PLS Mobile Application and Implementation RFP Questions and Answers

The following list of questions and answers have been submitted as of 9:00 A.M. on February 27, 2024 to the Peninsula Library System via the approved email procedure specified in the RFP during the question submission period. This document will be updated accordingly so that all questions and answers are contained in a single document. THE CONTRACTOR BEARS ALL RESPONSIBILITY TO BE FAMILIAR WITH ALL QUESTIONS AND ANSWERS RECEIVED UP UNTIL THE END OF THE QUESTION PERIOD.

1. **Is the deadline to submit a proposal 4 pm or 5 pm on March 18, 2024?**
   
   **Answer:** The deadline is 5:00 PM PST on March 18, 2024.

2. **Is there a budget you are willing to share?**
   
   **Answer:** PLS does not have set budget parameters for this project. We are interested in reviewing the proposals and their solutions, and will use the rating rubric to determine the best project that suits the needs of PLS.

3. **On BidNet, Buyer Preferences, Guidelines and Requirements states “Local Service Required”. Could you elaborate on this? Will the award go to a local company?**
   
   **Answer:** This was selected to indicate that services will be needed to implement the mobile app for our PLS consortia libraries. It has been removed from BidNet to minimize confusion.

4. **Hello, is this RFP specifically looking for a pre-built mobile application? Or, are you also entertaining using a custom software development company that can build it from scratch?**
   
   **Answer:** PLS will consider any mobile application that could be fully functional on or around June 30, 2024, as specified in “Section 7. Implementation and Training.” 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.”

5. **You currently have a San Mateo County Library app maintained by "Peninsula Library System". Is there an incumbent? Is this written by the IT team? Would it be acceptable to build upon the source code of that app?**
   
   **Answer:** The San Mateo County Libraries is a member of PLS, as described in the “Peninsula Library System Profile” section of the RFP. They currently have a mobile app provided through a contract between PLS and Innovative Interfaces, Inc. The app is a product developed by Solus, a software company, specifically for libraries. This instance
is published under the PLS developer licenses on the Apple and Android platforms. The source code of that mobile app product is proprietary software and cannot be used by another company. The seven other PLS public library member libraries do not currently have a mobile application published on any platforms.

6. **Will we write the backend for the mobile app or will your IT team give us access to your web's existing backend services?**

   **Answer:** The backend of the mobile app will be designed and developed by the vendor. They will be given access to the library service platform (LSP) database and other PLS digital services using APIs, SIP2 and other protocols as needed. Vendors who have existing mobile app products designed for libraries are also eligible to submit proposals.

7. **Do you have an existing subscription to a single sign on service that can host account information?**

   **Answer:** This is a public-facing mobile app and PLS does not have a single sign-on service that hosts patron account information. Patron account authentication is managed through the LSP.

8. **Are there any preferences for local businesses?**

   **Answer:** Preference will not be given based on the location of the business providing the mobile app.

9. **Were PLS libraries using a previous mobile app?**

   **Answer:** Yes. The PLS public libraries have used mobile apps from Boopsie, Communico and Innovative Interfaces, Inc.

10. **Is PLS open to a proposal for a package that includes a new discovery platform to replace BiblioCore and a companion mobile app?**

    **Answer:** This RFP is solely for a mobile app. PLS has no intention at this time to replace its discovery later. Should a vendor wish to provide further information about other products as part of a response to this RFP, they may do so, but availability of any additional modules will not be considered as part of the RFP ratings.

11. **Are proposals submitted through BidNet considered valid proposals?**

    **Answer:** All prospective bidders should follow the directions listed on the RFP to submit a bid. No bid submitted through BidNet, or in any other method other than what is described in the RFP, will be considered.

12. **We would like to request a two-week extension to April 1.**
**Answer:** The RFP closes on March 18. PLS reserves the right to extend the RFP submission deadline for all vendors, if it is deemed necessary for any reason, but cannot accommodate requests for extensions from individual vendors. Therefore, we will not accept any bids that are submitted past the stated closing date.

**13. Are you able to share why you are choosing not to utilize the existing relationships with current technology vendors that seemingly satisfy all the requirements you're asking for?**

**Answer:** The PLS Purchasing Policy requires that an RFP be issued for services above a certain monetary threshold.

**14. Can you provide any API or platform documentation for your backend platforms (BiblioCore, Sierra) to help refine what we can provide/feature availability?**

**Answer:** Below are links to publicly available API documentation for Sierra (Innovative) and BiblioCore (BiblioCommons). Should a vendor choose to build a new mobile app and is awarded the contract, more detailed documentation would be provided, if needed.

Sierra API Documentation: [https://techdocs.iii.com/sierraapi/Content/titlePage.htm](https://techdocs.iii.com/sierraapi/Content/titlePage.htm)

BiblioCommons Schedule A-1 BiblioCore Service Description: [https://www.bibliocommons.com/schedule-a1-bibliocore](https://www.bibliocommons.com/schedule-a1-bibliocore)