list-style-type: none"> - change in number of physical items in a collection by classification, location, campus or other bibliographical information, - change in circulation rates by classification, location, campus or other bibliographic information, - change in usage rates of electronic resources. (Essential) <p>37</p>
	<p>Describe how the solution can assist with overlap analysis for both local and consortial holdings in the following cases:</p> <ul style="list-style-type: none"> - physical items within campuses, i.e. multiple library locations on the same campus, - physical material between locations (campuses and/or storage facilities), - physical material within a specific call number range or other bibliographic category, - by type of material/format (books, microfilm, journals, media, etc.), - using OCLC number, ISBN/ISSN or other identifiers. <p>38 Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)</p>
	<p>39 Describe how the cataloging of local versus consortial holdings are handled for electronic resources. (Essential)</p>

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	40	Demonstrate the solution's ability to define multiple holdings locations and sub-locations, both locally and consortially. (Essential)
	41	Demonstrate how the solution manages holdings held by different consortial members, including search across members' holdings, display of holdings, and the transfer of holdings data between individual, consortial, and shared storage facilities. (Essential)
	42	Describe how the solution indicates a resource that is the last copy held in the consortium. (Desired)
	43	Describe how the solution can assist with overlap analysis of electronic holdings for both local and consortial holdings in the following cases: - electronic holdings between locations, - duplication of electronic titles between packages/vendors at a single campus, including duplication of years held in a each package, - duplication between electronic and print titles at a single campus or across locations, - duplication between DDA/PDA and holdings in licensed packages. (Essential)
	44	Describe how the solution can perform analysis of UC collections with third-party or external collections information. Examples could include comparisons to other collections such as WorldCat or HathiTrust, or data services such as Bowkers or Ulrichs. (Essential)
	45	Describe how the solution allows for print and electronic collection management information sharing, including, but not limited to new additions, deaccession reports, etc. (Essential)
	46	Describe how the solution can distinguish between title holdings and item counts in reports. (Essential)
	47	Describe how the solution provides reports for serials, including but not limited to: - active subscriptions, - items received, - bound volumes, - e-journals, - years/volumes held, - skipped or missing issues, - paid vs. gift subscriptions. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
	48	Describe how the solution can interoperate with other library information tools (including local institutional repositories, digital asset management solutions, and archival/special collections information management solutions) to aggregate statistics, such as usage (views and searches) and item/object counts. (Important)
Collections Projects		<i>Information to aid collections projects: Requirements in this section focus on collection management projects. That is, physical projects to move, consolidate, reduce or in some way manage our collections.</i>
	49	Describe the solution's ability to produce and export a pull and/or pick list for the purposes of collection management (i.e. remote storage, digitization, withdrawals, etc.). Please describe how list parameters are able to be customized. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
	50	Describe the solution's ability to identify items eligible for deaccession by defined parameters, including but not limited to: -publisher, -year, -physical condition, -circulation activity, -availability of newer editions, -relevance (subject/call number range), -duplication. (Essential)
	51	Describe how the solution allows for the initiation and tracking of searching for missing physical items. (Essential)
	52	Describe how the solution supports item records being moved from one location to another, both within a campus as well as across consortial entities. Describe the extent to which this can be done as a batch process. (Essential)
	53	Describe the solution's ability to retain a history of item status changes (i.e. lost/missing, in repair, on hold, etc.). Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
	54	Describe the solution's ability to support customizable item status fields, both for staff display as well in the discovery layer. (Important)
	55	Describe the solution's ability to track or manage inventory including but not limited to how materials are transferred from one department, library, or campus to the next, and how it tracks staff logins who perform the various functions. (Essential)
	56	Describe the solution's ability to interoperate with products such as StackMap to show users the location and availability of items within a building. (Desired)
Processing		<i>Processing of (new) Physical Materials: These requirements describe functionality for spine-label printing, third-party integrations, reporting, both for local and shared needs.</i>
	57	Describe the solution's support for managing multiple instances of a given title, including moving to a different title; for example, one subscription to a title might include individual issues, bound volumes, pocket parts, pamphlet supplements, legislative service, and possibly other parts, each received on a regular or irregular basis. Describe how each of these parts are accommodated and distinguished. (Important)

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58	Describe how the solution options for recognizing donors who supported some or all of the purchase cost of a resource (for example via electronic bookplating). Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
59	Describe the solution's ability to indicate processing instructions (marking/physical processing/cataloging), including but not limited to the following cases: <ul style="list-style-type: none"> - special locations, - replaced copies, - added volumes, - monographic series (cataloged together or separately). (Essential)
60	Describe how the solution supports the processing of physical materials, including support for label printing either through the solution itself or via a third party. How are these processes scaled at both the consortial and local levels? (Essential)
61	Can the solution generate and print shelving range / call number labels? Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
62	Describe how the solution manages workflow for monographs binding or preservation, including but not limited to the functionality below: <ul style="list-style-type: none"> - item tracking, - preparation of shipping manifests, - recording and reporting binding instructions. (Essential)
63	Describe how the solution integrates with RFID and / or RFID third party vendors. (Desired)
64	Describe the solution's ability to track and manage physical items' holdings statuses for <ul style="list-style-type: none"> -staff processing (at the bindery, in preservation, temporary location), -public display (availability), -temporary or customizable statuses (special projects). (Essential)
Collection Analysis	<i>Collection Usage: Requirements in this section focus on reports/analysis regarding the usage of both the physical and electronic collections.</i>
65	Describe how the solution provides reporting functions for circulation transaction information, including, but not limited to: <ul style="list-style-type: none"> - checkouts, - year-to-date and last year-to-date checkouts, - renewals, - checkins, - patron information, - course reserves, - lost, missing and replacement materials, - status of materials, - transaction location, - transaction date and time. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
66	Describe the solution's ability to track and retain historical statistics for the in-house use of library materials that are not ultimately charged out by a patron. (Essential)
67	Describe how the solution provides reporting functions based on paging requests/hold requests, including, but not limited to: <ul style="list-style-type: none"> - titles requested, - item type, - location, - patron information, - duration of the hold, - information related to multiple holds/requests, - recalls, - cancelled holds/holds not picked up, - transfer information (e.g., number of times an item at Library A is requested for pickup at Library B). Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
68	Describe the solution's ability to provide reports and statistics on reserves items, including but not limited to the following topics: <ul style="list-style-type: none"> - circulation of materials, - number of total physical and electronic items on reserve, - number of times and item has been placed on reserve, - number of times a reserve item has been placed on hold, - if reserves circulation data can be separated from non-reserves circulation for an item. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)

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	<p>Describe how the solution provides usage analysis on physical collections, including, but not limited to:</p> <ul style="list-style-type: none"> - subject area and/or call number ranges, - publication date, - patron information, - order or purchase date, - item type, - location, - check in/out date, - language, - percentage of collection used or circulated in a time period, - cost per use locally and at other campuses, - funding source/code, - publisher, - cumulative length of time material has been checked out. <p>69 Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)</p>
70	<p>Describe the solution's ability to generate cross tab reports of circulation transactions incorporating but not limited to: hour/day/month/year, patron types, course reserves, call number ranges, material type, owning/borrowing library (Essential)</p>
71	<p>Describe the solution's ability to track items that are pulled for use in special projects, such as exhibits, mass digitization, preservation treatment, etc. Can these statistics be kept separate from circulation statistics? (Essential)</p>
72	<p>Describe how the solution provides usage analysis on electronic resources, including, but not limited to:</p> <ul style="list-style-type: none"> - usage statistics as a consortium (aggregated), - usage statistics as a consortium broken out by campus, - usage statistics as a consortium broken out by campus, excluding resources/titles subscribed by individual campuses, - usage for ejournals and ebooks that are available on multiple platforms, - usage for DDA/PDA/EBA resources, - usage for streaming audio/video resources, - usage for resources by various access/licensing models, - usage for open access resources, - usage by subject category, - COUNTER usage reports and non-COUNTER usage reports, - turnaway reports by provider, - cost per use, - usage trends, - interoperability with SUSHI. <p>72 Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)</p>
73	<p>Describe how the solution supports reporting usage for frontfile content only. (Important)</p>
74	<p>Describe how the solution would support campus-level reports of usage statistics (i.e. looking at local campus statistics only). (Essential)</p>
75	<p>Describe how the solution supports aggregated/solutionwide statistics where member-level statistics are not available. (Important)</p>
76	<p>Describe how the solution integrates print resources usage with electronic resources usage. (Essential)</p>
77	<p>Describe how the solution supports using multiple canned reports to build static external complex reports (if customized reporting is not easily available). Specifically, do all canned reports have stable, unique identifiers that can be used to link canned reports together? (Important)</p>
78	<p>Describe what kind of canned analysis the solution provides for aggregate usage reports across the solution or across multiple resources. (For example, "top use journals across platforms," "most turnaways across platforms," etc.) (Important)</p>
79	<p>Describe how the solution provides usage from link resolvers, including, but not limited to:</p> <ul style="list-style-type: none"> - items used, - patron type, - usage by IP, - open access content. <p>79 Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)</p>
80	<p>Describe the solution's ability to work interoperatively with proxy or identity management solutions (LDAP, Shibboleth, etc.) to generate usage reports and/or analysis. (Important)</p>
81	<p>Describe what information is available for reporting purposes after item records are deleted. (Essential)</p>

