

Administered by University of Maine System

Office of Strategic Procurement

Request for Proposal (RFP)

SUBMISSION FORM PACKAGE

INTEGRATED LIBRARY SYSTEMS (ILS)

RFP #2023-001

**Issued Date:** June 28, 2022

**Response Deadline Date/Time:** August 17, 2022, 11:59 p.m. EST

**Response Submission Information:**

Submitted electronically to UMSResponses@maine.edu

Email Subject Line – RC: ILS RFP#2023-001

**Response Contact Information:**

Strategic Sourcing Manager (SSM): Robin Cyr

Email: UMSResponses@maine.edu and robin.cyr@maine.edu

Phone: (207) 649-0111

**INSTRUCTIONS**

**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. Failure to use the outline specified in this section or to respond to all questions and instructions throughout this document may result in the response being disqualified as non-responsive or receiving a reduced score.

The University and its evaluation team for this document have sole discretion to determine whether a variance from the document specifications should result in either disqualification or reduction in scoring of a response.

Re-phrasing of the content provided in this document will, at best, be considered minimally responsive. The University seeks detailed yet succinct responses that demonstrate the Respondent’s experience and ability to perform the requirements specified throughout this document.

* + 1. **Section 1 - Response Cover Page**
			1. Label this response - Section 1 – UMS Response Cover Page
			2. Insert Appendix A – University of Maine System Response Cover Page
			3. Insert Appendix B – Debarment, Performance and Non-Collusion Certification
		2. **Section 2 - Cost Response**
			1. Label this response - Section 2 – Cost Evaluation
			2. Insert Appendix C – Required Cost Evaluation Exhibits
		3. **Section 3 - Master Agreement**
			1. Label this response - Section 3 – Master Agreement
			2. Insert Appendix D – Master Agreement
		4. **Section 4 - Response to Questions**
			1. Label this response - Section 4 – Response to Evaluation Questions & Related Information
			2. Insert Appendix E – Organization Reference Form
			3. Insert Appendix F – Evaluation Question(s) - Organization, Qualifications and Experience
			4. Insert Appendix G – Evaluation Question(s) –Implementation, Training, Support and Reporting
			5. Insert Appendix H – Solution Requirements Narrative
			6. Insert Appendix I – Evaluation – Compliance Requirements (Accessibility & Information Security)
* HECVAT
* Information Security Questions
* Voluntary Product Accessibility Template (VPAT)
* Detailed Description of Accessibility features.
	+ - 1. Insert Appendix J – Evaluation Question(s) – Information Technology

**SECTION 1**

**Appendix A – University of Maine System Response Cover Page**

RFP # 2023-001

Integrated Library Systems (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: |  |

**IMPORTANT - Respondent is required to place an ‘X’ to indicate which solutions are offered as a solution in this response:**

**\_\_\_\_\_\_ Public Institution Solution**

**\_\_\_\_\_\_ Academic Institution Solution**

1. This pricing structure contained herein will remain firm for a period of 90 days from the date and time of the quote deadline date.
2. 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.
3. 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.
4. The undersigned is authorized to enter into contractual obligations on behalf of the above-named organization.
5. By submitting a response to a Request for Proposal, bid or other offer to do business with the University your entity understands and agrees that:
	1. The Agreement provisions in **Section 1.2.1.2** of this document will not be modified and are thereby incorporated into any agreement entered into between University and your entity; that such terms and condition shall control in the event of any conflict with such agreement; and that your entity will not propose or demand any contrary terms;
	2. The above Agreement provisions in **Section 1.2.1.2** of this document will govern the interpretation of such agreement notwithstanding the expression of any other term and/or condition to the contrary;
	3. Your entity agrees that the resulting Agreement will be the entire agreement between the University (including University’s employees and other End Users) and Respondent and in the event that the Respondent requires terms of use agreements or other agreements, policies or understanding, whether on an order form, invoice, website, electronic, click-through, verbal or in writing, with University’s employees or other End Users, such agreements shall be null, void and without effect, and the terms of the Agreement shall apply.
	4. Your entity will identify at the time of submission which, if any, portion or your submitted materials are entitled to ''trade secret" exemption from disclosure under Maine's Freedom of Access Act; that failure to so identify will authorize UMS to conclude that no portions are so exempt; and that your entity will defend, indemnify and hold harmless UMS in any and all legal actions that seek to compel UMS to disclose under Maine's Freedom of Access Act some or all of your submitted materials and/or contract, if any, executed between UMS and your entity.

*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**

RFP # 2023-001

Integrated Library Systems (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:

1. 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.
2. Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:
	1. Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state or local government transaction or contract.
	2. Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
	3. 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
	4. 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.
3. 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

**SECTION 2**

**Appendix C – Required Cost Evaluation Exhibits**

University of Maine System

COST EVALUATION

RFP # 2023-001

Integrated Library Systems (ILS)

**GENERAL INSTRUCTIONS:**

1. The Respondent must submit a cost response that covers the entire period of the Agreement, including any optional renewal periods.
2. The cost response shall include the costs necessary for the Respondent to fully comply with the Agreement terms and conditions and requirements. **Note regarding total cost of ownership:** This “cost” will encompass the entire solution pricing along with all products and services offered as part of the solution.
3. Failure to provide the requested information and to follow the required cost response excel format provided in Appendix C may result in the exclusion of the Response from consideration, at the discretion of the University. You can add rows and columns required to insert additional information. If a particular cost table is not required as part of your response simply leave it blank.
4. No costs related to the preparation of the Response for this document or to the negotiation of the Agreement with the University may be included in the Response. Only costs to be incurred after the Agreement effective date that are specifically related to the implementation or operation of contracted services may be included.
5. Identify all costs by year, to be charged for performing the services necessary to accomplish the objectives of this document.
6. If there are additional options or services that are not included in the offering, they must be identified and itemized as “optional” and include a description of the product or service and the costs of the option. All items identified in the response (including third party items required) will be considered free add-ons to the proposed solution at the prices included in this response unless expressly stated otherwise.
7. Respondents’ are encouraged to provide additional price incentives for providing an enterprise solution, multi-year or award of multiple institutions.
8. Pricing will be guaranteed by the vendor for the term of the Agreement.
9. The University will NOT seek a best and final offer (BAFO) from any Respondent in this procurement process. All Respondents are expected to provide their best value pricing with the submission of their response. Respondents will NOT be given another opportunity to modify pricing once submitted.
10. An **MS Excel Version** must be included in your final submission for all of these tables. For a copy of the excel version, email the contact provided on the cover page of this document.

**INSTRUCTIONS FOR – Exhibit 1 (Table 1) - Licensing and Maintenance Agreement Pricing and/or Data Maintenance / Subscription Pricing**

The University needs to understand the associated lifecycle costs for your proposed system or service. For solution responses that leverage the University’s existing investments, the Respondent must provide which investments the University needs to maintain. For solution responses that do not leverage the University’s investments, the Respondent must provide what additional investments would be needed to support the solution.

Using **Table 1**, please provide licensing costs for the following institutions individually (as listed below) and costs assuming all institutions are included (enterprise solution). Please also provide pricing for public and academic enterprise solutions separately depending on the solutions you plan to offer as part of your submission.

* University of Maine System (UMS)
* Maine State Library (MSL)
* Bangor Public Library (BPL)
* Maine State Law and Legislative Reference Library (LLRL)
* Portland Public Library (PPL)

**Respondent’s Organization Name** – Provide the Respondent’s Organization Name.

**University Name –** Institution name pertaining to the costs related to the solution (if applicable).

**Item Description -** Provide a brief description of your product or service.

**Initial Cost “One Time” Training** – Provide any initial ‘one-time’ costs associated with the solution for training costs.

