



REQUEST FOR PROPOSAL QUESTIONS AND ANSWERS

December 19th, 2023

For
**INTEGRATED LIBRARY SYSTEM FOR
SCHAUMBURG TOWNSHIP DISTRICT LIBRARY
RFP #2023-ILS-CP01**

Questions and answers for Pre-Proposal phone call conducted on December 18th, 2023 at 1:00 pm CDT.

1. Number of staff that will need access to the Integrated Library System?

175 staff across all three locations.

2. Concurrent users for the Integrated Library System?

Expected average of 100 users at a given time.

3. Will a digital signature work for contract signing?

Contract will be signed by Executive Director and signature can be digital.

4. Will future roadmaps be released?

Bids are exempt from release until the award or final selection is made. They will not be released until the bid process is complete and the contract has been awarded or rejected. To protect oneself from release of specific documents Bidder must mark items as confidential. A claim of confidentiality or proprietary nature cannot be asserted over the entire proposal, just those components that could cause competitive harm if released.

5. Describe our marketing needs for the new Integrated Library System.

Desire for more flexibility using the data we currently collect. Would be interested in an internal email option for direct marketing. Open to deep integrations with outside vendors to better help our Marketing & Communications Department.

6. Describe our current Outreach usage.

We use an Outreach module to work directly with our patrons. Have them connected internally to our routes by user profile along with notes about user preferences, likes, and dislikes. Utilize interest templates for patron needs to connect them to similar authors, but would love to have more flexibility and easier access to Outreach patron data.

7. Preferred go live date?

July 1st, 2024