

REQUEST FOR PROPOSALS

DIGITAL REPOSITORY SERVICE (“PA PHOTOS AND DOCUMENTS”)

ISSUED BY
HOSTING SOLUTIONS & LIBRARY CONSULTING (HSLC)



3600 Market Street, Suite 550
Philadelphia, PA 19104-2649
Attention: Maryam Phillips, Executive Director
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www.hslc.org

ISSUED ON
April 2, 2018

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PART I

GENERAL INFORMATION

I-1. PURPOSE

Hosting Solutions & Library Consulting (HSLC) seeks proposals for locally-hosted or vendor-hosted software for Pennsylvania's digital repository service. Product demonstrations will be required.

For the purposes of this RFP, digital repository service shall be a term interchangeable with the service known as PA Photos and Documents, formerly known as the Access PA Digital Repository. *Offeror*, *Contractor*, and *Vendor* are also used interchangeably within this RFP.

Solutions proposed will be evaluated on ability to deliver the objectives within this RFP, regardless of product name. The selected system must be flexible, efficient, intuitive, and easy to maintain and sustain. Proposals will be rated on all of these factors. See Part IV for detailed Work Statement.

Flexibility

- System must comply with all NISO standards including compliance with Section 508 for ADA accessibility. Any failure to meet any specification of either must be detailed with plans provided for meeting the standard.
- System must allow configuration by HSLC to customize and brand the user experience.
- System must operate effectively on a variety of device platforms, whether computer-based or mobile.

Reliability

- System is expected to be operational 24/7/365 with redundancy and reliability measures that prevent service interruptions.
- System must deliver consistently high performance to users with all types of Internet connections whether high-speed or not.

Intuitiveness

- System must offer user-friendly interfaces for staff and the general public. The ability to integrate with social networking tools is required.
- System must provide an easy-to-find and easy-to-use Help section for end-users.
- System must employ built-in reporting capabilities that are easy to navigate and customize for library collection of data.
- System must provide easily accessible documentation on features and functionality for staff.

Maintenance & Security

- Data should be protected against loss.
- The software shall use Secure Socket Layer (SSL) and/or Transport Layer Security (TLS) protocols to protect patron privacy.

Sustainability

- The system must remain affordable to own and operate, with multi-year pricing provided.

I-2. ISSUING OFFICE

This RFP is issued by Hosting Solutions & Library Consulting (HSLC), Philadelphia PA.

I-3. SCOPE

This RFP contains instructions governing the proposals to be submitted and the material to be included therein; a description of the service to be provided; requirements that must be met to be eligible for consideration; general evaluation criteria; and other requirements to be met by each proposal.

I-4. BACKGROUND

POWER Library is a service of the Office of Commonwealth Libraries, Pennsylvania Department of Education, and is hosted by HSLC at www.powerlibrary.org. The POWER Library portal offers Pennsylvania residents access to four services: a statewide union catalog, the ability to chat with a librarian, access to e-resources, and access to digital collections uploaded by POWER Library participants.

HSLC solicits proposals from qualified Offerors to provide software and support for the digital repository service PA Photos and Documents (formerly known as the Access PA Digital Repository). This repository service is available to all POWER Library participants. HSLC currently hosts two systems locally: one for general collections (with 70 participating institutions and 165 collections) and one for the PA State Archives' Commonwealth of Pennsylvania records (currently with 58 collections but anticipated to grow to several thousand collections over the next two years).

I-5. CONTRACT

HSLC expects to fully execute a contract in time for the project to go live on or before January 1, 2019. HSLC may negotiate with Offerors whose proposals show them to be qualified, responsible, and capable of performing the work. Cost will not be the sole criteria for final selection.

The successful Offeror will be expected to execute a contract for one (1) year with options for up to four (4) one-year renewals.

I-6. REJECTION OF PROPOSALS

HSLC reserves the right to reject any and all proposals received as a result of this request, or to negotiate separately with competing Offerors.

