



RFQ to Explore Shared Library Systems (Phase 1)

OCLS RFQ #2016-002

October 2016

All information contained within this document should be considered confidential and is provided to give proponents an understanding of the Ontario Colleges Library Service requirements.

Table of Contents

Table of Contents	2
1. INTRODUCTION	3
1.1 Ontario Colleges Library Service	3
1.2 Background	3
1.3 Invitation to Bid.....	4
2 BIDDING PROCESS.....	4
2.1 Intent to Respond	4
2.2 Bid submission	5
2.3 Schedule.....	5
2.4 Bid formats.....	6
2.5 Questions	6
2.6 Subcontracting	6
2.7 Proponent’s costs.....	6
2.8 Agreement	7
2.9 Evaluation	7
3 SCOPE OF WORK	8
3.1 Project Goals	8
3.2 Project Scope	8
3.3 Methodology.....	11
3.4 Project Deliverables and Timeframe.....	11
4 GENERAL REQUIREMENTS	12
4.3 Bid contact person	12
4.4 Company Profile.....	12
4.5 References	12
5. BIDDING FORM	13
Appendix A: Ontario’s 24 publicly-funded Colleges of Applied Arts and Technology	14
Appendix B: Colleges Union Catalogue / COLLECT	15
Appendix C: The eBook Consortium	16
Appendix D: SirsiDynix ILS Consortium	17
Appendix E: askON Virtual Reference.....	18

1. INTRODUCTION

1.1 Ontario Colleges Library Service

The Ontario Colleges Library Service (OCLS) was established in 2009 by the Ontario Colleges Committee of Presidents (COP) as a non-profit corporation to provide a suite of core and opt-in services to the libraries and learning resources/learning commons (college libraries) of Ontario's 24 publicly-funded colleges of applied arts and technology, including two French language colleges.

OCLS reports to a Board of Directors elected by the Committee of Presidents of the member colleges. The Heads, Libraries and Learning Resources (HLLR) group is comprised of the directors (or designates) of libraries and learning resources (college libraries) of each of Ontario's 24 publicly funded colleges, and serves as an advisory group to OCLS, and as well, provides an advisory member on the OCLS Board of Directors. OCLS is itself funded through an off-the-top grant from the Ministry of Advanced Education and Skills Development (formerly the Ministry of Training Colleges and Universities, MTCU) for its core services and is funded directly by participating colleges for its opt-in services on a cost recovery basis. OCLS shares the same fiscal year as the provincial government.

The services currently provided to the college libraries by OCLS are:

- Electronic resources (eResources) services and contract management for all colleges
- Maintenance and ongoing support of the Colleges Union Catalogue / COLLECT (searchcollect.ca), providing centralized discoverability of print, electronic and multimedia resources across all college libraries
- A research service in support of all colleges
- A remote authentication/proxy service for off-site access to resources directly supporting 15 colleges and 95,000 students
- An integrated library system directly supporting 13 colleges and 140,000 students
- A shared institutional repository service currently used by 6 colleges with 64,000 students
- A virtual reference service used by 11 colleges supporting nearly 140,000 students

1.2 Background

In March 2016, a Library Leaders' Summit was held and attended by 24 HLLR representatives and OCLS senior staff. The Summit's objectives were to provide an opportunity for idea exchange, arrive at an understanding of the key trends affecting college libraries, and to develop and prioritize a list of projects/initiatives that reflect of OCLS' and HLLR' complementary strategic planning directions. Summit outcomes included a short-list of projects endeavouring to enhance the OCLS/HLLR collaborative efforts, benefit the colleges, their faculty, staff and students, and reflect emerging trends.

Among the initiatives to emerge from the Summit was a request to explore the potential for a shared library system that would address the following issues:

- Improved user experience.
- Interoperability with discovery layers, e-reserves, electronic collections, linked data, vendor data, digital objects, MARC standards, and college user databases.
- Explore opportunities with next generation ILS or Library Services Platforms as they relate to

access to academic resources.

