



The Library Network

Libraries Working Together

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The Library Network

Request for Proposal for Authority File Maintenance and Ongoing Authorities Processing of Bibliographic Records

December 2017

Proposals due February 2, 2018 4:30 p.m. EDT

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A. General Information

A.1 Background

The Library Network (tln.lib.mi.us) is the largest library cooperative in the State of Michigan, serving residents throughout Wayne, Washtenaw, Oakland, Livingston, and St. Clair Counties. TLN's 75 member libraries serve a population of 2.4 million—one-quarter of Michigan's population.

The Library Network strives to provide and facilitate quality library services to its member libraries, thereby improving library services to their communities. From its headquarters in Novi, Michigan, TLN provides a full range of services and products from which member libraries can choose, including an integrated library system.

TLN has operated an integrated library system since 1982 that currently serves 50 independent public libraries operating 53 service locations. The system has approximately one million bibliographic records with five million copies attached, and a combined annual print and electronic circulation of about 8.5 million. The Shared Automation System (SAS) is funded by the participating libraries, with governance organized via the SAS Executive Committee and the SAS Users Group. The Library Network Board is the ultimate governing authority.

TLN has operated the SirsiDynix Symphony system since 2004 and will be migrating to TLC CARL in 2018. Cataloging for the system is provided centrally by TLN; SAS libraries attach their holdings records to the centrally created bibliographic records. TLN has a cataloging staff of one professional and two paraprofessionals.

A.2 Overall Intent and Purpose

The Library Network is seeking proposals for authority file maintenance and ongoing authorities processing of bibliographic records.

A.3 Project Schedule

The Library Network anticipates the following key project dates:

- RFP released December 1, 2017
- Proposals due at TLN February 2, 2018
- Opening of proposals February 5, 2018
- Contract signed May 1, 2018
- Begin using utility June 1, 2018

A.4 Official Contact

The official contact for this Request for Proposal:

Janna VanHouten
The Library Network
41365 Vincenti Ct.
Novi MI 48375
(248)536-3100 ext. 138 (voice)
(810)512-7763 (fax)

jvanhouten@tln.lib.mi.us (e-mail)

In order to maintain a fair and impartial selection process, contact with other TLN staff or staff at member libraries about this RFP is prohibited. Failure to abide by this policy may result in disqualification of proposal. Suspected errors in the solicitation should be immediately reported in writing to the official contact.

A.5 Procedure for Submission of Proposals

Submit two print copies and one electronic (PDF) copy of your proposal. All proposals must be enclosed in a sealed envelope or appropriate packaging, with "Proposal" clearly marked on the outside. Mailed or hand-delivered proposals should be addressed and delivered to:

The Library Network
Attn: Janna VanHouten
41365 Vincenti Ct.
Novi MI 48375

An electronic (PDF) copy of your proposal should be sent as an email attachment to:

jvanhouten@tln.lib.mi.us

Any proposal received after the hour and date specified (4:30 p.m. on February 2, 2018) will not be considered. Any modification of a proposal received after the closing date and time of the RFP will likewise not be considered. Bidder is solely responsible for the delivery and drop-off of its proposal to the correct location during business hours before the date and hour set for the opening of proposals.

A.6 Evaluation Criteria

Written proposals will be evaluated by TLN staff. Evaluation criteria are as follows: ability to meet requirements, qualifications, setup, training and cost as detailed below.

B. Overall Intent and Outcomes Desired

As provider of central cataloging services for the 50 public libraries using The Library Network's shared automation system, TLN considers it a matter of due diligence to periodically review services offered. We wish to contract with a single vendor for authority control that requires minimal staff time to process and results in updated authority records and authorized fields in bibliographic records and indexes. Names of libraries on the CARL system as references are preferred.

Please tell us how your products will meet our needs and exceed our expectations.

Please provide 3 references of customers similar in size and complexity.

