



**LUZERNE COUNTY COMMUNITY COLLEGE
REQUEST FOR PROPOSAL
Library Services Platform**

Section I. INTRODUCTION

Luzerne County Community College is seeking proposals from qualified Companies/Individuals to provide a Library Services Platform("LSP"). This document is a Request for Proposal (RFP) for the services described below and does not obligate LCCC to accept responses from eligible Companies/Individuals. The RFP establishes minimum requirements a Company/Individual must meet in order to be eligible for consideration as well as information to be included in the Company's/Individual's proposal.

Carefully examine the specifications, conditions and limitations. The selection of the successful Company/Individual will be made based on LCCC's evaluation and determination of the relative ability of each Company/Individual to deliver quality service in a cost-effective manner. The following specific criteria will be evaluated and must be addressed in the proposal:

- 1 Company/Individual History and Organization
- 2 Cost Proposal and Invoicing
- 3 Insurance
- 4 References

LCCC is not obligated to accept the lowest proposal and reserves the right to reject any and all proposals or amend the scope of the project. All of the Companies/Individuals must be duly licensed or otherwise have the ability to perform work in accordance with all governing local authorities and to the satisfaction of those authorities.

Notice of the Purchasing and Conflict of Interest Policies in place at Luzerne County Community College ("LCCC"):

Each owner/operator/individual/officer submitting a proposal or for whom a proposal is being submitted on behalf of the owner (each being referred to as a "Provider") to LCCC certifies that they are not a spouse, child, parent, sibling (each being referred to as an "Immediate Family Member") of any LCCC employee or Board of Trustee member at LCCC who owns more than a one (1%) percent ownership interest in the Provider/Provider's business.

If the Provider is an Immediate Family Member, according to College Policy and Procedure, disclosure must be made, and LCCC may decline entering into a business relationship with the Provider. Disclosure shall be made in writing at the time of submitting the proposal to the Director of Purchasing.

Violations of any of the policies or procedures may result in rejection of the proposal. Additionally, LCCC may have the right to recover damages suffered by LCCC in obtaining an alternative proposal, which damages may include, but are not limited to, consequential damages and reasonable attorney's fees.

Copies of these policies and procedures are available from LCCC upon request.

Under the Right To Know Law, the College is required to post to the PA Treasury Website all documents (BPO, PO, contract or agreement) for transactions valued at \$5,000.00 and above.

Luzerne County Community College does not discriminate on the basis of race, color, national origin, sex, disability or age in its programs or activities. For a complete copy of the LCCC non-discrimination policy, contact the Human Resources Office at 800-377-5222, extension 7235. Inquiries may be directed to the Title IX Coordinator, Kim Hogan, Dean of Human Resources, LCCC, 521 Trailblazer Drive, Nanticoke,

Pennsylvania, 800-377-5222 extension 7234 (khogan@luzerne.edu). Direct inquiries related to accessibility services for students to the Section 504 Coordinator, Graceanne Platukus, Vice President of Enrollment Management and Student Affairs, LCCC, 521 Trailblazer Drive, Nanticoke, Pennsylvania, 800-377-5222 extension 7423 (gplatukus@luzerne.edu).

Section II. SUBMISSION OF PROPOSALS

Responses to this RFP are due by 12 P.M. on December 5th, 2023. Late submittals will be rejected. All proposals are to be sealed, labeled with the subject of the proposal, and addressed to:

Luzerne County Community College
Purchasing Director, Mr. Len Olzinski
521 Trailblazer Drive
Nanticoke, PA 18634
Phone: 570-740-0370

The proposal submission may be mailed or delivered to the above address. Any questions regarding this RFP may be addressed to: Alyssa Coleman, Digital Services Librarian at acoleman@luzerne.edu or (570) 740-0439.

Section III. CONTRACT TERM

The term of this contract shall be for a seven (7) year period, commencing on September 2nd, 2024, unless terminated by either party with thirty (30) days written notice.

Section IV. SCOPE OF SERVICES

The proposal must address the following. Unless otherwise specified, all references to the "collection" or library "materials" include both physical and digital resources. If the LSP doesn't meet a required item please indicate if the system has an alternative or if third party options are available.

IV.1 Software/Platform Requirements

1. Circulation

Required:

- Management of patron records, including notices, overdues, fines and blocks.
- Check-in and check-out procedures, ability for patrons to access their account activity.
- Inventory control.

Desired:

- Booking capability.
- Course reserves (print and electronic).

