

**BRAZORIA COUNTY**  
**PURCHASING DEPARTMENT**



**SUSAN P. SERRANO, CPPO, CPPB**  
Purchasing Director

June 30, 2025

Civica North America, Inc dba Civica  
Attn: Mark Burgess  
52 Hillside Court  
Englewood, OH 45322  
[Mark.burgess@civica.com](mailto:Mark.burgess@civica.com)

Re: Award for RFP# 25-42 Integrated Library Software

Dear Mr. Burgess:

Brazoria County is pleased to inform you that on May 27, 2025, Commissioners' Court awarded the above listed project to your company.

The term of this contract shall be effective upon execution by the County Judge, for a period of one (1) year with an option to renew the contract for up to four (4) additional one-year terms.

A purchase order and /or notice to proceed will follow. Do not proceed with delivery of services or materials prior to receiving a purchase order number from Brazoria Country.

A Certificate of Interested Parties, Form 1295 is required. Vendors are to log onto the Texas Ethics Commission's website [https://www.ethics.state.tx.us/whatsnew/elf\\_info\\_form1295.htm](https://www.ethics.state.tx.us/whatsnew/elf_info_form1295.htm) and fill out Form 1295. Once the form is completed online, the system will issue a certificate number. Please print, sign the form, and email it to Amanda Erickson at [aerickson@brazoriacountytx.gov](mailto:aerickson@brazoriacountytx.gov).

In addition, per Texas Local Government Code 176, completion of the Conflict of Interest Questionnaire, Form CIQ, is required if applicable. You may access the form and further information on our website at <http://brazoriacountytx.gov/departments/purchasing> under the Doing Business section, Conflict of Interest Reporting.

Per Texas Local Government Code Chapters 808, 809, and 2274, completion of the Boycott Verification Form is required, if applicable. You may access the form and further information on our website at <http://brazoriacountytx.gov/departments/purchasing> under the Doing Business section.

Please email the CIQ and Boycott Verification Form to Amanda Erickson at [aerickson@brazoriacountytx.gov](mailto:aerickson@brazoriacountytx.gov).

**As a reminder, a copy of a current certificate of insurance shall be due to Brazoria County within ten (10) calendar days after receipt of notification of award. The contract shall not become effective until the certificate of insurance is received. Failure to provide said certificate may result in cancellation and/or termination of the contract. Please have the certificate of insurance names Brazoria County as an additional insured and a waiver of subrogation applies in favor of Brazoria County.**

Thank you for your interest in Brazoria County. If you have any questions, please do not hesitate to contact me.

Very truly yours,

Susan P. Serrano, CPPO, CPPB  
Brazoria County Purchasing Director

# BRAZORIA COUNTY CONTRACT SHEET

## THE STATE OF TEXAS COUNTY OF BRAZORIA

This memorandum of agreement made and entered into on the 27<sup>th</sup> day of May 2025, by and between Brazoria County in the State of Texas (hereinafter designated County), acting herein by County Judge L.M. "Matt" Sebesta, Jr., by virtue of an order of Brazoria County Commissioners' Court, and Civica North America, Inc. dba Civica of Englewood, Ohio.

### WITNESSETH:

The Vendor and the County agree that the Instructions to Respondents, Specifications/Statement of Work, Standard Terms & Conditions, and all other requirements herein for **RFP# 25-42 Integrated Library Software** as stated in the Request for Proposal Table of Contents hereto attached and made a part hereof, together with the bond (when required), vendor's response and negotiated pricing, shall constitute the full agreement and Contract between parties and for furnishing the items set out and described; the County agrees to pay the prices stipulated in the accepted offer.

The order of precedence shall be:


- Brazoria County **RFP# 25-42 Integrated Library Software**
- Vendor's submittal to the above listed RFP and the final accepted pricing
- Order Form
- Civica Software Terms and Conditions

It is further agreed that this Contract shall not become binding or effective until signed by the parties hereto and a purchase order authorizing the items desired has been issued.

Executed at Angleton, Texas this 2nd day of July 2025.

By:   
County Judge Signature

By: L.M. "Matt" Sebesta, Jr.

By:   
Signature of Vendor

By: Mark Burgess, Managing Director  
Printed Name and Title



# Purchase Order

Page: 1 of 2

## Brazoria County Purchasing

451 N. Velasco, Suite 100  
Angleton TX 77515  
Busn: 979-864-1825  
Fax: 979-864-1034

Dispatched		Dispatch Via Print
Purchase Order	Date	Revision
0002505053	7/9/2025	
Payment Terms	Freight Terms	Ship Via
Net 30	FOB Destination	Common
Buyer	Requestor	
Casey Greathouse - Purchasing	Edan Kalischko - Info Systems	

**Vendor:** 0000154500  
Civica North America Inc.  
52 Hillside COurt  
Englewood OH 45322  
BUSN: 937 836-4499

**Ship To:** Brazoria County  
IS - Info System Garage  
Attn: Receiving/Back-gate  
237 E. Locust Ste 103 Rm 02  
Angleton TX 77515  
979/864-1721

**Bill To:** Brazoria County Auditor  
237 E. Locust Ste 403  
Angleton TX 77515

**Tax Exempt? Y** **Tax Exempt ID:** 74-6000044

Line-Sch	Vendor Item ID/Description/MFG - Brand	Req ID	Quantity	UOM	PO Price	Extended Amt
1 - 1	New Integrated Library System for the Library ILS Applications Year 1	0002505732	28800.00	EA	1.00000	28,800.00000

**Category Code:** 93902 - 543500 Non-IS Software/Service Subscriptio  
**Co. Item ID:**  
**Account:** 543500-10000-55000/Non-IS Software/Svc Subscriptn  
**Proj/Act/Loc:** \* / \* / ANCA103020-IS - Info System Garage

Attention: Edan Kalischko - Info Systems

2 - 1	New Integrated Library System for the Library Professional Services Year 1	0002505732	93600.00	EA	1.00000	93,600.00000
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**Category Code:** IS-PROFSRVC - 571300 Professional Services (Info S  
**Co. Item ID:**  
**Account:** 571300-10000-55000/Professional Services  
**Proj/Act/Loc:** \* / \* / ANCA103020-IS - Info System Garage

Attention: Edan Kalischko - Info Systems

THIS PURCHASE ORDER IS ISSUED IN ACCORDANCE WITH RFP# 25-42 FOR INTEGRATED LIBRARY SOFTWARE AS APPROVED BY COMMISSIONER'S COURT ON MAY 27, 2025 PER COURT ORDER NO.1.8.

CONTRACT TERM: INITIAL ONE YEAR TERM WITH THE OPTION OF FOUR RENEWAL PERIODS.

BOYCOTT, 1295, AND COI ON FILE

\*\*\*CONFIRMING ORDER - DO NOT DUPLICATE\*\*\*

DATE: 7/9/2025

EMAILED TO: TROY.DAGRES@CIVICA.COM & DENISE ECHOLS AND ALLYSON HIBBARD

ORDER TO BE PLACED BY DEPARTMENT: NO

Total PO Amount

122,400.00

All shipments, shipping papers, invoices, and correspondence must be identified with our Purchase Order or Release Order Number. Over shipments will not be accepted unless authorized by Buyer prior to shipment. Brazoria County Standard Terms and Conditions located at <https://www.brazoriacountytx.gov/home/showpublisheddocument/15782/638273507420470000> are made part of this order and control over any vendor terms.

Authorized Signature

Contract Reference Number:

## ORDER FORM

### Civica North America, Inc

#### BETWEEN

- (1) **Civica North America, Inc.**, incorporated in the state of Ohio, U.S.A., headquartered at 52 Hillside Court, Englewood, OH (**Civica**); and
- (2) **Brazoria County Library System**, with its primary office at 912 N. Velasco, Angleton, TX (**Customer**).

#### 1. Particulars

- 1.1 Civica has agreed to provide, and the Customer has agreed to take and pay for the Services (as detailed in Clause 4) once this Order Form has been signed.
- 1.2 The contract is for a minimum period of 12 months effective from contract signature (**Start Date**).
- 1.3 Civica's contact details are:

Name	Title	Contact number	email
Troy Dagues	Business Development Manager	617-571-4605	troy.dagues@civica.com
Remittance	Remittance team	937-836-4499	sales@civicaus.com
Support	Support Team	937-836-4499	support@civicaus.com

- 1.4 Customer's contact details are:

Name	Title	Contact number	email
Susan Serrano	Purchasing Director	979-864-1825	SSerrano@brazoriacountytx.gov

- 1.5 The Services under this Order Form shall be subject to the Civica Software Terms and Conditions.



## 2. Usage Restrictions

- 2.1 The Customer shall access the software via an internet connection of minimum bandwidth of 50mbps.
- 2.2 The customer shall use a modern Internet browser (latest version – 2) such as Google Chrome, Microsoft Edge, Mozilla Firefox, Apple Safari.
- 2.3 The Customer shall access the software on a device with a minimum screen resolution of 1920 x 1080.

## 3. Charges and Payment

- 3.1 The Customer agrees that it shall pay the Charges to Civica.
- 3.2 Charges

Year 1	\$122,400.00
Year 2	\$30,240.00
Year 3	\$31,752.00
Year 4	\$33,340.00
Year 5	\$35,007.00
<b>Pricing includes software licensing, support, hosting and implementation services for:</b> <b>Spydus ILS</b> – Inclusive of all modules: OPAC, SpydusMobile/GO, Staff Enquiry, Circulation, Circulation Offline, Cataloguing, Acquisitions, Serials, Reports, Maintenance, Archives, Digital Asset Management, ERM, Test Environment, Bookings, Provision of data storage up to 20GB for digital assets.  All Charges referred to in this Contract are expressed in US Dollars and are exclusive of taxes which are payable by Customer in accordance with the then current legislation. If the Customer is currently exempt by law from state sales and excise taxes, the Customer is responsible for providing proof of such exemption to Civica.  All Charges exclude expenses.	

- 3.3 Usage charges  
Not Applicable

- 3.4 Daily charges  
Any ad-hoc service days may be provided by Civica, and these Charges will be invoiced in the month they occur. Customer may request additional days of service during the term of this Contract.

### 3.5 Payment profile

All invoices will be due for payment within 30 days from date of invoice.

Annual Fees	Invoiced on contract signature and annually thereafter
Ad-hoc: usage charges/daily charges/additional services	Invoiced in the month arising or as agreed in a work order

## 4. Services

The Services include the hosted Software and any other services as detailed in this Order Form. The Software, including any modules, being made available are detailed in the Charges section above.

### 4.1 Software

Spydus latest version Library Management System, including all core modules being OPAC, Spydus Mobile, Staff Enquiry, Circulation, Circulation Offline, Cataloguing, Acquisitions, Serials Reports, Requests, Maintenance, Archives/Cultural Collections, Digital Assets Management, ERM (Electronic Resources Management), Test Environment, Workflow, Bookings, Home Services, Mobile Library, Microsoft SQL server

### 4.2 Implementation

The implementation services covered in this Contract are carried out remotely unless specified below and include:

- Setup of cloud environment in the Microsoft Azure Cloud
- Project management
- Configuration workshops
- End user training
- User Acceptance Testing support
- Initial 1 week Hypercare post Go Live on the Software

### 4.3 Support Services

Support Services shall be provided during Working Hours which are the hours during a Working Day (8:00am – 6:00pm EST Monday through Friday excluding Civica U. S. observed holidays).

All requests for Support Services must be reported to the Civica's Service Desk for resolution.

A given problem will be judged against each of the characteristics to make an overall assessment of which severity level (either critical, high, medium or low) best describes the problem.

Civica's Level 1 support agent and the Customer jointly determine the initial severity rating for the reporting of the problem. Civica's Level 2 and level 3 support personnel may then modify the assigned severity level after the report is passed to them.

The characteristics below do not cover work order requests. Severity levels for work order requests carry a different set of characteristics and weightings. Work order requests are not covered as part of this SLA.

SERVICE LEVEL AGREEMENT (SLA)			
Severity A (Critical)	Severity B (High)	Severity C (Medium)	Severity D (Low)
Functionality is completely blocked or system is not working and the application cannot work at all.	Functionality is not working as expected and any Workaround would be highly inconvenient, however other modules within the application are still working.	Functionality is not working as expected and an acceptable Workaround can be leveraged.	Functionality may not be exact, however, the application and system are still working with accurate results.
<b>Workaround</b>			
There is no work around to the problem immediately available (i.e. the job cannot be performed in any other way).	There is a temporary workaround to the problem (i.e. the job can be performed in some other way).	There may or may not be an acceptable workaround to the problem.	There may or may not be an acceptable workaround to the problem, however, the application and system are still working with accurate results.
<b>Response Time (A technical resource has evaluated the issue and acknowledged with the Customer)</b>			
Within one (1) working hour.	Within four (4) working hours.	Within eight (8) working hours.	Within sixteen (16) working hours.
<b>Resolution Effort</b>			
Continuous resources, up to 8 working hours per Working Day, until resolved.	Target resolution within three (3) Working Days.	Target resolution within thirty (30) calendar days or any other mutually agreed date.	Target resolution within sixty (60) calendar days or any other mutually agreed date.

Hosting services related Support issues are subject to the Microsoft Azure SLA which can be found here:

<https://www.microsoft.com/licensing/docs/view/Service-Level-Agreements-SLA-for-Online-Services?lang=1>

**5. Products**

- Civica Spydus (ILS)

**6. Special Terms**

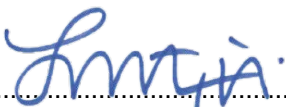
Not Applicable

The Civica Software Terms and Conditions are available at:

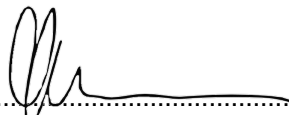
<https://www.civica.com/en-gb/policies-and-statements/software-services-terms/>

This Contract, being made of the Civica Software Terms and Conditions and this Order Form, is effective when signed by both parties, if signed on different dates the later of the two dates or the Start Date if sooner.

**SIGNED**



.....  
for and on behalf of **Customer**



.....  
for and on behalf of **Civica**

Name : L.M. "Matt" Sebesta, Jr. ....

Name : Mark Burgess .....

Title : County Judge .....

Title : Managing Director .....

Date : 07/02/2025 .....

Date : 07/01/2025 .....

## CIVICA SOFTWARE TERMS AND CONDITIONS

**1. Definitions**

1.1 The following definitions apply to this Contract:

**Annual Fees** means the recurring fees payable by Customer in order to use the Services as set out in the Order Form.

**Authorized Third Party/ies** means any of the Customer's subcontractors, agents or other third parties who are approved by Civica in writing and authorized by Customer to access the Services in accordance with clause 3.5.

**Authorized User** means each individual person (end user) allowed to access the Software under this Contract, subject to the authorised numbers shown in the Order Form.

**Charges** means any or all charges payable under this Contract including the one-off charges, Annual Fees and ad-hoc fees by Customer to Civica as detailed in the Order Form.

**Civica** means Civica North America, Inc., an Ohio corporation, with offices located at 52 Hillside Ct., Englewood, Ohio 45322.

**Confidential Information** means all confidential information (however recorded, preserved or disclosed) disclosed by a party or its employees, officers, representatives or advisers to the other party including but not limited to all designs, design studies, surveys, project plans, implementation plans, software, customised specifications, system configurations, user guidance, training handout, proprietary data whose disclosure to third parties may be damaging and other similar information, and any Software or materials which have been, or will be supplied to Customer by Civica in connection with this Contract.

**Contract** means these Civica Software Terms and Conditions and the Order Form and any Special Terms, which together make the agreement between Customer and Civica once the Order Form has been signed.

**Customer** means the entity shown on the Order Form.

**Data Protection Legislation** means all applicable legislation relating to privacy or data protection in force from time to time, including any statute or statutory provision which amends, extends, implements or, consolidates or replaces the same, in each case to the extent applicable to the respective party in its role of processing of personal data under the Contract, including in each case to the extent applicable and without limitation, the California Consumer Privacy Act, as amended and the regulations adopted by the California Attorney General and California Privacy Protection Agency, pursuant thereto (collectively, the "CCPA").

**Documentation** means the standard user guides and manuals made available to the Customer by Civica, as updated from time to time.

**Intellectual Property Rights/IPR** means all intellectual and industrial property rights including copyright, licence, patents, know-how, software, trademarks, trade names, inventions, registered designs, applications for and rights to apply for any of the foregoing, unregistered design rights, unregistered trademarks, database rights, and any other rights in any invention, discovery or process, and/or all similar or equivalent rights or forms of protection which subsist or will subsist, now or in the future, in any part of the world.

**Maintenance Release** shall mean a new release of the Software that is substantially the same as the current Software, which is issued in order to remove known errors or otherwise improve or enhance the Software but does not constitute a New Version.

**New Version** shall mean a release of the Software that incorporates significant new or additional functionality and features which is not a Maintenance Release.

**Open Source Software** means software that is supplied on an "as is" basis and is supplied to Customer with all of the rights granted under the applicable licence.

**Order/Order Form** means Civica's completed order form.

**Product(s)** means any products including but not limited to consumables, hardware or third party software provided by Civica as detailed in the Order Form.

**Services** mean the implementation services, the hosted online solution, Software, Documentation (as updated by Civica from time

to time), Support Services and any other services detailed in the Order Form provided by Civica under this Contract.

**Software** means the software, which may include Open Source Software that is licensed to, or made available to Customer under this Contract, as listed in the Order Form, together with any updates or Maintenance Releases but excludes New Versions.

**Special Terms** means any special, additional or varied terms and conditions including third party terms and conditions that are set out in the Order Form and form part of this Contract or that have previously been agreed in writing between Customer and a third party Product owner.

**Start Date** means the date shown in the Order Form.

**Support Services** means the maintenance and support services for the Software as described in the Order Form.

**Working Day** means 0800 – 1700 hours on a Monday to Friday EST.

1.2 Clause, schedule and paragraph headings shall not affect the interpretation of this Contract.

1.3 Words in the singular shall include the plural and vice versa.

1.4 A reference to a statute or statutory provision is a reference to it as it is in force for the time being, taking account of any amendment, extension, or re-enactment, and includes any subordinate legislation for the time being in force made under it.

1.5 Any phrase introduced by the words including, includes, in particular or for example, or any similar phrase, shall be construed as illustrative and shall not limit the generality of the related general words.

1.6 In the event of, and to the extent of, any conflict or inconsistency between any Special Terms and these terms and conditions the Special Terms shall prevail.