**Initial Cost “One Time” Implementation** – Provide any initial ‘one-time’ costs associated with the solution for implementation costs.

**Initial Cost “One Time” Other -** Provide any initial ‘one-time’ costs associated with the solution other than year 1 licensing and support, training and implementation costs.

**Cost (Year 1 – 10) -** All licensing and maintenance agreement pricing should include rates during the Agreement period, and anticipated future rates. Rates will be calculated based on Current Active User FTE provided.

**Optional Renewal (Year 11 – 15) -** All licensing and maintenance agreement pricing should include rates during the Agreement period, and anticipated future rates.

**Optional Renewal (Year 15 – 20) -** All licensing and maintenance agreement pricing should include rates during the Agreement period, and anticipated future rates.

**Extended Cost** – Total of Initial Term Years 1 – 10 and Initial “One Time” costs

**Subtotal** – Subtotal of the Extended Cost figures.

**Less Discount** – Discount offered off the Subtotal figure.

**Total** – Subtotal less Discount.

**INSTRUCTIONS FOR - Exhibit 1 (Table 2) - Professional Services Rate Schedule**

Using **Table 2**, please provide any charges by the hour for professional services, provide a rate schedule, or range of hourly rates we could expect. Specify whether or not those rates include travel.

**Respondent’s Organization Name** – Provide the Respondent’s Organization Name.

**Role/Position Title if Individual -** List role/position title of each role/position title from your organization that would be responsible for work on the project.

**Hourly Rate** - Is the hourly dollar amount that may be invoiced by role/position title.

**INSTRUCTIONS FOR - Exhibit 1 (Table 3) - Pricing for Custom Features Deliverables**

Using **Table 3**, please provide a rate schedule for the high-level deliverables defined RFP Section 1.1.4 Scope of Work.

Costs for subcontractors are to be broken out separately.

**Respondent’s Organization Name** – Provide the Respondent’s Organization Name.

**University Name –** Institution name pertaining to the costs related to the solution.

**Deliverable Name -** Provide a brief name for the deliverable.

**Role/Position Title (Exhibit 1 Table 3) -** List each role/position title from your organization that would be responsible for contributing to completion of the deliverable. Bidder will replace verbiage ‘Position Title 1’, etc. with the appropriate actual role/position title in **Exhibit 1 (Table 2).**

**Hours** – Note the total hours that will be required to provide the contribution necessary to complete the deliverable for each role/position title.

**Hourly Rate** - The hourly dollar amount that may be invoiced by role/position title.

**Cost Estimate** – Calculation of the (Hours x Hourly Rate = Cost Estimate)

**Sub-Total** – Provide a sub-total for each deliverable.

**Total** – Total cost for all deliverables to complete the work for the specified University campus.

Your list of deliverables should trace back to the objectives and requirements listed in this document. Where a requirement is addressed by your product or service without customization, indicate that under the Explanation and reference the Licensing and Maintenance schedule above.

Total compensation for services rendered and deliverables shall include any hourly billing rate and all expected related expenses, both actual and administrative.

**Less Discount** – Discount offered off the Subtotal figure.

**Grand Total** – Subtotal less Discount.

**INSTRUCTIONS FOR - Exhibit 1 (Table 4) - Growth and Enhancement Pricing**

Using **Table 4**, please provide Growth and Enhancements are products or services not included in the baseline pricing that we may want to purchase at a later date. These may vary by Respondent response. There is no penalty for not completing this section.

**IMPORTANT -** Respondents’ are required to provide separate costs for each institution.

**Respondent’s Organization Name** – Provide the Respondent’s Organization Name.

**Item Description -** Provide a brief description of your product or service.

**Initial Cost “One Time” Training** – Provide any initial ‘one-time’ costs associated with the solution for training costs.

**Initial Cost “One Time” Implementation** – Provide any initial ‘one-time’ costs associated with the solution for implementation costs.

**Initial Cost “One Time” Other -** Provide any initial ‘one-time’ costs associated with the solution other than year 1 licensing and support, training and implementation costs.

**Cost (Year 1 – 10) -** All licensing and maintenance agreement pricing should include rates during the Agreement period, and anticipated future rates. Rates will be calculated based on Current Active User FTE provided.

**Optional Renewal (Year 11 – 15) -** All licensing and maintenance agreement pricing should include rates during the Agreement period, and anticipated future rates.

**Optional Renewal (Year 15 – 20) -** All licensing and maintenance agreement pricing should include rates during the Agreement period, and anticipated future rates.

**Extended Cost** – Total of Initial Term Years 1 – 10 and Initial “One Time” costs

**Subtotal** – Subtotal of the cost figures for each year.

**Less Discount** – Discount offered off the Subtotal figure.

**Total** – Subtotal less Discount.

**SECTION 3**

### **Appendix D – Evaluation Question(s) – UMS Master Agreement**

*This portion of the RFP contains special terms and conditions which will govern the resulting agreement, many of which are stated in RFP Section 1.2, with more detail in RFP Appendix A. Please indicate your acceptance for each special term by “X’ in the Agree or Disagree column.*

*Should you take exception to any of these special terms and conditions you are required to note your exception directly below each of the respective terms in question. It should be noted that any exceptions may result in the disqualification of your proposal, lack of providing the required response or indicating terms will be negotiated post award will result in a zero (0) score for the Master Agreement evaluation criteria in RFP Section 2.1.1.*

