MATANUSKA-SUSITNA
BOROUGH SCHOOL DISTRICT

RFP #B26-03

LIBRARY MANAGEMENT SYSTEM FOR THE MSBSD

Due Date and Time: April 6, 2026 at 2:00 PM

Enclosed:

Request for Proposal
Documents
and
Affidavit

Matanuska-Susitna Borough School District

Purchasing Department
690 Cope Industrial Way
Palmer, AK 99645

P: (907) 861-5120 || F: (907) 861-5184
bids@matsuk12.us
www.matsuk12.us/bids

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ADVERTISEMENT

	DATE OF ADVERTISEMENT
Frontiersman	March 4 and 6, 2026
Anchorage Daily News	March 4 and 8, 2026

Type of Ad: Classified / Public Notice

The material herein must be printed in its entirety on the dates shown above. Affidavit of publication is required prior to payment.

Matanuska-Susitna Borough School District
REQUEST FOR PROPOSALS

RFP #B26-03

LIBRARY MANAGEMENT SYSTEM FOR THE MSBSD

Notice is hereby given that the Matanuska-Susitna Borough School District (MSBSD) will consider proposals from qualified individuals and firms for the provision of:

LIBRARY MANAGEMENT SYSTEM FOR THE MSBSD

Proposals are due on or before April 6, 2026 at 2:00 PM Palmer, Alaska time. Sealed proposals must be submitted and received by the MSBSD Purchasing Department, 690 Cope Industrial Way, Palmer, AK 99645, on or before said date and time designated for receipt of proposals. All proposals must be marked " RFP #B26-03 ." Proposal documents can be viewed on the MSBSD website at www.matsuk12.us/bids and are also available at the MSBSD Purchasing Department, 690 Cope Industrial Way, Palmer, AK 99645. For more information, call (907) 861-5120.

The MSBSD reserves the right to accept or reject any or all proposals and waive any minor technicalities, informalities, and/or irregularities as it deems appropriate.

2/26/2026	Requested By:	Erin Dwyer	Approved By:	Beth Munson

LIBRARY MANAGEMENT SYSTEM FOR THE MSBSD

RFP #B26-03

REQUEST FOR PROPOSAL

THIS IS NOT A PURCHASE ORDER

The Matanuska-Susitna Borough School District (MSBSD) is requesting proposals from qualified proposers to provide

LIBRARY MANAGEMENT SYSTEM FOR THE MSBSD

as specific herein.

Proposals will be accepted until April 6, 2026 at 2:00 PM

Questions will be accepted until March 18, 2026 at 4:00 PM

PROPOSER USE ONLY

THIS PAGE MUST BE COMPLETELY FILLED IN, SIGNED, AND RETURNED WITH YOUR PACKET.

Company Name

Address

City | State | Zip

Telephone Number | Fax Number

State of Alaska Business License Number | Matanuska-Susitna Borough Business License Number

Authorized Signature | Printed Name | Date

INSTRUCTIONS TO PROPOSERS

1. GENERAL INFORMATION:

The Matanuska-Susitna Borough School District (MSBSD) is requesting proposals from qualified proposers to provide the scope of services as specified in Attachment A, Scope of Services. Copies of the Request for Proposal (RFP) documents can be viewed in the Purchasing section of the MSBSD website at www.matsuk12.us/bids and can be obtained in the Purchasing Department at 690 Cope Industrial Way, Palmer, Alaska 99645 or by calling (907) 861-5120. Office hours are 7:00am - 4:30pm, Monday through Friday.

Proposals must be fully executed, signed by each proposer, and enclosed in a sealed envelope with the proposer's name, address, and phone number clearly marked, as per Section 8 of this Instructions to Proposers. Proposals must be submitted to the MSBSD Purchasing Department at 690 Cope Industrial Way, Palmer, Alaska 99645. Signed proposals must be in the office of the MSBSD Purchasing Department on or before the date and time designated for receipt of proposals. **The MSBSD will not accept or consider proposals that are oral, telephonic, telegraphic, faxed, emailed, or otherwise electronically submitted.**

2. GENERAL STATEMENT:

In rendering the services hereunder, the selected proposer shall adhere to the following general terms and conditions. The term "selected proposer" refers to the proposer awarded a contract to provide services and/or products as required herein. The term "agreement" hereafter refers to this RFP, any and all attachments and appendices, any and all addenda, and the proposer's response and acceptance by the MSBSD. A contract may be issued upon award of this proposal.

3. PRE-PROPOSAL CONFERENCE:

No pre-proposal conference will be held for this scope.

4. EXAMINATION OF RFP DOCUMENTS:

A. Proposers shall carefully examine the RFP documents before submitting a proposal. The submission of a proposal shall be an admission that the proposer has made such examination and is satisfied as to the conditions to be encountered in performing the work and as to the requirements and accuracy of the RFP documents.

B. The MSBSD assumes no responsibility for any understanding or representations concerning conditions made by any of its officers, agents, or employees prior to the execution of the proposal, unless such understanding or representations are expressly stated in the RFP documents or addenda.

C. Proposers shall include in their proposal sums sufficient to cover all items and services required by the RFP documents and shall rely entirely upon their own examination of the proposal. The submission of a proposal shall be taken as prima facie evidence of compliance with this paragraph.

5. INTERPRETATION OR CORRECTION OF PROPOSAL DOCUMENTS:

Proposers shall notify the Purchasing Department promptly of any error, omission, or inconsistency that may be discovered during examination of the proposal documents. Requests from proposers for interpretation or clarification of the proposal documents shall be made in writing to the Purchasing Department by

March 18, 2026 at 4:00 PM Palmer, Alaska time.

Any questions received after this date and time will not be answered. Questions should reference the applicable RFP number and title and can be submitted by mail, fax, or e-mail to the following:

Mail: MSBSD Purchasing Department; 690 Cope Industrial Way; Palmer, AK 99645
Fax: MSBSD Purchasing Department; (907) 861-5184
E-mail: bids@matsuk12.us

Interpretations, corrections, responses to questions, and changes to the Proposal Documents will be made by addenda. Interpretations, corrections, responses to questions, and changes to the Proposal Documents made in

5. INTERPRETATION OR CORRECTION OF PROPOSAL DOCUMENTS (CONT.):
any other manner will not be binding to the MSBSD and proposers shall not rely on them. All addenda issued shall become part of the agreement documents. It is the proposer's sole responsibility to ascertain that they have received all addenda issued by the Purchasing Department. Each addendum will be issued by email, fax machine, and U.S. mail. All addenda will also be posted in the Purchasing section of the MSBSD website at www.matsuk12.us/bids. **All addenda must be acknowledged in the space provided on Appendix 1 or the proposal may be deemed non-responsive.**

6. PREPARATION AND SUBMISSION OF PROPOSALS:
A. Each proposal must be signed in longhand by the proposer with their usual signature. Proposals submitted by partnerships must be signed with the partnership name by one of the partners, followed by the signature and designation of the partner signing. Proposals submitted by corporations must be signed with the legal name of the corporation, followed by the name of the state of incorporation, and by the signature of the president, secretary, or other person authorized to bind in the matter. The full name and address of each person signing shall be typed or printed below the signature.

B. Proposals shall be submitted on the forms furnished and must be manually signed. Proposals must be submitted in a sealed envelope and addressed as indicated in Section 8 of this Instructions to Proposers.

C. Proposals may be rejected if they show any omissions, alteration of the forms, additions not called for, conditional or alternate proposals not called for, qualified proposals, or irregularities of any kind.

D. Proposers shall bear all costs directly or indirectly related to preparing a proposal, preparing presentations or supplements, and/or clarifying a proposal as may be required by the MSBSD in response to this solicitation.

7. SUBMITTAL REQUIREMENTS:
Refer to Attachment A, Scope of Services, for the full submittal requirements specific to this RFP.

8. PROPOSALS:
A. Signed proposals **MUST** be in the MSBSD Purchasing Department office on or before

April 6, 2026	at	2:00 PM	Palmer, Alaska time.

B. It is the responsibility of all proposers to ensure that their proposals and associated documents are in the office of the Purchasing Department prior to the time of the scheduled RFP opening. Proposals **MUST** be in **SEALED** envelopes clearly marked as follows:

RFP Number:	RFP #B26-03		
RFP Title:	LIBRARY MANAGEMENT SYSTEM FOR THE MSBSD		
Due:	April 6, 2026	at	2:00 PM

C. Proposers are cautioned that mailed proposals, which arrive after the date and time designated for receipt of proposals, will not be opened or considered. Proposers are further cautioned not to rely on the U.S. Postal System or any other second party for timely delivery of their proposal. It is the proposer's sole responsibility to ensure that their proposal and associated documents are in the physical possession of the Purchasing Department prior to the date and time designated for receipt of proposals.

D. All proposals shall be submitted on the attached forms in the spaces indicated and must comply with these instructions. The proposal must be completed and signed by an authorized representative of the firm submitting the proposal.

E. Scheduled proposal openings are open to the public and are located in the Purchasing Department.

F. The MSBSD will not accept proposals via fax machine or e-mail.

G. The MSBSD reserves the right to accept or reject any or all proposals, consider alternatives, and further reserves the right to waive minor informalities in procedures.

9. WITHDRAWAL FROM CONSIDERATION:
Proposals may be withdrawn upon written request delivered to the MSBSD Purchasing Department prior to the date and time designated for receipt of proposals. However, no proposer shall withdraw or cancel their proposal

9. WITHDRAWAL FROM CONSIDERATION (CONT.):
for a period of ninety (90) calendar days after said date and time designated for the receipt of proposals, nor shall the selected proposer withdraw, cancel, or modify their proposal after having been notified by the Purchasing Department that said proposal has been accepted by the MSBSD.

10. PROPOSAL EVALUATION:
A. An Evaluation Committee will be selected by the MSBSD to review the proposals.

B. The Evaluation Committee may elect to interview any or all proposers at its discretion, but is not required to do so.

C. Any proposers selected for an interview may be expected to make a presentation followed by a question and answer period at the MSBSD main administrative office (501 N. Gulkana St.; Palmer, AK 99645).

D. The MSBSD will select the proposal that reflects what is believed to be the best combination of price, experience, expertise, other cost factors, management capability, and understanding of the needs of the MSBSD. Proposals will be evaluated per the criteria outlined in Attachment B, Evaluation Criteria.

11. NEGOTIATIONS:
Proposers are asked to provide their best offer, including pricing, as part of the initial submittals. The MSBSD desires to enter into an agreement based on the initial submissions and proposers should not rely on the negotiation process to modify their offers. However, the MSBSD may conduct negotiations in accordance with the following at their discretion:

A. With the proposer who submits the most attractive proposal that is acceptable to the MSBSD;

B. With the proposers who have submitted proposals that are within the established competitive range; or

C. With all proposers.

Negotiations, if conducted, will occur after the opening date of the RFP and after evaluation by the Evaluation Committee. Proposers will be accorded fair and equal treatment during negotiations with respect to any opportunity for discussion and revision of proposals and such revisions may be permitted after submission and prior to award for the purpose of obtaining best and final offers. In conducting negotiations, there shall be no disclosure of any information derived from proposals submitted. Upon completion of negotiations, if any, the MSBSD may call for "best and final offers" at its discretion.

12. AWARD OF CONTRACT:
A. The MSBSD will award a contract to the proposer with the highest score on the evaluation criteria outlined in Attachment B, Evaluation Criteria.

B. The MSBSD, as it deems appropriate, shall have the right to reject any and all proposals. Proposals may be rejected if they do not include a required proposal bond or other data required by the Proposal Documents. All responsive proposals may be rejected if the MSBSD in its sole judgment, considers them too costly.

