Mississippi State University
Request for Proposals (RFP) 25-48
Integrated Library Services Platform

Questions and Answers

June 2, 2025

See below the questions asked and answered for RFP 25-48 and use this information to respond accordingly. Please note that we are extending the opening date for this RFP. **Responses will now be due no later than 2:00 CST on July 9, 2025**

1. Would you be willing to grant an extension?
   a. **Yes, we will extend the due date to July 9, 2025**

2. Do you accept electronic signatures?
   a. **Yes**

3. Can you describe how you currently operate as a consortium based on the questions below:

   a. Does your institution belong to a consortium? Does your institution have multiple campuses or multiple libraries? Do you have any affiliated libraries? Do multiple institutions share your catalog? Are there any additional libraries on campus/part of the organization? Are you serving other libraries in any other capacity? Are you planning on organizational changes for these libraries and/or campuses (merges or splits)? **MSU is currently the headquarters for the Mississippi Library Partnership (MLP) which is a consortium of 12 library systems. The breakdown is described on page 2 of the RFP document. There is a possibility of 3 additional academic libraries may become members of the MLP based on the decision made through the RFP process. Once the vendor has been chosen, each MLP member and the 3 potential members will have the opportunity to stay with the MLP, leave the MLP or become an MLP member.**

   b. Do you have multiple installations or multiple databases (not including test instances) of your ILS? This may include multiple catalogs or multiple separate 'silos' where libraries are working separately. If yes, provide details. **The MLP has a shared bibliographic database.**

c. In your current systems environment(s), do members share the same configuration definitions? **Yes**

d. Do you have a shared catalog (a shared Metadata Management System where institutions contribute and share a single, de-duplicated set of bibliographic records)? If you do not have a shared catalog today, do you intend to create and use a shared catalog as part of a new library system? **Yes, we attempt to share a single bibliographic record.**

e. Do you have a central unit that manages acquisitions operations for members? If yes, describe the central operation (the central negotiation, central acquisitions, and central activation of e-resources). **No, each system is responsible for their own acquisition of materials.**

f. Do members of your organization share the same vendor file (manage administration of vendor details centrally)? **No, but open to options**

g. Do members of your organization share the same license file? **No**

h. Do members of your organization share a single financial system (ERP)? If there are multiple systems, provide details. **No.**

i. Do members of your organization share the same user file (manage administration of user details centrally)? **Yes, when possible, for the public libraries. Academic libraries have their own patron record.**

j. Can patrons borrow resources from any member (walk in and borrow resources from another member)? **Yes**

k. Regarding your electronic resource management, do you share subscriptions with other institutions? If yes, please describe the sharing model. **No, we do not share electronic resources. The only shared resources are for subscriptions purchased at the state level and are not under our purview.**

l. What do you expect your patrons to search in the discovery interface (for example, their home institution only, the entire consortium) **This should be configurable at the system level. Some want to search starting at the home institution by default and then expand to the rest of the consortium, others will want to start at the consortium level and limit down to local resources.**

m. Are all members of your organization within the same time zone? **Yes**

4. Section V (1)(a) mentions that some libraries roll over in July and some in October. Can you specify the institutions per fiscal cycle? **Public libraries roll over in October**
   Public Library Systems (6 Library Systems)
   - **Columbus-Lowndes Public Library System (CLPL)(4 branches)**
   - **First Regional Library System (FRL)(15 branches)**
   - **Lee-Itawamba Library System (LILS) (3 branches)**
   - **Mid-Mississippi Regional Library System (MMRLS) (13 branches)**
   - **Starkville-Oktibbeha County Public Library System (OKT)(3 branches)**
   - **Tombigbee Regional Library System (TRL) (9 branches)**

   Academic rolls over in July.
   4-year IHL Academic Universities (3 Institutions)
   - **Mississippi State University (MSU) Main Library (5 branches)**
   - **Mississippi University for Women (MUW) Library**
   - **Delta State University (DSU) Main Library (3 branches)**

   Community Colleges (3 Institutions)
   - **East Mississippi Community College (EMCC) (2 campuses)**
   - **Hinds Community College (HCC) (6 campuses)**
   - **Mississippi Delta Community College (MDCC) (3 campuses)**

5. Metrics for academic libraries:

   - Provide the following information about the size and composition of your library collections. Please provide these metrics for each university/institution:
     - Total number of bibliographic titles (including e-books)
       MSU – 1,111,371
       MUW – 278,100
       DSU – 365,461
       EMCC – 98,371
       HCC – 422,534
       MDCC – 239,009

     - Total number of unique e-journal titles
       MSU – 81,219
       MUW – 63,658
       EMCC – 3,851