Consortial Resource Sharing		<i>Consortial resource sharing - the sharing of resources between UC Libraries which makes "One UC Library Collection" possible. Patrons at any UC library can take advantage of timely access to materials from any other UC library facility. A successful SILS solution will support and improve consortial resource sharing, making staff workflows more effective and patron access to materials more seamless. For all questions, please indicate whether any functionality / features mentioned are in production (as of May 2019), in development, or on your roadmap.</i>
	1	Describe the borrowing and lending workflows of an item-level request made by a consortial patron on a consortial item, including all mediated and unmediated staff processing steps, delivery and tracking of the item to the patron at the specified pick-up campus/location, circulation of the item to the patron, and the return and tracking of the item to its home campus. (Essential)
Patron Experience		<i>This section encompasses all the ways the patron would use the consortial resource sharing solution.</i>
	2	Describe how a patron would find and request a physical item held by the consortium (but not by their local campus) using their library's primary search interface. (Essential)
	3	Describe how a patron would find and request an electronic item held by the consortium (but not by their local campus) using a database or search application from an outside vendor (e.g. PubMed, Google Scholar, etc). (Essential)
	4	Describe how the patron would request a known item using a citation or an identifier such as an ISBN or DOI. (Important)
	5	Describe how and when the solution offers the patron the option of using a licensed or open access electronic resource as an alternative to interlibrary loan, where such a resource is available. (Important)
	6	Describe the patron's experience in using interlibrary loan including but not limited to: how to view, track, or manage ILL requests, how these items appear in their library accounts once checked out and what actions they can take on them (e.g. renewals, etc.), what differences there may be from local items in terms of recalls, renewals, arrival notifications, returns, etc. (Essential)
	7	Describe how the solution helps a patron to contact the appropriate library department about their request. (Important)
	8	Can access to interlibrary loan services be restricted by patron type, such as students versus community or courtesy users? (Essential)
Administrative		<i>This section describes administrative features of sharing of library material within the University of California including the potential for integrating with existing and future external systems for meeting needs that are not met by your solution.</i>
	9	Describe how the solution is able to find consortial holdings and determine availability based on factors such as shelving location, circulation status, etc, in real time. (Essential)
	10	Describe the solution's capabilities for finding serial holdings in the consortium. Specifically address the issue of determining volume or issue level holdings within a journal title. (Essential)
	11	Describe how the solution ensures that the highest number of requests as possible are filled without mediation by staff. (Essential)
	12	Describe how the solution prioritizes consortial lenders when multiple institutions hold the requested item and how this can be configured. Specifically can a lender be preferred based on the borrower's geographic region (northern or southern campuses)? Can a lender be preferred because the lender is a regional storage facility? (Essential)
	13	Describe how the solution load-balances lending requests among the consortial institutions. (Essential)
	14	How does your solution support the borrowing and lending of ebooks and other electronic resources (e.g. controlled lending/borrowing, etc.) (Desired)
	15	Describe how the solution can update multiple requests at the same time with one action.) (Essential)
	16	Describe how the solution supports local and customizable deflections due to circulation status, location, material type, and/or age (e.g. course reserves, new books, missing, etc) (Essential)
	17	Describe how the solution displays or tracks a complete history of a request, including lender(s), borrowers, status changes, messages sent, etc. (Essential)
	18	Describe how the solution organizes requests into logical and/or actionable categories (e.g. requires staff review, in transit, recalls, overdues etc) that staff may use to process requests. (Essential)
	19	Describe if filters or searches can be created and used to find particular types of requests and what criteria can be searched. yes (Essential)
	20	Describe any API provided by the solution that allows an external application to retrieve the results of a search of consortial holdings based on bibliographic data. (Essential)
	21	Describe how a staff user can generate customized Copyright Compliance reports including the data fields available for reporting purposes such as request date, publication date, year, copyright compliance, title, page numbers, library location. (Essential)
	22	Describe any possible integrations with common external resource sharing systems such as ILLiad, Worldshare ILL, Borrow Direct, Rapid ILL, Article Exchange, Clio 2, and Docline. (Essential)
	23	Describe the solution's ability to provide resource sharing reports and statistics, including but not limited to the following topics. (Essential) - total number of items borrowed and lent, - analysis of items borrowed and lent, including item type, age of material, classification or other bibliographic data points, - borrowing and lending broken down by individual campus, locations on each campus, between campuses or storage facilities, - turnaround times for transactions, - fill rates of requests, - reports of the libraries we lend to or borrow from.
Messaging		<i>Communication with borrowing & lending libraries as well as communication with patrons.</i>
	24	Describe what standard patron messages are sent via the life of an item lent within the consortium (loan arrival, hold pickup, recall, overdues, etc), when they are sent, and what messages are customizable. (Essential)
	25	Describe what adhoc patron message options the solution has. (Important)
Lending		<i>The managing of Lending requests.</i>
	26	Describe how the solution supports multiple lending locations within the same institution. (Essential)

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	27	Describe the solution's ability to integrate licensing restrictions into the lending workflow. (Important)
	28	Describe how the solution allows for local customization of lending procedures for specific groups and/or libraries. (Important)
	29	Describe the solution's ability to indicate lending restrictions and requirements for an outgoing loan (building use only, no renewals, packaging restrictions) (Essential)
	30	Describe how the solution supports conditional lending including customized or free text comments during the process. (Essential)
	31	Describe how the solution supports the delivery of electronic requests (e.g. articles, chapters) including any integrations with scanning hardware. (Essential)
	32	Describe how picklists are customized, formatted, and printed. What fields including but not limited to bibliographic details, item notes, service details, and delivery details are available? (Essential)
	33	Describe the solution's ability to support invoicing institutions within the consortium. (Important)
	34	Describe how the solution could provide data about shared print policies that apply to a requested item. (Desired)
Borrowing		<i>The managing of Borrowing requests.</i>
	35	Describe the solution's typical process if borrowing requests need staff mediation/processing. (Essential)
	36	Describe how a staff member would receive an incoming item. (Essential)
	37	Describe how the solution handles renewal requests. (Essential)
	38	Describe how the solution identifies requests that have been recalled by the lending library and if messages are automatically sent to the patron. (Essential)
	39	Describe how overdue requests are identified by the solution and what actions or messages are automatically taken (status change, message to patron, etc.) (Essential)
	40	Describe the process for receiving an article or book chapter from a lending library and if this can be done and sent to the patron with minimal staff intervention. (Essential)
	41	Describe the solution's approach to lending due date versus internal or local due dates. Can the two differ? How do they interact? (Essential)
	42	Describe how the solution produces bookbands / bookstraps and what information is printed, as well as what can be added or customized. (Essential)

