Introduction

On behalf of The Florida Virtual Campus (FLVC), The University of Florida is seeking responses to the below RFI from vendors with strong expertise in Integrated Library Systems (ILS) for Florida's forty public higher education institutions. We are exploring options and investigating solutions to meet the State of Florida's public higher education institutions' goal of moving to a shared system designed for the work of today's libraries. The system can or may be able to exceed traditional ILS capabilities, streamline operations and eliminate redundancies associated with legacy systems that were designed primarily for management of print collections. It should be capable of building on existing consortial successes such as the unmediated borrowing service.

The FLVC Members Council on Library Services created the Next Gen ILS Task Force. The goals of the Task Force are:

- To establish whether the marketplace for next-generation Integrated Library Systems is mature enough to support the complex needs of FLVC and its member libraries.
- To determine the approximate cost of acquiring and implementing a next-generation ILS.

To accomplish these goals the Task Force will:

- Develop and prioritize a list of criteria necessary for a statewide ILS.
- Develop a Request for Information (RFI) which will be distributed to all interested parties.
- Write final report which assesses whether or not the marketplace is mature enough to support the complex needs of FLVC and its member libraries.
- Forward the final report on to the Library Services Members Council along with a recommendation on how best to proceed.

Please note, information in the Task Force Report, including pricing information for various solutions, will inform future budget planning. Monies for investing in a Next Gen ILS have not been approved at this time.

All information submitted is subject to the Florida Public Records Law of Chapter 119 F.S. If the vendor needs to submit proprietary information with the RFI response, the vendor shall ensure that it is enclosed in a separate envelope from the response and that it is clearly designated and conspicuously labeled as such. Vendors who submit responses with information noted as proprietary may be asked to substantiate why the information is proprietary or is otherwise exempt from a public records request under Florida Law. Pricing is not generally exempt.

UF/FLVC does not intend to award a contract as a result of this RFI. Nor does UF/FLVC guarantee that a public solicitation will be issued as a result of this RFI.
Response Requirements

- Submit one (1) original and two (2) copies of initial response on 8½ x 11 text weight paper, double-sided. RFI should be printed when possible on paper containing a high level of post-consumer recycle content.
- Submit one (1) copy of the initial response on PC compatible media (CD/DVD or USB flash drive), preferably in Word® and/or Excel®. The original response must contain the original manual signature of the authorized person signing the RFI and the electronic copy of the RFI.

Submission of Information

Questions to this RFI may be directed in writing to:

University of Florida Purchasing Services
Attention: Rob Luetjen, Coordinator II
Email: rluetjen@ufl.edu
Phone: 352-392-1331, ext. 215
Fax: 352-392-8837

Questions must be received by Friday, March 14, 2014 at 5:00pm. Please include RFI 14RL-133 within the subject line of your email. Responses to all inquiries will be summarized and posted on UF Purchasing Website at http://www.purchasing.ufl.edu on March 20, 2014.

Responses to RFI are due by March 31, 2014 at 3:00 p.m. EST.

Florida Virtual Campus Background

The Florida Virtual Campus (FLVC) provides access to online student and library support services, serves as a statewide resource and clearinghouse for technology-based public postsecondary education distance learning courses and degree programs, and licenses online e-resources on behalf of Florida’s public colleges and universities. FLVC's services include:

- Support for Florida’s distance learners and institutions offering online courses and degrees.
- Online academic advising services to help students identify the requirements of their chosen degree.
- A variety of automated tools used by college and university libraries to provide services to their students and faculties, including the Integrated Library System.
- Online access to a wide array of e-resources, and to the library holdings of all Florida public colleges and universities.
• Support and training for colleges and universities on the effective use of services offered by FLVC.

Established by the Florida Legislature in 2012, FLVC combines the College Center for Library Automation, Florida Center for Advising and Academic Support, Florida Center for Library Automation, and the Florida Distance Learning Consortium into a single entity. FLVC operates from its main office in Tallahassee, Florida, and from satellite offices in Gainesville, Florida, and Tampa, Florida.

Appendix A includes a list of institutions and FTE counts.