Broadly, the project's focus is to review and explore the potential for collaborative initiatives related to next-generation library systems, ILS, or library service platforms with a focus on discovery.

Current existing collaborative initiatives among the 24 college libraries and OCLS include the Colleges Union Catalogue and COLLECT (see Appendix B), and the eBook Consortium (see Appendix C). Further, 14 of the 24 libraries are members of the SirsiDynix ILS Consortium (Appendix D), and 11 of 24 are customers of the askON Virtual Reference service (Appendix E).

1.3 Invitation to Bid

OCLS is seeking a proposal from qualified consultants or consulting firms to:

- Carry out an environmental scan exploring the readiness, interest, nimbleness, feasibility and technological capability of a shared next generation system among the 24 college libraries.
- Prepare and deliver a report based on the outcomes of the environmental scan. The report should include the detailed findings, summaries of responses, and share recommendations for a path forward.
- Share the methodology and tool(s) used to conduct the environmental scan so that the process can be replicated in the future.

2 BIDDING PROCESS

2.1 Intent to Respond

Send a confirmation of your intent to submit a proposal by **Friday October 14th, 2016** noted in the Schedule (Section 2.3). Please include the name, title and contact information for the Company representative with whom we will communicate, and send via email to:

Attention: Gail Strachan
Executive Assistant & Administration/Office Manager
Ontario Colleges Library Service
Email: gstrachan@ocls.ca
Phone: 647-722-9323
Fax: 647-722-9314

Ontario Colleges Library Service
74 Gervais Drive
Toronto, ON, M3C 1Z3

2.2 Bid submission

Two copies are required (one with original signature), and to be submitted in writing and sent via courier (with signature required) or delivered in person to:

Ontario Colleges Library Service
74 Gervais Drive,
Toronto, ON, M3C 1Z3

Attention: Gail Strachan
Executive Assistant & Administration/Office Manager
Phone: 647-722-9323

Bids are to be received on or before: **Monday, October 31st, 2016 at 6:00 PM EST**

Bids received after the deadline will not be considered.
Bids must be valid for 90 days from the date bids are due.

Additionally, a follow up electronic copy of the bid is requested and should be sent to:

Attention: Gail Strachan
Executive Assistant & Administration/Office Manager
Ontario Colleges Library Service
Email: gstrachan@ocls.ca

2.3 Schedule

Date	Event
3 October, 2016	RFQ issued and distributed
14 October, 2016	Intent to Respond submitted by proponents
19 October, 2016	Last date for questions from proponents
21 October, 2016	Formal response to all questions submitted by proponents
31 October, 2016 at 6PM EST	RFQ proposals are due
1 to 4 November, 2016	Proposal evaluation and recommendation approval period
7 to 9 November, 2016	Contract negotiation
11 November, 2016	Announcement of successful bid and start of project

During the evaluation period, OCLS may request clarifications from and/or meetings with short listed proponents.

Dates subsequent to proposals being submitted are estimates only and are subject to modification without notice to proponents.

2.4 Bid formats

All responses **must** include the following elements:

- Executive Summary
- A letter of introduction outlining experience and qualifications appropriate to this project
- Current curricula vitae of the principal(s) and other key team members that the proponent proposes to employ in this project
- Names and contact information for three references for whom similar work has been completed including the projects goals and scope
- Project plan with description of proposed methodology and schedule of work
- A proposed budget with details and itemized pricing as appropriate
- Completed bid form with original signature – See Section 5

Proposals are subject to the Freedom of Information and Protection of Privacy Act. Any information that the proponent regards as confidential must be in a separate appendix that is labelled as confidential. OCLS shall endeavour to honour such confidential designations to the extent allowed under the appropriate legislation.

2.5 Questions

Questions about the contents of this document should be submitted by email to:

Zack Osborne, Ontario Colleges Library Service

Email: zosborne@ocls.ca

Quote Reference in Subject Line: "**OCLS RFQ Proposal #2016-002** "RFQ to Explore Shared Library Systems"

Queries will be acknowledged within 2 business days. Queries not acknowledged may be resubmitted.