**2. Contract Term**

2.1 This Contract will be in force for a minimum period of 12 months from the Start Date and shall continue until it is terminated in accordance with the terms of this Contract.

2.2 In consideration of the Customer paying the Charges, Civica agrees to provide the Services including the Documentation in accordance with the terms and conditions of this Contract.

**3. Software**

3.1 For the term of this Contract, Civica grants to Customer a personal, non-transferable and non-exclusive, non-sublicensable right to use the Services for Customer's own internal business purposes only.

3.2 Customer may make such copies of the Documentation as are reasonably necessary for its use of the Services and shall reproduce all copyright and other notices in and on the Documentation. All such copies shall form part of the Documentation and shall be subject to the terms and conditions of this Contract.

3.3 Customer agrees that:

3.3.1 except to the extent permitted by law, Customer shall not, nor permit any third party to, adapt, or modify the Software, or decompile, reverse engineer, disassemble, apply any technique, process or procedure or make any attempt to or derive the source code or derivative works of the Software.

3.3.2 unless permitted in accordance with clause 3.5, it shall not permit any third party, to use, access or possess the Software or Documentation nor use the Software on behalf of or for the benefit of any third party, including any consulting, service-bureau, time-sharing, rental or services of any other kind;

3.3.3 the access granted under this Contract is personal to the Customer and the Software and Documentation may only be used by Customer for its internal business purposes by the Authorized Users in accordance with the usage restrictions; and

3.3.4 it will take technical and organizational measures, including without limitation security measures sufficient to reasonably safeguard the Software and Documentation from access by unauthorized third persons.

3.4 The Software includes functionality permitting Customer to perform certain administration and data upload tasks (the "Administrative Functions"). Customer undertakes to keep all

usernames, passwords, and other access details relating to the Administrative Functions confidential, and Customer agrees that Customer will be liable for any loss or damage arising from Customer's failure to do so.

3.5 Customer may permit Authorized Third Parties to access the Services, including the Software and Documentation, provided that:

3.5.1 it obtains prior written approval from Civica before granting any access;

3.5.2 Customer remains responsible for the acts and omissions of such Authorized Third Parties as if they were the Customer's own acts and omissions; and

3.5.3 such access is for the Customer's sole benefit e.g. a third party which provides outsourced services to Customer under a written agreement.

#### **4. Customer Obligations**

4.1 Customer agrees it will:

4.1.1 only use the Products, Services and Software for its own internal business purposes;

4.1.2 comply with the terms and conditions of this Contract, in particular the Special Terms;

4.1.3 pay the Charges to Civica;

4.1.4 permit reasonable access to Civica to its sites in order for Civica to perform its obligations under this Contract and co-operate, as necessary, with Civica in relation to the provision of the Services;

4.1.5 ensure that its network and systems comply with the relevant specifications provided by Civica from time to time;

4.1.6 where Civica personnel are required to work at Customer premises, ensure that its personnel provide all reasonable assistance to them including desk space and wireless connection, as and when required by Civica to discharge its obligations, and in particular take all measures necessary to comply with acts, regulations and codes of practice including those relating to health and safety, which may apply;

4.1.7 when notified by Civica or the owners of Products supplied, implement promptly any Maintenance Releases or other fixes or upgrades of any system software necessary for the successful operation of the Software and/or Products;

4.1.8 not use the Services to store, reproduce, transmit, communicate or knowingly receive any material which is offensive, racist, abusive, indecent, defamatory, obscene, threatening or menacing (to be determined by Civica, in its sole discretion, acting reasonably);

4.1.9 make its own arrangements for internet access in order to access the Services, with the required type and version of browser as notified by Civica from time to time. Civica shall not be liable for Customer's inability to access the Services if it is due to the Customer's inability to establish an internet connection, or not having their browser set to the correct type and version, for accessing the Services;

4.1.10 obtain and shall maintain all necessary licences, consents, and permissions necessary for Civica, its contractors and agents to perform their obligations under this Contract; and

4.1.11 pay the additional fees to accommodate higher usage volumes (including the number of Authorized Users) when such licence or usage limitations are exceeded.

4.2 Customer warrants that it shall in no way allow unauthorized use of the Software by the Customer, Authorized Users or any third party whether through breach of this Contract or any other negligent or wrongful act.

4.3 Customer shall allow Civica reasonable access, as required, to provide the Services and/or undertake an audit of Customer's use of the Software.

4.4 Customer represents and warrants that it possesses the full power and authority to enter into and perform its obligations under this Contract.

#### **5. Services**

5.1 Civica shall provide the Services using reasonable care and skill.

5.2 Support Services will be provided by Civica subject to Customer paying the Annual Fees until this Contract is properly terminated. No refund will be given for Charges paid in advance in

the event of termination.

5.3 The implementation, consultancy and Support Services will be provided by Civica on Working Days, either at Civica sites or at the Customer's sites.

5.4 Customer will provide and/or make available to Civica, promptly on request, such information and documents as Civica reasonably requires for the provision of the Services.

5.5 Key dates and milestones shall be agreed at a project kick off meeting and detailed in a project plan. On agreement the project plan shall form part of this Contract.

5.6 If the dates scheduled for delivery of the Services in the project plan are deferred or cancelled by Customer, Civica may revise any scheduled date for completion of any part of the Services and/or by giving seven days written notice, suspend the Services.

5.7 Civica shall not be liable for any failure to provide or delay in providing the Services, arising out of or in connection with any:

5.7.1 act or omission of Customer or its employees, agents or subcontractors which affects Civica's ability to provide the Services;

5.7.2 inaccurate or incomplete data, information or documentation provided by Customer;

5.7.3 failure by any third party to fulfil its obligations to Customer; and

5.7.4 use by Customer of non-manufacturer recommended media and supplies, or any neglect or improper use, or electrical disturbances, or any unauthorized use, of the Products, Software and Services or modification by persons other than Civica employees.

5.8 Acceptance of the Services will be on the earlier of:

5.8.1 when the Services (including the Software) is ready for use by the Customer; or

5.8.2 use by Customer of the Services or any part thereof.

5.9 If the Customer or any of its Authorized Users requests the same or substantially the same advice or assistance on more than one occasion; or makes requests which may reasonably be considered excessive or an abuse of the Support Service, or requests advice or assistance for matters which a reasonable trained user ought to be able answer or solve for themselves, then Civica may do all or any of the following at its sole discretion:

5.9.1 require the Customer to take reasonable action with respect to the particular Authorized User(s) concerned;

5.9.2 refuse to answer any further such requests for advice or assistance; or

5.9.3 require the Customer to provide further training to its Authorized Users, and the Customer shall pay an additional charge for any such training provided by Civica.

5.10 Civica may use data collection technology to collect technical information to improve the Software, to provide associated services, to adapt them to user preferences, and to prevent the unlicensed or illegal use of the Software. Customer agrees Civica may use such information provided it is in a form that does not personally identify any person.

5.11 This Contract also acts as an umbrella agreement, which sets out the general terms for the supply of additional related software and services by Civica to the Customer, when so requested from time to time. Such additional software and services and any particular special terms and conditions applicable to the supply thereof shall be set out in a work order. If Civica provides any additional software or services Customer shall be charged separately for the provision of these at Civica's then prevailing rates for such software or services or as agreed under the work order.

#### **6. Warranties**

6.1 In the event of a breach of clause 5.1 and provided such breach is reported to Civica within a reasonable time (given the nature of the Service) after completion of the affected Service, Civica shall re-perform the Service without additional charge to Customer within a reasonable period of time.

6.2 Civica warrants that it shall use its commercially reasonable efforts to ensure that no viruses are coded or introduced into the systems used to provide the Services.

6.3 Customer acknowledges that:



6.3.1 software in general is not error free and that the existence of such errors in the Software shall not by themselves constitute a breach of this Contract;

6.3.2 the Software is not bespoke and has not been prepared to meet Customer's individual requirements and that it is therefore the responsibility of Customer to ensure that the facilities and functions in the Software meet its requirements; and

6.3.3 Civica will not be liable in any way for any inadequacies in the accuracy, quality of, or infringements of third party copyright caused by the materials that the Customer creates or distributes using the Services.

6.4 Civica does not warrant that the Services will be entirely error free nor that the Customer's use of the Software will be uninterrupted.

6.5 Civica will not be responsible for any delays, delivery failures, or any other loss or damage resulting from the transfer of data over communications networks and facilities, including the internet. The Customer acknowledges that the Software and Documentation may be subject to limitations, delays, and other problems inherent in the use of such communications facilities.

6.6 Civica warrants that it has and will maintain all necessary licences, consents, permissions and rights necessary for the performance of its obligations under this Contract.

6.6 The express terms of this clause 6 are in lieu of all warranties, conditions, terms, undertakings and obligations implied by statute, common law, custom, trade usage, course of dealing or otherwise, all of which are excluded to the fullest extent permitted by law, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, EXCEPT AS EXPRESSLY SET FORTH IN THIS CLAUSE 6, CIVICA DISCLAIMS WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, OR OTHERWISE, AND SPECIFICALLY DISCLAIMS ALL WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, ACCURACY OF INFORMATIONAL CONTENT, SYSTEMS INTEGRATION, NON-INFRINGEMENT OF THIRD PARTY RIGHTS, NON-INTERFERENCE WITH ENJOYMENT OR OTHERWISE. THE LIMITED WARRANTIES PROVIDED IN THIS CLAUSE 6 ARE THE SOLE AND EXCLUSIVE WARRANTIES PROVIDED TO CUSTOMER IN CONNECTION WITH THE SERVICES.

## **7. IPR**

7.1 All Intellectual Property Rights in the Services including the Software belong to Civica or a third party licensor. At no time shall any rights, interests or title in any intellectual property in the Software, pass to the Customer.

7.2 Customer grants to Civica a royalty-free, worldwide, irrevocable perpetual licence to use and incorporate into the Software any suggestions, enhancement requests or other feedback provided by the Customer or its Authorized Users relating to the Software without restriction.

7.3 The Customer hereby grants to Civica a non-exclusive, non-transferrable (except as part of a permitted assignment of this Contract), royalty free licence to copy, modify, and use the Customer data as reasonably appropriate for the purposes of this Contract.

7.4 Civica shall defend or, at its option, settle any claim brought against Customer regarding its authorized use of the Software, excluding third party software and open source software, in the US and in accordance with this Contract or in events where the Software infringes any Intellectual Property Rights of any third party, Civica shall pay any damages finally awarded against Customer in respect of such claim and any reasonable costs and expenses incurred by Customer provided that:

7.4.1 Customer notifies Civica immediately;

7.4.2 Customer provides all information and assistance as Civica reasonably requests at Civica's cost, and Customer does not prejudice the defense of such claim;

7.4.3 Civica is given immediate and complete control of such claim; and

7.4.4 the claim does not arise from any unauthorized use or alteration to the Software or Customer's (including the Authorised Users or Authorised Third Parties) use of the Software after notice of alleged infringement is known.

7.5 In the event that a claim, as contemplated by clause 7.4, is made or in Civica's opinion is likely to be made, Civica may at its option:

7.5.1 obtain the right for Customer to continue to use the Software;

7.5.2 change or replace all or any part of the Software; or

7.5.3 terminate this Contract immediately on written notice and refund any charges on a pro rated basis as at the date of termination

7.6 Clauses 7.4 and 7.5 state the entire liability of Civica in respect of any claim as contemplated by clause 7.4.

7.7 The third party owner's terms shall apply, as detailed in the Special Terms, in respect of licensing and/or the supply of the Products.

## **8. Customer Data**

8.1 Civica acknowledges that title and all copyright and other intellectual property rights in the Customer's data will remain at all times owned by Customer. Civica further acknowledges the sensitivity of all the Customer's data and commits that all data will be safeguarded as it would safeguard its own proprietary information.

8.2 Customer acknowledges that Civica does not desire to process protected health information or other personal information or personal data; Customer represents that the Customer's data will not include such information, and Customer will not provide or otherwise make such information available to Civica or otherwise through the Products, Software, or Services.

8.3 Customer grants to Civica a non-exclusive, non-transferrable, royalty-free license for the term of this Contract to use, copy, reproduce, adapt and modify Customer's data for the purposes of this Contract.

8.4 Civica will upon receiving a written request from the Customer either (i) permanently delete or destroy, all of the Customer's data in the possession or control of Civica; or (ii) on payment of Civica's reasonable costs, return to Customer all of the Customer's data in the possession or control of Civica.

## **CCPA Sale of Personal Information**

8.5 Both parties shall comply with their obligations under the Data Protection Legislation.

8.6 Civica will not: (i) sell any personal data it obtains from the Customer under this Contract; or (ii) retain, access, disclose or use personal data provided by or collected on behalf of Customer for any purpose except as necessary to maintain or provide the Services specified in this Contract, or as necessary to comply with the law or binding order of a governmental body. For the purpose of the immediately preceding sentence, "sell" shall have the corresponding meaning set forth in applicable Data Protection Legislation.

8.7 Civica will, at its own cost, do all things and execute all documents necessary or convenient for the purpose of giving effect to this clause 8.

## **9. Confidentiality**

9.1 Both parties shall keep the other party's Confidential Information confidential and shall not:

9.1.1 use or exploit the Confidential Information in any way except for carrying out its obligations under this Contract;

9.1.2 disclose or make available the Confidential Information in whole or in part to any third party, except as expressly permitted by this Contract;

9.1.3 copy, reduce to writing or otherwise record the Confidential Information except as necessary for this Contract; and

9.1.4 use, reproduce, transform, or store the Confidential Information in an externally accessible computer system or transmit it in any form or by any means whatsoever outside of its usual places of business.

9.2 A party may disclose Confidential Information to the extent required by law, by any governmental or other regulatory authority, or by a court or other authority of competent jurisdiction provided that, to the extent it is legally permitted to do so, it gives the other party as much notice of this disclosure as possible and, where notice of disclosure is not prohibited and is given in accordance with this clause 9.2 it takes into account the reasonable requests of the other party in relation to the content of this disclosure.

9.3 The terms of clause 9.1 shall not apply to any Confidential Information which:

9.3.1 is or comes into public knowledge, other than through a breach of this Contract by the Recipient;

9.3.2 can be shown by the Recipient to the reasonable satisfaction of the Discloser to have been known by the Recipient and to be at its free disposal before disclosure by the Discloser;

9.3.3 came lawfully into the possession of the Recipient from a third party who is free to make a non-confidential disclosure of the same, without any obligation of confidentiality being imposed upon the Recipient in respect thereof by such third party.

9.4 Civica may publicize the fact that it has been engaged by the Customer to provide the Services and is licensed to copy and reproduce any names or logos of the Customer for this purpose on its website and in any promotional materials, proposals and tenders. No press release will be issued without the Customer's prior consent.

## **10. Charges**

10.1 The Customer shall pay the Charges in accordance with the Order Form and this clause 10.

10.2 All amounts and fees stated or referred to in this Contract shall be payable in U.S. dollars, are exclusive of value added, sales, excise, use or other tax, which shall be added to Civica's invoice(s) at the appropriate rate and with the exception of taxes based on Civica's income.

10.3 Where Services are provided on a time and materials basis, they will be at the rates current at the time of provision of the service. Where specific daily rates are quoted these are only valid for 6 months following the date of signing this Contract (or any later date noted in the Order Form). Unless otherwise stated in the Order Form, invoices for work carried out on a time and materials basis will be raised monthly in arrears based on time actually worked on the chargeable activities covered by this Contract (as recorded by Civica staff on Civica's internal systems).

10.4 Any Services provided outside of a Working Day will be chargeable at the then current time and materials rates plus 50%.

10.5 All invoices shall be due for payment within 30 days of the date of the invoice(s). If Civica has not received payment within 30 days after the due date, and without prejudice to any other rights and remedies of Civica including under clause 10.11, Civica may, without liability to the Customer, disable the Customer's password, account and access to all or part of the Services and Civica shall be under no obligation to provide any or all of the Services while the invoice(s) concerned remain unpaid.

10.6 If the provision of the Services is cancelled, suspended or deferred under clause 5.6 Civica will:

10.6.1 be entitled to payment by Customer for all work done up to the date of such deferment cancellation or suspension (including payment of the Annual Fees); and

10.6.2 wherever able to redeploy staff but in the event the days cannot be re-assigned Civica may charge for these. The rates chargeable for cancellation or deferment where there is: (i) less than 48 hours' notice is 100% per day; (ii) less than 7 days' notice is 75% per day; and (iii) more than 7 days' notice is 50% per day; together with any expenses already incurred or non-refundable e.g. train or air fares.

10.7 The Charges are fixed for the initial 5 years of the Contract. Thereafter, Civica may modify its fees and Charges in line with the then current prices of Civica and its suppliers, as follows:

10.7.1 except for third party costs, the percentage increase shall be applied not more than once per year or as otherwise agreed in the Order Form, as a general rule shall not exceed 6% per year but is subject to change; and

10.7.2 in respect of third party costs over which Civica has no control (for example Microsoft licensing charges) the percentage increase shall match the increase applied by the third party as detailed in clause 10.8.

10.8 The Charges are fixed for the initial 5 years of the Contract. Thereafter, Civica may increase the charges at any time to take into account third party costs, over which Civica has no control (for example, energy and Microsoft licensing charges) and apply the increase to the charges to match the increase applied by such third party, in respect of that element of the charges. Civica may not apply such increase retrospectively and will not pass on such increase to Customer where the increase is less than 2% of the

third party element. On request Civica shall provide evidence of such increase applied by the third party.

10.9 Unless specifically shown as inclusive of expenses in the Order Form, all prices referred to in this Contract are exclusive of transport, travel, subsistence or out of pocket expenses incurred by Civica in carrying out the Services. Such reasonable expenses will be charged to Customer in accordance with Civica's expenses policy.

10.10 Where the Customer requires a purchase order to be raised in order to facilitate payment of invoices, the Customer agrees to raise such purchase order in a timely fashion so as not to delay payment of Civica invoices in accordance with this clause 10. Notwithstanding the foregoing, the Customer agrees that any failure to raise a purchase order does not prevent Civica from raising invoices and any delay or lack of a purchase order does not relieve the Customer from paying valid invoices.

10.11 NOT USED.

10.12 If the use of the Services exceeds the usage restrictions shown in the Order Form at any time, Civica may charge Customer the additional usage fees retrospectively and increase the applicable Charges to take into account the additional usage.

