



**STATE OF NEW HAMPSHIRE  
Department of Cultural Resources  
Division of Libraries  
New Hampshire State Library  
Integrated Library System  
RFI 2016-096**

**REQUEST FOR INFORMATION FOR:**

**Replacement of an Integrated Library System  
With a Union Catalog and Electronic ILL System**

**ISSUED: February 18, 2016**

1. GENERAL INFORMATION

1.1. PURPOSE

This Request for Information (RFI) is issued by the New Hampshire Department of Cultural Resources and the Division of Libraries to solicit information regarding solutions for providing an Integrated Library System (ILS) with a Statewide Union Catalog and Electronic Interlibrary Loan (ILL) System for the New Hampshire State Library. The Current System developed by Sirsi Dynix Corporation for the New Hampshire State Library has been in place since 2002. The goal of this project is to replace the current union catalog and its electronic Interlibrary Loan capability with a new system with enhanced functionality, proprietary or open source. Considering software as a service (SaaS) alternatives. The State Library seeks to gain a better understanding of available approaches to providing resource sharing options to more than 600 libraries in New Hampshire using a union catalog and other approaches to Electronic interlibrary loan. Any solution must offer the features and best practices of our existing Sirsi Dynix System.

The New Hampshire State Library is considering the merits of the following solutions:

	Enhance Existing System	New Proprietary Software System	New Open Source Software System
Client Hosted		X	X
Cloud Hosted	X	X	X

Concise, conceptual responses are sought which will inform the State Library decision makers of the options available, estimates of cost and implementation timeframes. The State seeks to gain a better understanding of the available approaches; therefore, responses are being solicited from a wide range of respondents in accordance with the objectives and parameters established in this document. Vendors may submit a response that includes one or more proposed solutions; however, responses should separately address all applicable information sought in Section 4.5 of this RFI as it pertains to each solution.

1.2. NEW HAMPSHIRE’S ILS, UNION CATALOG AND ELECTRONIC ILL

The focal point of this RFI is the need for New Hampshire State Library to Replace an outdated system which was state of the art when it was installed. With this in mind it is critical that a system identified to replace the existing system be state of the art a that it will be vendor maintained, upgraded and enhanced over time to improve functionality and effective ness.

The State’s preliminary objectives for an ILS replacement include:

- 1.2.1. Retain best concepts and features of the existing ILS
- 1.2.2. An ILS to support State Library operations:
  - 1.2.2.1. Provide a statewide union catalog

- 1.2.2.2. Provide for federated searching of library catalogs
- 1.2.2.3. Provide comprehensive functionality to place and track interlibrary loan requests
- 1.2.2.4. Provide Ad hoc (user-friendly and customizable) management and activity reports for end users.
- 1.2.2.5. Provide credentialed protected access via the Web for holdings maintenance functions ( add, delete, edit, modify etc.)
- 1.2.2.6. Provide integration between the catalog and third party providers of resources e.g. EBSCO, OverDrive, etc.

### 1.3. RFI OBJECTIVES

- 1.3.1. Evaluate vendor supplied information to conduct a comparative analysis of the possible solutions.
- 1.3.2. Identify possible vendor hosting options for an ILS and ILL functions; all servers and installation and support to be performed off site.
- 1.3.3. Utilize information collected to facilitate the evaluation of the best solution for the next (4<sup>th</sup> generation) automation solution to a union catalog ILL system
- 1.3.4. Identify new technology, best practices to be considered in the ILS replacement planning process.

### 1.4. LIABILITY

This RFI has been issued to obtain information only and is not intended to result in a contract or vendor agreement with any respondent. The State is seeking vendor community insight and information prior to finalizing business, functional, operational, and technical requirements for a Request for Proposal (RFP). There is no definitive plan to purchase any business services, equipment and/or software at this time as a result of responses to this RFI.

This solicitation for information does not commit the State to publish a RFP or award a contract. The State shall not be held liable for any costs incurred by the Vendor in the preparation of its response. The issuance of a RFP as a result of information gathered from these responses is solely at the discretion of the State. Should an RFP be issued, it will be open to qualified vendors, whether or not those vendors chose to submit a response to this RFI. The RFI is not a pre-qualification process.

## 2. NEW HAMPSHIRE AUTOMATED INFORMATION SYSTEM

The New Hampshire State Library through its New Hampshire Automated Information System (NHAIS) provides a wide range of services to New Hampshire Libraries and the citizens of the state. Through its union catalog and its electronic Interlibrary Loan system citizens of New Hampshire have access to over 2 million titles. The growth of a statewide downloadable and EBooks program has enhanced the ability of all libraries in New Hampshire to serve their patron more efficiently.

