

# **Request for Proposal for The Procurement, Delivery & Implementation of an Integrated Library System for MOBIUS**

**DUE DATE: February 1, 2022**

**TIME: 1:00 PM CST**

**RESPONSES ACCEPTED VIA:  
<https://mobiusconsortium.org/ilsrfp>**

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**Date Issued: November 15, 2021**



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## MOBIUS BACKGROUND

MOBIUS is a vibrant, collaborative partnership of libraries providing access to shared information resources, services, and expertise. MOBIUS has utilized Innovative Interfaces for library automation products and services since 1998 and currently manages seven shared Sierra Integrated Library System (ILS) servers for 60 member libraries as well as a separate resource sharing solution (INN-Reach). These systems are all hosted and managed remotely by Innovative Interfaces.

MOBIUS negotiates and is the signatory of the contract with Innovative Interfaces for the Sierra system, and MOBIUS staff is the main contact with Innovative Interfaces on behalf of our member libraries.

Since its inception in 1998, MOBIUS has maintained multiple cluster servers - multiple libraries sharing an instance of the library application. Each cluster server has its own instance of Sierra. Each cluster has three or more libraries that share the Sierra software and work together to manage their local system policies and procedures.

The MOBIUS Help Desk works with our member libraries to resolve all library software-related issues, working in conjunction with Innovative Interfaces as needed. Additionally, MOBIUS offers a number of other important services to our member libraries as well.

Key services provided by MOBIUS include:

- Support of the library automation system for its member libraries
- Support of the union catalog for all of our participating libraries
- Connecting our INN-Reach union catalog with Prospector, another INN-Reach union catalog operating within a Colorado library system, thereby doubling the number of materials our members have access to with their library card
- Managing a multi-state courier and delivery network
- Authority Control services
- Record loading services
- Cost-effective shared e-book collections available only to MOBIUS members
- Providing discounts to our members by acting on their behalf when it comes to negotiating discounts for additional products, services, as well as databases
- As requested on-site and remote training of the library application software

MOBIUS also has 18 standalone member libraries which have their own contracts with Innovative Interfaces. They each manage their own system but connect to the MOBIUS INN-Reach system for resource sharing purposes. MOBIUS is strongly committed to the concept of resource sharing and maintaining these relationships. For well over twenty years our members have been on the same integrated library system to optimally facilitate resource sharing; however, MOBIUS is open to the most robust, most cost effective, patron-initiated borrowing and lending system that ideally allows for platform diversity. Over the years a few member libraries have left MOBIUS over the issue of technology and platform independence. Moving forward it is critical that MOBIUS has the ability to offer a seamless patron-initiated borrowing experience that incorporates multiple integrated library system platforms with minimal staff intervention.

\*Please see Appendix A for a complete list of our member libraries by cluster, including record counts, number of patrons, and number of staff licenses. Appendix B includes core and optional software modules and components.

## MOBIUS FUNDING

Since its founding in July 1998, MOBIUS has transformed library services for the citizens of Missouri and all across the midwest. Formerly a part of the University of Missouri System, on July 1, 2010, MOBIUS became a Missouri not-for-profit corporation with 501 (C) (3) tax-exempt status. MOBIUS currently receives no state or federal funding. MOBIUS has been completely member-supported since 2004.

**\*\***Please see Appendix C for more information on MOBIUS governance & staffing.

## RFP OBJECTIVES

Our two main objectives are:

**1. *MOBIUS is seeking responses to this RFP for a replacement ILS to our current Sierra system.***

MOBIUS is seeking a technologically flexible solution that is designed for the work of today's academic, public, and special libraries and which includes functionality and platform flexibility to integrate future product offerings and new libraries into the consortium. The desired solution will exceed traditional ILS capabilities, streamline operations, provide platform diversity, and eliminate redundancies associated with legacy systems that were designed primarily for management of traditional print collections. In addition, the solution must allow for an easy to use, "Google-like" user experience.

Optional modules that should be detailed separately if they are provided at a separate cost include:

- Electronic Resources Management (ERM) system
- Open URL Link Resolver
- Proxy Server
- Materials Booking module
- Discovery System

**2. *MOBIUS is also seeking a resource sharing system that is capable of building on existing successes such as the unmediated borrowing service.*** This system should be seamless to patrons and allow for MOBIUS standalone members to integrate their holdings into the union catalog.

MOBIUS's affiliation and partnership with its standalone members that connect to the shared INN-Reach union catalog is vitally important and must be maintained. Given this expectation, MOBIUS is open to new ideas on how MOBIUS might evolve or what the next iteration of MOBIUS might be beginning in 2024 and beyond.

MOBIUS desires an implementation plan that will thoroughly and accurately migrate our data, transactions, and operations with minimal disruption to our libraries and their operations. The work must be materially complete by March 1, 2024 since MOBIUS's contract with Innovative Interfaces expires on June 30, 2024.

## TIMELINE OF EVENTS

MOBIUS will accept proposals from Vendors directed as potential solutions for only one of the two stated objectives; however, MOBIUS will require the Vendor to detail how the integration of the proposed solution (either for an ILS or a Resource Sharing Solution) would work with the other ILS' or resource sharing solutions on the market.

## NOTICE TO VENDORS

MOBIUS requests both technical and cost proposals for the procurement, implementation, training, and support of an ILS and/or a resource sharing platform which must be received via website (<https://mobiusconsortium.org/ilsrfp>) by **1:00 p.m. Central time on February 1, 2022.**

Additional details regarding the timeline are as follows:

November 15, 2021	MOBIUS issues RFP
December 3, 2021 (1:00 pm Central time)	Deadline for Vendors to ask questions about the RFP
December 17, 2021 (5:00 pm Central time)	Deadline for MOBIUS to issue a response to Vendor questions
February 1, 2022 (1:00 pm Central time)	Deadline for Vendors to submit their responses to the RFP
Late March/early April 2022	Product demonstrations
Late Summer/Fall 2022	Final demonstrations and clarifications
Late Fall 2022	Decision made on a new system & contract negotiations begin
2023	Implementation & training
Spring 2024	Go live on the new system

## DEADLINE FOR QUESTIONS TO MOBIUS & FOR RESPONSES

Any questions regarding this RFP must be received no later than 1:00 PM Central time on December 3, 2021 and should be posted to the Vendor website at (<https://mobiusconsortium.org/ilsrfp>)

Answers to all Vendor questions and relevant correspondence pertinent to the RFP process will be posted for all Vendors at our website: <https://mobiusconsortium.org/ilsrfp>.

Additional communication may be sent to [rfp@mobiusconsortium.org](mailto:rfp@mobiusconsortium.org).

MOBIUS reserves the right to waive any technicality or informality in the RFP and to reject any or all Vendor responses at any time for any reason.

## GENERAL TERMS & CONDITIONS

The contract between MOBIUS and the successful Vendor will include provisions which will address and itemize any additional costs associated with adding new libraries to the consortium, as well as reducing any shared expenses should any libraries leave in the future.

Any contract signed in accordance with this RFP shall be construed according to the laws of the State of Missouri. The chosen Vendor shall comply with all local, state, and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable.

Venue for any litigation initiated to resolve any dispute in connection with any contract between MOBIUS and the successful Vendor (or Vendors) will be within the state of Missouri.

The chosen Vendor shall assume and pay all applicable taxes and contributions including, but not limited to, State, Federal, and Municipal which are payable by virtue of the furnishing and delivery of item(s) specified herein. Materials and services furnished are not subject to either Federal Excise Taxes or Missouri Sales Tax.

In connection with the furnishing of the solution in accordance with the contract, the Vendor and all subcontractors shall agree not to discriminate against any recipients of services, or employees or applicants for employment based on race, color, religion, national origin, gender identity, sexual orientation, marital status, age, disability, or veteran status. The Vendor shall comply with federal laws, rules, and regulations applicable to subcontractors of government contracts including those relating to equal employment of minorities, women, persons with disabilities, and certain veterans.

Contract clauses required by the United States Government in such circumstances are incorporated herein by reference.

In the event the Vendor violates any provisions of the signed contract, MOBIUS may serve written notice setting forth the violations and demanding compliance with the contract. Unless within ten (10) days after serving such notice, such violations shall cease and satisfactory arrangements for correction be made, MOBIUS may choose to terminate the contract by serving written notice upon the Vendor; but the liability of Vendor and surety for such violation; and for any and all damages resulting therefrom, as well as from such termination, shall not be affected by any such termination.

The Vendor expressly warrants that all software and/or services provided shall: (1) conform to each and every specification, drawing, sample, or other description which was furnished, (2) be fit and sufficient for the purpose expressed in the RFP, and (3) be free from defect. Such warranty shall survive delivery and shall not be deemed waived either by reason of the acceptance of or payment for such software and/or services.

No software and/or services received by MOBIUS pursuant to a contract shall be deemed accepted until MOBIUS has had a reasonable opportunity to inspect said software and/or services. All software and/or services that do not comply with specifications and/or requirements or which are otherwise unacceptable or defective may be rejected. In addition, all software and/or services which are discovered to be defective, or which do not conform to any warranty of the Vendor upon inspection (or at any later time if the defects contained were not reasonably ascertainable upon the initial inspection) may be rejected.

Proposals are requested to include Vendor's form contract.

The response must remain firm for 180 days from the date of the submission of the Vendor's response.

Please note that all dates provided in this RFP are subject to change.

MOBIUS assumes no responsibility for the on-time receipt of any Vendor's response.

In the event a Vendor chooses to insert their response in the appropriate place within the document to aid in preparation of its response to the RFP, the Vendor should only complete the response information as necessary.

Any modification by the Vendor of the specifications provided will be ignored, and the original wording of the RFP shall be the prevailing document.

## INSURANCE REQUIREMENTS

The selected Vendor agrees to maintain, on a primary basis and at its sole expense, continuously, during the life of any resulting contract, the following insurance coverages, limits, including endorsements described herein. The requirements contained herein, as well as MOBIUS's review or acceptance of insurance maintained by the selected Vendor, is not intended to and shall not in any manner limit or qualify the liabilities or obligations assumed by the selected Vendor under any resulting contract.

The selected Vendor agrees to maintain Commercial General Liability at a limit of not less than \$2,000,000 Each Occurrence, \$5,000,000 Annual Aggregate. Coverage shall not contain any endorsement(s) excluding or limiting Product/Completed Operations, Contractual Liability or Cross Liability.

The selected Vendor agrees to maintain Business Auto Liability covering all autos with a limit of not less than \$2,000,000 combined Bodily Injury and Property Damage combined single limits.