## **11. Termination**

11.1 Either party may, without prejudice to any other remedies it may have, terminate this Contract forthwith at any time by giving notice in writing to the other party:

11.1.1 if the other party commits any material breach of this Contract provided that if the breach is remediable then the notice of termination shall not be effective unless the party in breach fails within thirty (30) days of the date of such notice to remedy the breach complained of; or

11.1.2 if one party suffers for a period of 30 consecutive days or more a force majeure event described in clause 15.9; or

11.1.3 if the other party ceases to carry on business or a substantial part thereof, commits an act of bankruptcy or is adjudicated bankrupt or enters into liquidation whether compulsory or voluntary other than for the purposes of amalgamation or reconstruction or compounds with its creditors generally or has a receiver or manager appointed over all or any part of its assets or suffers execution or distress or takes or suffers any similar action in consequence of debt or becomes unable to pay its debts as they fall due or other similar event.

11.2 If the Customer fails to make any payment (payable under this Contract) by the due date and provided notice has been given by Civica, if Customer fails to pay within further 14 day period after the due date, then Civica shall be entitled to terminate this Contract by giving 14 days written notice to Customer.

11.3 On expiry or termination of this Contract, Civica shall cease to be obliged to provide the Services under this Contract.

11.4 On expiry or termination of this Contract the right to use the Services including the Software and Documentation granted under this Contract shall cease and the Customer shall not use the Services.

11.5 On termination each party shall return and make no further use of any equipment, property, Documentation and other items (and all copies of them) belonging to the other party.

11.6 On termination of the Services Civica will, if requested before or within 7 days after such termination, for an additional charge, provide services to assist the Customer to migrate to a replacement, service including assisting in the transfer of any Customer data held by Civica.

11.7 If termination assistance is not requested under clause 11.6 then Civica may destroy or otherwise dispose of any of the Customer data in its possession unless clause 11.8 applies.

11.8 After termination or expiration of this Contract, upon Customer's written request, Civica will provide any Customer data in its control to Customer in Civica's standard database export format at no additional charge. Customer must submit such request to Civica within 30 days after termination or expiration of this Contract. Civica is not obligated to maintain or provide any Customer data after such 30 day period and will, unless legally prohibited, delete all Customer data in its systems or otherwise in its possession or under its control.

11.9 Termination of this Contract shall not affect any accrued liabilities, rights, obligations or liability of the parties as at the date

of termination or arising as a result of termination or of circumstances giving any right to terminate.

11.10 The accrued rights and remedies of the parties as at termination shall not be affected by clauses which expressly or by implication have effect after termination shall continue in full force and effect.

## **12. Limits of Liability**

12.1 Neither party excludes or limits liability to the other party for:

12.1.1 death or personal injury arising from its negligence; or

12.1.2 wilful misconduct and gross negligence; or

12.1.3 fraud or fraudulent misrepresentation; or

12.1.4 to the extent such limitation or exclusion is unlawful.

12.2 Each party's liability to the other in respect of any loss of, or damage to, physical property of the other whether in contract, tort (including negligence) or otherwise arising from, or in connection with, this Contract shall be limited to \$1,000,000 in aggregate.

12.3 NOTWITHSTANDING ANYTHING TO THE CONTRARY IN THIS CONTRACT, BUT SUBJECT TO CLAUSE 12.1 NEITHER CIVICA NOR CUSTOMER SHALL BE LIABLE TO THE OTHER FOR ANY OF THE FOLLOWING (WHETHER OR NOT THE PARTY BEING CLAIMED AGAINST WAS ADVISED OF, OR KNEW OF, THE POSSIBILITY OF SUCH LOSSES) WHETHER ARISING FROM NEGLIGENCE, BREACH OF CONTRACT, TORT, OR OTHERWISE:

12.3.1 LOSS OF PROFITS, LOSS OF BUSINESS, BUSINESS INTERRUPTION, LOSS OF USE, LOSS OF REVENUE, LOSS OF CONTRACT, LOSS OF GOODWILL, LOSS OF ANTICIPATED EARNINGS OR SAVINGS (WHETHER ANY OF THE FOREGOING ARE DIRECT, INDIRECT OR CONSEQUENTIAL LOSS OR DAMAGE, OR OTHERWISE); OR

12.3.2 LOSS OF USE OR VALUE OF ANY DATA OR EQUIPMENT INCLUDING SOFTWARE, WASTED MANAGEMENT, OPERATION OR OTHER TIME (WHETHER ANY OF THE FOREGOING ARE DIRECT, INDIRECT OR CONSEQUENTIAL, OR PUNITIVE, EXEMPLARY, INCIDENTAL, OR OTHERWISE); OR

12.3.3 ANY INDIRECT, SPECIAL OR CONSEQUENTIAL LOSS OR DAMAGE; OR

12.3.4 THE POOR PERFORMANCE, OR LACK OF CONNECTIVITY, OR LACK OF AVAILABILITY OF THE INTERNET OR TELECOMMUNICATIONS OR HARDWARE;

12.3.5 LOSS OR DAMAGE TO THE OTHER PARTY'S OR ANY THIRD PARTY'S DATA OR RECORDS;

HOWEVER ARISING.

12.4 EXCEPT TO THE EXTENT OF LIABILITY ARISING UNDER CLAUSES 12.1 OR 12.2 AND SUBJECT TO CLAUSE 12.3, CIVICA'S TOTAL AGGREGATE LIABILITY IN OR FOR BREACH OF CONTRACT, NEGLIGENCE MISREPRESENTATION (EXCLUDING FRAUDULENT MISREPRESENTATION), TORTIOUS CLAIM (INCLUDING BREACH OF STATUTORY DUTY), RESTITUTION RELATING TO OR ARISING UNDER OR IN CONNECTION WITH THIS CONTRACT (INCLUDING PERFORMANCE, NON-PERFORMANCE OR PARTIAL PERFORMANCE), AND INCLUDING LIABILITY EXPRESSLY PROVIDED FOR UNDER THIS CONTRACT SHALL NOT EXCEED THE CHARGES PAID OR PAYABLE DURING THE 12 MONTHS PRECEDING THE DATE ON WHICH THE CLAIM AROSE.

12.5 EXCEPT AS EXPRESSLY SET FORTH IN THESE TERMS AND CONDITIONS OR AS OTHERWISE EXPRESSLY AGREED IN WRITING BETWEEN THE PARTIES, ALL OTHER REPRESENTATIONS, CONDITIONS, WARRANTIES AND OTHER TERMS ARE EXCLUDED (INCLUDING ANY STATUTORY IMPLIED TERMS AS TO SATISFACTORY QUALITY, FITNESS FOR PURPOSE AND CONFORMANCE WITH DESCRIPTION) SAVE TO THE EXTENT THAT THE SAME ARE NOT CAPABLE OF EXCLUSION AT LAW.

12.6 THE PARTIES HEREBY ACKNOWLEDGE THAT THE CHARGES HAVE BEEN SET BY CIVICA ON THE BASIS OF THE EXCLUSIONS AND RESTRICTIONS OF LIABILITY IN THIS CLAUSE 12 AND WOULD BE HIGHER WITHOUT THOSE PROVISIONS.

## **13. Corruption**

13.1 Civica shall not:

13.1.1 offer, give or agree to give to any person working for or engaged by Customer any fee, gift, reward or other consideration of any kind, which could act as an inducement or a reward for any act or failure to act connected to this Contract, or any other agreement between Civica and Customer including its award to Civica and any of the rights and obligations contained within it; nor

13.1.2 offer, give or agree to give any fee, gift, reward or other consideration to any person the receipt of which is an offence under the Foreign Corrupt Practices Act of 1977, as amended or other applicable anti-corruption law; nor

13.1.3 enter into this Contract if it has knowledge that, in connection with it, any money has been, or will be, paid to any person working for or engaged by Customer by or for Civica, or that an agreement has been reached to that effect, unless details of any such arrangement have been disclosed in writing to Customer before signing this Contract.

13.2 If Civica (including any Civica employee or agent, in all cases whether or not acting with Civica's knowledge) breaches

13.2.1 clause 13.1, or

13.2.2 the Foreign Corrupt Practices Act of 1977, as amended or other applicable anti-corruption law in relation to this Contract or any other contract with Customer;

Customer may (i) terminate this Contract on written notice with immediate effect; and (ii) recover from Civica the amount of any loss resulting from such termination.

13.3 Any termination under clause 13.2 shall be without prejudice to any right or remedy that has already accrued, or subsequently accrues, to Customer.

## **14. Statutory and Other Regulations**

14.1 Civica shall in all matters arising in the performance of the Contract conform with all applicable orders, regulations, laws, and decisions having the force of law applicable to this Contract. Civica shall not in the performance of this Contract in any manner endanger the safety, unlawfully interfere with or cause the inconvenience of the public. The cost to Civica of meeting the requirements of this clause shall be included in the Charges except as provided under clause 14.2.

14.2 If the cost to Civica of the performance of the Contract shall be increased or reduced after the date of this Contract by reason of the making of any law or any order, regulation or decision having the force of law that shall be applicable to this Contract (other than any tax upon profits or revenue), the amount of such increase or reduction shall be added to or deducted from the Charges shown in the Order Form.

14.3 Customer acknowledges that export laws of the United States and any other relevant local export laws applicable to Customer apply to the Services. Customer agrees that such export laws govern its access to, and use of the Services (including without limitation technical information and technical data) and any Documentation or other materials provided or otherwise made available pursuant to the Contract, and Customer agrees to comply with all such export laws. Customer agrees that no data, information, software programs, or other materials resulting from Services (or direct product thereof) will be exported, directly or indirectly, in violation of these laws, by Customer or its Authorized Users, or its or their representatives.

## **15. General**

15.1 Any notice or other communication required to be given to a party under or in connection with this Contract shall be in writing and shall be delivered to the other party personally or sent by prepaid first-class post or by commercial courier, at its registered office, as detailed in the Order Form (if a company) or (in any other case) its principal place of business. In the case of notices to Civica, they shall be addressed for the attention of the Managing Director with a copy to [waterlooreception@civica.co.uk](mailto:waterlooreception@civica.co.uk).

15.1.1 Any notice or communication shall be deemed to have been duly received if delivered personally, when left at the address referred to above or, if sent by prepaid first-class post at 9.00 am on the third day after posting, or if delivered by commercial courier on the date and at the time that the courier's delivery receipt is signed.

15.1.2 Any notice sent by electronic mail shall be deemed received upon delivery by electronic mail with confirmation from the server transmission was completed.

15.2 This Contract, including RFP 25-42 constitutes the whole agreement between the parties and supersedes all previous agreements between the parties relating to its subject matter. No terms, provisions or conditions contained in any purchase order, sales confirmation, or other business form that either party may use in connection with the transactions contemplated by this Contract will have any effect on the rights or obligations of the parties under, or otherwise modify, this Contract. Each party acknowledges that, in entering into this Contract, it has not relied on, and shall have no right or remedy in respect of, any statement, representation, assurance or warranty (whether made negligently or innocently) other than as expressly set out in this Contract. Nothing in this clause shall limit or exclude any liability for fraud or for fraudulent misrepresentation.

15.3 Either party may at any time request a change to this Contract and/or the Services. No variation of this Contract, including any additional terms and conditions, shall be binding unless it is in writing and signed by each of the parties (or their duly authorized representatives).

15.4 No failure or delay in exercising any remedy or right under this Contract will operate as a waiver of it, nor will any single or partial exercise of it preclude any further exercise or the exercise of any remedy or right under this Contract or otherwise.

15.5 Neither party may assign the benefit of this Contract nor any interest except with the prior written consent of the other (such consent not to be unreasonably withheld), save that Civica may assign this Contract at any time to any member of the Civica group of companies.

15.6 The provisions of this Contract shall be severable in the event that any of its provisions are held to be invalid, void or otherwise unenforceable by a court of competent jurisdiction or other applicable authority and the remaining provisions shall remain enforceable to the fullest extent permitted by law. However, if the severed provision is essential and material to the rights or benefits received by either party, the parties shall use their best efforts to negotiate, in good faith, a substitute, valid and enforceable provision or agreement which most nearly effects their intent in entering into this Contract.

15.7 The rights of third parties are excluded, by the agreement of all the parties to this Contract, from applying to this Contract to the maximum extent permitted by law. No term of this Contract is enforceable by any person who is not a party to it. This clause shall prevail in the event of any conflict between it and anything else in this Contract.

15.8 Nothing in this Contract is intended to, or shall be deemed to, constitute a partnership or joint venture of any kind between any of the parties, nor constitute any party the agent of another party for any purpose. No party shall have authority to act as agent for, or to bind, the other party in any way.

15.9 Neither party will be liable to the other for any failure or delay or for the consequences of any failure or delay in performance of this Contract, excluding Customer's obligation to pay the Charges, if it is due to a force majeure event: which is any event beyond the reasonable control of a party to this Contract including, without limitation, acts of God, war, industrial disputes, pandemic, protests, fire, flood, storm, tempest, explosion, an act of terrorism and national emergencies. The party subject to such event shall, as soon as practicable, give notice of the event to the other party, such notice to include a reasonable forecast of the duration of the force majeure event. If such delay or failure continues for at least 30 days, either party shall be entitled to terminate this Contract in accordance with clause 11.1.2.

15.10 All disputes arising out of or under this Contract that are not resolved by the Customer's contract manager and Civica's account manager shall be escalated internally by both parties for resolution. Second level escalation is to the Customer contract manager's manager and for Civica the Service Delivery Manager. Then the third level of escalation for both the parties is to that of the manager's manager. If the parties fail to settle the dispute within 30 days of the third level escalation, or such longer period as the parties may agree, the dispute may be referred to the courts located in the State of Texas to the exclusion of all other courts and fora.

15.11 Subject to clause 15.10, this Contract and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims), shall be governed by and construed in accordance with laws of the State of Texas, without regard to conflicts-of-law provisions.

15.11.1 Any action or proceeding by either party to enforce this Contract shall be brought only in any state or federal court located in the State of Texas, county of Brazoria and the parties irrevocably submit to the exclusive jurisdiction of such courts and waive the defense of inconvenient forum to the maintenance of any such action or proceeding in such venue.

15.11.2 The parties agree that the United Nations Convention on Contracts for the International Sale of Goods of April 11, 1980, shall be excluded.

15.11.3 NOT USED



## EXHIBIT A – REQUIRED DOCUMENTS

*Note: In order to sign the following documents electronically and insert an authorized signature into the PDF, you will need to use the **latest version of Adobe Reader**. Be aware that such a signature will have the full legal force of a handwritten signature under Texas law. Additionally, all documents with company name and authorized/contact person, and their title with the company, must be identical and match the W-9 with the company's legal name. Documents with different company names may be considered non-responsive.*

- RESPONDENT CERTIFICATION FORM
- BIDDER/RESPONDENT'S AFFIRMATION & SDNs/BLOCKED PERSONS AFFIRMATION
- WORKERS COMPENSATION REQUIREMENTS
- CERTIFICATION REGARDING LOBBYING FORM
- EXCEPTIONS TO STANDARD TERMS & CONDITIONS & SPECIAL REQUIREMENTS *(if applicable)* (If vendor has any exceptions to the RFP terms & conditions or special requirements, they must be included with the RFP submittal in order to be considered)
- NON COLLUSION AFFIDAVIT
- CONFLICT OF INTEREST QUESTIONNAIRE – FORM CIQ *(if applicable)*
- TEXAS GOVERNMENT CODE 552, SUBCHAPTER J ACKNOWLEDGEMENT FORM
- PROHIBITED TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES AND EQUIPMENT CERTIFICATION FORM *(Vendor to sign form if applicable to telecommunications)*
- AUTHORIZED NEGOTIATOR
- RESIDENT / NONRESIDENT BIDDER PROVISIONS
- VENDOR DATA SHEET & W-9 FORM (insert this document when you create the pdf of the exhibit)

# BRAZORIA COUNTY RESPONDENT CERTIFICATION FORM

Civica North America, Inc. dba Civica  
LEGAL NAME OF CONTRACTING COMPANY

31-0982430  
FEDERAL I.D. # (Company or Corporation)

04-213-0443  
DUN & BRADSTREET D-U-N-S NUMBER

937-836-4499  
TELEPHONE NUMBER

937-836-1036  
FACSIMILE NUMBER

Mark Burgess  
CONTACT PERSON

Managing Director/President  
TITLE

52 Hillside Court  
COMPLETE MAILING ADDRESS

Englewood, OH  
CITY & STATE

45322  
ZIP CODE

COMPLETE STREET ADDRESS

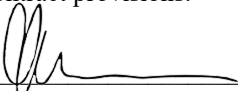
CITY & STATE

ZIP CODE

mark.burgess@civica.com  
EMAIL ADDRESS

## CERTIFICATION

By my signature hereon, I certify that the Goods and/or Services that I propose to furnish will meet or exceed every specification contained herein, and that I have read each and every page of the Specifications/Statement of Work, other requirements, as well as, the Standard Terms & Conditions and Bid Table. Further, I agree that if my offer is accepted, I shall perform as required in these Contract documents. I am aware that, once accepted by Brazoria County, my offer becomes a binding Contract in accordance with the provisions herein of the aforementioned Contract documents, and that I will not be permitted to attempt enforcement of any other Contract or Contract provisions.

  
SIGNATURE

3/26/2025  
DATE

"must be authorized to execute on behalf of company"

Mark Burgess  
Typewritten or Printed Name

Managing Director/President  
Title



# BRAZORIA COUNTY BIDDER/RESPONDENT'S AFFIRMATION

*This form must be completed, signed, and returned by Bidder/Respondent*

**NOTE: FAILURE TO SIGN AND RETURN THIS FORM WITHIN 10 DAYS OF AWARD NOTIFICATION MAY RESULT IN THE TERMINATION OF ANY RESULTING PURCHASE ORDER OR CONTRACT.**

1. Bidder/Respondent affirms that they are duly authorized to execute this Contract, that this company, corporation, firm, partnership or individual has not prepared this bid/offer in collusion with any other bidder, and that the contents of this bid/offer as to prices, terms or conditions of said bid/offer have not been communicated by the undersigned nor by any employee or Director to any other person engaged in this type of business prior to the official opening of this bid/offer.
2. Bidder/Respondent hereby assigns to purchaser any and all claims for overcharges associated with this Contract which arise under the antitrust laws of the United States, 15 USCA Section 1 et seq., and which arise under the antitrust laws of the State of Texas, Tex. Bus. & Com. Code, Section 15.01, et seq.
3. Pursuant to §262.0276 (a) of the Texas Local Government Code and subject to Brazoria County Court Order No. 36 of October 28, 2003, Bidder/Respondent, hereby affirms that Bidder/Respondent:

*(Please check all that are applicable)*

☒ Does not own taxable property in Brazoria County.