C. Requirements

C.1 Mandatory requirements

- Match personal, corporate, conference, uniform title and series name access points (MARC tags 100, 110, 111, 130, 240, 700, 710, 711, 730, 800, 810, 811, 830, 840) against the most current Library of Congress Name Authority File and flip the access points to the established form.
- Match Library of Congress subject access points (MARC tag 650, second indicator 0) against the most current LC Subject Authority file and flip the access points to the established form.
- Match subject access points for personal names, corporate names, meeting names, uniform titles and geographic names (600, 610, 611, 630 and 651, second indicator 0) against the appropriate LC file and flip the access points to the established form.
- Discuss the processing of birth and death dates in name access points.
- Delete or correct obsolete subdivisions.
- Expand commonly used abbreviations in name and subject access points, except when used as qualifiers, or when the abbreviation is in the authorized form of the heading.
- Supply authority records for all matched access points from the LC authority file. Supply only authority records from the LCSH authority files. “Provisional” records are not acceptable. If vendor cannot limit output of authority records to authoritative sources, it must be so stated.
- Matching LC authority records should be separated by name and subjects. Indicate if there are additional costs to separate the records.
- Describe how non-Latin character sets in authority records are handled.
- Process 490 field (series not traced) against LC series authority records.
- Describe how genre added entries are handled.
- For hierarchical access points, provide authority records for all parts of the access point available.
- Provide a statistical report of the work performed.
- Provide a report listing unmatched access points after authorities processing. Indicate any cost, and format of the report.

- Provide a report listing access points that match two or more authorized access points. Indicate any cost, and format of the report.
- Describe any additional available reports, including format and cost.
- All records are to be sent and delivered via FTP.
- The successful vendor must process a test file including all our specifications, completed to the satisfaction of TLN, before commencing.
- Describe the method used for updating bibliographic records when headings change. Is the automatic authority control process for our library system utilized, does the vendor supply replacement bibliographic records or do we choose the method? Please indicate the costs involved.

C.2 Highly Desirable Requirements

- Describe how TLN can notify the vendor of authority records deleted from the database so updates do not continue for that heading.
- Provide the option to receive deleted authority records in a separate file through authority notification service. Indicate cost.
- Provide an extra 4XX with the previously authorized heading if lacking in the LC records, as part of the replacement authority records notification, to facilitate automatic updating.
- Describe available options for processing of FAST (Faceted Application of Subject Terminology) headings. Indicate if there is additional cost to process these access points.
- Describe how LC Children's access points (MARC tag 650, second indicator 1) are handled. Indicate if there is additional cost to process these access points.
- Describe how access points from sources other than LC are handled. Indicate if there is additional cost to process these access points.
- Describe how updates to fictitious character entries are handled. Is there a functionality to flip MARC tag 650, second indicator 0 to MARC tag 600, second indicator 0 for example?

D. Qualifications

D.1 Corporate Background

Please provide a brief history of your company and the corporate vision for its future.

What makes your company unique?

What new authority developments are you most excited about? Can you tell us about any innovative products that are just released, soon to be released, or in development? Where are you concentrating your development efforts?

D.2 Adherence to Standards

Please outline what Industry standard organizations your organization actively participates in/contributes to.

Please provide a list of all standards to which your authority service adheres.

D.3 Quality Control

The bibliographic database is the heart of the shared system and every effort is made to keep it as clean as possible. The Library Network provides centralized cataloging for the shared system libraries. Local library staff cannot create or modify MARC records although they can add brief records for new items not in the database. Holdings are added to existing MARC records locally and a library can only modify or delete its own item information. SkyRiver is the cataloging utility currently used and records are also received from the major book and AV vendors. All records are edited before they are loaded into the database. The database is RDA compliant and authority records are received from our current automation vendor weekly.

Please explain how your authority service will enable us to maintain a clean RDA compliant database.

Please briefly share specific authority control features not covered here that you believe will be of special interest to TLN and/or separate you from other authority services. Your response should be no more than one page.

D.4 Customer Support

Describe your customer support approach including staffing, hours, level of expertise, resolution time.

E. Setup and Training

Because authority work is performed by the one Cataloging Librarian and it is one of many responsibilities, a new process needs to be able to be learned and implemented in a short time.

E.1 Setup

Describe what is involved in initial setup. What is needed to resume productivity?

E.2 Training

Describe in detail your initial and ongoing training.

*Do you have written documentation that can be tailored for our specific needs?
Do you have materials to support training on an ongoing basis?*

F. Technical Requirements

Please describe the possible methods for extraction, processing and loading of authority or bibliographic records and the related technical requirements.

