



## **REQUEST FOR PROPOSALS**

### **Code Development for Enhancements to the Evergreen Open Source Integrated Library System**

The Massachusetts Library Network Cooperative (MassLNC) is seeking proposals for developing enhancements to cataloging functions in the Evergreen Integrated Library System.

#### **Background:**

The Massachusetts Library Network Cooperative (MassLNC) is a collaborative LSTA-funded project among three consortia to implement and initiate joint development projects for Evergreen. The participating networks are Central/Western Massachusetts Automated Resource Sharing, Inc. (C/W MARS), serving 155 public, academic, school and special libraries; Merrimack Valley Library Consortium (MVLN), serving 35 public libraries; and North of Boston Library Exchange (NOBLE), serving 28 public, academic and special libraries.

MVLN plans to go live on Evergreen in May 2011. C/W MARS and NOBLE plan to go live later in 2011 and 2012. The participating networks have identified these initial development requirements contained in this RFP for enhancements required before deploying Evergreen.

Any development procured through this RFP, along with associated testing and modifications, is expected to be completed by April 1, 2011.

#### **Scope of Work:**

Any development procured through this RFP must be made available under the GNU General Public License version 2 or later (Appendix A.)

MassLNC is seeking proposals to add functionality to the Evergreen cataloging client to improve the workflow of adding bibliographic and item records to the database. MassLNC is also seeking development to improve the way volumes are identified through the cataloging process, facilitating the process of placing holds on a single volume of a multi-volume set. The third piece of this RFP is to enhance the MARC record import and overlay utility.

## Section A: Improvements to Cataloging Workflow

### A1: Specifications

A separate quote is requested for each specification related to improvements in cataloging workflow.

<b>CAT-01</b>	The ability to enter call number, barcode number, and all copy information on the same screen.
<b>CAT-02</b>	The ability to enter a call number and barcode number from the record summary frame that displays at the top of the bib record screen. Staff should be able to add the call number and barcode for a new item whenever they are on a bib record. The "Fast Item Add" feature that displays at the top of the MARC record editor is a good example of what should be available in the staff client at the top of every bib record in the system.
<b>CAT-03</b>	When searching for records in the staff client, the ability to immediately land on the bibliographic record instead of the search results screen when there is only one matching search result in the system. This enhancement should not change the way search results are returned in the public catalog.
<b>CAT-04</b>	Delimiting the call number so that the prefix and suffix reside in separate fields. This prefix and suffix should display in the OPAC as part of the call number and should also be available for use in spine labels. The prefix and suffix can also be configured to be indexed fields.
<b>CAT-05</b>	The ability to include some information associated with the call number, such as classification scheme, prefix and suffix, in the item template.
<b>CAT-06</b>	The ability for staff with appropriate permissions to create bibliographic record templates in the staff client.
<b>CAT-07</b>	The ability to designate mandatory fields in bibliographic record templates.

## Section B: Identifying Volumes in a Multi-Volume Set

### B1: Definition

For the purposes of this RFP, a volume is not related to the call number but is defined as a part to a multi-volume set. Examples of a volume include:

- Volume 3 of the *The new encyclopædia Britannica*.
- Disc 4 of *Lost: Season 6*.
- Volume 4 of the *Ex Machina* graphic novel series.

### B2: Specifications

Proposals to improve the identification of volumes should meet the following specifications:

<b>CAT-08</b>	One MARC record should be able to support all volumes associated with the title.
<b>CAT-09</b>	One MARC record should be able to support diverse practices in libraries where one library may choose to add an entire set as one circulating item and another library may choose to add each volume as a circulating item.
<b>CAT-10</b>	The system should have the ability to recognize when multiple volumes have been added to a record.
<b>CAT-11</b>	When placing a hold on a record with multiple volumes, users should be prompted to choose a volume to fill the hold.
<b>CAT-12</b>	The system should have the ability to determine which items can fill that volume-level hold, even if the call numbers used to identify that volume differs throughout libraries in the consortium.
<b>CAT-13</b>	The system allows users to place holds on multiple volumes of the same title at the same time.
<b>CAT-14</b>	Since multi-volume sets only comprise a small portion of the bibliographic database, cataloging staff adding items that are not part of a multi-volume set should not be required to take any additional steps as a result of this development.

