

PART 1 - REQUEST FOR PROPOSALS (RFP)

SOLICITATION TITLE: Integrated Library System

SOLICITATION NO. : RFP-2026-0023

Date Issued: October 2, 2026

Pre-Proposal Conference: October 13, 2026 @ 10:00 A.M (CT)
Microsoft Teams Meeting
Join on your computer or mobile app via:
<https://teams.microsoft.com/join/269819436569063?p=7kUksg2815lXzl2uBP>
Meeting ID: 269 819 436 569 063
Passcode: zj6zM9UN
Or call in (audio only)
Conference Number: +1 936-755-1521
Conference ID: 923 873 185#
(Please mute your phone for the duration of the call)

Pre-Proposal Questions Deadline: October 20, 2026@ 10:00 A.M. (CT)

Solicitation Due Date: November 19, 2026@ 4:00 P.M.(CT)

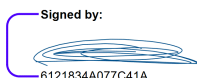
Solicitation Contact Person: Wesley White
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832-393-8008

Project Summary: The selected vendor will provide a fully integrated, cloud-hosted solution consisting of an Integrated Library System (ILS), discovery platform, and mobile application. The proposed solution will replace the Houston Public Library's existing enterprise library management platform and provide a modern, accessible, and user-friendly experience for both library staff and patrons. The scope of this procurement includes software licensing, cloud hosting, implementation, configuration, systems integration, data migration, staff training, technical support, maintenance, security updates, and ongoing software enhancements and upgrades.

NIGP Code: 95638, 20832, 20859

W/SBE Goal: 0%

Important Notice About the City's Early Payment Discount Program: The City's standard payment term is to pay 30 days after the receipt of invoice or receipt of goods or services, whichever is later, according to the requirements of the Texas Prompt Payment Act (Tx. Gov't Code, Ch. 2251). However, the City may pay in less than 30 days, at its option, in return for an early payment discount from the vendor.

Signed by:

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Jedediah Greenfield, Chief Procurement Officer

9/17/2026

Date

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PART 2 – GENERAL INFORMATION

1.0 General Information

The City of Houston (“City”) is currently seeking proposals from qualified firms (hereinafter, “Proposer,” “Contractor,” or “Firm”) to provide a comprehensive cloud-hosted solution consisting of an Integrated Library System (ILS),Discovery Solution, and mobile application.

The City intends to enter into one contract for an initial term of three (3) years with two (2) one-year renewal options, for a total potential term of five (5) years, with the qualified Proposer to assist the City with the aforementioned initiative.

2.0 City of Houston Background

The City is the fourth largest City in the United States and is composed of 23 departments with multiple physical locations throughout the geographical boundaries of the City. The City has approximately 23,000 employees with approximately 500 employees involved in the procurement and/or contracting process. Contracts where the City must pay in excess of \$100,000 are routed to City Council for approval. The annual volume of contracts and purchase orders issued by the City in the last five years has ranged from 19,000 to 23,000.

3.0 Texas Public Information Act

All information submitted to the City is subject to the provisions of the Texas Public Information Act (TPIA), located in Chapter 552 of the Texas Government Code. Proposers may mark any information submitted, including their financial information, as confidential, trade secret, proprietary, or any other designation of choice. The City will notify any proposer should their information be requested under the TPIA and proposers will have an opportunity to assert their own arguments to the Texas Attorney General as to why their information should be excepted from public disclosure.

4.0 Solicitation Schedule

Listed below are the important dates for this RFP.

<u>EVENT</u>	<u>DATE</u>
RFP Issuance	October 2, 2026
Pre-Proposal Conference	October 13, 2026
Deadline for Questions	October 20, 2026
Solicitation Due Date	November 19, 2026
Notification of Intent to Award (estimated)	February 2027
Council Agenda Date (estimated)	June 2027
Contract Start Date (estimated)	July 2027

PART 3 – SCOPE OF WORK

1.0 PURPOSE

The City of Houston’s Houston Public Library (HPL) department is soliciting proposals to provide a comprehensive, fully integrated, cloud-hosted solution consisting of an ILS, discovery platform, and mobile application. This proposed solution must support various library functions, enhance user experience, and ensure the security and privacy of user data.

The proposed solution must be scalable to support additional locations, service points, users, records, and transactions without material service degradation or system reimplementation. Proposers must identify any licensing limits, pricing tiers, or additional charges that would apply to future growth, including the addition of new branches or service points.

The proposed solution and associated services must comply with the City’s Security Addendum and all applicable City information-security and data-privacy requirements. The Proposer must provide, or make available to the City for review, a current SOC 2 Type 2 report addressing the Security and Availability Trust Services Criteria and, where applicable, the Confidentiality and Privacy criteria.

The proposed solution must be delivered as a cloud-hosted Software-as-a-Service (SaaS) solution using a secure enterprise-grade cloud platform, such as Amazon Web Services (AWS) and/or Microsoft Azure. The Proposer must identify the cloud-service provider, hosting regions, data-storage locations, subcontractors or subprocessors, and the respective security and service responsibilities of each party. On-premises hosting proposals will be considered non-responsive.

2.0 BACKGROUND

The City of Houston's public library system is comprised of 44 public service units, including the Central Library, five Regional Libraries, 29 Neighborhood and Express Libraries, three History Research Centers, four TechLink technology centers, a satellite location at Children's Museum Houston, Cafécollege Houston, and Mobile Express.

HPL has one of the largest service areas - both in population and area - in the country. The City of Houston's 2.4 million residents are the primary beneficiaries of a comprehensive customer-focused service delivery strategy.

The HPL System currently has about 897,061 bibliographic records, 2,543,425 item records, 925,167 authority records, 2,194,016 patron records, and 3,567,858 annual circulation transactions. HPL expects growth in the coming years.

HPL seeks an ILS that will provide a modern and intuitive access point for patrons; easy-to-learn functionalities for staff; allow for non-traditional material transactions; secure data storage; support for outreach and non-traditional service points; and future software updates that will adapt to changing expectations and needs.

The following table reflects HPL’s current system profile as of FY2025 and is provided for informational purposes only. HPL is seeking proposals from qualified firms to propose solutions that can scale beyond the current environment without service degradation or re-implementation.

	Current
# of member libraries and branches	40
# of bibliographic records	897,061
# of item records	2,543,425
# of authority records	925,167

# of patron records	2,194,016
# of annual circulation transactions	3,567,858
# of staff workstations *	488
Population served	2.4 million

* This number should reflect only those staff workstations using the ILS software (for example, circulation, cataloging/technical services, system administration, serials, etc.)

3.0 DEFINITIONS

Term	Definition
ADA	Americans with Disabilities Act (ADA) is a U.S. federal civil rights law that prohibits discrimination against individuals with disabilities and requires accessible services, facilities, and digital content.
API	Application Programming Interface (API) is a set of rules and protocols that allow software systems to communicate and exchange data with one another.
BIBFRAME	Bibliographic Framework (BIBFRAME) is a linked-data model developed by the Library of Congress to describe bibliographic information and replace MARC as a primary metadata standard.
Branch	One library location within a multi-branch library system.
CAN-SPAM	The Controlling the Assault of Non-Solicited Pornography and Marketing (CAN-SPAM) Act is a U.S. law that establishes requirements for commercial email messages and recipient opt-out rights.
CollectionHQ	A third-party library analytics and collection management service used to support evidence-based collection development and decision-making.
CSV	Comma-Separated Values (CSV) is a plain-text file format used to store tabular data, where values are separated by commas.
DOI	Digital Object Identifier (DOI) is a persistent identifier used to uniquely identify digital objects such as articles, datasets, or other electronic resources.
Dublin Core	Dublin Core is a standardized metadata schema used to describe digital and physical resources using a core set of descriptive elements.
EAD	Encoded Archival Description (EAD) is an XML standard used to encode archival finding aids and describe archival collections.
EDI	Electronic Data Interchange (EDI) is a standardized method for exchanging business documents, such as orders and invoices, between organizations electronically.
HPL	Houston Public Library.
idP	Identity Provider (IdP) is a system that authenticates users and provides identity information to service providers as part of a federated authentication process.
ILS	Integrated Library System (ILS) is a software platform consisting of interrelated applications that support library operations, including acquisitions, cataloging, circulation, discovery, and reporting.
JSON	JavaScript Object Notation (JSON) is a lightweight, structured data format commonly used for data exchange between systems and APIs.
LCSH	Library of Congress Subject Headings (LCSH) is a controlled vocabulary used for subject indexing and retrieval of bibliographic records.
Library	A branch or group of branches operated as a single political or administrative entity.

MARC	Machine-Readable Cataloging (MARC) is a standard format for encoding bibliographic and authority data for use in library systems.
NCIP	NISO Circulation Interchange Protocol (NCIP) is a standard that enables communication between library systems for circulation and patron-related transactions.
OAuth	OAuth is an open authorization framework that allows applications to obtain limited access to user accounts without sharing passwords.
OAI-PMH	Open Archives Initiative Protocol for Metadata Harvesting (OAI-PMH) is a protocol used to harvest metadata records from repositories.
OPAC	Online Public Access Catalog (OPAC) is the public-facing interface that allows users to search and access library collections and services.
OpenAthens	A federated authentication service that provides secure, single sign-on access to licensed electronic resources.
Proposer	An individual or organization that submits a proposal in response to this Request for Proposals (RFP).
RDA	Resource Description and Access (RDA) is a cataloging standard that provides guidelines for describing and accessing library resources.
RDBMS	Relational Database Management System (RDBMS) is software used to create, manage, and query relational databases using structured tables and relationships.
RFID	Radio Frequency Identification (RFID) is a technology that uses radio waves to identify and track tagged items, commonly used in libraries for inventory and circulation.
SaaS	Software as a Service (SaaS) is a software delivery model in which applications are hosted in the cloud and accessed via the internet.
SAML	Security Assertion Markup Language (SAML) is an XML-based standard used for exchanging authentication and authorization data between identity providers and service providers.
SIP2	Standard Interchange Protocol version 2 (SIP2) is a protocol used to enable communication between library systems and self-service or third-party devices.
SSO	Single Sign-On (SSO) is an authentication method that allows users to access multiple systems using one set of login credentials.
SRU/SRW	Search/Retrieve via URL (SRU) and Search/Retrieve Web Service (SRW) are standards for searching and retrieving records from databases using web-based protocols.
W3C	World Wide Web Consortium
WCAG	Web Content Accessibility Guidelines (WCAG) are international standards developed by the W3C to make web content more accessible to people with disabilities.
Z39.50	Z39.50 is a client-server protocol for searching and retrieving information from remote databases, commonly used in library systems.

4.0 Overview Of Leading-Edge Opportunities

HPL is seeking a modern, scalable ILS that provides opportunities for continued technological advancement, operational efficiency, and improved patron services. The proposed solution should address, at a minimum, the following opportunities:

4.1 Cloud Architecture and Scalability

Enhanced cloud-based capabilities, including:

- a. Disaster recovery and business continuity.
- b. Scalable bandwidth and computing resources.
- c. Streamlined client architecture.
- d. Reduced reliance on local servers and infrastructure.

4.2 APIs and Interoperability

Open and extensible application programming interfaces (APIs) that enable HPL to:

- a. Develop integrations with other libraries and library systems.
- b. Support a broad range of third-party applications and services.
- c. Exchange data securely with external platforms.

4.3 Discovery and Resource Access

Seamless discovery and access to:

- a. Print resources. (Physical library materials, including books, periodicals, and other tangible items held in the library collection).
- b. Free and subscription-based electronic resources.
- c. In-house digital collections and assets.
- d. Other library services and content.

4.4 Social Engagement

Capabilities that allow patrons to:

- a. Share library catalog information and related content through social media.
- b. Post, rate, review, tag, and otherwise interact with library content.
- c. Promote library resources through external social platforms.

4.5 Metadata and Database Architecture

Flexible database architecture that supports:

- a. Resource Description and Access (RDA).
- b. BIBFRAME and related linked-data initiatives.
- c. Future metadata schemas and standards.
- d. Migration and transition to emerging metadata technologies.

5.0 Requirements

The proposed ILS must provide functional capabilities including discovery, patron services, circulation, cataloging, acquisitions, serials control, reporting, mobile services, system administration, and related functionality.

5.1 System Requirements — Platform, Hardware, and Software

HPL is interested in evaluating shared or stand-alone system platforms delivered in a vendor-supported Software-as-a-Service (SaaS) environment.