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference****(RFP Appendix A)** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 2 Requirement:** Modify the term and renewals set in the RFP Appendix A or exercise any renewal option without “*parties’ mutual written agreement*”. |  |  |
|  | Term | This Agreement shall commence on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and shall terminate on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, unless terminated earlier as provided in this Contract with option for additional renewals upon the parities’ mutual written agreement. |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference****(RFP Appendix A)** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 4 Requirement:** Agree to termination language other than what is provided here in Section 4. |  |  |
|  | Termination | The **Agreement or a Services Engagement (Rider D)** may be terminated by the University in whole, or in part, whenever for any reason the University shall determine that such termination is in the best interest of the University. Any such termination shall be affected by delivery to the Agreement or of a Notice of Termination specifying the extent to which performance of the Agreement is terminated and the date on which such termination becomes effective. The University shall pay all allowable costs incurred up to the effective date of termination. However, the Agreement or shall not be reimbursed for any costs incurred after the effective date of termination. |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference****(RFP Section 3.0)** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 5 Requirement:** Agree to termination language that does not provide clarifications concerning parties’ obligation upon termination. |  |  |
|  | Obligations Upon Termination | Any materials produced in performance of this agreement are the property of the University and shall be turned over to the University upon request. The University shall pay the Agreement or for all services performed to the effective date of termination subject to offset of sums owed by the Agreement or to the University. |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference****(RFP Section 3.0)** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 6 Requirement:** Agree to termination language that excludes option for termination for reasons of non-appropriation. |  |  |
|  | Non-Appropriation | Notwithstanding any other provision of this Agreement, if the University is not appropriated sufficient funds to pay for the work to be performed under this Agreement or if funds are de-appropriated, then the University is not obligated to make payment under this Agreement.    |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference****(RFP Section 3.0)** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 8 Requirement:**  |  |  |
|  | Modification | This Agreement may be modified or amended only in a writing signed by both parties. |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference****(RFP Section 3.0)** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 10 Requirement:**  |  |  |
|  | Applicable Law | This Agreement shall be governed and interpreted according to the laws of the State of Maine |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference****(RFP Section 3.0)** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 13 Requirement:** Waive any statutory or constitutional immunity, this includes Maine Tort Claims Act (14 M.R.S.A. '8101, et seq.). |  |  |
| **Section 13 Requirement:** Pay attorneys' fees, costs, expenses or liquidated damages |  |  |
|  | Applicable Law | This Agreement shall be governed and interpreted according to the laws of the State of Maine |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference****(RFP Section 3.0)** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 17 Requirement:** Accept any references to terms and conditions, privacy policies or any other websites, documents or conditions referenced outside of the Agreement. |  |  |
|  | Entire Agreement | This Agreement sets forth the entire agreement between the parties on the subject matter hereof and replaces and supersedes all prior agreements on the subject, whether oral or written, express or implied. This Agreement is the entire agreement between the University (including University’s employees and other End Users) and Contractor. In the event that Contractor enters into terms of use agreements or other agreements, policies or understandings, whether on Contractor's purchase order, website, electronic, click-through, verbal or in writing, with University’s employees or other End Users, such agreements shall be null, void and without effect, and the terms of this Contract shall apply. University will not be bound to any other terms and conditions set forth in any documents, agreements or policies posted on Contractor's website unless such terms and conditions are set forth in this Agreement.  Contractor may not unilaterally change any term or condition of this Agreement. |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference****(RFP Section 3.0)** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 21 Requirement:** Promise confidentiality in a manner contrary to Maine's Freedom of Access Act. |  |  |
|  | Confidentiality | The Agreement or shall comply with all laws and regulations relating to confidentiality and privacy including but not limited to any rules or regulations of the University. |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference****(RFP Section 3.0)** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Section 13 Requirement:** Waive any statutory or constitutional immunity, this includes Maine Tort Claims Act (14 M.R.S.A. '8101, et seq.). |  |  |
| Respondent Exception:  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Language Reference****(RFP Section 3.0)** | **Agreement Language / Requirement** | **Agree** | **Disagree** |
| **Requirement:** Decrease insurance type coverage limits. (Agreement Rider B). |  |  |
| Respondent Exception:  |

**SECTION 4**

### **Appendix E – 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 similar in size and requirements to the University of Maine System, including those with multi-campus integrated solutions.

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 F – 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.
4. Describe your experience offering a solution for the business requirements identified in this document within higher education. Provide a client list that includes any and all higher education clients.
5. Provide a statement that explains why your company would be most qualified to provide products and services to the University of Maine System and Maine Community College System. What differentiates you from your competitors? In the response the Respondent must demonstrate that they are a recognized leader in the services and/or products covered in this document.
6. Financial Stability

No financial statements are required to be submitted with your responses, however, prior to an award the University may request audited financial statements from your company, credit reports and letters from your bank and suppliers.

### **Appendix G – Evaluation Question(s) –Implementation, Training, Support and Reporting**

**Evaluation Question(s) – Implementation Questions**

1. Describe your recommended implementation strategy, best practice consulting options, and professional services. UMS, URSUS, or an individual URSUS member require 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 University's Project Manager.
4. Describe your project management approach.
5. What project management tools do you use?
6. Describe the project management offered as part of a standard implementation.
7. List the typical Project Management qualifications and/or certifications, such as PMP, held by the Project Manager(s) that would be assigned to this engagement.
8. 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.
9. Outline the staffing and composition of the implementation team.
10. Include University staff and roles, Respondent staff and roles, and proposed hours required for successful implementation.
11. Indicate the time commitment to implement this solution including functional and technical resources within the University.
12. Describe the skill set required for the staff person responsible for configuration and implementation before and after “go-live”.
13. Identify any third party Respondents involved in your implementation strategy and describe these relationships.
14. Indicate whether these relationships are required or optional for implementation of the proposed solution.
15. Provide detail associated costs and requirements related to the third party Respondent.
16. Explain the process for managing the third party Respondent’s performance. Specifically, how are performance issues addressed.
17. Can the implementation be fast tracked, and if so, what are the options?

**Evaluation Question(s) – Training Questions**

1. Describe the standard training included as part of implementation.
2. Describe ongoing training options available for functional and technical users.
3. Describe the training methods available such as on-site, online instructor led, online self-help, documentation, etc. Provide an example of each method where possible, e.g. written documentation or webinars.
4. Describe your training best practices and what you would recommend for a successful implementation of this product.

**Evaluation Question(s) – Support Questions**

1. Supply your firm’s mission statement or policy regarding customer satisfaction and support.
2. Explain what type of documentation, or help system, is included with this solution. Describe all documentation available online to IT support staff.
3. Is there a customer portal available for clients to report issues and obtain information via a knowledge base? Is the knowledge base available within the product’s back office?
4. Describe your incident, request and problem management processes. Describe these processes in terms of how the client submits a request, such as thru a service desk or website, and how you respond, thru resolution. What is the standard wait time for an initial response? Provide an example.
5. What is the process for an emergency, e.g. system down, from notification through resolution?
6. What services or events do you offer clients to maximize or leverage the features/functionality of the solution?
7. Describe how you manage on-going contact with your clients. Would the University of Maine System be assigned an account manager? What expertise would that person have to support our needs? What is the ongoing relationship between the account manager, support, and the product developers?
8. What is the process if a portion of the solution’s functionality does not meet the specific needs of the University after implementation, i.e. how would you proceed to “fix” the problem?
9. Describe your approach to ensuring and monitoring system performance. Do you provide dashboards showing system performance and health?
10. Please provide a sample Service Level Agreement (SLA) related to your services.
11. Please provide a detailed account of your actions should you miss a Service Level Agreement (SLA) requirement, if applicable. Include a description of the actions you would take to assure the lapse did not occur again. Would the University of Maine System be eligible for subscription fee credits as a result of the lapse?
12. What level of support should the UMS be expected to provide to ensure success in the use of your service? What is the standard support model, and what is the estimated effort involved for the UMS? Include your thoughts on the UMS responsibilities related to installation, problem investigation, software management (if not fully SaaS), and administration of the service.
13. How do you obtain and prioritize feedback for changes or enhancements to your solution? (i.e. user groups, customer service, company representatives, etc.) To what degree do you rely on developers outside your organization to stay on top/ahead of the quickly changing technology field and what types of contributions are they able to make?
14. How is the University notified and alerted to problems, bugs, issues, security holes, and new patches available?

**Evaluation Question(s) – Reporting Questions**

1. Does the system offer a set of delivered reports?
	1. Please describe, specifically identifying the most commonly used reports
	2. Provide examples/screen shots of delivered reports of various types.
	3. Are the delivered reports customizable?
	4. Are delivered reports customizable by end users or only IT users? What skills are need to modify reports?
2. Describe any dashboards the system may offer.
	1. Describe and provide screenshots of this solution’s BI visualization tool capabilities.
	2. Describe, or provide examples/screen shots of, options for dashboard content.
	3. Are they customizable, and if so, in what ways?
	4. Can different users set up different dashboard content?
3. Describe in detail how the system can be used to generate ad-hoc and customized reports.
	1. What is the skill set needed to generate reports?
	2. Can data from other databases be incorporated into these reports and if so how?
	3. Can reports be run by user specified fields, i.e. date ranges?
	4. If SaaS/hosted solutions, describe how the UMS can query any associated database.
4. Can reports be scheduled to run automatically and emailed to specific individuals, or groups of individuals? Please explain.
5. Does the product have the ability to export data into a spreadsheet/database for querying and reporting?
	1. Explain the methods by which this may be accomplished.
	2. List the data export formats that this solution supports (e.g. tsv/csv, Microsoft Excel, XML, HTML, proprietary format, etc.)
	3. List all systems and tools that this solution successfully integrates (e.g., Microsoft Excel, Microsoft Access, Oracle RDBMS, etc.), including the level of integration.
6. Reporting security – Does the reporting security correlate to the security in the system? For example, those not able to view a particular field in the system, are not able to print a report with that field on it.