3. RESPONSE INSTRUCTIONS

3.1. RESPONSE SUBMISSION AND DUE DATE

Vendors are requested to submit their response by March 15, 2016. Please provide an original and 1 electronic copy of your response to:

Michael York,  
State Librarian  
New Hampshire State Library  
20 Park Street  
Concord, NH 03301

3.2. SCHEDULE OF EVENTS (approximate)

DATE	EVENT
February 18, 2016	RFI Issued
March 16, 2016	Vendor responses due
Week of April 4 2016	Conduct Presentations

- The RFI will be posted at <http://admin.state.nh.us/purchasing/bids.asp>
- The State Library Management Team leading this effort will review the responses.
- Vendors may or may not be contacted to provide an oral presentation of their solution.

3.3. RFI INQUIRIES

For inquiries regarding this RFI, please contact:

Michael York  
State Librarian  
New Hampshire State Library  
Telephone: (603) 271-2397  
e-mail: michael.york@dcr.nh.gov

3.4. VENDOR CONTACT

Please provide a main contact name, address, e-mail address, and telephone number in each response.

3.5. REQUESTED INFORMATION

The State is seeking a better understanding in the areas listed below. Please respond concisely and completely. Base responses on current, not planned capabilities.

3.5.1 Briefly describe the vendor’s organization, client base, financial stability and history. Please keep generalized marketing material to a minimum.

3.5.2 Please describe how your proposed solution would support creation and management of Interlibrary Loan transactions

3.5.3 The State is interested in a comparative analysis of the advantages and disadvantages of the scenarios, which have been identified in section one. Please state your analysis/recommendations for one or all of the proposed scenarios.

3.5.4 Every project has certain inherent risks. Describe the significant risk factors associated with your solution and how you would mitigate them.

3.5.5 Describe any experience/expertise specific to library computerization projects.

3.5.6 Provide your experience with adherence to library data standards such as MARC, MODE, Dublin Core etc.

3.5.7 Describe your relevant experience with installation, configuration and support of library automation projects

3.5.8 Illustrate current experience your company has with hosting an ILS

3.5.9 Please describe how your proposed solution would support user maintenance of bibliographic records and metadata

3.5.10 Please provide a description of the ongoing cost for maintaining your solution post deployment. Give specific information as to the numbers and types of resources required to maintain the system.

3.5.11 Provide an overview of the technology and service offerings that you currently provide. Provide a breakdown of the number of customers served currently by your various product offerings.

3.5.12 Describe savings you have achieved with other libraries as a result of your services/product.

3.5.13 Describe the platform that your system operates on (database, code base, etc.). If any of platform components are third party or proprietary, please note.

3.5.14 Include details of the proposed software solution including database management system, licensed software suggested for data retrieval and reporting, proposed approach to developing any and all custom-built software components, and, when appropriate, compatibility with other systems.

3.5.15 Describe any technology that you have used to address the challenges inherent in meeting the demands of an environment consisting of constant changes, with expanding requirements for data sharing. The State's specific interests include: Web functionality; new technologies/architectures developed and implemented for data sharing or other related programs that resulted in program savings, greater staff efficiency, error reduction, and similar benefits; development strategies and technology that achieve a rapid turn-around time for incorporating changes.

3.5.16 The State considers this a complex project that may span an extended period of time and requires both capability and commitment from a vendor. The State is interested in gaining a better understanding of your approaches to managing a similar project. Because the State is familiar with standard system development methodologies, the preferred emphasis is on an explanation of the rationale for timeline decisions and insight into your strategies and concerns for managing the timeline.

3.5.17 Please provide suggestions and considerations for the State to evaluate as we develop the cost model and associated evaluation criteria. Describe your

pricing/reimbursement methodology. Include costs for implementation, hardware or data lines, upfront licensing, ongoing licensing, and maintenance and support. Include a copy of your “boiler plate” customer contractual agreement.

3.5.18 Provide estimated costs, implementation time frames, and resources necessary for the solution that you propose to be most advantageous.

3.5.19 Please feel free to include any additional comments or suggested alternatives, as deemed appropriate based on your industry knowledge and expertise, that you feel would be beneficial to the State of New Hampshire.

#### 4. VENDOR PRESENTATION

Based on interest that is generated following the review of responses to this RFI, some vendors may be invited to present an overview of their company and services to representatives of the State. There is no guarantee that a vendor may be asked to provide a presentation. All presentation costs incurred by the vendor shall be born by the vendor.

#### 5. CLOSING

The New Hampshire State Library thanks you for your efforts in preparing a response. Although this Request for Information does not require the State to issue a Request for Proposal or to award a contract, it is anticipated that the information gathered in this project will be highly beneficial and will inform the State’s decision-making process.