<p>Data Security & Privacy</p>	<p><i>The University of California is committed to</i> <i>- protecting the confidentiality, integrity and availability of our Institutional Information and IT Resources;</i> <i>- supporting an IT environment that is accessible to all and in particular to individuals with disabilities;</i> <i>- responsible stewardship of resources and to demonstrating leadership in sustainable business practices.</i></p> <p><i>For all questions, please indicate whether any functionality / features mentioned are in production (as of May 2019), in development, or on your roadmap.</i></p>
	<p><i>Answers from this section should address how the software solution enhances information security and protects user privacy.</i></p>
<p>1</p>	<p>Describe how your product ensures data security (patron, financial, etc.) and how it complies with HIPAA / GDPR / FERPA requirements both "at rest" and "in transit." Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)</p>
<p>2</p>	<p>Explain communication between the end user and the application, i.e. how are they secured? (Include networks involved, encryption type, and transfer format) Do passwords and other sensitive data travel in an encrypted format before they are transmitted at all times? (Important)</p>
<p>3</p>	<p>Describe what internal and external user activity information your solution captures (e.g. patron borrowing activity and usage statistics, and how it is protected from unauthorized access.) (Essential)</p>
<p>4</p>	<p>Describe how the solution maintains audit logging as it would relate to investigating security incidents, for example:</p> <ul style="list-style-type: none"> • Login/logout attempts by user • User submitted transactions • Initiated processes • System overrides <p>• Additions, changes, or deletes to application maintained data (Essential)</p>
<p>5</p>	<p>Describe how your solution handles authentication, and how this integrates with 3rd party authentication (e.g. shibboleth, CAS, OpenAthens, etc.), for all patron and staff users. Can the application authenticate against our local Active Directory, LDAP, SSO model? How? (Essential)</p>
<p>6</p>	<p>Describe how the solution handles authorization for all patron and staff users. (Essential)</p>
<p>7</p>	<p>How are security incidents classified, handled, and communicated? How are security incidents reported up from either staff or patrons? What is your protocol for handling these reports? Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)</p>
<p>8</p>	<p>How does your solution monitor user actions to detect and report unusual activity? (Important)</p>
<p>9</p>	<p>Please attach a high level diagram of the physical architecture of your firm's Data Center/Network (as it relates to the hosted solution) showing firewalls, DMZ, servers (application and database), storage devices and redundancies in the architecture. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Desired)</p>
<p>10</p>	<p>Describe the physical and logical security controls that are applied to the solution. (Important)</p>
<p>11</p>	<p>Was a third-party security assessment performed, and if so, please provide. (Essential)</p>
<p>12</p>	<p>Describe how the solution handles user access sessions, both for staff and end users. (Essential)</p>
<p>13</p>	<p>What types of access control is used by the application? Are roles defined within the application or are domain global/local groups utilized to maintain separation of duty? (Desired)</p>
<p>14</p>	<p>Describe the processes and procedures for adding, modifying, and removing accounts and access levels to the application. (Important)</p>
<p>15</p>	<p>Describe how your solution is kept secure in a multi-tenant or solutionwide environment. How is the UC environment kept separate from other client environments (if applicable)? How might local campus security affect another campus security? Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)</p>

Discovery	<i>The goal of the University of California Libraries is to make information in all forms discoverable. Access to content should require little or no effort on the part of the user. We envision a discovery solution that supports users' research needs and will surface all types of information and data regardless of format. The discovery solution will enable users to locate and access relevant resources easily and efficiently, and connect them to content in a seamless fashion. In addition to helping novice users easily discover and access relevant information, the discovery solution should provide search options for experienced researchers who require a greater level of control and specificity in an interface. The solution will provide intuitive ways for users to refine or broaden searches and interact with results. The company will demonstrate a commitment to improving the user interface, recognizing that users come to a search interface with varied backgrounds and that they have a variety of different research needs.</i>
Foundations of Discovery	These requirements pertain to the overarching solution set-up and how it will function for the user.
1	Describe how your discovery tool operates as an integrated component of an ILS or how your stand alone discovery solution interacts with the other major ILS systems. Be sure to disclose any interoperability limitations. (Essential)
2	Address how the solution provides a consistent, predictable and uniform graphical user interface, available through the most common web browsers. (Essential)
3	Describe how the solution uses a responsive or adaptive design to fulfill viewing needs of various mobile devices (smart phones, tablets, e-readers, etc.). Describe any limitations on functionality in the mobile version. Please attach screenshots of the various layouts for different sized devices. (Essential)
4	Describe your commitment to usability studies and research. (Essential)
5	Describe how relevant resources and services are embedded in the solution in order to assist users in their discovery of information. For example, LibGuides, chat widget, library-specific recommendations (e.g., collections, databases, other resources), policies/library information such as building hours. (Important)
Optimizing Content	These requirements pertain to what resources and collections can be discovered through the solution and options for customization and enhancements.
6	How does your discovery solution make it easier for patrons to find and access information that is coming from numerous sources (local cataloging, DAMs, central index, etc.) at the local and/or consortial level? (Essential)
7	Provide a list of databases, publishers, repositories, and other data sources indexed and the level of indexing (e.g., metadata or fulltext). (Essential)
8	Explain how you evaluate and improve metadata quality from vendors. (Important)
9	Describe known data source gaps (e.g., publishers, data sets, open access materials) and outline strategies for providing alternative coverage, noting limitations of these strategies. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
10	Outline your short- and long-term plans to expand content coverage. (Important)
11	Explain how new content providers are identified and selected for inclusion. (Important)
12	Describe how and at what frequency changes to the solution's index are communicated to the consortium (e.g., collections added or removed). (Important)
13	Describe options available to the consortium and local campuses to customize what content is being searched. (Important)
14	Describe how content in a local campus digital asset management system (DAMS) and/or institutional repository (IR) can be made discoverable in the solution. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
15	Describe options available to the consortium and local campuses to customize the boosting of specific content types and/or collections within search results. (Desired)
16	Describe how users can select and modify the scope of collection content to be searched (e.g., scope only to books, scope to special collections & archives, scope to articles). Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
17	Describe how metadata from varied sources is normalized. (Important)
18	Describe the capabilities of your solution to use OAI for harvesting of metadata either into the discovery layer or from the discovery layer. (Essential)
19	Describe what enhanced content is displayed and/or supported (e.g., Goodreads, Syndetic Solutions, Content Café, etc.) including cover art, format icons, and other features. (Important)
Search Functionality	These requirements are concerned with the quality of experience and support for a variety of search needs and behaviors for locating a range of content.
20	Describe or demonstrate the functionality for enhancing discovery, including serendipitous discovery. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
21	Describe how the solution returns highly-relevant results to keyword searches and natural language searches, including an explanation for how your relevancy algorithm is constructed and improved. Outline strengths and areas for improvement. (Essential)
22	How does your company identify and address bias in your search algorithms and related tools? (Important)
23	Describe how the solution supports the expert searcher's need for precision searching. (Important)
24	Describe how the solution supports known-item searching including single-word titles like Time and Nature. (Essential)
25	Describe how the solution supports the ability to locate materials using left-anchored searches (also called browse searching). The response should address the following, but is not limited to the following: author, title, subjects, genre, call number, series, and material format. (Important)
26	Describe how the solution utilizes controlled vocabulary terms to help a user either narrow or broaden search results. (Important)
27	Describe options for retrieving items without entering a search term, for example (1) retrieving all videogames or (2) all films in Japanese. (Important)
28	Describe how links in item display records execute appropriate searches in the solution (such as: subject heading, author, title, series, analytics, earlier title, etc.) (Important)
29	Describe how user can link out and re-execute searches whether in local collections or external sources (such as: WorldCat, HathiTrust, etc.) (Important)
30	Address how the solution supports the discovery of materials identified by numbers or unique identifiers including but not limited to call number, ISBN, arXiv Ids, SuDocs, DOIs, ORCID iD etc. (Essential)
31	Describe how the solution offers assistance to users who have failed searches or poor search results (e.g., no results, low relevancy, too many hits, etc.) (Important)
32	Describe application programming interfaces (APIs), scripting functionality or similar features the solution offers that improves patrons' discovery. (Essential)
33	Describe how the solution seamlessly connects users to content (including full text) (Essential)
34	Describe your link resolver solution. (Important)
35	Describe how a user can see a preview of a full-text item in the discovery solution. (Important)