The selected Vendor may satisfy the minimum liability limits required for Commercial General Liability or Business Auto Liability under an Umbrella or Excess Liability policy. There is no minimum per occurrence limit of liability under the Umbrella or Excess Liability; however, the Annual Aggregate limit shall not be less than the highest "Each Occurrence" limit for either Commercial General Liability or Business Auto Liability. The selected Vendor agrees to endorse MOBIUS, as Additional Insured on the Umbrella or Excess Liability, unless the Certificate of Insurance states the Umbrella or Excess Liability provides coverage on a "Follow-Form" basis.

The selected Vendor agrees to maintain Workers' Compensation in accordance with Missouri State Statutes and provide Employer's Liability coverage with a limit of not less than \$1,000,000.



The selected Vendor agrees to defend, indemnify, and hold harmless MOBIUS, its members and their respective officers, directors, employees, agents, and volunteers, from any and all loss or expense from any cause of action arising from the selected Vendor operations. The selected Vendor agrees to investigate, handle, respond to and provide defense for and defend against any such liability, claims, and demands at the sole expense of the selected Vendor or at the option of the MOBIUS, agrees to pay to or reimburse MOBIUS for the defense costs incurred by MOBIUS in connection with any such liability claims, or demands.

The parties hereto understand and agree that MOBIUS is relying on and does not waive or intend to waive by any provision of this contract, any monetary limitations or any other rights, immunities, and protections provided by the State of Missouri, as from time to time amended, or otherwise available to MOBIUS, its members and their respective officers, employees, agents, or volunteers. Failure to maintain the required insurance in force may be cause for contract termination. In the event the Vendor fails to maintain and keep in force the required insurance or to obtain coverage from its subcontractors, MOBIUS shall have the right to cancel and terminate the contract without notice.

## CONTRACT TERM

At this time MOBIUS requests three-year pricing with two individual, one-year options. MOBIUS is open to further discussions on the terms of a contract once a successful Vendor has been identified.

The contract shall be effective upon the date the agreement is signed by both parties and shall continue until all work has been completed by the dates negotiated and agreed upon by both parties to the subsequent agreement.

## INSTRUCTIONS TO VENDORS

Vendors are expected to examine the entirety of the RFP. Failure to do so is at Vendors' risk. It is the Vendors' responsibility to ask questions, request clarifications, or otherwise advise MOBIUS if any language, specifications, or requirements of the RFP appear to be ambiguous, contradictory, and/or arbitrary, or appear to inadvertently restrict or limit the requirements stated in the RFP.

All communication from Vendors regarding specifications, requirements, product demonstrations and more should be directed to [rfp@mobiusconsortium.org](mailto:rfp@mobiusconsortium.org). It is the responsibility of the person or organization communicating the request to ensure that it is received before the stated deadline. The RFP and any attachments constitute the complete set of specifications. No verbal or written information that is obtained other than through this RFP or its addenda shall be binding.

Unless otherwise specifically stated in the RFP, all specifications and requirements constitute minimum requirements. All responses must meet or exceed the stated specifications or requirements. Unless specifically stated all pricing submitted in response to this RFP is firm and fixed.

Vendors shall furnish information required by the solicitation as part of their response. MOBIUS reserves the right to reject proposals with incomplete information. All proposals submitted by the deadline shall be given full consideration. Any late proposals shall be disregarded.



By submitting a proposal, the Vendor agrees to provide the specified software and services in the RFP, at the prices quoted, pursuant to all requirements and specifications contained therein. Furthermore, the Vendor certifies that: (1) the proposal is genuine and is not made in the interest of or on behalf of any undisclosed person, firm, or corporation, and is not submitted in conformity with any agreement or rules of any group, association, or corporation; (2) the Vendor has not directly or indirectly induced or solicited any other Vendor to submit a false or sham proposal; (3) the Vendor has not solicited or induced any person, firm, or corporation to refrain from responding; (4) the Vendor has not sought by collusion or otherwise to obtain any advantage over any other Vendor or over MOBIUS.

Any clerical errors may be corrected by either party before contract award. Upon discovering an apparent clerical error, MOBIUS shall contact the Vendor and request clarification of the intended proposal. The correction shall be incorporated in the notice of award. MOBIUS reserves the right to request clarification of any portion of the Vendor's response to verify the intent. The Vendor is cautioned, however, that its response may be subject to acceptance or rejection without further clarification.

The following criteria, in order of importance, will be used to evaluate responses:

1. Cost
2. Functionality
3. Experience & Reliability

To evaluate Cost, MOBIUS will rely on costs stated in cost forms (Appendices D-F).

To evaluate Functionality, MOBIUS will rely on the Vendor's written responses, presentations, and answers to additional questions. MOBIUS will determine, in its sole reasonable discretion, whether a solution's functionality meets the consortium's needs, and what combination of ILS with optional products best optimizes functionality for cost.

In determining experience and reliability of the Vendor, the following shall be considered when applicable: the ability, capacity, and skill of the Vendor to perform as required; whether the Vendor can perform promptly, or within the time specified without delay or interference; the character, integrity, reputation, judgment, experience, and efficiency of the Vendor; the quality of past performance by the Respondent; the previous and existing compliance by the Respondent with related laws and regulations; the sufficiency of the Vendor's financial resources may be requested as part of this process; the ability of the Vendor to provide future maintenance, service, and support. To assist in evaluating this criterion, the Vendor must provide references from libraries or consortia using the proposed solution(s).

MOBIUS will evaluate all written responses received by the deadline to prepare a short list of Vendors for further consideration. If a Vendor is selected as one of those to be short-listed, they will be required to give a presentation and this will be used as one of the criteria in the final evaluation of all potential solutions. These presentations could be online only or in-person or a combination of both. Also, any presentation may be recorded for the benefit of any MOBIUS members who are unable to attend the live event. All Vendors must agree to have their presentation(s) be recorded.

Please note that Vendors **shall not** contact, directly or indirectly, any MOBIUS employee, representative, or Board member for the purposes of influencing or attempting to influence an award or other final decision. The provisions of this section shall begin the date this solicitation is released and continue until the rendering of an award for this solicitation or the rejection of all proposals. Any contact prohibited by this section may disqualify a Vendor from further consideration.

## DETAILED SPECIFICATION & SPECIAL CONDITIONS

The purpose of these specifications is to provide a framework to procure the best software and services package on the market for the benefit of our member libraries in accordance with our specifications. These documents, and any subsequent addenda, constitute the complete set of specification requirements and proposal response forms.

MOBIUS proposes to contract with an organization (herein referred to as “Vendor”), to provide an integrated library system and resource sharing system described herein.

MOBIUS is seeking proposals from qualified professional firms interested in providing a modern ILS and/or a resource sharing platform for the benefit of the MOBIUS membership.

This contract would encompass the product, optional add-ons, training, support, maintenance, and future product updates.

The implementation must be completed by March 1, 2024.

MOBIUS would like each Vendor to be clear in detailing how the initial cost and any additional maintenance pricing is determined and break this down by each library (please see Appendix A) so we can determine how much our maintenance will decrease should a member library leave the consortium. Likewise, we would like Vendors to be clear and detail how an increase in maintenance costs would be determined should a new member library join MOBIUS.

Vendors must be clear and concise in responses to be fully credited in the evaluation.

Attach and reference any relevant documentation that would enable the evaluation committee to confirm that all of the requisite specifications are met.

If “no response” or insufficient response to substantiate compliance is provided, MOBIUS reserves the sole right to reject the Vendor’s proposal from further consideration. Do not include responses that are superfluous or irrelevant to the specific question asked and do not include large graphics. These are not valuable in the volume of information the various evaluating teams must review.

Appendices D, E and F, must be completed as an attachment separate any other pricing documents that may be included by the Vendor.

Please note that Vendor quotes and general pricing documents by themselves are not acceptable forms of bidding and could cause rejection of response.

At this time MOBIUS requests three-year pricing with two individual, one-year options. MOBIUS is open to further discussions on the terms of a contract once a successful Vendor has been identified.

# SYSTEMS

## I. Architecture

- A. Describe in detail the architecture of your proposed system, and include any schematics that might be illustrative.
  - 1. Note any unique benefits your proposed system has for a multi-type consortium.
- B. Describe in detail which components are proprietary to your solution.
- C. Describe the programming languages that have been used in the creation of the proposed solution.
- D. Describe all available options for both hosted and non-hosted solutions. Include, if applicable, examples of hosting services that have supported the proposed solution.
- E. Describe if the components of the proposed solution need to be supported together in a single location or if they can be separated out from one another.
- F. Include descriptions of component servers, including web, indexing, application, database, or other servers and the operating system(s) supported by each. Include any schematics that may be illustrative.
- G. Describe if authorized staff members may edit, create, or initiate a reindexing of the system.
- H. Describe any indexing limitations associated with the proposed system.
- I. Describe any performance-related limitations associated with the proposed system.
- J. Describe the metrics that go into proposing how the servers are sized and configured.
- K. Describe any sizing limitations inherent with the proposed solution.
- L. Elaborate on what system limits impact how the proposed solution is priced.
- M. Describe if the proposed solution includes a sandbox for testing, training, and development purposes.
  - 1. Describe if the sandbox is identical to the production solution.
  - 2. Describe the process on how updates are performed and how the applications and data are mirrored so that they remain relevant and up to date.
- N. Describe the proposed solution's inventory control capabilities

## II. Data Integrity

- A. Describe what security standards are inherent in the proposed solution.
- B. Describe what encryption is inherent in the proposed solution.
- C. Describe the data retention capabilities with the proposed solution.
  - 1. Describe if data retention behavior can be configured by authorized staff.
- D. Describe how transactional data is handled with the proposed solution.
  - 1. Describe if this data is encrypted.
- E. Describe any security audits inherent with the proposed solution.
- F. Describe how patron data is secured and how the proposed solution supports relevant Federal laws (e.g., FERPA, HIPA, PCI-DSS, etc).
- G. Describe any third-party ownership of the consortium's data.
- H. Describe any circumstances under which the Vendor will control the consortium's data, or release the consortium's data to be used and/or controlled by a third party, and whether the consortium can opt out of such actions.
- I. Describe the Vendor's policies and procedures for alerting the consortium of any data breaches or system compromises.
- J. Describe the Vendor's policies and procedures in addressing any needed software patches that might be required to address a system compromise.
- K. Describe the timeline for pushing out required software "fixes" to the proposed solution.

## III. Standards

- A. Describe the Vendor's approach for library/industry-wide standards and the proposed solution's adherence to them.
- B. Describe if there are any standards the Vendor has chosen not to adopt or follow. If so, please describe.
- C. Identify bibliographic standards supported by the proposed solution, including but not limited to MARC21, BIBFRAME, and any others.
- D. Identify the communication standards supported by the proposed solution, including but not limited to NCIP, OpenURL, Z39.50, and any others.

