REQUEST FOR PROPOSALS FOR
POLARIS ILS - SYSTEM ADMINISTRATION SERVICES

Released: Tuesday, November 1, 2011
Closes: Tuesday, November 15, 2011

Paula Barnes, Director
North Olympic Library System
2210 South Peabody Street
Port Angeles, WA 98362
360-417-8525 • Director@nols.org

NOLS
NORTH OLYMPIC
LIBRARY
SYSTEM

1. INTRODUCTION AND GENERAL INSTRUCTIONS

A. The North Olympic Library System (the "Library"), announces requirements for System Administration (SA) services required for the administration of, and staff training on, the Polaris Integrated Library System (ILS).

B. All qualified individuals and firms interested in providing these services to the Library are invited to respond to this Request for Proposals (RFP).

C. The Library reserves the right, without penalty, to add, remove, modify or otherwise update the RFP, in any way the Library sees fit, provided that such modifications shall be submitted with due notice prior to the deadline for submission.

D. This invitation does not commit the Library to pay any costs incurred in the preparation of proposals nor commit the Library to select any proposer that responds.

E. The Library reserves the right to waive any irregularities or informalities in procedure, and to reject any or all proposals without penalty. Any and all submissions may be rejected for any cause. Further, the Library reserves the right to cancel the project with or without reason.

F. Consultants shall comply with all management and administrative requirements established by the Washington Administrative Code (WAC), and the Revised Code of the State of Washington (RCW), and any subsequent amendments or modifications, as applicable to providers licensed in the State of Washington.

2. HOW TO RESPOND TO THIS RFP.

A. Questions about this RFP. All questions should be directed to Paula Barnes, Library Director, at 360-417-8525 or PBarnes@nols.org. NOLS reserves the right to share answers to questions with other proposers if it is determined that the answer would give unfair advantage to one proposer. Questions may be submitted no later than Friday, November 11, 2011.

B. Proposal submission. To be considered for selection, proposers must submit a complete response to the RFP as defined in this section. Two copies of the entire proposal must be provided in a sealed envelope. Proposals should be marked "NOLS ILS System Administration". Please avoid or limit bindings, glossy covers and other superfluous additions. Proposals must be received at the North Olympic Library System's Administrative Office, 2210 South Peabody Street, Port Angeles, WA 98362 on or before 4:00pm Pacific Standard Time on Tuesday, November 15, 2011.

3. TIMELINE.

The Library desires to begin the contract period on January 2, 2012. Orientation and training will be provided during the first three to six months of the contract period. The contractor will begin transitioning into management of and leadership for the Integrated Library System (ILS) during months 4 through 6. The initial contract period will conclude on June 30, 2013, and can be extended upon mutual agreement of NOLS and contractor.

4. SCOPE OF WORK

A. Background. NOLS operates a Polaris Integrated Library System, Version 4.0 implemented in 2004. Major modules currently in use at NOLS include acquisitions, cataloging, the public catalog, circulation, serials control, outreach and interlibrary loan. Although NOLS has experimented with several different staffing configurations to provide system administration services, for various reasons none have been sufficiently effective. The IT Manager has essentially functioned as the system administrator but she must integrate these duties into her other responsibilities. NOLS' leadership recognizes the System Administrator position is essential for several reasons. Extensive staff training is necessary throughout the organization in order to empower staff to take better advantage of the system. Leadership from the SA in implementing system features and adapting system capabilities will improve library service and help the Library achieve greater operational efficiency. Many procedures and practices need to be put into place in order to improve the management of the system.

B. Objectives to be achieved upon the completion of this project.
1. NOLS staff will have had the experience of working with an experienced ILS System Administrator.
2. The System Administrator will have established and performed, and therefore institutionalized, the essential functions of the SA position, and given structure to the position, which subsequently will be filled as a NOLS staff position.
3. Extensive training of NOLS staff will have taken place, at multiple levels and in all locations, providing identified staff members with a strong, in-depth knowledge of the basic operations and possibilities of the Polaris modules, how they inter-operate and impact each other, and how the system functions organically.