C. The MSBSD reserves the right to reject any and all proposals and to waive any minor informalities and/or irregularities in submittal of a proposal or award of the agreement and to request clarification of information from any proposer. The MSBSD is not obligated to enter into a contract on the basis of any bid or proposal submitted in response to the RFP.

D. The MSBSD reserves the right to make awards within a ninety (90) calendar day award period from the date proposals are opened. Proposals must be firm for the award period and the contracted service period.

13. AVAILABILITY OF FUNDS:
A. The MSBSD reserves the right, at its sole discretion, to cancel this RFP or any part thereof, at any time, prior to an award of contract issued under this RFP.

B. Awards are contingent upon the appropriation of MSBSD budget funds.

14. REQUEST FOR ADDITIONAL INFORMATION:
A. The MSBSD reserves the right to request clarification of ambiguous proposal language current audited financial statements; qualifications of management personnel, including program manager or field supervisors' performance references; or other information deemed relevant at any time prior to proposal award. Proposers

14. REQUEST FOR ADDITIONAL INFORMATION (CONT.):

agree to provide such requested information within three (3) business days of the request.

B. Prior to the final selection, proposers may be required to submit additional information, which the MSBSD may deem necessary to further evaluate the proposals.

C. The MSBSD reserves the right to make investigations of the qualifications of the proposer as it deems appropriate, including but not limited to a background investigation conducted by proper authorities.

15. PUBLIC RECORDS CLAUSE:

This RFP and the resulting proposals received, together with copies of all documents pertaining to the award of a contract, will be kept by the Purchasing Department and made a part of the record, which will be open to public inspection, unless restricted by the proposer and School Board Policy, once the Notice of Intent to Award has been issued. If a proposal contains any information which is proprietary or confidential, each page of the confidential information must be clearly marked with a diagonal watermark that reads "CONFIDENTIAL"; such information will be kept confidential if appropriate and will not be released to the public. A confidential watermark is required. MSBSD is not responsible for release of any documents not marked in this manner. The proposal tabulation sheet shall be open to public inspection as soon as practicable after the Notice of Intent to Award has been issued.

16. PROTEST OF AWARD:

The MSBSD has a process in place for an apparently unsuccessful proposer to submit a written protest, requesting a review of the proposal award.

A. An unsuccessful proposer must submit its protest within [three (3)] days of the date of the Notice of Intent to Award issued by the MSBSD Purchasing Department.

B. The protest must be made in writing, delivered to the same location as the original proposal, and must set forth in detail all the reason(s) for the protest, with specific reference to the relevant provision in the Proposal Documents.

C. Upon receipt of the request for review, the Purchasing Department shall schedule an informal hearing to include the successful proposer, the protesting proposer, the Assistant Superintendent of Business and Operations, and a representative of the Purchasing Department. At such time, the proposer making protest can express his/her concerns with said award.

D. Following the informal hearing, the Assistant Superintendent of Business and Operations will send the MSBSD's decision on the protest to all involved parties.

E. If the contract award for the proposed project is required to be approved by the MSBSD School Board, the involved parties will be notified of the date and time of the applicable School Board meeting.

17. CONTRACT:

The contract between the MSBSD and the proposer shall consist of (1) the RFP and any attachments and/or amendments and/or addenda thereto; (2) the proposal submitted by the contractor in response to the RFP; and (3) the actual written agreement or contract. In the event of a conflict in language between the documents reference above, the provisions and requirements set forth and/or referenced in the RFP documents shall govern.

18. INSURANCE:

It is specifically agreed between the parties executing this agreement that it is not intended by any of the provisions of this agreement to create in the public or any member thereof a third-party benefit hereunder, or to authorize anyone not a party to this agreement to maintain a suit for personal injuries or property damage pursuant to the terms or provisions of this agreement. The successful proposer shall procure and maintain minimum insurance requirements and shall provide all required documentation as per attached Appendix 3 to the MSBSD upon award of this agreement. Failure to furnish proper evidence of insurance, or the lapse of insurance required under the provisions of this agreement, may be grounds for termination. The duties required under this subsection shall survive the termination expiration of this agreement. **It is highly recommended that the proposers confer with their respective insurance companies or brokers to determine if their insurance program complies with the MSBSD's insurance requirements, as per attached Appendix 3.**

19. LICENSES:

All individuals or businesses conducting business within the State of Alaska and within the Matanuska-Susitna Borough are hereby advised that they must obtain a State of Alaska business license. For information on

19. LICENSES (CONT.):
how to obtain the appropriate business license or see if any exemptions may apply, please visit the following website:

State of Alaska:
https://www.commerce.alaska.gov/web/cbpl/BusinessLicensing/BusinessLicensingFormsFees.aspx

20. INVOICES AND METHOD OF PAYMENT:
Billings for services must be verified by a responsible representative of the MSBSD before payment can be made. Payments shall be made to the selected proposer within thirty (30) calendar days after the MSBSD receives and approves a written request for payment or invoice from the contractor. The request for payment or invoice may be submitted to the Matanuska-Susitna Borough School District, Attn: Accounting Department; 501 N. Gulkana St.; Palmer, AK 99645 or e-mailed to accounting@matsuk12.us.

21. FEDERAL EXCISE TAXES:
The MSBSD is exempt from Federal Excise Taxes. An Exemption Certificate will be furnished upon request.

22. MODIFICATIONS:
The MSBSD may, from time to time, require modifications in the scope of services to be performed under this agreement. However, it is expressly understood that this agreement shall not under any circumstances be modified without written authorization from the MSBSD. All modifications in the terms of this agreement, to include adding additional schools or sites, shall be incorporated by written amendments to this agreement executed by both parties.

23. INDEMNIFICATION:
A. The Contractor shall indemnify, defend, and hold harmless the MSBSD from and against any claim of, or liability for, independent or sole negligent acts, errors, omissions, or willful misconduct of the Contractor under this Agreement. The Contractor is not required to indemnify, defend, or hold harmless the MSBSD for any claim of, or liability for, the independent or sole negligent acts, errors, omissions, or willful misconduct of the MSBSD. If there is a claim of, or liability for, a joint negligent act, error, omission, or willful misconduct of the Contractor and the MSBSD, the indemnification, defense, and hold harmless obligation of this provision shall be apportioned on a comparative fault basis. In this provision, "Contractor" and "MSBSD" include the employees, agents, and contractors who are directly responsible, respectively, to each. In this provision, "independent or sole negligent acts, errors, and omissions" means negligence other than in the MSBSD's selection, administration, monitoring, or controlling of the Contractor, or in approving or accepting the Contractor's work.

B. Any and all claims that might arise under the Worker's Compensation Act on behalf of the Contractor or other persons while engaged in the performance of the duties or services contemplated, and any and all claims that might be made by any third party as a result of any act or failure to act, shall be the Contractor's sole obligation and the Contractor shall indemnify and defend the MSBSD and hold it harmless from any liability for any act or failure to act on the part of the Contractor.

24. PROTECTION OF EQUIPMENT AND PROPERTY:
The proposer assumes full responsibility for and shall indemnify the MSBSD for any loss or damage to any MSBSD property resulting in whole or in part from the negligent acts or omissions of the proposers, or any employee, agent or representative of the proposer.

25. PROPOSER'S PERSONNEL REQUIREMENTS:
The MSBSD may, by serving written notice, require the proposer to promptly remove from the site of work any employee or worker the MSBSD deems incompetent, careless, or otherwise objectionable including, but not limited to, violation of MSBSD policies relating to alcohol, illegal drugs or firearms on MSBSD property.

26. EQUAL EMPLOYMENT OPPORTUNITY:
Proposers, in submitting proposals, certify that if awarded a contract under this Request for Proposal, they will not discriminate against any employee or applicant for employment because of race, color, religion, gender, age, national or ethnic origin, disability, marital status, change in marital status, pregnancy, parenthood, or any other basis prohibited by Alaska state or federal laws. The proposer will take affirmative action to ensure non-discrimination. Such action shall include but not be limited to the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination rates of pay or other forms of compensation, and selection for training, including apprenticeship. The proposer agrees to post in a conspicuous place, available to employees and applicants for employment, notices setting forth the provision of this non-discrimination clause.

27. DRUG, TOBACCO, AND ALCOHOL-FREE WORKPLACE:

The selected proposer agrees to comply with MSBSD School Board Policy BP 4020, Drug, Tobacco and Alcohol-Free Workplace. This policy states, in part: "In the interest of the health and safety of students and employees, it is a violation of this policy for students, staff, parents, visitors, contractors and all others to use, distribute or sell tobacco, any non-FDA-approved tobacco or nicotine delivery products or devices including but not limited to, cigarettes, cigars, dip, hookah pens, e-cigarettes, and dissolvable nicotine products on District premises, at school-sponsored activities on or off District premises and in District-owned, rented or leased vehicles."

28. CODE OF ETHICS:

A. The selected proposer shall comply with MSBSD School Board Policy BP 4119.21, Code of Ethics.

B. The selected proposer shall also comply with BP 3515.7, Restrictions on Sex Offenders on Campus. This policy states, in part: "To protect the morals, health, and safety of students, it is the policy of the district to deny entrance onto the premises of any district school or any building used for school activities to registered sex offenders or persons required to register under the sex offender registration act of whom the district has knowledge."

C. The selected proposer shall take affirmative action to ensure that no contractor, employee, or subcontractor who will be working on MSBSD property has a criminal record of any conviction for child abuse or assault, be on the State of Alaska or any State Sexual Offender Registry, or has been convicted of a crime of moral turpitude. Any waiver of this section must be in writing, signed by the District's Superintendent. The MSBSD has the right to verify such records at any time during the life of the contract.

29. OCCUPATIONAL SAFETY AND HEALTH WARRANTY:

If awarded the agreement, the proposer warrants that the products sold or services rendered shall conform to the standards and/or regulations promulgated by the U.S. Department of Labor under the Occupational Safety and Health Act of 1970 (29 U.S.C. 651, OL 91-596) and all amendments thereto. In the event the product sold does not conform to the OSHA standards and/or regulations, the MSBSD may return the product for correction or replacement at proposer's option and at proposer's expense. Services performed by the proposer which do not conform to OSHA standards and/or regulations must be corrected by proposer at proposer's expense or by the MSBSD at proposer's expense in the event proposer fails to make the appropriate correction within a reasonable time.

30. COMPLIANCE:

A. The selected proposer shall comply with all state, federal and local laws, regulations or orders applicable to the purchase, manufacture, processing and delivery of the service.

B. General Conditions:

I. General Statement: The following conditions shall be followed by the selected proposer. These conditions shall be adhered to, relative to any project for which the selected proposer provides services. The MSBSD reserves the right to delete or alter the following terms and conditions or to add additional terms and conditions at its discretion. The selected proposer shall perform services and otherwise comply with all conditions as set forth in this RFP including all attachments and appendices hereto and all additional requirements identified in the proposal documents.

II. Governing Laws: The agreement shall be governed as to performance and interpretation in accordance with the laws of the State of Alaska.

III. Compliance with All Laws: The proposer shall comply with all applicable laws, ordinances, executive orders and regulations of the federal, state, and local government, which may in any manner affect the performance of the agreement and all applicable MSBSD policies, rules and procedures.

IV. Relationship of All Parties: It is expressly understood and agreed bythe proposer and the MSBSD that the proposer's relationship to the MSBSD is that of an independent contractor.

31. CONFLICT OF INTEREST:

A. The contracting party expressly represents that the contract is not contrary to MSBSD School Board Policy BP 2300, Conflict of Interest and that the contracting party has read and understands BP 2300. If this representation is false, the Superintendent may terminate the contract without regard to partial performance and in the event of such a termination the District will have no further liability or obligation to the contracting party.

