



Administered by University of Maine System
Office of Strategic Procurement
Request for Information (RFI)

INTEGRATED LIBRARY SYSTEMS (ILS)

RFI #2022-060

Issued Date: March 9, 2022

Response Deadline Date/Time: March 30, 2022, 11:59 p.m. EST

Response Submission Information:

Submitted electronically to UMSResponses@maine.edu
Email Subject Line – RC: ILS – RFI # 2022-060

Response Contact Information:

Strategic Sourcing Manager (SSM): Robin Cyr
Email: UMSResponses@maine.edu and robin.cyr@maine.edu

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1.0 INTRODUCTION

1.1 Definitions, Current State, Purpose and Specifications

1.1.1 Definitions

The University of Maine System will hereinafter be referred to as the "University." Respondents to the document shall be referred to as "Respondent(s)" or "Respondent".

The Respondent to whom the Agreement is awarded shall be referred to as the "Contractor."

The University of Maine System and other components of the University shall be referred to as "Multi-Institution".

1.1.2 Current State

The University of Maine System libraries, the Maine State Library, the Maine State Law and Legislative Library, Bangor Public Library, and Portland Public Library currently use Innovative as their ILS – specifically Sierra. This consortium of libraries is referred to as URSUS.

URSUS interacts, and interfaces systematically, to other state systems such as Minerva consortium (approx. 60 public libraries), Colby, Bates, and Bowdoin colleges, respectively, University of New England, and the MILS consortium (approx. 22 small public libraries). The systematic ability to interact is made possible through InnReach (a software solution provided by Innovative Interfaces Inc.), and this enables direct patron lending and requesting between the above-mentioned libraries/consortia.

Separately, but related and as important, Summon is used as the discovery layer for the University of Maine System libraries. The Portland Public Library utilizes Bibliocommons as a discovery layer, and the Maine State Library and Bangor Public Library do not use a discovery layer. All three libraries (Portland, Bangor, and Maine State), however, are interested in available technologies and discovery layers as they relate to public libraries.

The current contract in our present solution expires June 30, 2024. The URSUS group is exploring vendors and products via this RFI, with the specific intention to issue an RFP for services on July 1, 2022, in anticipation of new contracted services to be in place on/before May 15, 2024.

LIST OF ORGANIZATIONS USING THE CURRENT SOLUTION

University of Maine
University of Southern Maine
University of Maine at Augusta
University of Maine at Farmington
University of Maine at Presque Isle
University of Maine at Fort Kent
University of Maine Law School
University of Maine at Machias
Maine State Library
Bangor Public Library
Maine State Law and Legislative Library

Portland Public Library

1.1.3 Purpose

This Request for Information is issued by the University of Maine System.

The purpose is to acquire specific information about product development initiatives on Integrated Library Systems (ILS). The ILS vendor landscape is highly consolidated, and significant product knowledge has been collected by the participant libraries in this RFI. As such, we request information that offers examples of ILS product development beyond standard marketing and sales information relating to the existing ILS product offering.

Specifically, the purpose of this RFI is to understand new benefits and advancements, particularly related to the end-user experience, in ILS systems that are: in place currently, in a current Beta phase of development, or have been approved for development in the next 6-18 months. Because we are asking for potentially sensitive corporate information as it relates to proprietary product development, we will consent to a mutually agreeable Non-Disclosure Agreement if required.

All aspects of this request for information should be geared toward developments relating to integrated library systems that could effectively support multi-campus consortia library services and support major public libraries in the state. We invite responses for either full systems or components of systems, such as a discovery layer.

This document provides instructions for submitting responses, the procedure and criteria by which the Respondent(s) will be selected, and the contractual terms which will govern the relationship between the University and the awarded Respondent(s).

Respondents should review **1.1.4 Key Objectives** of this document to see the full Scope of Services/Products we are seeking.

1.1.4 Key Objectives

- Developments of ILS solutions that will function well for the University of Maine System academic libraries and for the State Library and major public libraries. This could be done by
 - A consortium of all libraries (public and academic) under one ILS
 - Two consortia, one for public and one for academic libraries under two systems
- Developments of ILS solutions that are responsive to customer needs and requirements, both at the local library and the consortium levels
- Developments of ILS solutions that are future thinking for evolving solutions, improvements, and other transformations
- Developments of ILS solutions that allow libraries to effectively communicate with their patrons about information beyond simple catalog holdings
- Developments of ILS solutions that maintain or improve our current interaction with the MaineCat/INNreach system

1.2 General Information

1.2.1 Communication with the University

It is the responsibility of the Respondent to inquire about any requirement of this document that is not understood. Responses to inquiries, if they change or clarify the document in a substantial manner, will be forwarded by addenda to all parties that have received a copy of the document. Addenda will also be posted on our web site, www.maine.edu/strategic/upcoming_bids.php

It is the responsibility of all Respondents to check the web site before submitting a response to ensure that they have all pertinent documents. The University will not be bound by oral responses to inquiries or written responses other than addenda.