Appendix B includes further description of the current environment.

While this RFI is non-binding, FLVC is hopeful that the information received from the respondents will assist the organization in deciding how best to proceed. The response period for this RFI closes on March 31, 2014. FLVC will request qualified respondents to participate in vendor demonstrations to be held via webcast during April 2014. All questions or comments to this RFI should be directed to Rob Luetjen at rluetjen@ufl.edu.

Format for Responses to the RFI

Respondents are strongly urged to follow the following format in their responses to this RFI.

1. Executive Summary of Response 1-2 pages

2. Qualifications of the respondent

   2.1. Company legal/registered name.

   2.2. Company mailing and physical address.

   2.3. Company website URL (if available).

   2.4. Name of company representative that will be the primary point of contact for inquiries.

   2.5. Contact representative's telephone number (toll-free preferred).

   2.6. Contact representative's facsimile number (toll-free preferred).

   2.7. Contact representative's e-mail address.

   2.8. Any brochures or materials of support (Three (3) sets required).

   2.9. Number of years in businesses related to RFI.

   2.10. Type of Operation (e.g., Individual, Partnership, Corporation, Nonprofit, Consortium, Government, etc.).
2.11. Demonstrated history as a trusted partner to libraries, museums, archives, or similar cultural institutions.

2.12. List of subcontractors (if any) and their expected role.

3. Desired Features

The features listed below are intentionally defined in broad terms rather than detailed functional requirements. Responses should provide enough information to convey the capabilities of the service but are not expected to include a detailed summary of all functions. Note that the term “collections” is intended to include all types of materials that comprise an academic library collection, whether published, unique, digital or print.

For each feature listed below, include your Roadmap
a) Date feature was released or is expected to be ready for testing.
b) Date when use in a production environment is expected.
c) Brief description of the feature.

3.1. Systems

3.1.1. System architecture (Software as a Service and/or local servers, include a description of operating system and hardware requirements).

3.1.2. Database architecture (distributed, shared or local data, i.e. bibliographic, holdings, and patron).

3.1.3. Responsibilities for system configuration and maintenance.

3.1.4. Availability of APIs for ingest, display and reporting.

3.1.5. Robust service: evidence of “mission critical” operation (up-time, scalability)

3.1.6. Planning for continuous operation. Include redundancy, geographically distributed data centers, and fail-over capability.

3.2. Core functionality and availability of management data associated with a traditional ILS, to include

3.2.1. Analysis of the content and use of collections for the purpose of collection development.

3.2.2. Acquisitions (include integration with campus financial information systems).

3.2.3. Cataloging and description. Include harvesting, ingesting and indexing of bibliographic records and sources that are supported.
3.2.4. Identity management: ability to interface with multiple institutional authentication/authorization systems and manage multiple roles and affiliations (e.g., patrons associated with multiple institutions).

3.2.5. Circulation (include integration with multiple campus financial information systems).

3.2.6. Electronic resource management.

3.2.7. Ability to provide all services to all patrons at any FLVC location.

3.2.8. Electronic and print reserves management.

3.3. **Collaborative Technical Services**: group functionality that facilitates collaborative collection development, acquisition, and cataloging among administratively separate organizations.

3.4. **Resource Sharing**

3.4.1. Consortial Borrowing: circulation services across member libraries; unmediated borrowing within the FLVC institutions.

3.4.2. Connection to global ILL services: ability to share collections beyond FLVC institutions.

3.5. **Privacy of patron data** in compliance with FERPA, HIPAA, and institutional policies. Security of patron information, especially if the solution is cloud based and shared with other institutions.

3.6. **Access to data and system functions; ability to innovate** via APIs, web services, etc., including compliance with standards (e.g., NCIP) and support for the development and use of applications created by the FLVC, member libraries, or third-parties.

3.7. **Reports and Statistics**

3.7.1. Statistics and reporting system (include granularity, on-demand capabilities, and customization options). Please provide sample reports.

3.7.2. Report creation. Please provide a sample of your dashboard.

4. **Other Possible Components**

Provide information about these components if applicable. Detail how your ILS interacts with other vendors/open source tools in each of the items below. Include information about these components if you offer them as part of your service and how they integrate with the ILS.