G. Cost

The prices discussed in this proposal will be the set prices for contract negotiations. The Library Network is interested in pricing for a 3 year term, beginning June 1, 2018 and ending May 31, 2021.

Bidders are requested to supply separate pages for each service offered. All prices should be supplied including initial costs, ongoing costs, report costs, file transfer costs, testing and shipping. List separately any additional charges to be considered besides the per bib record price. If additional services, not requested by this proposal, are being recommended by the bidder, they must be listed separately and not figured into the total.

H. Terms and Conditions

The following Terms and Conditions are in addition to those that will be contained in the signed contract. To the extent there are any conflicts between this RFP and the signed contract, the Terms and Conditions in the signed contract will prevail.

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the proposal process that are submitted to TLN as part of the proposal or otherwise shall become the property of TLN and may be considered public information under applicable law.

H.1 Effective Term of Proposal

Unless a proposal is expressly rejected by TLN, all proposals will remain in effect for 210 days subsequent to the proposal opening. TLN may request that bidders extend the effective period of their proposals. Such requests shall be in writing and will require bidder's written consent to the extension.

Bidder may not withdraw, cancel, or modify its proposal for a period of 210 days after the advertised closing time for the receipt of proposals.

H.2 Award and Negotiations

This Request for Proposal does not obligate TLN to accept or contract for any expressed or implied services. Likewise, TLN is not obligated to award a contract pursuant to this RFP.

TLN reserves the right to enter into discussions with the bidders whose proposals are deemed most advantageous for the purpose of negotiation. If more than one proposal is found to be satisfactory, TLN reserves the right to negotiate simultaneously with more than one bidder.

If applicable, TLN will post a notice to its website recommending a preferred bidder. The notice extends the effective term of the bidder's proposal until the parties sign a contract or determine not to sign a contract.

H.3 Rejection of Proposal and Waiver of Informalities

TLN, in its sole discretion and authority, may determine that it is in the best interest of TLN to reject any or all proposals submitted in response to this RFP. TLN, in its sole discretion and authority, may disregard or waive any informality in the proposals or bidding process.

H.4 Reservations

Bidder must read and understand the solicitation and tailor the proposal and all activities to ensure compliance. TLN reserves the right to amend the solicitation; reject any or all of the proposals; and waive minor defects. TLN may request a clarification, inspect bidder's premises, interview staff, request a presentation, or otherwise verify the contents of the proposal, including information about subcontractors and suppliers. TLN may request best and final offers where appropriate. TLN will make all decisions on compliance, evaluation, terms and conditions, and shall make decisions in the best interests of TLN. Failure of a bidder to comply with requests for information or cooperate may result in the proposal being deemed non-responsive to the solicitation. Submitting a proposal does not entitle a bidder to an award or contract. TLN is not responsible for and

will not pay any costs associated with the preparation and submission of any proposal. Awarded bidder shall not commence, and will not be paid for, any billable work prior to the date all parties execute the contract.

H.5 Incorporating Costs

Bid prices must incorporate any/all peripheral costs including, but not limited to the costs of products/services, delivery/transportation charges, training materials, labor, insurance, applicable taxes, warranty, overhead and profit, etc. that are required by the RFP.

H.6 Taxes

Bidder shall assume and pay all taxes, including state, federal, and local taxes, which are payable by virtue of the furnishing and delivery of materials or services specified. Materials and services purchased by TLN are not subject to either federal excise taxes or Michigan sales taxes. Bidders shall include all other applicable federal, state, and local taxes, direct or indirect, in their proposals.

H.7 Withdrawal of Proposal

Bidders may withdraw their proposal at any time prior to the date and time for proposal opening. Requests for withdrawal must be made in writing on the bidder's letterhead to the official contact for the RFP.

H.8 Responsibility

A bidder is considered responsible when it has the capability in all respects to fully perform the contract requirements and has the integrity and reliability that will assure good faith performance. TLN will determine whether TLN can or should do business with a bidder. TLN may consider factors including, but not limited to certifications, conflict of interest, financial disclosures, past performance, references (including those found outside the solicitation), compliance with applicable laws, financial responsibility, insurability, equal opportunity compliance, capacity to produce, ability to provide required maintenance services

or other matters relating to the bidder's probable ability to deliver the required services within the time and price as specified in this RFP.