Recent advances in cloud computing, server management, disaster preparedness, scalable bandwidth, and client architecture favor cloud-based solutions. HPL will consider cloud solutions only when they provide the required functionality, performance, security, reliability, and overall value. The proposed configuration must:

- a. Be hosted in a secure, vendor-managed, cloud-based environment.
- b. Utilize a major enterprise cloud provider, such as:
 - Amazon Web Services (AWS); and/or

- Microsoft Azure.
- c. Identify:
 - Cloud platform(s) used.
 - Data-center regions and locations.
 - Geographic redundancy options.
 - Hosting and administration subcontractors.
 - Vendor and subcontractor responsibilities.

5.2 Required System Functionality

The proposed configuration must support, at a minimum:

- a. System administration.
- b. Online Public Access Catalog (OPAC).
- c. Patron services and circulation.
- d. Cataloging.
- e. Acquisitions.
- f. Serials control.
- g. Reporting and statistics.
- h. Library mobile application.
- i. Discovery solution.
- j. Event management.
- k. Library marketing tools.

5.3 Cloud Hosting, Architecture, and Service Delivery.

The proposed system must be delivered as a cloud-hosted (SaaS) solution utilizing secure, enterprise-grade hosting environments.

The system must provide high availability, resiliency, and reliability appropriate for a mission-critical public library system. Proposer must specify:

- a. Hosting environment(s) and cloud infrastructure.
- b. All contractors and/or subcontractors involved in service delivery.
- c. Architecture supporting system resiliency and redundancy (e.g., multi-zone, multi-region).
- d. A minimum production-system availability commitment of 99.9% per calendar month, excluding only approved scheduled maintenance. The Proposer must identify all covered services, measurement methods, and exclusions.
- e. Scheduled-maintenance requirements, including frequency, expected duration, maintenance windows, and advance notice. Scheduled maintenance should occur outside HPL's normal operating hours whenever practicable and must be communicated at least five business days in advance, except for emergency security maintenance.
- f. Availability monitoring and reporting capabilities, including monitoring frequency, notification procedures, and monthly reports documenting uptime, outages, affected services, causes, and corrective actions.
- g. Redundancy, failover, disaster-recovery, and incident-response capabilities, including procedures for restoring service following a partial or complete outage.
- h. Service credits, corrective-action procedures, or other remedies offered when the minimum availability requirement is not met, including procedures for repeated or extended service failures.

5.4 Disaster Recovery and Continuity of Operations.

The proposed system must include disaster recovery and business continuity capabilities to ensure uninterrupted service or rapid restoration of service. The Proposer must specify:

- a. Disaster recovery architecture and methodology.
- b. Recovery Time Objective (RTO).
- c. Recovery Point Objective (RPO).

- d. Data backup frequency.
- e. Backup retention policies.
- f. Failover procedures.
- g. Geographic redundancy.
- h. Disaster recovery testing procedures and frequency.

5.5 Database Management

The proposed system must utilize an enterprise-grade relational database management system (RDBMS) that supports efficient data storage, indexing, and querying. The Proposer must identify:

- a. The RDBMS used.
- b. Indexing capabilities available to HPL.
- c. Query capabilities available to HPL.
- d. Methods for retrieving, reporting on, and extracting system data.

5.6 Hardware, Software, and Network Dependencies

The proposed system must minimize on-premises hardware, software, and network dependencies and must be compatible with standard public library workstation and network environments.

The Proposer must identify all hardware, software, network, and other technical prerequisites required for HPL and individual library locations to:

- a. Implement the solution.
- b. Operate the solution.
- c. Maintain the solution.
- d. Support the solution.

6.0 Workstation Requirements

6.1 Public Client Licensing

- a. Public clients must be web-based.
- b. Public access must support an unlimited number of licenses.

6.2 Supported Operating Systems and Browsers

The solution must support web-based public and staff clients and must be compatible with the following, at minimum. The system must support:

- a. Operating systems (e.g., Windows, macOS, iOS, Android, ChromeOS).
- b. Browsers (e.g., Chrome, Edge, Firefox, Safari).

The Proposer must identify:

- a. Currently supported operating system versions.
- b. Currently supported browser versions.
- c. Vendor support timelines.
- d. Policies for future operating systems and browser versions.
- e. Upgrade procedures.
- f. End-of-support timelines.

6.3 Staff Client Configuration

The solution must support role-based and location-based configuration of web-based staff clients. Vendors must describe:

- a. Available customization options by staff role and branch/location.
- b. Methods for deploying and launching staff clients on desktop environments (e.g., URL-based access, SSO, managed desktop shortcuts).

6.4 Mobile Access

The solution must support mobile access for both staff and the public, and Proposers must specify:

- a. Whether mobile access is provided via responsive web design, native mobile applications, or both.
- b. Supported mobile operating systems and devices.
- c. Any functional differences between desktop and mobile experiences.

7.0 Standards and Compliance

The proposed system must comply with applicable library, information technology, accessibility, and industry standards relevant to a modern, cloud-based ILS.

7.1 Standards Compliance

The Proposer must identify:

- a. Library standards supported.
- b. Industry standards supported.
- c. Applicable versions.
- d. Level of compliance for each standard.

7.2 Accessibility (ADA) Compliance

The proposed system must comply with applicable accessibility requirements, including the Americans with Disabilities Act (ADA) and related accessibility standards (e.g., WCAG). The Proposer must describe how accessibility compliance is maintained across:

- a. User interfaces.
- b. System updates.
- c. New releases.
- d. New functionality.

7.3 Standards Adoption and Maintenance

The Proposer must demonstrate an ongoing commitment to:

- a. Monitoring relevant standards.
- b. Adopting emerging standards.
- c. Maintaining existing standards.
- d. Supporting interoperability.
- e. Promoting long-term sustainability

7.4 Industry and Library Community Engagement

The Proposer must identify its involvement with:

- a. Library organizations.
- b. Standards bodies.
- c. Professional associations.
- d. Industry groups.
- e. Other organizations involved in developing, adopting, or promoting applicable standards.

7.5 Accessibility Conformance Documentation

The Proposer must submit with its Proposal a current Accessibility Conformance Report (ACR) prepared using the most recent applicable Information Technology Industry Council Voluntary Product Accessibility Template (ITI VPAT®) available as of the Proposal due date.

The ACR must:

- a. Correspond to the specific product and version included in the proposed solution.
- b. Address conformance with WCAG 2.1 (or later) Level A and Level AA and applicable revised Section 508 requirements.
- c. Identify the report date, evaluator, and testing methods used.
- d. Provide complete explanations for criteria identified as “Partially Supports,” “Does Not Support,” or “Not Applicable.”
- e. Identify known accessibility barriers, available workarounds, planned corrective actions, and anticipated remediation dates.
- f. Be dated within eighteen (18) months before the Proposal due date. If a more recent ACR is unavailable, the Proposer must explain why and provide the anticipated date of an updated report.

A separate ACR or equivalent accessibility conformance documentation must be provided for each material component of the proposed solution, including, as applicable:

- a. Public discovery interface.
- b. Staff and administrative interfaces.
- c. Mobile application.
- d. Online payment or account-management functions.
- e. Third-party products, modules, or services included in the proposed solution.

The Proposer must also describe its accessibility testing process, including automated testing, manual testing, assistive-technology testing, and testing involving users with disabilities, if performed.

8.0 ILS FUNCTIONALITIES

Discovery Solution

The proposed solution will provide functionality that enables patrons to find, explore, filter, and access relevant information within the ILS. The proposer must describe:

8.1 BIBFRAME and Discovery Architecture

The proposed discovery solution must:

- a. Be based on the Bibliographic Framework (BIBFRAME) data model.
- b. Utilize defined BIBFRAME data structures for discovery and retrieval.
- c. Identify supported BIBFRAME version(s).
- d. Identify search and retrieval protocols used.

8.2 Metadata Harvesting and Catalog Search

The Discovery solution must:

- a. Support the Open Archives Initiative Protocol for Metadata Harvesting (OAI-PMH).
- b. Use APIs, indexing, or other appropriate methods to retrieve and search catalog titles.
- c. Provide accurate and timely access to library catalog data.

8.3 Collection Promotion

The Discovery solution must provide collection-promotion capabilities, such as:

- a. Featured displays.
- b. Recommendations.
- c. Curated collections.
- d. Highlighted resources.

8.4 Enriched Content

The Discovery solution must provide enriched content, such as:

- a. Reviews.

- b. Summaries.
- c. Cover art.
- d. Tables of contents.
- e. First chapters.
- f. Other relevant enrichment.

Enrichment included in the standard solution should be provided without additional cost.

8.5 Patron Self-Service and Engagement

The Discovery solution must provide patron self-service capabilities, including:

- a. Holds.
- b. Renewals.
- c. Account management.

The solution should also support engagement features such as: (e.g., ratings, reviews, lists, and social sharing).

8.6 Children's Discovery Experience

The Discovery solution must provide:

- a. A dedicated children's interface.
- b. Age-appropriate functionality.
- c. Customization options for children's discovery.

8.7 Unified Resource Discovery

The Discovery solution must support a single search across library resources, including:

- a. Library catalog.
- b. Full-text databases.
- c. Electronic journals.
- d. Abstracting and indexing databases.
- e. Digital archival collections.
- f. Commercial and free eBooks.
- g. Other libraries' catalogs.
- h. Other applicable electronic resources.

The proposed solution should provide a large central index with links to full text and resources owned or licensed by the library.

8.8 Interoperability and Discovery Technologies

The proposed system must support applicable library interoperability, discovery, and integration technologies. The vendor must indicate whether each of the following technologies is supported, the level of support (e.g., native, configurable, third-party, not supported), and how each is implemented within the proposed system:

- a. Z39.50.
- b. SRU/SRW.
- c. OpenURL resolvers.
- d. Screen scraping.
- e. Indexing with DOI (Smart) Linking.
- f. Indexing with some other type of linking.
- g. SIP2/NCIP.
- h. API (Application Programming Interfaces).
- i. BIBFRAME.

8.9 Third-Party Dependencies

The Discovery solution must not require third-party products or services beyond those included in the Proposer's standard offering unless specifically identified and justified.

The Proposer must:

- a. Identify all required third-party products, services, APIs, and external platforms.
- b. Identify enrichment providers, authentication services, indexing tools, hosting components, and other dependencies.
- c. State whether each dependency:
 - Is included at no additional cost; or
 - Must be separately purchased or licensed.
 - Provide estimated additional costs when known.
- d. Confirm that HPL will not be required to procure or maintain unlisted third-party dependencies to obtain the functionality described in this RFP.

8.10 Real-Time Catalog Synchronization

The Discovery solution must incorporate catalog data, including:

- a. Bibliographic records.
- b. Holdings.
- c. Circulation status.
- d. Availability information.

Data must be synchronized in real time or near real time.

The Proposer must identify whether synchronization uses:

- a. Live APIs.
- b. Real-time indexing.
- c. Batch processing.
- d. Another synchronization method.

The solution must support ongoing synchronization without manual intervention.

8.11 Five-Year Development Roadmap

The Proposer must provide a five-year Discovery development roadmap identifying:

- a. Planned enhancements.
- b. New features.
- c. Technology upgrades.
- d. AI-driven recommendations, where applicable.
- e. Accessibility improvements.
- f. Planned integrations.
- g. Anticipated implementation timelines.

8.12 Content Enrichment

The Proposer must identify all available content enrichment provided directly or through partners, including:

- a. Book-jacket images.
- b. Summaries.
- c. Reviews.
- d. Tables of contents.
- e. First chapters.
- f. Library-selected web resources.
- g. Electronic resources.
- h. Abstracts.
- i. Full-text databases.
- j. Other library services.

8.13 Social Media Integration

The Discovery solution must support social media integration and user engagement features, including but not limited to tagging, reviewing, rating, creating lists, sharing tags/reviews on platforms such as Facebook, X (formerly Twitter), Instagram, or internet book review sites (e.g., Goodreads).

8.14 eBook and Digital Content Integration

The Discovery solution must support searching, discovery, and access to eBooks and other digital content from major commercial providers, including OverDrive, Hoopla, EBSCO, and other e-content providers. The Proposer must describe:

- a. Integration methods.
- b. API or knowledge-base integration.
- c. Direct indexing.
- d. Real-time availability.
- e. Checkout and hold status.
- f. Linking to vendor platforms for borrowing.