B. Any employee and/or employee with immediate family members that may have a financial interest in the contract must file an annual BP 2300, Conflict of Interest Affidavit with MSBSD. The following definitions apply to this policy: Immediate family member means an employee's grandparent, parent, child, grandchild, brother, sister, spouse, child of a spouse, or regular member of the employee's household.

32. ASSIGNMENTS AND SUBCONTRACTORS:

A. The proposer shall not sell, assign, transfer, or convey any contract resulting from this RFP, in whole or in part, without the prior written consent of the MSBSD.

B. The proposer shall ensure that any prospective subcontractors are appropriately licensed, insured and bonded, and of sufficient high quality to meet all of the requirements of this RFP. If a proposal with subcontractors is selected, the proposer must provide the following information concerning each prospective subcontractor within five (5) working days of the request notice by the MSBSD:

I. The complete name and address of the subcontractor;
II. The type and percentage of work the subcontractor will perform;
III. Certificate of Insurance;
IV. Other requested information relevant to the qualifications of the subcontractor.

C. Subcontractors must comply with all licensing, indemnity, insurance limits, and insurance requirements imposed on the proposer.

33. TERMINATION FOR CAUSE:

A. If, through any cause, the proposer shall fail to fulfill in a timely and proper manner their obligation under this agreement, or if the proposer shall violate any of the covenants, agreements or stipulations of any awarded contract, the MSBSD shall thereupon have the right to terminate this agreement by serving written notice to the proposer of such termination and specifying the effective date thereof, at least thirty (30) days before the effective date of such termination. However, if the district determines that the continuation of this agreement constitutes an imminent threat to the health and safety of its students and staff, this agreement may be terminated by the MSBSD effective immediately.

B. In the event it becomes necessary to terminate the agreement awarded as a result of this RFP, regardless of the circumstances or time remaining on the contract, the proposer will be responsible for any and all expenses incurred by the MSBSD. These expenses can include, but are not limited to, cost of locating interim services, cost of re-issuing an RFP, and any additional cost to the MSBSD by the new contractor greater than the current contract.

C. The proposer shall be entitled to receive just and equitable compensation for any satisfactory work completed in accordance with the payment provision as set forth under Section 20 of this document. Equitable compensation shall not exceed the amount reasonably billed for work actually done and expenses reasonably incurred. The MSBSD's contract administrator shall determine whether work completed is satisfactory.

34. TERMINATION FOR CONVENIENCE OF THE MSBSD:

A. The MSBSD may terminate any awarded contract or agreement at any time by serving written notice to the proposer of such termination and specifying the effective date of such termination at least thirty (30) days prior to the effective date of termination.

B. Upon termination of any awarded contract or agreement, the MSBSD shall pay the proposer any payments due at that time.

35. FAILURE OF FUNDING:

A. The MSBSD shall be excused from performance under the contract if funding is not appropriated.

B. The MSBSD may reduce the scope and services provided under the contract to counteract a funding shortfall.

ATTACHMENT A:
SCOPE OF SERVICES

1. SCOPE

The Matanuska-Susitna Borough School District (MSBSD) is seeking proposals from qualified proposers to provide an integrated library and instructional materials management system as described herein.

2. BACKGROUND

A. Ranging in enrollment from 20 students to more than 3,000 students, the schools of the MSBSD educate approximately 19,000 students at 48 schools located throughout the Matanuska-Susitna Borough.

B. MSBSD currently has 21 traditional elementary libraries, five traditional middle school libraries, two junior/senior high school libraries, seven traditional high school libraries, two school libraries serving K-12 students, and one public homeschool library that supports both correspondence and in-person classes. Other MSBSD services that also support the schools' library and instructional material needs include Purchasing, Warehouse, and Central Office Administration.

C. The MSBSD currently uses SirsiDynix Symphony WorkFlows as a member of the Alaska Library Catalog network for library processes and textbook circulation. The current library management system supports 38 school libraries across the district with the following functions: circulation, cataloging, online public access catalog (OPAC), inter-library loans, overdue reports, analytical reports, and integrated overdue notices and billing of lost items with SchoolPay and ParentSquare.

D. The MSBSD envisions a modern, responsive Library and Instructional Materials Management system that evolves alongside technological advances and the changing needs of K–12 education. The ideal solution will be cloud-based and include both traditional library functions and tools for managing textbooks and other instructional materials. It should integrate seamlessly with our student information system (Synergy), SchoolPay, and ParentSquare to support accurate and timely decisions related to inventory management, resource allocation, overdue notifications, and billing.

3. GENERAL REQUIREMENTS

The primary goal of this project is to implement a system—or systems—that fulfill the functionality outlined in Appendix 6: Functional and Technical Requirements. The proposed solution must be cloud-based and support all district-wide traditional library operations, including circulation, cataloging, inter-library loans, inventory management, reporting, overdue notices, billing functions, and the online public access catalog (OPAC). Additionally, the system should effectively manage instructional assets and resources. Finally, the system must deliver a responsive, intuitive, and user-friendly experience that supports easy operation by library staff and all MSBSD patrons, including students, employees, and families.

The proposed system will be configured around a cloud-based enterprise relational database with the capacity and flexibility to support the MSBSD's needs for the foreseeable future without the need for vendor custom programming.

A. The proposer will supply all supervision, labor, materials, and tools necessary to provide development, start-up, installation, migration, implementation, customization, training, support, and maintenance of an electronic, web-based library and instructional materials management system. If additional materials (hardware, software, licenses, etc.) are required to operate and maintain the system, the proposer will clearly identify such

materials and record the associated costs under "Other" on Attachment C: Cost Proposal Form.

B. The proposer shall provide data migration services from the district's existing library and inventory systems, supporting bulk transfer of item records, patron data, and circulation history without requiring manual scanning of individual items. The process must include data mapping to the new system, validation to ensure accuracy and completeness, and testing prior to full deployment. Documentation and guidance for library staff on managing the migrated data must also be provided.

C. The proposed library and instructional materials management system must address the MSBSD's needs detailed in Appendix 6, Functional and Technical Requirements.

D. The proposed library and instructional materials management system must interface with other MSBSD systems. These systems may include, but are not limited to, Synergy, ParentSquare, and SchoolPay.

E. Training and professional development will be provided by the selected proposer to ensure the timely migration, implementation, and effective use of the proposed system. Training will also be made available by the selected proposer throughout the duration of the contract to ensure new MSBSD employees can easily and effectively use the proposed system. Training documents, tutorials, and other tools should be kept current throughout the duration of the contract.

F. There must be a method for providing timely user and technical support. Support should be available, at a minimum, from 7:00 AM to 4:00 PM, Monday through Friday, Alaska Time.

G. The proposed software solution must meet all state and federal requirements including the Family Educational Rights and Privacy Act (FERPA), Alaska State Statute AS Sec. 40.25.140, and other government requirements for managing student data and maintain a history of student checkout records for enrolled students**.**

H. The system must maintain data integrity and be capable of disaster recovery. The system must minimize failure incidents and downtime. The system must have audit capabilities to ensure data changes can be known and tracked.

I. Processes such as system support, upgrades, maintenance, item inventory, and global item maintenance must minimize downtime and impact to MSBSD staff and students.

J. The library and instructional materials management system must be scalable and capable of managing concurrently enrolled students across multiple schools. It should support district-level oversight of instructional materials as well as school-level management of library books and building-level instructional resources.

K. The library and instructional materials management system must provide robust reporting and query capabilities, enabling the creation of a wide variety of report types, including summary, detailed, forms-based, and drill-down reports for multiple levels including district-wide, school-level, grade-level, homeroom, and individual. The system should support fast, user-friendly report generation through wizards and allow seamless integration with Microsoft Office and other third-party applications. End users must be able to run ad-hoc queries in order to reduce the need for customized reports. Ideally, the system will include a dashboard that provides key summary information—such as current checkouts, overdue items, and unique active users—reducing the need to run multiple reports.

L. The library and instruction materials management system must maintain student checkout history and be able to generate reports of that history.

M. The library and instruction materials management system must provide a way to purge records and/or libraries no longer in use.

4. SYSTEM SECURITY & DATA PRIVACY

A. The library and instructional materials management system must satisfy general system security standards as well as adhere to MSBSD School Board Policies, especially regarding student records, BP 5125, and Libraries/Media Centers, BP 6163.01.

B. Proposer shall regard all student and employee information as confidential and will not disclose such information to any third party.

C. System security must be an essential component of the system design and implementation allowing for role-based security control down to the field level.

D. The contractor shall provide MSBSD with the name and contact information for an employee of the proposer who shall serve as MSBSD's primary security contact and shall be available to assist MSBSD twenty-four (24) hours per day, seven (7) days per week as a contact in resolving obligations associated with a security breach. In the event of a security breach (meaning an unauthorized disclosure, access, alteration, or use of Customer Data, or circumstances that could have resulted in such unauthorized disclosure, access, alteration or use) proposer shall:

1. Notify MSBSD of a security breach by contacting the MSBSD as soon as practicable, but no later than twenty-four (24) hours after proposer becomes aware of a security breach.
2. Promptly following proposer's notification to MSBSD of a security breach, the parties shall coordinate with each other to investigate the security breach. Proposer agrees to fully cooperate with MSBSD in the handling of the matter, including, without limitation, assisting with any investigation.
3. Facilitate interviews with proposer's employees and others involved in the matter.
4. Make available all relevant records, logs, files, data reporting and other materials required to comply with applicable law, regulation, or as otherwise reasonably required by MSBSD.
5. Assist MSBSD with any notifications MSBSD deems necessary related to the security breach. Proposer shall not, unless required by law, provide any notices to any individual or entity without prior written permission from MSBSD.
6. Proposer shall reimburse and indemnify MSBSD for any costs imposed on MSBSD or reasonably undertaken by MSBSD at its discretion associated with a security breach, including reimbursement of fees paid by MSBSD related to providing credit monitoring to affected individuals and payment of legal fees, audit costs, fines, and other fees undertaken by MSBSD as a result of the security breach.

E. Upon the termination of the contract between the parties for any reason, or upon MSBSD's request, proposer agrees that it promptly shall return to MSBSD all customer data. The non-disclosure obligations of proposer and its authorized representatives regarding the information contained in the customer data shall survive termination of the agreement between the parties.

F. The proposer shall not transmit to or store any customer data on a server or other data storage medium located outside the United States of America. All customer data shall be encrypted in transit and at rest.

5. SERVICE LEVEL AGREEMENT

Proposer must include a Service Level Agreement (SLA) for any and all proposed solutions. SLA must address service monitoring and management, response times, failures, and credits for outages.

6. COST

A. All costs associated with the scope herein should be identified on the form provided in Attachment C: Cost Proposal Form. Costs identified shall be firm for the life of any resulting contract(s).
B. In addition to a cost proposal that meets the requirements set forth in the RFP documents, proposers may include alternate cost proposals which provide cost savings and/or increased functionality. Alternate cost proposals may be provided on additional sheets attached to Attachment C: Cost Proposal Form. The MSBSD reserves the right to accept or reject alternative proposals at its sole discretion.
C. In addition to a cost proposal that meets the requirements set forth in the RFP documents, proposers may include costs for additional and/or optional functionality. Costs for additional and/or optional functionality may be provided on additional sheets attached to Attachment C: Cost Proposal Form. The MSBSD reserves the right to accept or reject proposals for additional and/or optional functionality at its sole discretion.

7. SUBMITTAL REQUIREMENTS

All proposals must include the following items, as a minimum, or the proposal may be considered non-responsive. Before submitting a proposal, please check the Purchasing section of the MSBSD website at http://www.matsuk12.us/bids for any additional information or addenda that may have been issued.