I-7. INCURRING COSTS

HSLC is not liable for any costs incurred by Offerors prior to issuance of a fully executed contract.

I-8. INTENT TO RESPOND

A Vendor intending to respond to the RFP must submit a letter of intent form (Appendix A) via email to HSLC Executive Director, Maryam Phillips, at phillips@hslc.org by **April 23, 2018**. Should a Vendor have a question from April 2, 2018 through April 23, 2018 hereafter, the “open period”, HSLC will provide the questions and answers to all respondents who returned the letter of intent form. Address questions about the RFP to Maryam Phillips, Executive Director HSLC at phillips@hslc.org. Use a return receipt method to ensure your communications are received.

I-9. AMENDMENT TO THE RFP

If it becomes necessary to revise any part of this RFP, HSLC will issue an amendment to all Offerors who returned the letter of intent form.

I-10. RESPONSE DATE

To be considered, four originals and one electronic copy of the proposal with supporting documents must be received by Maryam Phillips, Executive Director, HSLC, 3600 Market Street, Suite 550, Philadelphia, PA 19104-2649 **on or before Monday, April 30, 2018 at 4 P.M. Eastern Time**. Offerors mailing proposals should allow sufficient delivery time to ensure timely receipt of their proposals, and should supply the tracking code(s) to HSLC. Offerors may email the electronic copy to Maryam Phillips, at phillips@hslc.org, provide it on a CD/DVD or flash drive, or upload it to the HSLC FTP server (connection information to be provided upon request). Use Return Receipt to confirm delivery of emailed proposals. Proposals may also be hand-delivered to the above address. **No faxes please.**

Email all questions regarding the RFP or its process to Maryam Phillips at phillips@hslc.org.

I-11. PROPOSALS

To be considered, Offerors must submit a complete response to the RFP, using the format provided in Part II. Each proposal must be submitted with no fewer than four originals and one electronic copy to HSLC for use by the evaluation team. An official who is authorized to bind the Offeror to its provisions, including costs for the initial and renewal periods, must sign your proposal. Your proposal must remain valid for at least one hundred twenty (120) days. Moreover, the contents of the successful bidder's proposal will become contractual obligations within any subsequent contract or agreement.

I-12. PROPOSAL PREPARATION

Proposals should be complete, indexed by section, and provide a straightforward description of the Offeror's ability to meet the requirements of the RFP.

Responses to the RFP must contain the following:

1. Legal name and mailing address of the Offeror.
2. Name, title, mailing address, email address, and telephone number of the person responsible for approving and submitting the information provided.
3. The name, title, email address, and telephone number of a person who can be contacted to discuss questions regarding the technical specifications outlined in the proposal if different from the person in I-12, 2.
4. Complete, concise responses to all items listed in the Work Plan, the Offeror's capability to handle the items, and to items listed under the Cost and Price Analysis.
5. A timetable of the activities involved.

I-13. ORAL PRESENTATION

HSLC will review all proposals. Companies that submit proposals will be required to make an oral presentation and/or demonstrate their system to HSLC and/or representatives from Pennsylvania libraries. Such product demonstrations provide an opportunity for the Offeror to clarify the proposal and substantiate information sufficiently to ensure thorough mutual understanding. HSLC will schedule these presentations as necessary.

I-14. PRIME CONTRACTOR RESPONSIBILITIES

The selected Offeror will be required to assume responsibility for providing all services offered in the proposal whether or not its company produces them or provides them via a sub-contractor arrangement. HSLC will consider the selected Offeror to be the sole point of contact with regard to contractual and support matters.

I-15. DISCLOSURE OF PROPOSAL CONTENTS

All information provided in proposals will be held in confidence and except for the selected proposal, will not be revealed or discussed with competitors. All other material submitted becomes the property of HSLC and may be reviewed and evaluated by any person other than competing bidders at the discretion of HSLC. HSLC reserves the right to use any or all ideas presented in any reply to the RFP. Selection or rejection of your proposal does not affect this right. Following an award, contract and cost information is subject to public disclosure upon request.