### B3: Scenario

1. Library A adds the 11-disc *Planet Earth* DVD set to its collection. This library plans to circulate the set in its entirety to patrons and only adds one item to the MARC record for this title.
2. At this point, the public catalog only offers the option for title-level holds to users because individual volumes are not yet being circulated for this set.
3. Library B adds individual volumes to this MARC record with the call number of 333.95.
4. At this point, the public catalog offers the option for volume-level holds to users because the system recognizes that multiple volumes have been attached to the record.
5. Library C adds individual volumes to this MARC record with the call number of PLA.
6. Library D adds individual volumes to this MARC record with the call number of QE31 .P58.
7. A patron places a volume-level hold on volume 3 of this DVD set. Although the call numbers are different, the system is able to target volume 3 from Library B, C or D.

## Section C: Enhancements to MARC Record Batch Import & Overlay

This development will enhance Evergreen's MARC record batch import utility, providing staff with the ability to configure multiple match points for an imported record and to configure multiple actions for the system to take.

### C1: Specifications for MARC Record Batch Import & Overlay

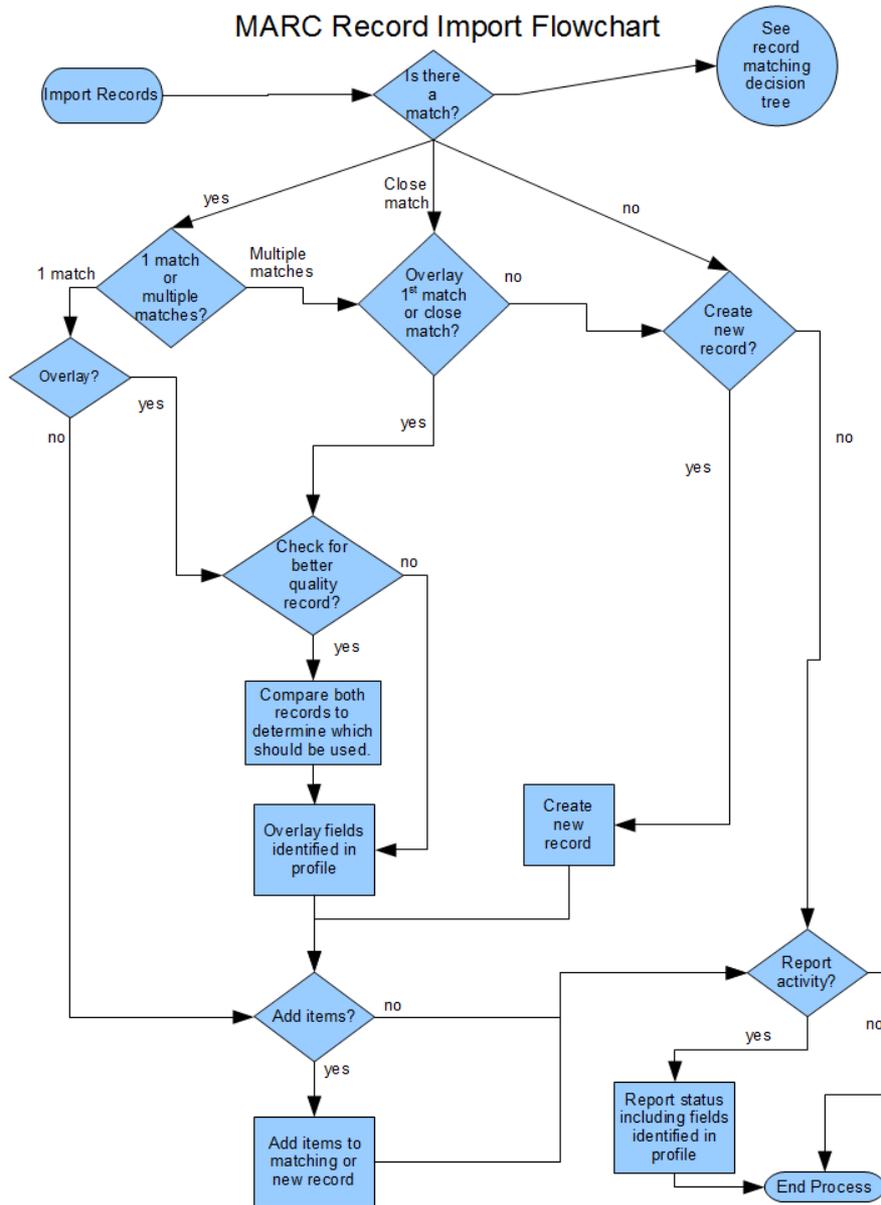
<b>CAT-15</b>	The MARC Record Batch Import & Overlay Utility should be able to support, at a minimum, batch loads of up to 10,000 bibliographic records with items.
<b>CAT-16</b>	Staff should have the ability to configure multiple import profiles for bibliographic and authority records.
<b>CAT-17</b>	Staff should have the ability to configure multiple record matching rules to match on one or more MARC fields using Boolean logic. Any MARC tag, subfield or length should be available for record matching. Examples of possible record matching rules include: <ol style="list-style-type: none"><li>1. TCN</li><li>2. ISN or LCN</li><li>3. Title and author and format</li><li>4. (ISN or LCN) and title and format</li><li>5. 001 or 010 field for authority records</li></ol>
<b>CAT-18</b>	Staff should have the ability to import items in a batch load.
<b>CAT-19</b>	The system should provide the ability for staff to configure the action the system takes depending on matches found in the system. The options available should include the following: <b>When one match is found:</b> <ol style="list-style-type: none"><li>1. Overlay the record.</li><li>2. Do not overlay and add items to the record.</li><li>3. Overlay the record and add items.</li><li>4. Leave the record alone, but report on the match in the queue.</li></ol> <b>When multiple matches are found:</b> <ol style="list-style-type: none"><li>1. Overlay the first record found.</li><li>2. Overlay the first record found, report on the duplicate(s) in the queue.</li><li>3. Overlay neither record, report on the duplicates in the queue.</li><li>4. Create a new record, report on the duplicates in the queue.</li></ol> <b>When no match is found:</b> <ol style="list-style-type: none"><li>1. Create a new record.</li><li>2. Take no action.</li><li>3. Take no action, report on the no match in the queue.</li></ol>
<b>CAT-20</b>	The system should provide the ability for staff to configure which

