



REQUEST FOR PROPOSAL

FOR

THE SUPPLY AND IMPLEMENTATION OF

A NEW LIBRARY MANAGEMENT SYSTEM

FOR HAURAKI DISTRICT LIBRARIES

Contract HDC 380

1.0 Introduction

- 1.1 Hauraki District Libraries currently run an in-house designed computerised Library Management System (LMS) and have done for the last 10 years.
- 1.2 While this system has served us well, the time has come to upgrade our LMS to a fully-functioning and standards-compliant product. Implementation of a new LMS is a key first step in realising a new Strategic Direction for the libraries' in coming years. The new LMS will enable the libraries to capitalize on existing and emerging advances in technology to provide an improved service to customers and improve workflows for staff.

2.0 Background Information

Hauraki District Libraries' network consists of 3 branches in Ngatea, Paeroa and Waihi. Ngatea and Paeroa Libraries are located within the respective main Council buildings, while Waihi Library is a stand-alone facility. A total of 13 staff currently work in the libraries, equating to 7 full time equivalent positions. In addition, there are two volunteer-run libraries at Turua and Whiritoa which operate independently from the District network and do not have access to the LMS at present.

We serve a population of 17,000 and currently have 144,000 visitors a year who borrow 141,000 items.

The collection numbers 47,000 items which includes 1,000 DVDs, 500 CDs and 500 talking books. We accession 6,000 new items per annum. In the next few years the collection is predicted to grow to around 60,000 items.

A new LMS will offer essential elements to our libraries which the current system lacks. Three key goals have been identified for the new LMS to achieve:

- **Efficiency**
 - Especially in terms of Acquisitions; Cataloguing; Search & retrieval; Collection Management & reporting
- **e-enablement**
 - OPAC & WEBPAC service; Customer 'Web' account' facility; Reserves management
- **Compliance**
 - Cataloguing Standards: MARC 21; DDC 22; Library of Congress Subject Headings; AACR2R; the new Resource Description and Access (RDA); & Z39.50 protocol.

In-house vendor short-listing has taken place in advance of issuing this invitation to submit.

3.0 Scope of Work

Having established the need for a new LMS we now need to select a vendor to supply, install, configure and train staff in the use of the new products.

Compatibility with the Hauraki District Council network environment is an important criteria. Hauraki District Council operates a virtualised Microsoft Terminal Server thin client network environment. Microsoft Windows 2003 terminal servers provide service for both winterms and RDP client workstations. Data links between the main Council office in Paeroa and Ngatea and Waihi are 1mbps. A diagram of the network environment is provided on page 6.

To assist in preparing proposals the requirements for a new LMS have been split into 3 categories. Please ensure your proposal addresses these criteria. The evaluation and award process will assign a greater weighting to addressing 'Must Have' aspects.

3.1 Must haves

- **Cataloguing:** Compliance with the following standards - MARC 21; DDC 22; Library of Congress Subject Headings; AACR2R; Z39.50 protocol; & the new Resource Description and Access (RDA).
- **Acquisitions:** 'One-time' entry of data; 'Live' records as of time of order;
- **Circulation:** Automated overdue notices to email/SMS
- **OPAC and WEBPAC** (Customer 'Web' account' and Self-service functions)
- **Statistics and Reporting:** Sufficient range of set and customizable functions

3.2 Nice to haves

- Enriched bibliographic data for catalogue records, such as jacket images and search 'tagging' functionality
- Retention of borrower history records. This is a functionality we have with our current system which provides an invaluable tool for customer-library interaction – one that we would be loath to lose.
- Digitisation and Archiving

3.3 Wouldn't that be nice

We are aware that many of the criteria listed above are 'core' components of many LMS products. Where this is the case an explanation of how your product may handle these in a better/different manner to other products may be of benefit.

Migration to a new LMS will enable the libraries to introduce a number of new services in the future in conjunction with other products. Detail on how your product can link with such services would be useful. Such services may include:

- RFID
- Third party services such as OverDrive.
- Digital Repository software such as Kete.

3.4 Data migration

Our current system does not support the MARC format or copy cataloguing. We have undertaken an extensive data clean-up project to prepare for the new LMS. It is expected that our holdings will be converted to MARC records by the National Library ready for bulk upload into the new LMS. Some testing of this data is underway.

4.0 Requirements for Proposal Preparation

- 4.1 You are invited to submit a proposal , including an estimate of the full cost of implementation, for the supply of a fully integrated Library Management System that meets our needs as identified above. Your proposal should include:
- Draft Project Plan, approaches to data migration, user training and testing etc.
 - prices for ALL system components and expenses, including ongoing costs of ownership, extended warranties, service contracts etc.
- Options for vendor-hosted services are welcomed.
- 4.2 The quoted prices must be fixed for 3 months.
- 4.3 We are happy to learn more about how your suggested solution will function and the benefits it will provide. We are especially interested in any points of difference from other products. Full demonstrations and interactive question and answer sessions will be required.
- 4.4 Please list four smaller library services that use your product and include contact details.
- 4.5 Please include details of all standard guarantees and warranties, plus details of extended warranties or service contracts, including a service level agreement.

5.0 Submission Procedure

Proposals will be accepted at the office of the Hauraki District Council, William Street, Paeroa up until 4:00 pm on Friday, October 23 2009.

The proposals are to be submitted in two sealed envelopes contained within a single large envelope, also sealed. The first envelope is to contain the proposal and the second envelope is to contain the price schedule. No disclosure of price is to be made in the first envelope. The envelopes are to be clearly labelled "Envelope No 1 (Proposal, excluding Costings)" and "Envelope No 2 (Costings)" respectively. An identical electronic version of the proposal and supporting documentation should also be provided on CD and included in Envelope 1.

The proposals are to be addressed to:

The Chief Executive Officer
Hauraki District Council,
PO Box 17,
Paeroa 3640

The proposal is to be marked on the outside left corner "Supply and Implementation of a new Library Management System for Hauraki District Libraries: Contract Number HDC 380"

Proposals may be sent by mail, courier or hand placed in the Tenders Box located at the Customer Services reception, William Street, Paeroa. Facsimile or email proposals will not be considered.

Hauraki District Council's private bag is delivered by 8:00am daily. It is the responsibility of the supplier to ensure that adequate time is allowed for delivery. Hauraki District Council reserves the right not to consider proposals received after the closing date.

6.0 Evaluation and Award Process

6.1 All proposals will be evaluated according to Council's standard criteria:

- Relevant experience
- Track record
- Technical skills (personnel)
- Management skills
- Methodology & software fit
- Fit with HDC's technology environment (see diagram page 6)
- Quality assurance
- Cost

6.2 The Evaluation and Award process will consist of the following steps:

- Receipt of proposals
- Assessment
- Short Listing
- Demonstrations
- Site Visits
- Recommendation
- Council Decision

The selected product will then be recommended by staff to the HDC Management Team which will then be put formally to Council. Council will make the final decision. Council meets twice monthly, so it will be a number of weeks following Receipt of Proposals until the award is notified.

Contact

Enquiries can be directed to:

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