C. System Administrator (SA) qualifications.
Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. Typical education and experience would be:
1. Bachelor's degree or equivalent;
2. At least two years' experience working in a library;
3. At least two years' experience working with networked computer systems; and
4. Valid Washington driver license.

The following knowledge and abilities are also desired:
1. In-depth knowledge of Integrated Library Systems, knowledge of Polaris preferred;
2. Ability to work with computer hardware, software, client/server applications, TCP/IP networking;
3. Familiarity with libraries and library services,

4. Familiarity with current and emerging library trends, services, technologies and practices;
5. Ability to think analytically and to develop new or revised systems, procedures, and work flow;
6. Ability to exercise initiative and independent judgment;
7. Strong customer service attitude; and
8. Strong verbal and written communication skills.

D. Tasks.
1. Coordinates the planning, development and optimization of the Integrated Library System (ILS) and its interoperability with other systems, such as the NOLS website, OCLC and materials vendors' electronic ordering systems;
2. Works with other staff to investigate, troubleshoot, and resolve problems relating to the ILS;
3. Maintains the ILS servers, performing health checks, and managing upgrades in tandem with the ILS provider;
4. Monitors the quality and performance of the public catalog and the bibliographic database; recommends and implements improvements as appropriate;
5. Coordinates upgrades to the ILS, the integration of software add-ons and other projects;
6. Facilitates effective use of the ILS in library operations and recommends improvements to enhance customer service and staff performance;
7. Develops, delivers, coordinates and evaluates ILS and other technology-related training to staff;
8. Acts as liaison and main point of contact with the ILS vendor;
9. Maintains familiarity with the ILS relational database structure and uses Structured Query Language (SQL) to mine data or design custom reports for library staff;
10. Chairs the ILS team; facilitates the development and achievement of the annual ILS workplan;
11. Writes and maintains timely instructions, procedures, manuals and other documentation for using the ILS;
12. Collects statistics and other data and prepares reports as required;
13. Actively participates in committees, work groups and special assignments.

E. Project control and reports. The System Administrator will carry out the work described in this RFP under the direction, supervision and control of the IT Manager, with oversight by the Library Director. There will be continual communication between the System Administrator and library staff at all levels. The SA will submit brief bi-weekly summaries of progress that outline the work accomplished during the reporting period; work to be accomplished during the subsequent reporting period; problems, real or anticipated, that should be brought to the attention of the IT Manager; and notification of any significant deviation from agreed work plans. Regular meetings of the IT Manager, Library Director and SA will be scheduled and coordinated by the SA.

5.   CONTRACT ADMINISTRATOR.

This contract will be administered by the Library Director, North Olympic Library System.

6.   BUDGET.

The project budget is $70,000.

7.   PROPOSAL CONTENT.

A.   Proposals should be brief, concise and responsive to the specific requests in this section. The proposal shall begin with a cover/transmittal letter and be followed by the responses to each of the following sections.

B.   Include a statement about why the individual or firm should be selected to provide the requested services.

C.   Describe the qualifications and experience of the principal and key personnel. Discuss experience with any similar projects as well as any previous library experience.

D.   Describe your approach to this project, how you will complete the responsibilities and tasks outlined in the Scope of Work, your approach to this project and any special ideas, techniques or suggestions that you think might make the project proceed smoothly.

E.   Describe what you think will be the work hours necessary to complete each phase of the project, the time and resources required from the Library, the schedule for completing the work of each phase, and your recommended hourly rate.

8.   INSURANCE.

The successful consultant shall maintain, at its own expense, during the entire term of the contract, sufficient professional liability insurance to cover any damages caused by errors, omissions or negligent acts.

9.   SELECTION OF CONSULTANT.

A.   Proposals will be evaluated by a committee consisting of the Library Director, the IT Manager, and a representative from the Library staff. Proposals will be evaluated on the basis of experience, qualifications, approach to the project, ability to meet schedules, process and methods, overall responsiveness to the RFP, the ability to comply with RFP requirements, and any other factors deemed relevant and in the best interests of the Library.

B.   Final selection will be based on the evaluation of proposals, and may include interviews of some or all of the consultants. The consultant determined best qualified to perform this project will be recommended for contract award to the Library Board of Trustees.

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