

PENINSULA LIBRARY SYSTEM

REQUEST FOR PROPOSAL

FOR

MOBILE APPLICATION AND IMPLEMENTATION

Date: FEBRUARY 14, 2024

PROPOSAL SUBMITTAL DUE BY

MONDAY, MARCH 18, 2024

THE PENINSULA LIBRARY SYSTEM (PLS) IS SOLICITING PROPOSALS FROM EXPERIENCED AND QUALIFIED ORGANIZATIONS TO PROVIDE A COMPREHENSIVE MOBILE APPLICATION SOLUTION FOR PLS CONSORTIA OF PUBLIC LIBRARIES

**PROPOSAL PACKAGES WILL BE RECEIVED ELECTRONICALLY UNTIL 5:00 PM (PST)
BY THE DUE DATE**

**PLS CONTACT
PROPOSALS@PLSINFO.ORG**

REQUEST FOR PROPOSAL (RFP)

The Peninsula Library System (PLS) is requesting proposals for mobile application (“mobile app”) solutions that will enable the PLS public library members to offer an additional point of service using mobile devices, especially for patrons most impacted by the digital divide, including, but not limited to, people with disabilities, people of color, low-income communities, seniors, people with limited English language proficiency and non-English speaking communities.

PLS is a consortium comprised of nine city, county, and community college jurisdictions. PLS has one shared ILS, Innovative’s Sierra product, which is used by all the public libraries. The college district uses a separate Alma platform.

This RFP is for a mobile app solution for some or all of the public libraries within PLS and will not include the college district libraries.

PENINSULA LIBRARY SYSTEM PROFILE

PLS Libraries and Community

The mission of the Peninsula Library System (PLS) is to strengthen local libraries through cooperation, enabling them to provide better services to their diverse communities through state-of-the-art and cost-effective solutions. PLS is committed to minimizing the digital divide by providing easy and free access to library resources.

PLS is a consortium of 33 public and community college libraries located in San Mateo County, California. There are nine city, county, and community college jurisdictions: Burlingame Public Library, Daly City Public Library, Menlo Park Public Library, Redwood City Public Library, San Bruno Public Library, San Mateo County Libraries, San Mateo Public Library, South San Francisco Public Library, and the San Mateo County Community College District (SMCCCD). A list of libraries can be found at <https://plsinfo.org/wp-content/uploads/2020/03/Member-Libraries.pdf>.

Each library jurisdiction serves a large and diverse population of many ethnicities and backgrounds with languages other than English which include, Spanish, Chinese, Vietnamese, Russian and others. The table below shows the population served by each PLS public library jurisdiction in 2023.

2023 - Population Served by PLS Public Libraries

Library Jurisdiction	Population of the Legal Service Area
Burlingame Public Library	37,444
Daly City Public Library	101,471
Menlo Park Public Library	32,478
Redwood City Public Library	81,495
San Bruno Public Library	42,054
San Mateo County Libraries	271,407
San Mateo Public Library	106,972
South San Francisco Public Library	64,323
TOTAL	737,644

Through the collaboration among the PLS jurisdictions, the patrons enjoy the flexibility of borrowing library materials available at any PLS library and picking them up at their desired location through the PLS delivery system. Located in Silicon Valley, there is a high user interest and demand for digital access and services, including mobile technologies.

PLS Organizational Structure and Technology Services

PLS’s IT department is called the Peninsula Libraries Automates Network (PLAN). PLAN supports the technology systems and infrastructure, including 34 library locations and one data center. PLAN hosts and manages Sierra, the integrated library system (ILS), which is used by all the public libraries. PLAN also manages the discovery layer BiblioCore provided by BiblioCommons, for the public libraries.

The college district uses a separate Alma platform and Primo discovery layer and are not part of this RFP.