☒ Does not owe any ad valorem taxes to Brazoria County or is not otherwise indebted to Brazoria County.

\*\*\*\*\*

## BIDDER/RESPONDENT'S SDNs/BLOCKED PERSONS AFFIRMATION

Pursuant to §2155.077 of the Texas Government Code and subject to Brazoria County Court Order No19 of August 9, 2005, Bidder/Respondent, hereby affirms that Bidder/Respondent:

*(Please check all that are applicable)*

☒ Is not excluded from doing business at the federal level.

☒ Is not listed as Specially Designated Nationals (SDNs)/Blocked Persons (individuals and companies owned or controlled by or acting for or on behalf of targeted Countries; or individuals, groups and entities, such as terrorists and narcotics traffickers designated under programs that are not country-specific).

✓

2. Brazoria County may not make procurement transactions with SDNs/Blocked Persons.

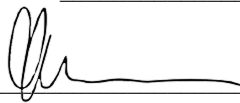
\*\*\*\*\*

If any additional information is required regarding these requirements, please contact The Brazoria County Purchasing Department PRIOR to execution.

\*\*\*\*\*

Bidder/Respondent Company Name Civica North America, Inc. dba Civica

Signature of Company Official  
Authorizing the Bid/Offer



Date 3/26/2025

Company Official  
(Printed Name) Mark Burgess

Official's Position Managing Director/President

# WORKERS' COMPENSATION REQUIREMENTS

## BIDDER/RESPONDENT INSTRUCTIONS:

**READ THIS ENTIRE DOCUMENT CAREFULLY. FOLLOW ALL INSTRUCTIONS. YOU ARE RESPONSIBLE FOR FULFILLING ALL REQUIREMENTS AND SPECIFICATIONS. BE SURE YOU UNDERSTAND THEM.**

The following requirements and specifications supersede all other Requirements where applicable.

## Workers' Compensation Insurance Coverage

### A. Definitions

Certificate of coverage ("certificate") – A copy of a certificate of insurance, a certificate of authority to self-insure issued by the commission, or a coverage agreement (TWCC-81, TWCC-82, TWCC-83, or TWCC-84), showing statutory workers' compensation insurance coverage for the person's or entity's employees providing services on a project, for the duration of the project.

Duration of the project – includes the time from the beginning of the work on the project until the contractor's/person's work on the project has been completed and accepted by the governmental entity.

Persons providing services on the project ("subcontractor" in §406.096) – includes all persons or entities performing all or part of the services the contractor has undertaken to perform on the project, regardless of whether that person contracted directly with the contractor and regardless of whether that person has employees. This includes, without limitation, independent contractors, subcontractors, leasing companies, motor carriers, owner-operators, employees of any such entity or employees of any entity with furnishes persons to provide services on the project. "Services" include, without limitation, providing, hauling, or delivering equipment or materials, or providing labor, transportation, or other service related to a project. "Services" does not include activities unrelated to the project, such as food/beverage vendors, office supply deliveries, and delivery of portable toilets.

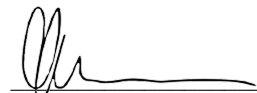
- B.** The contractor shall provide coverage, based on proper reporting of classification codes and payroll amounts and filing of any coverage agreements, which meets the statutory requirements of Texas Labor Code, Section 401.011(44) for all employees of the contractor providing services on the project, for the duration of the project.
- C.** The Contractor must provide a certificate of coverage to the governmental entity prior to being awarded the contract.
- D.** If the coverage period shown on the contractor's current certificate of coverage ends during the duration of the project, the contractor must, prior to the end of the coverage period, file a new certificate of coverage with the governmental entity showing that coverage has been extended.
- E.** The contractor shall obtain from each person providing services on a project, and provide to the governmental entity:
  - (1) a certificate of coverage, prior to that person beginning work on the project, so the governmental entity will have on file certificates of coverage showing coverage for all persons providing services on the project; and
  - (2) no later than seven (7) days after receipt by the contractor, a new certificate of coverage showing extension of coverage, if the coverage period shown on the current certificate of coverage ends during the duration of the project.
- F.** The contractor shall retain all required certificates of coverage for the duration of the project and for one year thereafter.
- G.** The contractor shall notify the governmental entity in writing by certified mail or personal delivery, within ten (10) days after the contractor knew or should have known, of any change that materially affects the provision of coverage of any person providing services on the project.
- H.** The contractor shall post on each project site a notice, in the text, form and manner prescribed by the Texas Workers' Compensation Commission, informing all persons providing services on the project that they are required to be covered, and stating how a person may verify coverage and report lack of coverage.
- I.** The contractor shall contractually require each person with whom it contracts to provide services on a project, to:
  - (1) provide coverage, base on proper reporting of classification codes and payroll amounts and filing of any coverage agreements, which meets the statutory requirements of Texas Labor Code, Section 401.011(44) for all of its employees providing services on the project, for the duration of the project;
  - (2) provide to the contractor, prior to that person beginning work on the project, a certificate of coverage showing that coverage is being provided for all employees of the person providing services on the project, for the duration of the project;
  - (3) provide the contractor, prior to the end of the coverage period, a new certificate of coverage showing extension of coverage, if the coverage period shown on the current certificate of coverage ends during the duration of the project;
  - (4) obtain from each other person with whom it contracts, and provide to the contractor:
    - (a) a certificate of coverage, prior to the other person beginning work on the project; and

- (b) a new certificate of coverage showing extension of coverage, prior to the end of the coverage period, if the coverage period shown on the current certificate of coverage ends during the duration of the project;
- (5) retain all required certificated of coverage on file for the duration of the project and for one (1) year thereafter;
- (6) notify the governmental entity in writing by certified mail or personal delivery, within ten (10) days after the person knew of should have known, of any change that materially affects the provision of coverage of any person providing services on the project; and
- (7) contractually require each person with whom it contracts, to perform as required by paragraphs (9.1) - (9.7), with the certificates of coverage to be provided to the person for whom they are providing services.

**J.** By signing this contract or providing or causing to be provided a certificate of coverage, the contractor is representing to the governmental entity that all employees of the contractor who will provide services on the project will be covered by workers' compensation coverage for the duration of the project, that the coverage will be based on proper reporting of classification codes and payroll amounts, and that all coverage agreements will be filed with the appropriate insurance carrier of, or in the case of a self-insured, with the commission's Division of Self-Insurance Regulation. Providing false or misleading information may subject the contractor to administration penalties, criminal penalties, civil penalties, or other civil actions.

**K.** The contractor's failure to comply with any of these provision is a breach of contract by the contractor which entitles the governmental entity to declare the contract void if the contractor does not remedy the breach within ten (10) days after receipt of notice of breach from the governmental entity.

**If awarded a contract for RFP #25-42, by my signature below, I certify that I will provide workers' compensation insurance coverage for each employee employed on this project. I also certify that each of my subcontractors will also provide workers compensation for each employee employed on this project.**



SIGNATURE

Mark Burgess

Typewritten or Printed Name

3/26/2025

DATE

Managing Director/President

Title

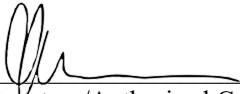
## CERTIFICATION REGARDING LOBBYING

### Certifications For Contracts, Grants, Loans, And Cooperative Agreements

The undersigned certifies, to the best of his or her knowledge and belief, that:

- (1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
- (2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL "Disclosure Form to Report Lobbying," in accordance with its instructions.
- (3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed within this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.



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Signature/Authorized Certifying Official

**Mark Burgess, Managing Director/President**

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Typed Name and Title

**Civica North America, Inc. dba Civica**

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Applicant / Organization

**3/26/2025**

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Date Signed

## INSTRUCTIONS FOR COMPLETION OF SF-LLL, DISCLOSURE OF LOBBYING ACTIVITIES

This disclosure form shall be completed by the reporting entity, whether subawardee or prime Federal recipient, at the initiation or receipt of a covered Federal action, or a material change to a previous filing, pursuant to title 31 U.S.C. section 1352. The filing of a form is required for each payment or agreement to make payment to any lobbying entity for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with a covered Federal action. Complete all items that apply for both the initial filing and material change report. Refer to the implementing guidance published by the Office of Management and Budget for additional information.

1. Identify the type of covered Federal action for which lobbying activity is and/or has been secured to influence the outcome of a covered Federal action.
2. Identify the status of the covered Federal action.
3. Identify the appropriate classification of this report. If this is a follow-up report caused by a material change to the information previously reported, enter the year and quarter in which the change occurred. Enter the date of the last previously submitted report by this reporting entity for this covered Federal action.
4. Enter the full name, address, city, State and zip code of the reporting entity. Include Congressional District, if known. Check the appropriate classification of the reporting entity that designates if it is, or expects to be, a prime or subaward recipient. Identify the tier of the subawardee, e.g., the first subawardee of the prime is the 1st tier. Subawards include but are not limited to subcontracts, subgrants and contract awards under grants.
5. If the organization filing the report in item 4 checks "Subawardee," then enter the full name, address, city, State and zip code of the prime Federal recipient. Include Congressional District, if known.
6. Enter the name of the federal agency making the award or loan commitment. Include at least one organizational level below agency name, if known. For example, Department of Transportation, United States Coast Guard.
7. Enter the Federal program name or description for the covered Federal action (item 1). If known, enter the full Catalog of Federal Domestic Assistance (CFDA) number for grants, cooperative agreements, loans, and loan commitments.
8. Enter the most appropriate Federal identifying number available for the Federal action identified in item 1 (e.g., Request for Proposal (RFP) number; Invitations for Bid (IFB) number; grant announcement number; the contract, grant, or loan award number; the application/proposal control number assigned by the Federal agency). Included prefixes, e.g., "RFP-DE-90-001."
9. For a covered Federal action where there has been an award or loan commitment by the Federal agency, enter the Federal amount of the award/loan commitment for the prime entity identified in item 4 or 5.
10. (a) Enter the full name, address, city, State and zip code of the lobbying registrant under the Lobbying Disclosure Act of 1995 engaged by the reporting entity identified in item 4 to influence the covered Federal action.  
(b) Enter the full names of the individual(s) performing services, and include full address if different from 10(a). Enter Last Name, First Name, and Middle Initial (MI).
11. The certifying official shall sign and date the form, print his/her name, title, and telephone number.

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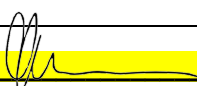
According to the Paperwork Reduction Act, as amended, no persons are required to respond to a collection of information unless it displays a valid OMB control Number. The valid OMB control number for this information collection is OMB No. 0348-0046. Public reporting burden for this collection of information is estimated to average 10 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0046), Washington, DC 20503

0348-0046

**Disclosure of Lobbying Activities**

Complete this form to disclose lobbying activities pursuant to 31 U.S.C. 1352

(See reverse for public burden disclosure)

<b>Type of Federal Action:</b> N/A a. contract b. grant c. cooperative agreement d. loan e. loan guarantee f. loan insurance		<b>Status of Federal Action:</b> N/A a. bid/offer/application b. initial award c. post-award		<b>Report Type:</b> N/A a. initial filing b. material change	
<b>Name and Address of Reporting Entity:</b> _____ Prime _____ Subawardee Tier _____, if Known:  N/A  <b>Congressional District, if known:</b>			<b>If Reporting Entity in No. 4 is Subawardee, Enter Name and Address of Prime:</b>  N/A  <b>Congressional District, if known:</b>		
<b>Federal Department/Agency:</b> N/A			<b>7. Federal Program Name/Description:</b>  CFDA Number, if applicable: N/A		
<b>Federal Action Number, if known:</b> N/A			<b>9. Award Amount, if known:</b> \$ N/A		
<b>10. a. Name and Address of Lobbying Registrant</b> <i>(if individual, last name, first name, MI):</i> N/A			<b>b. Individuals Performing Services</b> <i>(including address if different from No. 10a)</i> <i>(last name, first name, MI):</i> N/A		
<b>11. Information requested through this form is authorized by title 31 U.S.C. section 1352. This disclosure of lobbying activities is a material representation of fact upon which reliance was placed by the tier above when this transaction was made or entered into. This disclosure is required pursuant to 31 U.S.C. 1352. This information will be reported to the Congress semi-annually and will be available for public inspection. Any person who fails to file the required disclosure shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.</b>			<b>Signature:</b>  <b>Print Name:</b> Mark Burgess <b>Title:</b> Managing Director/President <b>Telephone No.:</b> 937-836-4499 <b>Date:</b> 3/26/2025		
<b>Federal Use Only</b>			<b>Authorized for Local Reproduction</b> <b>Standard Form - LLL (Rev. 7-97)</b>		

*Note: If this form is not applicable to your company, please mark the form N/A and sign the highlighted signature field above.*



**VENDOR TO INSERT EXCEPTIONS TO  
STANDARD TERMS & CONDITIONS & SPECIAL  
REQUIREMENTS HERE (IF APPLICABLE)** ✓

       Company **does not** have exceptions *(If applicable, check here)*

**Or**

✓        Company **does** have exceptions *(If applicable, check here and list exceptions here for consideration. Brazoria County will review all exceptions listed and will formally communicate as to if any exceptions are accepted by the County. If exceptions are accepted by the County, they will be added in the form of an addendum.)*

(1) The proposed terms and conditions do not deal with the issue of the Licensing of Software and related implementation and support services issues, and will accordingly require the inclusion of specific clauses from the Civica US Standard Terms and Conditions of License, Implementation and Support (a copy of which has been included within our response).

(2) Some additional amendments would also be required so to fairly reflect the allocation of the risk and reward to both parties.

(3) Insurance Requirements - Civica holds the required insurances, but there are some variances as we are headquartered in Ohio:

- A. Our policy is underwritten in Ohio by Cincinnati Insurance Company (NAIC # 10677).
- B. Brazoria County isn't named as additional insured on the policy as it is a group wide policy.
- C. Workers Compensation is covered by the State in Ohio so no separate policy.
- D. Our General liability, includes limited automobile coverage as we have no company cars.
- E. Cyber liability is group wide.

All clauses not specifically mentioned are accepted in principle only.

# NON-COLLUSION AFFIDAVIT

THE STATE OF TEXAS

OWNER Brazoria County

Before me, the undersigned authority, on this day personally appeared Mark Burgess

who being by me duly sworn upon oath says: that he is duly qualified and authorized to make this affidavit for and on behalf of Civica North America, Inc. dba Civica ("Contractor"), of and is fully cognizant of the fact herein set out: that Contractor has not, either directly or indirectly, entered into any agreement with OWNER in any collusion: or otherwise taken any action in restraint of free competitive bidding in connection with the contract for the above referenced project.



Mark Burgess, Managing Director/President

Name

Title

SWORN TO AND SUBSCRIBED BEFORE ME by the said MARK Burgess, this 26th day of March, 2025, to certify which witness my hand and seal of office.



NOTARY PUBLIC in and for

State of Ohio

Printed Name: Rebecca S. Chestnut

My Commission Expires: March 10, 2027



**CONFLICT OF INTEREST QUESTIONNAIRE**  
For vendor doing business with local governmental entity

**FORM CIQ**

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

**OFFICE USE ONLY**

Date Received

**1 Name of vendor who has a business relationship with local governmental entity.**

N/A

**2** ☐ **Check this box if you are filing an update to a previously filed questionnaire.** (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

**3 Name of local government officer about whom the information is being disclosed.**

N/A

\_\_\_\_\_  
Name of Officer

**4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.**

N/A

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

☐ Yes

☐ No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?


☐ Yes

☐ No

**5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.**

N/A

**6** ☐ Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

**7**   
\_\_\_\_\_  
Signature of vendor doing business with the governmental entity

3/26/2025

\_\_\_\_\_  
Date

## **CONFLICT OF INTEREST QUESTIONNAIRE**

### **For vendor doing business with local governmental entity**

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

**Local Government Code § 176.001(1-a):** "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

**Local Government Code § 176.003(a)(2)(A) and (B):**

(a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

\*\*\*

(2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that

(i) a contract between the local governmental entity and vendor has been executed;

or

(ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

(i) a contract between the local governmental entity and vendor has been executed; or

(ii) the local governmental entity is considering entering into a contract with the vendor.

**Local Government Code § 176.006(a) and (a-1)**

(a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

(1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);

(2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or

(3) has a family relationship with a local government officer of that local governmental entity.

(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

(1) the date that the vendor:

(A) begins discussions or negotiations to enter into a contract with the local governmental entity; or

(B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

(A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);

(B) that the vendor has given one or more gifts described by Subsection (a); or

(C) of a family relationship with a local government officer.



# TEXAS GOVERNMENT CODE 552, SUBCHAPTER J

## ACKNOWLEDGEMENT FORM

**Respondent acknowledges having read and understood the following law,  
effective January 1, 2020**



SIGNATURE

“must be authorized to execute on behalf of company”

March 26, 2025

DATE

Mark Burgess

Typewritten or Printed Name

Managing Director/President

Title

### SUBCHAPTER J. ADDITIONAL PROVISIONS RELATED TO CONTRACTING INFORMATION

Sec. 552.371. CERTAIN ENTITIES REQUIRED TO PROVIDE CONTRACTING INFORMATION TO GOVERNMENTAL BODY IN CONNECTION WITH REQUEST. (a) This section applies to an entity that is not a governmental body that executes a contract with a governmental body that:

(1) has a stated expenditure of at least \$1 million in public funds for the purchase of goods or services by the governmental body; or

(2) results in the expenditure of at least \$1 million in public funds for the purchase of goods or services by the governmental body in a fiscal year of the governmental body.

(b) This section applies to a written request for public information received by a governmental body that is a party to a contract described by Subsection (a) for contracting information related to the contract that is in the custody or possession of the entity and not maintained by the governmental body.

(c) A governmental body that receives a written request for information described by Subsection (b) shall request that the entity provide the information to the governmental body. The governmental body must send the request in writing to the entity not later than the third business day after the date the governmental body receives the written request described by Subsection (b).