	fields are overlaid, which fields are protected from overlay, which fields are added and which fields are removed. Staff should also have the ability to configure if existing items are retained on the overlaid record.
<b>CAT-21</b>	The system should provide the ability for staff to map fields for bibliographic and item records.
<b>CAT-22</b>	When adding items, the system should not load duplicate barcodes and should report in the queue any items that failed to load for this reason.
<b>CAT-23</b>	The system provides the ability for staff to configure which fields display in the queue. The system should also provide a message reporting why a record could not load. Staff should be able to print, e-mail or export a CSV file from the queue.
<b>CAT-24</b>	The system should have the ability to analyze two records to determine which is a higher-quality record based on the encoding level. This determination will control whether the existing record is kept or the imported record replaces it. Staff should have the ability to turn this functionality on or off and should be able to configure the preferred encoding level(s) for the selected record.

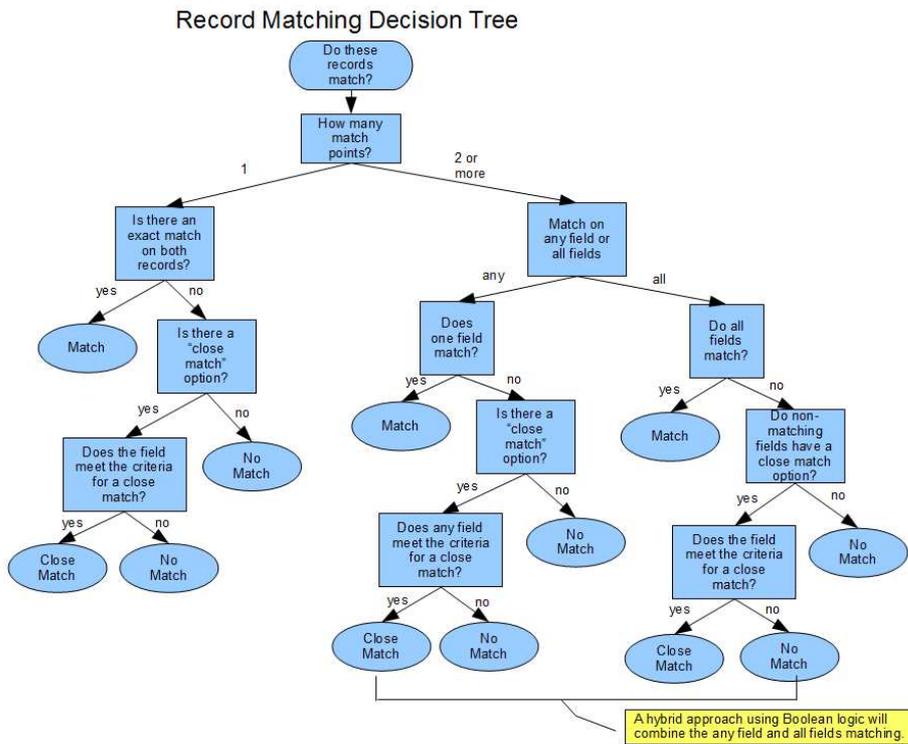
## **C2: Specifications for Close Matches in Batch Imports**