I-16. STANDARD CONTRACT

Attach a Standard Contract with Service Level Agreement as Appendix B of your proposal. No part of this contract may be subcontracted without the written permission of HSLC.

I-17. DEBRIEFING CONFERENCES

Contractors whose proposals are not selected will be notified of the name(s) of the selected contractor(s) and will be given the opportunity to be debriefed if requested. HSLC will schedule the time and location of the debriefing.

I-18. NEWS RELEASES

News releases pertaining to this project will not be issued without prior review and approval by HSLC.

I-19. COST DATA

The price section of the proposal must be bound and sealed separately from the main technical proposal document.

Failure to meet this requirement will result in automatic disqualification of the proposal.

I-20. RIGHTS IN DATA

The term data, as used herein, includes reports and other materials, which are required to be delivered or are generated under this agreement. It does not include the Offeror's financial reports, software programs to which the Offeror holds copyright or other information incidental to agreement administration.

Defense of suits: Offeror shall defend any suit or proceedings brought against HSLC or the PA Department of Education, including the Office of Commonwealth Libraries, due to any alleged

infringement of any copyright arising out of the performance of this agreement, including any suit or proceeding relating to work, services, materials, reports, studies and computer programs provided by the Offeror; provided, that HSLC shall provide prompt notification in writing of such suit or proceedings, together with full right, authorization and opportunity to conduct the defense of the same. If principles of governmental or public law are involved, HSLC may participate in the defense of such action. Contractor shall pay any damages and costs awarded therein against HSLC. If information and assistance are furnished by HSLC at the contractor's written request, it shall be at the contractor's expense, but the responsibility for such expense shall be only that within the contractor's written request. If any of the materials, reports, studies and computer programs provided by the contractor are held to constitute infringement and the use or publication thereof is enjoined in such suit or proceeding, the contractor shall, at its own expense and at its option, either procure the right to publish or discontinue use of such infringing materials, reports, studies or computer programs, replace them with non-infringing items, or so modify them so that they are no longer infringing. The obligations of the contractor under this paragraph continue without time limit.

I-21. NONDISCRIMINATION CLAUSE

The Offeror shall comply with all Local, State and Federal laws prohibiting discrimination in hiring or employment opportunities. In the event of the grantee's noncompliance with the nondiscrimination clause of this Agreement or with any such laws, this Agreement may, after hearing and adjudication, be canceled, terminated or suspended in whole or in part, and the grantee may be declared temporarily ineligible for further Commonwealth agreements, and such other sanctions may be imposed and remedies invoked.

I-22. LIMITED OR NON-AWARD

HSLC reserves the right to not award a contract as a result of this RFP:

1. if it does not receive proposals which, in its judgment, adequately and reasonably address the requirements of this RFP;
2. if, in its judgment, the costs proposed are not in line with benefits to be received; or
3. if sufficient funds are not available.

HSLC reserves the right to make one or more awards, either in whole or in part, and reserves the right to enter into negotiation, with one or more Offerors, to close the gap between what is requested and what is offered.

I-23. TIMELINE

April 2, 2018	RFP Open Period Begins
April 23, 2018	Letter of Intent Form Submission Deadline
April 30, 2018	Proposal Deadline
May 1 -31, 2018	Proposal Review, Evaluation, Product Demonstrations
June 15, 2018	Proposal Decision Announced
June 29, 2018	Negotiation of Contract Concludes
July – December, 2018	Implementation Period, including Training Online (Live Webinar or Self-paced) and/or In-person
January 2019	Go Live

Offeror is to supply a timeline for tasks associated with migration, implementation, and launch of the new system(s).

PART II

INFORMATION REQUIRED

Proposals must be submitted in the format outlined below. To be considered, the proposal must respond to all requirements in this part and Part IV of the RFP. Use the RFP section numbers in your responses. Any other information thought to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal.