## IV. System Management

### A. Implementation

1. Describe the various roles and responsibilities for the Vendor and the libraries as part of the implementation process.
2. Describe the various options MOBIUS will need to consider as it pertains to the scope of the work and the timeline for the project.
3. Describe the project management tools that are used as part of the implementation process.
4. Describe the Vendor's role and responsibilities and what options might be available with the following:
  - a) Setting up all Loan Rules, Policies, and Parameters
  - b) Transition to "Going Live"
5. Describe and detail all implementation settings that cannot be easily changed once that they have been made.

### B. Customization

1. Describe the level of granularity that is available for each member library to customize their own settings.
2. Describe if each library can customize their own calendar(s).
3. Describe if each library can set up and customize their own unique scheduling processes.
4. Describe how the proposed system handles all system policies in a multi-type consortium environment.

### C. Updates

1. Describe the frequency of system updates.
2. Describe the process involved in updating the proposed solution.
3. Describe the length of a "typical" system update.
4. Describe if system updates require any system downtime.
5. List and detail any system functions that require an overnight process to complete.

#### D. Batch processing

1. Describe the process for importing, exporting, updating, and deleting records in batch.
2. Describe if any of the functions listed directly above must be scheduled to run.
3. Describe if any of these same functions need to run outside of “normal” business hours.
4. Describe how the proposed solution handles simultaneous batch processes.

#### E. Backups

1. Describe the process, frequency, and responsibilities inherent in system backups.
2. Describe the process for performing a system recovery.
3. Describe the level of access required to perform all backup and recovery functions.
4. Describe the granularity of system backups and if all transactions are recoverable.
5. Describe where backups are stored and if any options are available on the format and location of such backups.
6. Describe how far back library data is archived.

#### F. Reliability & performance

1. Describe any scheduled downtime that we must plan for with the proposed solution.
2. Describe the availability of all of the offline functions with the proposed solution.
3. Describe how the proposed solution manages peaks and spikes in activity.
4. Describe how authorized users may need to help facilitate the management of the workload on the proposed solution.
5. Detail any Vendor performance standards for staff and end user functions.
6. Describe the proposed system’s transaction logging.
7. Describe the Vendor’s procedure for handling unscheduled service outages.
8. Detail the Vendor’s disaster policy.

## V. Consortium Support

- A. Describe the process on how additional libraries can be added to the proposed solution
- B. Describe if the Vendor needs to be involved in adding a new library to the consortium and what fee(s), if any, would be required for this to occur.
- C. Describe if the Vendor needs to be involved in removing a library from the proposed solution and what fee(s), if any, would be required for this to occur.
- D. Describe any patron record privacy protections that are native to the proposed solution.
- E. Describe if the proposed solution can protect records from being edited by non-authorized staff users.
- F. Describe how institutional financial data is protected from being viewed and edited by non-authorized staff users.
- G. Describe any field level protections that are native to the proposed solution.
- H. Describe the configuration options large consortia need to consider to successfully run the proposed solution.

## VI. Staffing

- A. Describe any staff proficiencies or certifications that might be required to successfully operate the proposed solution.
- B. Describe the systems responsibilities that will be required of MOBIUS's staff to successfully operate the proposed solution.

## VII. Openness and Interoperability

### A. APIs

- 1. Describe in detail what functions are exposed as part of any API development.
- 2. Describe in detail what permissions are available through one or more API's. Please elaborate on whether these include Read/Update/Delete/Insert.
- 3. Describe the level of database access that authorized staff members will be able to have with the proposed solution.
- 4. Describe the code repositories the Vendor employs with the proposed solution.
- 5. Describe the API documentation that is available with the proposed solution.



6. Describe the Data Dictionary that is available with the proposed solution.
7. Detail how often API's are created, updated, and enhanced with the proposed solution.
8. Describe the user community that has grown up with and is part of the proposed solution and what role, if any, they play in the future development.

B. Interoperability with Open and Commercial Products & Services

1. Discovery platforms

- a) Describe if individual libraries can choose their own, separate, public-facing discovery system.
    - (1) If this is possible, please describe how this configuration might work as well as any separate record-loading processes that would have to be employed to make this work.
  - b) List any common, commercial or open-source products and services that can integrate with your proposed solution.
  - c) Describe if the proposed solution includes a consortia discovery layer.
2. Describe what non-native cataloging and library bibliographic utilities the proposed solution integrates with seamlessly (i.e., OCLC, Cataloger's Desktop, RDA Toolkit, etc.).
  3. Describe what Archive management tools the proposed solution integrates with seamlessly (i.e., ArchivesSpace, Archivists' Toolkit, etc.).
  4. Describe what Digital Access Management systems the proposed system integrates with seamlessly (i.e., DSpace, Fedora, Vital, etc.).
  5. Describe the integration and connection methods available with other course/learning management systems (e.g., Blackboard, Moodle, etc.) software options.
  6. Describe what Acquisitions services the proposed system integrates with seamlessly (i.e., EBSCONET, GOBI, etc.).
  7. Describe what enriched content providers the proposed system integrates with seamlessly (i.e., Syndetics, Choice, etc.).

8. Describe what Link Resolvers & Knowledgebases the proposed system integrates with seamlessly.
  - a) Indicate if each library can have their own Link Resolver and Knowledgebase (if they have an Electronic Resources Management module).
9. List the campus-level enterprise systems (i.e., Bursar, Financial, learning management as well as any payment processing systems, etc.) that the proposed system seamlessly integrates with.
  - a) Detail what kind of connection is made between the two systems.
  - b) Detail what the scope of the data exchange is currently with each of these systems.
  - c) Describe if these processes can be scheduled.
  - d) List what happens automatically in “real time” and what processes are delayed or get updated overnight.
10. Describe what Automatic Storage & Retrieval systems the proposed system integrates with seamlessly (i.e., Dematic, HK, LAS, etc.).
11. Describe if the proposed solution has an API or otherwise integrates with resource sharing utilities, including Project ReShare, INN-Reach, or others.
12. Describe what third-party printer software & hardware the proposed system requires, if any, to run successfully.

#### VIII. Staff Input and Experience

- A. Describe if the proposed system requires any specific client-side workstation hardware.
  1. Describe if the proposed system is native to Microsoft and/or Apple’s operating systems.
  2. Describe if the proposed system is native to Apple workstations and devices.
  3. Describe if the proposed system requires any “character-based” terminal emulation software.
  4. Detail if there are any “hidden” or inaccessible files or tables that authorized staff may not see and/or have access to anywhere in the proposed solution.

## B. Staff Client

1. Describe if the proposed solution is only as a Desktop application or if a web-based application/interface is also available.
2. Describe if the proposed solution's functions can be accessed (staff and public interface) via a standard web browser. If so, please list which browsers and versions are supported.
  - a) Detail what functions can be accessed via an app if one is available.
  - b) List what operating systems are supported with the proposed solution's app.
  - c) Detail how often the Vendor's app is updated.

## C. Detail what software dependencies might be inherent with the proposed solution (e.g., Java, .Net, etc.).

## D. Detail what languages the proposed solution supports.

## E. Staff Accounts

1. Detail the staff permission and control features that are inherent with the proposed system.
  - a) Detail the granularity of permissions with the proposed system.
2. Detail how staff privileges are allocated and how finite these can be between a series of staff members.
3. Detail how the proposed solution handles consortium user accounts with global permissions.
4. Detail how the proposed solution works with Single Sign-On.
5. Detail how the proposed system integrates with existing identity-related data stores & protocols (e.g., Active Directory, LDAP, CAS, SAML, Shibboleth, etc.).
6. Detail how the proposed solution handles authorized staff users who have multiple identities at different libraries and consequently require different levels of access depending on the login and the location where they are working.
7. Detail how the proposed system supports functionality related to password maintenance and security.

## ILL's, RESERVES, CIRCULATION, SCHEDULING & BOOKINGS

- I. Traditional ILLs from outside of the system
  - A. Describe in detail how the proposed system integrates with the following:
    1. OCLC
    2. ReShare
    3. INN-Reach
    4. Others of note you would like to mention
  - B. Describe the messaging standards the proposed solution can support.
  - C. Describe a typical workflow involved for each of the above-mentioned solutions.
- II. Reserves
  - A. Describe the indices available with the reserve system.
  - B. Describe the architecture of the reserve system.
  - C. Describe if these indices are separate from the primary circulation system's indices.
  - D. Describe if unique loan periods and fine periods can be set up for each reserve.
  - E. Describe if it is possible to affiliate more than one kind of patron record with a reserve.
  - F. Describe how reserve lists are produced.
  - G. Describe if reserve lists can be made inactive and active as needed.
  - H. Describe if reserve materials are visible everywhere throughout the proposed solution.
  - I. Describe if reserve materials are visible to patrons (e.g. if they are visible in the proposed solution as well as the resource sharing solution).
  - J. Describe how the proposed solution supports digital rights management as well as copyright and licensing agreements compliance tracking.

### III. Circulation Workflow

- A. Describe if there are any limits on the number of active logins that can be employed at any time.
- B. Describe if permissions can be assigned to groups of staff users as well as individuals.
- C. Describe if staff workstations can be customized by authorized staff.
- D. Describe how authorized staff can view, edit, and manage lending rules.
- E. Describe if and how the proposed system integrates with security systems (e.g., RFID, etc.).

### IV. Fines, Payment Fees, Blocks, Notices, Billing

- A. Describe in detail how the proposed solution calculates local circulation fine rates and which currencies it supports.
- B. Describe how the solution may support different fine and billing policies based on the institutional affiliation of the borrower.
- C. Describe what parameters can be set locally vs centrally.
- D. Describe how the system reflects local control within a consortium environment.
- E. Describe how patron blocks work.
- F. Describe the options available for authorized staff members to override a local or consortium-wide block.
- G. Describe the options available for blocking a patron from consortial resource sharing while still allowing them to have borrowing privileges at their home library.
- H. Describe how patron blocks can be removed.
- I. Describe how each library may customize notices, receipts, bills, and pick lists (e.g., pick lists for closed stacks paging or remote request fulfillment).
- J. Describe how the proposed solution allows for delivering notices via SMS text messaging and email, both for local patrons and patrons from other member libraries.
- K. Describe any limitations to the SMS texting options for all notice types as they pertain to individual member libraries in the consortium.
- L. Describe if patrons may opt in and out of received SMS text messages and how this works with and without staff intervention.

