

Q1. I do have a question regarding one of the third-party vendors listed in your RFP, the Teletask messaging system. Does your system send this information to Teletask through an FTP or is this through an API connection?

A1. The output from reports on our ILS are sent in scripted plain text csv format to Teletask via SFTP.

Q2. Section 1.6 Terms and Conditions states, “Any material considered by the vendor to be proprietary must be individually marked as such and accompanied by a written claim of confidentiality and a concise written statement of reasons supporting the claim.”

Our Question: Should confidential information be redacted from our main response and included in a separate document, or should we just mark the specific pages and material that we consider confidential within the completed response?

A2. The committee would prefer that all confidential material be marked using a different color and/or font and included with the main response.

Q3. How many libraries will utilize the MeLCat (INN-Reach)? Will all libraries utilize MeLCat?

A3. There are 28 MeLCat libraries with an additional 8 pickup locations for branch libraries. Not all libraries participate in MeLCat for a variety of reasons, including geographic location, staffing, and delivery costs.

Q4. For the Evaluation Criteria noted on page 5, which sections of the RFP response will be evaluated against which criteria? For instance, there are no specific sections entitled with any of these criteria: Corporate history, Prior experience, Staff functionality, Technical requirements.

A4. Responses to the questions found in section 2.1 (General Information) of the RFP will provide information to the committee regarding corporate history and prior experience. Staff functionality will be determined by responses to section 2.3 (System functionality), as well as 3.2 (Cataloging), 3.3 (Circulation), 3.4 (Reports), 3.5 (Administration and Customization), and 3.7 (Third Party Integration). Technical requirements are found throughout section 3 (Core Functionality) of the RFP as are questions about various aspects of compatibility with MeLCat. The score for Public Interface will be determined by responses to section 3.1 (OPAC), 3.5 (Administration and Customization), and 3.7 (Third Party Integration), and implementation and training will be evaluated using responses to section 3.6 (Implementation and Training).

Q5. Please clarify question 3.2.40 – are you asking if the library can create/edit the standard fields in an item record or are you asking if you can edit item record contents?

A5. In cases where there is a set list of options or controlled vocabulary for a field(s) in the item record, we would need the ability to add to the list without vendor assistance as needed.

Additionally, it is desirable to have the ability to create/edit the field labels in the item record. For example, fields named item cat 1, item cat 2, etc. could be renamed audience, genre, fund source, etc.

Q6. Are you interested in receiving information and pricing on digital marketing and event management tools that are connected to the ILS and Discovery layer?

A6. Yes. We would like to see information about any products that could enhance and improve the ILS for staff and/or patrons.

Q7. What is your budget for the ILS system? What do you pay for your current ILS?

A7. We have a non-disclosure agreement in our current contract so we are unable to share the cost of our current system. Additionally, we don't have a budget for 2024 at this time.

Q8. Concerning 2.4.2 Technical specifications for proposed solution Under 2.4 Exhibits and Attachments. Could you please explain in greater detail the types of technical specifications you are referring to? Are you looking for OS requirements, workstation requirements, browser requirements or something completely different?

A8. Yes – we want to know what the requirements are for us to implement this solution in our libraries. In addition to the requirements for OS, workstation and browser, what is the necessary bandwidth required? What peripherals (e.g. receipt printers, barcode scanners, cash drawers, etc.) are supported? What other required equipment or software is needed for us to implement the proposed system?