RFP Q&A

April 28, 2022

OSL appreciates the great response that we have received to our Request for Proposals for Integrated Library Systems, Discovery Solutions, and Related Products. Below are questions and answers from our conversations and correspondence with respondents.

1. **Can any part of our response be marked confidential?**Yes. Keep in mind that OSL will share these responses with all member libraries and their staffs with one exception. The cost proposals will only be shared with member library directors.
2. **We support multiple integrated library systems.  Will you accept separate proposals for different solutions?**Yes, in fact OSL recommends separate proposals for each ILS solution to reduce confusion. It may make sense, however, to bundle other products such as discovery solutions depending on how respondents wish to present their solutions.
3. **In section H (Marketing) of the RFP document, you mention the need for custom PR and marketing collateral.  Can you provide examples of what you are seeking?**OSL hopes that vendors will supply core marketing materials that can be customized with library branding to help promote the new systems and features to library patrons and to educate patrons in their use. These may include bookmarks, brochures, handouts, social media imagery, and more.
4. **Can you describe any specific needs that you have related to hold requests, holds management, or holds targeting, and delivery?**In the OSL consortium, the owning library dictates whether items are eligible for holds. Currently all holds placed are available to send to all other OSL libraries. OSL would like the options (1) to allow holds for items that must be picked up at the owning library in the case of special equipment or fragile items that cannot be sent via the courier service and (2) to allow holds for patrons who have limited privileges to a single library which may have one or more branches.
5. **We are pitching a discovery solution that works with many but not all ILSs. Is OSL planning to migrate from Sierra to another ILS?**OSL is evaluating ILS solutions in this procurement. It is possible that OSL will migrate to another solution, but also possible that OSL will continue with the Sierra ILS.
6. **May we add additional information to our response that is not directly addressed in the RFP?**Absolutely. Respondents are encouraged to submit any information that will be helpful. Using appendices to separate that information would be helpful for OSL’s review.
7. **In the live demos will we be running the same demo as the video ones or will this be more of a Q&A session and/or will there be a different script in the live demos?**After review of the RFPs, OSL will selectively invite respondents to address questions or request demonstrations for items that are not already addressed in the RFP, including the video responses to the RFP. OSL expects that these follow-up sessions will follow a Q&A style with many questions submitted in advance to the respondents.
8. **Does OSL use a single database?**
Yes, OSL uses a shared database of bibliographic and patron records. Libraries attach their items to shared bibliographic records. Any library can add shared patron and bibliographic records. OSL provides centralized quality control.
9. **Does each library have its own circulation policies (loan periods, loan limits, fines, fine limits, etc.) or are they harmonized across the entire system?**Yes, OSL member libraries currently do have their own circulation policies.
10. **If a patron is blocked at one library for some reason, are they blocked everywhere?**Yes, if there is a block in the database it will be observed through the system.
11. **If a patron whose home library is Library A visits Library B, whose policies (loan periods, fines, etc.) are enforced? A or B?**Currently, policies are based on the owning library. This policy may be reconsidered during this procurement.
12. **Are fines reimbursed across libraries? If a patron pays a fine for a book belonging to Library G while at Library H, how is the payment handled?**Overdue fines are kept by the library where the fine is paid. Replacement costs for lost items go to the owning library. However, OSL performs an annual reconciliation process for all members to redistribute replacement costs.
13. **Do libraries embargo new materials? Meaning: newly received best sellers at LIbrary P can only be placed on hold by Library P’s patrons for the first 90 days.**Not currently. However, this may be of interest to OSL member libraries.
14. **Do library materials at OLS float? What model is used?**OSL does not currently use floating collections.
15. **The question in 4E regarding AskRI.org databases states which databases on the AskRI.org site will work with the discovery platform. However, we noticed that in the About section it is mentioned that there may be databases "purchased by OSL and individually by libraries". We can only answer based on the listing found at AskRI.org. Does another listing need to be provided to check on the "other" databases?**Beyond the databases on AskRI.org, OSL recommends that respondents who are proposing discovery solutions include a list of electronic resources that are supported. This could be done with a list in the RFP or incorporated via a link if that list is available on the respondent’s website.