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	36	Describe how users can view entire or full-text items from within the discovery solution, rather than linking out to the content. (Desired)
Refining Searches and Search Results		<i>These requirements pertain to a user's ability to change their search results after executing a preliminary search.</i>
	37	Identify the ways in which the solution allows users to limit, sort and/or filter search results (e.g., author, subject, format, date, location, institution, relevance etc.) Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
	38	Please provide a list of out-of-the box facets as well as describing the process for how a campus and/or the consortia can create customized facets. Please address how accurate, comprehensive, and meaningful facets are created and maintained at both the local and consortial levels. (Important)
	39	Describe the solution's ability to provide persistent ("sticky") limiters. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
Display	40	Describe the ability or options for expanding results from within a result set. (Important)
		<i>These requirements are related to how the discovery solution clearly presents information and the customization options available at both local and consortial levels.</i>
	41	Describe how often holdings are updated in the local index and accurately reflected in the solution's discovery component. (Essential)
	42	Describe how users are provided with accurate summary holdings in real-time. (Essential)
	43	How does the solution make it easy for users to understand complex serial holdings' displays? Also explain how users can easily find out if a library holds specific volumes or years when the holdings display is complex. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
	44	Explain what record elements are being used to arrange the holdings display? What is the design logic that determines the order of the holdings display? Please address both monographic and serial displays, print and electronic, and other types of media. (Important)
	45	Describe how the solution easily allows users to determine if they do or do not have access to a given electronic resource, both locally and consortially. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
	46	When a source is available from multiple databases, how are the options ranked and displayed? What are the customization options, both locally and consortially? (Important)
	47	Describe how the solution can display multiple locations for a single title held at one campus. Please provide screenshots. (Essential)
	48	Describe how the solution determines which records are the same and should be de-duped. (Essential)
	49	Address how the solution supports the discovery of materials identified by numbers or unique identifiers including but not limited to call number, ISBN, arXiv Ids, SuDocs, DOIs, ORCID iD, etc. (Important)
	50	Describe how the solution clearly identifies and differentiates formats from each other (for example, music score vs. sound recording; DVD vs. VHS) in the search results. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
	51	Describe how users can see all formats, editions, etc. of a given title at one time. What are the customization options related to this, both at a local and consortial level? (Essential)
	52	How does the solution help agnostically surface both print and online availability of material to which they have access? (Important)
	53	Describe how the user can tell if items, physical or electronic, have special access and/or licensing restrictions. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
	54	Describe the options for displaying circulation status and availability to users, and how it is updated in real-time. Address local and consortial customization options. (Essential)
	55	What options are available for consortial and campus-specific control and customization of normalization rules. (Important)
56	Describe the different ways the solution can display relationships and connections between results (e.g., a visualization). (Desired)	
Patron Interactions		<i>These requirements address what actions users can take to improve their searching retrieval experience, and what actions are available once results have been retrieved.</i>
	57	Please describe how the user experience changes once a user has logged in and/or authenticated. (Important)
	58	Describe the preferences users can set across sessions. (Desired)
	59	How can the user change the interface language to their preferred language? How does the solution support third-party translation services, such as Google Translate? (Desired)
	60	Describe how the discovery solution interacts with modules like ILL to display information about the anticipated delivery times and other loan information. (Important)
	61	Describe how the solution allows users to create their own tags/annotations. Please describe how this feature is implemented and the mechanisms the library and/or consortia has for managing tags. (Desired)
	62	Describe the Search History and Search Alert features and capabilities. (Important)
	63	Describe the options for saving, embedding and/or sharing citations in multiple citation styles (e.g., the updated versions of APA, Chicago, Harvard, MLA, Turabian, etc.) (Essential)
	64	Explain which bibliographic management software programs are supported or with which the solution can interact (e.g., Zotero, EndNote, Papers, RefWorks, Mendeley, etc.) (Essential)
	65	Describe the options for saving, sharing, and referring to records and searches (eg persistent URLs). Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
	66	Describe local library or consortial options to customize the user's ability for saving, exporting or sending records. (Desired)
67	Describe available actions (including batch actions) available to the end user for exporting and sharing of records. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)	
68	Describe how the solution accommodates for both patron driven acquisition (print and electronic) as well as requests for purchase of material not indexed in the discovery solution. (Essential)	
69	What options are available for the user to report issues and problems either to the local campus, consortia, or the vendor? (Important)	
70	Describes the solution's ability to generate automated feeds (like RSS) for display in 3rd party websites, guides, etc. (Important)	
Additional Functionality		<i>These requirements will explain more about the company's interest and commitment to user discovery needs that are not always viewed as part of a traditional library catalog or traditional library discovery interface.</i>

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	<p>Describe how the solution reports usage for discovery services, including, but not limited to:</p> <ul style="list-style-type: none"> - number of searches, - search terms (using both literal and fuzzy logic), -- date and time range, - patron information, - resources found, - items clicked on/outbound URLs clicked on, - origin of searches (on or off UC network), - searches with zero results, - use of search refinements like facets, - search type (keyword, title, etc.).
71	Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
72	Describe how content is optimized for discovery via search engines (e.g., Linked Data and Resource Description Framework) (Essential)
73	Describe how, and to what extent, the solution accommodates text-mining. (Desired)
74	Describe how your company is investigating/ creating new tools for helping users think critically about sources. (Desired)
75	Describe options for branding the discovery interface at both the local and consortial levels. (Desired)
76	Describe how the solution connects with social networking sites such as Facebook, Twitter, Pinterest, etc. (Desired)
77	Describe the capabilities of your solution to act as a Z39.50 client. Provide detailed information on versions and services supported. (Desired)