(d) Notwithstanding Section [552.301](#):

(1) a request for an attorney general's decision under Section [552.301](#)(b) to determine whether contracting information subject to a written request described by Subsection (b) falls within an exception to disclosure under this chapter is considered timely if made not later than the 13th business day after the date the governmental body receives the written request described by Subsection (b);

(2) the statement and copy described by Section [552.301](#)(d) is considered timely if provided to the requestor not later than the 13th business day after the date the governmental body receives the written request described by Subsection (b);

(3) a submission described by Section [552.301](#)(e) is considered timely if submitted to the attorney general not later than the 18th business day after the date the governmental body receives the written request described by Subsection (b); and

(4) a copy described by Section [552.301](#)(e-1) is considered timely if sent to the requestor not later than the 18th business day after the date the governmental body receives the written request described by Subsection (b).

(e) Section [552.302](#) does not apply to information described by Subsection (b) if the governmental body:

- (1) complies with the requirements of Subsection (c) in a good faith effort to obtain the information from the contracting entity;
- (2) is unable to meet a deadline described by Subsection (d) because the contracting entity failed to provide the information to the governmental body not later than the 13th business day after the date the governmental body received the written request for the information; and
- (3) if applicable and notwithstanding the deadlines prescribed by Sections [552.301](#)(b), (d), (e), and (e-1), complies with the requirements of those subsections not later than the eighth business day after the date the governmental body receives the information from the contracting entity.

(f) Nothing in this section affects the deadlines or duties of a governmental body under Section [552.301](#) regarding information the governmental body maintains, including contracting information.

Sec. 552.372. BIDS AND CONTRACTS. (a) A contract described by Section [552.371](#) must require a contracting entity to:

- (1) preserve all contracting information related to the contract as provided by the records retention requirements applicable to the governmental body for the duration of the contract;
- (2) promptly provide to the governmental body any contracting information related to the contract that is in the custody or possession of the entity on request of the governmental body; and
- (3) on completion of the contract, either:
  - (A) provide at no cost to the governmental body all contracting information related to the contract that is in the custody or possession of the entity; or
  - (B) preserve the contracting information related to the contract as provided by the records retention requirements applicable to the governmental body.

(b) Unless Section [552.374](#)(c) applies, a bid for a contract described by Section [552.371](#) and the contract must include the following statement: "The requirements of Subchapter J, Chapter [552](#), Government Code, may apply to this (include "bid" or "contract" as applicable) and the contractor or vendor agrees that the contract can be terminated if the contractor or vendor knowingly or intentionally fails to comply with a requirement of that subchapter."

(c) A governmental body may not accept a bid for a contract described by Section [552.371](#) or award the contract to an entity that the governmental body has determined has knowingly or intentionally failed to comply with this subchapter in a previous bid or contract described by that section unless the governmental body determines and documents that the entity has taken adequate steps to ensure future compliance with the requirements of this subchapter.

Sec. 552.373. NONCOMPLIANCE WITH PROVISION OF SUBCHAPTER. A governmental body that is the party to a contract described by Section [552.371](#) shall provide notice to the entity that is a party to the contract if the entity fails to comply with a requirement of this subchapter applicable to the entity. The notice must:

- (1) be in writing;
- (2) state the requirement of this subchapter that the entity has violated; and
- (3) unless Section [552.374](#)(c) applies, advise the entity that the governmental body may terminate the contract without further obligation to the entity if the entity does not cure the violation on or before the 10th business day after the date the governmental body provides the notice.



Sec. 552.374. TERMINATION OF CONTRACT FOR NONCOMPLIANCE. (a) Subject to Subsection (c), a governmental body may terminate a contract described by Section [552.371](#) if:

- (1) the governmental body provides notice under Section [552.373](#) to the entity that is party to the contract;
- (2) the contracting entity does not cure the violation in the period prescribed by Section [552.373](#);
- (3) the governmental body determines that the contracting entity has intentionally or knowingly failed to comply with a requirement of this subchapter; and
- (4) the governmental body determines that the entity has not taken adequate steps to ensure future compliance with the requirements of this subchapter.

(b) For the purpose of Subsection (a), an entity has taken adequate steps to ensure future compliance with this subchapter if:

- (1) the entity produces contracting information requested by the governmental body that is in the custody or possession of the entity not later than the 10th business day after the date the governmental body makes the request; and
- (2) the entity establishes a records management program to enable the entity to comply with this subchapter.

(c) A governmental body may not terminate a contract under this section if the contract is related to the purchase or underwriting of a public security, the contract is or may be used as collateral on a loan, or the contract's proceeds are used to pay debt service of a public security or loan.

Sec. 552.375. OTHER CONTRACT PROVISIONS. Nothing in this subchapter prevents a governmental body from including and enforcing more stringent requirements in a contract to increase accountability or transparency.

Sec. 552.376. CAUSE OF ACTION NOT CREATED. This subchapter does not create a cause of action to contest a bid for or the award of a contract with a governmental body.

Added by Acts 2019, 86th Leg., R.S., Ch. 1216 (S.B. [943](#)), Sec. 9, eff. January 1, 2020.

# PROHIBITED TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES AND EQUIPMENT CERTIFICATION FORM

*(Vendor to sign form if applicable to telecommunications)*

The undersigned vendor hereby represents and warrants that the equipment, systems, and/or services which it will provide to Brazoria County do not use covered telecommunications equipment or services (as defined in Section 889 John S. McCain National Defense Authorization Act for Fiscal Year 2019 (FY 2019 NDAA), Pub. L. No. 115-232 (2018)) as a substantial or essential component of any system, or as critical technology of any system.

Additionally the undersigned vendor hereby represents and warrants that the equipment, systems, and/or services it will provide are not prohibited from being procured using grant funds under section 889 of the FY 2019 NDAA.

Further, per 2 CFR 200.216 (b) & (c)

(b) As described in section 889 of [Public Law 115-232](#), “covered telecommunications equipment or services” means any of the following:

- (1) Telecommunications equipment produced by Huawei Technologies Company or ZTE Corporation (or any subsidiary or affiliate of such entities);
  - (2) For the purpose of public safety, security of government facilities, physical security surveillance of critical infrastructure, and other national security purposes, video surveillance and telecommunications equipment produced by Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company (or any subsidiary or affiliate of such entities);
  - (3) Telecommunications or video surveillance services provided by such entities or using such equipment;
  - (4) Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country;
- (c) For the purposes of this section, “covered telecommunications equipment or services” also include systems that use covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system.

Civica North America Inc. dba Civica

COMPANY NAME



SIGNATURE OF COMPANY REPRESENTATIVE

Mark Burgess

PRINTED NAME

Managing Director/President

TITLE

March 26, 2025

DATE

## AUTHORIZED NEGOTIATOR

If your company is selected to enter into negotiations with the County, please list the name and contact information for the individual or individuals that will be negotiating a possible contract on behalf of your company.

Name: Mark Burgess

Title: Managing Director/President

Email Address: mark.burgess@civica.com

Phone Number: 937-836-4499 or 800-686-9313

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

## RESIDENT / NONRESIDENT BIDDER PROVISIONS

Chapter 2252, Subchapter A, of the Texas Government Code establishes certain requirements applicable to proposers who are not Texas residents. Under the statute, a “resident” proposer is a person whose principle place of business is in Texas, including a contractor whose ultimate parent company or majority owner has its principle place of business in Texas.

A “nonresident” proposer is a person who is not a Texas resident. Please indicate the status of your company as a “resident” proposer or a “nonresident” proposer under these definitions.

Please check (✓) one of the following:

- ☐ I certify that my company is a **Resident Proposer**.
- ☒ I certify that my company is a **Nonresident Proposer**.



If your company is a Nonresident Proposer, you must provide the following information for your resident state (the state in which your company’s principle place of business is located):

Civica North America Inc. dba Civica

Company Name

52 Hillside Court

Address

Englewood

City

OH

State

45322

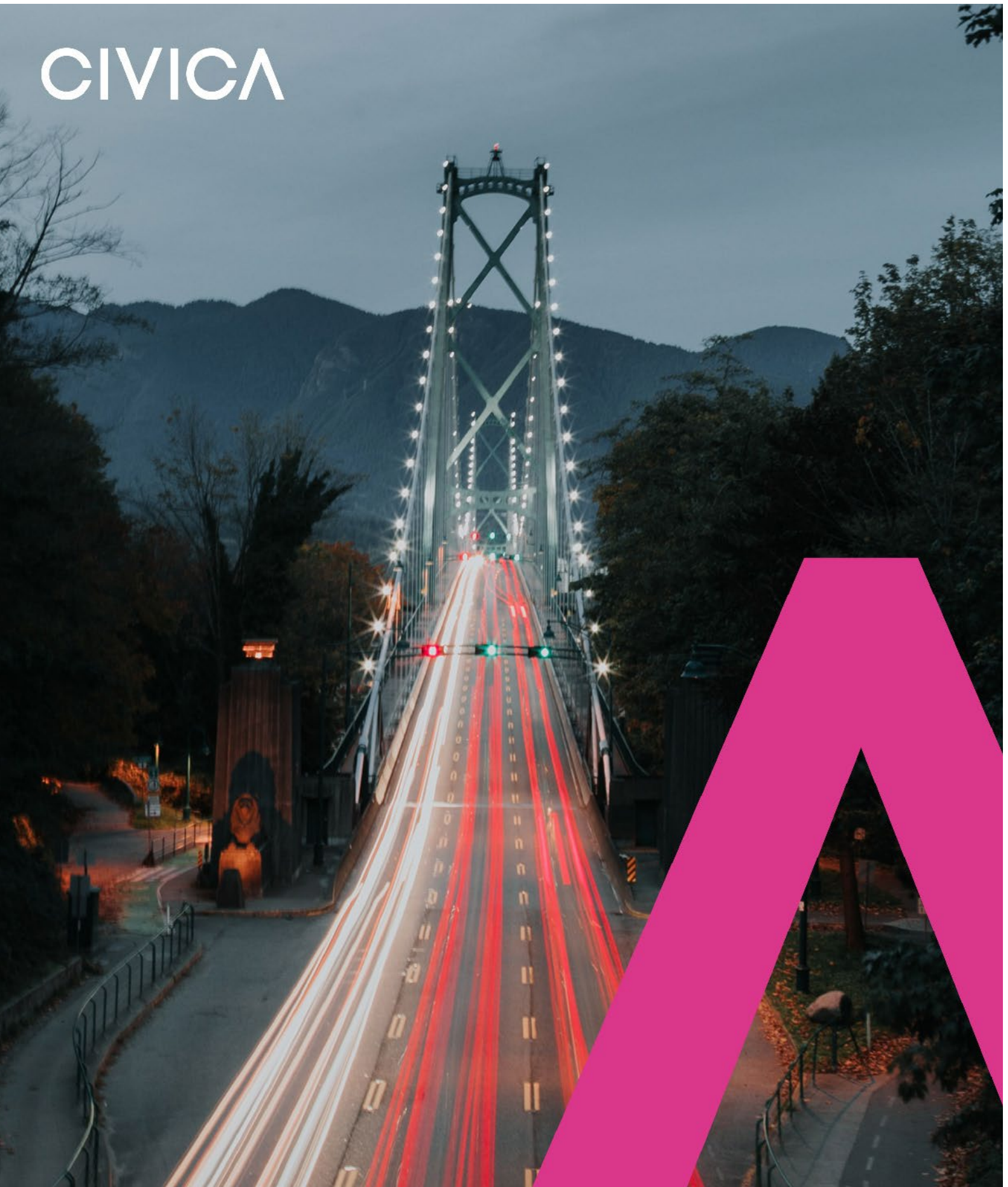
Zip Code

- A. Does your resident state require a proposer whose principle place of business is in Texas to under-price proposers whose resident state is the same as yours by a prescribed amount or percentage to receive a comparable contract?

☐ Yes ☒ No

- B. What is the prescribed amount of percentage? \$\_\_\_\_\_ or \_\_\_\_\_%

CIVICA



**Brazoria County**

**RFP**

**Civica ILS Vendor Response**

**Exhibit B**

Contents

Cover Letter and Executive Summary .....Error! Bookmark not defined.

Exhibit A – Required Documents .....Error! Bookmark not defined.

Exhibit B – Vendor Response .....Error! Bookmark not defined.

Exhibit C - Agreements .....Error! Bookmark not defined.

Supporting Appendices



52 Hillside Ct.  
Englewood  
Ohio 45322  
USA

+1 800 686 9313  
[sales@civica.com](mailto:sales@civica.com)  
<https://www.civica.com>

**Date:** March 26, 2025

**RE:** RFP #25-42 Integrated Library Software

Dear Brazoria County Procurement:

Civica North America, Inc. dba Civica is delighted to present our submission to Brazoria County's Request for Proposal (RFP) for an Integrated Library System. Our Library Management software, Spydus, will meet the requirements of the County's Library System today and well into the future.

**The RFP response from Civica includes the following documents:**

- Civica Cover Letter and Executive Summary
- Exhibit A – Required Documents
- Exhibit B – Vendor Response
  - Attachment A - Bid Table with Pricing
  - Attachment B - Vendor Response to Evaluation Criteria
  - Exceptions to Standard Terms and Conditions
- Signed Addendum 1
  - Exhibit C – Agreements
- Sample Civica NA Software Terms and Conditions

**Supporting Appendices:**

- Appendix 1 - Spydus Implementation Methodology
- Appendix 2 – Sample Indicative Spydus Implementation Plan
- Appendix 3 - Sample Project Status Report
- Appendix 4 – Spydus Data Migration Plan
- Appendix 5 – Sample Training Schedule
- Appendix 6 – Sample Training Workbook (Extract)
- Appendix 7 – Spydus Technical Release and Change Management
- Appendix 8 - Civica Spydus Cloud and Application Support Service Terms
- Appendix 9 – Proof of Insurance

We extend our thanks to the Brazoria County team for its review of our RFP and would appreciate the opportunity to contribute to the advancement of the County's Library services and look forward to the possibility of partnering with you to achieve your strategic objectives and enhance the library experience for all users.

Troy Dagres, Business Development Manager-Library  
937-836-4499/800-686-9313/Fax 937-836-1036  
[troy.dagres@civica.com](mailto:troy.dagres@civica.com)

## Executive Summary

Civica is a global provider of software and services to enable GovTech leadership and change in public service organizations. It is currently privately owned by Blackstone, the world's largest alternative asset manager, in a recent acquisition valued at \$2.5 billion USD. Civica has over 4,500 staff globally based in the US, Canada, UK, Australia, New Zealand, Singapore, and India servicing 4 main sectors in Local Government, Health, Education, and Citizen Services.

Our local government business accounts for more than 50% of the scope of business and over 30% of our staff have had public sector and local government experience prior to joining our organization to make a difference to the wider community by enabling the local government industry.

In the U.S., Civica North America, Inc. dba Civica was incorporated in the state of Ohio on April 10, 1980, and has spent the last 45 years providing mission critical digital solutions to help manage both staff and community experiences through our deep portfolio of GovTech solutions.

Developed over the past 40+ years by Civica, Spydus is a fully integrated solution crafted by librarians for libraries, ensuring it meets both current and future needs. We continuously invest in Spydus to maintain its cutting-edge status. Offered as a cloud-based SaaS, it provides scalability and easy access without extensive IT infrastructure. Our development roadmap and priorities ensure we continue to offer a comprehensive solution that evolves with our customers' needs.

Our product and service strategy are driven by the desired outcomes of our customers, and we believe that we are well positioned to continue to deliver on these outcomes.

In addition to providing a Cloud ILS solution which delivers these outcomes, we have also detailed a comprehensive service offering from Civica, which includes:

- A significant U.S. presence, coupled with the global scale and security associated with working closely with a global organization.
  - Innovation to deliver the United States' leading Integrated Library Solution.
  - Dedicated Account Manager.
- Multiple State and Local Government customers across the US including State of Alaska, State of Maryland, State of Connecticut and State of Utah.

We believe libraries are a community place for cultivating learning, sharing ideas and knowledge, and building connections, while providing a sense of belonging. Our role is to ensure that we keep libraries at the forefront of rapidly evolving technologies, to ensure staff and patrons have an enjoyable and enriched experience within library spaces.

Civica is passionate about information management systems, and our purpose is to supply solutions that support improved library performance and efficiency. Our commitment to following sound sustainability practices ensures we enhance the positive environmental and social impacts of library business activities.

We are committed to building strong long-term relationships that we have with our customers, and with regular engagement this helps us to understand the needs of ever-growing communities. The interactions we have form a key part of our product roadmaps and associated services to create a library management system that meets council staff and community requirements.

A partnership with Civica also provides direct access to the development team via our dedicated Library Product Manager. The Product Manager's role is to work as a conduit to collect information from our customers, the product development team, and the wider library market. The role includes:

**Customer engagement** – working directly with existing customers and Civica service teams to ensure that we enhance our offerings in line with their current and future requirements.

**Prioritization** – working directly with Development and Service teams to ensure that Civica investment is targeted in the right way for our customers.

We recognize the importance of collaboration, accountability, integrity, respect, and sustainability in our services. Our Spydus system is designed to foster teamwork, uphold high performance standards, and adapt to evolving community needs, ensuring a sustainable, respectful, and integrity-driven approach. We are committed to providing an innovative, future-proof system that would resonate with the Brazoria County Library's commitment to professionalism, ethical conduct, and long-term community impact.

We look forward to the possible opportunity to work with the Library, leveraging our strong partnership for the next 5-10 years providing our market leading Library Management solution, Spydus, in addition to our top-tier support services to Brazoria County and its citizens.

# Attachment B - Specifications and Functionality Checklist

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# Attachment B - Specifications and Functionality Checklist

## 1 Introduction

The Brazoria County Library System (BCLS) seeks to obtain a proposal for an Integrated Library System (ILS). BCLS is currently using the Polaris software from Clarivate. The library seeks to proceed with the selection and implementation of an ILS.

The library is interested in obtaining a hosted service for its ILS with a browser interface in addition to – or instead of – client software needing to be installed.

BCLS provides library services as follows (approximate numbers, including e-titles):

Year	# of holdings	Annual circulation	Population served
2022	1,751,075	1,447,955	388,181
2023	2,197,716	1,725,814	398,938
2024	1,751,075	1,701,086	409,642
2025 (projected)	1,968,326	1,970,713	417,541
2026 (projected)	2,023,691	2,148,331	426,781

BCLS is interested in finding an ILS which provides library users with robust, seamless access to a variety of online services as well as enabling the library to monitor and improve stewardship of library resources.

