

Request for Proposal -Library Services Website Question & Responses

Can Delaware County Department of Library Services extend the due date for a week? **There is no plan at this time to extend the proposal due date.**

Is there an incumbent for this contract? **We do not see the relevance of this question as it relates to Request for Proposal Library System Website.** If so, please provide the incumbent name, current contract number, duration, historical level of effort, and value of the contract.

Will the incumbent be eligible to bid on this project? **N/A**

Can the work be performed remotely? **Consideration will be given to all proposals received.**

Can part of the work be performed outside of the US, such as India? **Consideration will be given to all proposals received.**

How large is the current site (total number of pages and files)? **The site is accessible online at <https://www.delcolibraries.org>**

What are the major pain points with your current site? **The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002**

Is there any scope for content development? **The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002**

Has the department identified any key personnel for this contract? If so, please provide the list. **We do not see the relevance of this question; interested vendors should submit a complete proposal to include all aspects and costs.**

Can the offeror provide pricing in an Excel sheet? **Interested applicants should submit a cost proposal as outlined in the Request for Proposal.**

What is the current hosting platform? Is there any preference for the hosting platform? **Consideration will be given to all proposals received.**

Is there any section of the website that is not-in-scope? **No**

Integration Requirements. Are there any existing systems or databases that the enhanced department needs to integrate with? If so, what are the integration requirements? **The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002**

What is the current CMS of the website? **We do not see the relevance of this question as it relates to Request for Proposal Library System Website. Consideration will be given to all proposals received.**

Do you need any support with digital marketing efforts (social, SEO, SEM, email)? **We do not see the relevance of this question as it relates to Request for Proposal Library System Website.**

Do you have any in-house developers who will be working and supporting the selected vendor on this project? **Interested vendors should submit a proposal on how they plan to complete the full project.**

Are there any budgetary constraints or limitations on resources that should be considered in the proposal? Interested vendors should submit a reasonable complete budget to support their proposal.

Are there any specific milestones for the completion of the project? Interested vendors should include a reasonable timeline for project completion in their proposal.

There is a request for.....'the ability for patrons to complete a 'forgot my library card form and receive an email response'. What type of response would be included in the response? Utilizing the iii API, the response should include the patron's library card number.

It looks like the library currently uses <https://www.iii.com/> for library card registration and management. Is that correct? Is the intention the library to move away from this company with the request "Provide the ability for patrons to sign up for a library card online", or is it the desire of the library system to have a more appealing registration interface? All expectations are outlined in the Request for Proposal Library System Website HSCS/DLS-00002

There is a requirement to 'create a portal to the Delaware County Libraries digital collections', can you further describe what the Library means by "portal"? For example, will the digital collection be accessible to view only by library card holders. Interested vendors should provide creative solutions in their proposals.

Has a budget been decided upon? Interested vendors should submit a reasonable complete budget to support their proposal.

Are you open to Canadian vendors? Consideration will be given to all proposals received.

Do you have a preferred CMS? The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002

Are you accepting proposals from foreign entities? Do you have a preference for local vendors? Consideration will be given to all proposals received.

Are there any existing pain points or challenges that you want to address? The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002

How many pages do you anticipate the new website will have? We do not see the relevance of this question.

How much content will need to be migrated from your existing website? To be determined.

Could you share the budget or budget range for this project? Interested vendors should submit a reasonable complete budget to support their proposal.

Does the County Dept of Library Services have or desire an intranet creation/migration in this project as well? We do not see the relevance of this question, Delaware County is seeking an experienced web designer for this project.

Does the Delaware County Dept of Library Services have an annual cost for the Springshare Calendar feature? We do not see the relevance of this question.

Does the Delaware County Dept of Library Services want to keep the online Library Card process very similar to what it is today (sign up online and validate in person) or would you be open to suggestions to automate and improve the end-user experience? **Consideration will be given to all proposals received.**

Will Delaware County Library Services be open to accepting a proposed solution based on a proprietary CMS that has proven success with Local Government and specifically County Library Services? **Consideration will be given to all proposals received.**

What level of integrations is the site looking for? Do you want to link to these resources or full integration into the site? **Interested vendors should provide creative solutions in their proposals.**

Could you please elaborate on the following requirement: Incorporation of our LibCal by Springshare calendar of events for all Delaware County Libraries locations. **The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002**

What level of integration is the site looking for? Is the site open to switching to the vendors Event capabilities? **Consideration will be given to all proposals received.**

Is the site expectation looking for content migration or will the library handle their own content? **Most content will be reviewed and migrated by Library Services.**