SCOPE OF WORK (SOW)

The mobile app should be optimally suited for independent library jurisdictions, each with specific branding, that share a catalog, and whose patron use services materials from all jurisdictions interchangeably. The app must be user-friendly with an aesthetically pleasing interface and offer options for branding by individual library jurisdictions. Usage statistics need to reflect the PLS consortium environment and be retrievable at the individual library branch, library jurisdiction and consortium-wide levels. The final selection of the mobile app will be based on the best performing application in the areas of ease of use, accessibility features, statistical reports and secure technology that meet the needs of PLS and its patrons.

Please provide complete answers to all sections below in the RFP response. Please submit responses for each section on separate sheets.

Mobile App Specifications

Section 1: Priority Features

A Priority Feature is defined as a requirement and will be given the most weight during the evaluation process.

For the specifications listed below, please include the following in your response:

- A. Name of Priority Feature
- B. Indicate how the Priority Feature is provided within the app
 - i. Feature provided within the app and source content maintained by the vendor
 - ii. Feature provided within the app and source content provided by another web service (e.g., via API)
 - iii. Feature will direct patrons to a separate application or web service
 - iv. Feature provided through a separate app or module at additional cost
 - v. Feature unavailable
- C. Description of the feature including relevant limitations
- D. Include any unique or relevant features that are offered but not listed here

List of Priority Features

- 1.1. Ability to have one suite of mobile apps for the PLS consortium libraries which participate in this mobile app, which can be configured for each public library jurisdiction, including discrete statistics, branding and configuration.
- 1.2. Configuration of library locations, business hours, and schedule changes native within the app.
- 1.3. Access Sierra database using APIs that enable real-time catalog searching, placing holds, patron account management, and reflect updates to database records.
- 1.5. Enable patrons to manage their library account, including viewing checkouts, viewing and placing holds, and update their contact information (specify available patron data fields and methods of authentication in the description).
- 1.6. Allow patrons to add multiple library cards within the app and manage multiple library accounts.
- 1.7. Provide patrons with a digital library card with scannable barcode.
- 1.8. Provide access to the app to enable library and/or PLAN staff to post message alerts system-wide, by jurisdiction and/or individual library.
- 1.9. Allow patrons to select a preferred language within the app, including at minimum English, Spanish and Chinese Traditional (list additional supported languages in the description).
- 1.10. Provide a module for a calendar of events and programs within the app by jurisdiction and/or individual library (specify if calendar events and programs will be entered by library or PLAN staff or the app will provide that data from third party in the description). PLS libraries use a variety of event booking software, including: Acuity, BiblioEvents, Eventbrite, Facebook, LibCal, Microsoft Forms and Zoom.

- 1.11. Backend administrative module (detail access and structure for consortia in description).

Section 2: Desired Features

A Desired Feature is defined as a feature of interest, and considered an enhancement or option, and not a priority feature. The desired features will be given less weight than the Priority Features during the evaluation process.

For the specifications listed below, please include the following in your response:

- A. Name of Desired Feature
- B. Indicate how the Desired Feature is provided within the app
 - a. Feature provided within the app and source content maintained by the vendor
 - b. Feature provided within the app and source content provided by another web service (e.g., via API)
 - c. Feature will direct patrons to a separate application or web service
 - d. Feature provided through a separate app or module at additional cost
 - e. Feature unavailable
- C. Description of the feature including relevant limitations
- D. Include any unique or relevant features that are offered but not listed here

List of Desired Features

- 2.1. Check in materials via the app.
- 2.2. Check out materials via the app.
- 2.3. Ability to scan a book barcode and see catalog information about the item.
- 2.4. Provide notifications related to the user's library account, such as account expiry, hold notifications, etc.
- 2.5. Provide personalized notifications based on patron's interest. Please note if this feature is automatically enabled or opt-in.
- 2.6. Access and manage patron-generated lists in the BiblioCore discovery layer.
- 2.7. Ability to register for library events and programs through a module within the app or through a third-party. PLS libraries use a variety of event booking software, including: Acuity, BiblioEvents, Eventbrite, Facebook, LibCal, Microsoft Forms and Zoom.
- 2.8. Ability for patrons to create a wish list or bookmark materials of interest.
- 2.9. Ability to browse digitized special collections (photographs, documents, maps, etc.)
- 2.10. Ability for libraries to create indoor maps to help patrons navigation to materials, services and programs inside library buildings.
- 2.11. Provide maps and navigation to nearby library locations.

