

REQUIREMENT CATEGORY	REQ. NUMBER	REQUIREMENTS	(M), (MS), (D), (DS)	WEIGHT
<b>BASE FUNCTIONALITY</b>				
1. SOLUTION SPECIFICATIONS	1.1	Describe all software, hardware, and/or integrations that are required in order to enable functionality from the proposed solution. If the proposal requires the purchase of specialized software or hardware in order to achieve the full use of the equipment or technology, the proposal must identify the software or hardware along with an associated estimated cost of the purchase and any annual licensing and/or maintenance fees. If the proposal requires connectivity to a particular software system in order to achieve the full use of the equipment or technology, the proposal must specify the software system.	MS	3
	1.2	Describe the vendor's recommended solution(s) for locker installation at two (2) SIL Libraries. Note that locations have not yet been selected. In the proposal, assume that locker installations will be external to the library building and will be facing a parking lot for quick self-service access. In the recommendation, include (1) a description of the equipment and technology used in the recommendation, (2) description of the function and workflow of the solution, and (3) the modularity of the proposed solution.	MS	3
	1.3	Provide a complete description of the warranty to be included and guaranteed for materials, labor, and services provided in the performance of this contract.	MS	1
	1.4	Describe a detailed project implementation plan and estimated timeline (include number of days for execution of plan after contract signing).	MS	1
	1.5	Describe the physical requirements of the proposed solution and the requirements of the space it is to be placed within (i.e. space constraints, surface constraints, required data/power connections, etc.).	M	N/A
	1.6	Describe the infrastructure of all aspects of the proposed solution including where information is stored (e.g. hosted solution, web-based SaaS, on-premise solution, etc.)	M	N/A
2. SERVICE DELIVERY	2.1	Describe how the proposed solution allows a customer to request their material be routed to the lockers.	MS	3
	2.2	Describe how the proposed solution allows customers to track their requests.	MS	3
	2.3	Describe how the proposed solution allows a customer to collect and check out the materials they have requested from lockers.	MS	3
	2.4	Describe how items may be excluded from being requested within the proposed solution.	DS	1
	2.5	Describe how collections may be excluded from being requested within the proposed solution.	DS	1
	2.6	Describe how customers may be excluded from being able to place requests within the proposed solution.	DS	1

	<b>2.7</b>	Describe how the proposed solution identifies and manages locker capacity to ensure locker space exists as requested material comes in.	DS	1
	<b>2.8</b>	Describe how the proposed solution allows the library to add fields to, modify, or remove any or all fields from the user interface.	DS	1
<b>3. COMMUNICATION</b>	<b>3.1</b>	Describe how the proposed solution notifies customers about their requests. Identify whether this is a function of an integration or whether it is native to the proposed solution.	MS	2
	<b>3.2</b>	Describe how the library may configure/customize the notifications sent to customers within the proposed solution.	DS	1
<b>4. REPORTING</b>	<b>4.1</b>	Describe how the proposed solution provides (1) standard reports, (2) reports that can be modified by an administrator, and (3) reports that can be modified by an administrator and shared with others.	MS	2
	<b>4.2</b>	Describe how the Proposed Solution allows technicians to create custom reports.	DS	1
<b>EASE OF ADMINISTRATION</b>				
<b>5. VENDOR SUPPORT SERVICES</b>	<b>5.1</b>	Describe technical support available for the Proposed Solution. In your description, include the channels of communication that are available (i.e., chat, email, phone, forums), escalation strategy, target response times, and any Vendor-sponsored online forums or message boards with an active user community.	MS	2
	<b>5.2</b>	Describe the support available for the setup and implementation of the Proposed Solution. In your description, include the types of managed services or support services offered for the implementation and maintenance of the system.	DS	2
	<b>5.3</b>	Describe what services or partnerships exist to assist with service delivery, delivery of materials, and streamlining library processes.	DS	1
<b>6. REMOTE SUPPORT</b>	<b>6.1</b>	Does the Proposed Solution provide or integrate with a tool that allows technicians to remotely troubleshoot or configure the proposed solution? If so, please provide a brief description of this tool, including how it is accessed, what features of the Proposed Solution are supported through remote access, and whether the tool is built in or external to the Proposed Solution.	DS	2
<b>7. TRAINING</b>	<b>7.1</b>	Provide a description of all training and knowledge transfer available for the Proposed Solution for all persons affected by the Proposed Solution, including end-users and administrators. Include a description of any different delivery methods (e.g., online, in person, WebEx or similar), course materials provided, and the number of Purchaser staff included without incurring additional charges for attendees.	DS	2
<b>ARCHITECTURE/INTEGRATION</b>				
<b>8. INTEGRATION</b>	<b>8.1</b>	Describe if and how the Proposed Solution can (1) populate customer accounts from the library's ILS (Polaris), (2) support synchronization between it and the library's ILS (Polaris), and (3) allow for the selection of certain data to be imported from the library's ILS (Polaris). Provide a comprehensive list of all compatible ILS's.	MS	1

<b>9. SECURITY</b>	<b>9.1</b>	The proposed solution must be able to meet security requirements based on an accepted framework (e.g. NIST, ISO, etc.). Describe all IT Security Compliance certifications, attestations or audits your systems have earned (e.g. SOC2, PCI, etc.)	M	N/A
	<b>9.2</b>	The proposed solution must be able to support Single Sign-On by integrating with the library's ILS for authentication services.	DS	1
	<b>9.3</b>	Describe how the Proposed Solution supports role-based security, and grants each such role different security access within the Proposed Solution. Include in the description how this can be used to limit and/or expand access to certain information by a certain Business Unit or group, and the degree to which User roles can be Configured.	DS	1
	<b>9.4</b>	Describe the type of encryption used as well as any other security features or limitations with the Proposed Solution.	MS	3
<b>ADDITIONAL INFORMATION</b>				
<b>10. CONFIGURATION</b>	<b>10.1</b>	Provide a description of any additional features included in the proposed solution which are configurable that are not listed above.	DS	1
	<b>10.2</b>	Provide a description of the features included in the proposed solution which are customizable that are not listed above.	DS	1
<b>11. VENDOR INFORMATION</b>	<b>11.1</b>	Describe how long the responding agency has been in business under the current name and/or "doing business as."	M	N/A
	<b>11.2</b>	Describe the responding agency's experience working with a governmental agency.	DS	2
	<b>11.3</b>	Please provide at least three (3) references within the last three (3) years for projects of similar work, scope, and/or duration.	DS	2