

**Department of Procurement Services**

**August 15, 2003**

**Addendum Number 2**

**To  
REQUEST FOR PROPOSALS (“RFP”)**

**for**

**INTEGRATED LIBRARY SYSTEM**

Specification No. **11372**

For which Proposals are scheduled for receipt no later than 4:00 p.m., Chicago time, on Friday, September 5, 2003, in the Department of Procurement Services, Bid and Bond Room (Room 301 of City Hall). The information contained in this Addendum Number 2 is incorporated by reference into the original Request For Proposals (RFP) issued on Monday, June 16, 2003.

**This document contains:**

- 1. Answers to 9 questions submitted after Addendum Number 1 and before or on July 30, 2003**

Respondent must acknowledge receipt of this Addendum in the attached Acknowledgment via facsimile to Mr. Gyata M.J. Kimmons, Contract Negotiator, Department of Procurement Services, 312. 744-7679.

1. CPL has 1200 PCs used by staff. Do you have an estimate of the number of online public access users that access your catalog via the Internet? We would use this information to size the appropriate server.  
***Answer: CPL's websites currently serves approximately 19 million hits per month. We expect this number to double in the coming year.***
2. What portions of CybraryN is CPL using?  
***Answer: Patron Authentication, Session Time Limits, Print Cost Recovery, User PC Reservation, Usage and Statistics Reports, Administration for Multiple Branches and Internet Browser Control. Please note that any proposed solution must not be dependent on the CybraryN product. The City of Chicago reserves the right to change any application at any time as long as we replace it with another application that adheres to industry standards of information exchange. In this case those standards are SIP1, SIP2 and NCIP.***
3. How many searching translators is CPL using with Webfeat?  
***Answer: About 35 translators exist today. However our contract with Webfeat and plans may expand the set to over 50 translators in the coming year.***
4. On page 33, 5.3.2, will you be using CybraryN as the authentication for Internet users?  
***Answer: CybraryN does not authenticate patrons/users independently but does use the ILS system's SIP2 interface to authenticate patrons against the ILS patron database. Please note that any proposed solution must not be dependent on the CybraryN product. The City of Chicago reserves the right to change any application at any time as long as we replace it with another application that adheres to industry standards of information exchange. In this case those standards are SIP1, SIP2 and NCIP.***
5. Can you provide a network topology for the 80 sites?  
***Answer: Please refer to the two network diagrams that are attached below Addendum Number 1 that show the current CPL network and the planned network enhancements that should be in place by the time this RFP is awarded.***
6. Section 5.9 describes a search engine that is available in the OPAC and possibly other modules. Can CPL provide a statement of purpose for this search engine? Specifically, is search engine expected to index the library's bibliographic database, as well as the Internet or CPL's Intranet, and provide a unified list of results to an end user in the OPAC module?  
***Answer: A great deal of the RFP and the function of CPL is dedicated to the purpose of gathering information, categorizing information and storing information for the specific purpose of eventual retrieval. The purpose of a search engine is to offer a powerful tool for achieving the end goal of this RFP – retrieve the information. Section 5.9 does not require indexing of the Internet but does require indexing of the CPL website which contain valuable information used heavily by our patrons. Ideally the search engine would be able to create and search indexes across all modules. In the event that multiple search engines are included in the Respondent's solution, a single look and feel is required. Currently, CPL uses Webfeat to create this single look and feel.***

7. From Question-4 of the 1<sup>st</sup> round of Q&A [addendum number 1] for each component that does exist out in the commercial industry, but not in a library:
- How exhaustive was your research in evaluating library information systems products? Please give us as much detail as possible on your research.  
***Answer: Library research information is not available.***
  - Does the City currently license any software products that supply some of this functionality in another environment?  
***Answer: Yes to some degree some of the features described do exist in other City departments but none to the levels required by the RFP. Unless stated otherwise, the Respondent is required to propose a solution independent of any other system currently in use by the City of Chicago.***
  - To clarify your perspective on the existence of components, please clarify whether your information is based on custom developed solutions or commercially available off-the-shelf products.  
***Answer: Both.***
  - Regardless, is your preference for the integration of a Library Product and 1 or more other Products versus a Library Product with custom development?  
***Answer: We state no preference at this time but will evaluate all solution based on their individual application to the RFP requirements and proposal solution.***
8. In Section 6, 7, and 8, when you describe workflow:
- Is this current workflow, required workflow, or desired workflow to be fleshed-out with further analysis after award?  
***Answer: All the above. The workflow described in sections 6, 7 and 8 cannot completely exist today because the system described does not exist today.***
  - Are the screenshots used along with the workflow for demonstration purposes only, required as part of the interface, or a strong guide towards implementation?  
***Answer: Figure 2 and figure 3 in the RFP are clearly marked as examples.***
  - Is it a requirement that the workflow be able to change without programmer involvement, or just optional functionality?  
***Answer: Generally it is not modern programming practice to hardcode workflow components of a system so that they need substantial programmer involvement in order to accommodate small changes in the workflow process. Rather, a system would establish workflow through configurable system rule sets. Activation and deactivation of system and module functions are normally controlled through setting of flags.***
  - If a vendor has an existing product that meets a significant portion of the functionality for most modules, would you prefer the solution:
    - adds** functionality to off-the-shelf modules which compromises the precise workflow (Section 6-8) you've laid out, but will become part of the product suite and upgradeable in the future, or
    - create** complete custom modules that meet the exact functional and workflow requirements, but would not be upgradeable (by the product vendor) without custom development work?***Answer: Neither. The solution must support the CPL business process and must be maintained by the Respondent for the duration of the contract.***

9. Specifically, what hardware is available to support the delivery of this proposal? We assume the desktop PCs, but would like to know the specific configurations of servers that can be re-purposed. Or does our proposal need to assume that the desktop PCs and the underlying network are all that can be re-used?

**Answer: *As stated in the RFP and in Addendum number 1, the respondent is to provide all components other than the network and the desktop PCs.***

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**ACKNOWLEDGMENT**

I hereby acknowledge receipt of Addendum Number 2 to the RFP named above, and further state that I am authorized to execute this Acknowledgment on behalf of the company listed below.

\_\_\_\_\_  
**Signature of Authorized Individual**

\_\_\_\_\_  
**Title**

\_\_\_\_\_  
**Name of Authorized Individual (type or print)**

\_\_\_\_\_  
**Company Name**

\_\_\_\_\_  
**Business Telephone Number**