II-1. UNDERSTANDING OF PROJECT SCOPE

State in succinct terms your understanding of the products and services required by this RFP.

II-2. MANAGEMENT SUMMARY

Include a short, one page or less, narrative description of the system, services, and products to be provided by the Offeror.

II-3. WORK PLAN

Describe in narrative form a technical plan for providing the digital repository service software and hosting if applicable, providing a proposal that is complete and comprehensive with emphasis on being clear and concise. Use the Detailed Work Statement in Part IV of this RFP to provide the detail that accompanies your narrative. Provide a table of contents.

II-4. PRIOR EXPERIENCE

Include your company's experience maintaining a minimum of two systems of similar size and scope. Experience shown should include work done by individuals who will be assigned to this project as well as that of your company. Studies or projects referred to should be identified with the name of the customer, including the name, address, URL of the customer's system, email address, and telephone number of the responsible official of the customer, company, or agency who may be contacted.

II-5. PERSONNEL

Describe work done by individuals who will be assigned to this project, including the specific representative assigned to coordinate this project. Provide general descriptions of the educational background and specific experience with libraries, museums, or archives for personnel with whom HSLC will be expected to work on a regular basis.

II-6. COST AND PRICE ANALYSIS

- A. Provide pricing that includes unlimited access statewide by end users.
- B. Detail all direct and indirect costs associated with this proposal, including any related to scalability of the system(s).
- C. Submit separate price quotes for cloud-hosted and locally-hosted systems, as applicable.
- D. Software:
Include a price quote for each software module proposed, including initial licensing and ongoing maintenance and upgrades, describing in detail the basis for pricing. Indicate whether license costs are annual or perpetual. Where there are pricing alternatives, offer and describe each in full. Pricing shall include detailed license costs associated with providing multiple permission levels of individual library staff accounts. Show the limit of price increases over the life of the proposed contract. **Clearly identify any pricing for custom development, optional, and/or add-on services or products, such as OCR capability.**
- E. Hardware:
Include any hardware costs required to implement the proposed system. Provide minimum hardware requirements for staff workstations.
- F. Provide minimum bandwidth specifications for end users to optimally use the proposed system.
- G. Describe costs associated with providing at least one representative to present training sessions and to supply training documentation for all participating libraries.
- H. The information requested in this section is required to support the reasonableness of your quotation and is for internal HSLC use only. Submit maintenance costs for the initial year, year two, year three, year four, year five, and then a total for all five (5) years.
- I. Vendor shall agree to an invoice period matching fiscal year October 1 – September 30.
- J. Vendor shall pro-rate Year One costs based on contract notice to proceed, estimated on or before January 1, 2019, including payments associated with milestones during implementation.
- K. Vendor shall propose flexible payment schedules, such as quarterly or semi-annual billings for licenses and/or maintenance.
- L. Vendor shall describe any discounts extended to POWER Library/Access Pennsylvania participant libraries for other products or services the company offers.

PART III

CRITERIA FOR SELECTION

III-1. REVIEW PROCESS

A committee of qualified individuals as selected by HSLC will review and evaluate all proposals using a scoring system of 100 possible points. This committee will recommend for selection the proposal that most closely meets the requirements of the RFP; or it may recommend the rejection of any or all proposals.

III-2. CRITERIA

The following criteria will be used in evaluation of proposals. A total of 100 points represents the highest score possible. Criteria will reflect the underlying principles expressed in Section I – General Information.