### **Appendix H – Solution Requirements Narrative Questions**

**Respondent’s Organization Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

All responses to the questions will reflect what is offered as part of the Respondent’s proposed solution. Respondents **MUST** indicate if the product or service requires modification, additional products or services, or if any other accommodation would be necessary to meet a requirement.

**Evaluation Question(s) – Solution Requirement Questions**

1. Describe your firm’s understanding of the for providing the products / services described in this document. In addition to addressing the specific questions below, include in your response what challenges do higher education organizations face in this area how would your solution support our goals?
2. Describe your company’s experience and success working with a consortium. List and describe your experiences with other consortia similar in size, scope, and complexity
3. For the public access to materials describe:
* capabilities for accessing locally owned items, electronic full text services, institutional repositories, open access resources
* support of mobile devices
* multi library and individual catalog views
* holds, course reserves, holds and other patron uses
* usage reports
* accessibility needs
* other considerations
1. Functionality and management of local data for print and e-resources describe:
* Acquisitions
* Cataloging
* Circulation
* Course reserves
* Serials
* Preservation
* Metadata
* Staff interface
* Reports and statistics
1. Collaborations describe:
* Collection development
* Technical services functions
* Circulation
* ILL software platforms outside of the consortium
* Patron driven resource sharing
* Inventory control
1. Architecture describe:
* Access to data and system functions
* Reports, statistics, and analytics
* Use of standards
* System environment
* Privacy and security
* Responsibilities for system configuration and maintenance
* Patron authentication

**Evaluation Question(s) – Technology and Systems Questions**

The URSUS public libraries and the State Library require the underlying technology and system functionality of any new shared library system to be reliable, easy to manage, secure, come with excellent levels of support, and be able to integrate with multiple systems. In order to meet the multitude of needs and the rigorous requirements of the libraries and their patrons, any new shared ILS must exhibit a number of attributes that include but are not limited to those requiring response below:

1. Reliability, Scalability, and Performance - The URSUS Libraries seek a system that is built on sound architecture, robust technology, and flexible infrastructure with limited impact due to simultaneous processor heavy activity. The system must be maintained and supported using current industry-best practices to ensure near 100% up-time and optimal functionality. Support must be responsive to problems when reported and the software must be maintained and upgraded to ensure reliability and performance.
	1. Describe the architectural model of your solution. Explain in detail how your architectural model reflects each library’s individual data, branch data, and the combined (consortial) data.
	2. Please describe a typical upgrade process from announcement to scheduling to rollout, including downtime and ability to revert to prior releases.
	3. What options do customers have to control the timing of system changes?
	4. How are features / enhancements / bug fixes decided for future versions? Please provide sample ‘roadmaps’ for future releases.
	5. Describe the limits on the number of records of various types (e.g., bib, holdings, items, acquisitions, and circulation) which the solution can manage. Describe any limits on both the size and number of values in data elements within records of various types. What is involved in changing the limits?
2. Management and configuration requirements and flexibility - The URSUS libraries are supported centrally by a limited number of staff operating as Maine InfoNet. Individual libraries within the URSUS system have varying staffing levels and technical capabilities.
3. Describe the options available or required for administering the software at the library level and at the consortial levels? Please provide examples of work that must be done by the vendor vs. system work that is done at the central (Maine InfoNet) level vs. systems work that can be done at the individual library level without impacting the activities or settings of other libraries in the shared solution.
4. Describe how the solution supports administrative and functional authorization at multiple levels. For example, individual staff, single institution or branch, subset consortia, and consortium-wide.
5. Describe how the solution allows participating institutions to select and implement various elements of the system at their own pace and discretion. For example, one library may prefer a third-party discovery service, or to opt-out of the finance management functionality provided by the system.
6. Describe what functions are available to staff via web interfaces and what functions require installation of client software. Does client software need administrative access to be installed/updated? What are system requirements for staff workstations?
7. Describe the ability of the OPAC or discovery layer to be customized at the user / library / consortium level. Can different libraries within the solution use different public access layers (provide examples)?
8. Describe the ways in which creation and management of locations, loan rules, and related settings is managed in a consortial environment. Which functions can be managed at the local library/branch level? Which functions must be managed at which system level?
9. System Support and Critical Response - The URSUS libraries expect a vendor to provide top-level support that is both timely and responsive when critical situations arise.
	1. Describe the solutions’ disaster recovery and business service continuity strategy.
	2. Describe how the solution communicates alerts and broad notifications to staff and to public users. How can URSUS Library staff create alerts or notifications for public?
	3. What functionality exists in off-line modules to support circulation and other systems (cataloging, authentication, etc.) when the system is offline or unavailable due to system or local network connectivity issues?
10. System Security - The URSUS Libraries require a system that employs industry best practices for system, data, and personal information security.
	1. Describe how the system protects patron data and privacy. Provide details on whether and how it complies with HIPAA / GDPR / FERPA / CIPA / COPPA requirements both "at rest" and "in transit." Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.)
	2. Describe the communication between the user (both staff and public) and the application and how that is 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?
	3. How does your solution monitor all connected systems to detect and report unusual or suspicious activity?
	4. Describe the practices for data protection and security in the data centers of the hosted environment if applicable.
	5. Describe how your solution is kept secure in a multi-tenant or solutionwide environment. How is one library environment kept separate from other client environments (if applicable)? How might local library security affect another library’s security within the URSUS system?
	6. Describe the liability policy in case of data breaches containing personal information such as patron data. Include a statement explaining who is legally responsible in case of a data breach.
11. Integrations and Data Management - The URSUS Libraries subscribe to numerous databases, resources, tools and services that will need to interact with the shared ILS. These integrations should be simple to manage and robust enough to function well in a \*consortial\* environment where uptake and usage of these resources may be at the system level, sub-consortia level, library by library.
	1. Describe how your system interoperates with other third-party institutional systems such as room booking, computer booking, cataloging utilities, institutional or other digital repository software/platforms, electronic reserves (e-reserves), human resources, procurement, library authentication, and reporting tools. What data is retained about those interoperations?
	2. Describe the system’s ability to integrate with the patron self-service features of an independent discovery tool, including self-service for such activities as holds, bookings, renewals, notice preferences, and self-updates of patron information.
	3. Describe your experience with implementing solutions that include virtual library cards and/or mobile credential systems (phone/app based)
	4. Describe your solution’s support for remote authentication and single sign-on authentication and authorization solutions for staff and patrons. For example, EZProxy, CAS, Shibboleth, SAML 2.0, and Microsoft’s Identity and Access Management solution.
	5. For resources and data that is not managed through direct system integration, describe the process for loading records (bibs, items, patrons, etc.) and explain what work can be done by the local library or by central / Maine InfoNet staff and what must be done by the vendor. Include information about methods for processing batch loads and how load updating and editing is managed. If work needs to be performed by the vendor to support data loading what support is included with your solution and what is fee-based?