8.15 Digital Archives

The Discovery solution must enable searching and display of the library's digital archive collections (e.g., digitized manuscripts, photographs, oral histories, or institutional repositories).

The Proposer must describe:

- a. Archival metadata integration.
- b. Support for Dublin Core, EAD, OAI-PMH, and other applicable standards.
- c. Supported formats.
- d. Display options, including thumbnails, previews, and metadata views.
- e. Faceted browsing.
- f. Full-text search.
- g. Support for third-party archival collections.
- h. Examples of supported archival providers.

8.16 Mobile Discovery

The Discovery solution must include a fully responsive mobile interface or dedicated mobile app. The Proposer must identify:

- a. iOS availability.
- b. Android availability.
- c. Key mobile discovery features.

8.17 General OneFile and ProQuest Central

The Discovery solution must provide comprehensive coverage of General OneFile (Gale) and ProQuest Central databases. The Proposer must identify whether coverage is:

- a. Included in the base solution; or
- b. Subject to additional licensing.

8.18 OCLC WorldCat

The Discovery solution must incorporate or support OCLC WorldCat for enhanced discovery.

8.19 Google Scholar

The Discovery solution must facilitate or support Google Scholar for library patrons.

8.20 Newspaper Discovery

The Discovery solution must provide access to historical and current full-text newspaper content through search and linking. The Proposer must identify supported newspaper providers and collections, such as:

- a. NewsBank.
- b. ProQuest Historical Newspapers.

- c. Gale NewsVault.
- d. Other major newspaper collections.

8.21 Multilingual Discovery

The Discovery solution must support multilingual discovery and equitable access by enabling the Storage, Indexing, Display and Retrieval of bibliographic data in original scripts.

8.22 Electronic Resource Management

Proposer must indicate whether Electronic Resource Management (ERM) functionality is included in the base proposed system or is available only as an add-on module. If there is an add-on, the Proposer must identify:

- a. ERM product/module name.
- b. Whether it is native to the ILS/discovery ecosystem.
- c. Whether it is a third-party product integrated with the proposed solution.

9.0 Library Marketing

Proposers must indicate **Yes/No**, where applicable, and provide detailed descriptions. Responses must identify whether each capability is:

- a. Native.
- b. Third party.
- c. Requires additional licensing or fees.

9.1 Contact Management

Proposer must provide system's ability to import, store, and manage marketing contracts, including:

- a. Supported import formats (e.g., CSV, API).
- b. Ability to segment contacts (e.g., by location, card type, age group, opt-in status).
- c. Frequency and method of data refresh from the ILS.
- d. Any limits on contact volume.

9.2 Templates and Creative Assets

Proposer must provide availability of built-in marketing templates, including:

- a. Types of campaigns supported (email, SMS, push notifications, etc.).
- b. Customization options for templates (banding, HTML editing, images).
- c. Whether images and assets are hosted within the system.
- d. Ability to create and save reusable templates.

9.3 Bounced Email Management

Proposer's system must detect, track, and manage bounced emails, including:

- a. Distinction between hard and soft bounces.
- b. Automated suppression or retry rules.
- c. Report on bounce rates.
- d. Impact of bounces on future campaigns.

9.4 Unsubscribe and Communications Opt-Out Workflow

Proposer's system must manage patron communication preferences, unsubscribe or opt-out requests, including:

- a. Compliance with CAN-SPAM, the Texas Data Privacy and Security Act, and any other applicable privacy laws or regulations, and as otherwise required by the City of Houston.
- b. Ability to manage global vs. campaign-specific unsubscribes.
- c. Distinguish required transactional or service notifications, such as hold, overdue, account, and security notices, from optional marketing and promotional communications.
- d. Synchronization of opt-out status with ILS patron records.

- e. Administrative controls for managing opt-out lists.

9.5 Metrics and Reporting Engagement

Proposer must include engagement and performance metrics provided, including:

- a. Metrics available (e.g., open rates, click-through rates, delivery rates).
- b. Real-time vs. scheduled reporting.
- c. Ability to export reports.
- d. Availability of dashboards and role-based access to analytics.

9.6 Integration with ILS Patron Data

Proposer must provide marketing solution that integrates with ILS patron data, including:

- a. Data fields available for marketing use (e.g., home branch, language preference).
- b. Real-time or batch data synchronization.
- c. Patron privacy controls and data masking.
- d. Ability to exclude patrons based on circulation or account status.

10.0 Event Management

Proposer must indicate **Yes/No** where applicable and clearly state whether features are native to the ILS, integrated with third-party products, or available at additional cost.

10.1 Event Creation and Management

Proposer to describe the system's event management capabilities, including but not limited to:

- a. Types of events supported (single, recurring, multi-session).
- b. Ability to manage capacity, waitlists, and registration deadlines.
- c. Staff roles and permissions for creating and managing events.
- d. Ability to clone or duplicate events.

10.2 Event Display and Customization

Proposer to explain how events are displayed to the public, including but not limited to:

- a. Customization options for branding, layout, and metadata.
- b. Support for multiple branches, locations, and calendars.
- c. Mobile responsiveness and accessibility Web Content Accessibility Guidelines (WCAG) compliance).
- d. Ability to embed or syndicate events to external websites.

10.3 Attendee Communication

Proposer to describe communication tools available for event registrants, including but not limited to:

- a. Automated confirmations, reminders, and cancellation notices.
- b. Supported communication channels (email, SMS, push notifications).
- c. Ability to send targeted messages to subsets of registrants.
- d. Logging of communications within patron records.

10.4 Event Ratings and Feedback

Proposer to explain whether the system supports event ratings or feedback, including but not limited to:

- a. Types of feedback supported (ratings, surveys, comments).
- b. Timing options (post-event, scheduled follow-up).
- c. Reporting and analysis of feedback results.
- d. Ability to moderate or disable public feedback.

10.5 Event Marketing and Promotion

Proposer must describe tools available for promoting events, including but not limited to:

- a. Integration with the system's marketing or campaign tools.
- b. Ability to feature or highlight events.
- c. Use of patrons' segmentation for targeted promotion.
- d. Tracking engagement or conversion related to event promotion.

10.6 Room Booking and Resource Management

Proposer to explain whether the system provides room or resource booking functionality, including but not limited to:

- a. Ability to manage rooms, equipment, and capacity.
- b. Conflict detection and approval workflows.
- c. Public vs. staff-only booking options.
- d. Integration with event scheduling and calendars.

11.0 Patron Services & Circulation

11.1 Collaboration Service Models

Houston Public Library requires a solution that supports regional collaboration and cross-library patron service models, including potential interoperability with Harris County Public Library (HCPL). The proposed system must support mechanisms:

- a. Shared patron access.
- b. Single-card or unified patron identity models.
- c. Cross-system authentication.
- d. Permitted patron data synchronization.
- e. Coordinated circulation and service delivery models.

11.2 Web-Based Staff Interface

The proposed system must provide a secure, fully web-based staff interface supporting all core circulation and patron service functions. The Proposer must identify:

- a. Functions that are fully web-based.
- b. Functions require locally installed software.
- c. Special configurations required.
- d. Patron record management capabilities.
- e. Circulation transaction management.
- f. Notes and financial record management.
- g. Staff interface and role-based access controls used to manage patron and circulation data.

11.3 Patron Self-Registration

The proposed system must provide a secure, customer-facing patron self- registration interface. The registration interface must support:

- a. Configurable required fields.
- b. Data validation to ensure data accuracy and integrity.
- c. Linking of related patron accounts, including family and household relationships.
- d. Library-defined privacy requirements.

The vendor must describe how these capabilities are configured, managed, and maintained within the system.

11.4 Exception and Contingency Circulation

The proposed system must support circulation continuity during system outages, data exceptions, and non-standard circulation scenarios. The system must provide functionality to support:

- a. Circulating materials without catalog or item records.
- b. Circulation transactions when item or patron barcodes/ID numbers are unavailable.

- c. Offline or backup circulation during system or network outages including secure transaction capture.
- d. Automated synchronization after service restoration.
- e. In-house material usage tracking and reporting.

The vendor must specify how these capabilities are implemented and how transaction accuracy and auditability are maintained.

11.5 Search Assistance

The system must provide search assistance, including:

- a. Search-term suggestions during query entry.

The Proposer must describe how suggestions are generated and presented.

11.6 Comprehensive Holds

The system must support comprehensive holds for:

- a. Staff-placed holds.
- b. Patron-placed holds.

HPL must be able to configure holds according to library policies.

11.7 Patron Notifications

The proposed system must include patron notification capabilities and must support configurable and customizable patron notices. The system must support multiple delivery methods for patron notices, including print, email, telephone, SMS, RSS, and other available channels. The Proposer must describe:

- a. Notice types.
- b. Delivery methods.
- c. Customization options.

11.8 Outreach Services

The system must support outreach services through:

- a. A dedicated outreach module; or
- b. Integrated ILS functionality.
- c. The Proposer must identify any separate outreach subsystem and describe the features supported workflows.

11.9 Renewal Rules

The proposed system must support item renewal based on the current due date rather than the original checkout date.

11.10 Staff Session Management

The proposed system must support secure staff session management, including the ability to:

- a. Navigate between patron accounts.
- b. Return to previously accessed accounts during a work session.
- c. Maintain appropriate session history.
- d. Protect patron privacy and security.

11.11 Location Recognition

A single staff account must be usable across multiple locations, with the system able to:

- a. Identify the current branch or worksite based on IP address.
- b. Apply appropriate location-specific permissions.
- c. Apply location-specific settings.
- d. Avoid requiring separate accounts or logins for each location.

11.12 Item Records Deletion

The system must support permanent deletion of item records with:

- a. Role-based permissions.
- b. Safeguards against unauthorized or accidental deletion.

11.13 Transfer Holds

The proposed system must support the ability to transfer holds between bibliographic or item records. The system must allow staff to reassign existing holds from one record to another (e.g., when duplicate or merged records exist) without requiring cancellation and re-creation of individual holds.

11.14 Duplicate Checkout Prevention

The system must detect and prevent duplicate checkouts of the same item.

The system must ensure that:

- a. An item cannot be checked out simultaneously to multiple patrons.
- b. Data integrity controls prevent conflicting transactions.

11.15 In-Transit Item Controls

The proposed system must not allow staff to override or manually clear an item that is in transit, except through defined and authorized workflows that preserve item status integrity. Proposer must specify:

- a. Enforcement of in-transit status.
- b. Authorized exception workflows.
- c. Required authorization levels.

11.16 Supervisor Override Functionality

The proposed system must support supervisor-level overrides without requiring supervisors to log out of an active staff session and log in separately. Proposer must specify:

- a. Override procedures.
- b. Required permissions.
- c. Authentication controls.
- d. Audit logging.

11.17 Floating Collections and Load Balancing

The proposed system must support floating collections and must allow floating rules and limits to be applied by collection. The system must support collection load balancing to manage distribution of materials across locations. Proposer must specify:

- a. Floating collections.
- b. Collection-specific floating rules.
- c. Collection-specific limits.
- d. Load balancing and automation options across locations.

11.18 Patron Usage Tracking

The proposed system must support tracking of both physical material circulation and electronic resource usage at the patron level. The system must treat both physical and electronic usage as active usage for determining cardholder status, eligibility, or policy enforcement. Proposer must specify:

- a. How physical and electronic usage is tracked and stored.
- b. Included e-resource usage types.
- c. Reporting and analytics capabilities related to patron activity.

11.19 Online Library Card Self-Registration

The proposed system must support online patron self-registration for library cards, either through native system functionality or integration with a third-party solution. Proposer must specify:

- a. Native versus third-party functionality.
- b. Verification and approval workflows.
- c. Data validation.
- d. Security controls.
- e. Privacy controls.

11.20 Single Sign-On (SSO) and Authentication

The system must support SSO for both patron and staff access, including integration with third-party authentication platforms and the City of Houston's enterprise Identity Provider (idP). Proposer must describe:

- a. Supported SSO protocols, (e.g., SAML, OAuth, OpenID Connect).
- b. Configuration options.
- c. Multi-factor authentication (MFA) support.

11.21 Circulation Strengths

Proposer must identify and briefly describe the top two circulation-related strengths of the proposed system that provide the greatest operational or service value to libraries.