4.1. Discovery Tool.

4.2. Link Resolver.

5. Timeline and Implementation
Common implementation process, typical timeframe and the role of FLVC staff.

6. Migration Services
Technical, data, and workflow migration services that includes migration from the Ex Libris Aleph systems. Describe how data migration would be achieved including options for batch data cleanup and quality control.

7. Costs (For Budgeting Purposes Only) and Business model

7.1. Describe your pricing model range for a consortium, including the mechanism for the price: FTE, per institution, discount from list, cloud vs. non-cloud, collection size or other and costs associated with the delivery of the system. Additionally provide a price range for implementation and annual recurring costs.

7.2. Model(s) proposed, e.g., service vs. ownership & maintenance, start-up costs, and initial training.

7.3. Potential for substantial direct savings over multiple traditional ILS.

7.4. Timing of fees, especially as intended to facilitate migration.

8. Role of FLVC and member libraries

8.1. Role of FLVC and member libraries during migration and on a recurring basis.

8.2. Describe the commitment of time and resources expected during start-up and on a recurring basis, degree to which the FLVC would serve as a development partner.

8.3. Explain how FLVC staff will continue to provide specialized technical support to the forty institutions.

9. Roadblocks or challenges
Other factors respondent wishes to make known to FLVC that might impact the feasibility of adopting a new consortial ILS.

10. Alternate or equivalent products, services, or approaches

10.1. If applicable provide information about your preferred Discovery platform that integrates local, consortial, monographic, serial, owned, licensed, print and digital content.

10.2. If applicable provide information about your preferred Link Resolver.

10.3. Recognizing that FLVC may not have considered all approaches to achieving the goals listed under the introduction above, respondents are encouraged to provide alternative approaches or concepts.
11. Support and Training

11.1. Resources for support.

11.2. Enhancement/upgrade cycle. Include frequency, procedures, communication and typical upgrade downtime.

11.3. Options available for engaging with other customers and mechanisms for collecting and reviewing feedback with the user community.

11.4. Training strategy.

Appendix A - List of FLVC Institutions and FTE counts

<table>
<thead>
<tr>
<th>University</th>
<th>FTE 2012/13</th>
<th>University</th>
<th>FTE 2012/13</th>
</tr>
</thead>
<tbody>
<tr>
<td>Florida A&amp;M University</td>
<td>8,017</td>
<td>New College of Florida</td>
<td>702</td>
</tr>
<tr>
<td>Florida Atlantic University</td>
<td>17,559</td>
<td>University of Central Florida</td>
<td>37,715</td>
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<tr>
<td>Florida Gulf Coast University</td>
<td>8,355</td>
<td>University of Florida</td>
<td>33,172</td>
</tr>
<tr>
<td>Florida International University</td>
<td>29,147</td>
<td>University of North Florida</td>
<td>10,310</td>
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<tr>
<td>Florida Polytechnic University</td>
<td>0</td>
<td>University of South Florida</td>
<td>31,183</td>
</tr>
<tr>
<td>Florida State University</td>
<td>28,896</td>
<td>University of West Florida</td>
<td>7,298</td>
</tr>
</tbody>
</table>

Source: [http://www.flbog.org/resources/iud](http://www.flbog.org/resources/iud)

Note: FTE numbers for the universities are based on 40 student credit hours per year for undergraduates and 32 student credit hours per year for graduates.
Appendix B - Description of the Current ILS Environment

- FLVC currently supports the Ex Libris product, Aleph version 20. We run a single installation of the Aleph software on one physical system and maintain two parallel configuration regions for the universities and colleges; each region has a single BIB environment.
- The total number for all 40 institutions, bib records is approximately 13,879,000; holdings approximately 29,496,000; and items approximately 24,330,000.
- During the summer of 2014, FLVC will have a single Discovery Tool with a shared union catalog, in addition to local views for each of the 40 institutions.
- ILL/UBorrow: FLVC supports consortial borrowing with circulation services across member libraries; including unmediated borrowing within the FLVC institutions.