Section 3. Integration with Other eResources

PLS has an interest in having the mobile app have the ability to access other online resources. For each resource listed below, please provide the following information in your response. Please note that some resources are available to all PLS patrons and others are only available to patrons belonging to specific library jurisdictions. The mobile app will be required to limit access the library-specific resources.

- A. Indicate if/how patrons will access the resource
 - i. The resource can be fully integrated into the mobile app
 - ii. Access to the resource can be provided to patrons via a link
 - iii. Access to the resource is in development (specify rollout timeline)
 - iv. The resource cannot be accessed through the mobile app
- B. Describe relevant functional limitations
- C. List other libraries or library systems currently using the integration of this resource
- D. List other software, database and/or digital resource integrations not listed below

List of PLS Resources

- 3.1. Data Axle (digital resource)
- 3.2. Pronunciator (digital resource)
- 3.3. EBSCO (databases)
- 3.4. Kanopy (streaming video)
- 3.5. O'Reilly (eBooks)
- 3.6. OverDrive (eBooks, eAudiobooks & eMagazines)

List of Library-Specific Resources

- 3.7. Britannica School (digital resource)
- 3.8 Mango (digital resource)
- 3.8. BookFlix (eBooks)
- 3.9. LOTE4Kids (eBooks)
- 3.10. The Shelf (streaming video)
- 3.11. Hoopla (streaming video & music, eBooks & eAudiobooks)
- 3.12. Brainfuse (including JobNow & VetNow) (patron services)
- 3.13. Coursera (eLearning platform)
- 3.14. Get Set Up (eLearning platform)
- 3.15. Learning Express (eLearning platform)
- 3.16. LinkedIn Learning (eLearning platform)
- 3.17. Northstar (eLearning platform)

Section 4. Accessibility Requirements

The mobile app must comply with the Americans with Disabilities Act (ADA) accessibility requirements. It is also highly desirable that the mobile app conforms to WCAG guidelines and have a Voluntary Product Accessibility Template (VPAT) and/or an Accessibility Conformance Report (ACR). Please provide a detailed narrative for each question below.

- 4.1. Describe how your mobile app meets the Americans with Disabilities Act (ADA) accessibility requirements.
- 4.2. Which WCAG version and conformance level does your app meet?
 - 4.2.a. Provide a completed WCAG 2 checklist to support conformance level as an attachment to your response. You do not need to submit a WCAG checklist if you are submitting an ACR, (see question 4.3.).
 - 4.2.b. Please describe any enhancements currently in development that would meet a higher level of conformance.
 - 4.2.c. If your app does not conform to WCAG standards, provide an explanation of why and what measures, if any, are being taken to bring the app into compliance.
- 4.3. Do you have a Voluntary Product Accessibility Template (VPAT) and/or an Accessibility Conformance Report (ACR) for the proposed app?
 - 4.3.a. If yes, please provide the VPAT and/or ACR as an attachment to your response.
 - 4.3.b. If no, please provide a VPAT/ACR for a previously developed product, preferably with similar functionality to the proposed app, if one is available.
- 4.4. What other accessibility standards do you use in your design process?
- 4.5. How do you incorporate accessibility into the design of your products?

Section 5. Technical and Security Requirements

Please provide information about the mobile app technical and security requirements, including the following information, and any other information which is pertinent.

