



Sample RFP for Public Libraries

REQUIREMENTS

System Architecture

- System must be available in both hosted and onsite installations.
- System must include all RDBMS licensing in software licensing costs. Preference is for an embedded license of Oracle RDBMS.
- All staff interfaces must be web-based, Terminal Services, Remote Desktop Connections, and/or Citrix are not considered “web-based”.
- A start page or ILS portal should have shortcuts to all interfaces.
- Start page should be customizable with staff configured links and announcements.
- Vendor must offer hosting for the ILS in the “cloud”; no need for the library to manage servers. Oracle OCI or similar preferred.
- The ILS is centralized, but configurable site-by-site.
- SaaS solution should offer all of the following:
 - HTTPS security for all modules
 - Data at rest encryption
 - Geographically diverse database redundancy
 - Better than 99% uptime

Vendor API's

Vendor must create, supply, and maintain API's for the following:

- Patron Authentication
- Digital Content integration
- Google Analytics
- LDAP integration
- Ad-hoc reporting
- SIP server 2.0+
- NCIP
- LibraryThing
- Novelist
- Goodreads
- eCommerce
- EBSCOhost
- Encyclopedia Britannica
- NewsBank
- GALE
- Patron Point
- RSS indexing

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- SIS (student information system) integration
- Microsoft ADFS
- Other (please identify _____)

PAC Requirements

- PAC must be easy and intuitive for new users.
- PAC offers a persistent search box which is always present, and easily located.
- A widget is made available free of charge, to be used on the library's homepage..
- The PAC must consume and display RDA indexing and fields.
- PAC must be Unicode compliant.
- The PAC must allow staff to customize the welcome message and image for each configuration. Please specify any additional charges.
- The PAC must allow staff to create reading lists/featured items lists, either by saving searches or via staff curation.
- The PAC must allow staff to easily create lists of newly published/cataloged items, by multiple date ranges.
- System must support multiple landing pages/PAC configurations, which can be used at different locations within the library or at different branches i.e. library has the ability to have different look and feel in the reference area, teen corner, A/V area, general collection etc., and/or each branch may have their own look and feel, at no charge.
- The system must include a Responsively Designed mobile interface which automatically displays on mobile devices or a mobile app, at no additional charge.
- The system must display cover art such as book jackets and CD/DVD dust covers.
- PAC supports use of local images for use with items that do not have commercial content. i.e. local items, historical items, objects etc.
- PAC offers enhanced content with the following features:
 - "You may also like"
 - Other books in the series
 - About the author
 - Summary
 - Professional reviews
 - Similar Series
 - Similar Authors
 - Tag cloud to locate like materials
 - Awards
 - Table of Contents
 - First chapter preview

Contact TLC at sales@tlcdelivers.com for the complete sample RFP