All documents, including proposals, submitted to BCLS become the property of BCLS. They will be received and held in confidence under provisions of the Texas Public Records Act and subject to disclosure except as may be exempt by state or federal law; however, this must be clearly indicated and Project scope

The project scope is outlined in the following sections:

1. **Applications and Interfaces** – This section describes the core applications (or their equivalent) required to meet the needs of BCLS, including applicable interface requirements and industry standards. These requirements and standards will be necessary to allow the ILS to operate with products from other third party providers. As part of its proposal, a provider may propose alternate applications providing equivalent functionality, as determined in BCLS's sole discretion.
2. **Product/Service Specifications:**
  - 2.1. Configuration Requirements. This subsection lists the configurations and functionality of the proposed solution desired by the BCLS.
  - 2.2. Functionality Specifications. This subsection lists all anticipated functionality of the ILS.
  - 2.3. Implementation Requirements. This subsection identifies services relating to installation, implementation, testing, training, acceptance, and operation of the ILS.
  - 2.4. System Availability, Maintenance and Support. This subsection presents the requirements for ongoing system availability, maintenance, repair and related services throughout the life of the contract.



## Attachment B - Specifications and Functionality Checklist

- 2.5. Functionality Checklist for Next Generation Integrated Library System (NGS/ILS) -- This section provides a list of all of BCLS requirements for the proposed ILS. Provider should indicate whether the ILS can meet the desired functionality, whether there are plans in place to meet the desired functionality in the near future, or if there is an additional charge for specific functionality.

**3-5. Appendices.** Utilized for reference throughout the document.

# Attachment B - Specifications and Functionality Checklist

## 1 APPLICATIONS AND INTERFACES

### 1.1 PROVISION, INSTALLATION AND SETUP OF THE FOLLOWING:

At a minimum, the proposed ILS solution should contain the following core applications, or their equivalent as determined in BCLS's sole discretion, performing the described desired functionality.

#### CORE APPLICATIONS

Feature	Description (for further detail, see Functionality Requirements, below)
Bibliographic database system	Database containing descriptive records of material commonly held by libraries, including but not limited to books, periodicals, audio-visual materials, electronic devices, realia and links to electronic materials from within the library or from a third party provider.
Cataloging	The ability to create and maintain the Bibliographic Database System by allowing for adding, editing and deleting bibliographic records. Must include functionality for the batch input of catalog records from a third-party.
Authority control	Create and maintain headings for bibliographic material in order to disambiguate items with similar or identical headings and to co-locate materials that logically belong together although they present themselves differently.
Acquisitions with fund accounting	Selection and purchasing of materials. Must include EDI capabilities.
Serials control with fund accounting	Cataloging of publications issued in successive parts. Should include EDI capabilities with EBSCOnet for claims.
Portal module	Allows for library customers to establish online accounts with the system, and facilitates personalized searches of the catalog. It should allow placing of holds, renewals, and payment of fines.
Circulation system	The system within the ILS that manages the movement of material between patrons and library locations.
Homebound module	A method to circulate material to patrons who cannot come into the library.
Interlibrary loan management	Facilitation of lending and tracking of material from and to different library institutions.
Z39.50 client and server	Ability to search catalog via Z39.50 interface and ability to search other systems via Z39.50 interface.
Management information system/Report generator	General reporting capabilities to show quantitative and qualitative results.
Browser-based staff client	Interfaces should use a web browser.
Event management	Room reservations and scheduling.
Communications module	Ability to send email or text messages directly to groups or individual patrons. Ability to automatically generate and send messages.

## Attachment B - Specifications and Functionality Checklist

System administration	Ability to administer the ILS for purposes of controlling access, setting parameters and obtaining classified reports.
Reporting module	Ability to generate standard and customized reports.
Online public access catalog (OPAC)	Online access to the catalog. This allows for searching and reviewing material descriptions.
Patron authentication for remote access to databases	Authentication to the ILS and database and e-content vendors.

Spydus is fully customizable to meet the needs of any library regardless of its size and operating model. As a result, libraries of all types and sizes, including large consortia, trust Spydus to deliver enhanced experiences for their communities, increased engagement and automation. It combines the unique features of traditional integrated library management and discovery, digital asset management and cultural collections solution, with additional integrated modules for digital content and event management.

### Discovery Platform

The Spydus Discovery Platform searches across the entire database and returns a ranked federated set of results, regardless of the format of the record. Bibliographic records – both physical and digital, archival descriptions, electronic assets (images, video, audio and documents), online resources, transcriptions, book groups, reading challenges, and events are all searched and retrieved simultaneously.

For bibliographic results, BIBFRAME's Work / Instance model is used to group multiple versions of the same work e.g. hard back, e-book, e-audiobook to improve the user's discovery and simplify the display.

Video and audio files can be streamed or downloaded. and be restricted to nominated borrower categories as required by the cataloger.

Library users can expand their searches to other libraries and search points via z39.50 and other protocols, and members of consortium libraries can expand their searches from local to global without having to re-enter their searches.

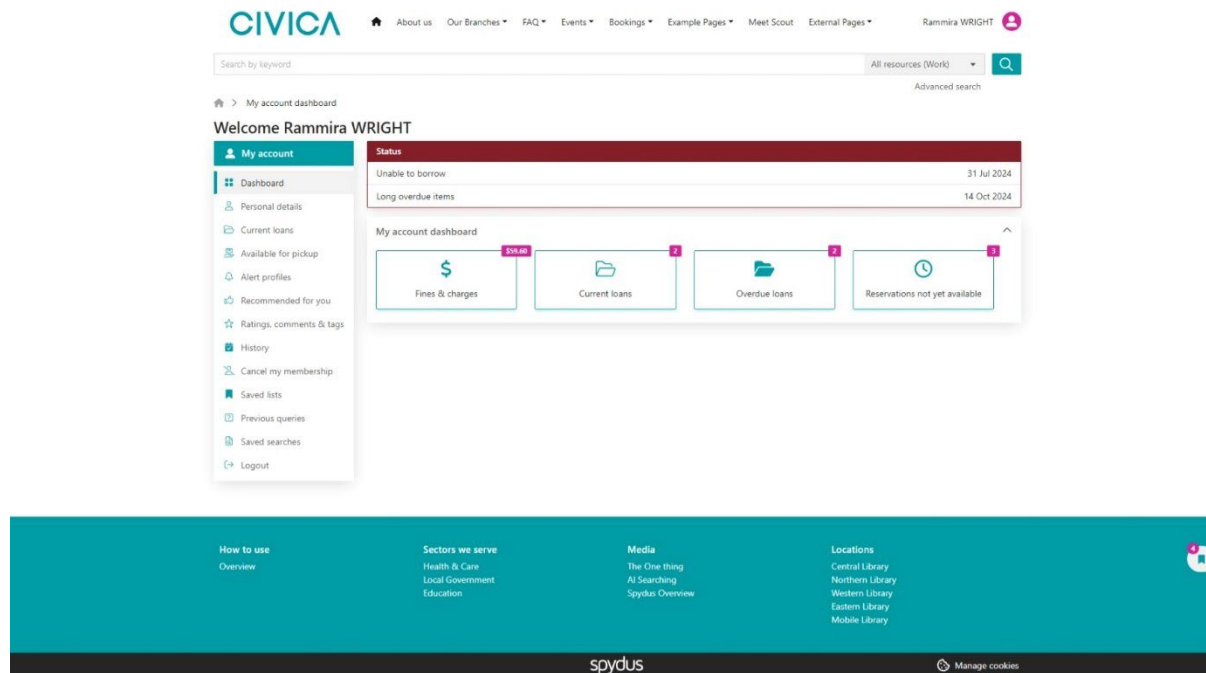
Patrons can use the Discovery Platform to register, update their details, review their loan history, renew their loans, pay charges, register for events, place and manage reservations, create profiles and receive personalized recommendations, and much more.

The Discovery Platform is developed 'Mobile first' so it is optimized for access to the library's resources anytime, anywhere and on any device. It is fully customizable via a set of configuration tools used to update colors, branding, results fields and labelling, and containers (saved queries displayed as galleries, word clouds etc.).



*Spydus Discover OPAC landing page*

## Attachment B - Specifications and Functionality Checklist

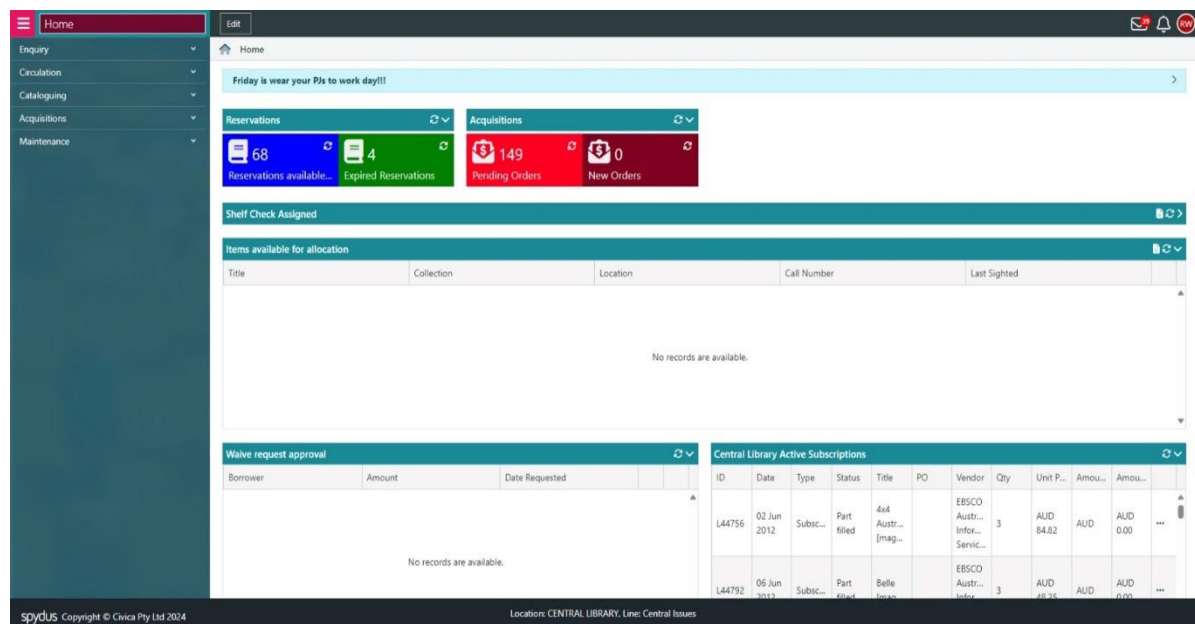


*A user's account dashboard on the OPAC*

## Home

The Home module streamlines the administration burden making tasks simpler to complete. Authorized staff can post announcements and messages for other staff. Individual staff can build a custom menu of useful links, add widgets to view records requiring action such as pending invoices, waive approvals, review approval, upcoming events, and more.

## Attachment B - Specifications and Functionality Checklist



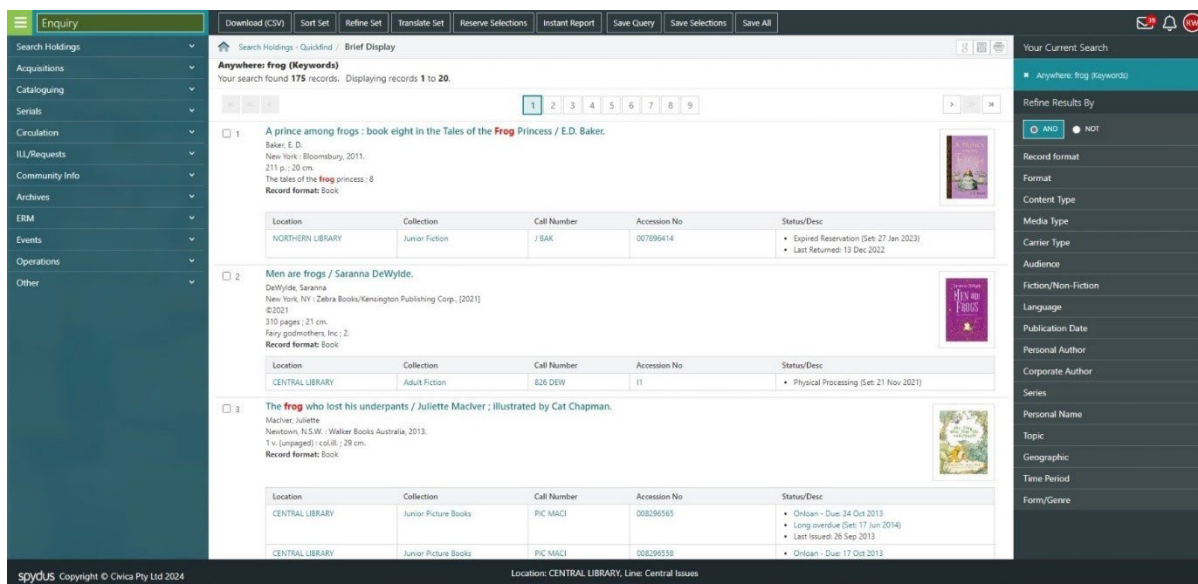
*The Spydus Home module, displaying widgets and announcements*

### Enquiry

Enquiry is a powerful search and retrieval engine that allows staff to search the database using an extensive range of access points enabling access to all data. Features include:

- Access points for all data in the database
- Real-time linking between data formats e.g. from an item record, link to catalogue maintenance or acquisitions or circulation
- Link to related records through authorities, collections, locations, tags
- Quickfind (Google-like) searches across all fields in a record
- Advanced search including keyword, browsing, Boolean operators, truncation and fuzzy searching
- Save searches for re-use including OPAC containers
- Save search results for export (download or email) or to use in containers

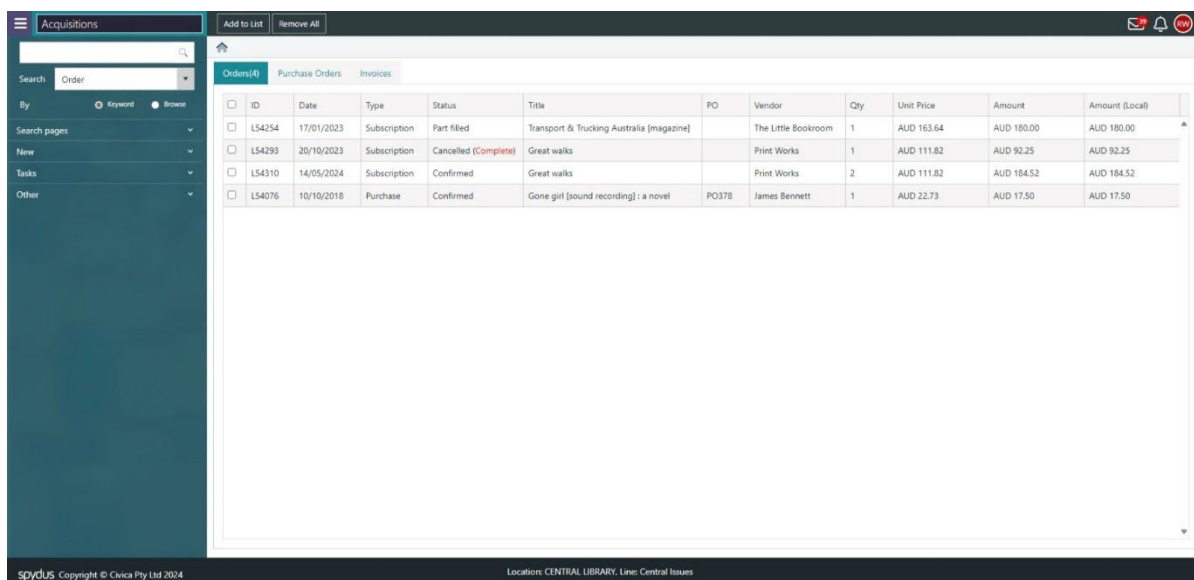
# Attachment B - Specifications and Functionality Checklist



The Spydus Enquiry module, displaying search results

## Acquisitions

The Acquisitions module provides a complete process from a vendor's pick list through purchase orders, allocation, receipt, claims and reminders, invoicing, fund management and reporting. EDI removes many of the manual steps in this process where fully supported by the vendor. Approved invoices information can be output for harvesting by Finance Systems.



An order list displaying in the Spydus Acquisitions module



# Attachment B - Specifications and Functionality Checklist

## Cataloguing

Spydus provides standards-based cataloguing for all types of data.

Bibliographic and Authority records are created as RDA compliant MARC21 format via the Cataloguing client and cataloguing worksheets. Records can be created from scratch or bulk loaded from an external agency. Load controls determine which tags are loaded and dropped and which are used for matching existing records, and what to do if they are matched. Items can be auto created from nominated tags in the bibliographic records.

Records provided by eVendors (typically as part of an automated harvest) are used to create loan-able items which allow patrons to borrow the records from the OPAC, providing statistics. Records can be uploaded from z39.50 searches (including bulk searches by ISBN). Editing tools allow for bulk changes of subfields, tags and indicators.

Authority Control allows libraries to manage their authorities (subjects, authors etc.) by globally updating records and creating see and see also references. All changes to authorities are immediately applied to the linked bibliographic records.

Duplicate authorities are not permitted, so if an updated authority matches an existing authority, the two records are merged. Authorities in the bibliographic record can be linked to real-world objects (authority records in external agencies such as the Library of Congress and the Virtual International Authority File (VIAF)) enhancing the records for harvesting by search engines.

The screenshot displays the Spydus MARC cataloguing interface. On the left is a sidebar with a search bar and a menu containing 'Search', 'Search pages', 'MARC', and 'Other'. The main area is titled 'Cataloguing' and features a top navigation bar with 'Edit', 'Download', 'Authority', 'Tools', and 'Close'. Below this, there's a '000 - LEADER (NR)' section with a table of offsets, names, and text. To the right of this table is a 'Code' and 'Description' table. The bottom section is a large table for MARC fields, with columns for 'Val', 'Tag', 'Ind 1', 'Ind 2', and 'Field Text'. The interface is dark-themed and includes a footer with 'spydus Copyright © Civica Pty Ltd 2024' and 'Location: CENTRAL LIBRARY, Line: Central Issues'.