Electronic Resources Management		<i>The UC Libraries manage a complex network of processes for Electronic Resources Management, supporting purchasing, access management and troubleshooting, holdings reconciliation, and integrations with discovery, at both the local campus and consortial levels. In this environment, a shared solution should support oversight for content accessible to the entire consortium, particular members of the consortium, as well as local campus content. A solution should also include a robust set of tools and functions that support emerging models for access to content as the landscape of scholarly communication shifts. For all questions, please indicate whether any functionality / features mentioned are in production (as of May 2019), in development, or on your roadmap.</i>
General ERMS Functionality		<i>The general architecture of electronic resources management functionality should support and represent complex and often layered relationships between resources, business terms, licenses, payments and other relevant information. Data should be able to be entered, associated with related records, and maintained with a minimum of duplicate work. The ability to batch ingest and modify data is important to support efficiency and minimize manual data entry when possible. The solution should support creation and display of custom fields for recording and reporting information important to the consortium and local campuses.</i>
1		Describe the different ways that data can be displayed within the solution. Describe any functionality for customizing the staff interface for dashboards and entity landing pages, either by the staff user or at the local campus or consortial levels, to permit display of fields that may not be displayed by default. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
2		Describe the different ways that complex relationships are established and visible between entities. Specifically, describe how vendor, package, database and title information is represented in the solution. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
3		Describe how the solution supports creation of customized fields and customized values within existing fields, particularly to support licensing as well as ordering, invoice, and title/package/vendor information. (Essential)
4		Describe how the solution supports customizing the public user interface, staff interface, and reports to display customized attributes and fields. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
5		Describe how the solution supports storing, accessing, and displaying electronic documents related to electronic resources management, including but not limited to license agreements and email correspondence. Describe how the documents may be associated with records for individual and multiple titles, packages, databases and/or vendors. Describe functionality for navigation, searching and sorting. If the solution includes functionality for email correspondence, describe any mechanisms that support ticketing-style addresses or linking to particular or multiple items. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
6		Describe how interactive searching for a specific item (vendor, package, license, journal, database, ebook, video) is supported in the staff interface when performing ERMS tasks. Describe how these items can be searched for by name, title, other attributes (both set and custom) and relationship. How does this differ for items that are active within the system vs. not-yet-active? Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
7		Describe how navigation between entities is supported in the staff interface for electronic resources. Specifically, describe the organization of relationships between vendors, packages, titles, databases in the solution, both at a search results level and at a detail level. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
8		Describe the different ways that electronic resources data, in particular related to licensing and the knowledge base, can be displayed, read and modified by external systems. Please include detailed information about any APIs and the data available to those APIs. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
Workflow Management		<i>Electronic resource activities span the lifecycle from initial proposal through trial, negotiation, launch, maintenance, evaluation, cancellation and perpetual rights maintenance. The solution should support clear task handoff between staff and the ability to report the status of the resource in a given workflow to staff, management and the public. Status reporting for consortial activity should be visible to the campuses. Roles, tasks and assignments can vary greatly between consortial management and the campuses and between individual campuses, so workflow roles, tasks and configurations should be customizable.</i>
9		Describe how the solution supports: -workflow tracking -status reporting within the staff interface -public status reporting -staff notification -task handoffs Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
10		Describe how the solution supports creation of a customized workflow for all phases of the electronic resources lifecycle, both for local campuses and activity across the consortium. Include how the solution supports communication across the consortium in this context. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
11		Describe how the solution supports multi-branched or parallel/concurrent workflows and subsequent handoff. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
Negotiation and Business Information		<i>The resource negotiation process in the best of scenarios involves extended correspondence between multiple staff members and vendors. Tracking the status and history of this correspondence, as well as the need to clearly record complex business information that may not be otherwise codified in the license terms is important to support ongoing management and future renewals or negotiations. Since publishers often update their licenses or request new licenses during a long or unspecified contract period, it is important to track and record the changes made during previous negotiations.</i>
12		Describe how the solution supports the license negotiation process, both for an individual campus and the consortium. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
13		Describe how the solution indicates or tracks the changes made to a license document while it is still actively in the negotiation process (Desired)
14		Describe the support provided by the solution to track the movement of license drafts between Licensor and Licensee (e.g. dates, contacts, who is waiting on whom). (Important)
15		Describe how the solution differentiates and displays to staff license and business terms for resources with varying participants or campuses. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
16		Describe the extent to which custom licensing fields may be created to support local campus practices. (Essential)
17		Describe how the solution supports tracking and recording current business term information about a resource. This includes things like criteria for package inclusion and exclusion (titles, publication year, copyright year, cost, imprints, format). (Important)
18		Describe how the solution supports recording and displaying historical business term information about a resource, how information is updated, and how past information continues to be accessible. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
19		Describe how the solution supports recording of negotiated APC agreements, including SCOAP3 terms and discount information. (Desired)

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Licensing Information	<p>Licensing information is an essential component of electronic resources management, both for recording and displaying elements of a license for staff use, such as publisher, vendor, start and end dates, and renewal start dates, and storing and displaying terms and conditions of the license agreement, some of which should be displayed selectively. The solution should support document storage, both of the final document and a redacted version. Robust linking to related elements, including the order record and electronic resources records at the title and/or package level, is expected for comprehensive functionality for local campuses and the consortium.</p>
20	Describe the solution's functionality for entry of license information, including creation and use of license templates, setting customized and default values for interpreted terms, and bulk ingest from ONIX-PL or similar structured data. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
21	Describe the data fields that your solution supports for license agreements, both at the summary level and for license terms, including free text fields and functionality for customization. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
22	Describe how the solution supports display of licensing information, including terms of use, and scanned licenses, both through the public interface, and to library staff who may or may not have licensing roles. Include the levels at which controls may be applied (i.e., at the term or license level). Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
23	Describe how the solution stores and organizes the document files of the license agreement, including drafts and final agreements, redacted copies for display, and amendments or renewal agreements. How does the solution support consortial master agreements that may have campus-level amendments? Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
24	Describe the solution's support for linking the license agreement record to other records, for example the order record, resource or access records. Include any particular functionality between the license agreement and payment information in the case of multi-year agreements. (Essential)
25	Describe how the staff user is able to search for, retrieve, and export information about licenses (by publisher, by order, by title attribute, etc.). Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
26	Describe how the solution alerts for ending contracts and the options available for setting custom lead times. (Essential)
Knowledge Base and Holdings	<p>An accurate and up-to-date knowledge base is essential for verifying and providing access to electronic resources. The solution's knowledge base support should enable library staff to actively engage data for a variety of resource types, and to track current, perpetual, and historical access (regardless of whether a particular resource is currently "active" to users).</p>
27	Does the solution include a vendor-maintained knowledge base (KB)? If not, describe how the solution integrates with a third-party knowledge base. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
28	<p>Describe how library staff would create (whether in a KB or other solution):</p> <ul style="list-style-type: none"> - A&I database - Aggregator full-text database - All-inclusive publisher package/collection of full text - Selectable title publisher package - An available-as-released ebook collection (with preset title list) - Ebook package, all titles available at time of licensing - Ebook package, titles available by deadline or open ended - Ebook DDA and EBA pool & purchases - Resources requiring custom urls or embedded account information in the access process <p>Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)</p>
29	<p>Describe how the solution tracks and manages title-level information, including:</p> <ul style="list-style-type: none"> - Title List - Cost - List price - Current access available (e.g. years and/or vols) - Perpetual entitlement (e.g. years and/or vols) - Participants - Title comes with / bundles - Usage statistics - Vendor affiliation - Package or collection affiliation - Date purchased / added to the package - Date of changes (vendor move, title changes, merges) - Title Change history (prior title name/ISSN/vendor) - License terms for prior holding years - Comes with or bundle information <p>Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)</p>
30	If the solution uses a vendor-maintained knowledge base (KB) for providing title lists for packages, describe how data is retained when vendor-initiated changes modify or remove titles from a title list, and provides continued availability for historical and longitudinal reporting. (Essential)
31	Describe the process for regularly updating and maintenance of the knowledge base global information, including publisher involvement, timelines for updates, notification of changes, and how customer input is handled. (Essential)
32	Describe if and how your solution supports link resolver functionality, including the display and functionality for open-URL compliant resources vs non-open-URL compliant resources. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
33	<p>Describe how your solution's "knowledge base functionality" integrates with the electronic resources functionality of the system. Include how the functionality:</p> <ul style="list-style-type: none"> - works with public display (is this immediate or with delay) - supports managing of coverage information, including updates to holdings - supports local (single-campus), multi-campus, and consortial holdings <p>Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)</p>
34	Describe the knowledge base functionality for resources for which ISSNs or ISBNs are missing, duplicative, or inaccurate. (Important)
35	Describe how the knowledge base functionality changes for resources that use authentication methods other than IP. (Important)
36	Describe how the solution supports changes to titles, including migrations between publishers, and cessations and cancellations, including possible activation and management of perpetual rights. (Important)
37	Describe how the solution notifies libraries of changes to the knowledge base, both additions and deletions. (Desired)