The original and six (6) copies of the narrative proposal must be submitted and clearly marked. Proposer must also provide a USB drive with a PDF copy of the narrative proposal and an Excel copy of the proposer's completed Appendix 6, Functional and Technical Requirements. The files included on the USB drive must not be password-protected by the proposer. The cost proposal should be sealed and submitted separately as outlined in subsection (G) below.

The proposal shall include, at minimum, the following:

A. Signature Page: Request for Proposal signature page signed by responsible party.

B. Introduction and Executive Summary:
   1. Provide a brief description of your firm, including history, organizational structure, ownership structure, names of principals, number of employees, and number of years in business. Include any information that may be of value to the MSBSD in evaluating your firm's qualifications.
   2. Briefly describe the services and activities that your firm proposes to provide to the MSBSD, including the overall approach to the tasks described in the Scope of Services.
   3. Describe the assignment of work within your firm's work team and with any proposed joint venture or subcontractor arrangements, including the overall approach to managing resources and output. Provide the name, address, phone, fax number and e-mail addresses of the person or persons to be used as contacts.

C. Firm Qualifications & References: Provide information on your or your firm's qualifications and references, to include but not be limited to the following:

1. Firm History and Background

   Describe your firm's corporate background and experience. At minimum, proposers must address the following information:

   a. General information about the firm's organization, including date established, corporate office location, and ownership interests.
   b. General information about the firm's capacity to provide the requested services.
   c. Identification of active business venues (counties, states, etc.)
   d. Number of certified technical and service staff available to support service startup, operation, and maintenance efforts.

2. Firm Experience and Customer References

   The proposer must provide a description of experience in developing, installing, migrating, and supporting library and/or instructional materials management system(s) for institutions whose needs and size are comparable to those of MSBSD. In addition to a description of experience, the proposer must describe its current customer base and include references as follows:

   a. Provide at least three (3) references of K-12 customers that are fully implemented and running the proposed software solution, with two (2) references preferred from large educational institutions (15,000 students or more). References should include the following for each customer:
      i. Name of institution
      ii. Location of district (city/county, state)
      iii. Number of campuses and enrollment size
      iv. Software installation (vendor- or customer-hosted)
      v. Modules of the software in place
      vi. Duration of relationship
      vii. Contact name, phone number, and email address
   b. Provide a full listing of new K-12 customers that have purchased the proposed software solution in the last year and are in the process of implementation. For each site, list the following:
      i. Name of district
      ii. Location of district (city/county, state)
      iii. Number of schools and enrollment size
      iv. Software installation (vendor- or customer-hosted)
      v. Date of purchase and project stage

D. Project Approach: Please describe your firm's Project Management Approach used to manage the design, configuration and implementation of the proposed Library and Instructional Materials Management system. Provide information on your or your firm's understanding of the requirements of the MSBSD's library and instructional material management software needs and approach to be used, to include but not be limited to the following:

1. Project Team Organization/Staffing
   a. The proposer must provide an organizational chart of their proposed project team.
   b. The proposer must define the roles and responsibilities of each of its assigned staff. In addition, provide resumes of each staff member. Resumes should include work history related to library and instructional asset management software installation assignments and should be one page maximum, per subsection (E) of this section.

c. The proposer must identify a dedicated contact person who will serve as the primary point of contact for ongoing support and issue resolution.
d. The proposer must describe in detail any work to be carried out by subcontractors.
e. The proposer must define any expectations for MSBSD technical staffing support.

2. Project Work Plan
   a. The proposer will be responsible for the development and maintenance of a detailed project work plan. This must include, but is not limited to, the identification of all project phases, stages, and tasks and the respective start dates, duration of tasks and dependencies of tasks, milestones, deliverable due dates, and responsible party.
   b. The proposer must address the following MSBSD-identified tentative milestones:
      ii. Implementation and integration start: July 1, 2026
      iii. Go Live Phase 1: October 2026, staff training
      iv. Go Live Phase 2: January 2027, full implementation complete
3. Project Risk, Change and Issue Management
   a. The proposer must describe approach to risk management, including risk identification, analysis, monitoring, and control.
   b. The proposer must describe approach to change management, including change identification, impact evaluation, authorization, and implementation.
   c. The proposer must describe approach to issue management, including identification, evaluation, assignment, and resolution.
4. Technical Environment
   a. The proposer must provide an overview of the library and instructional materials management software, including proposed hardware, software, technical architecture and the proposed technical approach to addressing the functionality that is to be provided with the system. High-level diagrams showing major system components, their relationships, and supporting diagrams and materials should be included to provide MSBSD with a visual as well as a narrative representation of the proposed operating environment.
   b. The proposer must fully describe the OPAC interface, including, but not limited to, its design, functionality, and access control.
5. Software Solution
   a. The proposer's software must address the needs of the MSBSD as outlined in section 3, General Requirements.
   b. The proposer must fully describe the solution approach, addressing areas including but not limited to those identified in Appendix 6, Functional and Technical Requirements.
   c. The proposer must describe whether the system can be configured to operate as a single library system with multiple branches or multiple standalone but interconnected libraries.
   d. The proposer must describe what new efficiencies the proposed system will bring to the District, including anticipated labor cost savings through time-saving features and process improvements.
   e. Without providing actual pricing, the proposer must describe the cost structure model for the proposed solution, including whether costs are based on number of locations, patrons, items, or a combination of these factors.
6. Customizations and Enhancements

a. In order to satisfy the needs of MSBSD identified in this RFP, the proposer may be required to make customizations to the system. Please describe the approach for prioritizing and developing customizations.
b. Please describe the approach for making enhancements to the system and MSBSD's role in the enhancement process.

7. Testing
   a. The proposer must describe its approach for testing activities to ensure each component of the system has been adequately tested prior to implementation.
8. Data Conversion
   a. The proposer must provide an overall Library Data Conversion plan, which will guide the proposer and MSBSD through transition from the existing system to the proposed system.
   b. The proposer must describe any experience with converting data from WorkFlows/Sirsi Dynix to the proposed system.
9. Software Support and Maintenance
   a. The proposer is responsible for maintaining the system during the term of the contract, including the software warranty period and ongoing software maintenance through the life of the contract for maintenance with the MSBSD. Systems maintenance includes maintaining all library and instructional materials management software components, including managing and tracking the periodic release of application and source code.
   b. The proposer should discuss its approach to maintaining all version control methods and tools used to control the release of library and instructional materials management software versions and source code. This includes the development and identification of a baseline software version and the tracking and deployment of subsequent software versions. Please discuss how the proposer ensures that all software upgrades operate with any customizations made by the proposer.
   c. The proposer must provide viable technical support to district employees as needed. Please discuss the firm's approach to, and availability of, such support.
10. Security
    a. Please discuss the proposed approach to meeting security requirements identified in section 4, System Security and Data Privacy.
    b. Please describe the ability for the proposed system to support database encryption and encryption as a whole for enterprise communications.
11. Training
    a. MSBSD recognizes that there are several options that can be implemented to successfully train all stakeholders on the proposed system. Please describe and outline the proposed training approach, including the proposer's training philosophy. Include a description of your training methodology to be used throughout the implementation process. Customized training will be provided to approximately 50 key staff, with sufficient training materials (video walkthroughs, knowledge base articles, etc.) provided to train all other employees to use the system as needed.
    b. The proposer must describe any opportunities for ongoing training throughout the life of the contract such as on-site training for end-users, annual training for key staff, onboarding training for new staff post-implementation, and web-based training modules for all users.

13. Service Level Agreement
    Describe the proposed Service Level Agreement (SLA) for any and all proposed modules. The SLA must address service monitoring and management, response times, failures, and credits for outages.

E. Resumes (one page suggested maximum per resume): Provide resumes for key personnel as described in subsection (D) of this section.

F. Completed Appendix 6, Functional and Technical Requirements:
   1. Provide a hard copy of the completed appendix with each copy of the narrative proposal.
   2. Provide an electronic copy of the completed appendix in Excel format on a USB drive as described in the introduction to this section. A fillable Excel version of this form is available in the Purchasing section of the MSBSD website at www.matsuk12.us/bids.

G. Sealed Cost Proposal: Cost proposal should be submitted in a separate sealed envelope within the larger, original sealed proposal. Only one copy of the cost proposal is desired. Do not submit cost information in the electronic copy of the proposal documents. The MSBSD reserves the right to request an electronic copy of the cost proposal at a later time. The cost proposal should be submitted on the form provided in Attachment C: Cost Proposal.

H. Addendum Acknowledgement: Appendix 1, Addendum Acknowledgement, fully executed and signed.

I. Non-Collusion Certificate: Appendix 2, Non-Collusion Certificate, fully executed and signed.

J. Evidence of Insurance: Provide Evidence of Insurance as required in the RFP documents and Appendix 3.

K. Vendor Paperwork: Appendix 4, Vendor Paperwork, fully executed.

L. Proposed Subcontractors and Suppliers: Appendix 5, Proposed Subcontractors and Suppliers List filled out (if applicable).

M. Licenses: Provide copies of State of Alaska business license and all other licenses, certificates, or permits required by city, borough, state and federal law as applicable.

8. PRODUCT REVIEWS

A. The MSBSD may invite proposers to attend a product review session.

B. Product review sessions will be held virtually. Proposers will be expected to fully demonstrate the capabilities of the product through that medium.

C. Each session will give the proposers a chance to demonstrate their product and answer questions from the evaluation committee. Sessions are expected to be scheduled for approximately one half-day per proposer.

D. Proposers will be chosen for product review sessions based on preliminary scoring of Appendix 6, Functional and Technical Requirements. The MSBSD reserves the right to invite

some, any, all, or none of the proposers as befits the best interests of the MSBSD.

E. Product reviews are expected to be scheduled between April 27-29, 2026. This schedule is subject to change at the MSBSD's discretion.

F. For the purposes of demonstration, proposers will use a minimum of 500 items, 100 patrons, and 15 schools, including Elementary, Middle, and High School configurations.

G. Product reviews should showcase the proposer's software solution as it relates to the technical and functional areas and requirements set forth in Appendix 6, Functional and Technical Requirements.

9. CONTRACT TERM

The term of the contract shall be for a five (5) year period beginning July 1, 2026, through June 30, 2031. The MSBSD reserves the right to renew the contract for up to five (5) additional years in term lengths to be determined upon mutual written agreement between the MSBSD and the Contractor. The MSBSD may exercise this option by giving written notice to the contractor prior to the expiration of the then-existing term, if it is found to be in the MSBSD's best interest. The MSBSD reserves the right to add additional sites or remove sites during the life of the contract.

10. CONTRACT MANAGEMENT

At the commencement of the resulting contract, the MSBSD and the successful proposer shall each designate a project manager. Such persons shall be the respective party's single point of contact for purposes of management of the contract. The proposer's project manager shall assume responsibility for the coordination of all contract issues under the contract.

11. SUBCONTRACTORS

If the proposed solution includes subcontractors, proposer must provide a detailed explanation of work to be done and complete Appendix 5, Proposed Subcontractors and Suppliers List. Subcontractors must comply with all licensing, indemnity, insurance limits, and insurance requirements imposed on the proposer.

12. CONTRACTOR PERSONNEL

A. Conduct:

1. The selected proposer will assure that each of its employees adheres to all applicable rules and regulations of the district and exhibits conduct that is appropriate to working in a public school environment.
2. The selected proposer will assure that each of its employees adheres to the terms of any contract arising from this solicitation, particularly those related to data security, confidentiality, and disclosure.
3. The selected proposer shall prohibit its employees from personal use of MSBSD property and resources including, but not limited to, telephones, computers, printers/copiers, equipment, and supplies.