**Evaluation Question(s) – Patron Experience**

Patron Experience refers to what our patrons encounter daily within any public part of the ILS. Our patrons make up both public and academic types and include patrons from all walks of life, ages, and educational backgrounds. We are looking for patron-centered services that meet the needs of our current and future patrons. The following are expectations that go beyond the standard services provided to the public through an ILS.

1. Accessibility
	1. Describe how patrons who prefer languages other than English can choose a working language in your system. What languages are covered?
2. Patron Self-Service
	1. What will your system allow patrons to control regarding their library account?
		* Create a new account?
		* Register for a library card?
		* Assign a library designee?
		* Track checkouts, renew items, or pay fines?
		* Register for library events/programs?
		* Review account transactions:
		* Request & cancel ILLs?
		* Make, monitor, or cancel Holds?
		* Generate and share book lists? View Reading History? Recommended reading list?
		* Freeze accounts? (public library specific)
		* Control account for their children?
		* Handle multiple library/campus affiliations and roles?
		* Select, or change a home library/branch?
	2. Describe how patrons will be able to pay fines, fees, and replacement charges online?
		* What options for payment beyond cash/check does your system support?
		* Credit cards? Venmo? PayPal? Others?
		* Is there an option for including payment for research services?
		* How can library staff override these activities, if necessary?
3. Consortial Resource Sharing/ILL
	1. How does your system differentiate and inform patrons
		* between locally held items and those of other libraries?
		* real-time availability of materials?
		* checked out? on reserve? in transit?
	2. How will your system provide an “All-in-One” experience for patrons without the need to electronically move to multiple locations/websites?
4. Discovery & Search Interactions & Display of Search Results
	1. How are search results displayed in the system?
		* Location-proximate order?
		* Patron set preferred location?
		* Next available copy?
	2. How does the system filter/limit/narrow searches?
		* Dynamic?
		* Context?
		* Patron controls of filters?
	3. How does the system identify and address bias in your search algorithms and related tools?
	4. If the search yields no records, will the system automatically trigger a related search in an external union catalog or will the system allow patrons to easily replicate a search and view results in a different system such as (MaineCat), (Minerva), (URSUS)?
	5. Describe how records not included in the ILS (e.g., open access journals, digital library records, and sets of records from outside sources) can be included in discovery.
	6. Describe how your system could provide browsing capabilities allowing patrons to visually see online what would be physically on a shelf. (Digital Shelf Browsing).
	7. Public Libraries specific:
		* Can your system indicate the availability of relevant library displays and related library events and programs based on patron-expressed interests? Can patrons register for library events and programs?
		* Is there an algorithm-generated list of new materials available to the patron? What elements, including reading history (if enabled), are part of the algorithm?
5. Mobile Technology/Patron Interfaces
	1. Describe how your solution's interface(s) for patrons are created from a "user-centered design" allowing patrons a more intuitive experience.
		* integrating record retrieval and/or logging in from smart devices that allow patrons to use chipped (maybe future) library/campus cards.
		* sensing the type of device from which the patron request is coming and adapting the display/response accordingly
		* level of integration of mobile devices (technology) in your product
		* interface designed for desktop use and then adapted to mobile use
6. Course Reserves (academic libraries specific)
	1. Describe how your solution integrates with systems such as Brightspace (LMS), Kaltura (Video hosting), and other related systems in an Academic setting.

**Evaluation Question(s) – Cataloging**

The participant libraries actively create complex and original catalog records across all bibliographic format types. Additionally, we share an established union catalog which provides catalog records to all participants; these records include 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 2021), in development, or on your roadmap.

1. General Cataloging - The questions in this section are predicated on the idea that the ILS in question can fulfill all basic cataloging and authority control functions required by a modern academic or large public library, including but not limited to: creating, editing, merging, deleting, suppressing and overlaying records; managing 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.; indexing within the ILS; and importing and export of records.
	1. Describe or demonstrate plans to incorporate BIBFRAME records into the database. Describe support for retrospective conversion from MARC to BIBFRAME.
	2. 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?
	3. Describe or demonstrate the solution's ability to create locally defined metadata elements.
	4. 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.
	5. 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.
	6. 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?
	7. 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?
	8. Describe how the solution enables the customization and creation of records, such as through indices, macros, record templates, and record creation & editing tools.
	9. How does your company stay abreast of the latest developments in metadata management / description and how are you implementing that in your solution?
	10. Describe or demonstrate the solution's ability to provide links to supporting documentation (MARC21, RDA, etc.)
2. Quality Control - Given the larger number of complex and original catalog records created by UMS 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. The questions in this section are predicated on the idea that the ILS in question can fulfill all basic authority control functions required by a modern academic or large public library, including but not limited to: data manipulation when loading records, transfer of attached records, and global manipulation of records.
	1. 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?
	2. 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).
	3. 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).
	4. 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).
	5. 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?
3. Holdings Management - The UMS Libraries maintain collections across seven campuses and shared storage facilities. The libraries are involved in shared collection activities and patrons search across the consortium for resources. This section focuses on identifying how your solution supports the need to integrate systemwide holdings to provide efficient access amongst campuses and public library branches. The questions in this section are predicated on the idea that the ILS in question can fulfill all basic authority control functions required by a modern academic or large public library, including but not limited to: holding records protection, MFHD encoding, and serials management.
	1. Describe the solution's ability to handle non-MARC formatted holdings such as BIBFRAME data.
	2. Demonstrate the degree to which the solution can search across all data points in holdings records/data. Please provide attachments detailing searchable data points.
	3. 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.
	4. Describe the solution's support for the import of holdings data encoded in non-MARC Format for Holdings Data (MFHD) formats.
	5. Describe how the solution allows for local and consortial holdings to be set and removed in bibliographic utilities or other external systems (such as Maine Shared Collections Cooperative (MSCC)).
4. Authority Control - The individual UMS 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. The questions in this section are predicated on the idea that the ILS in question can fulfill all basic authority control functions required by a modern academic or large public library, including but not limited to: colocation, identification of incorrect authority entries, authority record updates, and retention of local authority records.
	1. 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.
	2. 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.
	3. 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.
	4. 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.

**Evaluation Question(s) – Acquisitions and Serials**

The function entails all of the tasks of procuring content in all formats, including vendor identification, purchasing, receiving and access verification, and collections budget management. Automated processes, including integrations with content vendors and institutional financial systems, should work seamlessly and efficiently both at the local campus and consortial level. For all tasks and functions both local and consortial solutions should be noted. The University of Maine System uses Oracle and the system needs to interface with Oracle to automate payments, provide a way to review the payments, and provide transparent transactions. The Portland Public Library uses BlackBaud Financial and the Bangor Public Library uses QuickBooks and have similar cross-functional needs. Please indicate whether any functionality/features mentioned are in production, in development, or on your roadmap.