- M. Provide examples from other libraries and consortia that are using the proposed solution's SMS text messaging solution.
- N. Describe if SMS text messaging functions may be configured centrally or if this is done at the individual library level.
- O. Describe the options available if the proposed solution has a reconciliation feature (i.e., Collection Agency).
- P. Describe the output and input options for data delivery to a Bursar's office.
- Q. Describe the various payment options that are allowed within the proposed system (e.g., Venmo, PayPal, etc.).

V. Patron Records, Management, Communication, etc.

- A. List all of the fixed and variable fields available in a patron record.
- B. Describe if any of the patron record fields can't be used as part of the report gathering process.
- C. Describe how patron records can be updated manually and globally.
- D. Describe if updates can be tracked within the system. If so, please indicate how far back these can be tracked and reported.
- E. Describe what options are available for viewing names - both first and last or just first name when checking out items.
- F. Describe what options are available for patrons to define their default patron name that appears on all messaging that is available throughout the proposed solution.
- G. Describe if the proposed system requires the creation of something akin to 'global' patron records.
- H. Describe if staff permissions can be customized to show only selected patron data elements at various levels (i.e., at the Home Library level vs across all of MOBIUS).
- I. Describe the various ways patron data can be uploaded into the system, including batch loads and manual individual loads.
- J. Describe how patron records can be deleted.
- K. Describe what safeguards are in place to keep patron records from being automatically deleted.
- L. Describe the options consortia and individual libraries have for viewing patron history.
- M. Describe if patron history information is available as part of the reporting system.

## VI. Scheduling and Booking

- A. Describe if the proposed solution offers functionality that can be used to schedule and book rooms, equipment, or any other library materials (e.g., DVDs, kits, etc.) so designated by an individual library.
- B. Describe if eligible materials can be combined in a single booking.
- C. Describe what data elements are provided for in describing rooms and equipment and other non-traditional material that may be reserved.
- D. Describe what data elements are minimally required when creating a record of this type.
- E. Describe how these loan policies are defined (e.g., loan periods, deposits, fees, etc.).
- F. Describe how bookings can be viewed, reserved, cancelled, rescheduled, or extended, by library staff and patrons.
- G. Describe if materials can be scheduled in bulk (e.g., 30 laptops to a class).
- H. Describe if these materials can be scheduled on recurring intervals (e.g., each Thursday from 2-4pm).
- I. Describe any limits that can be set on scheduling these materials (e.g., by date, holidays or weekends, quantity, patron type, etc.).
- J. Describe if varying time intervals can be supported (e.g., half hour, hour, several days).
- K. Describe what options exist for sending confirmation emails or SMS texts, including an embedded link to cancel the booking.
- L. Describe any APIs that convey booking information to patron account displays in discovery services.
- M. Describe what third-party software the system booking function will work with.



# PATRON EXPERIENCE

## I. Privacy

- A. Describe in detail where patron data is stored.
- B. Describe if there are any options on where patron data is stored.
- C. Describe if patron data is duplicated in any way as part of the proposed solution or as part of a resource sharing solution.
- D. Describe if patron data and all related transactions are encrypted.
- E. Describe the protections available when transferring patron data to external systems.
- F. Describe if each library can view or access patron data that doesn't "belong" to them?
- G. Describe how each library can "shield" its patron data from other libraries in the consortia.
- H. Describe the staff permissions associated with accessing and editing patron data.
- I. Describe what controls patrons have over their own data.
- J. Describe if patrons can opt-in or opt-out of the collection of their data, and if so, please elaborate on those conditions.
- K. Describe if patrons can edit or delete data about them and/or their transactions.
- L. Describe what data elements patrons can edit and change by logging into their account.
- M. Describe how the system complies with GDPR.

## II. Self-service

- A. Describe if and how the proposed solution works with self-checkout kiosks.
- B. Describe the patron self-service options that are available with the proposed solution, including self-service for such activities as holds, bookings, renewals, notice preferences, self-updates of patron information.
- C. Describe the user interface used by patrons for such functions.
- D. Describe what other third-party patron-facing products or services the proposed solution interfaces with seamlessly.
- E. Describe if any self-service options require any dedicated hardware and/or third-party software.

# DISCOVERY/PUBLIC CATALOG

## I. Public Catalog

A. Describe the public facing catalog that comes with the proposed solution.

## II. Catalog Index

A. Describe how the various indices are structured and maintained in the proposed solution.

B. Describe the extent to which authorized staff can add/modify/remove the indices of the catalog, including the ranking of search results as well as modifying facets and search limiters.

C. Describe how the proposed solution and the discovery system utilizes FRBR, BIBFRAME, and/or linked data.

D. Integration of external content

1. Describe what kinds of external content can be included in the public catalog interface.

2. Describe if content from institutional repositories, open access materials, research guides, and other external systems can be harvested and indexed automatically.

3. Describe if other methods can be used to integrate search results from other systems.

4. Describe if these modifications can be configured separately by each library.

5. Describe how this content appears to the user.

E. Please describe how licensed content is handled.

1. Describe how data can be refreshed automatically without the need for staff intervention.

2. Describe if data can be scheduled to update at regular intervals.

III. Appearance/Branding *(In the questions that follow, please indicate the extent to which your responses apply to the individual library catalog vs. the shared group/cluster catalog.)*

- A. If the proposed solution involves multiple libraries sharing a system, describe the ability of each individual library to have their own catalog of their own resources.
- B. Describe whether and how librarians can create embedded search boxes or widgets for the catalog in other websites.
- C. Describe what parts of the system can be customized in appearance and how this is accomplished. (e.g., settings screens, configuration files, HTML templates, custom CSS, custom JavaScript, etc.).
- D. Describe if any third-party software is required to edit these screens and settings.
- E. Describe how individual MARC fields can be added to the public display, hidden, or customized in their appearance.
- F. Describe which of the above customizations can be configured at the individual library level.
- G. Describe if customizations are done by the library, the MOBIUS Office, the Vendor, or some combination.
- H. Describe how the proposed solution enables interoperability with local online reference services, social networks, external subject guides, and other electronic services for communication between library users and staff.

IV. Patron Interaction

- A. Describe how patrons can limit and filter searches.
- B. Describe how the proposed solution facilitates both known-item and open-ended searches.
- C. Describe how author/title searching, uniform title searching, series title searching, and subject searching are handled.
- D. Describe the types of searches offered (e.g., keyword, browse, combined, numeric).
- E. Describe the fields that can be searched in a numeric search.
- F. Describe if the subject browse can be searched by subdivision.
- G. Describe the sorting/ranking options that are available to the user.

- H. Describe the relevancy ranking algorithm.
- I. Describe how dates are interpreted and used for date-based sorting.
- J. Describe how the search interface can be used to browse nearby or related items for a specific call number, name, or subject heading.
- K. Describe how users discover the availability, status, and location of specific resources.
- L. Describe how a user can place and manage requests/holds on items, titles, and/or individual volumes from a multi-volume work. Please describe how the proposed solution is configured to reflect library policy regarding which patron groups are allowed to request which items (according to type, location, etc.).
- M. Describe the options that the proposed solution offers to modify a search when a patron cannot find a desired or relevant item, or when a search returns no results.
- N. Describe how the solution offers supplemental and contextual information about search results such as cover images and tables of contents, and identify the sources of this information.
- O. Describe how the solution enables users to mark, save, print, email, text, share, cite, and export single items or lists of items.
- P. Describe how patrons can create permalinks to individual items and to whole result pages.
- Q. Describe how the proposed solution provides proactive resource recommendations based on (optional) patron search history or other forms of expressed subject interest.
- R. Describe how the proposed solution uses RSS feeds, email notices, or other subscription notifications to alert patrons of new items of interest.
- S. Describe how users interact with the solution through tagging, recommending, sharing, or writing reviews of resources. Describe options for local tags. How are tags mediated and searched?
- T. Describe in detail your support for mobile options and whether the Vendor offers a separate app, product, and/or process for accessing the catalog from a mobile device.
- U. Describe if you employ responsive web design and how the search interface adapts to different sized browsers.
- V. Describe what screen readers and other assistive technologies you support.

- W. Describe the measures taken to ensure that search and results pages are screen-reader friendly (e.g., use of HTML headings, alt text, skip links, etc.).
1. Describe the WCAG 2.0 compliance level (e.g., A, AA, AAA) of patron-facing web pages and provide a Voluntary Product Accessibility Template (VPAT) for the product.
    - a) If the VPAT does not apply system-wide, then please supply VPATs for each module.
    - b) Describe how the proposed solution can take advantage of the availability of metadata to improve discovery of accessible materials.
    - c) Describe how the user can change the display language of the public interface and what languages are supported.
- X. Describe how the application state is presented to the user in their web browser. For example, please explain if the session variables present in URLs expire thereby preventing the use of permalinks or browser navigation buttons.
1. Describe which browsers are supported by the catalog interface.
  2. Describe any future plans to end support for legacy browsers.
- Y. Describe how user testing and analytics are utilized to improve the user experience.
- Z. Describe the help available to users from within the interface of the proposed solution.
1. Describe if the proposed solution includes tutorials using lay terms for the user rather than library staff.
- AA. Describe if other “discovery systems” may be used in place of the public front-end of the proposed solution.
1. Describe what third-party discovery systems the proposed solution supports.
  2. Describe the effectiveness of supporting a separate discovery system and what functionality might be lost in such a configuration.
  3. Describe any interfaces and APIs that are available to support such integration/interoperability.
- BB. Detail the lag time for synchronizing updates between disparate systems.

## V. Consortia catalog

- A. Referring to the points in sections I - IV, describe any differences in the functionality between the local catalog and the consortium catalog or if they are one and the same.
- B. Describe how a patron moves from discovering an item to requesting or accessing the item whether it is online, physically available in the library, available at another MOBIUS library, or available via Interlibrary Loan from outside MOBIUS.
- C. Describe how the proposed solution promotes overall ease and timeliness of access to materials.

## VI. Authentication

- A. Describe any built-in patron authentication mechanism to the proposed system.
- B. Describe any integrations with outside authentication providers that are possible (e.g., SSO, Shibboleth, LDAP, CAS, SAML, Active Directory, etc.).
- C. Describe if other proxy server components can be employed by individual libraries as well as the consortium.

## VII. Link Resolver

- A. Describe if the proposed solution includes a link resolver product.
- B. Describe what other, third-party link resolver products can be used with the proposed solution.
- C. If applicable, describe how the link resolver is displayed to the user and how the interface transitions between search results, the link resolver, and the desired resource.
- D. Describe how seamless the process is to the user.
- E. Describe, if applicable, to what extent the link resolver and/or journal directory pages can be customized by administrators.