12.0 CATALOGING

Proposer must indicate Yes/No where applicable and clearly identify whether functionality is native, configured, or requires third-party tools or additional cost.

12.1 Web-Based Cataloging

Proposer must indicate whether cataloging functions are fully web-based, including but not limited to:

- a. Browser compatibility and minimum technical requirements
- b. Whether any local client software is required
- c. Support for remote access and multi-factor authentication
- d. The system must support multilingual data entry, editing, and display within the web-based cataloging interface.
- e. Non-Latin script support.
- f. Right-to-left language support.

12.2 Cataloging, Authority Control, and Maintenance Workflows

Proposer must provide an overview of supported workflows for:

- a. Original and copy cataloging.
- b. Authority record creation, linking, and maintenance.
- c. Global updates, batch edits, and database cleanup tools.
- d. Include a brief description of staff roles, permissions, and approval controls.

12.3 Data Validation and Record Integrity

Proposer must describe system safeguards that ensure the accuracy and integrity of bibliographic and authority records, including:

- a. Automated validation rules and error checking.
- b. Duplicate detection.
- c. Conflict resolution.
- d. Logging, versioning, and rollback capabilities.
- e. Reporting or alerts for data inconsistencies.

- a. The system must validate and preserve the integrity of multilingual and non-Latin script data, ensuring no data loss or corruption during import, export, indexing, or system processing.

12.4 Standards Support (MARC 21 and RDA)

Proposer must indicate support for MARC 21 and RDA, including:

- a. Level of compliance.
- b. Supported versions.
- c. Ability to customize fields, subfields, and validation rules.
- d. Support for importing and exporting records using these standards.
- e. Multilingual and Non-Latin Script Support. The system must fully support Unicode (UTF-8) and the storage, display, and indexing of non-Latin scripts, including but not limited to Chinese, Arabic, Korean, Japanese, and other multilingual content. The system must allow simultaneous display of Romanized and original script data in staff and public interfaces.

12.5 Bibliographic and Item Record Management

Proposer must describe capabilities for managing bibliographic and item records, including:

- a. Linking and relationship management between records.
- b. Bulk editing, deletion, and suppression.
- c. Support for multiple item types, locations, and statuses.
- d. Audit trails for record changes.

12.6 Call Number Indexing and Schemas

Proposer must describe how call numbers are indexed, searched, and displayed, including:

- a. Supported classification schemes (e.g., Dewey Decimal Classification, Library of Congress Classification).
- b. Ability to configure and index multiple, non-standard, or locally defined call number schemas.
- c. Handling of mixed classification schemes within same catalog.
- d. Impact of call number indexing on search and browser performance.
- e. Multilingual Indexing retrieval of bibliographic data in non-Latin scripts, including CJK and right-to-left languages such as Arabic.

12.7 MARC Record Import and Record Management

The system must support the import of MARC records from multiple external sources, including but not limited to bibliographic utilities, vendors, and partner libraries.

- a. The system must provide configurable options to:
 - Overlay existing bibliographic records.
 - Prevent overlays of existing records.
 - Control overlay behavior at the field and subfield level.
- b. The system must support remote databases searching and the ability to copy or import selected cataloging data into the local database. Proposers must specify supported protocols and sources (e.g., Z39.50, SRU/SRW, APIs).

12.8 MARC Record Extraction and Export

- a. The system must support extraction and export of MARC records, including the ability to select records based on defined criteria (e.g., location, date range, record type).
- b. The system must support scheduled and on-demand export of MARC records.
- c. Proposers must specify all supported export formats, including MARC and any non-MARC formats (e.g., XML, CSV, JSON).
- d. The system must indicate whether full database exports are supported and describe:
 - Available formats.

- Any limitations or size constraints.
- Required tools.
- Administrative permissions.

12.9 Batch Record Deletion

The system **must support batch deletion of bibliographic records** through the cataloging module. Proposer must specify:

- a. Whether batch deletion is supported natively or requires additional tools.
- b. Available safeguards, permissions, and approval controls.
- c. Whether deletion actions are logged and auditable.

12.10 Transfer of Attached Records and Holds

The system must support the transfer of attached records (including items, order, and serial holdings records) from one bibliographic record to another. The system must support the transfer of associated Title-level and Item-level holds during the transfer process.

12.11 Authority Record Loading and Linking

The system must support authority record loading and maintenance. Proposer must describe:

- a. Authority record loading routines.
- b. Local authority record input.
- c. Validation of authority records.
- d. How bibliographic headings are linked to authority records.
- e. Authority link maintaining and updating.

12.12 Global Record and Heading Updates

The system must support global and batch updates to authorized headings and bibliographic record fields. The system must support batch updates to locations, item statuses, and holdings data. Proposer must describe:

- a. Global change and deletion capabilities.
- b. Scope and limits of batch-operation.
- c. Safeguards, permissions, and rollback options.

12.13 Web Exposure of Catalog Data

The system must support systematic exposure of library catalog data to the web and external discovery environments. Proposer must describe:

- a. Methods for exposing catalog data to web applications and search engines.
- b. Support for APIs, feeds, or other data access mechanisms.
- c. Controls for data visibility, indexing, and harvesting.
- d. Multilingual and non-Latin script data must be fully exposed to discovery solutions and external systems, including proper indexing by search engines and third-party discovery platforms.

12.14 Support for Non-MARC Metadata Formats

The system must support non-MARC metadata formats, including but not limited to EAD and Dublin Core. Proposer must specify:

- a. Which non-MARC metadata formats are currently supported.
- b. The level of support for each format (e.g., native creation, import/export, crosswalks, discovery-only).
- c. The system must identify planned support for additional metadata formats, including formats under active development or on the product roadmap.
- d. Estimated timelines for availability.

- e. Whether support will be provided natively or through integrations or mappings.

12.15 Support Authority Control

The system must support authority control for bibliographic and related records. Proposer must specify:

- a. Supported authority file types (e.g., name, subject, series, genre).
- b. Integration with external sources (e.g., LCNAF, LCSH, FAST).
- c. Methods for authority record creation, maintenance, and updates.
- d. Options for automatic and manual authority control.
- e. Reporting and validation tools related to authority control.

13.0 ACQUISITION

13.1 Integrated Acquisitions Functionality

The proposed system must provide integrated Acquisitions functionality that supports and interoperates with other system modules (e.g., cataloging, circulation, fund management, and reporting). The system must support automation of acquisitions workflows where appropriate. Proposer must describe:

- a. Core acquisitions functions.
- b. Acquisition integrations.
- c. Automation workflows.
- d. Automation configuration.

13.2 Acquisition Configuration

The system must support configurable material types, acquisition types, and order types. Proposer must specify:

- a. All supported material types (e.g., physical, electronic, digital, serials).
- b. Supported acquisition types, including Electronic Data Interchange (EDI) ordering.
- c. Supported order types (e.g., firm orders, standing orders, subscriptions, approval plans).

The Proposer must identify which configurations are system-defined and which may be locally configured.

13.3 Selection Workflows

The system must support end-to-end materials selection workflows within the Acquisitions module. Proposers must specify:

- a. Available selection tools and workflows (e.g., title lists, carts, selectors by role).
- b. Support of staff review, approval, and decision tracking.
- c. Ordering and fund management Integration.

13.4 Linking to External Resources

The system must support linking to external content resources from within the Acquisitions module to support the selection process. Proposers must specify:

- a. Types of external resources supported (e.g., professional reviews, vendor metadata, enrichment services).
- b. Methods of integration (e.g., direct links, embedded content, APIs).
- c. Whether links and resources are configurable by the library.

13.5 Multiple Fiscal Years

The system must support multiple fiscal years.

13.6 Support Acquisition Workflows for Electronic Resources

The proposed system must support current and future acquisitions workflows for electronic resources. Proposer must describe:

- a. Data structures and functionality supporting the acquisition and management of electronic collections.
- b. How the system accommodates growth in electronic, digital, and non-physical materials.
- c. Planned enhancements or roadmap items.

13.7 Fund Management

The system must support comprehensive fund management functionality. Proposers must specify:

- a. Fund structure options (e.g., hierarchical funds, fiscal years, rollover)
- b. Real-time encumbrance, expenditure, and balance tracking.
- c. Controls for fund allocation transfer and adjustment.
- d. Reporting and audit tools related to fund activity.
- e. Support for multi-location and multi-department fund management.

14.0 SERIALS CONTROL

14.1 Serials Functionality Overview and Integration

The proposed system must provide comprehensive serials control functionality and must integrate with the OPAC and other system modules, including cataloging, acquisitions, and discovery. Proposer must describe:

- a. Core serials management functions supported
- b. How serials workflows integrate with the OPAC and other system Modules.

14.2 Electronic Serials and Online Access

The system must support electronic serials and online issues. Proposer must specify:

- a. Types of electronic serials supported (e.g., e-journals, e-magazines, databases)
- b. Methods for linking, accessing, and managing online content.
- c. Discovery and catalog modules integration.
- d. Automated updates for new issues and holdings.
- e. User access controls and authentication options.

14.3 MARC 21 Format for Holdings Data

The system must fully support the MARC 21 Format for Holdings Data. Proposers must specify:

- a. How holdings data is created, maintained, and updated.
- b. Support for linking holdings to bibliographic records.
- c. Import/export capabilities for holdings records.
- d. Compatibility with serials, electronic resources, and multi-format items.
- e. Validating and reporting tools for holdings data.

14.4 Routing Lists and Issue Notifications

The system must support serial routing lists and automated notification for new serial issues. Proposer must specify:

- a. Routing lists are created and maintained.
- b. Supported notification methods (e.g., email or other system-generated alerts).
- c. Any limitations.
- d. Configuration options.

14.5 Claiming of Late or Missing Issues

The system must support claiming workflows for late or missing serial issues. The system must support claiming for both print and electronic serials, where applicable. Proposer must specify:

- a. Claiming workflows and automation options.
- b. Electronic claiming.
- c. Supported vendors or contractors.

14.6 Binding of Serial Issues

The system must support binding workflows for serial issues. The system must support electronic transmission of bindery data, where applicable. Proposer must specify:

- a. Supported binding workflows.
- b. Methods for generating and transmitting bindery data.
- c. Any supported standards, formats, or vendor integrations.

14.7 Prediction of Future Issues

The system must support prediction patterns for future serial issues. Proposer must specify:

- a. How prediction patterns are defined and maintained.
- b. Support for irregular or complex publication schedules.
- c. How predictions are updated when publication patterns change.

15.0 ONLINE PUBLIC ACCESS CATALOG (OPAC)

15.1 Basic and Advanced Search Features

The OPAC must provide robust basic and advanced search functionality. Proposer must specify support for:

- a. Available search indexes and searchable fields.
- a. Boolean, phrase, and truncation searching.
- b. Facets and limiters available to patrons.
- c. Configuration and customization options for search behavior and relevance ranking.

15.2 Organizational Structure and Location-Based Discovery

The OPAC must support organizational levels, such as libraries, branches or units, and collection sections. The OPAC must support location- and collection-based search facets that allow patrons to refine search results by organizational level. Proposers must specify:

- a. Location-specific holdings.
- b. Real-time availability.
- c. Result restrictions by branch or collection.
- d. Collection-specific search.
- e. Reporting and analytics by location or collection.

15.3 Integration of Non-Bibliographic Content and Services

The OPAC must support integration of non-bibliographic data and information about other library services, including but not limited to program/event calendars, digital media/archive content, third-party book data, and electronic access to titles. Proposers must specify:

- a. Methods for integrating these data sources (e.g., APIs, feeds, manual import).
- b. Presentation of integrated data.
- c. Whether and how integrated data is included in search results alongside bibliographic records.
- d. Role- and location-based presentation.

15.4 Unicode and Multilingual Support

The OPAC must support Unicode and multilingual content. Proposer must specify:

- a. Supported languages and scripts, including non-Latin scripts.
- b. Right-to-left display.
- c. Language-specific indexing and search behavior.
- d. Patron language preference.
- e. interface localization options.

15.5 Relevance Ranking and Work Clustering

The OPAC must provide configurable relevance ranking and support clustering of multiple expressions or editions of the same work, where available. Proposer must describe:

- a. Ranking methodology.
- b. Field weighting.
- c. Ranking logic.
- d. User behavior signals, if applicable.
- e. Circulation signals, if applicable.
- f. Work-level clustering.