1. General
	1. How is the discovery layer integrated so no manipulation is needed to update records?
	2. Does the system provide an audit trail so that changes can be tracked?
	3. How does your review file process operate, does it provide suitable algorithms to provide the needed data?
	4. How does your ERM module operate?
	5. How granular are the staff permissions for viewing, creating, editing, and deleting elements/records within the acquisitions function?
	6. 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.
	7. 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
	8. How does the system manage the ordering process and support unique institutional 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?
	9. How does the system handle the management and maintenance of orders over time, specifically editing various elements, closing, cancelling, copying/cloning, re-opening, and deleting orders?
	10. How does the system display payment information?
	11. How is vendor data managed across multiple libraries or institutions, including editing rights and ownership to vendor records and fields within a consortial environment? What limitations between local campus and consortial vendor data? What is the process for updating vendor data?
	12. 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. Describe the solution's ability to provide reports for vendor performance.
	13. 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. Please provide particular detail on API and EDI capabilities relevant to this question and existing vendor relationships.
	14. How does the system support different types of demand-driven and evidence-based acquisition programs? How do the third-party integrations available allow for title-by-title tracking of short-term DDA loans and purchases within ordering and invoicing.
	15. Describe how the solution enables account administrators to selectively disseminate financial data about acquisitions to only those staff who require that information.
	16. Describe how the solution interoperates with accounting software such as Oracle, BlackBaud, and Quickbooks.
2. Invoicing
	1. How does the system manage the complete invoicing process for both individual and consortial invoicing
	2. How the system manages different currencies and exchange rates and how does it prevent or alert users to invoicing in one currency when the encumbrance is in another.
	3. What historical payment data is displayed when approving serial invoices?
	4. How does the system allow for the creation of customer accounts for deposit and invoicing work, including how it generates invoices? How does it support 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?
3. Collection Development - The participating 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 the libraries to complement and enhance our collections, we need to readily identify unique and/or heavily-used resources, and resources which support the curricula or community needs of their respective institutions.
	1. What resource sharing reports can be generated and used for local or consortial collection development?
	2. How does the system support multiple and changing formats for serials?
	3. 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.
4. Holdings Reports
	1. Describe the system's ability to provide reports and statistics regarding collection trends over time, including but not limited to: change in number of physical items in a collection by classification, location, institution, branch, or other bibliographical information; change in circulation rates by classification, location, institution, branch, or other bibliographic information; change in usage rates of electronic resources
	2. What are the solution's options for recognizing donors who supported some or all of the purchase cost of a resource (for example via electronic bookplating)?
5. Acquistions Reporting
	1. How does the system support these reports: list of vendors and resources; list of titles per vendor; list of titles per package per vendor; title cost per use; resources or titles per institution; vendor administrative account passwords for all institutions and individual institutions; list of resources/titles and the institutions that have that resource
	2. How does the system support machine readable API report requests?
	3. How does the system exclude local purchases from the larger consortial report?
	4. Explain the details of how cost per use is calculated by the solution.
	5. How the system support affiliation of title level assessment data, including impact metrics and open access embargo information? Does the system provide this information and/or is there the ability to import and affiliate this information from external sources?
	6. How does the system support management of open access, membership and other non-traditional agreements.
	7. How does the system manage duplication control across different collections?
	8. How does the system track titles, those acquired through shared agreements, track, or storage agreements?
	9. How does the system automatically notify staff of newly added or cancelled subscriptions or standing orders within the consortium.
	10. How does the system support pre-order workflows?
	11. Describe the solution's ability to provide collection development reports with regards to spending, including but not limited to the following:- 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 institutions.
6. Purchasing Decisions
	1. How does the system provide usage from link resolvers, including, but not limited to: items used, patron type, usage by IP, and open access content?
	2. How does the system work interoperatively with proxy and or identity management solutions to generate usage reports and/or analysis?
	3. Describe what information is available for reporting purposes after item records are deleted?
7. Miscellaneous
	1. Describe system's ability to manage trials to online resources; is access shutoff automated, is there a notice function?
	2. Does the system make real-time corrections when software malfunctions or do customers have to wait until the next version?

**Evaluation Question(s) – Data Analysis & Reporting**

The URSUS Libraries seek a solution that exceeds traditional ILS reporting and data capabilities, streamlines operations, and eliminates redundancies. The system we envision should enable the data and data management tools for this ambitious consortium to manage their affairs with expansive analytics and intelligence to assess their systems and activities, to continuously modernize, and integrate them to meet not just library needs, but community needs more broadly. If your system addresses these issues differently for academic settings and public library settings, please describe. We expect the ILS to provide robust, secure, and flexible analytical capabilities to help us better understand our collections, our patrons, our workflows, and how they interact at the consortium, library, and library branch levels. This shared ILS will be the repository of data which will be used to support individual library and consortial decisions, provide access, ensure fiscal responsibility, and support the overall operations of each member. Reporting features must allow for multiple concurrent uses by multiple people in all features. The successful solution will also have rich integration abilities to import and export analytical data into usable formats in a comprehensive, flexible, and granular reporting structure at no additional cost. It is essential for proposals to make clear how their system reflects data at consortial-level, at library partner-level, and at library-branch level.

1. Data Security & Privacy - The URSUS Libraries are committed to protecting the confidentiality, integrity, and availability of our Institutional Information and IT Resources; supporting an IT environment that is accessible to all and in particular to individuals with disabilities; providing responsible stewardship of resources; and to demonstrating leadership in sustainable business practices. We require that the system complies with Maine State Statute 27 M.R.S.A § 121/HIPAA/GDPR/FERPA/CIPA requirements both "at rest" and "in transit." Answers from this section should address how the software solution enhances information security and protects user privacy.
	1. 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.
	2. Indicate if a third-party security assessment of your solution was performed and if you can provide it to us.
	3. Describe how your solution is kept secure in a multi-tenant or solutionwide environment. How is the URSUS environment kept separate from other client environments (if applicable)? How might one library’s network security affect another library’s security in the consortial structure? Please attach any relevant supporting materials (charts, diagrams, screenshots, etc.)
2. Data Analysis, Reporting Interface & Presentation - The URSUS Libraries seek a solution which provides robust and flexible analytical capabilities which will help us better understand our collections, our patrons, and our workflows. The successful solution must have rich integration abilities for import and export of analytical data. Please describe in detail the ILS dashboard and data analysis capabilities.
	1. Describe how reporting features allow for multiple uses by multiple people over multiple sessions: customizing, saving, editing, exporting, sharing, etc.
	2. 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, and required timeframe for running the report. What limits are there to how long data is available?
	3. Describe how the solution can interface and operate with data coming from outside sources. What reports and/or analysis can be generated from this data?
	4. Describe the solution's analytics data export capabilities and available export formats. Describe the solution's ability to export data/statistics into customized formats.
	5. Describe how the solution can create, or assist with the creation of data visualizations, and in which file formats they may be exported.
3. Collection Usage Harvesting & Analysis - Requirements in this section focus on reports/analysis regarding the usage of both the physical and electronic collections, using all data points about the items and the transactions. URSUS Public and Academic Libraries make extensive use of usage data to make purchase and retention decisions for physical and electronic resources. For ERM data and use, the URSUS Libraries seek a robust capability to support automatic harvesting of usage statistics (e.g. via SUSHI) and storage. In this environment, it is important to distinguish between consortial and local library 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 library usage of the same resources. Please attach relevant supporting diagrams, screenshots, etc.
	1. Describe how the solution provides usage analysis on physical collections, including, but not limited to:
* subject area and/or call number ranges
* publication date
* patron information
* order or purchase date
* item format
* language location (institution-, building- and shelving-level)
* transaction information: checkout/checkin, date, location
* status of material
* percentage of collection used or circulated in a time period
* cost per use locally and at other libraries
* funding source/code
* publisher
* cumulative length of time material has been checked out
	1. Describe how the solution provides usage analysis on electronic resources, including, but not limited to:
* usage statistics as a consortium (aggregated)
* usage statistics as a consortium broken out by member
* usage statistics as a consortium broken out by member, excluding resources/titles subscribed by individual members
* usage for ejournals and ebooks that are available on multiple platforms
* usage for DDA/PDA/EBA resources
* usage for streaming audio/video resources and other online content
* 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
	1. Describe how the solution would support library partner-level reports of usage statistics (i.e. looking at local library statistics only. Describe how that varies when a library partner has multiple branches.).
	2. Describe how the solution supports aggregated/solutionwide statistics where member-level statistics are not available.
	3. Describe how the solution integrates or aggregates print, AV, and electronic resources usage including from link resolvers.
	4. Describe how the solution accommodates 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. 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.
	5. 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.
1. Other Data Criteria - We envision a system that is continuously improving the way it contains discovery, access, and usage data to optimize inventory, and a system that analyzes not only usage of the library resource, but the use cases and impact of that resource.
	1. Describe what information is available for reporting purposes after item records are deleted.
	2. Describe capabilities for customer relationship management (CRM) that is unique and allows the user the ability to view information about themselves, or is specifically tailored for themselves, including data use and privacy policies of library and research resources.
	3. Describe how the system enables the management and analysis of contractual terms, including interlibrary loan, privacy and data use terms, that is available across multiple formats and libraries for the collective group.
	4. Describe how the system manages real-time data and actionable information passed back and forth between users, library staff, and vendors without resorting to email and ticketing systems.
	5. Describe management and analysis of contractual terms including interlibrary loan, privacy and data use terms.