# COLLECTIONS MANAGEMENT

## I. Acquisitions

- A. Describe the record formats for all acquisitions record types and how long they are stored and kept on the system.
- B. Describe if there is a mechanism to easily delete old/unwanted order data.
- C. Describe in detail the functionality typically associated with the following acquisitions functions:
  - 1. Automated selection
  - 2. Standing Orders for both monographs and subscriptions
  - 3. Ordering
  - 4. Invoicing
  - 5. Claiming
- D. Describe the options available for renewal reminders for subscription-based orders.
- E. Describe the ability to import records, both individually and in batch.
- F. Describe all of the record formats that are supported by the proposed solution.
- G. Describe the record matching process for brief and full bibliographic records by the proposed solution.
- H. Describe how order records “match and attach” to full or brief bibliographic records.
- I. Describe the ease of use for manually adding order and item records in the proposed solution.
- J. Describe how records are “linked” together.

## II. Acquisitions Funds & Payments

- A. Describe the fund structure that the proposed solution permits.
- B. Describe if the funds from one library are separated out and protected from being viewed and accessed by a staff member from another library.
- C. Describe if there are any limits to the number of funds and payments by the proposed solution.



- D. Describe if multiple funds can be used for a single order.
- E. Describe the record structure for storing Vendor information.
- F. Describe if there are any limits to the size, indexing, or field choices related to Vendor records in the proposed solution.
- G. Describe if the Vendor file is to be shared among multiple libraries OR if these are unique to each member library.
- H. Describe the financial reporting and fiscal year closing capabilities of the proposed solution.
- I. Describe the options available as part of the fiscal close process (e.g., rolling funds over, rolling over outstanding encumbrances, etc.).

### III. Acquisitions Statistics

- A. Describe the proposed solution's ability to generate statistics from the following record types and transactions:
  - 1. Acquisitions.
  - 2. Orders.
  - 3. Invoices.
  - 4. Vendors.
  - 5. Funds.
- B. Describe the proposed solution's integration with Enterprise Resource Planning (ERP) software packages, (e.g., PeopleSoft, Blackboard, Desire2Learn, etc.).
  - 1. Describe if any of the ERP packages supported by the proposed solution requires any manual intervention to pass data and update either the proposed solution or the ERP databases.

#### IV. Cataloging

- A. Describe the process for creating, editing, and updating bibliographic records in the proposed solution.
- B. Detail the proposed solution's support for importing MARC and non-MARC data.
- C. Describe if the importing and exporting processes can be automated and/or scheduled to run unattended.
  - 1. List all data formats supported by the proposed solution (e.g., BIBFRAME, MODS, Dublin Core, Excel, etc.).
- D. Describe the process for loading records, both in batch and individually.
- E. Describe the process of loading records from files.
- F. Describe the MARC editing capabilities of the proposed solution.
- G. Describe what other record editors and third-party clients (e.g., OCLC Connexion) the proposed solution supports.
- H. Describe the available options for protecting existing fields in records as part of the importing and loading process.
- I. Describe the available options the proposed solution supports for exporting records.
  - 1. Describe all the record formats that are supported (e.g., MARC, RDF, BIBFRAME, etc.) as part of the exporting process.
  - 2. Describe if the export operations can be performed interactively as well as in batch.
  - 3. Describe if an API is available as well and if so, what it is capable of as part of the import/export process.
- J. Describe the process for uploading holdings to a bibliographic utility, such as OCLC or SkyRiver.

- K. Describe the proposed solution's support for cataloging and classification as it pertains to:
  - 1. AACR2 and RDA cataloging rules and validation.
  - 2. Various call number classification systems, including locally created systems.
  - 3. Controlled vocabularies, including LCSH, LCNAF, MESH.
  - 4. Non-ASCII character encodings (diacritics) and bidirectional cataloging.
- L. Describe any native, customizable workflow management tools.
- M. Describe if the proposed solution includes any record queues of any kind.
  - 1. If records are loaded or updated, is the update process immediate?
- N. Describe the proposed solution's use of automated alerts as it pertains to record editing.
- O. Describe the proposed solution's use of automated alerts as it pertains to record importing and exporting.
- P. Describe the proposed solution's use of definable macros and other shortcuts that are supported.
- Q. Describe in detail how indices on the proposed solution are defined.
- R. Describe in detail the degree of control that authorized staff have over the indices in the proposed solution and if they can be customized without the Vendor support.
- S. Describe any record template options for various types of records that would streamline the data entry process.
  - 1. Describe if record templates can be customized.
  - 2. Describe what the maximum number of record templates each library may expect to have and that the proposed solution supports.
- T. Describe the process for authority record creation and maintenance.

- U. Describe the authority control tools that are available.
  - 1. Describe the error reports capabilities of the proposed solution.
  - 2. Describe if there is an automatic correction feature that the proposed solution supports for authority records.
- V. Describe if there is an automatic correction or modification feature for new bibliographic records.
  - 1. Describe if there is any ability to customize these record creation/editing tools.
- W. Describe the options for batch editing records and applying batch updates to sets of records.
- X. Describe how the integrity of bibliographic records is maintained and validated.
- Y. Describe if the record validation process is manual as well as automated.
  - 1. Describe how often the automatic validation process occurs.
  - 2. Describe if the proposed solution's record validation rules can be customized.
- Z. Describe the available options for spine label printing.
- AA. Describe if the proposed solution can output labels so that they can be manipulated in other applications.
- BB. Describe if the proposed solution supports floating collections.
- CC. Describe if the proposed solution supports time sensitive temporary locations.

## V. Serials

- A. Describe the proposed solution's support for serials management.
- B. Describe if the staff login to the serials module/component allows for only that library's staff to view and edit their serials data.
- C. At the issue level:
  - 1. Describe the proposed solution's receiving capabilities.
  - 2. Describe the proposed solution's item record generation capabilities.
  - 3. Describe the proposed solution's labeling capabilities.
  - 4. Describe the proposed solution's routing capabilities.
  - 5. Describe the claiming capabilities of the proposed solution and how "customizable" this can be for each library in the consortium.
  - 6. Describe the proposed solution's binding capabilities.
- D. Describe the proposed solution's date prediction patterns and enumeration patterns.
- E. Describe the proposed solution's support for the check-in of multiple instances of a given title (i.e., title may include individual issues, bound volumes, pamphlet supplements, etc.)
- F. Describe the proposed solution's support for the recording and receipt of issues via SISAC check-in and/or UPC codes.
- G. Describe the proposed solution's integration of serials claiming functions across other serials and reporting workflows.
- H. Describe the proposed solution's ability to generate statistics from serials records and all associated serials-related data.

## VI. Electronic Resource Management (ERM)

- A. Describe how ERM integrates with other functions such as acquisitions, cataloging, and reporting.
- B. Describe the proposed solution's ability to support subscription license agreements.
- C. Describe the proposed solution's process for creating and organizing electronic resource records.
  - 1. Describe all of the fields that are available in this module.
  - 2. Describe the proposed solution's ability to add, edit, and delete any data fields.
  - 3. Describe the proposed solution's support for ERM specific Vendor and publisher data.
  - 4. Describe if this data is shared with any other modules or components on the system.
- D. Describe the proposed solution's subscription renewal reminders.
- E. Describe the proposed solution's knowledgebase.
- F. List and describe if knowledgebase from other Vendors are supported.
- G. Describe the proposed solution's integration with the platform's electronic resources functionality.
- H. Describe the proposed solutions knowledgebase and how often it is updated.
- I. Describe the proposed solution's support for adding local collections.
- J. Please describe the proposed solution's support for e-journal directory along with an A-Z database list.
- K. Describe how the ERM module integrates with access management tools such as EZProxy or OpenAthens.
- L. Describe if each library can choose their own proxy server solution or if this is something that the entire consortium needs to agree upon.

# REPORTING, ANALYTICS, & STATISTICS

## I. Reports & Reporting

- A. Describe how the proposed solution extracts, analyzes, and repackages data from within the library database.
- B. Describe the user interface for the reporting system; is it web-based or run from within a specific application provided by the Vendor or another party?
- C. Describe the “default” reports created by your product (i.e., “out of the box”).
  - 1. Provide a few examples of your “default” reports.
- D. Describe how your product creates data subsets that can be interacted with by authorized library staff.
- E. Describe what options exist for customization of reports (both by the Vendor as well as by authorized library staff).
- F. Describe whether all fields, sub-fields, as well as non-MARC fields can be queried as part of the report creation process.
- G. Describe whether suppressed and deleted records can be included in a reporting query.
- H. Describe whether the proposed solution can gather statistics on all record types, including after associated records are deleted.
- I. Describe any limits to the number of reports that may be saved and repurposed later.
- J. Describe any limits on retention of any reports or results sets.
- K. Describe how reports and queries can be scheduled to run at a specific time and how selected staff and/or other users are alerted when these reports are available.
- L. Describe the reports interface(s).
  - 1. Provide some examples if a “dashboard” or other multi-dimensional set of interface controls are part of the process.
- M. Describe whether there are any limits on the type, number, or size of reports that can be created, run, and scheduled.
- N. Describe whether the reporting suite of tools and processes are located physically on the same server as the library database or if reports run in their own separate environment.



- O. Describe the options for presentation of results (e.g., internal display, types of displays, text vs csv, JSON, etc.).
- P. Describe the various ways records can be grouped as part of the report creation and results process (e.g., call number ranges, classification systems, collections, locations and sub-locations, categories, material formats, etc.).
- Q. Describe whether the output of any report can be automatically output to a third-party application (e.g., e-mail, Microsoft Office, etc.).
- R. Describe how the proposed solution reports on data from multiple libraries in the consortium.
- S. Describe the capabilities of the reporting system both in terms of the benefits for individual libraries as well as for the consortium.
- T. Describe if any reports will have a detrimental impact (i.e., they are too big or comprehensive to run during the day) on the performance of the proposed solution.
- U. Describe what parts of the database are not accessible for reporting purposes (e.g., "hidden" tables, deleted records, unreportable fields, etc.).
- V. Describe the granular levels of access (e.g., user permissions; canned vs SQL).
- W. Describe in detail if the proposed solution requires any separate, third-party training or certification to be able to successfully create and run queries.
- X. Describe the options for search criteria (e.g., fields, etc.), query types (e.g., Boolean, keyword, regular expressions, SQL & any other query languages, etc.), and data sources (e.g., record ranges, date ranges, data subsets).
- Y. Describe whether the proposed solution works across multiple record types that the system may include.
- Z. Are any record types not available to be used with the reporting tools?
- AA. Describe how the proposed solution works with multiple data source (e.g., library catalog, 3rd party database, external knowledge base, etc.)
- BB. Describe how the proposed solution integrates data from multiple sources into a single report/analysis/data subset (COUNTER, SUSHI, APIs, etc.).
- CC. Describe the proposed solution's support for diacritics, writing systems, Unicode characters and other unique character sets.