15.6 Result Sorting

The OPAC must support configurable default and alternative sort options for search results. Proposer must specify:

- a. Default sort order.
- b. All supported sort options (e.g., relevance, title, author, publication date).
- c. Performance or functional limitations for large result sets.

15.7 E-Commerce and Online Payments

The OPAC must support e-commerce functionality, allowing patrons to pay fines and fees using credit and/or debit cards through the web OPAC. The proposed system must comply with Payment Card Industry Data Security Standards (PCI-DSS). Proposer must identify:

- a. Payment methods
- b. Payment processing and integration approach
- c. PCI compliance responsibilities.
- d. Compliance validation.
- e. Third-party payment processors.

15.8 Mobile Access and Responsive Design

The OPAC must support mobile access. Proposer must specify:

- a. Availability of native mobile applications and/or responsive web interfaces.
- b. Supported mobile platforms and browsers.
- c. Desktop/mobile feature differences.

15.9 OPAC Management and Customization

The OPAC must provide administrative customization tools for managing the public interface. Proposer must describe:

- a. OPAC management platform.
- b. Staff customization capabilities.
- c. Upgrade preservation of customizations.
- d. Third-party web-design tools.
- e. Optional web-design services.

15.10 Test and Staging Environment

The system must support a separate test or staging environment for the OPAC. Proposer must specify:

- a. Non-production environments.
- b. Ability to test configuration changes.
- c. Ability to test design changes.
- d. Ability to test new functionality without affecting production.

15.11 Accessibility Compliance

The OPAC must comply with applicable accessibility requirements, including WCAG. Proposer must document:

- a. The accessibility standards supported
- b. Maintenance of compliance through updates.
- c. Accessibility testing tools.
- d. Accessibility reporting capabilities.

15.12 Additional OPAC Capabilities

Proposer must briefly describe additional OPAC features or strengths provided as part of the proposed system that may benefit libraries or patrons.

16.0 REPORTING & STATISTICS

16.1 Reporting Framework and Standard Reports

The proposed system must provide comprehensive reporting functionality supporting operational, statistical, financial, and administrative reporting needs. Proposer must specify:

- a. A list of all standard reports provided.
- b. Whether reports are native, configurable, or require third-party tools.
- c. Availability of report templates.
- d. Access to sample reports representative of system capabilities.

16.2 Scheduled and On-Demand Report Execution

The system must support on-demand and scheduled report generation.

The system must allow report criteria to be saved, edited, and reused. Proposer must specify:

- a. Scheduling capabilities (recurring, event-triggered, batch processing).
- b. Role-based permissions for report creation and execution.
- c. Export and distribution options (email, secure download, API, etc.).

16.3 System Performance and Reporting Impact

The system must minimize performance impact when generating reports, including large or complex queries. Proposer must specify:

- a. Architecture used to isolate reporting workloads (e.g., reporting database, replicas, data warehouse).
- b. Impact of reporting on production performance.
- c. Recommended best practices for high-volume reporting.

16.4 Staffing and Technical Requirements

The reporting solution must not require specialized programming expertise for standard reporting functions. Proposer must specify:

- a. Staffing or technical skill requirements.
- b. Whether SQL or other query language knowledge is required.
- c. Administrative privileges required to generate reports.

16.5 Custom Reporting and Analytics

The system must support the creation of custom reports without vendor intervention.

Proposer must specify:

- a. Tools available for custom report creation.
- b. Whether custom reporting is native or requires third-party software.
- c. Any additional licensing or cost requirements.
- d. API or data warehouse access for advanced analytics.

16.6 Data Export and Format Support

The system must support export of statistical and usage data in multiple standard formats.

Proposer must specify:

- a. Supported export formats (e.g., CSV, XML, JSON, MARC, API endpoints).
- b. Whether bulk exports and full dataset exports are supported.
- c. Any limitations or size constraints.
- d. Required permissions for export.

16.7 Usage Logs and Analytics Data

The system must capture usage and transaction data sufficient for operational and statistical reporting. Proposer must specify:

- a. Types of usage data captured (e.g., searches, record views, checkouts, renewals, holds).
- b. Log formats supported (e.g., text, CSV, JSON).
- c. Retention period for logs.
- d. Any limitations on historical data availability.
- e. Recommended tools or methods for extracting and analyzing log data.

16.8 Legacy Data Import and Historical Preservation

The solution must support importing historical statistical data from legacy systems to enable longitudinal analysis and reporting continuity. Proposer must specify:

- a. Supported data import formats.
- b. Limitations on historical data volume.
- c. Tools or services available for migration of statistical data.
- d. How imported data is stored and accessed for reporting.

17.0 LIBRARY MOBILE APPLICATION

17.1 The mobile app must be a branded app to indicate HPL Mobile App for library patrons to find from the mobile app store to install on their mobile devices.

17.2 The mobile app must come with a web portal that allows the library staff to manage the contents with or without the Proposer assistance.

17.3 The app should have the functionalities including but not limited to:

- a. Push notifications such as hold is ready for pickup, library marketing messages, or overdue notifications.
- b. Support multiple languages display.
- c. Link to the library calendar.
- d. Link to the library online databases.
- e. Display HPL announcements.
- f. Store library card information and have the ability to link the accounts of family members.
- g. Display the same search result from OPAC.

- h. Display the content from the digital library collections.
- i. Allow library patrons self-check via RFID.
- j. Show only available items – it needs to have “Available Only” filter that only displays Available items (not checked out, on-order, in-transit, etc.)
- k. Store checkout history – Patrons can retrieve their checkout history in mobile app and search inside their own check-out history.
- l. Generate monthly reports for the library staff to analyze the patron usage.

17.4 The Proposer must demonstrate a plan to assist with any implementation and training, including the onboarding process and creation of the app content, and publishing to both Apple and Google App stores.

18.0 SYSTEM ADMINISTRATION

18.1 Administrative Tools and Dependencies

The proposed system must provide comprehensive administrative tools to support configuration, management, and oversight of the ILS. Proposer must identify:

- a. Required administrative tools.
- b. Third-party dependencies.
- c. Native administrative functions.
- d. Integrated tools.
- e. Additional licensing.
- f. Proprietary components.

18.2 Source Code and Proprietary Components

For on-premises or hosted (non-SaaS) solutions, the vendor must identify source-code escrow arrangements, including:

- a. Scope of materials included in escrow (e.g., application code, database schema, scripts).
- b. Frequency of escrow updates.
- c. Conditions under which escrow may be accessed

For SaaS solutions, the vendor must specify:

- a. Data ownership provisions.
- b. Data export capabilities.
- c. Transition support in the event of contract termination.
- d. Proposer must identify any system components not included in escrow, if applicable.

18.3 Administrative Module and Efficiency Tools

The system must provide a centralized administrative module supporting:

- a. System configuration.
- b. Permission management.
- c. Policy administration.
- d. Operational controls.
- e. Role-based access control (RBAC).

The Proposer must describe tools that reduce manual administrative processes.

18.4 Administrative Enhancements and Automation

The system must support administrative automation and configuration tools that improve operational efficiency. Proposer must describe how the system will support:

- a. Workflow automation.
- b. Bulk configuration.
- c. Bulk updates.

- d. Audit logs.
- e. Change tracking.

18.5 Configuration Model and Governance Structure

The system must support centralized administration while allowing delegated authority across branches and departments. The Proposer must describe:

- a. Centralized versus distributed administration.
- b. Controls for maintaining system-wide standards.
- c. Local configuration capabilities.
- d. Recommended governance models for multi-branch public libraries.

18.6 Field Limits and Identifier Configuration

The proposed system must support configurable limits for record size, field length, and data elements across bibliographic, item, patron, and transaction records. The system must support flexible configuration of barcode formats, including length, structure, and validation rules. Proposer must identify:

- a. Any system-imposed limits on record size or field length.
- b. Configurable limits versus system defined.
- c. Supported barcode patterns.
- d. Validation methods.
- e. Any constraints that may impact data migration or interoperability.

18.7 Circulation Rules, Policies, and Controls

The proposed system must support configurable circulation rules and policies across multiple patron categories, locations, and service models.

19.0 PATRON CATEGORIES AND PERMISSIONS

19.1 Patron Categories

The system must support multiple patron categories with distinct: privileges, permissions, and circulation rules. Proposer must describe:

- a. Patron-category structures.
- b. Definition of privileges.
- c. Definition of limits.
- d. Enforcement mechanisms.

19.2 Calendars, Loan Rules, and Financial Calculations

The system must support configurable calendars, rules for calculating loan periods, due dates, fines, and fees. Proposer must describe:

- a. How calendars, loan rules, and fine calculations are defined.
- b. Support for separate and unique rules set in consortia or multi-system environments.

19.3 Branch- and Unit-Specific Policies

The system must support multiple circulation policies that may vary by branch, unit, or service point. Proposer must describe:

- a. How policy differences are configured and managed.
- b. Controls for maintaining consistency while allowing local variation.

19.4 Patron Blocks and Enforcement

The system must support system-generated and manual patron blocks. Proposer must specify:

- a. Criteria for applying blocks.
- b. Staff alerts and notifications related to blocks.
- c. Processes for adding, removing, and overriding blocks.

- d. Effects of blocks on circulation transactions and patron notices.
- e. Audit and logging controls related to block management.

20.0 PERMISSIONS AND ACCESS CONTROL

The system must support centralized login and password management for multi-branch and multi-member library environments.

20.1 Authentication and Account Access

The system must support centralized login and password management across all branches and library units. Proposer must specify:

- a. How user authentication is managed across multiple branches and locations.
- b. Whether a single user account can access multiple locations without requiring separate logins.
- c. Supported session management controls, including timeout and on current session handling.

20.2 Single Sign-On (SSO) and Enterprise Identity Integration

The system must support SSO for City of Houston employees and integration with enterprise identity providers. The Proposer must identify:

- a. Supported SSO protocols (e.g., SAML 2.0, OAuth 2.0, OpenID Connect).
- b. Compatibility with enterprise IdPs, including the City of Houston's IdP.
- c. Support for federated identity management.
- d. How roles and permissions are assigned, inherited, and enforced when using SSO.

20.3 Role-Based and Location-Based Permissions

The system must support role-based and location-based access controls. Proposer must specify:

- a. Available permission models (role-based, location-based, or hybrid).
- b. Administrative override capabilities and required authorization levels.
- c. How permissions are applied across modules and locations.

20.4 Security Controls, Logging, and Monitoring

The system must implement security controls to protect user accounts and system access.

- a. Password management policies and security measures.
- b. Controls for session management and inactivity timeouts.
- c. Access logging and audit trail capabilities.
- d. How unauthorized access attempts are detected, logged, and reported.

20.5 Reporting and Administrative Access Controls

The system must support granular access controls for reporting and administrative functions. Proposer must specify:

- a. How permissions for running standard and custom reports are controlled.
- b. Whether report access can be restricted by role, location, or data scope.

20.6 Patron Authentication and Third-Party Integrations

The system must support secure patron authentication for access to library services. Proposer must describe:

- a. The patron authentication platform used.
- b. Any third-party software or services involved.

- c. Support for authentication use cases such as database access, public computer reservations, and remote services.

21.0 INDEXING

The proposed system must provide robust, scalable indexing capabilities to support search, retrieval, reporting, and overall system performance across all modules.

21.1 Index Structure and Schema

The system must support documented indexing architecture. Proposer must specify:

- a. Indexing architecture and index types used.
- b. Recommended indexing schema and best practices.
- c. Whether indexing schemas are configurable by the library.
- d. Examples of indexing schemas used by other public library systems, where applicable.

21.2 Index Update Frequency and Timeliness

The system must support timely updates to indexes to reflect changes in bibliographic, item, patron, and transaction data. Proposer must specify:

- a. Which indexes are updated in real time.
- b. Which indexes are updated via batch processing or scheduled jobs.
- c. Typical latency between data changes and index availability.

21.3 Reindexing and Database Maintenance

The system must support periodic reindexing and database maintenance with minimal operational impact. Proposer must specify:

- a. Mechanisms used for reindexing or database reorganization.
- b. Expected frequency of reindexing activities.
- c. Any functional or performance impacts during reindexing.
- d. Whether reindexing can be performed without system downtime.

21.4 Indexing Limits and Data Constraints

The system must support indexing at scale suitable for a large, multi-branch public library environment. Proposer must specify:

- a. Any system-imposed limits on the number of records indexed (all record types).
- b. Limits on record field lengths and field labels.
- c. Whether limits are configurable or system defined.
- d. Any constraints affecting data growth, migration, or interoperability.