The RFP references 'within the project budget' in multiple areas. Could you please provide the budget for this project? **Interested vendors should submit a reasonable complete budget to support their proposal.**

Please expand on the expectations regarding the Digital Collections Portal. Where does the content reside and how will it be managed? **Interested vendors should provide creative solutions in their proposals.**

Our CMS natively handles event calendars. Would you be willing to move away from Springshare LibCal for events management? **Consideration will be given to all proposals received.**

Will integrations with 3rd party services/APIs be required for Library Card Sign-Up? **Yes**

Would you be able to clarify your requirements about the redacted version of the proposal and letter? Is the preference to present the same document but with the identifying information blacked out, or to present a plain-text copy of the same document but with the identifying information removed and copy genericized where possible? If we plan to provide supplemental/supporting documents, should redacted versions of those be made available as well? **All responses must include a Transmittal Letter, a Proposal and a Cost Report (Budget) and one of each with all identifiers removed from each of the documents.**

In the RFP, one request of functionality is to "Provide the ability for patrons to sign up for a library card online." It looks like Charlotte is currently used for the Register for a Library Card form. Will this remain as is? Do you need the selected vendor to custom develop anything outside of being sure that form is included on the website? **We would like an improvement but does not necessarily need to be developed outside of current form.**

Could you please provide details on the budget range or any specific budget considerations for this project? **Interested vendors should submit a reasonable complete budget to support their proposal.**

Is the management and maintenance of the website centrally administered for all library branches? **Yes**

How many logged in users or authors do you have for the site? **A maximum of 6-8.**

Can you provide information about the current technology stack used for the www.delcolibraries.org website? **Interested vendors should provide creative solutions in their proposals.**

Do you have any specific preferences or desires regarding the technology stack for the new website? For instance, are there particular programming languages, frameworks, or technologies you would like us to consider in our proposal? **Consideration will be given to all proposals received.**

Is the current website built on a specific CMS (Content Management System), and if so, which one? **The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002**

Could you please provide details about the current security and backup measures implemented for the existing website? How frequently would you like data backups to be performed. What is the expected timeframe for data recovery in case of incidents? Additionally, are there any specific security or backup features or measures you would like to see incorporated into the new project? **Interested vendors should provide creative solutions in their proposals.**

In the context of achieving ADA compliance, the RFP emphasizes the importance of a fully accessible website. Are there any specific accessibility tools or platforms that you would like us to consider or integrate, taking into account the potential use of userway.org? **Interested vendors should provide creative solutions in their proposals.**

Could you please provide additional technical details or insights into how the digital collection and research services, particularly the integration with Sierra, are currently implemented on the website? **Consideration will be given to all proposals received.**

For the feature of patrons signing up for a library card online, are there specific requirements or processes you would like to include in the online registration form? **Interested vendors should provide creative solutions in their proposals.**

Is there a budget allocated for this project? **Interested vendors should submit a reasonable complete budget to support their proposal.**

What are the different types/roles of users that will access this website? Should accessibility be limited to different types of users based on their role? **All users will have the same level of editing access.**

Could you provide more information on the preferred terminology and organization for the links to online e-resources? **Interested vendors should provide creative solutions in their proposals.**

Are there specific insights or patterns observed in the usage statistics from September 2022 to August 2023? **The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002**

What specific functionalities and traffic considerations should the hosting environment address for the proposed website? **Consideration will be given to all proposals received.**

Is there any specific process to be followed for patrons to complete a "forgot my library card" form and receive an email response? **Interested vendors should provide creative solutions in their proposals.**

What security measures currently are in place to protect user information during the online library card signup process? **We do not see the relevance of this question.**

As your existing website is built on Drupal, are you looking to retain Drupal as your CMS for the new website, or are you considering a change? If yes, do you have any preferences among open-source CMS platforms? **Consideration will be given to all proposals received.**

Can you share the budget for this project, or is there a limit we should not exceed? **Interested vendors should submit a reasonable complete budget to support their proposal.**

Are you looking to create a separate portal for Delaware County Libraries' digital collections, or will it just be a section within the website? **Interested vendors should provide creative solutions in their proposals.**

Is the live chat option part of the project scope, or is it an optional service that you will decide on later? If it is optional, should the vendor add the cost for it separately? **Interested vendors should provide creative solutions in their proposals. Consideration will be given to all proposals received.**

Can you specify the anticipated traffic volume and functionality requirements to help us determine the optimal hosting environment—shared, VPS, dedicated, or cloud hosting? **The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002**