A. Understanding the Requirements (15 points)

1. Proposal adequately demonstrates the ability to provide:
 - a. A system that can be managed at the system-wide administrative and local administrative levels.
 - b. Ability to locally brand the end user and staff interface
 - c. Ability to enhance the user experience with social networking integration
 - d. Compatibility with a wide range of operating system environments, browsers, and platforms
 - e. Availability to support a large number of simultaneous users
 - f. Capacity to handle the projected demand of simultaneous users

B. System Support (10 points)

1. Proposal adequately demonstrates the ability to provide:
 - a. A flexible and realistic migration/implementation timeline
 - b. Quality training and documentation
 - c. Availability of useful management reports
 - d. Time frame during which technical support is available
 - e. Level of technical support offered

C. Contractor Qualifications (10 points)

This refers to the ability of the contractor to meet all terms of the RFP, including client satisfaction with projects of similar size, scope, and complexity, as evidenced by contractor's references, contractor's longevity, and financial ability to undertake the project.

D. Personnel Qualifications (10 points)

This refers to the competence of professional personnel who will be assigned to the implementation by the contractor, as detailed in II-5. Qualifications will be measured by the extent of education and experience relevant to the project, such as experience providing training or experience in working with established library and/or archival standards, formats, and products.

E. Soundness of Approach (20 points)

Emphasis here is on the technical approach for providing a shared system of the size and scope specified, for providing a complete range and functionality of library system modules, and for managing the services provided. Of equal importance is whether the approach is completely responsive to all the written specifications and requirements contained in the RFP.

F. Cost (35 points)

The costs proposed are in line with the benefits to be received. While cost will be weighted heavily, it will not be the sole deciding factor in the selection process.

PART IV

DETAILED WORK STATEMENT

IV-1. GENERAL REQUIREMENTS

- A. Your company must have a minimum of three (3) years' experience/existence as a corporate entity (current corporate entity or predecessor[s]) providing digital repository software and/or hosting. Confirm compliance with this condition.
- B. Your company must have the ability to provide a digital repository system accommodating no less than 25 simultaneous staff users, and an unlimited number of public users through a web interface.
- C. You must provide at least three customer references (name, institution, and phone number). References should include current statewide or large collaborative digital repository services.

IV-2. OBJECTIVE: HSLC wishes to procure a digital repository system for collection creation, management, and availability online. Vendor should describe the extent to which the software offers the functionality listed below. Indicate which features are available now, and which are in development. If in development, indicate the timeline to full functionality. Vendor should provide access to a live demonstration website or otherwise provide a mechanism for verification of functionality and other claims made in this proposal.

IV-3. SYSTEM REQUIREMENTS

PA Photos and Documents is a service managed by HSLC staff with two systems: one serving 70 participating institutions with 165 collections as of April 2018, and one serving the Pennsylvania State Archives, currently with 58 collections but growing over time to over one thousand collections. The service is available to all POWER Library member institutions that wish to use the service. See Appendix C for more information.

In the current system environment, HSLC staff manages system level tasks including the creation of collections and their associated settings, running system-wide reports, creating system-wide scripts, adding/removing new staff users, and maintain the hardware and software. Local collection managers add, edit, and delete digital objects and metadata in collections.

Offeror should respond to the System Requirements section keeping the current environment in mind.

For Section A, "User Front End/Presentation," and Section B, "Staff Interface/Data Management," Vendor should describe the extent to which the software offers the functionality listed. Vendor should provide access to a live demonstration website or otherwise provide a mechanism for

verification of functionality and other claims made in this proposal. In the case of functionality described, note the ability to comply using these terms:

In general release – now available

In test – provide the anticipated date available

In development – provide the anticipated date available

In planning – provide the anticipated date available

Custom development necessary – provide the cost and anticipated schedule for completion