22.0 INTEGRATIONS, APIS, AND THIRD-PARTY SYSTEMS

The proposed system must support integration with third-party software, services, and hardware commonly used in public library environments.

22.1 APIs and Integration Framework

The system must provide a documented API framework to support integrations with external applications and services. Proposer must specify:

- a. Available APIs.
- b. Supported standards.
- c. Authentication mechanisms.

- d. Security controls.
- e. Whether APIs are read-only, write-enabled, or both.
- f. Developer documentation.
- g. Sandbox or test environments.

22.2 Third-Party Software Integration

The system must support integration with third-party library software, including but not limited to self-checkout, print management, PC reservation systems, point-of-sale or cash drawer systems, automated sorters, and vending machine dispensers. Proposer must specify:

- a. Supported integration methods (e.g., APIs, SIP2, NCIP).
- b. Administrative processes for configuring and managing integrations.
- c. Whether integrations are native, configurable, or require custom development.

22.3 SIP2

The system must support SIP2 for communication with third-party applications. Proposer must specify:

- a. SIP2 capabilities.
- b. Supported use cases.
- c. Integration limitations.

22.4 Z39.50 Support

The system must support Z39.50. The Proposer must identify:

- a. Client functionality.
- b. Server functionality.
- c. Supported use cases.
- d. Limitations.

22.5 Integration with Library and Enterprise Services

The system must support integration with commonly used library and enterprise platforms, including but not limited to:

- a. NCIP.
- b. OpenAthens.
- c. RFID systems.
- d. Collection analytics platforms (e.g., CollectionHQ or equivalent).
- e. PC management and print release solutions (e.g., Envisionware or equivalent).
- f. Patron engagement and analytics platforms (e.g., Savannah by OrangeBoy or equivalent).

Proposer must specify:

- a. Which integrations are supported natively.
- b. Which require configuration or third-party connectors.
- c. Any licensing or additional costs associated with integrations.

22.6 Patron Self-Service and Hardware Integration

The system must support patron self-service options and must integrate with third-party library hardware, including but not limited to:

- a. Self-checkout stations.
- b. Book vending machines.
- c. Locker and hold pickup systems.
- d. Automated material sorters.
- e. Public printing and release solutions.

Proposer must specify:

- a. Configuration and control tools available to system staff.
- b. How patron self-service options are enabled, restricted, or customized.
- c. Monitoring, logging, and troubleshooting capabilities for integrated hardware.

23.0 DATA IMPORT, EXPORT, AND DATA MANAGEMENT

The proposed system must support secure, reliable import and export of data to and from internal and external systems to ensure interoperability, data ownership, and long-term system sustainability.

23.1 Data Import and Export Capabilities

The system must support importing and exporting data at both full-dataset and selective record levels. Proposer must specify:

- a. Supported import formats and methods (e.g., MARC, CSV, XML, JSON, APIs).
- b. Supported export formats and methods, including full dataset and record-level exports.
- c. Capabilities for data mapping, transformation, and normalization between export and re-import.
- d. Tools or processes available for automating, scheduling, validating, or monitoring imports and exports.
- e. Any system-imposed limitations on data size, data types, or frequency of import/export.

23.2 Data Security, Integrity, and Reliability

The system must ensure data security, integrity, and reliability during all import and export operations. Proposer must specify:

- a. Mechanisms for preventing data loss or corruption (e.g., validation checks, transactional processing, error reporting, rollback capabilities).
- b. Support for encryption of data in transit and at rest.
- c. Logging and audit trails for all import and export activities.
- d. Backup and restore capabilities related to import/export operations.
- e. Procedures for handling partial imports/exports and recovering from errors.

23.3 Administrative Control and Staff Autonomy

The system must provide sufficient flexibility to allow library staff to manage and modify data import and export specifications without vendor intervention.

Proposer must specify:

- a. Level of staff expertise required to configure or modify import/export specifications.

- b. Which import/export activities can be performed by library staff versus vendor support.
- c. Available administrative tools for managing import/export configurations.

23.4 Support for Non-MARC Data Migration

The system must support migration of non-MARC data to and from the system. Proposer must specify:

- a. Supported non-MARC data types (e.g., tags, reviews, Dublin Core, enrichment data).
- b. Import/export methods for non-MARC data.
- c. Whether non-MARC data is preserved, transformed, or cross-walked during migration.

23.5 Batch Patron Record Deletion

The system must support batch deletion of selected patron records in accordance with library policies and data retention requirements. Proposer must specify:

- a. Batch deletion capabilities and safeguards.
- b. How records with outstanding transactions, holds, fines, or fees are handled.
- c. Required permissions and audit logging related to batch deletion.

23.6 Patron Data Privacy, Retention, and Secure Deletion

All patron records and patron-use information must be treated as confidential in accordance with Texas Government Code §552.124, other applicable federal and state laws, the City's Security Addendum, and City and HPL privacy and records-retention requirements.

The Proposer must describe how the proposed solution protects, retains, anonymizes, and securely deletes patron data. At a minimum, the proposed solution must:

- a. Allow authorized HPL administrators to establish, modify, and automate retention and purge schedules by data category, including patron accounts, circulation histories, holds, fines and fees, searches, notifications, device identifiers, authentication records, and activity logs.
- b. Support the secure deletion or irreversible anonymization of patron-identifiable circulation and activity data while preserving approved aggregate and non-identifiable statistical information.
- c. Permit batch review and deletion of inactive patron records based on configurable criteria, subject to outstanding transactions, legal holds, records-retention requirements, and other City-approved exceptions.
- d. Prevent the Proposer and its subcontractors from selling, sharing, mining, profiling, advertising from, or otherwise using patron data for any purpose unrelated to providing the contracted services. Patron data must not be used to train artificial-intelligence or machine-learning models without the City's prior written authorization.
- e. Process patron data only as authorized by the City and restrict access according to assigned roles and least privilege principles.
- f. Maintain audit records documenting administrative access, retention changes, deletions, anonymization activities, exports, and other actions involving patron data.
- g. Identify how deleted data is removed from production systems, test environments, caches, replicas, disaster-recovery environments, and backup media. The Proposer must disclose any technical limitations or delayed-deletion periods associated with backup systems.
- h. Apply the same privacy, retention, and deletion requirements to all subcontractors, hosting providers, and third-party services with access to City or patron data.
- i. Upon the City's written request or termination of the contract, return City data in a mutually agreed, nonproprietary format and securely delete all remaining copies within 90 calendar days, unless a longer period is authorized in writing by the City. The Proposer must provide written certification of deletion upon completion.

- j. Describe the procedures for suspending scheduled deletion when data is subject to a litigation hold, public-information request, investigation, audit, or other legally required preservation obligations.

24.0 WEB DEVELOPMENT AND INTERFACE CUSTOMIZATION

The proposed system must provide a configurable web interface that allows authorized system administrators to customize and manage public-facing and staff web components.

24.1 Web Interface Customization and Administration

The system must support administrator-managed customization of web pages without requiring vendor intervention. Proposer must specify:

- a. The workflow for customizing web pages and interface components.
- b. Administrative tools available for managing web interface Configuration.
- c. Required skill levels or technical expertise for system administrators.

24.2 Development Workflow and Environments

The system must support separate environments for development, testing, and production. Proposer must specify:

- a. Available environments (e.g., test, staging, production).
- b. Workflow for developing, testing, and promoting changes between environments.
- c. Controls to prevent untested changes from impacting the live environment.

24.3 Web Standards and Accessibility Compliance

The web interface must comply with recognized web standards and accessibility requirements. Proposer must specify:

- a. Supported web standards (e.g., HTML5, CSS3, JavaScript frameworks).
- b. Compliance with Section 508 of the Rehabilitation Act and WCAG 2.1 (or later).
- c. Processes for maintaining accessibility compliance during system updates and new feature releases.
- d. Accessibility testing or validation tools used.

24.4 Scripting Languages and Custom Development

The system must support controlled use of scripting or development languages for enhancing and customizing the web interface. Proposer must specify:

- a. Supported scripting or programming languages (e.g., JavaScript, PHP, Perl, or equivalents).
- b. Any restrictions or sandboxing applied to custom scripts.
- c. Security controls governing custom code execution.

25.0 IMPLEMENTATION, DATA MIGRATION, AND TRAINING SERVICES

25.1 The Proposer must describe its implementation approach and provide a preliminary project schedule, and provide comprehensive implementation, data migration, and training services. Proposer must specify:

- a. Implementation tasks, including system configuration, environment setup, and testing.
- b. Data Migration tasks, including extraction from legacy systems, data mapping, transformation, validation, and verification.

- c. Training tasks including staff training for administrators, librarians, and public-facing staff, as well as documentation and user guides.
- d. Support for pilot or phased rollouts and post-implementation stabilization.
- e. A preliminary project schedule identifying milestones for implementation, migration, testing, training, and rollout.

25.2 Provide training manuals for all functionalities/modules.

26.0 MIGRATION AND TRANSITION PLAN

The Proposer must provide a detailed migration and transition plan outlining the roles and responsibilities of both the vendor and the library. The plan must include, at a minimum, the following elements;

26.1 Implementation Schedule and Services

- a. Detailed timeline for system configuration, setup, and rollout.
- b. Phased or pilot implementation options, if applicable.

26.2 Data Conversion Specifications

- a. Handling of records with outstanding transactions (e.g., fines, holds, loans).
- b. Procedures for migrating non-standard elements or custom data.

26.3 Testing and Acceptance

- a. Outline of data validation, functional testing, and user acceptance procedures.
- b. Criteria for successful migration and system acceptance.

26.4 Transition from Current System

- a. Detailed steps for moving from the existing solution to the new system with minimal disruption to library services.
- b. Contingency plans for handling errors or delays during the transition.

26.5 Warranty

Standard warranty period for the system:

- a. Description of coverage, including bug fixes, system support, and data integrity assurances.
- b. Provide instructional and consultation services for data extraction from the current ILS system.
- c. Provide a detailed cost estimate for implementation services, including data migration, profiling, implementation, and training.

Proposer must list personnel that will be assigned to HPL account during migration and those assigned to HPL account for the length of the contract. Proposer must indicate the roles of each person.

27.0 ONGOING CUSTOMER SUPPORT & SERVICES

Proposers must provide clear, measurable response. Indicate Yes/No where applicable and specify whether services are included in the base fee, optional, or require additional cost.

27.1 Helpdesk Support Availability and Access

Proposer must specify helpdesk support coverage, including:

- a. Hours of support for critical (system unavailable) and non-critical issues.
- b. Guaranteed response and resolution targets by severity level (SLA).
- c. Supported contact methods (phone, email, web portal, chat).
- d. Escalation procedures for unresolved issues.
- e. Percentage of support provided by vendor in-house versus outsourced providers.

27.2 Incident Tracking, Reporting, and Trend Analysis

Proposer must provide how helpdesk incidents are recorded and managed, including:

- a. Availability of a centralized ticketing system.
- b. Data elements captured (issue type, root cause, resolution, timestamps).
- c. Access controls available to customers.
- d. Automated or manual tools used to identify recurring issues or systemic trends.

27.3 Software Upgrades, Releases, and Maintenance

Proposer must provide details regarding software upgrades and new releases, including:

- a. Frequency of releases and classification (major, minor, hotfix).
- b. Standard maintenance windows and ability to perform upgrades outside library business hours (9:00 pm – 7:00 am central time) and during City of Houston holidays.
- c. Expected downtime and mitigation strategies.
- d. Roles and responsibilities of vendor and customer staff.
- e. Communication protocols before, during, and after upgrades.
- f. Testing procedures, including availability of test or sandbox environments.

27.4 Training Services

Proposer to provide training program, including but not limited to:

- a. Training included during implementation and migration.
- b. Ongoing training options post-implementation.
- c. Available formats (live virtual, in-person, recorded, self-paced).
- d. Availability of training on a live or test system.
- e. Update frequency for training materials.
- f. Any limits on number of sessions, attendees, or duration.

27.5 System Documentation

Proposer must provide the scope and accessibility of system documentation, including but not limited to:

- a. Types of documentation provided (user guides, admin manuals, APIs).
- b. Format and access method (online portal, downloadable files).
- c. Update frequency and version control.
- d. Availability of searchable knowledge bases.