- 5.1. Describe the mobile device platforms which this product is compatible with (e.g. Android, Apple, etc.). PLS has developer licenses for iOS and Android apps.
- 5.2. Provide list of supported devices and mobile operating systems, including the oldest compatible version of the mobile operating system. Specify which features of the mobile app will not work on specific devices and/or mobile operating systems.
- 5.3. Describe the cybersecurity protocols that align with industry standards and best practices.
- 5.4. Describe how the mobile app complies with all Federal and California laws and regulations related to privacy, including but not limited to the Children’s Online Privacy Protection Act (COPPA), California Student Online Personal Information Protection Act (SOPIPA), the California Consumer Privacy Act, and [California Age-Appropriate Design Code Act](#).
- 5.5. Describe quality assurance and stress testing performed on the mobile app to support heavy simultaneous use without malfunctions or application crashes.
- 5.6. Describe data collection and user privacy policies in detail. Detail any requirements using biometrics on mobile devices. Provide a copy or link to privacy policy.

Section 6. Experience with Library Consortia

Please provide a narrative of the company's experience working in library consortia environments. Be specific about technical requirements, implementation and enhancement processes and lessons learned about the unique needs of library consortia.

Section 7. Implementation and Training

Please provide a description and schedule of implementation, description of dedicated implementation team, and training documentation and resources. Make note if any elements will require the vendor to be on-site and/or result in interruption of service to the Sierra ILS and/or the PLS network. Include any technical details required to connect to the PLS network during the implementation, and whether it will be required during the implementation only or ongoing. All scheduling elements should aim to have the mobile app be fully functional by June 30, 2024. Please provide a detailed explanation if this timeframe is not possible.

PLAN will assign a dedicated staff member as Project Manager to manage the project and act as a liaison for communication between PLS library staff and the vendor. The vendor will work with the dedicated PLAN staff member and other designated staff to ensure the implementation configurations are in alignment with PLS policies and practices.

Before implementation begins, the vendor will host at least two meetings with PLAN staff and other key stakeholders to review project milestones, timelines and identify key concerns. During the implementation process, the vendor will be expected to attend biweekly meetings with PLAN staff and other key stakeholders to discuss project deliverables, updates and next steps.

Section 8. Ongoing Maintenance and Support

Please provide a description of ongoing maintenance and support in the following areas:

- 8.1. Software upgrades, including notification process, support, and documentation
- 8.2. Regular business hours (including time zone) of support team and availability of support team outside regular business hours
- 8.3. Process for staff and end-users to report technical issues and escalating support issues
- 8.4. Service level agreement (SLA) for ticket resolution
- 8.4. Help documentation, including administrative, library staff and end-user documentation
- 8.6. Process for submitting enhancement requests
- 8.7. Accessibility support, including keeping up to date with changing standards

Section 9. Pricing Structure

Please provide the following pricing models:

- 9.1. Consortia pricing for all PLS public libraries
- 9.2. Consortia pricing for Burlingame Public Library, Daly City Public Library, Menlo Park Public Library, Redwood City Public Library, San Bruno Public Library, San Mateo Public Library and South San Francisco Public Library (excluding the San Mateo County Libraries)
- 9.3. Pricing for each PLS public library individually

Each pricing model should include the following elements:

- A. How the pricing is calculated (e.g., based on usage, population served, etc.)
- B. Cost for standard modules and optional modules
- C. Implementation costs
- D. Description and cost of annual maintenance
- E. Support costs (include descriptions and costs if there are optional levels of support)
- F. 3-year and 4-year pricing, including annual percentage increases
- G. Other additional costs (provide itemized list)

RFP SOLICITATION TIMEFRAME

DESCRIPTION	TIMELINE
RFP issued	February 14, 2024
Deadline for proposer questions	March 6, 2024
Deadline for response to proposer questions	March 11, 2024
Proposals due	March 18, 2024
Vendor demonstrations (if invited)	April 8 - 12, 2024
Notice of selection by	April 19, 2024

Questions

All questions must be submitted via email to proposals@plsinfo.org with the subject line “PLS Mobile App RFP Questions.” Prospective proposer questions and PLS responses will be posted on the PLS website at <https://plsinfo.org/bids-and-proposals/>.

INSTRUCTIONS TO SUBMIT A PROPOSAL

All proposals must be completed and successfully submitted by 5:00 p.m. on Monday, March 18, 2024. Proposals should be sent as a PDF (with noted Excel files if needed) and be sent to proposals@plsinfo.org with the subject line “PLS Mobile App RFP Proposal.”