H.9 Governing Law

Michigan law and rule govern this RFP and any resulting contract. Bidder must bring any action relating to this RFP or any resulting contract in the appropriate courts in Michigan.

H.10 Public Records and Requests for Confidentiality

All responses, inquiries, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits, and other documentation produced by the proposal process that are submitted to TLN as part of the proposal or otherwise shall become the property of TLN and may be considered public information under applicable laws. However, TLN will consider requests for confidential treatment under Michigan Freedom of Information ACT (FOIA) (MCL 15.231). A request for confidential treatment will not supersede TLN's legal obligations under FOIA. TLN will not honor requests to keep entire responses confidential. Bidders must show the specific grounds in FOIA or other law or rule that support application of confidential treatment. Regardless, TLN will disclose the successful bidder's name, the substance of the response, and the price. If bidder requests confidential treatment, bidder must submit an additional copy of the response with the proposed confidential information redacted. This redacted copy must tell the general nature of the material removed and shall retain as much of the original response as possible. Bidder shall list the provisions, identified by section number, for which it seeks confidential treatment and identify the statutory basis under Michigan or other applicable law and include a detailed justification for exempting the information from public disclosure. Bidder will hold harmless and indemnify TLN for all costs or damages associated with TLN honoring bidder's request for confidential treatment. Bidder agrees that TLN may copy the response to facilitate evaluation, or to respond to requests for public records. Bidder warrants that such copying will not violate the rights of any third party.

H.11 Bid Protests

The bidder shall submit any protests or claims regarding this RFP to:

Janna VanHouten
The Library Network
41365 Vincenti Ct.
Novi MI 48375

A pre-bid protest must be filed no later than five calendar days before the proposal opening date, a pre-award protest must be filed no later than ten calendar days after the proposal opening date, and a post-award protest must be filed no later than ten calendar days after the award of the contract. Awards are not final until all protests are resolved.

All protests or claims must set forth the name and address of the protester, the specification number, the grounds for the protest or claim, and the course of action that the protesting party desires.

A copy of this RFP is available at:

http://tln.lib.mi.us/rfp/files/TLN_AUTHORITIES_RFP_2017.pdf

Appendix

Shared Automation System Participating Libraries

[Addison Township Public Library](#)

[Allen Park Public Library](#)

[Auburn Hills Public Library](#)

[Belleville Area District Library](#)

[Berkley Public Library](#)

[Brighton District Library](#)

[Chelsea District Library](#)

[Clawson Blair Memorial Library](#)

[Commerce Township Community
Library](#)

[Dearborn Heights - Caroline
Kennedy Library](#)

[Dearborn Heights - John F. Kennedy,
Jr. Library](#)

[Dexter District Library](#)

[Ecorse Public Library](#)

[Ferndale Public Library](#)

[Flat Rock Public Library](#)

[Franklin Public Library](#)

[Garden City Public Library](#)

[Hamtramck Public Library](#)

[Hartland Cromaine Library](#)

[Hazel Park Public Library](#)

[Highland Township Public Library](#)

[Huntington Woods Public Library](#)

[Inkster Leanna Hicks Public Library](#)

[Lincoln Park Public Library](#)

[Livonia Civic Center Library](#)

[Livonia Alfred Noble Library](#)

[Livonia Carl Sandburg Library](#)

[Lyon Township Public Library](#)

[Madison Heights Public Library](#)

[Manchester District Library](#)

[Melvindale Public Library](#)

[Milford Public Library](#)

[Northville District Library](#)

[Novi Public Library](#)

[Oak Park Public Library](#)

[Oxford Public Library](#)

[Pontiac Public Library](#)

[Redford District Library](#)

[River Rouge Public Library](#)

[Riverview Public Library](#)

[Romulus Public Library](#)

[Royal Oak Public Library](#)

[Salem-South Lyon District Library](#)

[Southgate Veterans Memorial
Library](#)

[Springfield Township Library](#)

[Taylor Community Library](#)

[Trenton Veterans Memorial Library](#)

[Walled Lake Library](#)

[Waterford Township Public Library](#)

[Wayne Public Library](#)

[White Lake Township Library](#)

[Wixom Public Library](#)

[Wyandotte Bacon Memorial District
Library](#)