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	38	Describe how the solution displays information about title history, including changes and movement between vendors, via the staff interface or via reports. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
	39	Describe how the solution supports reconciliation of holdings when packages change by more than a pre-set amount, triggered either by knowledge base updates or title/package upload processes (Desired)
	40	Describe the different ways that titles or data can be added, modified, or updated within the knowledge base functionality, including manual entry, and batch methods managed by staff. Include support for KBART files. What are the limitations to this functionality? (Important)
	41	Describe how the solution supports management of open access, membership and other non-traditional agreements. (Desired)
	42	Describe the solution's ability to check for broken links, including any integration with a third-party link checker. (Important)
Acquisitions and Business Functions		<i>Certain acquisitions and payment activities are unique to electronic resource management, with implications for other ERM data and activities.</i>
	43	Describe how campus participants for a particular package or resource are recorded in the system. How does this differ for participants who are not members in the ILS? How does this differ for participants that do not actively pay for the resource, but have access to the resource. (Essential)
	44	Describe how the solution supports creation and application of cost models to calculate member cost, including, but not limited to tiered FTE pricing, or pricing by department FTE. (Important)
	45	Describe how the solution supports limited duration digital video streaming contracts/licenses (where licenses are at the title level within an overall provider, start individually at time of purchase, have various short term options for length of license and may require alerts or actions on at the end of the license). (Desired)
	46	Describe how the solution supports tracking payment frequency and type. (Essential)
Activation and Access Management		<i>Activation and the ongoing maintenance of access to resources includes the management of IP ranges, administrative logins, custom URL creation and branding, and vendor-side activity such as platform changes. Staff access to data in this area must often be restricted as administrative login information and breach activity can be confidential. In this environment, the solution should support activation and maintenance tasks that are handled at the consortium level, as well as at the local campus level (for both consortial resources where access is managed by campuses, and local resources).</i>
	47	Describe how the solution supports management and organization of administrative account logins at the consortial and campus levels, including the ability to have separate logins for general administrative functions and usage statistics. Are logins able to be associated with different entities of the electronic resource (i.e., title, resource, vendor, publisher)? Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
	48	Describe how the solution handles entry of vendor attributes, including possible repeating fields. Specifically, describe how attributes such as vendor contacts be applied at the appropriate level without duplication, for instance: Main Sales Representative; Particular Product Representative; Accounting Contact. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
	49	Describe how the solution supports management of IP ranges and other access data at the campus level and at the consortial level, including for institutions who are part of the consortium but not campus libraries (e.g., labs). Does the solution provide an update history for IP changes? (Important)
	50	Describe how the solution supports recording and viewing of IP change and update history at both the local campus and consortial levels. (Important)
	51	Describe how the solution supports updating vendors with local campus and consortial IP information. (Desired)
	52	Describe how the solution supports customization of URLs for a resource. (Essential)
	53	Describe how the solution supports tracking and resolution of breach or excessive use incidents. (Important)
	54	Describe how the solution supports retention and display of data related to cancelled and ceased titles and databases, including payment history, usage data and document attachments (if applicable). Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Important)
	55	Describe the solution's ability to track activities related to access changes for a resource, whether changing vendors, aggregators or publishers, or platforms with the same vendor. (Important)
Usage Data Management		<i>Libraries make extensive use of usage data in making purchase and retention decisions. The solution should support automatic harvesting of usage statistics (e.g. via SUSHI) and storage. In this environment, it is important to distinguish between consortial and local campus credentials for usage statistics, which may be separate from other administrative logins for electronic resources. In addition, delineations must be available for consortial vs. local campus usage of the same resources. The solution should accommodate usage data that may come in many forms from vendors according to coverage and type, as well as support data review, normalization, and editing that may be needed before assessment or calculations such as cost-per-use.</i>
	56	Describe how the solution handles usage statistics, including scheduled import (SUSHI) manual import (SUSHI, COUNTER), retention, relationship to titles and included tools/capability for analysis (e.g. cost per use, ranking), and scheduling frequency. Describe, as relevant to the solution, how campus-collected data and consortial-collected data are related. (Essential)
	57	Describe how the solution handles both manual and automated correction and modification of usage data. Does the solution retain a copy of the original version of the usage data via change log or version control? (Important)
	58	Describe how the solution reports missing user data and how it distinguishes between missing user data and no usage (Important)
	59	Describe how the solution stores and prioritizes multiple credentials for usage data gathering. (Important)
	60	Describe what services, if any, your solution or company provides for assisting in the cleanup, troubleshooting, or manual collection of data. (Desired)
	61	Describe how the solution flags, logs, or otherwise notifies library staff when there is a problem downloading usage reports. (Important)
	62	Describe how the solution supports batch loading of statistics compiled from another system such as MPS or RedLink, for instance, all JR1 for a specific campus. (Important)
	63	Describe how usage statistics are associated with a particular title and platform. (Important)
	64	Describe how the solution stores usage data for participants that are not part of the consortial ILS. (Important)
Resource Troubleshooting		<i>Electronic resources access issues are often related to payment, authentication, link errors, as well as expected problems with campus or patron hardware or software. Triage, identification, and resolution often requires multiple communications with librarians, patrons, vendors, and publishers, as well as coordination among ERM staff members, and tangentially with campus or library IT helpdesk teams. Important features of this area are the ability to broadcast to patrons known access problems and expected maintenance periods and to accumulate a historical record of issues based on type of issue, title, or provider.</i>

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	65	Describe how the solution facilitates troubleshooting of and communication about eresource incidents between patron end users, library electronic resources staff, and external resource providers. (Important)
	66	Describe how the solution supports reporting of patron-identified issues, including any diagnostics or system-generated data. (Desired)
	67	Describe how the solution supports creation of alerts and broad notifications to specific system users regarding eresource access (Desired)
	68	Describe how the solution uses permissions to restrict viewing, access and editing of incident information. Is it possible to create system displays that are limited by IP (no account needed) or visible by the public (no account, no IP)? Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Desired)

<p>Sustainability</p>	<p>Supplier(s) awarded a system-wide agreement as a result of this RFP will be required to register and participate in an assessment of their sustainability practices and procedures through the Ecovadis Corporate Social Responsibility (CSR) monitoring platform. For more information on the EcoVadis platform and costs associated with an assessment, please see the EcoVadis Supplier Solutions Website here: https://www.ecovadis.com/us/supplier-solutions</p>
<p>1</p>	<p>Please confirm your commitment to comply with Article 25 - Fair Wage/Fair Work of the UC Terms and Conditions which states: If the Services will be performed at one or more UC Locations, do not solely involve furnishing Goods, and are not subject to extramural awards containing sponsor-mandated terms and conditions, Supplier warrants that it is in compliance with applicable federal, state and local working conditions requirements, including but not limited to those set forth in Articles 11, 12 and 14 herein, and that Supplier pays its employees performing the Services no less than the UC Fair Wage. Supplier agrees UC may conduct such UC Fair Wage/Fair Work interim compliance audits as UC reasonably requests, as determined in UC's sole discretion. Supplier agrees to post UC Fair Wage/Fair Work notices, in the form supplied by UC, in public areas (such as break rooms and lunch rooms) frequented by Supplier employees who perform Services. For Services that exceed \$100,000 annually and are not subject to prevailing wage requirements, Supplier will, a) at Supplier's expense, provide an annual independent audit performed by Supplier's independent auditor or independent internal audit department (http://na.theiia.org/standards-guidance/topics/Pages/Independence-and-Objectivity.aspx) in compliance with UC's required audit standards and procedures (http://www.ucop.edu/procurement-services/_files/fw-fw-annual-audit-standards-procedures.pdf), concerning Supplier's compliance with this provision, and b) ensure that in the case of a UC interim audit, its auditor makes available to UC its UC Fair Wage/Fair Work work papers for the most recently audited time period. Supplier agrees to provide UC with a UC Fair Wage/Fair Work certification annually, in a form acceptable to UC, no later than ninety days after each one year anniversary of the agreement's effective date, for the twelve months immediately preceding the anniversary date.</p>
<p>2</p>	<p>Please confirm your company's commitment to comply Article 17. E. Forced Conflict and Indentured Labor of the UC Terms and Conditions which states: Forced, Convict and Indentured Labor. Supplier warrants that no foreign-made Goods furnished to UC pursuant to the Agreement will be produced in whole or in part by forced labor, convict labor, or indentured labor under penal sanction. If UC determines that Supplier knew or should have known that it was breaching this warranty, UC may, in addition to terminating the Agreement, remove Supplier from consideration for UC contracts for a period not to exceed one year. This warranty is in addition to any applicable warranties in Articles 6 and 11 of the UC Terms and Conditions.</p>
<p>3</p>	<p>Please confirm your company's commitment to comply with Article 22 - Sustainable Procurement Guidelines of the UC Terms and Conditions which states in part: Supplier will conduct business using environmentally, socially, and economically sustainable products and services (defined as products and services with a lesser or reduced effect on human health and the environment, and which generate benefits to the University as well as to society and the economy, while remaining within the carrying capacity of the environment), to the maximum possible extent consistent with the Agreement, and with the University of California Sustainable Practices Policy (https://policy.ucop.edu/doc/3100155) and the University of California Sustainable Procurement Guidelines: https://www.ucop.edu/procurement-services/_files/sustainableprocurementguidelines.pdf. A copy is attached.</p>
<p>4</p>	<p>Please confirm your company's commitment to comply with Article 12 - Equal Opportunity Affirmative Action of the UC Terms and Conditions which states: Supplier will abide by the requirements set forth in Executive Orders 11246 and 11375. Where applicable, Supplier will abide by 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a), incorporated by reference with this statement: "This contractor and subcontractor shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability." With respect to activities occurring in the State of California, Supplier agrees to adhere to the California Fair Employment and Housing Act. Supplier will provide UC on request a breakdown of its labor force by groups as specified by UC, and will discuss with UC its policies and practices relating to its affirmative action programs. Supplier will not maintain or provide facilities for employees at any establishment under its control that are segregated on a basis prohibited by federal law. Separate or single-user restrooms and necessary dressing or sleeping areas must be provided, however, to ensure privacy.</p>