B. District right to approve, reject, or remove from district service contract employees:

1. The MSBSD reserves the right to approve, reject, or require the selected proposer to remove from MSBSD service any of the selected proposer's personnel as provided in this contract.
2. The MSBSD, in its sole discretion, may require the selected proposer to remove from MSBSD service any employee the MSBSD deems harmful to children, unsafe, incompetent, careless, or otherwise objectionable within the scope and purpose of the contract requirements. The selected proposer shall remove the employee from active status with the MSBSD immediately.

3. The selected proposer agrees to take appropriate disciplinary or corrective action against an employee if the MSBSD's contract administrator deems the employee's performance to be of concern and that the employee is likely to cause the selected proposer to breach the contract.
4. The selected proposer shall enter into no contract or arrangement with any employee, person, group, or organization which shall in any way interfere with the selected proposer's ability to comply with the MSBSD's right to request disciplinary or corrective action against an employee or to reject or remove from MSBSD service selected proposer's staff to the maximum extent allowed by law.
5. Habitual employment by the selected proposer of unacceptable employees who are removed may result in a partial or complete termination of this contract, at the MSBSD's sole discretion.

C. Selected proposer's right to remove employees from district service: Nothing contained in this contract shall impair the contractor's right to remove or suspend from MSBSD service an employee for unsatisfactory performance or for other grounds.

ATTACHMENT B:
EVALUATION CRITERIA

1. GENERAL

An Evaluation Committee will be selected by the Matanuska-Susitna Borough School District (MSBSD) to review the proposals.

2. NARRATIVE PROPOSAL SCORING

The total score of all below criteria combined will dictate the ranking of proposals. Each proposal will be evaluated based on the criteria provided below.

Outstanding	1.0 – 0.9	The proposal far exceeds expectations, is very desirable, and has an excellent probability of success.
Excellent	0.8 – 0.7	The proposal exceeds the requirements of the criterion, demonstrates a high level of competence, and has a very good probability of success.
Good	0.6 – 0.5	The proposal meets the requirements of the criterion, achieves all objectives in a reasonable fashion, and has a good probability of success.
Fair	0.4 – 0.3	The proposal adequately meets most of the requirements of the criterion, but may be lacking in some areas which are not critical, and has a reasonable probability of success.
Poor	0.2 – 0.1	The proposal addresses some, but not all, of the requirements of the criterion to the minimum acceptable level, falls short of expectations, is lacking in some areas which are critical, and has a low probability of success.
Unsatisfactory	0	The proposal does not meet the requirements of the criterion, and the approach has no or very low probability of success.

The maximum weight (score) for each criterion is provided in the rubric below. The evaluation system is based on a maximum score of 500 points. Calculated points will be rounded to the nearest tenth of a point.

EXAMPLE: Firm A receives a score of 0.6 (Good) on the Introduction and Executive Summary criterion. Firm A's weighted score for that item would be:

20 points maximum x 0.6 score = 12.0 points

For the purposes of evaluation, a rating of "Good" or "Fair" shall be considered a baseline rating. Ratings outside of this range shall be justified by the evaluator.

In evaluating proposals, factors such as overall experience relative to the proposed contract, quality of work, control of cost, and ability to meet schedules may be considered. Evaluators may also contact listed references or other persons with knowledge of a proposer's past performance in order to make determinations.

3. COST PROPOSAL SCORING

In addition to a narrative proposal, the proposer shall prepare a cost proposal for the work to be performed. The cost proposal should be submitted in a separate sealed envelope. Cost proposals shall be scored using the following formula, which assigns the full point value to the least-cost proposal:

Maximum points available x (Lowest Price Received / Proposer's Price)

EXAMPLE: Firm A proposes $60,000; Firm B proposes $75,000; and Firm C proposes $80,000.

Firm A: (150 points maximum x ($60,000/$60,000)) = 150.0 points
Firm B: (150 points maximum x ($60,000/$75,000)) = 120.0 points
Firm C: (150 points maximum x ($60,000/$80,000)) = 112.5 points

4. EVALUATION CRITERIA

The final evaluation scores will be based on the following criteria and point system:

EVALUATION CRITERIA	MAXIMUM POINTS	SCORE	WEIGHTED SCORE
NARRATIVE PROPOSAL			
INTRODUCTION AND EXECUTIVE SUMMARY			
This criterion reflects the extent to which the proposal addresses, in a professional and well-organized manner, the services and activities the firm proposes to provide, including the overall approach to the tasks described in the scope of service.	5		
FIRM QUALIFICATIONS & REFERENCES			
Firm Background and History: The firm must have a background and history that substantiates its stated ability to perform the services as required by the scope. (Demonstrate this qualification by describing the firm's background and its capacity to meet the needs of the MSBSD.)	15		
Firm Experience and Customer References: The firm must have experience in performing work for other clients of comparable size and complexity. (Demonstrate this qualification by describing such experience and providing references that include the nature of services provided for each.)	15		
PROJECT APPROACH			
Project Team Organization/Staffing: The firm must have a viable approach to staffing. (Demonstrate this qualification by describing the assignment of work within the firm's team and with any proposed joint venture or subcontractor arrangements, including the overall approach to managing resources and project output.)	20		
Project Work Plan: The firm must have a viable approach to the tasks and schedule required for implementation. (Demonstrate this qualification by providing the firm's detailed work plan that achieves the milestone dates set forth by the MSBSD.)	20		

Project Risk, Change, and Issue Management: The firm must have a viable approach to manage unexpected events in the course of the project. (Demonstrate this qualification by describing the firm's plan for handling such events, including identification, communication, and resolution.)	15		
Technical Environment: The firm must provide an appropriate technical environment for the system. (Demonstrate this qualification by describing the technical approach and providing supporting documentation and diagrams.)	20		
Software Solution: The firm must understand the system needs of the MSBSD and provide a software solution that meets those needs. (Demonstrate this qualification by describing the proposed software solution and its capability to meet the requirements set forth.)	50		
Customization and Enhancements: The firm must have a viable approach to customization and enhancement of the system to suit the MSBSD. (Demonstrate this qualification by describing the firm's plan for prioritizing and developing customizations and enhancements.)	20		
Testing: The firm must have a viable approach to testing to ensure each component of the Library Management System has been adequately tested prior to implementation. (Demonstrate this qualification by describing the firm's testing plan and protocol.)	20		
Data Conversion: The firm must have a viable approach to converting legacy Library Management System data to the new system. (Demonstrate this qualification by providing a data conversion plan and discussing the firm's experience in converting legacy data from Alaska Library Catalog network to the proposed system.)	25		
Software Support and Maintenance: The firm must have a viable approach to software support and maintenance. (Demonstrate this qualification by describing the firm's plan for maintenance of the baseline software version as well as deployment of subsequent software versions, and by discussing the firm's technical support plan.)	25		
Security: The firm must ensure the security of the MSBSD's data and respond quickly and appropriately in the event of a security breach. (Demonstrate this qualification by describing the firm's plan for data security, encryption, and storage, as well as the firm's emergency security breach response plan.)	20		
Training: The firm must have a viable approach to training MSBSD staff. (Demonstrate this qualification by describing the firm's proposed training plan, including training philosophy and methodology.)	20		

Service Level Agreement: The firm must provide a viable service level agreement. (Demonstrate this qualification by describing the proposed service level agreement, including addressing service monitoring and management, response times, failures, and credits for outages.)	10		
SUBTOTAL	**300**		

PRODUCT REVIEW			
FUNCTIONAL REQUIREMENTS			
General: This criterion reflects the extent to which the product review addresses and meets the MSBSD's requirements under the General section of the functional requirements.	60		
Circulation: This criterion reflects the extent to which the product review addresses and meets the MSBSD's requirements under the Circulation section of the functional requirements.	70		
Cataloging: This criterion reflects the extent to which the product review addresses and meets the MSBSD's requirements under the Cataloging section of the functional requirements.	70		
Reports: This criterion reflects the extent to which the product review addresses and meets the MSBSD's requirements under the Reports section of the functional requirements.	60		
User Interface: This criterion reflects the extent to which the product review addresses and meets the MSBSD's requirements under the Interface section of the functional requirements.	60		
TECHNICAL REQUIREMENTS			
Architecture Requirements: This criterion reflects the extent to which the product review addresses and meets the MSBSD's requirements under the Architecture Requirements section of the technical requirements.	30		
Data Requirements: This criterion reflects the extent to which the product review addresses and meets the MSBSD's requirements under the Data Requirements section of the technical requirements.	30		
Security Requirements: This criterion reflects the extent to which the product review addresses and meets the MSBSD's requirements under the Security Requirements section of the technical requirements.	30		
Implementation Requirements: This criterion reflects the extent to which the product review addresses and meets the MSBSD's requirements under the Implementation Requirements section of the technical requirements.	30		
System Requirements: This criterion reflects the extent to which the product review addresses and meets the	30		

MSBSD's requirements under the System Requirements section of the technical requirements.			
Support & Training Requirements: This criterion reflects the extent to which the product review addresses and meets the MSBSD's requirements under the Support & Training Requirements section of the technical requirements.	30		
SUBTOTAL	**500**		

COST PROPOSAL	**200**		
TOTAL SCORE	**1000**		

ATTACHMENT C:
COST PROPOSAL FORM

LIBRARY AND INSTRUCTIONAL MANAGEMENT SYSTEM		
Item No.	**Proposal Item**	**Amount**
1	Setup/Installation	$_____
2	Customization	$_____
3	Data Conversion	$_____
4	Implementation Support (Including On-Site Training)	$_____
5	Annual License/Subscription/Support – Year One	$_____
6	Annual License/Subscription/Support – Year Two	$_____
7	Annual License/Subscription/Support – Year Three	$_____
8	Annual License/Subscription/Support – Year Four	$_____
9	Annual License/Subscription/Support – Year Five	$_____
10	Other (Specify) _____	$_____
11	Other (Specify) _____	$_____
12	Other (Specify) _____	$_____
13	Other (Specify) _____	$_____
14	Other (Specify) _____	$_____
15	Other (Specify) _____	$_____
16	Other (Specify) _____	$_____
17	Other (Specify) _____	$_____
	Total for Library and Instructional Management System	**$_____**

The undersigned hereby further proposes to furnish all services, including labor, supplies, and supervision necessary to provide a **Library Management System for the MSBSD** in full accordance with the Request for Proposal Documents:

Company: _____ _____
Printed Name Date

Contractor: _____
Signature

APPENDIX 1:
ADDENDUM ACKNOWLEDGEMENT

Please sign below to acknowledge receipt of all addenda. Return this form with your bid packet. Failure to acknowledge receipt of addenda may result in a determination of your proposal as non-responsive.

If no addenda have been issued, please indicate "NONE" below.

Addendum No.	Receipt Acknowledged (Signature)	Date

APPENDIX 2:
NON-COLLUSION CERTIFICATE

The bidder certifies that:

1. The prices in this offer have been arrived at independently and neither the bidder nor any representatives of the bidder has in any way colluded, conspired, connived, or agreed, directly or indirectly, with any other bidder, firm, or person relating to:
   - Those prices;
   - The intention to submit an offer; or
   - The methods or factors used to calculate the prices offered.

2. The prices in this offer have not and will not be knowingly disclosed by the bidder, directly or indirectly, to any other bidder or competitor before contract award unless otherwise required by law.

3. No attempt has been made or will be made by the bidder to induce any other concern to submit or not to submit an offer for the purpose of restricting competition.

_____
Signature

_____
Printed Name

_____
Title

_____
Business Name

_____
Date

APPENDIX 3:
INSURANCE REQUIREMENT FOR CONTRACTORS

It is highly recommended that contractors and subcontractors confer with their respective insurance companies or brokers to determine if their insurance program complies with the Matanuska-Susitna Borough School District's (MSBSD) insurance requirements.