2. Acquisitions, Cataloging, and Serials

Required:

- Importing and exporting of bibliographic (MARC) metadata (acquired from OCLC).
- Item creation, RDA and AACR II compliant.
- Management of print serials including microfilm.
- Authority control.

2. Discovery

Required:

- Singular access point for full breadth of library resources. System should provide users a simple, intuitive, and integrated search for entire library collection.
- Local branding and interface customization.
- Ability to filter and sort results based on item type, collection, etc.
- Responsive design and adherence to Accessibility Standards.
- "Natural language" or "fuzzy logic" searching.

Desired:

- Access to "classic catalog" still available.

3. Electronic Resources Management

Required:

- Management of licensing, access, usage and evaluation of electronic resources.
- Interoperability with vendor services, data, etc., for importing and deletion of MARC records.
- Interoperability with EZProxy (OCLC); single login authentication.

4. Reporting and Analytics

Required:

- Report creation including, but not limited to, borrower, item, bibliographic (title), collection, serials and general inventory reports.
- Ability to create custom reports.
- Statistical reports including circulation and electronic resource usage and tracking.

Preferred:

- SUSHI and COUNTER capabilities.

5. Administration and Customization

Required:

- Staff management, permissions, and general maintenance of LSP.
- User and staff interface customization.
- Customization of searching and database query, i.e. creating custom searches based on MARC tags or item information.

IV.2 Start up and Implementation

1. Set up procedures, implementation road map and timetable. Implementation or roll out of the LSP would need to be completed on or before September 2nd, 2023.
2. Describe the process of data migration and include associated costs.
3. Quality assurance and testing.
4. Initial training and support.

IV.3 Ongoing services

1. Cloud or SAAS hosted system architecture.
2. Customer support and training.
3. Procedures for system updates and how those updates affect prior customization.

IV.4 Additional Information

Please ensure the following is addressed either in response to the above requirements or as additional information as appropriate. Interested vendors may coordinate a webinar or demonstration of their respective products.

1. Indicated if your LSP is based on a "core" package or "bundle" for academic libraries.
 - Detail what services are included (or not included) in this "core" package.
 - If a required minimum service is not included please indicate if comparable add-on service is available and include pricing.
2. Indicate if an included part of the "core" exceeds our minimum requirements.
3. Indicate if there are any limitations to items like Discovery or Electronic Resources Management, i.e. access to a vendor's metadata is limited due to proprietary or licensing reasons.
4. Indicate if we are a current customer and how that may affect pricing.
5. Security and Privacy – Indicate what systems are in place to address patron privacy, encryption of user accounts (staff and patrons) and general data security.

V. INSTRUCTIONS

Responding Companies/Individuals must address the following subjects in their proposal:

1. Company/Individual History and Organization

Provide a brief history including brief biographical information regarding the personnel who would be directly responsible for the service.

2. Cost Proposal and Invoicing

Provide rates and any and all associated fees corresponding with the services described in Section IV. Please include annual percentage rate increases (a locked in rate or cap is preferred) and *outline pricing for each year of the contract term.*

Our library collection contains approximately 57,520 print books, 47 print periodicals, 5 eJournals, and access to 451,618 eBooks across subscription databases and individually purchased titles. The library also has 1,772 items across various materials, including DVDs, microfilm, board games, video games and audiobooks. We have 88 databases providing access to scholarly journals, newspapers, magazines, videos, eBooks and other academic material. The college's Fall 2028 FTE is 2,958. The library has 4 full time and 1 part time employees. Please visit our library's website for more information (<https://depts.luzerne.edu/library/>) or contact Alyssa Coleman, Digital Resource Librarian, for more details.

3. Insurance (Companies/Contractors only, does not apply to individuals)

The successful provider shall carry and maintain, with respect to any work or service to be performed at LCCC facilities, insurance written by a responsible insurance carrier, to provide for the following:

- o Workers' Compensation as required by applicable statute and Employer's Liability Insurance.
- o Commercial General Liability Insurance in the amount of \$1,000,000 listing the College as additional insured
- o Automobile Liability
- o Include a copy of Certificate of Insurance including limits with the response.

4. References

Provide at least three (3) client references whose facilities are comparable in size and profile to Luzerne County Community College. Include company name, address, contact person and contact number.

Luzerne County Community College would like thank you in advance for your interest in participating in this request for proposal. If for some reason you are unable to submit a proposal to the College, please let us know the reason why so you will remain on our active bidders list for the future.

Fax to 570-740-0525.

You can also e-mail your reason for non-participation to lolzinski@luzerne.edu so that we can keep it in our file.