A copy of all queries received by the deadline detailed in Section 2.3 and OCLS's responses will be sent to all proponents confirming their intent to respond to the RFQ. Proponents must acknowledge receipt.

Proponents may not rely in any fashion on communication with any staff at OCLS or any College except through the process defined above.

2.6 Subcontracting

Proponents must clearly identify any and all subcontractors that they intend to use in supplying services to meet the obligations of the RFQ. Proponents are responsible for all work performed by subcontractors.

2.7 Proponent's costs

OCLS and the college libraries are not liable for any costs incurred by any proponent as part of the bidding process. This includes, but is not limited to, costs to prepare bids, visits to OCLS, legal or other costs.

2.8 Agreement

OCLS intends to negotiate an agreement with the winning proponent. This RFQ, any amendments to it and the proponent's full response shall form part of the agreement. In the event that a mutually satisfactory agreement cannot be reached with the selected proponent, OCLS reserves the right to open negotiations with other proponents.

2.9 Evaluation

1. Quality of approach, proposed methodology, based on expected goals and deliverables as laid out in Section 3 below. Proposals providing a detailed list of deliverables, risks, timeline, estimated costs and a breakdown of the steps in the proposed methodology will be more favorably reviewed **(0-5 points)**
2. Demonstrated understanding of the objectives **(0-5 points)**
3. Experience and qualifications of the full proponent team, based on their expected involvement in the project, both from written submissions and references **(0-5 points)**
4. Stated ability to meet the timeline **(0-5 points)**
5. Value added information, innovation of approach and plan **(0-4 points)**
6. Total cost **(0-4 points)**
7. Stated interest in, and proven ability to carry out environmental scan deliverables and report of recommendations **(0-3 points)**
8. Overall assessment of the proposal **(0-3 points)**

OCLS reserves the right to seek clarification on any Proposal submitted by a Proponent to assist in making its evaluation, without notifying any other Proponent of such.

2.10 Budget

The budget range for this project is \$25,000-\$35,000. All proposals should clearly demonstrate their value proposition and provide a detailed breakdown of proposed project costs against outlined deliverables. Proposals that are significantly outside the budget range should clearly identify why.

The lowest-cost proposal or any proposal will not necessarily be accepted. OCLS reserves the right to waive any requirement if this is in the best interests of the college libraries.

OCLS reserves the right to waive any requirement if this is in the best interest of OCLS. OCLS reserves the right not to accept any of the received proposals and to cancel the request for quotation without award.

2.11 Conflict of Interest

Proponents shall disclose all perceived, potential and actual conflicts of interest they may have with OCLS, the member colleges, another library consortium or any other agency or entity involved with the process detailed in this RFQ. Upon request, proponents shall provide to OCLS with a strategy to mitigate the identified conflicts of interest. OCLS reserves the right to exclude any proposal on the grounds of any perceived, potential or actual conflict of interest.

2.12 Notification and Debriefing

After the successful proponent has been identified, OCLS will notify all proponents of the outcome of the RFQ, revealing the identity of the successful proponent. Unsuccessful proponents may request a debriefing session with OCLS within 60 calendar days following this notification.

3 SCOPE OF WORK

3.1 Project Goals

- 1 In the short-term (Phase 1 – addressed by this RFQ), this project will outline the systems and license commitments in-place at each college library, seek to assess the needs and preparedness for a shared system, contribute to a greater awareness of the future of ILS/Library Service Platforms and the commercial and open source options that are available, and provide recommendations for the path forward (Phase 2).
- 2 The long-term purpose (Phase 2 - outside the scope of this current RFQ) is to achieve an interoperable, efficient, cost-saving solution shared by all college libraries to provide enhanced metrics, improved user experience, and streamlined management of bibliographic and subscription metadata. Phase 2 is largely dependent on the outcomes and information gleaned from the environmental scan deliverables and recommendations from Phase 1. There is potential for further engagement in Phase 2 for the successful Proponent.