The contractor and subcontractors shall procure and maintain in force at all times during the term of this agreement, and at its own cost, the following insurance policies required hereunder. Failure to furnish proper evidence of insurance, or the lapse of insurance required under the provisions of the contract, may be grounds for termination.

The insurance companies shall be rated no less than A-7 by AM Best rating service. MSBSD reserves the right to review and revise any of the following insurance requirements, based on insurance market conditions, availability or affordability of coverage, or changes within the scope of work that applies to this contract. In addition, the MSBSD reserves the right to reject any insurance policies that fail to meet the criteria listed within this section, or insurance carriers that are in poor financial condition or become in poor financial condition during the term of this contract.

The Policies of insurance required shall include the following:

1. **WORKERS' COMPENSATION INSURANCE:**
   Workers' Compensation insurance in compliance with the laws of the State of Alaska, with Statutory Limits, and Employers' Liability insurance with a limit no less than $500,000 Bodily Injury by Accident-Each Accident, $500,000 Bodily Injury by Disease-Each Employee, $500,000, Bodily Injury by Disease Policy Limit, and any other coverage that may apply to work performed by employees in this agreement and any project hereunder.

2. **COMMERCIAL GENERAL LIABILITY INSURANCE:**
   Commercial General Liability insurance on an occurrence form with limits of liability not less than $1,000,000 per occurrence bodily injury and property damage, $1,000,000 personal and advertising injury, and $2,000,000 aggregate. Coverage shall include the following extensions: A) Contractual Liability; B) Premises/Operations; and C) Products/Completed Operations.

3. **CYBER LIABILITY / TECHNOLOGY PROFESSIONAL LIABILITY ERRORS AND OMISSIONS INSURANCE:**
   Contractors and subcontractors shall procure and maintain a Cyber Liability and/or Technology Professional Liability Errors and Omissions Insurance appropriate to the contractor/subcontractor's profession and work hereunder, in an amount of not less than $3,000,000 per occurrence. Coverage shall be sufficiently broad to respond to the duties and obligations as is undertaken by the contractor/subcontractor in this agreement and shall include, but not be limited to, claims involving infringement of intellectual property, copyright, trademark, invasion of privacy violations, information theft, release of private information, extortion, and network security. The policy shall provide coverage for breach response costs as well as regulatory fines and penalties as well as credit monitoring expenses with limits sufficient to respond to these obligations. The Policy shall include, or be endorsed to include, property damage liability coverage for damage to, alteration of, loss of, or destruction of electronic data and/or information "property" of Matanuska-Susitna Borough School District (MSBSD) in the care, custody, or control of the contractor/subcontractor. Insurance must be maintained and evidence of insurance must be provided for the entire duration that MSBSD data is retained and for at least one (1) year after the data is deleted.

4. **EXCESS LIABILITY INSURANCE:**
   Contractors and subcontractors shall procure and maintain during the life of this agreement, Excess Liability insurance with a limit of liability not less than $1,000,000 per occurrence or claim, and $1,000,000 policy aggregate.

5. **BUSINESS AUTOMOBILE / MOTOR VEHICLE LIABILITY:**
   The contractors and subcontractors shall procure and maintain during the life of this agreement, Motor Vehicle Liability Insurance with limits of liability of not less than $1,000,000 per occurrence combined single limit bodily injury and property damage. Coverage shall include all owned vehicles, all non-owned vehicles, and all hired vehicles.

6. **ADDITIONAL INSURED:**
   The following shall be listed as an Additional Insured on each policy listed except Workers' Compensation, Professional Liability, and Errors & Omissions: the Matanuska-Susitna Borough School District including all agents, assigns, subsidiaries, subcontractors, employees, and volunteers of the MSBSD.

7. INDEMNIFICATION AND HOLD HARMLESS:

A. The Contractor shall indemnify, defend, and hold harmless the MSBSD from and against any claim of, or liability for, independent or sole negligent acts, errors, omissions, or willful misconduct of the Contractor under this Agreement. The Contractor is not required to indemnify, defend, or hold harmless the MSBSD for any claim of, or liability for, the independent or sole negligent acts, errors, omissions, or willful misconduct of the MSBSD. If there is a claim of, or liability for, a joint negligent act, error, omission, or willful misconduct of the Contractor and the MSBSD, the indemnification, defense, and hold harmless obligation of this provision shall be apportioned on a comparative fault basis. In this provision, "Contractor" and "MSBSD" include the employees, agents, and contractors who are directly responsible, respectively, to each. In this provision, "independent or sole negligent acts, errors, and omissions" means negligence other than in the MSBSD's selection, administration, monitoring, or controlling of the Contractor, or in approving or accepting the Contractor's work.

B. Any and all claims that might arise under the Worker's Compensation Act on behalf of the Contractor or other persons while engaged in the performance of the duties or services contemplated, and any and all claims that might be made by any third party as a result of any act or failure to act, shall be the Contractor's sole obligation and the Contractor shall indemnify and defend the MSBSD and hold it harmless from any liability for any act or failure to act on the part of the Contractor.

8. CANCELLATION NOTICE:

All insurance policies, as described above, shall include an endorsement stating the following: "thirty (30) days Advance Written Notice of Cancellation or Non-Renewal shall be sent to: MSBSD, Attn: Purchasing Department, 690 Cope Industrial Way, Palmer, AK 99645.

9. WAIVER OF SUBROGATION:

The insurer(s) shall agree to waive all rights of subrogation against the District, its Administrators, officers, officials, employees and volunteers for losses arising from work performed by the Contractor or any of its subcontractors for the District.

10. CERTIFICATES OF INSURANCE:

The contractors and subcontractors shall provide the MSBSD two (2) Certificates of Insurance and/or copies of policies acceptable to the MSBSD for the coverage's listed herein at the time the agreements are returned for execution.

11. CONTINUATION OF COVERAGE:

If any of the above coverage expires during the term of this agreement, the contractors and subcontractors shall deliver renewal certificates of insurance and/or policies to the MSBSD at least ten (10) days prior to the expiration date.

The duties required under this appendix shall survive the termination or expiration of this agreement.

APPENDIX 4:
VENDOR PAPERWORK

Please complete this form in its entirety. Any applicable supplemental documents can be attached as needed. A W-9, available at www.irs.gov/uac/about-form-w9, must be submitted with this form or the application will be denied.

Please check one: ☐ New Vendor Application ☐ Vendor Update/Change

Vendor Legal Name _____ EIN or SSN _____

Operating Name (DBA) _____

Vendor Mailing Address _____

City, State, Zip Code _____

Vendor Remit-To Address _____

City, State, Zip Code _____

Vendor Contact Name _____

Contact E-mail Address _____ Phone # _____

Vendor Website URL _____ Fax # _____

Describe the services, materials, and/or equipment to be provided:

How long have you been in business providing these services, materials, and/or equipment?Describe any special instructions for shipping to Alaska:

Do you accept Purchase Orders (POs)? ☐ Yes ☐ No

How to you prefer to receive POs? Mail ☐ Email ☐ Fax

What is your preferred method of payment? ☐ EFT ☐ Check

Do you provide services to the public? ☐ Yes ☐ No

Do you have a current Business License?Do ☐ Yes ☐ No License # _____ State _____

you have a State of AK Business License?Do ☐ Yes ☐ No License # _____

you have a Mat-Su Business License? ☐ Yes ☐ No License # _____

Are you currently an MSBSD employee? ☐ Yes* ☐ No *Stop. Complete a Conflict of Interest Affidavit.

Are you related to an MSBSD employee? ☐ Yes* ☐ No *Stop. MSBSD employee must complete a Conflict of Interest Affidavit.

Do you have employees? ☐ Yes* ☐ No *Do you carry Worker's Compensation insurance? ☐ Yes ☐ No

Upon request, can you provide three (3) references from individuals/companies you have served? ☐ Yes ☐ No

Authorized Agent Signature (Required) Date Printed Name and Title

Purchasing Department Use Only:

W-9 Attached? ☐ Yes ☐ No

Pre-Pay? ☐ Yes ☐ No

Sent to Acctg.: _____

Approved? Yes ☐ ☐ No* Vendor # _____

Approved/Denied By _____

*Reason for Denial _____

Alt. Vendor # _____ Alt. Vendor Name _____

APPENDIX 5:
PROPOSED SUBCONTRACTORS AND SUPPLIERS LIST

NOTE: Please return this with your bid, if applicable. Put an "X" in the right columns indicating if the company is a sub-contractor or a supplier.

#	ITEM	CONTRACTOR NAME, ADDRESS, & E-MAIL	SUB	SUP
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

_____
Signature

_____
Company Name

_____
Date

MATANUSKA-SUSITNA BOROUGH SCHOOL DISTRICT

LIBRARY MANAGEMENT SYSTEM FOR THE MSBSD
RFP #26-03

APPENDIX 6, FUNCTIONAL AND TECHNICAL REQUIREMENTS

TABLE OF CONTENTS

Architecture & Technical Requirements			Functional Requirements	
# of Questions	**Sections**		**# of Questions**	**Sections**
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14	Security Requirements		14	Cataloging
6	Implementation Requirements		8	Reports
25	System Requirements		17	User Interface
10	Support & Training Requirements			
93	**Total**		**82**	**Total**

Required Information	
Vendor Name:	*Enter Proposer Name Here*

Technical Requirements				
Architecture Requirements				
ID	**REQUIREMENT**	**WEIGHT**	**RESPONSE**	**PROPOSER NARRATIVE RESPONSE / ADDITIONAL COMMENTS**
AR-1	Provide a complete description of your system architecture. Include a diagram indicating each component's location with respect to a corporate firewall. Describe the logical tiers of the product (e.g., presentation, business logic, data access). Specify the architectural approach that supports adaptability, correctness, flexibility, interoperability, maintainability, portability, reusability, robustness, testability, and usability.	-	Provide Narrative Response	
AR-2	System is cloud-hosted and is not managed or hosted on-premises. System preferably uses web-based interfaces and does not use client software unless absolutely necessary for connection and utilization of physical hardware (i.e. scanners, label makers, printers, etc.).	3		
AR-3	Does the system require any client-side software other than the browser? If so, please provide an explanation of what software needs to be installed.	-	Provide Narrative Response	
AR-4	System has the ability to brand the application to reflect our organization's culture. Use the Proposer Narrative Response column to identify the customization capabilities (e.g., add logo, define screens, lists, user options).	2		
AR-5	System has the ability to create custom dashboards for individual users. Use the Proposer Narrative Response column to identify the customization capabilities.	2		
AR-6	System has the ability for end-users to modify the user experience to suit their preferences. Use the Proposer Narrative Response column to identify the customization capabilities.	2		
AR-7	System has open APIs available for various third-party applications such as Google, O365, Clever, Synergy, SchoolPay, and ParentSquare. Use the Proposer Narrative Response column to identify which APIs are available.	-	Provide Narrative Response	
AR-8	System has support for automated interface with District student information system (Synergy) for patron data maintenance (additions, updates, deletions, transfers, and family library opt-out).	3		
AR-9	System supports single sign-on (SSO) with Active Directory. Use the Proposer Narrative Response column to identify the method (ADFS, integrated, LDAP, etc.) and if multi-factor authentication can be incorporated.	3		
AR-10	Describe how the application is managed and controlled by administrators and accessed by end users.	-	Provide Narrative Response	
AR-11	Describe how user profiles are managed (e.g., Librarians, Teachers, Students, Parents, Principals, etc.).	-	Provide Narrative Response	
AR-12	System allows users to perform actions directly from notifications.	1		
AR-13	System provides role-based permissions (i.e. permissions granted to users can be assigned by the role of the user such as "Certified Staff Librarian," "Para-Professional," and updated/modified for every user sharing a given role).	3		
AR-14	System allows languages other than English for the student and parent portal. Use the Proposer Narrative Response column to identify which languages and describe how user interfaces are configured for different languages.	2		
AR-15	System allows staff to be in multiple role groups, within a single or multiple schools, using a single sign on. Use the Narrative Proposal to discuss how multiple roles are handled (least-restrictive, most-restrictive, hierarchical, etc.).	3		
AR-16	System provides field-level granular security based on user role groups.	3		
AR-17	Use the Narrative Response column to specify the configurations of the hardware computing platform required to support the application including: • Network Requirements • Hardware Configuration • Operating systems • Web servers • Application servers • Databases	-	Provide Narrative Response	
AR-18	System has the ability to scale to support new users over time without degrading performance.	3		
AR-19	System has the ability to scale via load balancing.	2		
AR-20	Describe your largest hosted implementation, including technical architecture information.	-	Provide Narrative Response	