IV-4 A. User Front End/Presentation

1. (End User Experience) Presents easy-to-use search and display interfaces.
2. (End User Experience) Offers a robust and customizable search experience. Outline searching, sorting and limiting capabilities. Full-text search results should be highlighted inside the text at the page-level.
3. (End User Experience) Offers a robust and customizable image viewing experience. Allows for the user to pan and zoom images.
4. (End User Experience) Is available from multiple browsers and mobile devices with a responsive design. Specify the platform(s) (Windows, Macintosh, UNIX, mobile, etc.) and versions under which the staff and public interfaces operate.
5. (End User Experience) Interacts with a discovery layer. List those supported.
6. (End User Experience) Uses secure SSL/TLS protocols.
7. (End User Experience) Is ADA compliant/accessible.
8. (End User Experience) Presents compound objects with attached items when appropriate.
9. (End User Experience) Offers thumbnail images that link to larger images.
10. (End User Experience) Offers the ability for crowd-sourced transcription of item text.
11. (End User Experience) Provides the ability to download items in multiple derivative formats. List those supported.
12. (End User Experience) Provides the ability to have a permanent link (Permalink) to each digital object, simple or compound. Provides the ability to link directly to a single page of a compound object.

13. (End User Experience) Offers the ability to create citations for digital objects.
14. (End User Experience) Ability to customize the web presence for the front page of the repository, collection landing pages, or add other custom webpages either natively or by linking to a separate website.
15. (Social Media) Integrates/shares with popular social media platforms. List those supported.
16. (Social Media) Allows the addition of user comments to compound objects and items.
17. (Media) Offers a media player for audio and video objects.
18. (Media) Offers a streaming media player or support for links to a third-party streaming media player.
19. (Design) Offers a customizable front-end interface. HSLC desires the ability to customize the interface to be similar in appearance to the powerlibrary.org portal.
20. (Design) Local distributed branding. Offers the ability to uniquely brand each collection.

IV-4B. Staff Interface/Data Management

1. (Collection Creation) Staff Client. If a plug-in or download is required on the part of staff in order to manage collections, vendor should describe that process in full. Any installation, no matter how small or unobtrusive, is considered a download. Downloads are strongly discouraged, but are acceptable if necessary in order to access full functionality. Those that require negligible effort on the part of staff are preferred.
2. (Collection Creation) Bulk ingest of objects by collection managers. Allows collection population by upload of multiple items in the same process. Explain the process.
3. (Aggregation) Provides OAI-PMH harvesting by external sources.
4. (Aggregation) Provides OAI-PMH data harvesting from external sources for the purpose of aggregation.
5. (Collection Management) Distributed/Local Collection Management. Allows management of collections by local staff.
6. (Collection Management) Embargo items. Allows the suppression of one or more digital items while still providing access to the items' metadata.
7. (Data Support) Export Metadata. Allows the export of collection or item metadata.
8. (Data Support) Export Collections. Allows the export of one or more collections for transfer to another system.

9. (Data Support) Import. Allows the import of one or more collections from another similar or dissimilar system.
10. (Data Support) Multiple Image Format Support. Supports standard image formats, including but not limited to TIFF, JPG, PDF, PNG, and TEXT. List those supported.
11. (Data Support) Multiple A/V Format Support: Supports standard audio and video formats, including but not limited to MP3, WAV, MPEG, and MP4. List those supported.
12. (Data Support) Hosted - Local data mirror/storage. Provides the capability for redundant systems and data.
13. (Metadata) Qualified Dublin Core metadata. Supports the standard Dublin Core metadata standard.
14. (Metadata) MODS metadata. Supports the standard MODS metadata standard.
15. (Metadata) Custom Metadata Application Profile (MAP). Supports the ability to create custom MAP files.
16. (Metadata) Ability to create unlimited number of custom fields. Ability to suppress display of specific metadata fields from view on the public interface.
17. (Metadata) Ability to display HTML links in metadata fields. Describe the HTML support in the metadata and front-end.
18. (Metadata) OCR / Full Text Search. Supports the creation and display of full-text by collection. Note whether this is built-in or uses a third-party program. Note any additional costs in the costs section of your response.
19. (Metadata) Controlled Vocabularies. Supports controlled vocabularies, both system-wide and per collection.
20. (Metadata) Geocoding support. Supports geocoding.
21. (Migration) Migration Utilities. Supports and provides tools for migration, if needed, from the current locally-hosted OCLC CONTENTdm version 6 system.
22. (Migration) Supports and provides tools for export and migration of one or more collections or an entire repository from the vendor's software platform to other repository platforms.
23. (Preservation) Store master file. Provides the ability to retain and store the original images and metadata files either locally or through the cloud.
24. (Preservation) Checksums. Supports checksums for evidence of file data integrity.