3.2 Project Scope

We envision this project taking shape as an environmental scan with several deliverables addressing numerous areas of the ecosystems among Ontario's college libraries to inform a final report of recommendations for a path forward to Phase 2.

Deliverable 1: Library systems, licence commitments, and timelines

For each of the 24 college libraries and learning resource centres of Ontario (Appendix A), gather information for each library system listed in item 6 below (when applicable) from questions including but not limited to:

1. What software is currently used?
2. When (date) does the license and maintenance agreement expire?
3. For how many years has the college used this software or system?
4. When (i.e. in what year) would the college be willing to explore a replacement/alternative software or system?
5. Is the software or system hosted on a local server, SaaS, or through OCLS?
6. Library systems:
 - Integrated Library System (ILS) or Library Management System
 - Discovery layer or system
 - Remote authentication/Proxy system

- Learning Management System (LMS)
- E-Reserves
- Institutional repository/Digital repository
- Link resolver
- E-Journal portal
- Virtual reference
- Student Information Systems (SIS)
- Reporting and analytics software
- College finance system (as it relates to the library)
- Other third-party system(s) not listed

Deliverable 2: Needs assessment for a shared system

This section of the environmental scan should focus on the experiences of the college libraries with the use of systems or software, libraries' local processes, and vision for shared systems. These questions aim to assess the needs and use of particular library systems and the potential and readiness for shared systems and processes.

For each of the 24 college libraries and learning resource centres of Ontario (Appendix A), gather information for each library system listed in item 9 below (when applicable) employing questions including, but not limited to:

1. Specifically, what services or processes does the software or system facilitate? (e.g. for ILS: circulation, reserves, booking, acquisitions, etc.)
2. In what way(s) does your current system or software fail to meet your needs? (e.g. weaknesses in connectivity, workflow, etc.)
3. How satisfied is the college (students, faculty, library staff) with access, connectivity, and general usability with the current software or system?
4. Is the system or software interoperable with other library services, systems, and collections? If not, what are the known barriers?
5. Is the system or software interoperable with library accounts and other user accounts or systems on campus?
6. What are the non-technological obstacle(s) faced by the college with regard to the system or software? (e.g. cost, staffing, communication)
7. What are the short-term (1-2 years) and long-term (3-5 years) goals for the system or software?
8. How much decision-making potential or autonomy does the library have for the selection of this system or software?
9. Library system or software:
 - Integrated Library System (ILS) or Library Management System
 - Discovery layer or system
 - Remote authentication/Proxy system
 - Learning Management System (LMS)
 - E-Reserves
 - Institutional repository/Digital repository
 - Link resolver

- E-Journal portal
- Virtual reference
- Student Information Systems (SIS)
- Reporting and analytics software
- College finance system (as it relates to the library)
- Other third-party system(s) not listed

For the following processes or services, determine if and how the library and its staff carry out the task and the level of satisfaction. Questions to include but are not limited to:

Cataloguing and catalogue records:

10. Does the library perform local cataloguing?
11. In what way does the library handle vendor-supplied MARC records, and what current processes could be improved?
12. Does a library staff update catalogue authority records, or does the library use an outsourced service?

Administrative processes:

13. Does a library staff handle user record uploads and updates, or is the process automated between the SIS and ILS or other system?
14. What tools are used to demonstrate library value and collection use? How could these be improved?
15. What standard or industry reports (e.g. HLLR, ARL) or quality assurance indicators are currently provided from the college library?

Vision for shared systems:

16. Survey HLLR representatives to identify the vision for shared systems:
 - Student access to a shared system
 - Closed vs linked open system
 - Levels of independence and cooperation between shared sites

Deliverable 3: Review of the ILS and Library Services Platform marketplace

A review and analysis of the ILS and Library Services Platform options suitable for an academic library consortium. It is expected that this section of the environmental scan will build on existing literature and available resources such as Marshall Breeding's Library Technology Reports, the International Coalition of Library Consortia (ICOLC), the Ontario Council of University Libraries (OCUL) and their Collaborative Futures project, and others as deemed appropriate. Coverage should include the following:

1. Proprietary ILS/LSP
2. Open source options
3. Hybrid solutions

Deliverable 4: Final report. Recommendations document based on the outcomes of the environmental scan to inform future phase(s) of this project.