<b>CAT-25</b>	Staff should have the ability to configure the system to recognize close matches based on a field matching a specific number of characters.
<b>CAT-26</b>	The system should provide the ability for staff to configure the action the system takes when a close match is found. Options should include: <ol style="list-style-type: none"> <li>1. Overlay the close match.</li> <li>2. Overlay and report the close match.</li> <li>3. Report on the close match in the queue with no further action.</li> <li>4. Create a new record, report on the close match in the queue.</li> </ol>

### C3: MARC Record Import Flowchart



## C4: Record Matching Decision Tree



## Responding to this Request:

Please submit your proposal electronically in PDF, OpenOffice and/or Microsoft Office format. In responding to this request, the quote should include the following components:

- A. *Scope of Work and Cost Proposal*: The cost proposal should include pricing for development and subsequent testing and modifications. Please use the same numbering system as is used in this document. Respondents to this RFP do not need to submit a cost proposal for every enhancement outlined in this document, but can submit a cost proposal for one or any number of sections outlined in the Scope of Work section as outlined below:
  - i. **Section A** (Improvements to Cataloging Workflow): Respondents may provide a proposal for one or any number of specifications in this section of the document. Respondents should provide pricing for each specification on which they are submitting a proposal.
  - ii. **Section B** (Identifying Volumes in a Multi-Volume Set): Respondents should submit a cost proposal for all specifications in the entire section. If the respondent believes there is a benefit to breaking up this project into pieces, he or she is welcome to provide a cost proposal for each of those pieces and to then provide a total for all work specified in this section.
  - iii. **Section C** (Enhancements to MARC Record Import & Overlay): Respondents should submit a separate cost proposal for subsection C1 and for subsection C2. If the respondent believes there is a benefit to further breaking up this project into pieces, he or she is welcome to provide a cost proposal for each of those pieces and to then provide a total for all work specified in the subsection.
- B. *Methodology*: Describe how you or your firm proposes implementing this development, including an estimated timeframe for the project.
- C. *Relevant Experience*: Detail your or your firm's experience contributing to the Evergreen Open-Source ILS project. Provide examples of enhancements or bug fixes you or your firm has contributed that were ultimately committed to Evergreen. Provide any other details about your involvement in the Evergreen community.
- D. *References*: If you or your firm has previously provided Evergreen development services on behalf of a library or other organization, please provide client contact information. Otherwise, please provide contact information for people you have worked with in the Evergreen community.
- E. *Project Lead*: Identify the person who would be responsible for this project and include a resume or CV.

## Evaluation:

MassLNC will select the contractor(s) based on the following:

- A. compliance with the RFP (10 points);
- B. how closely the proposal meets the requirements of the RFP (30 points);
- C. demonstrated relevant previous experience (20 points);
- D. demonstrated involvement in the Evergreen community (10 points);
- E. costs and value for money (30 points).

Reference checks will be conducted for the top scoring respondent and any other respondent that is within 10 points of the top scorer. A maximum of 10 points will be awarded from discussion with supplied references.

A serious deficiency in any one criterion may be grounds for rejection regardless of overall score.

MassLNC reserves the right to:

- A. discontinue this RFP process without obligation or liability to any potential vendor;
- B. accept or decline any or all proposals;
- C. accept all or any part of any proposal, unless specifically stated otherwise in the proposal by the respondent;
- D. accept other than the lowest priced proposal;
- E. award more than one contract.

**Contact:**

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**Timeline:**

Please return the completed quote to Kathy Lussier by 5 p.m. Friday, November 2, 2010. Requests for additional information should be sent to Kathy Lussier by October 14, 2010. Responses to these requests will be posted to the MassLNC site at [www.masslnc.org](http://www.masslnc.org) by October 22, 2010.

**Comment [kl1]:** Correction:  
10/12/2010

The schedule for the issue of this RFP is expected to be as follows. This timetable may be subject to change at the discretion of MassLNC.

Milestone	Deadline
Release of RFP	October 12, 2010
Questions from potential respondents about scope or approach	October 19, 2010
Answers to questions about scope or approach	October 22, 2010
Quotes due	5 p.m. November 2, 2010
Target date for review of quotes	November 8, 2010
Selection of contractor(s)	November 10, 2010
Anticipated commencement date of work	November 17, 2010