27.6 User community, Issue Sharing, and Enhancement Requests

Proposer must provide mechanisms available for customers for the following:

- a. Share information about software issues, workarounds, and best practices.
- b. Participate in user groups, forums, or advisory councils.
- c. Submit enhancement requests and provide.
 - The enhancement review and prioritization process.
 - Customer involvement in prioritization.
 - Typical timelines from approval to release once enhancements are funded.

27.7 Data Export and Third-Party Integration

Proposer must provide supported methods for scheduled exports of bibliographic, item, patron, and transaction data, including:

- a. Supported export formats and protocols.
- b. Frequency options (daily, weekly, on demand).
- c. Automation tools provided by the vendor.
- d. Impact of exports on system performance.
- e. Any vendor-provided software or APIs that facilitate this process.

27.8 Maintenance Services Covered Under Annual Fees

Proposer must list hardware and software maintenance services included in the standard annual maintenance agreement, including but not limited to:

- a. System monitoring and performance management.
- b. Security updates and patches.
- c. Backup and disaster recovery support.
- d. Exclusions or services requiring additional fees.

27.9 Third-Party Software and Interoperability

Proposer must confirm support for the use of third-party software and applications in conjunction with the ILS, including:

- a. Any technical or contractual restrictions.
- b. Required approval processes.
- c. Contractor responsibilities when substituting functionally equivalent third-party components due to product unavailability.

28.0 ADDITIONAL INFORMATION

28.1 Future Vision _Please provide information on future development plans and roadmaps.

28.2 Additional Information – Please share any other relevant information.

28.3 Proposals must include a detailed project schedule identifying major tasks and significant milestones.

29.0 ATTACHMENTS

Attachment A - Cost Proposal

Attachment B - Sample Contract

Attachment C -The Requirements Matrix identifies the functional and operational requirements that must be met by the Proposer. The completed matrix must be submitted with the Proposer's responses and included as part of the proposal packet. Failure to submit the completed Requirements Matrix with the proposal packet may result in the submission being deemed non-responsive and excluded from evaluation.

Attachment D - Security Addendum

PART 4 – EVALUATION AND SELECTION PROCESS

1.0 EVALUATION COMMITTEE

An evaluation committee shall evaluate Proposers' submissions in accordance with the evaluation criteria listed in Section 5.4 below. Upon completion of the evaluation, the committee may develop a short list of Proposer(s) meeting the technical competence requirements. Shortlisted Proposers will be evaluated to determine whether each is responsible, as defined below. The shortlisted Proposer(s) may be scheduled for a structured oral presentation, demonstration, and interview. Following these City-to-Proposer(s) meetings, the evaluation committee will summarize their findings and recalculate their scores, if needed. However, the evaluation committee reserves the right to issue letter(s) of clarification when deemed necessary to any or all Proposer(s). The oral presentations, demonstrations, and/or interviews may be recorded and/or videotaped.

2.0 INTERVIEWS/ORAL PRESENTATIONS/DEMONSTRATIONS

The City reserves the right to request that Proposer(s) provide a final presentation handout of its Proposal at their scheduled meeting. No Proposer may attend presentations of any other Proposer. If necessary, Proposers may be scheduled for more than one presentation, demonstration, or interview.

3.0 SELECTION PROCESS

The City intends to select a Proposal(s) that best meets the needs of the City and that provides the best overall value. The City reserves the right to check references on any projects performed by Proposers, whether provided by Proposers or known by the City. Upon review of all information provided by Proposers, the evaluation committee will make a recommendation for selection to City officials. Upon approval of the selected Proposer(s), a contract(s) shall be executed by the appropriate City officials.

4.0 BEST AND FINAL OFFER (“BAFO”)

The City reserves the right to request a BAFO(s) from one or more finalists.

5.0 EVALUATION CRITERIA

5.1 RESPONSIVE (PASS/FAIL)

A vendor that responds to all material requirements of any solicitation will be deemed responsive. The Proposal shall be responsive to all material requirements that will enable the evaluation committee to evaluate it in accordance with the evaluation criteria and make a recommendation to City officials.

5.2 RESPONSIBLE (PASS/FAIL)

A business entity or individual who has integrity and reliability as well as the financial and technical capacity to meet the requirements of the solicitation and subsequent contract will be deemed responsible. This assessment will include a review of all references on any projects performed by a business entity or individual, whether provided by the business entity or individual or known by the City.

5.3 FINANCIAL STABILITY (PASS/FAIL)

If Proposer is an entity that is required to prepare audited financial statements, Proposer shall submit an annual report that includes:

5.3.1 Last two years of audited accrual-basis financial statements, including an income statement, cash flow statement, and balance sheet.

- 5.3.2 If applicable, last two years of consolidated statements for any holding companies or affiliates;
- 5.3.3 An audited or unaudited accrual-basis financial statement of the most recent quarter of operation; and
- 5.3.4 A full disclosure of any events, liabilities, or contingent liabilities that could affect Proposer's financial ability to perform this contract.

If Proposer is a privately-owned entity or sole proprietorship for which audited financial statements are not required, Proposer shall submit an annual report that includes:

- 5.3.5 Last two years of un-audited accrual-basis financial statements, including an income statement, cash flow statement, and balance sheet;
- 5.3.6 An audited or un-audited accrual-basis financial statement of the most recent quarter of operation; and
- 5.3.7 A full disclosure of any events, liabilities, or contingent liabilities that could affect Proposer's financial ability to fulfil this contract;

OR

- 5.3.8 Other financial information sufficient for the City, in its sole judgment, to determine if Proposer is financially solvent or adequately capitalized.

5.4 TECHNICAL COMPETENCE REQUIREMENTS (80 POINTS)

5.4.1 Respondent Background, Qualifications, and Relevant ILS Experience — 20 Points

5.4.1.1 Public Library Experience

- Demonstrated experience implementing and supporting the proposed ILS solution for large, multi-branch public library systems in **North America**.
- Provide the total number of active **North American public library customers** currently using the proposed solution.
- Identify implementations completed within the past five (5) years.
- Identify customers with collections, branch networks, and service populations comparable in size and complexity to HPL.

5.4.1.2 Systems Integration Experience

- Demonstrated experience integrating the proposed ILS with discovery platforms.
- Demonstrated experience integrating the proposed ILS with RFID systems.
- Demonstrated experience integrating the proposed ILS with SIP2.
- Demonstrated experience integrating the proposed ILS with self-check systems.
- Demonstrated experience integrating the proposed ILS with authentication systems.
- Demonstrated experience integrating the proposed ILS with digital repositories.
- Demonstrated experience integrating the proposed ILS with APIs.
- Demonstrated experience integrating the proposed ILS with third-party applications.

5.4.1.3 Company Stability and Financial Viability

- Provide the company history and number of years in business.
- Describe the organizational structure and staffing levels.
- Demonstrate the ability to provide ongoing implementation, technical, and customer support.
- Demonstrate financial stability and overall business viability.

5.4.1.4 Public Library References

- Provide three (3) public library references in North America for projects completed within the past five (5) years that are comparable to HPL in size and complexity.
- For each reference, provide the project scope.
- For each reference, provide the implementation timeline.
- For each reference, identify system integrations.
- For each reference, describe project outcomes.
- Provide the customer's name and contact information.

5.4.2 Management Approach and Technical Solution — 20 Points

5.4.2.1 Implementation and Project Management

- Describe the implementation methodology.
- Describe the project governance structure.
- Provide the communication plan.
- Describe the change management strategy.
- Describe the risk management approach.

5.4.2.2 Training and Knowledge Transfer

- Provide a staff training plan.
- Describe administrator training.
- Describe technical staff training.
- Describe end-user training.
- Provide training materials and documentation.
- Describe post-implementation training and support.

5.4.2.3 Cloud Architecture and Business Continuity

- Describe the proposed cloud architecture and hosting environment.
- Describe system scalability and performance capabilities.
- Describe disaster recovery capabilities.
- Describe business continuity and system resiliency.

5.4.2.4 APIs and Third-Party Integrations

- Describe the availability and capabilities of open APIs.
- Describe support for third-party integrations.
- Describe the integration methodology and available documentation.

5.4.2.5 Discovery and User Experience

- Describe discovery platform capabilities.
- Describe metadata flexibility and support for evolving standards, including RDA and BIBFRAME readiness.
- Describe mobile application capabilities.

5.4.2.6 Product Development and Innovation

- Provide the future product roadmap.
- Describe planned enhancements and technology investments.
- Describe AI capabilities and innovation strategy.

5.4.3 Support, Security, and Vendor Services — 20 Points

5.4.3.1 Customer Support

- Describe the overall customer support model and methodology.
- Describe applicable service-level agreements (SLAs).
- Describe issue escalation procedures.
- Describe dedicated account management services.
- Describe the issue and enhancement tracking process.

5.4.3.2 Support Channels and Availability

- Describe phone support.
- Describe email support.
- Describe the customer support portal.
- Describe support for system outages.
- Describe disaster recovery support.
- Describe 24/7 support availability, including applicable limitations.
- Describe holiday support.
- Describe monthly consultation or service review meetings.
- Identify the availability and role of a dedicated account manager.

5.4.3.3 Hosting and System Architecture

- Identify the cloud hosting provider.
- Provide a detailed system architecture diagram illustrating, as applicable:
 - Application solution.
 - Services and integration solutions.
 - Data storage.
 - Networking solutions.
 - Other relevant infrastructure components.
- Describe the hosting environment and associated service responsibilities.

5.4.3.4 Security and Compliance

- Provide the data center's security protocols and applicable compliance certifications.
- Identify applicable security certifications.
- Describe data encryption capabilities.
- Describe single sign-on (SSO) capabilities.
- Describe audit logging capabilities.
- Describe vulnerability management practices.
- Describe incident response procedures.
- Describe access controls.
- Describe disaster recovery capabilities, including the frequency and results of disaster recovery testing.

5.4.4 Reporting, Analytics, and Statistics — 20 Points

5.4.4.1 Reporting

- Describe standard reporting capabilities.
- Describe ad hoc and customizable reporting capabilities.

5.4.4.2 Analytics and Visualization

- Describe dashboards and data visualization capabilities.
- Describe analytics and statistical capabilities.

5.4.4.3 Data Access and Retention

- Describe API access and data export capabilities.
- Describe historical data retention capabilities.

5.4.4.4 Security and Compliance Reporting

- Describe role-based security and access controls.
- Describe the system’s reporting capabilities for electronic resource usage, including available statistics and export options.
- Describe support for applicable state and federal reporting requirements.

5.5 Pricing and Total Cost of Ownership — 20 Points

- Three-year subscription pricing.
- Pricing for two (2) optional renewal periods.
- Migration and implementation costs.
- Training costs.
- Pricing for optional modules and additional services.
- Five-year cost projection.
- Clear and transparent total cost of ownership (TCO), including all recurring and one-time costs.
- Identification of any additional fees, assumptions, or costs that may affect the overall price.

5.6 LOCAL PREFERENCE POINTS

To be eligible for the preference, a company must be designated as a City Business (CB) or Local Business (LB) under the Hire Houston First Program prior to submittal of proposal. Proposers must provide Declaration of Hire Houston First Designation with submission. At the conclusion of scoring Proposals, preference points shall be distributed in the following manner:

- 5 Points: For Proposer firm designated as a Hire Houston First “City Business” (CB);
- 3 Points: For Proposer firm designated as a Hire Houston First “Local Business” (LB);
- 0 Points: For proposer firm not designated as either a “City Business” (CB) or a “Local Business” (LB).

Note: A Proposer designated as both a CB and an LB shall receive only the CB preference points and shall not receive cumulative or additional preference points based on multiple designations.

6.0 EVALUATION MATRIX

Evaluation Criteria	Max Points
5.1 Responsive	Pass/Fail

5.2 Responsible	Pass/Fail
5.3 Financial Stability	Pass/Fail
5.4 Technical Competence Requirements	80
5.5 Cost Proposal	20
5.6 Local Preference Points	5
TOTAL AVAILABLE POINTS	105 POINTS

7.0 ADDITIONAL RELATED SERVICES

In submitting its Proposal, Proposer(s) shall indicate a willingness to negotiate future potential additional services deemed appropriate for the scope of work, as provided herein, or deemed necessary and/or desirable by the City.