No facsimile bids will be considered. Only one bid response will be accepted from any one vendor.

The successful RFP will address all areas of the Scope of Work and the most qualified vendor will be awarded.

Please include the following elements in your proposal:

- **Cover Page and Overview:** Provide brief description of the vendor submitting this proposal and overview of project, including:
 - **Identification:** Legal name and mailing address of the individual or firm submitting the proposal.
 - **Contact:** Name, title, email address and telephone number of the person who can be contacted to discuss questions regarding the proposal.
 - **Overview of Proposal:** Include no more than two pages, with a brief summation of the proposal and underlying philosophy of vendor for providing this service.
- **Proposal Response to Scope of Work:** Provide a detailed description of services and capabilities for each section as outlined in the *Scope of Work* section of this RFP.
 - Responses should align with the sections outlined in the Scope of Work.
 - Any exceptions should be noted clearly to the specifications outlined in the RFP.
 - If the vendor does not have a response to a requirement, the vendor shall state, “unable to perform.”
 - Any variation to the services or activities shall be noted with an explanation.
- **Cost:** Please include an itemized quote for all costs, as indicated in *Section 9 Pricing Structure* of this RFP.
- **Additional Supporting Documents:** Vendor may submit or make available through links, examples of training materials, resources, terms and conditions, warranty information, or other documentation that support’s vendor’s compliance with the specifications in this RFP.
- **References** The proposer shall submit a minimum of three (3) verifiable public library references with the vendor has provided related services for. References should be capable of speaking to vendor’s qualifications and working relationships.
- **Not Confidential:** Bid responses, in whole or in part, are not to be marked confidential or proprietary.

Upon completion of a contract, the Successful Proposer shall furnish:

- A signed IRS W-9 Federal Tax ID Certification

EVALUATION PROCEDURE

All proposals received in accordance with these RFP instructions will be evaluated to determine if they are complete and meet the requirements specified in this RFP. An award will be made to the proposer whose offer is judged to be the most advantageous to PLAN, though PLAN expressly reserves the right to reject all proposals and make no award under this RFP.

Evaluation Criteria

All proposals received in accordance with these RFP instructions will be evaluated to determine if they are complete and meet the requirements specified in this RFP. An award will be made to the Vendor whose offer is judged to be the most advantageous to PLS, though PLS expressly reserves the right to reject all proposals and make no award under this RFP.

The following criteria will be considered in evaluating the proposals:

Criteria Type: Completeness of Response:	Points
Responses to this RFP must be complete. Responses that do not include the proposal content requirements identified within this RFP and subsequent Addenda and do not address each of the items listed below will be considered incomplete, be rated a Fail in the Evaluation Criteria and will receive no further consideration.	P/F

Section 1 Max 20 Points	20	15	10	5
Priority Features	Currently offers 9-11 features.	Currently offers 6-8 features.	Currently offers 3-4 features.	Currently offers less than 3 features.
Section 2 Max 15 Points	15	10	5	1
Desired Features	Currently offers 9-11 features.	Currently offers 6-8 features.	Currently offers 3-4 features.	Currently offers less than 3 features.
Section 3a Max 5 Points	5	4	2	0
Integration with other eResources (PLS)	Vendor able to integrate with at least 4 of PLS resources	Vendor able to integrate with at least 3 of PLS resources	Vendor able to integrate with 1-2 of PLS resources	Vendor not able to integrate with any PLS
Section 3b Max 5 Points	5	4	2	0
Integration with other eResources (library-specific)	Vendor able to integrate with at least 4 of the library-specific resources	Vendor able to integrate with at least 3 of the library-specific resources	Vendor able to integrate with 1-2 of the library-specific resources	Vendor not able to integrate with any library-specific resources
Section 4 Max 10 Points	10	7	3	0
Accessibility Requirements	Meets ADA standards, provides VPAT, meets at least WCAG v2.2 Level A	Meets ADA standards, provides VPAT, meets at least WCAG v2.0 or v2.1 Level A	Meets ADA standards, does not provide VPAT, meets at least WCAG v2.0 or higher Level A	Does not meet ADA standards, does not provide VPAT, does not meet WCAG v2.0 or higher Level A
Section 5 Max 10 Points	10	7	3	0
Technical and Security Requirements	Fully demonstrates robust security and protocols	Mostly demonstrates robust security and protocols	Partially demonstrates security and protocols.	Does not demonstrate robust security and protocols