3.3 Methodology

Develop a detailed project plan that demonstrates how the goals, deliverables will be met.

HLLR and OCLS will endeavour to provide research, information and sources relevant to this work.

3.4 Project Deliverables and Timeframe

The final list of deliverables and timeframe will be determined with the successful proponent at the start of the project. Deliverables should include but are not limited to:

Deliverable	Estimated Delivery Date	Notes
Project plan with description of proposed methodology and schedule of work	At start of project.	
Environmental scan (deliverables 1-3)	24 February 2017	Includes but is not limited to all aspects indicated above in 3.2
Tool(s) and methods used to collect information on library systems	17 March, 2017	See below, item 3.
Final report of recommendations	17 March 2017	
Completion of the project and acceptance of the final report	30 March, 2017	End of the current fiscal year.
Presentation of the final report	TBD	Presentation of the final report and recommendations to representatives from HLLR and OCLS describing the work done by the proponent and supporting their recommendation.

The final report should include but is not limited to:

1. Summary of the findings, detailed description of the answers/responses yielded in the environmental scan, and any related information.
2. Recommendations based on the outcomes of the environmental scan deliverables and feasibility (etc.) for Phase 2.
3. The tool(s) and methods used to collect information for the environmental scan should be documented for OCLS and HLLR to re-use for future information gathering on college library systems.

4 GENERAL REQUIREMENTS

4.3 Bid contact person

The proponent shall provide a single person to whom all requests for clarifications or additional information may be addressed. Name, telephone, fax, and email contact information is required.

4.4 Company Profile

The proponent shall provide a brief profile of your company and information demonstrating relevant experience and qualifications.

4.5 References

Proponent shall provide three references for work requiring similar knowledge and capacity. Contact information for each of the three references shall be provided.

5. BIDDING FORM

OCLS RFQ Proposal #2016-002 *"RFQ to Explore Shared Library Systems"*

Proponent:

Company Name:

Address:

Signature of Signing Officer:

Print Name / Title of Signing Officer:

Bid Contact Person:

Telephone / Fax / Email for Contact

Date Bid is Valid until (DD/MM/YYYY):

In order to ensure that all bids are based on the same terms, proponents should list all bid revisions or updates that they have received and whose terms are incorporated in their bids.

List Bid Revisions / Updates:

Appendix A: Ontario's 24 publicly-funded Colleges of Applied Arts and Technology

Algonquin College
Boréal (Collège Boréal)
Cambrian College
Canadore College
Centennial College
Conestoga College
Confederation College
Durham College
Fanshawe College
Fleming College
George Brown College
Georgian College
Humber College
La Cité collégiale
Lambton College
Loyalist College
Mohawk College
Niagara College
Northern College
Sault College
Seneca College
Sheridan College
St. Clair College
St. Lawrence College

List of Ontario Colleges and more details about the libraries and learning resource centres can be found at <https://www.ocls.ca/colleges>

Appendix B: Colleges Union Catalogue / COLLECT

Colleges Union Catalogue (CUC)

OCLS hosts and maintains the Colleges Union Catalogue (CUC), a publicly available, shared resource comprised of bibliographic records drawn from the colleges' libraries. Ontario's college libraries have maintained a union catalogue for several decades. The CUC upholds a high standard of bibliographic record by ensuring that additions to the catalogue meet minimum requirements; as a collective resource the CUC also prevents a duplication of record creation and management efforts. The catalogue is updated regularly by drawing on new and modified records from the bibliographic databases of contributing colleges. Technical support is available through the OCLS Help Desk for any CUC-related problems such as uploading or removing records. The management and maintenance of the Colleges Union Catalogue is a core OCLS service, and the Colleges Union Catalogue and Libraries' Digital Repository Steering Group (CUCLDRSG) directs this work. In addition to maintaining the quality and integrity of the CUC, the steering group oversees the development of Collect, allowing the legacy union catalogue to evolve as library collections increasingly include digital resources.