AR-21	Describe the interface topology, including the characteristic of each interface (encryption, response times, communication methods).	-	Provide Narrative Response	
AR-22	Describe differences between supporting hardware platform for Pre-Production, User Acceptance Testing, Training, Capacity, System Test, and Production.	-	Provide Narrative Response	
AR-23	Specify methods for loading data in mass using common formats.	-	Provide Narrative Response	
AR-24	How will release schedule coordination and enhancement cycles take into account relevant third-party software?	-	Provide Narrative Response	
AR-25	List routine maintenance operations / activities that the operations team regularly perform and define how and when they are required to be performed (elapsed time, time of day).	-	Provide Narrative Response	
AR-26	Throttling is in place to prevent outages resulting from excessive use of heavy-weight application functions.	2		
AR-27	Define the additional networking requirements for the application (bandwidth, throughput, etc.)	-	Provide Narrative Response	
Data Requirements				
ID	**REQUIREMENT**	**WEIGHT**	**RESPONSE**	**PROPOSER NARRATIVE RESPONSE / ADDITIONAL COMMENTS**
DA-1	Identify the data access rights, including scripts and directories.	-	Provide Narrative Response	
DA-2	Identify methods for ensuring an application's protection to end-to-end vulnerability and risk of unauthorized access.	-	Provide Narrative Response	
DA-3	Identify critical / sensitive data that may require encryption based on information classification (Confidential, Secret, Personal Information, Export Controlled), including the storage of critical/sensitive data.	-	Provide Narrative Response	
DA-4	The application uses secure FTP (sFTP) for all data transfer needs. The provider must provide and host the sFTP location. Use the Proposer Narrative Response column to provide explanation for deviation if protocols other than Secure FTP are used.	2		
DA-5	System has the ability for data transfer for immediate use by the following software applications or in the following formats. Data does not have to be manipulated at the workstation level to achieve the proper format. • Microsoft Office Suite Formats (Including but not limited to XLSX, DOC) • Any ODBC compliant application • ASCII format • Delimited ASCII format • CSV • EBCDIC format • XML format	2		
DA-6	System has the capability for parallel operations for testing and training. Use the Proposer Narrative Response column to describe acceptance criteria for data migration.	-	Provide Narrative Response	
DA-7	Identify user access (such as subject matter experts to support data migration and conversion) and protection of data during data loading and transformation.	-	Provide Narrative Response	
DA-8	Identify data migration tools that are required to migrate data, including load routines.	-	Provide Narrative Response	
DA-9	System has the ability to back up and archive data, providing data staging databases and allowing for data recovery.	2		
DA-10	Describe the capabilities of the system to allow for access to the database and to allow activities to be performed (i.e., ability to create read only or edit access for exporting, updating or creating data, via ODBC or other connection. SQL Maintenance and backup plans).	-	Provide Narrative Response	
DA-11	What database versions are supported by the application?	-	Provide Narrative Response	
Security Requirements				
ID	**REQUIREMENT**	**WEIGHT**	**RESPONSE**	**PROPOSER NARRATIVE RESPONSE / ADDITIONAL COMMENTS**
SE-1	System has an established security model, including network, data, and application security, as well as data center security, application and system support, upgrades and maintenance, and personnel access rights. Use the Proposer Narrative Response to describe how the system meets this requirement.	3		
SE-2	Describe the password and authentication policies and methods.	-	Provide Narrative Response	
SE-3	How do you monitor system integrity, logs, intrusion detection, and system access (e.g., checking the logs to verify failed and successful logins, password changes)?	-	Provide Narrative Response	
SE-4	System has the ability to communicate securely between system components. Use the Proposer Narrative Response column to describe the network protocols used, including encryption support and SSL to communicate between components of the system (e.g., HTTP, SQLNet, LDAP, SSL).	2		
SE-5	System allows features and content / data access to be enabled or disabled for specific user groups.	2		

SE-6	System has auditing capabilities (e.g., captures information whenever a data element is accessed to help the organization reduce compliance risk)? If so, can the audit functions be controlled by the district?	2		
SE-7	System has the ability to monitor user access and provides rules for maintaining a real-time and/or active list of users. Use the Proposer Narrative Response to describe how the system meets this requirement.	2		
SE-8	System has the ability to log and respond to suspicious activity (failed logon attempts, repeated attempts to access restricted resources, unauthorized changes, alert trapping, and event management). Use the Proposer Narrative Response column to describe how the system meets this requirement.	2		
SE-9	System has the capability to log users off after a specified period of inactivity. If so, can the period of inactivity be set by the district?	2		
SE-10	System is capable of scanning and testing for application-level vulnerability such as: • Invalid parameters • Broken Access Control • Broken Account and Session Management • Buffer Overflows • Command Injection Flaws • Error / Exception Handling Problems • Level of Severity • Remote Administration Flaws • Web and Application Server Configuration Issues • Access by URL Modification • Cross-Site Scripting Use the Proposer Narrative Response to describe how the system meets this requirement.	2		
SE-11	Identify potential situations causing the unavailability of information due to unauthorized changes or errors in information that could result in disruption to the business.	-	Provide Narrative Response	
SE-12	Identify applications / systems that will be hosted by an external party.	-	Provide Narrative Response	
SE-13	Describe how the system integrates with Identity Management standards (provisioning, deprovisioning, authentication, authorizations, data integrity) and how it is supported.	-	Provide Narrative Response	
SE-14	System is able to meet FERPA security requirements.	3		
Implementation Requirements				
ID	**REQUIREMENT**	**WEIGHT**	**RESPONSE**	**PROPOSER NARRATIVE RESPONSE / ADDITIONAL COMMENTS**
IM-1	Describe the implementation team that will work on the deployment.	-	Provide Narrative Response	
IM-2	Identify the roles and responsibilities for customer in a typical implementation.	-	Provide Narrative Response	
IM-3	How does your company help its customers to address organizational issues such as process governance? How does your methodology bring together all of the key stakeholders in the success of a library management system deployment?	-	Provide Narrative Response	
IM-4	Describe your methodology for migrating from an existing Library Management System to your system, including description of any expected blackout periods during the transition and a discussion of how errors in migration are identified and addressed.	-	Provide Narrative Response	
IM-5	Describe your experience (if any) with migrating from Alaska Library Catalog/Workflows to your system.	-	Provide Narrative Response	
IM-6	Identify procedures for installing patches and upgrades.	-	Provide Narrative Response	
System Requirements				
ID	**REQUIREMENT**	**WEIGHT**	**RESPONSE**	**PROPOSER NARRATIVE RESPONSE / ADDITIONAL COMMENTS**
SY-1	System has the ability to differentiate user roles. Use the Proposer Narrative Response column to identify how the system differentiates, including describing how users with special privileges (manager, administrator, decision maker, auditor) are handled.	2		
SY-2	Specify minimum amount of training and support required for each user role.	-	Provide Narrative Response	
SY-3	Identify the browsers (including mobile) that will be supported and identify differences in browser functionality, and how they will be handled.	-	Provide Narrative Response	
SY-4	Identify the mobile apps provided (including which modules are supported) and devices / operating systems supported.	-	Provide Narrative Response	
SY-5	Identify user interfaces / peripherals that will be supported (devices, printers) and describe how differences in user interfaces / peripherals will be resolved.	-	Provide Narrative Response	

SY-6	System has clearly defined navigation such as: • Intuitive Navigation (lead user through application process) • Breadcrumbs (current location of user within application) • Logically Order User Presentations • Readily Accessible Information • Keyboard and mouse navigation on page Use the Proposer Narrative Response to describe how the system meets this requirement.	2		
SY-7	System has the ability to accommodate capacity changes. Use the Proposer Narrative Response column to further define capacity threshold based on usage and application classification for the following areas: • Memory • Disk Space / Volumes • Data base Size • Speed • Throughput / Number of Transactions • Response Time • Servers • Number of Users • Level of Support • Number of Transactions Processed • Is database clustering supported	2		
SY-8	Specify the expected horizontal (adding similar components) and vertical (adding capacity to existing components) growth rates, an increase in active users as well as an increase in business operations. For instance, documentation of historic growth rates of users and data.	-	Provide Narrative Response	
SY-9	Define restore and reactivate procedures; define procedures when application is made unavailable or available.	-	Provide Narrative Response	
SY-10	System has a defined method for calculating / measuring up-time and availability. Use the Proposer Narrative Response to describe how the system meets this requirement.	2		
SY-11	System has a mechanism for recording and tracking faults and failures. Use the Proposer Narrative Response column to describe the mechanism used.	2		
SY-12	Proposed solution has a defined software lifecycle development methodology. Use the Proposer Narrative Response to describe how the system meets this requirement.	2		
SY-13	Describe your QA process and approach to continuous improvement.	-	Provide Narrative Response	
SY-14	Specify application-level monitoring.	-	Provide Narrative Response	
SY-15	Define threshold levels for performance measures, and associated alerts / notifications for when threshold levels are exceeded.	-	Provide Narrative Response	
SY-16	Identify alternative processes and fail-over plans when application is not available (checkpoint, recovery, and restart).	-	Provide Narrative Response	
SY-17	Specify a pre-production and production back-up / restore strategy and schedule for Operating System key application components, and databases. • Named Items (data, programs) • Responsibilities • Storage Medium • Volume • On-Site / Off-Site Storage Location • Frequency and Timing • Data Retention • Hot Backups • Transportation to Storage Facilities • Facilities • Handling • Cataloging • Security • Retrieval • Procedures to Request Restoration	-	Provide Narrative Response	