8.0 INTERLOCAL AGREEMENT

Under the same terms and conditions, the resulting contract may be expanded to other government entities through inter-local agreements between the City and the respective government entity that encompasses all or part of the products/services provided under this contract. Separate contracts will be drawn up to reflect the needs of each participating entity.

PART 5 – SUBMISSION OF PROPOSAL

1.0 INSTRUCTIONS FOR SUBMISSION

All documentation shall be submitted in accordance with the specifications below.

1.1 Cost Proposal and Financial Stability documents. In the appropriate section within the Submission Requirements attach the Cost Proposal and Financial Stability documents. No printed copies are required to be submitted within the Proposal.

The City shall bear no responsibility for submitting responses on behalf of any Proposer. Proposer(s) may submit their Proposal any time prior to the stated deadline.

1.2 Time for Submission. Proposals shall be submitted no later than the date and time indicated for submission in this RFP. Late submittals will not be considered.

1.3 Format. Material shall be organized following the order of the submission requirements outlined in Section 2.0.

1.4 Complete Submission. Proposers are advised to carefully review all the requirements and submit all documents and information as indicated in this RFP. Incomplete proposals may lead to a proposal being deemed non-responsive. Non-responsive proposals will not be considered.

1.5 Proposers Responsible for Timely Submission. Proposer remains responsible for ensuring that its Proposal is received by the time and date specified. The City assumes no responsibility for any Proposal not received, regardless of whether the delay is caused by some other act or circumstance.

2.0 SUBMISSION REQUIREMENTS

This section details the requirements for submitting all required information to the City. Adherence to these submission requirements will provide a degree of uniformity in submissions. Therefore, please tab sections accordingly and follow the format below. All documents must be organized as follows.

Tab 1 - Cover Letter: The cover letter shall be signed by an authorized representative of the Proposer. The letter should indicate the Proposer's commitment to provide the services proposed.

Tab 2 - Executive Summary: The executive summary should include a brief overview of the proposed plan to achieve the City's objective, the overall strategy for implementing the plan, and the key personnel who will be responsible for seeing the project through completion.

Tab 3 - General Company Information: Provide the name of Proposer's company (including the name of any parent company), business address, e-mail address, Federal Tax ID number, and telephone number.

Tab 4 - Respondent Background, Qualifications, and Relevant ILS Experience: Proposer's statement to requirements as described in 5.0 Evaluation Criteria, 5.4 Technical Competence, 5.4.1.

Tab 5 – Management Approach and Technical Solution: Proposer's statement to requirements as described in 5.0 Evaluation Criteria, 5.4 Technical Competence, 5.4.2.

Tab 6 - Support, Security, and Vendor Services: Proposer's statement to requirements as described in 5.0 Evaluation Criteria, 5.4 Technical Competence, 5.4.3.

Tab 7 – Reporting, Analytics, and Statistics: Proposer’s statement to requirements as described in 5.0 Evaluation Criteria, 5.4 Technical Competence, 5.4.4.

Tab 8 – Attachment C: Completed Requirements Matrix.

Tab 9 - Exceptions to Sample Contract: Provide any exceptions to the Sample contract and include the rationale for taking the exception. All exceptions should clearly cite the specific paragraphs within the Sample Contract where the exceptions occur.

Tab 10 - Legal Actions: Provide a list of any pending litigation and include a brief description of the reason for legal action.

Tab 11 - Conflict of Interest: Provide information regarding any real or potential conflict of interest(s). Failure to disclose any potential conflict of interest at the outset may be cause for rejection of the Proposal.

Tab 12 - Forms and Certifications: Complete and return all forms and certifications provided in PART 9 – REQUIRED FORMS/DOCUMENTS TO BE SUBMITTED WITH PROPOSAL.

Tab 13 - Cost Proposal and Financial Stability documents: Complete and return the Cost Proposal and Financial Stability documents.

Part 6 – EXCEPTIONS TO TERMS AND CONDITIONS

All exceptions to the Sample Contract shall be submitted in a clearly identified separate section of the Proposal in which the Proposer clearly cites the specific paragraphs within the Sample Contract where the exceptions occur. Any exceptions not included in such a section shall be without force and effect in any resulting contract unless such exception is specifically approved by the Chief Procurement Officer or designee, City Attorney, Director(s) or designee in a written statement. The Proposer's preprinted or standard terms will not be considered by the City as a part of any resulting contract.

Please review and include any exceptions to the terms and conditions contained in the Sample Contract (Attachment B).

Part 7 – SPECIAL CONDITIONS

1.0 NO CONTACT PERIOD

Neither Proposer(s) nor any person acting on Proposer(s)'s behalf shall attempt to influence the outcome of the award by the offer, presentation or promise of gratuities, favors, or anything of value to any appointed or elected official or employee of the City, their families or staff members. All inquiries regarding the solicitation are to be directed to the designated City Representative identified on the first page of the solicitation.

With the exception of Proposer's formal response to the solicitation and written requests for clarification during the period officially designated for such purpose by the City Representative, neither Proposer(s) nor persons acting on their behalf shall communicate with any appointed or elected official or employee of the City, their families, or staff through written or oral means in an attempt to persuade or attempt to persuade or influence the outcome of the award or to obtain or deliver information intended to or which could reasonably result in an advantage to any Proposer from the time of issuance of the solicitation through the pre-award phase and up to the date the City Secretary publicly posts notice of any City Council agenda containing the applicable award. However, nothing in this paragraph shall prevent a Proposer from making public statements to the City Council convened for a regularly scheduled session after the official selection has been made and placed on the City Council agenda for action, or to a City Council committee convened to discuss a recommendation regarding the solicitation.

2.0 PROTESTS

Protests shall be filed in accordance with the City of Houston Administrative Policy No. 5-12 <http://www.houstontx.gov/adminpolicies/5-12.pdf>.

3.0 CANCELLATION

The City has sole discretion and reserves the right to cancel this RFP, or to reject any or all Proposals received prior to contract award.

4.0 EXECUTIVE ORDER 1-56 ZERO TOLERANCE FOR HUMAN TRAFFICKING IN CITY SERVICE CONTRACTS AND PURCHASING

The City has a zero tolerance for human trafficking, and, per Executive Order 1-56, City funds shall not be used to promote human trafficking. City vendors are expected to comply with this Executive Order and notify the City's Chief Procurement Officer of any information regarding possible violation by the vendor or its subcontractors providing services or goods to the City. The Executive Order is available on the City's website: <http://www.houstontx.gov/execorders/1-56.pdf>.

5.0 PRESERVATION OF CONTRACTING INFORMATION

The requirements of Subchapter J, Chapter 552, Texas Government Code, may apply to this solicitation and the contractor or vendor agrees that the contract can be terminated if the contractor or vendor knowingly or intentionally fails to comply with the requirement of that subchapter.

6.0 COMPLIANCE WITH CERTAIN STATE LAW REQUIREMENTS

Anti-Boycott of Israel. Vendor certifies that vendor is not currently engaged in and agrees for the duration of this Agreement not to engage in, the boycott of Israel as defined by Section 808.001 of the Texas Government Code.

Anti-Boycott of Energy Companies. Vendor certifies that Vendor is not currently engaged in and agrees for the duration of this Agreement not to engage in, the boycott of energy companies as defined by Section 809.001 of the Texas Government Code.

Anti-Boycott of Firearm Entities or Firearm Trade Associations. Vendor certifies that vendor does not have a practice, policy, guidance, or directive that discriminates against a firearm entity or firearm trade association or will not discriminate against a firearm entity or firearm trade association for the duration of this Agreement, as defined by Section 2274.001 of the Texas Government Code.

Certification of No Business with Foreign Terrorist Organizations. For purposes of Section 2252.152 of the Code, Vendor certifies that, at the time of this Agreement neither vendor nor any wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of vendor, is a company listed by the Texas Comptroller of Public Accounts under Sections 2252.153 or 2270.0201 of the Code as a company known to have contracts with or provide supplies or to a foreign terrorist organization.

7.0 EQUAL EMPLOYMENT OPPORTUNITY CLAUSE

The Contractor shall comply with the City's Equal Employment Opportunity Ordinance as set forth in Section 15-17 of the Code of Ordinances.

8.0 DRUG-FREE WORKPLACE COMPLIANCE

Proposer shall maintain a drug-free workplace and ensure that its employees, agents, and subcontractors engaged in the performance of work on this award are free from the unlawful use, possession, distribution, or manufacture of controlled substances and alcohol while on duty or on City premises. The requirements and terms of City of Houston Executive Order 1-31, as revised from time to time, relating to drug-abuse deterrence for City contractors, are incorporated into this award for all purposes. Proposer agrees it has reviewed Executive Order No. 1-31, as revised, and will comply with it.

PART 8 – INSTRUCTIONS TO PROPOSERS

1.0 PRE-PROPOSAL CONFERENCE

A Pre-Proposal Conference will be held at the date, time, and location indicated on the first page of the RFP document. Interested Proposer(s) are encouraged to attend. It will be assumed that potential Proposer(s) attending this meeting have reviewed the RFP in detail and are prepared to bring up any substantive questions not already addressed by the City.

2.0 ADDITIONAL INFORMATION AND SPECIFICATION CHANGES

Requests for additional information and questions shall be addressed to the Finance Department, Strategic Procurement Division, Wesley White, preferably by e-mail to Wesley.White@houstontx.gov or by telephone at (832) 393-8008 no later than the date and time shown on page one of this document. The City shall provide written responses to all questions received by Proposers prior to the RFP submittal deadline. Questions received from all Proposer(s) shall be answered by the City and made available to Proposer(s) who are listed as having obtained the RFP. Proposer(s) shall be notified in writing of any changes in the specifications contained within this RFP.

3.0 LETTER(S) OF CLARIFICATION

3.1 All Letters of Clarification and interpretations to this Solicitation shall be in writing. Any Letter of Clarification(s) or interpretation that is not in writing shall not legally bind the City. Only information supplied by the City in writing or in this RFP shall be used in preparing Proposal responses.

3.2 The City does not assume responsibility for the receipt of any Letters of Clarification sent to Proposer(s).

3.3 Proposers may submit no more than 25 questions relating to this solicitation. Should more than 25 questions be received from a single Proposer, the City will only respond to the first 25 questions received.

4.0 EXAMINATION OF DOCUMENTS AND REQUIREMENTS

4.1 Each Proposer shall carefully examine all RFP documents and familiarize themselves with all requirements prior to submitting a Proposal to ensure that the Proposal meets the intent of this RFP.

4.2 Before submitting a Proposal, each Proposer shall be responsible for making all investigations and examinations that are necessary to ascertain conditions and affecting the requirements of this RFP. Failure to make such investigations and examinations shall not relieve the Proposer of an obligation to comply, in every detail, with all provisions and requirements of the RFP.

5.0 POST-PROPOSAL DISCUSSIONS WITH PROPOSER(S)

It is the City's intent to commence final negotiation with the Proposer(s) deemed most advantageous to the City. The City reserves the right to conduct post-Proposal discussions with any Proposer(s).

PART 9 – REQUIRED FORMS/DOCUMENTS TO BE SUBMITTED WITH PROPOSAL

- 1.0 Offer and Submittal, List of References, and List of Proposed Subcontractors (Exhibit I)
- 2.0 Declaration of Hire Houston First Designation (Exhibit II – Attachment “D”)
- 3.0 City of Houston Ownership Information Form (Exhibit III)
- 4.0 Anti-Collusion Statement (Exhibit IV)
- 5.0 Conflict of Interest Questionnaire (Exhibit V)

PART 10 – REQUIRED FORMS/DOCUMENTS TO BE SUBMITTED BY RECOMMENDED VENDOR ONLY

Required forms/documents shall be supplied to the Contractor after the award recommendation:

1.0 Insurance Requirements and Insurance Certificate

2.0 City Contractors' Pay or Play Acknowledgement Form (POP-1) [pop1.pdf \(houstontx.gov\)](#), Certification of Compliance with Pay or Play Program (POP-2) [pop2.pdf \(houstontx.gov\)](#), and List of Participating Subcontractors (POP-3) [pop3.pdf \(houstontx.gov\)](#).

3.0 Requested information outlined in the scope of work and other additional relevant/supporting information, or alternate Proposal.

4.0 Texas Ethics Commission, Certificate of Interested Parties (Form 1295). Create a certificate at <https://www.ethics.state.tx.us/filinginfo/1295/>.