Inquiries must be made using the **Response Contact Information** provided on the cover sheet of this document.

1.2.2 Confidentiality

The University must adhere to the provisions of the Maine Freedom of Access Act (FOAA), 1 MRSA §401 et seq. As a condition of submitting a response under this section, a respondent must accept that, to the extent required by the Maine FOAA, responses to this solicitation, and any ensuing contractual documents, are considered public records and therefore are subject to freedom of access requests.

The information contained in responses submitted for the University's consideration will be held in confidence until all evaluations are concluded and a Respondent selected (the successful Respondent). At that time the University will issue award notice letters to all participating Respondents and all Respondents' responses may be made available to participating Respondents upon request. Such request must be made by submitting a written request to the individual noted in the Response Contact Information shown on the cover sheet of this document, with a copy of the request provided to the other Respondents. Such requests are public records.

After the protest period has passed and the Agreement is fully executed, responses will be available for public inspection upon request.

Pricing and other information that is an integral part of the offer cannot be considered confidential after an award has been made. The University will honor requests for confidentiality for information that meets the definition of "trade secret" under Maine law. Clearly mark any portion of your submitted materials which are entitled to "trade secret" exemption from disclosure under Maine's Freedom of Access Act. Failure to so identify as trade secret will authorize the University to conclude that no portions are so exempt; and that your entity will defend, indemnify and hold harmless the University in any and all legal actions that seek to compel the University to disclose under Maine's Freedom of Access Act some or all of your submitted materials and/or contract, if any, executed between the University and your entity.

1.3 General Submission Provisions

1.3.1 Eligibility to Submit Responses

Public entities, private for-profit companies, and non-profit companies and institutions are invited to submit a response to this document.

1.3.2 Debarment

Respondents must complete and submit the “Debarment, Performance and Non-Collusion Certification Form provided in Appendix B. Failure to provide this certification may result in the disqualification of the Respondent’s proposal, at the University’s discretion.

Submission of a signed response in response to this solicitation is certification that your firm (or any subcontractor) is not currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Submission is also agreement that the University will be notified of any change in this status.

1.3.3 Respondents’ Presentations

Presentations may be requested of two or more Respondents deemed by the University to be the best suited among those submitting responses on the basis of the selection criteria. After presentations have been conducted, the University may select the Respondent(s) which, in its opinion, has made the response that is the most responsive and most responsible and may award the Agreement to that/those Respondent(s).

1.3.4 Response Submission

A **SIGNED** virus-free electronic copy must be submitted as follows:

- The response must be received electronically to the E-Mail shown in the **Response Submission Information** section of the cover page of this document.
- Electronic submission must be received by the required **Response Deadline Date/Time** reflected on the cover page of this document.
- Response submissions that exceed 20 MB will be submitted with multiple emails modifying email subject line shown in the **Response Submission Information** section of the cover page of this document to include: Submission 1 of X (‘X’ representing the number of files being submitted).

2.0 RESPONSE FORMAT REQUIREMENTS

2.1 General Format Instructions

2.1.1 Electronic Submissions

Documents submitted as part of the electronic response are to be prepared on standard electronic formats of 8-1/2" x 11" and of PDF file type. Submissions requiring additional supporting information, such as, foldouts containing charts, spreadsheets, and oversize exhibits are permissible and must be submitted as Appendices, clearly numbered and referencing the Section in which they provide supporting information.

For clarity, the Respondent's name should appear on every document page, including Appendices. Each Appendix must reference the section or subsection number to which it corresponds.

2.2 Response Format Instructions

This section contains instructions for Respondents to use in preparing their response. The Respondent's submission must follow the outline used below, including the numbering of section and sub-section headings.