     - Total number of digital objects (if you are using a digital asset management (DAM) system (or systems)
       MSU – 82370
       MUW – 2,255

- Size of your digital collection (in MBs) (if you are using a digital asset management (DAM) system (or systems)
  MSU – 487642 MB
  MUW – 922803.82353

- What is the total number of individuals who will require login access to the new system (including part-time staff)?
  Academic Libraries
  MSU – 100
  MUW – 15
  DSU – 18
  EMCC – 10
  HCC – 22
  MDCC – 10

  Public Libraries
  CLPL - 19
  FRL – 110
  LILS - 7
  MMRLS – 55
  OKT – 16
  TRLS – 22

- What is the total number of end users and patrons (that is, FTEs) who need access to library online services?
  MSU – 23,000
  MUW – 2,074
  DSU - 2716
  HCC – 15,097
  MDCC - 2037
  EMCC – 3876

6. Metrics for public libraries:

- What is the overall population served by the public libraries?
  CLPL – 58,000
  FRL – 319,753
  LILS – 83,000
  MMRLS – 82,000
  OKT – 52,000
  TRLS – 62,000

- Will you break down the statistics below by academic and public?

The current statistics that may be required for the system are as follows:

	Current Counts	
Bibliographic Records	1,855,354	titles
Items (copies, volumes)	2,605,902	volumes
Authority Records	1,307,820	records
User Records - patrons	174,306	records
User Records - staff	599	records
Annual Circulation - 2022	829,402	Loans

	Bibliographic Records	Item Count	Circulation Count	Patron Records	Staff Records
CLPL	62,390	75,084	40,154	5675	19
DSU	303,128	374,042	4,128	7014	18
EMCC	33,863	41,479	2,202	5968	10
FRL	263,787	513,098	756,600	50943	110
HCC	85,510	103,634	10,352	18791	22
LILS	136,532	174,691	157,031	11659	7
MDCC	22,346	26,621	356	69	10
MMRLS	152,524	273,531	230,172	11498	55
MSU	757,116	975,349	24,937	38702	100
MUW	142,378	220,709	3,232	4414	15
OKT	57,089	71,899	93,452	5412	16
TRL	88,452	118,131	59,681	4352	22

7. For the Additional Possible Members mentioned in the RFP (namely University of Southern Mississippi, University of Mississippi and University of Mississippi Medical Center) please provide the following data points:

- Provide the following information about the size and composition of your library collections.

  o Total number of bibliographic titles (including e-books)
  UMMC – 90.000 Bibliographic Titles
  UM – 3,523,660 Williams + 425,303 Grisham Law
  USM – 2,802,486

  o Total number of unique e-journal titles
  UMMC – 17,113 E-Journals

UM – 185,032 Williams + 26,383 Grisham Law
USM – 247,142

- o Total number of digital objects (if you are using a digital asset management (DAM) system (or systems)
  UMMC - 104 Digital Objects
  UM – 94,141
  USM – 42,847
    - **Digital Collections – 19,064**
    - **IR -- 23,783**

- o Size of your digital collection (in MBs) (if you are using a digital asset management (DAM) system (or systems)
  UMMC – 534.258261 MBs
  UM – 3,880,000 MB
  USM – 961485MB
    - **Digital Collections -- 204 748.8MB**
    - **IR – 756,736MB**

- What is the total number of individuals who will require login access to the new system (including part-time staff)?
  UMMC – 10
  UM – 100
  USM – 82

- What is the total number of end users and patrons (that is, FTEs) who need access to library online services?
  UMMC – 16,510
  UM – 27,000
  USM – 15,000

8. What are the key goals desired from a move to a potential new shared library system?
    a. **Not Applicable**

9. What is working well with your existing system setup?
    a. **Not Applicable**

10. What are some of the challenges members face with the existing system setup?
    a. **Not Applicable**

11. Can you describe your existing resource sharing process to date?
    a. **We encourage all members to share their resources with everyone, but some item types are restricted to their own patrons or library system patrons. Materials are transported weekly through a courier service. The sharing is managed through the ILS through a series of maps maintained by MSU for the consortium.**

12. What is your desired go live date?
    a. **July 1, 2027**

13. On page 31, Section 5 b) states the contract start date is July 1, 2026. Is that the date the system is to be live?
    a. **That is the date that any necessary integrations would start. The system would not go live until July 1, 2027**

14. Page 33 states that originals of the Technical and Cost Proposal are required. Will electronic (vs. ink) signatures be acceptable on those?
    a. **Yes**