**Evaluation Question(s) – Circulation**

We seek a product or set of products which will enable us to check library materials in and out, manage interactions with patrons in other ways (such as booking rooms and using public computers), interface with relevant third-party technologies (self-check), and ensure off-site access to electronic resources. The successful product or products will allow patrons easy access to their own core data such as current checkouts, fines, and contact information. We expect reporting and notice functions adequate to the services of an academic or large public library, messaging to patrons that is customizable both in terms of the content itself and in terms of what triggers a message, and a staff interface that provides for efficient and effective workflows.

1. Administrative
	1. Describe what API's your system has and the benefits they provide for our institutions.
	2. Describe the system's ability that allows for the simultaneous use of records, for example using item or patron records at the same time. This would include how the system prioritizes 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).
	3. Protection of fields in patron records already in the system from being overwritten by regularly scheduled patron loads from external systems and which fields can be protected. Please describe how to handle 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.
2. Billing & Payments
	1. 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. 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
3. Booking & Scheduling
	1. Does your system allow for booking of rooms, equipment and materials. Describe how the system handles limits to bookings of the same item and/or total bookings per individual patron and by patron status. Describe formats/API's that are available to transfer booking data to other external systems, such as reservation systems. Give examples of any successful integrations with other software.
	2. System allows staff to create custom records for bookable items and is able to customize messaging in the patron display for bookings, including notification of late fees and fines for overdue items.
4. Circulation
	1. System allows authorized staff to manually set the date for check-in and override default due dates and creates a record of the transaction.
	2. Describe the ability to support offline circulation transactions when the system is unavailable. If a site loses access to the shared ILS, what kinds of activities (e.g., check-out, check-in, temporary record creation) would the site be able to continue? Describe the process involved in resynchronizing the local site with the shared ILS after the issue has been resolved. Describe how hourly check-outs/ins would be resynchronized. For example, a reserves item could be checked out and back in several times while using offline circulation. Can the solution resynchronize this data?
5. ILL/Requestor
	1. Current view of all interlibrary loan status /information from all ILL sources (whether that be URSUS, MaineCat, ILLiad, or other systems)
6. Communication & Notices
	1. Describe whether the system allows for customizable template for creating notices and whether the system posts announcements and/or alerts for staff to appear in the staff interface. In addition, describe how the system tracks and displays communication history (especially electronic) on the patron and item levels.
	2. System maintains a history of notices sent to the patron and provides a means for preservation or resubmission of notices jobs for some period of time after initial preparation and submission
7. Course Reserves Management
	1. Describe how access to electronic reserves is controlled (for users only in specific courses) and how time limits are specified and the system’s ability to integrate with course management systems (CMS) such as Canvas, Blackboard, and D2L. Describe how the solution supports different CMSs at different institutions. Describe how instructors would embed library resources into their course sites.
8. Circulation Reports
	1. System offers fully customizable circulation reports for circulation activity (loans, renewals, requests, returns) by multiple criteria including but not limited to time period, user profile or demographic data (For example, area of study), location (Location is both campus/library and location within the Library). material format and category data. For example, the system can run a report on all monographs or all media without selecting individual item types.

### **Appendix I – Evaluation – Compliance Requirements (Accessibility & Information Security) Requirements (Updated 03/17/2022)**

**Respondent’s Organization Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The University is required by policy and law to procure Information Technology products, services and materials, such as software, hardware, web services, media assets, etc., that provide substantially equivalent opportunity, access and ease of use to persons with disabilities and that protect University data.

All responses to the questions will reflect what is offered as part of the Respondent’s proposed solution. Respondents **MUST** indicate if the product or service requires modification, additional costs, products or services, or if any other accommodation would be necessary to meet a requirement.

**Evaluation Question(s) – Information Security and Accessibility Standards Compliance**

1. The University requires all respondents to complete the Educause-created Higher Education Community Vendor Assessment Tool (HECVAT) if any of the following are true:
	1. Your solution is cloud-based, Software as a Service (SaaS) or hosted on any system that is not operated by the University of Maine System
	2. Your solution involves any sensitive data transmitted, stored, processed, or accessed by the bidder or a contractor of the bidder (including consultants)
	3. The solution includes any human interface(s), such as an end-user device software component, web site or page, video or audio playback, file upload, mobile device apps, etc., or produces, includes or relies on electronic materials such as documents, PDFs, email, etc.
2. The [HECVAT can be found at the Educause website](https://library.educause.edu/resources/2020/4/higher-education-community-vendor-assessment-toolkit).
3. When completing the HECVAT, the HECVAT Full must be completed (and not the HECVAT Lite) when any of the following conditions apply:
	1. The solution includes providing consulting services.
	2. The data transmitted, stored, processed or accessed includes protected health information (PHI) or any data covered by the Health Insurance Portability and Accountability Act (HIPAA),
	3. The solution involves processing credit or debit card payment transactions.
4. The HECVAT submitted must be a HECVAT version 3.0 or higher even if you have previously completed an earlier version.
5. The completed HECVAT must be submitted electronically in the original Excel file format.
6. To ensure equal opportunity for persons with disabilities, if the solution includes an end-user device software component, web site or page, video or audio playback, file upload, mobile device apps, etc., or produces, includes or relies on electronic materials such as documents, PDFs, email, etc., then provide a full completed Accessibility Conformance Report based on the [Voluntary Product Accessibility Template, available at www.itic.org](https://www.itic.org/policy/accessibility/vpat), version 2.4 or newer (either “VPAT 2.4 REV WCAG” or “VPAT 2.4 REV 508”). All VPAT sections, except “Instructions” must be present and completed, such as date of assessment, contact name, methods used, etc. The completed VPAT must be machine readable, e.g., scanned copies, or a link to an online VPAT, are not acceptable.
7. If the solution involves processing credit or debit card payment transactions,  provide your latest attestation of compliance (AoC) or Report on Compliance (RoC), and answer these questions:
	1. Do you intend to use your merchant account, or a University merchant account?
	2. Does your proposed solution provide for e-commerce and if so, is a shopping cart functionality hosted on a University website, your website, or a third party website?
	3. Does your proposed solution provide for card-present or card-not-present transactions and if so describe the methods and include a statement as to whether you include options that support P2PE-HW?
8. Include a statement that notes your acceptance to the conditions stated in **University of Maine System, Master Agreement, Rider C. Standards for Safeguarding Information,** as part of the agreement.