2.2.1 Section 1 - Response Cover Page

- 2.2.1.1 Label this response - Section 1 – UMS Response Cover Page
- 2.2.1.2 Insert Appendix A – University of Maine System Response Cover Page
- 2.2.1.3 Insert Appendix B – Debarment, Performance and Non-Collusion Certification

2.2.2 Section 2 - Response Materials

- 2.2.2.1 Label this response - Section 2 – Response to Evaluation Questions & Related Information
- 2.2.2.2 Insert Appendix C – Organization Reference Form
- 2.2.2.3 Insert Appendix D – Organization, Qualifications and Experience
- 2.2.2.4 Insert Appendix E – Implementation Questions

2.2.3 Section 3 - Response Materials

- 2.2.3.1 Label this response - Section 3 – Related Information
- 2.2.3.2 Insert - Respondent Materials

Appendix A – University of Maine System Response Cover Page

RFI # 2022-060
 ILS

Organization Name:	
Chief Executive – Name/Title:	
Telephone:	
Fax:	
Email:	
Headquarters Street Address:	
Headquarters City/State/Zip:	
Lead Point of Contact for Quote – Name/Title:	
Telephone:	
Fax:	
Email:	
Street Address:	
City/State/Zip:	

1. No personnel currently employed by the University or any other University agency participated, either directly or indirectly, in any activities relating to the preparation of the Respondent’s response.
2. No attempt has been made or will be made by the Respondent to induce any other person or firm to submit or not to submit a response.

To the best of my knowledge all information provided in the enclosed response, both programmatic and financial, is complete and accurate at the time of submission.

Date: _____

 Name and Title (Printed)

 Authorized Signature

Appendix B – Debarment, Performance and Non-Collusion Certification

University of Maine System
DEBARMENT, PERFORMANCE and NON-COLLUSION CERTIFICATION
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ILS

By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:

- a. Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.
- b. Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:
 - i. Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state or local government transaction or contract.
 - ii. Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - iii. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and
 - iv. Have not within a three (3) year period preceding this proposal had one or more federal, state or local government transactions terminated for cause or default.
- c. Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.

Failure to provide this certification may result in the disqualification of the Respondent’s proposal, at the University’s discretion.

Date: _____

Name and Title (Printed)

Authorized Signature

Appendix C – Organization Reference Form**Respondent's Organization Name:** _____

INSTRUCTIONS: Provide a minimum of three (3) current professional references who may be contacted for verification of the Respondent's professional qualifications to meet the requirements set forth herein. We strongly prefer references from higher education institutions and public libraries similar in size and requirements to those provided in Section 1.1.2.

We request that the references include one long-standing customer (minimum of 3 year engagement) and one new customer (one who has been engaged with Respondent for less than one year).

REFERENCE #1	
Institution/Company Name	
Contact Name	
Contact Title	
Contact Phone Number	
Contact eMail Address	
Relationship Length	

REFERENCE #2	
Institution/Company Name	
Contact Name	
Contact Title	
Contact Phone Number	
Contact eMail Address	
Relationship Length	

REFERENCE #3	
Institution/Company Name	
Contact Name	
Contact Title	
Contact Phone Number	
Contact eMail Address	
Relationship Length	

REFERENCE #4	
Institution/Company Name	
Contact Name	
Contact Title	
Contact Phone Number	
Contact eMail Address	
Relationship Length	

Appendix D – Evaluation Question(s) - Organization, Qualifications and Experience

Respondent's Organization Name: _____

INSTRUCTIONS: Respondents shall ensure that all information required herein is submitted with the response. All information provided should be verifiable by documentation requested by the University. Failure to provide all information, inaccuracy or misstatement may be sufficient cause for rejection of the response or rescission of an award. Respondents are encouraged to provide any additional information describing operational abilities.

Evaluation Question(s)

1. Provide a statement describing your company to include name, number of employees, locations, number of years in business, number of years offering/supporting the proposed solution, and any and all acquisitions or mergers in the last five years. Is the company publicly or privately held?
2. If subcontractors are to be used, provide a list that specifies the name, address, phone number, contact person, and a brief description of the subcontractors' organizational capacity and qualifications.
3. Please provide information about contract cancellations or non-renewals your company has experienced over the last three years.

Appendix E – Evaluation Question(s) –Implementation

Evaluation Question(s) – Implementation Questions

1. Describe your recommended implementation strategy, best practice consulting options, and professional services. The University of Maine System requires the review of consultant's credentials/experience and reserves the right to request replacement if he/she fails to meet expectations at any time.
2. Describe the steps your firm will take to understand the business model and functional needs of the client and ensure that during the configuration and implementation process the product will be applied for optimal performance and satisfaction.
3. It is expected that the Respondent will assign a Project Manager who will have responsibility for its implementation team, and who will partner with the our Project Manager.
4. Indicate your timeline from implementation start to "go live" date. Provide task lists and timelines for a standard implementation. A sample project plan would be helpful.