Do you have a minimum uptime percentage requirement, and are there any penalties or service level agreements (SLAs) associated with downtime? **No, interested vendors should include estimated percentage uptime in their proposals.**

Are there specific security frameworks or standards that the proposed security measures need to adhere to, such as ISO 27001, HIPAA, etc.? **No**

What level of Web Content Accessibility Guidelines (WCAG) compliance is required? **The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002**

The current website appears to be hosted in AWS, or within a service using AWS. Is this an account which DCL owns or is the hosting owned by the current developers? Additionally, can more information please be provided about the current hosting at all such as whether or not it is on a shared server, VPS, approximate server specs including memory/ram, and storage space used? **Interested vendors should provide creative solutions in their proposals.**

Since the current website is built in Drupal and an Open-Source CMS is desired, is DCL open to using Drupal or WordPress specific hosting such as WP Engine.com or Pantheon.io? Both offer enterprise level solutions which DCL may not require, but they also offer 24/7 support which comes free. **Interested vendors should provide creative solutions in their proposals.**

We see that the current website is on an older version of Drupal (appears to be version 7), so a new website could either be developed on the latest version of Drupal (10/11) or another CMS such as WordPress. Is there anything that DCL doesn't like about the current CMS configuration? Additionally,

has DCL ever explored other CMS's as possible options? **Consideration will be given to all proposals received.**

In the technical proposal, a feature for providing patrons the ability to sign up for a library card online is requested. It appears that the current website links out to the following tool/application to do this. Is DCL expecting the same behavior, a simple contact form, or something different? **Interested vendors should provide creative solutions in their proposals.** Can more information be provided on this application so that we know if we can possibly connect to it in any way? <https://charlotte.delco.lib.pa.us/selfreg> How does this tool differ from the physical catalog search provided by Sierra? **Connectivity is provided by the Patron API and is independent from the physical catalog search.**

Does the county have a preference for any specific Content Management System (CMS) platform such as WordPress, or Drupal? **Consideration will be given to all proposals received.**

In accordance with the RFP, are you anticipating the vendor to establish and sustain a website or web portal for accessing the digital collections of the Delaware County Libraries? Are these two requirements considered synonymous? **The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002**

In terms of creating a web portal, are you looking for customization of an existing platform or do you require the portal to be specially developed to meet the specific needs of the county? **Interested vendors should provide creative solutions in their proposals.**

Do you need any centralized repository to store online e-resources? **No**

The website should include a hyperlink/redirect feature or alternatively, it needs to be seamlessly integrated with the existing website. **The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002**

Are there any third-party applications that need to be integrated with the new website? If so, could you please provide a list of these applications? **The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002**

Are there any existing systems or databases the website needs to integrate? **The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002**

Do you expect the vendor to migrate any existing content and files to the new site? If yes, please explain. **Most content will be reviewed and migrated by Library Services.**

Do you expect the site to have any role-based controls? **All users will have the same level of editing access.**

What is the total number of anticipated pages the site would have? **We do not see the relevance of this question.**

Could you provide additional details on the anticipated website traffic and functionality to help us determine the most suitable hosting environment? **The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002**

Can you specify the user groups and number of users accessing the website? **A maximum of 6-8. All users will have the same level of editing access.**

Do you have any incumbent vendor? **We do not see the relevance of this question as it relates to Request for Proposal Library System Website.** If yes, do they participate in this bidding process?

Who will be responsible for managing the hosting of the new website? **The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002**

What is your preferred hosting service provider (AWS or Azure)? **Consideration will be given to all proposals received.**

Is the county open to utilizing a hybrid resource model for this project, where work can be performed both on-site and remotely (offshore or otherwise)? **Consideration will be given to all proposals received.**

Is the project funded? Do you have any not-to-exceed budget for this project? **Interested vendors should submit a reasonable complete budget to support their proposal.**

Do you expect this project to be a fixed-bid or time & material-based contract? **Interested vendors should submit a reasonable complete budget to support their proposal.**

What is the desired timeline for the completion of this project? **Interested vendors should include a reasonable timeline for project completion in their proposal.**

What is the anticipated project go-live date and tenure? **Interested vendors should include a reasonable timeline for project completion in their proposal.**

For the ability for patrons to complete a “forgot my library card” form and receive an email response, does this refer to forgotten password or is this something different? **Forgotten library card number.**

For the ability for patrons to sign up for a library card online, how do you envision this process? **Interested vendors should provide creative solutions in their proposals.**