IV-4C. Infrastructure

1. Local hosting. Provides the ability for HSLC to install and manage a locally-hosted system.
2. Unlimited collection sizes. Supports an unlimited number of collections, and an unlimited number of items in each collection. Indicate if collection size can be dynamically increased.
3. IIIF support. Supports International Image Interoperability Framework protocols.
4. Linked data support. Allows external access to data in standard formats. List supported formats.
5. Hardware/OS Neutral/Portability. Supports multiple platforms (locally-hosted only). List supported platforms.
6. No required Flash. Provides Interfaces without the need for Adobe Flash support.
7. High Availability. Provides 99.9% uptime to public and staff.
8. API Support. Offers the ability to enhance the system using APIs.
9. Robust and scalable platform. Provides a platform that easily supports increased growth. Provide detailed cost information for various sizes of systems and/or storage. See Appendix C.
10. Security profiles (fine-grained access). Offers the ability to assign granular authorization/authentication by collection or collection group.
11. Distributed security. Allow the assignment of privileges by a group manager to collection managers within that group.

IV-4D. Other Functionality

Describe any other features, options, or services not addressed elsewhere in this document.

IV-4 E. Implementation and Training

1. Provide a proposed implementation timeline for the project including migration steps. This should include an overall timeline for the entire project (assumed to take place over a period of 4 - 6 months).
2. Document, in detail, the training that will be available for HSLC and library staff to learn how to use and support the systems. Also indicate any available interactive self-training materials. List each course, its length, and the intended audience. Provide a detailed diagram of your proposed training program, keyed to a point in time during the installation schedule. Include the costs for the training in the separate Cost section of your proposal. Include costs for both in-person and online training.

3. Is access to a training server available for collection manager training sessions on demand?
4. What provisions are there for “train the trainer” programs?
5. Does your company support training via videoconferencing?
6. Provide details on the Help capabilities of the system for patrons. How does a user request help? How extensive is the help available? How easy is it to use? Give examples.
7. What online tutorials are proposed for end users?

IV-4 F. Documentation – Provide copies of, or links to all documentation for the proposed system

IV-4 G. Administration and Management

1. Software Administration

The current digital repository service consists of two levels of administration; local and system-wide. HSLC administers the system-wide parameters, and individual libraries that staff the service manage local collections via a project client. Vendor should describe and demonstrate experience in providing software and support in this environment.

2. Statistics

Vendor should provide detailed description of the statistics that are generated, gathered, and compiled by the software. Vendor should indicate to what extent the software may be modified to change the statistics gathered. Vendor should describe available statistics for both institutional and system-wide administrative accounts. Describe the method by which statistics are extracted from the program, including any specialized statistics interface. Describe any reports generated by your software, and report formats available.

3. Describe the type of system-level and local activity report(s) your system can generate. Provide examples.
4. Indicate if local or system-wide reports can be scheduled.
5. Indicate how local or system-wide reports are retrieved by users, and if they can be delivered via email to users.
6. Indicate compatibility with Google Analytics or other forms of statistical report systems for gathering usage data.

IV-4 H. Performance

1. Indicate your system’s anticipated and guaranteed up-time. Spell out the guarantees in detail, within your sample SLA (Appendix B) including any penalties imposed should these not be met.

2. Provide details on redundancy of the system, including whether a backup system can be deployed (and how quickly) in the event that the primary system goes down.
3. Indicate what level of simultaneous use and end user use will impact system performance, and to what degree.
4. Does the operation of the report generator adversely impact performance on live operations of the system?
5. Provide examples of how your company maximizes system up-time, citing current customers.