SY-18	System architecture addresses availability or fault-tolerance with one or more of the following: • Duplicate Components • Automatic Fail-Over • Transaction Level Integrity • Replicated Database Use the Proposer Narrative Response to describe how the system meets this requirement.	2		
SY-19	System has the ability to roll back program versions to an earlier version. Use the Proposer Narrative Response column to describe how the system meets this requirement.	2		
SY-20	System has the ability to integrate district customizations with future base product releases. Use the Proposer Narrative Response column to describe how the system meets this requirement.	2		
SY-21	Describe the integration of your solution with the external analytical components of that include but are not limited to SQL Server Reporting Services, MS Access, and Tableau.	-	Provide Narrative Response	
SY-22	System has the ability to print. Use the Proposer Narrative Response column to describe how printing functions within the application, specifically addressing whether the system supports printing from a local network printer only or through an application software printer.	2		
SY-23	System has the ability to check for duplicate records (such as duplicate students or parents). Use the Proposer Narrative Response column to describe how the system meets this requirement.	2		
SY-24	System allows for district-created user-defined fields as needed.	2		
SY-25	System has the ability to have two or more instances (windows) of the application open simultaneously.	2		
Support & Training Requirements				
ID	**REQUIREMENT**	**WEIGHT**	**RESPONSE**	**PROPOSER NARRATIVE RESPONSE / ADDITIONAL COMMENTS**
ST-1	Describe your Customer Support policy. Include information about response times, escalation policies, and hours of operation.	-	Provide Narrative Response	
ST-2	Can users and administrators contact Support representatives via e-mail or log inquiries online during non-business hours?	-	Provide Narrative Response	
ST-3	What is your escalation process?	-	Provide Narrative Response	
ST-4	How frequently do upgrades occur? Describe a typical upgrade process.	-	Provide Narrative Response	
ST-5	What is your release support policy?	-	Provide Narrative Response	
ST-6	Address special considerations for the operation and ongoing support of the delivered product. They may consider or specify: • System dependencies • Support and change request procedures • Error handling • Troubleshooting guide • Problem escalation procedures • Roles and responsibilities • Responsibilities for research, purchase, and ownership of hardware, software, and licenses • Monitoring procedures • Alarm or action triggers • Response to triggers • Procedures to change runtime control or schedule parameters • Transition migration plan	-	Provide Narrative Response	
ST-7	Describe customer support structure and availability during business and non-business hours based on Alaska Standard / Daylight Time Zone.	-	Provide Narrative Response	
ST-8	What is the recommended training curriculum for the proposed solution?	-	Provide Narrative Response	
ST-9	Do you provide on-site training and/or web-based training? If yes; Is the onsite training customizable? Do web training times address different geographical regions? Please include a course catalog.	-	Provide Narrative Response	
ST-10	Are there trainings for different levels of access (just check-in/checkout, circulation with some features, and cataloging)?	-	Provide Narrative Response	

Functional Requirements

General Requirements

ID	REQUIREMENT	WEIGHT	RESPONSE	PROPOSER NARRATIVE RESPONSE / ADDITIONAL COMMENTS
GN-1	System can be accessed via a mobile device for administrators, parents, students and teachers, via responsive-design mobile site.	3		
GN-2	System can be accessed via a mobile device for administrators, parents, students and teachers, through a mobile application compatible with iOS and Android.	3		
GN-3	System provides help aids such as mouse-over functionality, active links, context sensitive, remote help, on-line help, and problem escalation to access relevant user assistance information. Use the Proposer Narrative Response column to describe how the system meets this requirement.	3		
GN-4	System uses a Saas Solution (Hosted only).	3		
GN-5	System allows MFA configuration by module.	3		
GN-6	System provides a help feature per module tailored to system users based on role.	1		
GN-7	System has the ability to provide spell checking on all free text comment areas.	1		
GN-8	System allows for personalization of preferences of sounds/notifications/etc.	1		
GN-9	System has the ability to perform automated yearly rostering, while maintaining access to previous year's information without the need to access past checkout data.	3		
GN-10	System has the ability to make mass changes to student status.	3		
GN-11	System has the ability to discard items checked out to a student whose status changes to inactive/withdrawn/graduated. Use the Narrative Response column to describe how that discarding is triggered (automatically, after a certain amount of time has elapsed, only upon action taken by the MSBSD, etc.).	3		
GN-12	System has the ability to keep students in the system even when they transfer to District schools that do not currently use our library management system (such as charter schools). Use the Narrative Response column to describe how this is accomplished.	2		
GN-13	System supports the use of barcode scanners and handheld devices.	3		

Circulation

ID	REQUIREMENT	WEIGHT	RESPONSE	PROPOSER NARRATIVE RESPONSE / ADDITIONAL COMMENTS
CR-1	System allows for circulation of materials through a check-in/checkout process.	3		
CR-2	System allows for multiple levels of access for employees (e.g., substitutes can only perform check-in/checkout procedures).	3		
CR-3	System has the ability to define circulation policies/rules by site or by site type.	3		
CR-4	System has the ability to define circulation policies/rules by patron type (MCS, primary schools, EPRIM, etc.)	3		
CR-5	System has the ability to define circulation policies/rules by item type.	3		
CR-6	System has the ability for multiple circulation policies (site, patron type, etc.) to be applied simultaneously (or for the District to determine precedence).	3		
CR-7	System has the ability for staff to selectively override circulation policies (especially due dates) at the point of checkout.	3		
CR-8	System has the ability for District staff to simply modify the due date of already-checked-out materials based on permissions. Use the Narrative Response column to describe this functionality.	1		
CR-9	System has the ability for staff to renew checkouts based on permissions. Use the Narrative Response column to describe the limitations and customizations for this functionality.	2		
CR-10	System has a circulation screen that can be customized by role or by the individual user.	1		
CR-11	System has the ability to easily look up students for checkout. Use the Narrative Response column to describe this functionality.	3		
CR-12	System has the ability to create/print student identification barcode scanning sheet for quick access (to be used with students who are too young to memorize their student number).	3		
CR-13	System has the ability for schools and/or the District to block student checkout and override as necessary.	3		
CR-14	System has the ability for parents to block student checkout and for District staff to override as necessary.	2		
CR-15	System has the ability for parents to selectively block student checkout by item type (such as digital, physical, fiction, nonfiction, graphic novel, etc.) or other factors. Use the Narrative Response column to describe this functionality.	2		

CR-16	System has the ability to display the reason for a block when checkout is blocked.	2		
CR-17	System has the ability to save students' checkout history.	3		
CR-18	System allows students enrolled in classes at multiple school locations to access library resources at each site.	3		
CR-19	System allows for the assignment of materials to staff members (textbooks, class sets, etc.)	3		
CR-20	System must allow for checkout of multiple copies of a book to a staff member.	3		
CR-21	System has the ability to check out individual copies within book sets to different students.	3		
CR-22	System has a robust search function. Must be able to search by any student demographic field such as but not limited to first name, last name, school, grade level, class, for active and/or inactive students.	2		
CR-23	System must have the ability to filter lists of students in multiple ways (e.g. class, grade, item checked out).	2		
CR-24	System has the ability to revoke access district-wide to parents/students during summer months or maintenance periods.	1		
CR-25	System has the ability to revoke access at an individual site to parents/students during summer months or maintenance periods.	1		
CR-26	System has the ability to look up an item and its status district-wide, using only the barcode number as input. Data returned should include to which school the book is currently assigned and, if checked out, to whom.	1		
CR-27	System has the ability to show the last person to check out the item, for the purposes of damage tracking.	2		
CR-28	System has the ability to perform site-to-site inter-library loans or transfers, including automatic adjustments to site inventories. Use the Narrative Response column to describe this capability.	3		
CR-29	System will prevent checkout (or return an error message) if an inter-library loan has not been completed correctly and the item isn't accurately in the receiving library's inventory.	2		
CR-30	Use the Narrative Response to describe what, if any, options exist for offline circulation and/or queuing changes.	-	Provide Narrative Response	
Cataloging				
ID	**REQUIREMENT**	**WEIGHT**	**RESPONSE**	**PROPOSER NARRATIVE RESPONSE / ADDITIONAL COMMENTS**
CG-1	System has the ability to facilitate inventorying and maintaining collections through call numbers, barcodes, and other means. Use the Narrative Response Column to describe the inventory process.	3		
CG-2	System has the ability to show inventory levels both district-wide and at specific campuses.	3		
CG-3	System can display district-level and campus-level shortages and overages (against class rosters) so that existing district resources can be most efficiently distributed and utilized.	3		
CG-4	System ensures the barcode number is unique throughout the district for efficient collection identification.	3		
CG-5	System has the ability to perform data maintenance, make global changes, and purge of records dependent on user permissions.	3		
CG-6	System has the ability to exclude discards from inventory reports until they are purged entirely.	2		
CG-7	System is able to track book sets and ancillary materials by making a connection between the "master" set and each piece of that set.	2		
CG-8	System allows for the option to fill in replacements for missing or lost copies within book sets or to create a subsequently numbered "child" copy.	2		
CG-9	System allows for viewing and printing reports of book sets checked out.	2		
CG-10	System has the ability to import current call numbers.	3		
CG-11	System has the ability to retain current barcodes throughout the system.	3		
CG-12	System has the ability to use different call number systems at different sites (genrified, elem, etc.).	2		
CG-13	System has the ability to inventory by RFID rather than by scanning barcodes.	1		
CG-14	System supports continuous inventorying (i.e. books can continue to be circulated during the inventory process and are added to the inventory list upon check-in).	3		
Reports				
ID	**REQUIREMENT**	**WEIGHT**	**RESPONSE**	**PROPOSER NARRATIVE RESPONSE / ADDITIONAL COMMENTS**
RP-1	System has a preset selection of common reports such as circulation data (popular, last checked out, overdue, etc.) and inventory levels.	3		
RP-2	System has the ability to produce ad-hoc reports/data exports in a user-friendly interface (including customizable school-level and district-level reporting).	3		
RP-3	System has the ability to save (and to edit saved) ad-hoc reports/data exports for sharing within the District.	3		
RP-4	System has the ability to email, print, and export (PDF, CSV, Excel) report information and data from any function in the system.	3		

RP-5	System utilizes customizable dashboard graphs and charts showing most common statistics and information.	2		
RP-6	System has the ability to print students' checkout history (if requested).	3		
RP- 7	System has the ability to produce the necessary reports for effective textbook and bookset management at the campus level including student distribution receipts, class roster with barcodes, and checkout lists for teachers.	2		
RP- 8	System has the ability to produce overdue lists for teachers by class.	2		
User Interface				
ID	**REQUIREMENT**	**WEIGHT**	**RESPONSE**	**PROPOSER NARRATIVE RESPONSE / ADDITIONAL COMMENTS**
UI-1	System has a user-friendly patron portal interface which supports catalog searches; viewing checkouts, holds, due dates, and fines (both current and historical); and placing holds on materials if permissions allow. Use Narrative Response column to discuss how your system meets this requirement.	3		
UI-2	System's patron portal includes pictures of book covers for library materials.	2		
UI-3	System's patron portal is easy to use by all grade levels and the experience can be customized based on grade level (e.g. larger buttons and larger pictures of book covers for K-2 students). Use the Narrative Response column to describe the options for this functionality.	2		
UI-4	System's patron portal supports a homepage/landing page/dashboard that can be customized by school.	2		
UI-5	System's patron portal defaults to the patron's "home" library.	3		
UI-6	System has the ability to turn off portal features by school level or individual schools for students. (e.g. high school students can place holds, while elementary students cannot).	1		
UI-7	System supports searching for materials by item type including physical materials, digital content, online sources, and ebooks.	2		
UI-8	System supports advanced searching for an item using multiple fields (title and author, etc.).	2		
UI-9	System supports sorting of catalog results by multiple methods.	3		
UI-10	System supports integration with SchoolPay for payments of fines and fees through the user portal. Use the Narrative Response column to describe how the system meets this requirement.	3		
UI-11	System includes a robust online help system to assist patrons with navigation and operation within the patron portal.	2		
UI-12	System must include a robust module-specific online help system that addresses every area of the program and is easy to navigate (cataloging, weeding, ILL, etc.)	3		
UI-13	System has a robust set of parental oversight tools (such as ability to place blocks, selectively override blocks, request checkout history, etc.). Use the Narrative Response column to describe the tools available and customization options.	3		
UI-14	System has the capability for mass communication to students, parents, teachers, students via portal, email, or text message regarding overdue notices. Use the Narrative Response column to describe how the system meets this requirement.	3		
UI-15	System has the capability to customize the verbiage used in overdue notices by factors such as site, item type, length of time overdue, etc.	2		
UI-16	System has the capability for mass communication through the District's established communication system (currently ParentSquare). Use the Narrative Response column to describe how the system meets this requirement.	2		
UI-17	Use the Narrative Response to describe what, if any, connection or integration the system has with Sora.	-	Provide Narrative Response	