For the redacted copy, does provider information also include product names? Should product names be redacted? **Redacted copies are expected to be deidentified, which could/should include but not limited to vendor name, address, phone, acronym, Federal ID, logo, etc. Product names would apply if they were proprietary.**

Do forms need to integrate with any external systems? **Yes**

Are there any integrations needed for patrons to sign up for a library card online? What does the online sign-up process look like? **Interested vendors should provide creative solutions in their proposals.**

What is the ideal timeline for the completion of this project? **Interested vendors should include a reasonable timeline for project completion in their proposal.**

Will content migration be part of the scope of this project for the chosen vendor? If so, can you provide an estimate of the number of website pages, posts, and/or documents that will need to be migrated? **Most content will be reviewed and migrated by Library Services.**

Is there an incumbent bidder on this project? **We do not see the relevance of this question as it relates to Request for Proposal Library System Website**

What qualities have worked well or made a project successful with past vendor partners? **We refrain from responding to this inquiry.**

Is there a preference for local vendors? **Consideration will be given to all proposals received.**

Do you have a set budget or budget range in mind for this project? **Interested vendors should submit a reasonable complete budget to support their proposal.**

What are the most important qualities or previous experiences for the chosen vendor of this project? **We refrain from responding to this inquiry.**

For the technical proposal under website hosting, you say "We encourage you to provide options that align with our website's requirements and budget constraints". What are the budget constraints for website hosting costs? Can we please get an approximate range of what you're paying monthly for hosting the current website? **Interested vendors should submit a reasonable complete budget to support their proposal.**

Who are the people on project's core team? What are their roles and responsibilities? What percentage of their time will be dedicated to this project? Is there a designated project champion and core team, and are they prepared to collaborate with us on a weekly basis? **We do not see the relevance of this question.**

Please tell us about the stakeholders at your organization, how large is the stakeholder group? Is there a RACI chart or steering committee set up to manage them? **We do not see the relevance of this question.**

How do you envision the selected partner interacting with your stakeholders? **The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002**

In order to give our team a sense of the complexity of your current Drupal website, please share the following:

- Number of content types
- Number of nodes (pieces of content)
- Number of taxonomies
- Number of custom user roles
- Number of custom modules
- Number of content editors and/or developers

We do not see the relevance of this question.

Are there any initiatives happening that this project is dependent on or related to (i.e, are you also doing a rebrand exercise or some other initiative that this project might need to wait for?) **No**

How many sites are involved in this project -- just the main site or are there intranets, sign in portals or sub-sites to include in our proposal? **Just the main site.**

Has any user research been done to inform this RFP and is the team open to engaging users to participate over the course of the project? This can range from as early as the discovery phase to explore and validate needs, to later in the design process to verify the teams findings & assumptions prior to build. Scope can range from as minimal as a standardized user survey, to larger scale focus groups, usability testing, social media engagement, and public installations. **Interested vendors should provide creative solutions in their proposals.**

What are the pain points with your current website? **The specifics of the initiative are outlined in the respective Request for Proposal Library System Website #HSCS/DLS-00002**

What is the timeline? What is driving the timeline? **Interested vendors should include a reasonable timeline for project completion in their proposal.**

How many average monthly unique visits (sessions in Google Analytics) does each site in scope receive? What level of uptime SLA will each website require? Will each site require the same uptime SLA, or will this differ? (If so, please specify) **There is only one website. Interested vendors should include estimated percentage uptime in their proposals.**

Do you have any special requirements as they relate to HTTPS certificates? **Yes**

If SSL certificates are provided at no cost to you, would these be acceptable or are you required to use an existing certificate? **We are required to use existing certificates for the next three years.**

Will you be connecting your CMS(s) to any internal systems behind firewalls? Please list internal/external integrations and how they are implemented. **Yes**

Will a dedicated set of IP addresses be needed for allowlisting? **Yes**

Will you need to leverage CDN geolocation data in your CMS application? **No**

What measures have you put in place to enforce security on your current site? **We do not see the relevance of this question.**

Have you experienced anything like DDoS Attacks, unauthorized environment access, or other? Are you using a Web Application Firewall (WAF)? If “yes”, please provide the name. If “no”, will a WAF be desired to protect your websites? **Interested vendors should provide creative solutions in their proposals.**

In Exhibit A, #11, you state that all deliverables shall be vested in the County. Due to the library-centric nature of our work, our website product contains proprietary code. We retain ownership of the source code for our software, while our clients own their content. While maintaining ownership of the source code, we handle all hosting, maintenance, backups, security, and updates for the sites we develop. Is this an acceptable business model, or must the County own the source code upon completion? **Consideration will be given to all proposals received.**