DD. Describe any “audit trail” capabilities that the proposed solution may include. These include:

1. Record revisions – how far back can it go?
2. Transaction history – is a log kept and is this accessible by authorized staff?
3. Diagnostic data – is a log kept and is this accessible by authorized staff?
4. Describe if there is an “undo” option for any part of the reporting system.

II. Documentation

- A. Describe and provide some examples of the documentation and user guides for the various reports and reporting components.
- B. Describe the format and openness of the data dictionary.

# MIGRATION, TRAINING & CUSTOMER SERVICE

## I. Migration

- A. Provide a list of other large library systems, preferably multi-type consortia, that have migrated to the proposed platform.
- B. Describe the migration options available for consortia of our size and complexity.
- C. Provide a sample timeline for the project.
  - 1. Factor in that MOBIUS will be migrating data from eight separate servers into the Vendor's recommended configuration.
  - 2. Describe how the Vendor would approach profiling libraries from these various servers into a single instance of the proposed solution. Please include details related to organizational structure of codes and values and if there are any limits on any system/server codes that would limit immediate or future growth.
- D. Describe any data extraction services and options that are available and any limitations we might expect in the performance of these services.
- E. Detail all potential data types and transaction types (including holds, notices, queues, circulation, all notes, statistics, staff accounts, permissions, etc.) that can be migrated
- F. Will the Vendor be able to migrate Sierra transaction data?
- G. Describe in detail what libraries and systems the Vendor has migrated from Sierra.
- H. Describe the data formats (MARC8, MARC21, UTF-8, etc.) that can be migrated from a Sierra system.
- I. Detail if any data cleanup work will be recommended and what MOBIUS will need to do to prepare for the migration.
- J. Detail how the Vendor might plan on merging and deduping our Sierra records, coming from multiple systems into a single instance.
- K. Detail the record structure in the proposed solution.
- L. Detail the staff review process of the data including how many test loads are included and the length of time that is planned for making adjustments to the profile.

M. Detail the migration responsibilities for each party:

1. Vendor responsibilities
2. MOBIUS responsibilities
3. Library staff responsibilities

N. Detail the projected downtime for individual libraries as part of the migration.

O. Detail the expected length of time libraries should anticipate running multiple systems.

## II. Training

A. Describe the training options that are available.

B. Provide a detailed timeline for training and available options for:

1. A Train-the-Trainer option (how many staff will be trained and how it would be done).
2. Detail what, if any, in-person training options that are available.
3. Detail if any live and online training options are available.
4. Detail any pre-recorded training options that are available.
5. Detail any self-paced training tutorial options that are available.
6. Detail any other training options that are available.

C. Detail if the Vendor training is customized to the customer.

D. Detail if training is designed as siloed into a particular functional area or if modular training is set in the greater context. For example, is cataloging training done in the context of material coming from acquisitions and going to circulation?

E. Detail if training is based on data provided by the consortium or if it is generic data provided by the Vendor.

F. Detail how long the training data will be available.

G. Detail if a sandbox is available as part of the ongoing training that is needed in a large consortium.

- H. Detail how the sandbox will be kept relevant with the same release of the software that the production environment is on and with the modules, settings, and indices that are available in the production environment.
- I. Detail the frequency and format of the documentation and all training aids that are available.

### III. Customer Service

- A. Detail the ongoing support model(s) that the Vendor employs:
  - 1. Are there any limits or restrictions on the number of people who can contact the Vendor directly.
- B. Describe if the Vendor supports multiple levels of support and what those options include.
- C. Detail the days and hours that the support team is available.
- D. Detail how the following system notifications and other notable system events are communicated to the consortium:
  - 1. System outages.
  - 2. System updates.
  - 3. Individual library as well as system breaches.
  - 4. Other required system maintenance.
- E. Detail how individual ticket priority levels are defined.
- F. Detail the average ticket turnaround time per priority level.
- G. Detail the ticket escalation protocol.
- H. Detail the automatic ticket escalation v. client-requested ticket escalation.
- I. Detail how clients keep track of the progress being made on their tickets
  - 1. Is a customer dashboard provided?
- J. Detail the Vendor's upgrade release schedule and current frequency of releases.
- K. Detail the Vendor's commitment to hotfixes as well as real-time "responsive development."

- L. Detail the Vendor's specific turnaround commitment for specific support tasks.
- M. Indicate if MOBIUS can expect to have a dedicated support staff individual and/or team as well as a customer account representative.

IV. User community

- A. Detail all Vendor supported and/or sponsored conferences and events in support of the organization and proposed solution platform.
- B. Detail all communication platforms (listservs, forums, slack, etc.) in support of the proposed solution.
- C. Detail the role in product development and enhancements that customers can expect to have with the Vendor and the proposed system.
- D. Detail if the Vendor accepts contract work for software functionality that might be required.
- E. Detail all community support and training options that are available.

# RESOURCE SHARING SOLUTION

## I. Resource Sharing Option

### A. Patron-initiated requesting system:

1. Describe the requesting process and experience for patrons and please include how they can manage their patron account features as part of the process.
2. Describe how the requesting experience is different for the staff.
3. If staff can place requests on behalf of the patron, describe if this is done through the public interface, staff interface or both.

### B. Describe how the patron record is utilized with the resource sharing components of the proposed system.

### C. Elaborate on whether there is one patron record for both local and “remote” borrowing or multiple patron records that are required.

### D. Detail the fields available in the patron record.

### E. Describe if a common set of patron parameters can be centrally managed for all members. If this is possible, please detail how this works.

### F. Describe if materials can be made to be visible in the public interface but not necessarily “borrowed” if desired by the owning library.

### G. Describe the flexibility of the loan rules and how this works for each member library.

### H. Describe if the proposed solution allows for the individual to pick up materials from any of the participating library’s pickup locations throughout the consortium.

### I. Describe how call slips/pick lists (for closed stacks paging and remote requests) are output by the proposed solution, as well as any options that are available for sorting these lists (e.g., by call number, by shelving location, by time, etc.).

1. Describe any options for how branches (i.e., definable locations) are able to have their own, separate pull/paging lists.
2. Describe if the proposed solution can customize the appearance and layout of the call slips/pick lists.
3. Describe how the proposed solution identifies titles that could fill a request.

4. Describe how the proposed solution selects a library and item to use to fulfill a “first available” request.
  5. Describe the options that are available for prioritizing, randomizing, or load-balancing requests.
- J. Describe how the proposed solution can identify when a title matching a request should be excluded from filling the request.
1. Describe under what conditions the proposed solution may prevent a request being placed.
  2. Describe if the proposed solution has the option to offer alternate editions or formats (e.g., as identified by FRBR associations) to fill requests.
- K. Describe if and under what conditions patrons and staff can place both title and item level requests.
- L. Describe how a patron and/or staff place a multi-volume request.
- M. Describe what happens if there is no activity from the library to fulfill a request.
- N. Describe if it is possible for the proposed solution to prioritize requests by how physically close the item is to the patron, thus limiting transit time.
- O. Describe if there is a priority placed on fulfilling requests from the home library.
1. Describe if it is possible to create regional groupings of holds so materials come from closer libraries.
  2. Describe if other types of groupings of libraries are possible to fill holds, such as by type of institution.

## II. Resource Sharing Policies

- A. Describe the parameters that allow for both requests and circulation to occur.
- B. Describe if a combination of patron, item, and location variables are used to determine borrowing parameters.
1. Describe if these parameters can be managed centrally by authorized staff.
  2. Describe how user parameters are defined in the proposed solution.
  3. Describe the reporting and data analytics components of the proposed system.



4. Describe if the reporting and analytics can be run interactively or if they are scheduled to run overnight.
  5. Describe if renewals on the system can be initiated by both staff and patrons and under what conditions that they may be blocked.
  6. Describe if authorized staff can override renewal limits.
  7. Describe if recalls are available with the proposed solution and if they can be both staff-initiated as well as patron-initiated.
- C. Describe how materials are identified and marked by each library as those eligible to be borrowed.
  - D. Describe if the proposed solution supports system-wide policies across the consortium.
  - E. Describe any options for copying, applying, and modifying existing policies (e.g., when setting up a new location, patron type, item type, etc.) by authorized staff.
  - F. Describe if lending from/with partners across different time zones is supported.

## VISION & IDEAS FOR THE FUTURE - ILS & RESOURCE SHARING

- I. Future growth
  - A. Detail the Vendor's plan for successfully accommodating MOBIUS' future growth as new members are added to the proposed solution.
  - B. Describe any future limitations to growing the consortium in terms of system or functional limits.
  - C. Detail any future cost considerations the consortium might be looking at from the Vendor as additional libraries are added to the consortium.
  - D. Elaborate on the products and/or services that MOBIUS would need to acquire from the Vendor to grow our membership.
- II. Sustainability
  - A. Describe if authorized staff will be able to perform all the necessary functions involved with setting up, implementing & training new libraries who join once MOBIUS is "live" on the new system.
  - B. Describe any functions related to setting up additional libraries that authorized staff cannot perform.
  - C. Describe how data is exchanged both in and out of the proposed platform.
  - D. Detail if the process of loading and transferring data is manual or automatic.
  - E. Detail if these functions can be scheduled to work automatically.
  - F. Describe the tools available to control how data is manipulated both as part of the import and export processes.
  - G. Describe how the proposed solution determines bibliographic, patron, and item record "matching" (is a hierarchy of data fields used to determine if a record of any kind is unique?) and if this is something authorized staff has any control over.
- III. Digital and electronic integration
  - A. Describe your proposed systems support for both traditional and other data sets (e.g., print, and digital).
  - B. Detail if digital content is "native" to the platform.
  - C. Detail how digital/electronic records and other third-party products may be integrated into the proposed solution.

D. Detail how authorized staff members can manage e-resource materials and services.

E. Describe how the solution supports metadata and other digital repositories.

1. Describe the level of integration between the proposed solution and these digital repositories.

2. Detail if any manual processes will be required to integrate any digital repositories with the proposed solution.

F. Describe how the solution supports new workflows related to the continued pandemic response.

1. Describe any unique functionality the proposed system has that allows it to specifically support contactless services including curbside pickup.

2. Describe any unique functionality the proposed system has that allows it to specifically support Self-check, RFID, and other similar technology innovations.