Systems & Development	<i>The UC Libraries support more than 238,000 students and more than 190,000 faculty and staff. As such, it is the goal to provide a high level of service to its patrons while being able to scale across such a large population. To do so requires a solution that can also provide a scalable and robust service that can be maintained at both local and consortial levels. With 10 individual campuses with unique identities, a successful vendor will be able to provide a wide range of capabilities while providing the ability for the UC Libraries to create even more opportunities for refinement. For all questions, please indicate whether any functionality / features mentioned are in production (as of May 2019), in development, or on your roadmap.</i>
Architecture	<i>How a system's architecture is configured is vital to its ability to integrate into each campus's dynamic technologies. Knowing how your solution is designed and its foundational needs and abilities will help us to see how we might be able to utilize it for a consortial system.</i>
1	Describe the technology architecture behind your solution (e.g., programming languages, database engine, indexing, stack components etc.) Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
2	Explain any software or software version dependencies that are required for using your solution for both internal or external users (e.g. web browsers, java, specific operating systems, etc.). Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
3	How are database indices created and maintained? (Essential)
4	How can the application data be accessed for reporting? Please include possibilities for both internal mechanisms and external integrations. What data (both usage and system-level) is available for accessing through these mechanisms? (e.g. system access, administrative access channel activity, system uptime, network data, platform access, etc.) (Essential)
5	Describe all policies regarding data ownership. Do the UC Libraries own the data that they create and store in the solution? Are there restrictions or costs related to how this data can be used and/or re-purposed by UC Libraries? (Essential)
Customizability	<i>Each campus has a desire to maintain its individuality and uniqueness from other campuses within the UC Libraries. A successful SILS solution will allow each campus to maintain its unique identity within the solution, while maintaining a cohesive consortial functional environment.</i>
6	Describe your strategy and support for customization, both of aesthetics and functionality, and in the staff and public interfaces. How does this play out at the local and consortial levels? (Essential)
7	Describe your solution's ability to customize indexing (e.g. what fields are tagged to be indexed) on a consortial and individual campus level. (Important)
Enhancements	<i>Creating a software package or system that lasts requires constant maintenance to ensure that new features and fixes are applied through future iterations. How these are applied and how a vendor communicates the need and scheduling of these is important to the UC. The opportunity to provide input into these future iterations is also a desirable trait that would help a vendor distinguish themselves from the rest.</i>
8	Describe your solution's environment update and maintenance schedule strategy. How are these updates communicated? Is there a sandbox environment available to assess changes beforehand? Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
9	How does your company provide updates/upgrades to your solution? Are there discrete releases (similar to Microsoft Office), or continuous improvement (similar to Gmail)? (Important)
10	How are features / enhancements decided for future versions? Will the UC Libraries have input on any future version changes before they are added to the solution? (Essential)
11	Describe your operational procedure for implementing changes such as application updates, upgrades, bug-fixes, and major revisions. (Essential)
12	Describe how scheduling / notification of changes are coordinated with the customer. What options do customers have to control the timing of system changes? (Essential)
13	Describe your support strategy for previous versions. How long are previous versions supported? (Important)
14	Does your company provide the opportunity for customers such as the UC Libraries to be part of a beta-test group? (Desired)
15	Would your company be willing to share a features or development roadmap for future versions? If possible, please provide this. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Desired)
Extensibility	<i>The ability for Individual campuses to help extend functionality for their local environment is crucial for future growth. Extensibility provides an avenue for change while minimizing impact on the existing system.</i>
16	Describe supported methods (e.g. APIs) by which local developers can extend functionality of the solution to allow development of custom programs. Describe your company's developer support network and availability of documentation. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
17	Describe the different ways that data about electronic resources, in particular related to licensing and the knowledge base, can be displayed, read and modified by external systems. Please include detailed information about any APIs and the data available to those APIs (Important)
18	How are business and data access rules enforced, both centrally for the consortium and locally? (Essential)
Integrations / Interoperability	<i>The ability to integrate or interoperate with 3rd party software is important. We have many 3rd party applications which need to interact with the SILS.(Note: see appendix which lists the 3rd-party applications we have)</i>

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	19	Describe the different ways that data can be imported into the solution. Is there an import feature in all modules or aspects of your solution, and how is this done? If there are known issues with data that cannot be imported the solution, please note that. Please note the formats available for import. (Essential)
	20	Describe the different ways that data can be exported from the solution. Is all data within the solution available to export, and how is this done? If there is data that cannot be exported from the solution, please note that. Please note the formats available for export. (Essential)
	21	What kinds of data are available outside of the user interface? Describe the mechanism the solution uses to expose this data? (Essential)
	22	Explain how your solution can be extended to work with common third-party products. (For example: campus financial systems like Banner and PeopleSoft; special collections systems like Aeon and ArchivesSpace; self-check systems like 3M; learning management systems like Canvas; etc.). Include all options, for both real-time and batch integration. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
System Support		One of the most important considerations is how a potential vendor is capable of supporting its solution. The UC Libraries expect a vendor to provide top-level support that is both timely and effective when issues arise. The vendor should also provide an efficient escalation path with responsive support.
	23	Describe the available options for contacting support after deployment and into a production environment, and expected response times for each option. Include the process for escalating support requests. Describe the 24/7 support response for critical problems (e.g. system outages). Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
	24	What are the service levels for continued maintenance and ongoing system support? Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
	25	Describe the company's disaster recovery and business service continuity strategy. (Essential)
	26	Describe how the development / testing environment mimics the production environment. Include the frequency with which test environment data is refreshed from production. (Essential)
	27	How are bugs reported and prioritized? How are bug reports and resolutions communicated back to the customer? (Essential)
	28	How is emergency downtime communicated to UC Libraries staff and patrons? (Essential)
	29	Describe how the solution supports reporting of patron-identified issues, including any diagnostics or system-generated data. How does this reporting process and communication differ from UC Libraries employee-reported issues? (Essential)
	30	Describe how your company communicates alerts and broad notifications to public users. How can UC Libraries staff create alerts or notifications for patrons? (Important)
	31	Describe how your company communicate alerts and broad notifications to specific staff users and system administrators. How can UC Libraries staff create alerts and notifications for specific staff users? (Desired)
Manageability		The UC should be able to self-manage and administer the system on several levels, both consortially and locally at a campus level.
	32	Describe how the solution tracks and reports internal (library staff) statistics and/or usage ("who did what when"). Describe the data retained, and how it is searchable, retrievable, and customizable. Who can access this data? How can it be exported? (Essential)
	33	Describe the notifications, failsafes, or other error-detection and prevention mechanisms in your solution. Describe how the solution tracks and reports errors so that staff may take action on them, including but not limited to transaction errors, patrons record errors, cataloging errors, status changes, etc. What are the mechanisms by which a staff user can "undo" an error? (Essential)
	34	Describe the model and process for managing staff user accounts at both a local and consortial level. Do UC Libraries staff have "master" level privileges to manage other accounts? Does your company retain those rights? (Important)
	35	Describe or demonstrate the solution's built-in staff workflow automation options that are available such as keyboard shortcuts, task-oriented macros, templates, auto-fill, keystroke recording, etc. Does the solution support external productivity tools such as local macro utilities and/or scripting languages? (Essential)
	36	Describe or demonstrate solution support for unicode characters, particularly characters in non-Roman languages (e.g., Chinese, Japanese, Korean, Cyrillic), bi-directional script (e.g Arabic / Hebrew), and diacritics. Include any specific requirements for peripheral hardware or software to ensure this support. Please address this question in terms of: <ul style="list-style-type: none"> - staff input, - patron input, - automated ingest, - storage, - display (both staff and patron), - indexing and searchability (both staff and patron). Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
	37	Describe limitations to data entry type or length, including size and character limits in memo/notes/freetext fields. (Important)
	38	The UC should be able to self-manage and administer the solution on several levels, both consortially and locally at a campus level. (Important)
	39	How does the product's UI display across a variety of devices and viewport sizes (i.e., desktop, mobile, tablet, etc.)? Describe both staff and end user UIs. (Essential)
Reliability		As with any system, a successful solution will provide failure-free operation with a high level of uptime.