Offset	Name	Text
05	Record status	c
06	Type of record	a
07	Bibliographic level	m
08	Type of control	
09	Character coding scheme	

Code	Description
a	Increase in encoding level
c	Corrected or revised
d	Deleted
n	New
p	Increase in encoding level from prepublication

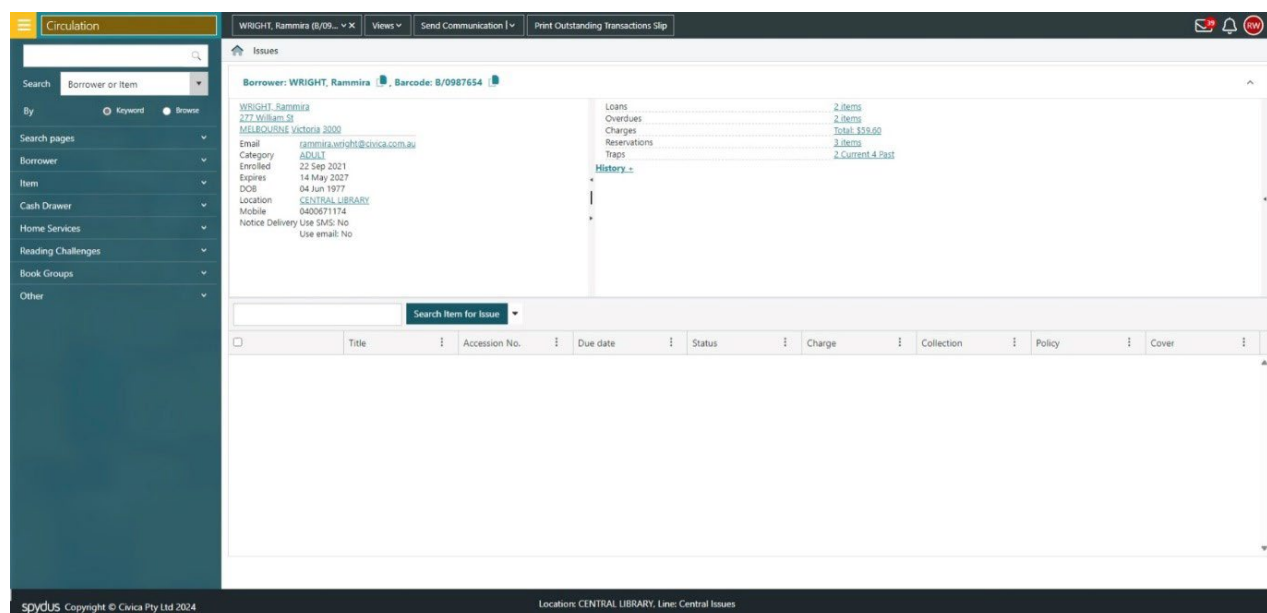
Val	Tag	Ind 1	Ind 2	Field Text
	000			01316cam 2200277 a 4500
	001			164353
	003			VBAY
	005			20221118185944.0
	008			090213a2010 nyu b 000 1 eng
	010			#a 2009004839
	019	1		#a43849612
	020			#a9781402766466
	082	0	0	#a[Fc]222
	100	1		#aNamm, Diane.
	245	1	0	#aAnimal stories : retold from the originals / by Diane Namm : illustrated by Eric Freeberg.

Spydus MARC cataloguing interface

## Circulation

The Circulation module provides the following features:

- Customizable registration forms for full, brief and institution members
- Issues and renewals
- Returns and bulk returns
- Bulk update of due date
- Borrower details and transactions displayed on the screen
- Alerts for items and borrowers at issue or return
- Reservations and queue management
- Bulk update of reservations e.g. suspend, change pickup location
- Stocktake functionality including use of RFID remote scanners
- Materials / Room bookings
- Charges and payments (including Waive requests)
- Claims returned / never borrowed
- Circulation notices
- Auto renewal
- Integration with debt collection
- Policies for loans, reservations and notices based on location, collection, borrower category, item status and borrower status
- Bulk change to items and borrowers
- Bulk change of location, collection, status
- Bulk item deletion
- Cash drawer
- Offline
- Ad hoc communications
- Membership card printing
- Self service module



*The Spydus Circulation module displaying a borrower record, where users would then loan items*

## Member Management

While full management of member services is offered through the Circulation Module (see above), Spydus emphasizes patron self-service via the OPAC:

- Online registration
- Address auto-completion (interface)
- Updating of details
- Membership cancellation / renewal / right to be forgotten
- Reservations and reservation maintenance
- Placing ILL, Purchase and Information requests
- Profile and recommendation alerts
- ePayments
- Waive Requests
- Loan history (including searching)
- De-linking of transaction history
- Placing ratings, reviews and tags (public and private)
- Saved lists
- Saved searches
- Self-service issues and returns (Spydus and 3<sup>rd</sup> party)
- Mobile app
- Events registration (including guest registrations)
- Integration with 3<sup>rd</sup> party service providers (including self-service book pods)

## Events

The Spydus Events module lets libraries manage and market all types of events. You can:

- Manage one-off events, recurring events and series of events such as clubs.
- Manage waiting lists for events.
- Take payments for chargeable events.
- Promote events and target audiences using a range of categories.
- Provide tickets which attendees can print or present on their mobile device for entry to an event.
- Scan tickets to record attendance. Libraries can also enter number of attendees for events where registration is not required.
- Provide a feedback questionnaire following an event.

Using social media tools such as Facebook, Twitter and email, you can promote your events to the community or to specific library borrowers, e.g. through calendar invites.

## Room/PC/Material Bookings

The Spydus Bookings module allows staff and patrons to place bookings against library resources e.g. rooms, PCs and equipment. Policies determine the booking conditions such as periods and frequency.

In a later release of Spydus there will be greater interaction between Bookings and Events with the ability to book rooms as part of the Event setup.

## Community Information

The Community Information (CI) module enables the library to manage a directory of community organizations and their contact details. CI records can be accessed in the OPAC with the results displayed with other matching records. CI records are stored in the database in MARC21 format and are entered using cataloguing worksheets. Staff can generate letters or emails to send to the organizations' contacts to request updates.

## Self Service

The Spydus Self Service module is a web-based application which runs on a PC. The functions available are controlled by the library and include:

- Issues
- Returns
- Renewals
- Management of Reservations and Bookings
- Borrower Details.

Spydus also integrates with third-party self-service providers via SIP2 and / or API.

## Electronic Resource Management (ERM)

The ERM module allows users to record and manage information about electronic and digital services, e.g. licenses, terms and conditions, subscription period, vendor and order references, price, and so on. ERM comprises three sub-modules: Digital Assets, Online Resources and Contracts.

## Reports

The Reports module contains more than one hundred (100) already built, "canned" reports for most Spydus modules that most users find meets their everyday needs. Reports can be run with the grouping and sorting options in each report and printed or exported. There is no option for customization or scheduling of these reports. Data is real-time.

In addition, the Spydus product offers an optional module, Spydus BI that consists of two components:

SpydusManager provides statistical overviews of activities in the library including loans, reservations,

## Attachment B - Specifications and Functionality Checklist

bookings and events. Staff can use this data to make decisions on staffing levels, opening hours, marketing campaigns, collection development policies etc., and to respond to the State Library's annual statistical report. Reports can be scheduled to send the output directly to the recipient's inbox meaning you no longer have to worry about what reports are run, when and for whom and whether the staff member responsible is available. Reports are provided through a user-friendly report builder which utilizes 'Views' of the database – simplified data structures making understanding, and even writing reports, a simple process. SpydusManager provides over 100 reports out-of-the-box, which can be copied and edited if required.

**SpydusCollections** builds on the views and reports provided in SpydusManager, but with a particular emphasis on understanding and monitoring the performance of the library's collection. Many reports include, or drill to, the item level. Hyperlinks from these reports will take the user to the item screen in the Spydus web-based app. to allow direct editing of the item or bibliographic record. Trend reports have calculated the number of borrowers or items in the library at points in time. These are combined with other metrics to show changing ratios over time. Many reports contain user-defined targets to indicate how the libraries are performing. As with SpydusManager, the 40+ reports can be copied and edited to meet the specific needs of the library.

### Serials

The Serials Module supports the subscription, cataloguing, claims, check-in, prediction and enumeration, renewal (including automatic renewal) and fund management for physical serials. Subscriptions can be created for digital serials which are managed through the Contracts component of Electronic Resource Management.

### Maintenance

Spydus provides a front-end interface for maintaining system parameters and policies for all modules and operations. This interface is designed to allow libraries to easily configure and update parameter settings and policies across the system.

Civica provides all customers with LIVE (production) and TEST (sandpit) environments. In many cases, parameters set in TEST can be exported and imported into LIVE.

Parameters that can be controlled by the library through Maintenance include:

- User accounts and groups
- Access Privilege Manager
- Currencies, funds and vendor information
- Alert wording
- Borrower categories
- Borrower registration (including ability to set mandatory fields, order of form, privacy)
- Charges
- Collections
- Item status
- Locations
- Notices (what notices to send in what format, control over notice wording and styling)
- Slip printing parameters

## Attachment B - Specifications and Functionality Checklist

- Policies for reservations, notices, loans and bookings
- Requests and interlibrary loans
- OPAC styling including colors, images, text, headers and footers
- Adding or modifying OPAC containers

### SpydusGo

SpydusGo takes a number of core staff functions and reimagines them within a mobile device using functions such as the device camera to scan barcodes and library cards. It is available to download on iOS and Android devices. Whether out on the library floor or in mobile library locations, staff can quickly manage key functions from circulation tasks to managing events with SpydusGo.

### Requests

Requests are placed via the OPAC or Staff Enquiry and are managed through the Requests web application. Requests can be placed for purchasing a new Bibliographic title/item, getting articles/photocopies, inter-library-loans (articles and items) and/or requesting for more information. These requests are then reviewed and assigned to a staff member for processing, dispatched to a lender (where applicable), orders placed (where applicable), and issued/returned. When a request is placed, it automatically places a reservation to that order/item for the borrower.

Staff and customers can place purchase, ILL or information requests. Staff can change the request from one format to another. A search of an external library (via z39.50) can be used to populate the request form and identify holding libraries. Bibliographic information in the purchase request will auto-fill an order in the Acquisitions module. The patron is updated at each step in the process and a reservation is automatically created when the item is added to Spydus. An external search can be used by customers to link to the OPAC of the holding library to place a local reservation (if allowed by that library). Spydus supports patron-driven collection development, currently offered by James Bennett and Hublio.

### 1.2 INTERFACES/INTEGRATION

At a minimum, the proposed solution should interface with or work in conjunction with BCLS's existing third-party solutions. In the alternate, the proposed ILS solution should provide equivalent functionality of the third-party solution, as determined in BCLS's sole discretion, without the need for interfaces or integration with third-party solutions.

Configuration with third-party solutions (e.g., software interfaces and hardware integration).

Third-party solution	Description	Implementation
Chilifresh	OPAC content enrichment	OPAC enrichment content is retrieved from vendor based on bibliographic data in the ILS.



## Attachment B - Specifications and Functionality Checklist

Envisionware, Inc.	Public computer management Self-check eCommerce & Point of Sale (POS)	ILS should interface with Envisionware software to validate patron information, communicate with self-check machines to perform checkouts similar to a staff client, connect to POS to provide fines information and transfer payment information back to ILS and provide a secure interface for paying fines and fees online that is PCI compliant.
CloudLibrary Boundless	eBook providers	OPAC allows users to connect to third-party vendors and download eBooks.
Unique Management Services	Debt collection services	ILS should allow UMS to automatically and systematically extract patron and fine data.
WorldShare ILL	Interlibrary loan workflow management software	ILS should interact with OCLC WorldShare to facilitate loaning materials to and receiving materials from other library systems.
SpringShare	Room and equipment reservation service	ILS will allow SpringShare to authenticate users and verify they are eligible to reserve the room or equipment based on library policy parameters.
CollectionHQ	Evidence-based collection management service	ILS should allow CollectionHQ to automatically and systematically extract collection and circulation data.
SIP2	Data exchange between ILS and third party software/hardware	ILS should allow third-party vendors to extract information needed for authentication using SIP2 protocols.
Patron Point	Email marketing and patron registration	ILS will interact with Patron Point to provide access to and creation of patron records.
Zebra label printer compatibility	Label printer	Provide compatibility with a variety of models.
Receipt printer support	Receipt printers	Provide compatibility with a variety of makes and models.

**Due to the robust and comprehensive nature of Civica's Spydus solution, you will likely be able to eliminate various third-party vendors; however, Civica and the Library can discuss the adding of interfaces to any third party vendors still required.**

## Attachment B - Specifications and Functionality Checklist

### SpydusAPI

Spydus provides RESTful APIs, both LCF compliant and Spydus specific which are available for third-parties (e.g. RFID vendors) to integrate with Spydus. These can be viewed at <https://demo10.spydus.com/api/Swagger>. Spydus integrates with third-party APIs including e-vendors, payment providers, Addressify and Syndetics.

### Interfaces

- **SpydusAPI (LCF and Spydus-specific)**
- **Syndetics (Classic and Unbound)**
- **SIP2**
- **Library Thing**
- **Novelist**
- **Cash Management**
- **CollectionHQ**
- **Unique debt management**
- **eVendor APIs**
  - **Overdrive**
  - **Bolinda**
  - **Axis360**
  - **CloudLibrary**
  - **Wheelers**
  - **Indyreads**
  - **Hoopla**
  - **Beamafilm**
  - **Ulverscroft**

Due to the robust and comprehensive nature of Civica's Spydus solution, you will likely be able to eliminate various third-party vendors; however, Civica and the Library can discuss the adding of interfaces to any third party vendors still required.

### 1.3 CAPABILITIES TO COMPLY WITH INDUSTRY STANDARDS

The proposed solution should meet or exceed the following industry standards and other listed standards:

NISO standards:

MARC21
ANSI/NISO Z39.50-2003 (S2014) Information Retrieval: Application Service Definition & Protocol Specification
NISO/ISO Z39.63 Interlibrary Loan Data Elements
ANSI/NISO Z39.71-2006 Holdings Statements for Bibliographic Items
ANSI/NISO Z39.83-2-2012, NISO Circulation Interchange Protocol (NCIP) Part 2: Implementation Profile 1 (version 2.02)

## Attachment B - Specifications and Functionality Checklist

ANSI/NISO Z39.88-2004 (R2010) The Open URL Framework for Context-Sensitive Services
ANSI/NISO Z39.93-2014 The Standardized Usage Statistics Harvesting Initiative (SUSHI) Protocol
NISO RP-11-2011 ESPReSSO: Establishing Suggested Practices Regarding Single Sign-On
NISO RP-21-2013 Improving Open URLs Through Analytics (IOTA): Recommendations for Link Resolver Providers
NISO Z39.100-201x Standard Interchange Protocol (SIP)

**Civica's Spydus solution is a premier product valued and used by libraries worldwide and meet or exceed the NISO information standards established for libraries and other content providers and knowledge base suppliers.**

ISO standards:

ISO 10160, the Interlibrary Loan (ILL) Application Service Definition
ISO 10161 ILL application protocol
ISO 15511:2011 specifies the International Standard identifier for libraries and related organizations (ISIL)
ISO 27729 International Standard Name Identifier

standards and protocols:

COUNTER
EAD
EDIFACT
ERMI
OASIS
ONIX
OSI Reference model
SSL
SRU
SOAP
TEI
UTF-8
MARC-8

**Civica's Spydus solution meets the requirements of the standards and protocols listed above.**

REQUIRED ADDITIONAL CAPABILITIES AND PROTOCOLS

Ability to read Mod 10 Luhn barcodes
Active directory

**Civica's Spydus solution meets these required capabilities.**

## 2 PRODUCT/SERVICE SPECIFICATIONS

### 2.1 CONFIGURATION SPECIFICATIONS

This section lists the required and preferred configuration as well as certain initial and ongoing services. Refer to Appendix 1 – Estimated data storage and processing requirements.

1. ILS Software

Provider will deliver ILS over the internet and be remotely operated and managed by the provider on behalf of BCLS. The ILS should accommodate BCLS's FY24 projected requirements for peak-hour concurrent public and staff users. See Appendix I.

**As Spydus is a browser-based Cloud solution, Civica takes care of all maintenance, upgrades, backups and system/environment and security updates. The customer is responsible only for access to the Civica firewall and communications between peripheral devices.**

**Spydus is an Enterprise solution and can accommodate any number of users, making it ideal for individual public libraries and large consortium library systems alike.**

2. ILS test and training system

Provider will deliver a test and training program administered over the internet. Provider will remotely operate and manage the test and training program on behalf of BCLS. The test and training program should accommodate, at a minimum, 75 staff users and contain the same modules as the production server, and such modules would be used for training staff, examining data migration test files, and testing software releases.

**Civica provides all Spydus customers with a test and a live environment for training and testing purposes throughout the duration of their contract. This system will be updated periodically and is ideal for training new staff and testing of updates before they are rolled out.**

3. Services for Authority Control, RDA, FRBR, and adaption to BIBFRAME.

Provider's ILS solution should process BCLS's bibliographic database to apply authority control, RDA standards, FRBR access points, and adaption to emerging BIBFRAME practices to the entire bibliographic databases. Provider's ILS solution should provide periodic, automatic updates of BCLS's bibliographic and authority database.

**Access to RDA toolkit from within the Cataloguing module is not current functionality; however, it is being reviewed as future functionality. Monthly updates are provided for the Bibliographic and Authority databases.**

4. Potential additional services should include the modules for collection management, community communications and/or engagement, and statistics management.

**Spydus provides for total Collections Management, including adding, deleting, deactivating, suspending, adding particular collections to catalogue filters, allowing or blocking reservations for a collection, setting minimum borrowing age for collections, and many more capabilities.**

**Civica's Spydus solution includes a Community Information module that enables the library to manage a directory of community organizations and their contact details. CI records can be accessed in the OPAC with the results displayed with other matching records.**

## Attachment B - Specifications and Functionality Checklist

CI records are stored in the database in MARC21 format and are entered using cataloguing worksheets. Staff can generate letters or emails to send to the organizations' contacts to request updates.

The Spydus Events module lets libraries manage and market all types of events. You can:

- Manage one-off events, recurring events and series of events such as clubs.
- Manage waiting lists for events.
- Take payments for chargeable events.
- Promote events and target audiences using a range of categories.
- Provide tickets which attendees can print or present on their mobile device for entry to an event.
- Scan tickets to record attendance. Libraries can also enter a number of attendees for events where registration is not required.
- Provide a feedback questionnaire following an event.

Spydus provides extensive reporting of statistics in the Reports module, as well as the optional SpydusBI module. There are more than 100 "canned" reports available from the Reports module, plus the capability of customized reports in SpydusBI.

5. Custom development services  
BCLS may, from time to time, request customized services, the scope and pricing of which will be negotiated between the provider and BCLS.