3. Describe any unique functionality the proposed system has that allows it to specifically support remote work.

G. Describe how the solution supports API access to digital/electronic materials and collections.

#### IV. Mobile Technology

A. Describe how the solution supports mobile technology (tablets, smartphones, other devices).

1. Detail how mobile technology is native to the proposed solution.

2. Detail what platform(s) and operating system(s) are supported.

B. Describe any mobile apps and/or responsive web design that is supported.

## V. Flexibility

### A. Describe the ways in which the solution can be customized.

1. Describe the ways the client (web or otherwise) may be customized.
2. Describe the granularity of the proposed solution's permissions, including what the staff sees and does in the individual capacities.

## VI. Interoperability

### A. Describe the interoperability between the proposed solution and other systems or third-party software. These include:

1. Discovery systems
2. Link resolvers
3. Proxy servers
4. Electronic resource management systems
5. Campus-wide registration systems

## VII. Linked data

- A. Describe how the proposed solution supports the BIBFRAME data model.
- B. Describe how the proposed solution supports the linked data principles that allow bibliographic data to be accessible on the web.

## VIII. Vendor Roadmap

- A. Describe in detail the Vendor's plans for future development for the proposed solution.
- B. Detail the level of commitment that the Vendor has to the proposed platform, the user community, and the library community.
- C. Detail how the library software and services platform is either central or peripheral to the Vendor's mission.
- D. Detail how many individuals and what percentage of the Vendor's workforce is part of the Vendor's R & D program.

## IX. Resource sharing

- A. Describe your support for disparate systems.
- B. Describe how the solution can incorporate and “integrate” other systems as part of a resource sharing solution.
- C. Describe if any data (patron, bibliographic, or item) or circulation-related transactions needs to be duplicated manually so the resource sharing system is kept in sync with the proposed platform.
- D. Provide multiple references for libraries who are using the proposed platform.
- E. Describe what history and experience the Vendor has in supporting disparate systems
- F. Describe the Vendor's history and current support of library and technology standards communities.

## APPENDIX A (MOBIUS Libraries & Corresponding Data)

1	Library	# of Bibs	# of Items	# of Patrons	# of Licenses
2	A.T. Still University	133992	126807	11283	8
3	Archway (shared)	265789	265873		
4	Arthur (shared)	265546	268513		
5	Avalon (shared)	265481	276569		
6	Avila University	97347	99305	6174	6
7	Benedictine College		TBD	TBD	5
8	Bridges (Share agency)	9013	9168	0	0
9	Bridges (Share eMO)	265475	0	0	0
10	Central Methodist University	126499	138125	31493	5
11	Columbia College	148728	152433	31246	6
12	Conception Abbey and Seminary College	119063	144840	1614	5
13	Concordia Seminary	226992	288567	3697	13
14	Cottey College	75894	85134	1398	7
15	Covenant Theological Seminary	83310	111366	8746	5
16	Crowder College	96080	106959	38754	5
17	Culver-Stockton College	349706	531007	3258	5
18	Drury University	156471	202843	57738	12
19	East Central College	100893	68729	15407	6
20	Eden Seminary-Webster University	711852	836639	85884	18
21	Evangel University	196596	253358	4934	15
22	Fontbonne University	93199	110479	11945	8
23	Goldfarb School of Nursing	21858	21980	3199	
24	Hannibal-LaGrange University	238860	281749	10927	5
25	Harris-Stowe State University	62392	67374	3512	6
26	Jefferson College	111421	120268	44723	10
27	Kansas City Art Institute	43965	43131	5029	6
28	Kansas City (KS) Community College	339634	244396	18388	5
29	Kansas City University	15145	16548	4367	6
30	Kenrick-Glennon Theological Seminary	67357	100776	560	5
31	KC-Towers (shared)	265481	271803		
32	Lincoln University	192853	210949	12155	14
33	Lindenwood University	242458	249398	77091	16
34	Logan University	52916	81497	5149	10
35	Maryville University	164025	196974	59073	10
36	Metropolitan Community College	94653	144654	45959	23
37	Midwestern Baptist Theological Seminary	353264	367163	8411	6
38	Mineral Area College	21029	36098	8847	5
39	Missouri Baptist University	21946	31537	19851	5
40	Missouri Botanical Garden	125693	270662	417	5
41	Missouri History Museum	76069	122308	135	5
42	Missouri Southern State University	582,148	712,964	28322	16
43	Missouri State Library	30313	38781	4136	10
44	Missouri Valley College	218191	176458	4077	7
45	Missouri Western State University	216672	271725	12719	14
46	Moberly Area Community College	39485	42820	55190	6
47	Nazarene Theological Seminary	301666	305154	1505	4
48	North Central Missouri College	96761	95872	6147	5
49	Northwest Missouri State University	170935	175973	34305	18

50	Ozark Christian College	102446	119832	2939	6
51	Ozarks Technical Community College	120353	130331	149121	14
52	Park University	24602	22388	30570	5
53	Rockhurst University	135738	140726	9073	7
54	Saint Paul School of Theology	226163	223654	1453	5
55	Southwest Baptist University	207696	287083	15963	15
56	St. Charles Community College	187863	170560	36322	9
57	St. Louis Art Museum	135115	153976	118	5
58	St. Louis Community College	239789	234836	40680	40
59	State Fair Community College	377927	381448	8153	5
50	State Technical College of Missouri	92005	85420	14222	6
51	Stephens College	155318	165752	6221	7
52	SWAN (Shared eMO)	265553	2124424	0	0
53	Three Rivers College	36338	47045	34411	5
54	Truman State University	752432	941143	33144	24
55	University of Health Sciences & Pharmacy	26196	59836	2675	5
56	Westminster College	161944	199348	3351	6
57	William Jewell College	122785	135156	2543	7
58	William Woods University	162348	190059	4051	6
59	TOTALS	11487727	14588743	1182775	528

## APPENDIX B (MOBIUS - Current Software Configuration)

Each MOBIUS cluster can use the same core set of software, although over time some libraries have added additional modules and components. These modules and components include:

### Cataloging

- Table of Contents Display & Indexing
- OCLC via Network
- Authority Control Software
- Automatic Authority Updating
- Link Records/Automatic Link Maintenance
- Scheduler
- Review Files
- SCAT Tables
- Z39.50 Client, Broadcast & Server

### Acquisitions

- EDI—Electronic Ordering
- EDI—Electronic Invoicing
- Expedited Approval Plan
- Output Accounting Info
- Quick Click Ordering
- Inventory Express
- Ordering/Receiving
- Claiming
- Fund Accounting & Invoice Processing
- Foreign Current Conversion
- Vendor Statistics

### Serials

- EDI—Electronic Invoicing
- EDI—Electronic Claiming
- SISAC Checkin
- Claiming
- Routing & Binding
- Electronic Claiming of Serials Issues via email in X12 Format

### Circulation

- Circa Inventory Control
- Reserve Book Room
- Electronic Reserves
- Bursar's Office-Input & Output
- Consortium Manager Extensions
- Self-Check using Express Lane
- Interlibrary Loan
- Materials Booking
- Notices
- Offline Circulation
- Patron API



#### Additional Modules/Products

- ERM (Electronic Resource Management)
- KB (KnowledgeBase)
- Restful API's
- WebBridge (link resolver)
- Pathfinder Pro
- Airpac
- Encore Discovery
- Spellcheck
- WebPAC Users Interface Language- Spanish
- Decision Center
- Media Management
- Proxy server (Innovative's Web Access Management product)

Currently, each MOBIUS cluster and our standalone libraries are connected to the central, INN-Reach union catalog.



The current MOBIUS clusters include:

#### Archway

- East Central College
- Jefferson College
- Mineral Area College
- St. Charles Community College
- St. Louis Community College
- Three Rivers College
- University of Health Sciences and Pharmacy in St. Louis

#### Arthur

- Columbia College
- Lincoln University
- Missouri State Library
- Stephens College
- Westminster College
- William Woods University

#### Avalon

- A.T. Still University
- Central Methodist University
- Culver-Stockton College
- Hannibal-LaGrange University
- Missouri Valley College
- Moberly Area Community College
- State Fair Community College
- State Technical College of Missouri
- Truman State University

#### Bridges

- Concordia Seminary
- Covenant Theological Seminary
- Fontbonne University
- Harris-Stowe State University
- Kenrick-Glennon Theological Seminary
- Lindenwood University
- Logan University
- Maryville University
- Missouri Baptist University
- Webster University - Eden Theological Seminary

#### Explore

- Goldfarb School of Nursing at Barnes-Jewish College
- Missouri Botanical Garden
- Missouri History Museum
- Saint Louis Art Museum

#### KC-Towers

- Avila University
- Benedictine College
- Conception Abbey and Seminary College
- Kansas City Art Institute
- Kansas City Kansas Community College
- Kansas City University
- Metropolitan Community College
- Midwestern Baptist Theological Seminary
- Missouri Western State University
- Nazarene Theological Seminary

- North Central Missouri College
- Northwest Missouri State University
- Park University
- Rockhurst University
- Saint Paul School of Theology
- William Jewell College

#### SWAN

- Cottey College
- Crowder College
- Drury University
- Evangel University
- Missouri Southern State University
- Ozark Christian College
- Ozarks Technical Community College
- Southwest Baptist University

#### MOBIUS managed server

- Southwestern Baptist Theological Seminary (Texas)

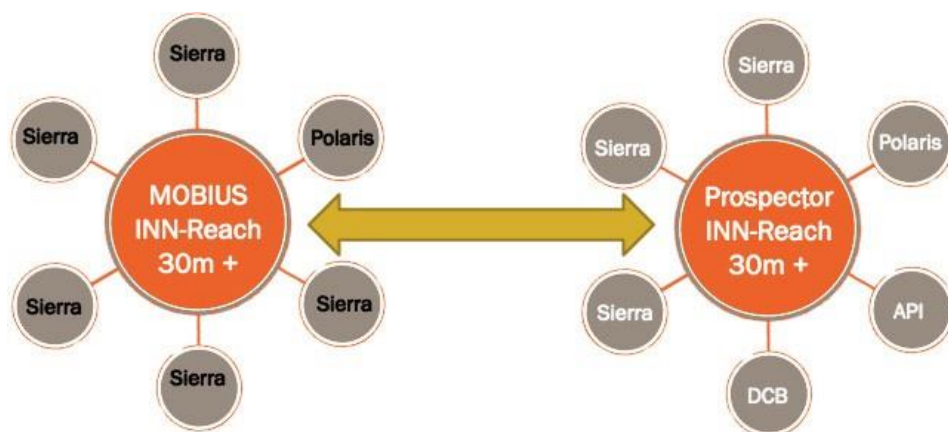
#### Standalone Members\*

- Altoona Public Library (Iowa)
- Bettendorf Public Library (Iowa)
- Central Arkansas Library System
- Christian County Library
- Davenport Public Library
- Missouri River Regional Library
- Missouri University of Science and Technology\*\*
- Saint Louis University
- Southeast Missouri State University
- Springfield-Greene County Library
- St. Charles City-County Library System
- St. Louis County Library System
- Tulsa City-County Library (Oklahoma)
- University of Missouri - Columbia\*\*
- University of Missouri - Kansas City\*\*
- University of Missouri - St. Louis\*\*
- Washington University
- West Des Moines Public Library (Iowa)

\*These libraries have their own, separate contract with Innovative Interfaces, however, they partner with MOBIUS as member of our resourcing sharing system (INN-Reach) by making their materials available through the union catalog.