COLLECT: College Libraries Central

COLLECT is the public search interface for the CUC. This discovery interface enables users to search the collections of all 24 college libraries from one location, and in addition to linking to catalogue records, collections of ebooks and videos can be accessed directly through the COLLECT website. Readily available and easily searchable digital collections are important as colleges increasingly adopt online or blended models of teaching and learning.

COLLECT can be found at <http://searchcollect.ca/>

Appendix C: The eBook Consortium

The goal of the eBook Consortium Project is to research and develop a consortial ebooks solution for Ontario college libraries.

The eBook Consortium Project aims to develop infrastructure to jointly acquire and manage ebooks and to establish a core ebook collection common to participating Ontario colleges. To assist college libraries in managing these resources more efficiently, the Consortium Project will set up a common process for the selection, acquisition, management, and delivery of electronic books, as well as a shared digital repository to streamline cataloguing and improve access to this material by students and faculty.

The goals of this project are for colleges to:

- Have a sustainable, common acquisition strategy for ebooks, with a dedicated budget and a structure for flexible, evidence-based selection of materials (governance)
- Benefit from attractive pricing and licensing conditions achieved through collective negotiation (licensing management)
- Offer fast and convenient access to these materials for all its students, staff and faculty through efficient content discovery (metadata management)

PARTICIPATING COLLEGES

The following colleges are participating in the eBook Consortium Project:

1. Algonquin
2. Boréal
3. Cambrian
4. Centennial
5. Conestoga
6. Confederation
7. Durham
8. Fanshawe
9. Fleming
10. George Brown
11. Georgian
12. Humber
13. La Cité
14. Lambton
15. Loyalist
16. Mohawk
17. Niagara
18. Northern
19. Sault
20. Seneca
21. Sheridan
22. St. Clair
23. St. Lawrence

Appendix D: SirsiDynix ILS Consortium

The SirsiDynix ILS Consortium is made up of the group of Ontario college libraries who share the SirsiDynix Symphony Integrated Library System (ILS). The SirsiDynix ILS is hosted by OCLS who, on a cost recovery basis, manages the contract with SirsiDynix, and maintains a service level agreement with the participating colleges. OCLS provides a Help Desk and ticket tracking service as well as manages the relationship with the vendor for the colleges.

In their hosting and management capacity OCLS performs system level maintenance on the ILS, works with the colleges and SirsiDynix to resolve new or outstanding problems, and assists the colleges by managing their circulation, cataloguing and other ILS-related policies as needed and as requested. The members of the Consortium pay an annual fee to OCLS to cover the service costs.

PARTICIPATING COLLEGES

The following colleges are participating in the SirsiDynix ILS Consortium:

1. Algonquin
2. Centennial
3. Conestoga
4. Confederation
5. Fleming
6. George Brown
7. Georgian
8. Humber
9. La Cité
10. Northern
11. Sault
12. Sheridan
13. St. Lawrence

Appendix E: askON Virtual Reference

askON is a real-time chat & SMS research and information service developed by Ontario libraries and Ask Ontario. Participating college libraries contribute staff to askON's collaborative schedule.

Participating libraries' staff and volunteer interns respond to questions on a wide range of subjects. askON accepts requests from visitors outside participating libraries but may, depending on the availability of resources, refer visitors to their local library.

More information about the askON Virtual Reference service can be found at <http://www.ocls.ca/services/askontario>

PARTICIPATING COLLEGES

The following colleges are participating in the askON Virtual Reference Service:

1. Centennial
2. Conestoga
3. Confederation
4. Durham
5. Fanshawe
6. George Brown
7. Georgian
8. Humber
9. Lambton
10. Seneca
11. St. Clair