15. Are you currently managing a shared patron file in Symphony? Are you uploading patron records into Symphony from different campus systems or are any of them shared? Are the public libraries primarily adding patron records individually with new patron cards or do any of them have any batch loading needs, and if so, from what sources?
    a. **When possible, we share a patron record for the public libraries and they are added manually at time or registration. Academic libraries have their own patron record and most are batch loaded through an automated process. Each academic system has their own system ranging from Banner, WorkDay or PeopleSoft and not sure what other software is used to pull the records.**

16. Are you currently sharing a single bibliographic database in Symphony? If not, how are the bibliographic records stored/maintained?
    a. **Yes**

17. Please indicate which of the member institutions listed below is utilizing acquisitions or plans to utilize acquisitions functionality:

   4-year IHL Academic Universities (3 Institutions)
   - **Mississippi State University (MSU) Main Library**

   Public Library Systems (6 Library Systems)

   - **First Regional Library System (15 branches)**

Others may be interested in using acquisitions depending on the functionality available.

18. For the 4-year academic institutions and the community college currently in the Mississippi Library Partnership, can you please provide the most current student FTE count?
    MSU – 23,000
    MUW – 2,074
    DSU - 2716
    HCC – 15,097
    MDCC - 2037
    EMCC - 3876

19. Regarding the three Additional Possible Members who may join the MLP, can you please provide the most current student FTE count?
    UMMC - 16,510
    UM – 2,314
    USM – 11,342

20. Regarding how to represent the three Additional Possible Members in our RFP proposal, the instructions state to treat these three institutions as members. But are you requesting that the one-time cost to add these members along with any associated annual fee all be rolled up into the overall cost of the proposal? Or would you prefer to see the cost of adding these libraries separate from the cost of the current MLP members.
    a. **We would like to see a single total cost but need to know the cost for each migration as we are coming from different systems.**

21. Given the number of functional requirements and other information requested in the RFP, along with need to produce a physical response and ship to your location, would you consider extending the submission deadline to allow vendors more time to submit a response?
    a. **See question one.**

22. Page 31 outlines the estimated Award and Contract Effective Date. Could you please clarify your ideal timeline for starting implementation and going live? If the award is issued after October 31, would that shift your expected go-live date? A delayed award could impact the implementation timeline, especially if the July 2026 deadline must still be met.
    a. **See question 13**

23. At time of submission, should our legal team review the links in Section 16 and detail any exceptions we take to the MSU contract? If yes, should these be listed in the cover letter?
    a. **Yes, although contract negotiations would clear up those issues.**

24. The cover letter states, "The letter should include a statement of exceptions to any of the terms and conditions outlined in this RFP." - does this mean to legal exceptions and any unmet features from the Scope of Work?
    a. **Legal Exceptions. If you cannot meet the features of the RFP, your response will not be considered.**

25. Can you confirm if there were any additional documents besides the 39-page PDF?
    a. **The RFP is the only document.**

26. Should we provide a signed Appendix A in both the technical proposal and the cost proposal.
    a. **The technical proposal.**

27. For the "Learning Management Interface" section, are you wanting the library management system or a Discovery system or both to integrate with a learning management system?
    a. **Both would be ideal.**

28. Within the Miscellaneous products section, there is a question about "Marketing tools." Can the site clarify how they want marketing tools integrated with the ILS. Are there specific tools they are intending to use?
    a. **Marketing features requested include social media integration, calendar management, email or text message promotional events, tools that improve outreach efforts, and possibly online patron registration.**

29. Would you consider waiving the requirement for an original hard copy of the response, both Technical and Pricing, and accept an electronic copy via email instead?
    a. **No. Legally we cannot accept email responses and currently do not have a method to accept electronic responses for RFPs.**

30. If the hard copy cannot be waived, would you accept an electronic signature with DocuSign in the original in lieu of a blue ink signature?
    a. **Electronic signatures are fine.**

31. Question: The 2nd link (to the Standard Addendum) … goes to this page https://www.contracts.msstate.edu/ instead of to the pdf document. I wanted to verify that we were accessing the correct document.
    a. **That link was recently moved. Please see the new link: https://contracts.msstate.edu/sites/www.contracts.msstate.edu/files/2025-03/standardaddendum.pdf**.

32. Also this states that there are clauses that MSU cannot change. This appears to refer to the clauses in the Standard Contract Addendum. Can you confirm if the clauses in the Standard Contract Addendum are mandatory (i.e., cannot be changed?).
    a. **We are able to negotiate language. That document just gives you a baseline of Mississippi law that we are working under. That being said the more exceptions that are taken will make contract negotiations harder and could cause us to work with another vendor.**