\*\*The University of Missouri system is moving to Folio in the summer of 2022. Seamlessly integrating Folio into whatever resource sharing solution MOBIUS should select is critical.

The MOBIUS INN-Reach system is connected to another one in Colorado via a software link from Innovative Interfaces called Peer-To-Peer. Currently, while all of the libraries in the MOBIUS environment are part of the Innovative family of software products (Sierra or Polaris), Prospector in Colorado is made up of multiple systems contributing to their INN-Reach union catalog environment. Participating libraries in either consortium can borrow across the Peer-To-Peer connection with their local library card and have those materials delivered to them via our courier network that connects between Missouri and Colorado.



## APPENDIX C (MOBIUS Governance & Staffing)

The following information and links are meant to provide additional background information on and about MOBIUS. More information can be found at <https://mobiusconsortium.org>.

MOBIUS Charge: MOBIUS Bylaws - Section 3:1 General Powers and Duties:

*The Board shall control and manage the business and property of the Corporation. The Board may exercise all such powers of the Corporation and do all such lawful acts and things as are not by law, the Articles of Incorporation, or elsewhere in these Bylaws, required to be exercised or done by the Members or some particular officer of the Corporation. Responsibility for the fiscal conduct of the Corporation rests with the Board of Directors.*

- Board of Directors - [Roles and Responsibilities](#)
- MOBIUS [Strategic Plan](#)
- MOBIUS [Governance Documents](#)
- MOBIUS [Staff](#)

## APPENDIX D (Cost Form I - ILS)

<i>Please itemize each item as much as possible in the left-hand column.</i>	<i>Please tally the yearly cost in the right-hand column.</i>
<b>Total Year 1 Cost</b> Implementation & Training: Software: Hosting Fee: Maintenance:	<b>Total Year 1 Cost:</b>
<b>Total Year 2 Cost</b> Software: Optional Hosting Service Fee: Maintenance:	<b>Total Year 2 Cost:</b>
<b>Total Year 3 Cost</b> Software: Optional Hosting Service Fee: Maintenance:	<b>Total Year 3 Cost:</b>
<b>Total Year 4 Cost</b> Software: Optional Hosting Service Fee: Maintenance:	<b>Total Year 4 Cost:</b>
<b>Total Year 5 Cost</b> Software: Optional Hosting Service Fee: Maintenance:	<b>Total Year 5 Cost:</b>
	<b>Grand Total (Years 1-5)</b>

Note: At this time MOBIUS requests three-year pricing with two individual, one-year options.

## APPENDIX E (Cost Form II - Optional Components of the ILS)

<i>Please itemize each item as much as possible in the left-hand column.</i>	<i>Please tally the yearly cost in the right-hand column.</i>
<b>Total Year 1 Cost</b> Electronic Resources Management:Open URL Link Resolver: Proxy Server: Materials Booking Module:Discovery System:	<b>Total Year 1 Cost:</b>
<b>Total Year 2 Cost</b> Electronic Resources Management:Open URL Link Resolver: Proxy Server: Materials Booking Module:Discovery System:	<b>Total Year 2 Cost:</b>
<b>Total Year 3 Cost</b> Electronic Resources Management:Open URL Link Resolver: Proxy Server: Materials Booking Module:Discovery System:	<b>Total Year 3 Cost:</b>
<b>Optional Total Year 4 Cost</b> Electronic Resources Management:Open URL Link Resolver: Proxy Server: Materials Booking Module:Discovery System:	<b>Optional Total Year 4 Cost:</b>
<b>Optional Total Year 5 Cost</b> Electronic Resources Management:Open URL Link Resolver: Proxy Server: Materials Booking Module:Discovery System:	<b>Optional Total Year 5 Cost:</b>
	<b>Grand Total (Years 1-5):</b>

Note: At this time MOBIUS requests three-year pricing with two individual, one-year options.

## APPENDIX F (Cost Form III - Resource Sharing System)

<i>Please itemize each item as much as possible in the left-hand column.</i>	<i>Please tally the yearly cost in the right-hand column.</i>
<b>Total Year 1 Cost</b> Implementation & Training: Software: Hosting Fee: Maintenance:	<b>Total Year 1 Cost:</b>
<b>Total Year 2 Cost</b> Software: Optional Hosting Service Fee: Maintenance:	<b>Total Year 2 Cost:</b>
<b>Total Year 3 Cost</b> Software: Optional Hosting Service Fee: Maintenance:	<b>Total Year 3 Cost:</b>
<b>Total Year 4 Cost</b> Software: Optional Hosting Service Fee: Maintenance:	<b>Total Year 4 Cost:</b>
<b>Total Year 5 Cost</b> Software: Optional Hosting Service Fee: Maintenance:	<b>Total Year 5 Cost:</b>
	<b>Grand Total (Years 1-5)</b>

Note: At this time MOBIUS requests three-year pricing with two individual, one-year options.



## APPENDIX G (IT SECURITY)

Vendors must comply with all security criteria listed below and fully answer each point, illustrating how the Vendor will meet or comply with each one.

### IT SECURITY EXPECTATIONS

- A. The Vendor must provide a SOC2 or other third-party security attestation. Please include all that are available. If you have one of these reports, you may skip letters B-Q.

If the answer to the above (regarding SOC2 is “no” or other security attestation), then please answer the following:

- B. The Vendor must agree to remediate high risk security vulnerabilities that are identified by such assessments within a reasonable time frame and at no cost to MOBIUS. Medium and low risk vulnerabilities should also be remediated but will be scheduled for remediation based on a mutually agreeable time frame. (Applicable to generally accepted security vulnerabilities within the industry, NOT changes or modifications that would be considered customer-requested improvements or functionality enhancements.)
- C. MOBIUS requires that the Vendor allow authentication to their system through methods currently used by MOBIUS member libraries. These include LDAP, Windows AD, and Shibboleth/SAML 2.0. Please describe the authentication methods the proposed solution currently supports.
- D. For Vendor-hosted systems that are unable to implement authentication methods mentioned previously, the ILS must follow the MOBIUS IT Policy password requirements.
- E. The database must be segregated from front-end systems (i.e. web and application servers).
- F. The Vendor must ensure that all other transmissions to and from the system, including file transfers, data in process, authentication mechanisms, end-user and administrator access, etc. are handled via encrypted protocols.
- G. Any data stored at rest on a hard drive, on a file server, and/or in a database must be encrypted.

If system will be Vendor-hosted, provide information for the following items:

- H. The Vendor must have a procedure for protecting the system when a security issue is identified.
- I. MOBIUS requires notification of actual or suspected security incidents/breaches as soon as possible after the incident(s).
- J. The ILS must be behind a firewall to protect and limit access to the system.
- K. The Vendor must ensure that MOBIUS-owned or provided data is segregated and protected from other customers.
- L. The Vendor must always change internal passwords on the server.
- M. The Vendor must remove or disable unnecessary default accounts before installing a system on the network.
- N. The Vendor should not set up any group, shared, or generic accounts, passwords, or other authentication methods.

- O. The Vendor must configure user password parameters to require that passwords meet the MOBIUS Password Policy (see below) for any services with our data.
- P. The Vendor should use monitoring tools to ensure 24-hours, 7-days a week availability and integrity of the system, except in times of planned outages. Describe all monitoring tools, Vendor-hosted and/or third-party provided.
- Q. The system must provide user access logs for security events, backups, and online API access.

## MOBIUS PASSWORD POLICY

- Password History - 12 passwords remembered
- Maximum Password Age - 365 Days
- Minimum Password Age - 1 Day
- Minimum Password Length - 8 Characters
- Password Complexity - Enabled

Where configurable, passwords should include a mix of at least one uppercase and one lowercase alphabetic character, one numeric character, and one special keyboard character (examples: @#\$%^&\*) except where the relevant IT systems do not allow such complexity. If an IT system does not enforce this, users should be instructed to choose secure passwords. Passwords must not be a reflection of the user's personal life that could be easily guessed.

MOBIUS can provide additional password encryption, masking, lockout and reset, and initial (one-time use) policies upon request.

## DATA CLASSIFICATION

MOBIUS assigns data classification levels for all of our IT-based systems and data:

- Restricted - Data in any format collected, developed, maintained or managed by or on behalf of MOBIUS, or within the scope of MOBIUS activities, that are subject to specific protections under federal or state law or regulations or under applicable contracts. Examples include, but are not limited to social security numbers, credit card numbers, driver licenses, student records, patron records and export controlled technical data.
- Sensitive - Data whose loss or unauthorized disclosure would impair the functions of MOBIUS, cause significant financial or reputational loss or lead to likely legal liability. Examples include, but are not limited to, financial information, strategy documents and information used to secure the MOBIUS's physical or information environment.
- Open - Data that does not fall into any of the other information classifications. This data may be made generally available without specific information owner's designee or delegate approval. Examples include, but are not limited to, advertisements, job opening announcements, catalogs, regulations and policies, Github code, faculty publication titles and press releases.

The ILS falls under our Restricted level of data classification.

MOBIUS considers security to be an ongoing responsibility and may change these criteria at any point. We expect the ILS Vendor to work with MOBIUS in good faith to maintain compliance with any new laws, regulations, and/or security improvements.

## APPENDIX H (VENDOR ACKNOWLEDGEMENT FORM)

As required by the RFP, Vendors must submit this acknowledgement form with their response.

I hereby acknowledge and submit on my company's behalf the attached response to the MOBIUS RFP.

DATE:

COMPANY NAME:

CONTACT PERSON:

ADDRESS:

CITY:

STATE:

ZIP CODE:

PHONE:

EMAIL ADDRESS:

SIGNATURE: \_\_\_\_\_