The Westchester Library System (WLS) headquarters is located at 570 Taxter Road, Elmsford, NY 10523. The System collaborates with the 38 public libraries in Westchester County to provide access to resources and services and to enhance and support library service for the more than 940,000 residents of the County. WLS works to reduce the libraries’ costs by providing centralized services to enrich the 38 libraries in Westchester, including managing the online Integrated Library System (ILS) and the Internet access system for the County’s libraries, which includes more than 600 public access computers available at the libraries; and maintaining the online catalog of library holdings, reference databases, and downloadable materials.

WLS is seeking proposals from an established software developer (Vendor) to create a Data Dashboard (DD) with vendor-agnostic tools for the gathering, storage and display of utilization statistics and library data from a variety of sources.

### Estimated Timeline

<table>
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<tr>
<th>Event</th>
<th>Date</th>
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<tr>
<td>RFP Announcement</td>
<td>November 20, 2019</td>
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<tr>
<td>Deadline for Submission of Questions</td>
<td>December 2, 2019</td>
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<td>Submissions due</td>
<td>December 6, 2019</td>
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<tr>
<td>Finalist interviews (if needed)</td>
<td>December 11-13, 2019</td>
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<td>Projected date to select vendor</td>
<td>December 15, 2019</td>
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<tr>
<td>Visual design Review</td>
<td>January 6, 2020</td>
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<td>Code Documentation Review</td>
<td>January 22, 2020</td>
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<td>Target delivery</td>
<td>February 15, 2020</td>
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### Objectives

Provide WLS and its member libraries with a vendor-agnostic tool for the storage and display of utilization statistics and library data. The tool will be simple and intuitive for library administration and staff to learn and use. The Vendor will design, develop, document and deliver the tool mindful of modern security protocols, provide support for the duration of development plus six (6) months and assist in the migration DD software to WLS’ servers.

The software developer will design, develop and document the software for the purposes of:

- Creating a “single pane of glass” display of each library’s recent activity
- Supporting data-driven business decisions
- Generating a more efficient annual report data gathering process
- Allowing for viewing on any platform via responsive web design
WLS envisions the DD as a Linux, Apache, MySQL, PHP, Python, etc. data warehouse with interfaces to support specific functions. At its core, the DD is a database holding normalized data from a variety of library sources (library info, ILS, API, databases vendors, etc.). The browser-based interfaces will have the functionality to take in, normalize data, define output displays and show data (both numerical and graphical) based on defined parameters.

Input and configuration will require user authentication. The anonymized output of data will not require authentication. All data within the system is considered public. However, authentication for output-only users will exist for the ability to build lists of favorite reports, email of reports and to schedule recurring reports for email delivery. WLS plans to share this product with our member libraries and other library systems.

The DD software should be intuitive, modular, notated and extensible.

**Estimated Hours and Budget**

WLS is engaged in a project to implement software that will allow the WLS member library boards, administration and staff to enhance the way we evaluate its extensive offerings to our community. The budget for this project is estimated at $8,000 to $11,000. The actual amount will be calculated based on successful negotiation with the awarded Vendor.

WLS retains the right to adjust the services and project budget at any time during the selection process and upon contract implementation for any reason. During contract implementation, any changes will be communicated to vendor with at least thirty (30) day written notification.

**General Instructions and Conditions**

**Questions about the RFP:** All questions about this RFP should be directed by email to Joe Maurantonio (ddrfp@wlsmail.org ). Verbal explanations or instructions given before the award of the contract will not be binding. Any substantive information given to a prospective responder concerning this RFP will be furnished to all prospective responders as an amendment to the solicitation. See Estimated Timeline for Deadline for Submission of Questions.

**Date of Submission:** See Estimated Timeline for response submission deadline. Submissions received late may be deemed not responsive and may not be considered, at WLS’ discretion. WLS reserves the right, without penalty, to extend the date of submission and will provide due notice of such date extension.

**Submission Format:** Submissions must be in print or electronic form. If submitting electronically, send to Joe Maurantonio (ddrfp@wlsmail.org).
If submitting in print, envelope must be sent via USPS Priority Mail and postmarked no later than December 6, 2019. Vendor must provide two complete copies in sealed envelope. Address as follows:

Westchester Library System
Attn: Joe Maurantonio (DD RFP)
570 Taxter Road, Suite 400
Elmsford, New York 10523

**Signatures:** A corporate official who has been authorized to make such commitments must sign the submission form. If submitting electronically, the signature must be an image scanned from the physically signed form.

**Rejection of Proposals:** WLS reserves the right to reject any and all submissions without penalty and for any cause. Further, WLS reserves the right to cancel the project with or without reason.

**Award of Contract:** The contract shall be awarded to the Vendor who best meets WLS’ needs. Only one award will be made. WLS reserves the right to waive informalities or irregularities and deviations of submissions from the RFP, and to be the final judge as to which response is accepted.

**Contract:** The finalist will be expected to enter negotiations for pricing and other contractual terms, including schedule, delivery, services, and rates/fees. Failure to complete negotiations will result in disqualification of the Vendor. Upon successful conclusion of negotiations, WLS and Vendor may enter into a contractual agreement.

**Proposal Procedures and Forms:** Vendors must comply with the specifications and requirements provided. Vendors may only submit one submission for consideration. Vendors may submit additional information with their proposal as desired.

**Validity of Prices:** Vendors must confirm in writing that prices quoted will be valid and in effect for a minimum of twelve (12) months after response opening.

**Public Disclosure of Award:** WLS reserves the right to treat all proposals with confidentiality prior to award. After award of the contract, submissions fall under the requirement by New York State to make documents available for public inspection, if requested.
Proposal Responses

Please provide responses indicating how your solution meets our requirements for the following:

- Code Language (Linux, Apache, MySQL, PHP, Python, HTML5, etc)
- Modular and Notated Coding
- Accessing Local and Remote files
- Cross platform Browser compatibility
- Intuitive Visual Design
- Data Output (Text, Graphics, etc)
- Intuitive Usability
- Software Portability
- User Authentication
- Data Security/Privacy
- User Saved List of Reports
- Scheduled Email Delivery of Reports
- Extensible Coding

Evaluation and Selection

Proposals will be evaluated based on the following criteria:

Solution Capabilities
Considerations include reliability and stability, overall security, ability to access and report on data, interoperability with third-party products, ability to customize and configure solution with little or no vendor interaction, ease of training and ability to be accepted by new users, and simplicity of overall user experience.

Product Development/Path
Considerations include quality of vendor’s roadmap for product development lifecycle and future viability of product. Product should have the capacity to meet the changing expectations of library customers and support emerging library technologies.

Vendor Requirements
Vendor will be evaluated based on qualifications, skills and references. Considerations include general qualifications and reputation in the development community; past performance on delivery and installation; availability and quality of support, including response times and service agreements; quality and quantity of training and documentation.

Costs
Initial, ongoing, and implementation costs of proposed solution.
Provide References

Provide contact information and project description for three (3) clients with similar projects within the last four (4) years for which your company has provided software solutions.

Entity: _____________________________________
Address: ____________________________________
Contact: __________________________
Phone: _____________________________________
Email: ___________________________________
Project Description: ___________________________
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