IV-4 I. System/Software Updates

1. Indicate the typical process for development of new functionality and number of expected improvement releases per year. Note typical scheduled downtime to be expected.
2. Provide the process for submitting and implementing enhancement requests for changes to system functionality.

IV-4 J. Customer Community

1. Provide any information on national or regional user groups for the proposed system.

IV-4 K. Support and Maintenance

1. Speed, reliability, and customer service are of utmost importance in this type of application. If software is hosted or installed remotely, Vendor should supply evidence of product response time and system availability. Vendor should provide a copy of their standard Service Level Agreement, guaranteeing level of system availability, if such a document exists.
2. Detail here your problem resolution process. During what hours is support available? How do you charge for support outside of normal business hours? How responsive will the support be, and will you put this in a contract? What means are used to access support (e.g. toll-free telephone, e-mail, web page, online help desk, etc.)? Be sure to detail costs as part of Section II-6 of the proposal.

IV-4 L. Security and Backup of Data

1. Describe security levels and password protection employed to restrict access to records or functions.
2. Confirm where deployment of SSL/TLS or HTTPS secure transactions occurs in your system.
3. Define what operating system updates and patches are to be performed by HSLC vs. your company.

4. The system must provide for continuous backup of all transactions, so that completed transactions are not lost.
5. Define the period of time statistical and log data is retained.
6. Confirm whether all or parts of the system continue to be available for access during the backup procedure.

IV-4 M. COPYRIGHT

1. HSLC operates as a contractor for the PA Department of Education, and the Office of Commonwealth Libraries, which holds copyright to all work developed by HSLC. Offerors are to clearly indicate what software and products are the exclusive copyright of the company.

APPENDIX A

**Intent to Respond Form
REQUIRED FROM ALL OFFERORS**

REQUIRED: All offerors are required to complete and email this form to **phillips@hslc.org** in order for their proposal to be eligible for consideration.

DEADLINE: Monday, April 23, 2018 - 4:00 P.M. Eastern Daylight Time

In compliance with the requirements of the Hosting Solutions & Library Consulting's RFP for digital repository software and hosting, the following individual or business is hereby indicating intent to submit a proposal:

Company _____

Name _____

Address _____

Address (City, State, Zip) _____

Email Address _____

Website _____

Representative for all Communication related to the proposal:

Name _____

Title _____

Phone Number _____

Email Address _____

Email all questions and communication regarding this RFP to:

Maryam Phillips, Executive Director

phillips@hslc.org

(Use Return Receipt to confirm delivery)

APPENDIX B

**SAMPLE CONTRACT
SERVICE LEVEL AGREEMENT**

Include your sample contract and/or SLA here.

APPENDIX C

SYSTEM SUMMARY AND STATISTICS

POWER Library's PA Photos and Documents service currently consists of two systems, both using OCLC's CONTENTdm 6 software running under the Debian OS in a locally-hosted environment. Public access and searching is available via the POWER Library Portal (www.powerlibrary.org/collections) or directly on the desired system. Staff access is available through a Project Client to separate admin servers linked to the public servers.

System 1 – digitalcollections.powerlibrary.org

This system supports 70 participating institutions, houses 165 active collections, and uses 4.3TB of disk space. Collection types include newspapers, yearbooks, photographs, postcards, posters, correspondence, books, and audio files. The smallest collection contains one object. The largest collection, a local newspaper, contains 5,944 compound objects with 169,880 associated images and uses 737GB of disk space.

For the period Jan 1, 2017 – Dec 31, 2017, this system received the following usage:

Users:	54,162
Sessions:	80,741
Pageviews:	708,977

System 2 – psa.powerlibrary.org

This system houses the Pennsylvania State Archives Microfilm Collection containing Pennsylvania government records. It currently contains 58 collections and uses 366GB of disk space. When fully populated, this system will contain over one thousand collections and use approximately 15TB of disk space.

This system is still in development and is not yet available to the public, so no usage statistics are available.