	40	Provide data that gives real world examples from the past year of system uptime as a percentage. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.) (Essential)
Scalability / Performance		The UC requires a solution that will be able to perform exceptionally well with the extreme amount of traffic being generated from each of the systemwide locations, as well as traffic shared across the consortium. How well a solution can demonstrate its performance will greatly influence the outcome of the RFP process.
	41	How quickly do changes to the database become visible to both internal and external end users? Describe how you optimize for quick availability. What delays or restrictions are there? (Essential)
	42	How long should batch imports take? If import time varies by data type, provide a time for each data type. Describe what the limitations are on batch size and how import time scales. (e.g., Would ingesting 1 million bib records take 10 times as long as 100,000 bib records?). (Essential)
	43	Describe how server resources are managed if performance becomes a problem. (Essential)
	44	What options are there for scaling horizontally (adding more servers in parallel) vs. vertically (increasing available resources on current servers)? (Essential)
	45	Describe the performance, server, and network reports that your solution provides. (Essential)
Reporting / Analysis		The UC Libraries seek a solution which provides robust and flexible analytical capabilities which will help us better understand our collections, our patrons, and our workflows. Reporting features must allow for multiple uses by multiple people: customizing, saving, exporting, sharing, etc. The successful solution will also have rich integration abilities for import and export of analytical data.
	46	Describe the preconfigured reports the solution provides, if any, and the ability to revise these reports. (Essential)
	47	Describe the ability for users to create ad hoc/customized reports with the solution, including: - How the solution provides reporting capability at the consortial, campus, and individual library level - How the solution provides reporting capability using MARC fields and localized data (such as local MARC fields and subfields) - How the solution provides reports/analytics on legacy (pre-migration) data, including MARC and non-MARC fields (Essential)
	48	Describe if/how a customized report can be saved for repeated, future report generation. (Essential)
	49	Describe the ability in the solution to set up recurring reports to run automatically at intervals of time and send user notifications. (Essential)
	50	Describe any limits within the solution analytics imposed on reports, including but not limited to: - number of total saved reports, - number of operators in a search, - number of results in a report, - number of records searched in a report, - number of results in an exported report. (Essential)
	51	Describe the ability to self-archive or save data and reports. If reports are deleted after a period of time, describe the process of how this happens and what notifications are given. (Important)
	52	Describe the ability of the solution to create and host reports which can be shared and edited by multiple users. (Essential)
	53	Describe the operators that may be used when creating reports, such as Boolean expressions, contains/has, wildcards, regular expressions, etc., and if the solution has fuzzy search capabilities (Essential)
	54	Describe how users or administrators can control which reports are visible to other users, libraries, members of the consortium, or other non-UC libraries? (Essential)
	55	Describe the circumstances or factors that would cause the wait time for generating a report to be longer than expected (i.e. why might a report take longer than a few minutes or hours to generate?) (Desired)
	56	Describe how the solution can interface and operate with data coming from outside sources, including the examples below. What reports and/or analysis can be generated from this data? - usage data for electronic resources in existing national standards. (e.g., ANSI/NISO Z39.7-2013, ICoLC and COUNTER) - web traffic from Google Analytics or similar third-party online statistics gathering products - data from non-collection related library services, such as instruction, reference, gate counts, LibGuide usage, etc. (Important)
	57	Describe the user interface/dashboard as it relates to analytics, including: - how the dashboard can be shared between campuses, - the ways in which the dashboard can be customized at the consortial level and at the individual campus level, - how customized queries appear on the interface, - whether the dashboard can be set so some users can view-only and not make changes, - if there is automatic updating of information displayed (budgets, etc.), - if there is the ability to embed searchable queries or data visualization. (Essential)
	58	Describe the solution's analytics data export capabilities and available export formats. (Essential)
	59	Describe the solution's ability to export data and/or statistics into customized formats, such as those required by external organizations (ARL, ACRL, etc.) or for existing internal formats. (Essential)
	60	Describe any statistical analysis capabilities within the solution for analyzing data and/or reports. (Important)
	61	Describe how the solution can create, or assist with the creation of data visualizations, and in which file formats they may be exported (Important)

62	Describe the solution's handling of historical data: what kind of data is kept (e.g. patron, usage stats, etc.) and for how long? Describe any restrictions on accessing this data: who can access it and for how long? Address in particular financial data as it pertains to record retention regulations. (Essential)
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<p>Transition & Implementation</p>	<p><i>The UC Libraries will be migrating to a systemwide ILS solution for the first time. This transition is therefore particularly complex in terms not only of migration of data, but also consolidation of practices, policies, and workflows. A successful SILS solution vendor will provide excellent support through this transition; will be active in reducing errors, data loss, and frustrations; will use their expertise to facilitate as smooth a transition as possible through education, relationship-building, and change management techniques; and will overall be able to act as a partner in bringing the UC Libraries successfully through this transformation.</i></p>
<p>1</p>	<p>Describe your transition plan for the migration to and implementation of your solution. Include the major steps of the project, the overall timeline, and any factors that went into these decisions. In particular, are you recommending a phased or all-at-once approach? Why? How will you account for the continuation of services (such as consortial resource sharing) during the implementation period (especially if phased)? Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.). (Essential)</p>
<p>2</p>	<p>Describe the transition and implementation services you offer, including data migration services, training, documentation, configuration, policy planning, and quality assurance. When will these services be available in the transition timeline above, and when do they cease to be available? Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.).(Essential)</p>
<p>3</p>	<p>Describe the roles and responsibilities of the UC Libraries and vendor staff during the migration and implementation process. What staff do you provide during this process? Would they be dedicated to this project? With which UC Libraries staff would you expect to work, and at which institutions? For example, based on your previous experience do you recommend a "central command" team of some kind, a decentralized effort at each campus, or something else? Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.). (Essential)</p>
<p>4</p>	<p>Describe your training plan for UC Libraries staff. What methods and modes do you use (e.g. face-to-face, online, synchronous / asynchronous, etc.) What materials will be available and in what way? How do you incorporate local needs into your provided training? Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.). (Important)</p>
<p>5</p>	<p>Describe your approach to, and proposed plan for, the data migration process. How will your proposed architectural model affect the migration of data into the solution? What kinds of data transformations, if any, will be required and at what stage(s)? Your plan should address the fact that multiple libraries are on multiple different ILS products currently, and how each of these would be handled. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.).</p>
<p>6</p>	<p>Describe any recommendations for preparatory steps that would make final data migration easier. Are there known data cleanup issues UC Library staff could start work on immediately? How best to avoid data loss and problems later? Given the different ILSes UC Libraries are currently using, are there considerations that should be addressed early? Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.). (Important)</p>
<p>7</p>	<p>Describe the types of data that are typically migrated into your solution from each functional library area. What data is not able to be migrated? What data migration processes are "lossy" or limited in some way? In particular please touch on data such as circulation details, record creation and modification history, and acquisition financials. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.). (Essential)</p>
<p>8</p>	<p>Describe the ability during migration to merge similar bibliographic records within and across institutions without loss of locally-created data or excessive duplication of data. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.). (Important)</p>
<p>9</p>	<p>Describe the processes and any available tools for data quality assurance during the migration and implementation. For example, logs or reports that can be provided before, during, and after to address duplicate information and errors. Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.). (Essential)</p>