The University relies on the digital accessibility standards contained in [WCAG 2.1 Level AA](https://www.w3.org/TR/WCAG21/) and [Section 508](https://www.access-board.gov/ict/) of the US Federal Rehabilitation Act.

### **Appendix J – Evaluation Question(s) - Information Technology (Updated 8/14/2018)**

**Respondent’s Organization Name:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

All responses to the questions will reflect what is offered as part of the Respondent’s proposed solution. Respondents **MUST** indicate if the product or service requires modification, additional costs, products or services, or if any other accommodation would be necessary to meet a requirement.

**Evaluation Question(s) - General Technical**

1. Please describe your offering as a Service (SaaS)/hosted, and/or University onsite deployment environments.
	1. If onsite, detail the hardware, core product software, storage, and database requirements of each environment.
		1. Define server requirements and provide specifications (including recommended operating systems, web server software, etc.)
		2. Define the minimum desktop workstation hardware and software requirements mandated by the proposed solution.
		3. Describe details of network communications required between the web server, app server, database server, and any other required servers.
	2. If SaaS/hosted, list normal scheduled downtime frequency, standard day/time slots, etc.
2. Describe deployment instances of the environment, such as test, development and production. Are all of the instances available to the UMS? If yes, detail the types of instances and how access to these instances would be provided.
3. Identify which components of your products or services are provided by third-party technology partners. This includes OEM software, hosting, internal application network, etc.
	1. Describe the underlying technologies for the component(s).
	2. Provide the third-party technology partner(s) name(s), address(es) and contact(s).
	3. Explain additional costs or fees associated with the components.
4. Describe practices and policies related to data stored by this solution.
	1. Clarify the data ownership rights and responsibilities of the parties and provisions for the University obtaining the data as needed even if the contract is terminated.
	2. Indicate types of data stored especially if any data is protected (HIPAA, FERPA, etc.).
	3. Indicate how long data is stored or archived.
	4. Describe the technology, practices and policies you have in place that would protect the UMS data from unauthorized access and use.
5. If your solution is SaaS/hosted, provide a description of your business continuity management practice.
	1. If the software is deployed in multiple sites (data centers), how often is data synchronized between the data centers?
	2. Describe your strategies for minimizing downtime in the event of a catastrophic failure of the hosting environment(s) or components.
		1. Would the UMS experience any loss of data as a result of downtime, system problems or catastrophic failure? If so, describe the situations that could result in loss of UMS data.
		2. How much downtime should we expect for a catastrophic failure?
6. Provide a description of your change management practice for all hardware and software components.
	1. How often is the software updated and releases made available?
	2. How are we notified?
	3. Are updates and upgrades opt-in or mandatory?
	4. What provisions do you have for managing customization requested by the UMS?
	5. How are the updates accomplished?
	6. How do you ensure that the system functionality is sufficiently tested before changes go into production?
	7. What are the UMS options, roles and responsibilities for reviewing and approving changes?
7. Provide detailed information regarding browser requirements for the software proposed to meet the functionality and system requirements of this RFP, including any specific required versions and/or add-ins.
8. Describe the mobile capabilities available with the proposed solution.
	1. Indicate supported mobile platforms.
	2. Describe implementation of mobile capabilities (i.e. mobile-enabled, apps, etc.)
	3. Explain how and when mobile updates are provided.
9. While importing data from the UMS sources, does your company provide full data hygiene, including comparing several data sources, and removal of duplicate records.
10. Does your solution provide data exports for upload to the UMS systems? If so, please describe the types of information exported and the process employed.
11. Does your solution have the ability to automate data importing and exporting?
12. Does this solution come with a comprehensive data dictionary of the database?
13. Describe the ability to add fields and tables to the database for University needs.
14. Do you plan to offer a solution to integrate with an Identity Management System?
	1. If so, describe how you deliver this solution.
	2. Does your solution offer capabilities to use CAS or Shibboleth for Single Sign-On (SSO)? If not, then what do you offer?
	3. Describe your SSO implementation requirements.
	4. Do you deliver an API that would allow for the remote management of user authorization data? If so, describe how you deliver this solution.
15. Describe the ongoing functions to be performed by the University systems administrator and applications administrator?
16. What is the maximum number of concurrent users logged in simultaneously your system can support? Describe how your system defines concurrent users.

**Evaluation Question(s) – Technology Implementation Questions**

1. What release/version are you proposing for the University of Maine System and when is the next release/version due out?
2. Explain how patches or updates released during implementation would be handled. Describe the change management process.
3. Please provide a roadmap of your hardware/software solutions that reflects their present states as well as future states for at least the next 18 months.

**Evaluation Question(s) - Multi-Institution Capabilities**

The University of Maine System consists of seven unique institutions throughout the state. Given the nature of our multi-institution structure:

1. Explain in detail the operational options available to us in your solution, including what can be done, what cannot be done, methods, alternatives, business impacts, and pricing/licensing impacts, related to multi-institution use.
2. Could multiple institutions operate in a single instance with security to ensure the compartmentalization of data by institution? If so, can aggregate reporting and data extraction be accomplished across all instances?
3. Can students have one ID but be associated with multiple campuses, and multiple careers?
4. If applicable, can a person whose data is used, stored, reported on, etc., in the system hold both employee and student roles?
5. Do you have other multi-institution customers and if so, how did they choose to implement your product?

**Technical Interface Data Exchange Requirements**

The following provides the interface data exchange requirements for the Respondent’s solution.

1. Transfer of data will ONLY be accomplished using secure methods such as, but not limited to HTTPS, SCP, SFTP. Proposers must provide secure file transfer solutions and may recommend alternative processes if they would be beneficial to the UMS. Any alternatives must be described in detail and are subject to the UMS's approval. For all proposed methods of transmission, the Proposers must provide the technical requirements for establishing each method and processing transactions, a detailed description of security and authorization processes and requirements, including forms, delegation options, encryption or authentication requirements, and devices or digital certificates, alternatives available if a standard transmission method should fail, and disclose any software limitations on file sizes or numbers of records in a batch.
2. UMS prefers that whenever possible data is encrypted via PGP/GPG at rest and only decrypted when needed during processing.
3. All responses to the requirements should reflect delivered, or out-of-the-box, functionality. Respondents MUST indicate if system modification, additional products or Respondent's, costs or if any other accommodation would be necessary to meet a requirement.

**Evaluation Question(s) – Technical Interface Data Exchange**

1. Please indicate your acceptance and compliance with the high-level Interface Data Exchange Requirements outlined above, including your understanding that the Interface Data Exchange may require additional requirements definition and that your proposed solution considers this task and the resulting work in-scope. Indicate any areas of noncompliance or other concerns with these requirements.
2. Detail what security protections for the Interface Data Exchange are afforded by the solution proposed?
3. Does your solution support needs for sharing and linking data with other applications and databases?
4. Does your solution allow easy integration with other applications including desktop tools, for example, Microsoft Office Professional Suite (Word, Excel, PowerPoint, Access Dataset)?
5. Does your system provide for auto/mass load of new records (including ID records), matching on IDs where necessary (non-ID records) to obtain data from external sources? Users MUST be able to perform the load, preview it online, and set additional rules before committing it to the database. It is preferable that a wizard or other user aid be available for this purpose. Some "uploads" may be updating existing records.