Section 6 Max 5 Points	5	4	2	0
Experience with Library Consortia	Demonstrates knowledge and experience working with 5 or more consortia	Demonstrates knowledge and experience of working with 3-4 consortia	Demonstrates knowledge and experience of working with 1-2 consortia	Does not have experience and/or knowledge of consortia
Section 7 Max 5 Points	5	4	2	0
Implementation and Training	Proposal addresses all requirements listed. Alignment to requirements is clear and strongly evident.	Proposal addresses most of the requirements listed. Alignment to requirements is evident.	Proposal addresses a few of the requirements listed. Alignment to requirements is somewhat evident.	Proposal does not meet any of the requirements.
Section 8 Max 10 Points	10	7	3	0
Ongoing Maintenance and Support	Proposal addresses all requirements listed. Alignment to requirements is clear and strongly evident.	Proposal addresses most of the requirements listed. Alignment to requirements is evident.	Proposal addresses a few of the requirements listed. Alignment to requirements is somewhat evident.	Proposal does not meet any of the requirements.
Section 9 Max 15 Points	15	10	5	1
Pricing Structure	Cost proposal narrative is logical, easy to understand, and aligns with needs. Budget is fair, reasonable and complete.	Cost proposal narrative describes need. Budget is complete.	Cost proposal narrative is illogical and/or does not align with described need. Budget lacks detail.	Cost proposal narrative lacks description and/or is not aligned to needs. Budget is incomplete and/or unreasonable.

PRICING ELIGIBILITY AND PROPOSAL RETRACTION

All vendor proposals and offers are to remain open and subject to PLS’s acceptance for a term of not less than 90 calendar days in duration following the last day for submission. A proposal may not be modified by vendor during the 90-day time period following the date designated for the receipt of proposals.

PRESENTATIONS

Presentations may be required of proposal finalists as part of the evaluation process. PLS will notify one or more of the responsive vendors to make arrangements for the date, time, and place for such a presentation. Vendors should expect to spend adequate time on their demos in order to provide PLS with a detailed description of the vendor, processes, equipment, etc.

DISPOSITION OF PROPOSALS

All proposals submitted in response to this RFP become the property of PLS once they are opened.

COST INCURRED IN RESPONDING

PLS will not pay any costs incurred in the preparation and submission of proposals or in making necessary studies or designs, including any requests for additional information, interviews, or negotiations, nor is PLS obligated to enter into a contract.

CONTENT OF PROPOSAL

Any addenda to these documents will be sent to vendors and will become part of this RFP. No oral statements, explanations, or communications by anyone shall be of any effect unless incorporated into the addenda.

DISQUALIFICATION OF VENDORS

More than one proposal from an individual, a firm or partnership, a corporation, or an association under the same or different names shall not be considered. Any or all proposals shall be rejected if there is reason for believing that collusion exists among the vendors, and all participants in such collusion shall not be considered in future proposals for the same work. No contract shall be awarded except to competent vendors capable of performing work.

OTHER CONSIDERATIONS

PLS reserves the right to request additional information as may be required and to further investigate proposer's qualifications to make this determination.

ACCEPTANCE/REJECTION

PLS reserves the right to reject any or all proposals; to negotiate any elements of a proposal; to conduct interviews at its sole discretion; and to solicit and/or select contractors for the program outside the scope of this RFP. Due to the ever-changing technology or budget constraints, the commencement date for the contractual services may be postponed.