**Civica is happy to provide customized services at the request of the Library, and scope and pricing can be negotiated at the time of the request.**

## 2.2 FUNCTIONALITY SPECIFICATIONS

Provider's proposed ILS solution should provide the following functionality, and interface with or work in conjunction with the applicable third-party solutions. In the latter case, the proposed ILS solution should provide equivalent functionality of the third-party solution, as determined at BCLS's sole discretion, without the need for interfaces or integration with third-party solutions.

1. Applications software
  - 1.1. Bibliographic database system – should provide the following
    - 1.1.1. Unicode compliance
    - 1.1.2. FRBR support
    - 1.1.3. RDA support
    - 1.1.4. Support for diacritics
    - 1.1.5. Support for adaptation to Bibframe
  - 1.2. Cataloging with authority control – should provide the following
    - 1.2.1. Subscription to providers of bibliographic MARC records
    - 1.2.2. Batch import/download of MARC records from any source to generate bibliographic and item records in the ILS. The records may be from a website, FTP source, or MARC records on a local drive
    - 1.2.3. Full-screen editing of MARC records with database update on save
    - 1.2.4. Editing and validating of bibliographic records

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- 1.2.5. Merge bib records and combine their holding/item records automatically
- 1.2.6. Batch export MARC records with or without holding information via scheduled task
- 1.2.7. Spell checker
- 1.2.8. Real-time download with Z39.50
- 1.2.9. Global or individual edit of bib records
  - 1.2.9.1. Add/delete fields
  - 1.2.9.2. Edit fields and subfields
  - 1.2.9.3. Replace fields and subfields
- 1.2.10. Global or individual edit of holding/item record
  - 1.2.10.1. Item Type
  - 1.2.10.2. Call Number
  - 1.2.10.3. Location
  - 1.2.10.4. Notes
  - 1.2.10.5. Status
  - 1.2.10.6. Add/delete fields
- 1.2.11. Build customized spine labels
- 1.2.12. Provide customizable duplicate detection
  - 1.2.12.1. Duplicate call numbers
  - 1.2.12.2. Duplicate OCLC numbers
  - 1.2.12.3. Duplicate ISBNs
  - 1.2.12.4. Duplicate item numbers
  - 1.2.12.5. Duplicate unique bibliographic identifier
- 1.2.13. Use formatted coding templates to reduce errors in fixed-field coding
- 1.2.14. Manage links between authority and bibliographic records automatically
- 1.2.15. Fully support Unicode and HTML in special characters and diacritics
- 1.2.16. Flexibility in searching bibliographic records by any MARC field
- 1.2.17. Create customized lists and reports
- 1.2.18. Ability to create non-MARC metadata
  - 1.2.18.1. BIBFRAME
  - 1.2.18.2. Other
- 1.2.19. Ability to bridge records back and forth between staff and cataloging modules
- 1.2.20. Authority control
  - 1.2.20.1. Automatically verify the headings in any record
  - 1.2.20.2. Merge authority records and adjust their linked headings automatically
  - 1.2.20.3. Ability to create, edit, merge, and delete headings
  - 1.2.20.4. Ongoing update of authority headings according to the Library of Congress
  - 1.2.20.5. Globally update authority headings records by any MARC field
  - 1.2.20.6. Provide as a one-time service for application of authority control, RDA standards, and FRBR access points to BCLS's bibliographic records. The result of this authority control process would be the change of each applicable heading in each MARC record to a current form of entry, and production for each such heading of a corresponding MARC authority record for inclusion in

## Attachment B - Specifications and Functionality Checklist

the database of the NGS/ILS; the RDA conversion of all bibliographic records, and the updating and addition of access points in bibliographic records to prepare for a FRBR display in the ILS.

- 1.2.20.7. Automatic Authority Control Update Services would be provided as periodic services for automatic updates of Authority Records, RDA standards, and FRBR access points in BCLS's bibliographic and authority database. The result of this update process would be replacement of Authority Records with newer versions of those records, and the update of headings in associated MARC records by the NGS/ILS to a current form of entry, and the update of records to meet current RDA and FRBR standards.
- 1.3. Acquisitions with fund accounting – should provide the following:
  - 1.3.1. Ability to create and maintain selection and ordering lists
  - 1.3.2. Selections and purchase request functions are part of the acquisitions software
    - 1.3.2.1. Download acquisitions vendor selection and ordering lists
    - 1.3.2.2. Integrate multiple vendors' selection lists
    - 1.3.2.3. Ability to make additions and deletions to selection and order lists
    - 1.3.2.4. Electronic ordering with selection lists (EDI)
  - 1.3.3. Ability to make customizable data entry and add free text fields to selection and purchase requests
  - 1.3.4. Ability to make individual purchase requests and desiderata
  - 1.3.5. Sort purchase requests by selector, program, or budget code
  - 1.3.6. Ability to customize work slips to reflect local format and fields
  - 1.3.7. Work slip functionality
    - 1.3.7.1. Electronic work slips
    - 1.3.7.2. Printed work slips
  - 1.3.8. Ability to view status at every stage of the acquisitions and cataloging process including:
    - 1.3.8.1. Selection
    - 1.3.8.2. Ordering
    - 1.3.8.3. Receiving
    - 1.3.8.4. Pre-processing
    - 1.3.8.5. Cataloging
    - 1.3.8.6. Post-processing
    - 1.3.8.7. OPAC
  - 1.3.9. Ability to suppress selections/desiderata bib records and items in OPAC
  - 1.3.10. Automatic update of bib record in OPAC throughout the acquisitions/processing/cataloging workflow
  - 1.3.11. Ability to delete a record
  - 1.3.12. Ability to have an indexed and searchable User Defined Field (UDF) that is linked/related to the BCLS-generated PO number contained in the ILS. Library staff creates and enters data into this field
  - 1.3.13. Archive by fiscal year
  - 1.3.14. Catalog records should remain separate from acquisitions records.
  - 1.3.15. Ability to distribute partially approved/received orders.



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- 1.4. Serials control with fund accounting – should provide the following:
  - 1.4.1. Issue arrival prediction
    - 1.4.1.1. Regular patterns
    - 1.4.1.2. Irregular patterns
  - 1.4.2. Automatic check-in
  - 1.4.3. Flexible holdings display (free text)
  - 1.4.4. Manual edit of holding patterns
  - 1.4.5. Display of serials holdings data in other modules
  - 1.4.6. Accommodate and link title variations
  - 1.4.7. Accommodate and link multiple formats of the same title (print, fiche, electronic, etc.)
  - 1.4.8. Hyperlink to the e-version of journal
  - 1.4.9. Flexible, customizable display of call number and location
  - 1.4.10. Share vendor records with acquisitions module
  - 1.4.11. Share fund records with acquisitions module
  - 1.4.12. Manage subscription renewal and cancellations
  - 1.4.13. Support automatic or mediated claims and cancellations in email or print formats
    - 1.4.13.1. Automatically, via email
    - 1.4.13.2. Manually, via email
    - 1.4.13.3. Automatically, via printouts
    - 1.4.13.4. Manually, via printouts
  - 1.4.14. Claims alerts
- 1.5. OPAC – should provide the following:
  - 1.5.1. Web browser visual user interface using popular web browsers
  - 1.5.2. Secure Socket Layer encryption
  - 1.5.3. Interfaces in multiple languages including Spanish
  - 1.5.4. Smartphone/tablet interface
  - 1.5.5. eCommerce interface
  - 1.5.6. Spell checker
  - 1.5.7. Authentication by browser type to access secure websites and restricted resources
  - 1.5.8. URL link resolver
  - 1.5.9. Link from the OPAC to multimedia and eContent
    - 1.5.9.1. eBooks
    - 1.5.9.2. eJournals
    - 1.5.9.3. eVideo
    - 1.5.9.4. eAudio
  - 1.5.10. User-customizable capabilities and personalization
    - 1.5.10.1. Interface look and feel (skins)
    - 1.5.10.2. To make requests for alerts of new content via keyword
    - 1.5.10.3. User-created favorites lists
    - 1.5.10.4. User-created “save search” lists
    - 1.5.10.5. User recommendations

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- 1.5.11. Capabilities and customer support for library's page-level customization
  - 1.5.11.1. Customizable search buttons
  - 1.5.11.2. Customizable search interface
  - 1.5.11.3. Customizable display screens
  - 1.5.11.4. Display enriched content: i.e. from Chilifresh
- 1.5.12. Display multiple links per record
- 1.5.13. "Similar search" or "Did you mean" functions
- 1.5.14. Limit searches to specific holdings
- 1.5.15. Limit searches to only available items
- 1.5.16. Limit searches to specific locations
- 1.5.17. Ability to filter search results
- 1.5.18. Ability for patrons to place holds on specific copies
- 1.5.19. Ability for patrons to place holds on specific volumes
- 1.5.20. Ability for patrons to place holds at the title level
- 1.5.21. Ability for patrons to access their accounts and perform the following functions:
  - 1.5.21.1. View and pay charges, view items,
  - 1.5.21.2. Renew items,
  - 1.5.21.3. Place and manage holds,
  - 1.5.21.4. Create ILL requests,
  - 1.5.21.5. Update profile,
  - 1.5.21.6. Create associations,
  - 1.5.21.7. Create wish lists,
  - 1.5.21.8. View and manage checkout history,
  - 1.5.21.9. Create purchase suggestions,
  - 1.5.21.10. Submit reviews,
  - 1.5.21.11. Subscribe to library communications
- 1.5.22. Ability to specify (filter) item locations in first results display screen
- 1.5.23. Ability to specify (filter) item locations and specify their display order in subsequent results display screens
- 1.5.24. Ability to invoke an OPAC search from a different web page
- 1.5.25. View and manage newsletter subscriptions
- 1.6. Portal module – should provide the following:
  - 1.6.1. Authentication for user access
  - 1.6.2. Secure Socket Layer encryption
  - 1.6.3. User-customizable interfaces
  - 1.6.4. Content alert service matching user profiles
  - 1.6.5. Profiles and personalized library service
  - 1.6.6. Faceted searching
  - 1.6.7. RSS notification
  - 1.6.8. Federated searching
    - 1.6.8.1. Z39.50 based
    - 1.6.8.2. Based on connectors
      - 1.6.8.2.1. Of licensed databases
      - 1.6.8.2.2. Of programs and events (in 1.9)

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- 1.7. Circulation – should provide the following:
  - 1.7.1. Notification
    - 1.7.1.1. Printed
    - 1.7.1.2. eMail
    - 1.7.1.3. Text message to phones
    - 1.7.1.4. Automated telephone notification system
    - 1.7.1.5. Multi-language support
  - 1.7.2. Offline PC circulation backup
  - 1.7.3. Online patron registration with duplicate detection
  - 1.7.4. Link/merge patron records
  - 1.7.5. Signature capture
  - 1.7.6. Customizable email or printed receipts
  - 1.7.7. Intuitive and easy-to-use staff interface
    - 1.7.7.1. To make status changes
    - 1.7.7.2. To edit records
    - 1.7.7.3. To set return date
    - 1.7.7.4. Ability to sort or search records using multiple fields
    - 1.7.7.5. Search terms should allow for approximate string matching
    - 1.7.7.6. Ability to customize workstation settings
  - 1.7.8. Client software is compatible with all mainstream browsers, software, and operating systems
    - 1.7.8.1. Current Windows OS
    - 1.7.8.2. Unix/Linux
    - 1.7.8.3. Mac OS
    - 1.7.8.4. Android
    - 1.7.8.5. iOS
    - 1.7.8.6. Microsoft Edge, Safari and Chrome
  - 1.7.9. Intuitive staff interface and functions for holds/requests
    - 1.7.9.1. Ability to turn off/on the capabilities to place holds on specific items/copies at the bibliographic record or collection level
    - 1.7.9.2. Ability to place title-level holds
    - 1.7.9.3. Ability to place multiple holds on the same bibliographic record
    - 1.7.9.4. Customizable holds
    - 1.7.9.5. Hold notifications
    - 1.7.9.6. Customizable hold slips
    - 1.7.9.7. Customizable holds check-out slips
    - 1.7.9.8. Ability to show status of in-transit shipment of requested items
    - 1.7.9.9. Ability for staff to manipulate the holds queue order or to force a specific item to fill a hold immediately
    - 1.7.9.10. Limit the total number of items a customer can request
    - 1.7.9.11. Limit the total number of items a customer can borrow by format or collection
    - 1.7.9.12. Block customers with fines over a certain dollar amount
    - 1.7.9.13. Ability for staff to block customers manually

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- 1.7.10. Support for floating collections:
  - 1.7.10.1. By designated group of branches or by all branches
  - 1.7.10.2. By designated collections or item types
  - 1.7.10.3. Ability to specify a redistribution algorithm by branch, collection or format
- 1.7.11. Archive financial transactions
- 1.7.12. Batch loading (registering) and deleting patrons
- 1.8. Stock rotation/ homebound services capability – should provide the following:
  - 1.8.1. Ability to create groups of items that will move as a group between locations
  - 1.8.2. Ability to set a location routing order for a group of items
  - 1.8.3. Ability to set the number of days before routing at each location
  - 1.8.4. Ability for patrons to opt-in to saved reading history
  - 1.8.5. Automatic generation of pick lists for materials new to the patron
- 1.9. Program registration, room booking and scheduling – should provide the following:
  - 1.9.1. Ability to create, edit, delete events and the following:
    - 1.9.1.1. Programs for an event
    - 1.9.1.2. Repeating occurrences of an event
    - 1.9.1.3. Repeated times within an occurrence
  - 1.9.2. Ability to create, edit , delete event locations
    - 1.9.2.1. Rooms with the various branches
    - 1.9.2.2. Off-site events
  - 1.9.3. Ability to register patrons for events
    - 1.9.3.1. Staff registration of patrons
    - 1.9.3.2. Online patron registration
    - 1.9.3.3. Ability to determine eligibility by patron type/branch
    - 1.9.3.4. Ability to register non-patrons
    - 1.9.3.5. Ability to create wait lists
    - 1.9.3.6. Ability to auto-transfer from wait list
    - 1.9.3.7. Ability to send registration confirmation
      - 1.9.3.7.1. By text message
      - 1.9.3.7.2. By email
    - 1.9.3.8. Ability to send mass custom notices to registrants
      - 1.9.3.8.1. By text message
      - 1.9.3.8.2. By email
  - 1.9.4. Ability to book rooms with minimal conflicting schedules
    - 1.9.4.1. Ability to extend event to include preparation and clean-up time
    - 1.9.4.2. Ability to book equipment for use during the event
    - 1.9.4.3. Ability to book staffing for the event
  - 1.9.5. Ability for moderated patron-created room reservations
  - 1.9.6. Ability to notify creator and presenter of the following:
    - 1.9.6.1. Cancellation due to deficient registration
    - 1.9.6.2. Registration meets minimum required number
    - 1.9.6.3. Registration exceeded maximum allowed attendance
    - 1.9.6.4. Reminder message to creator

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- 1.9.6.5. Reminder message to presenter
- 1.9.7. Ability to display programs in OPAC
  - 1.9.7.1. Ability to display programs in calendar view
  - 1.9.7.2. Ability to create room set-up views for staff
- 1.9.8. Integration with eCommerce for fee payment
- 1.10. Inventory control – should provide the following:
  - 1.10.1. Compatibility with multiple portable devices
  - 1.10.2. Ability to update inventory status upon item check-in
- 1.11. ILL management – should provide the following:
  - 1.11.1. Interoperability with OCLC
  - 1.11.2. Interoperability with other ILSs
  - 1.11.3. Support for authentication
  - 1.11.4. Overdue and item-ready pickup notifications using:
    - 1.11.4.1. eMail messages
    - 1.11.4.2. Automatic text messaging with phones
    - 1.11.4.3. Staff texting overdue messages
  - 1.11.5. Staff-moderated patron ILL self-service requests
- 1.12. Management information system/Report generator – should provide the following:
  - 1.12.1. Production of the day one reports as described in Appendix III
  - 1.12.2. Capabilities for SQL queries
  - 1.12.3. User-customizable reports
  - 1.12.4. Ability to schedule reports
  - 1.12.5. Batch loads and exports of records should report the details of the data transfer
  - 1.12.6. Ability to export reports in the following formats:
    - 1.12.6.1. Excel
    - 1.12.6.2. CSV
    - 1.12.6.3. Raw data in text format
    - 1.12.6.4. PDF
  - 1.12.7. Ability to warn users about reports that may be CPU intensive
  - 1.12.8. Ability to control access to sensitive reports by user profile settings
- 1.13. Electronic resource management – should provide the following:
  - 1.13.1. Management feature to integrate all digital collections
  - 1.13.2. Sync digital titles in the catalog alongside physical materials so searches can return comprehensive results
- 1.14. Browser-based staff interface
- 1.15. System administration – should provide for following:
  - 1.15.1. Create user profiles and passwords for ILS access
  - 1.15.2. Grant and revoke privileges for users
  - 1.15.3. Full read/update SQL access to database
  - 1.15.4. Ability to create user-defined fields within the database
  - 1.15.5. Ability to use stored SQL procedures with trigger functionality
  - 1.15.6. Ability to create temporary database tables
  - 1.15.7. Authentication of staff accounts using active directory

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- 1.15.8. Periodic expiration of passwords with notice to reset
- 1.15.9. Full and differential backups
- 1.15.10. Full documentation of RDMS, hardware applications, operating systems, and network diagrams
- 1.15.11. Full documentation and training for all aspects of the ILS
- 1.15.12. A disaster recovery plan
- 1.15.13. Configuration for 99.99% availability
- 1.16. Data encryption – should provide the following:
  - 1.16.1. All data held in the ILS should be encrypted including “data at rest” and “data in motion”
  - 1.16.2. All backups should be encrypted
- 1.17. Americans with Disabilities Act (ADA) compliance – Accessibility to the ILS software including any presentation through web pages or client software should meet the minimum ADA compliance requirements below:
  - 1.17.1. All images have alternate text representative of the image
  - 1.17.2. Color schemes should ensure maximum contrast for all text, elements, controls, widgets, etc.
  - 1.17.3. All input controls should be labelled accordingly, so they are easily discernable by an ADA interpret device
  - 1.17.4. All downloadable documents should be available in an alternative text-based format
  - 1.17.5. All video content should include audio descriptions of images, settings, gestures, and any other details of the video
  - 1.17.6. Avoid using blinking, flashing or other distracting features
  - 1.17.7. Include visual notification and a corresponding transcript if any sound is played
  - 1.17.8. Design online forms to include descriptive HTML tags that provide users with disabilities the information they need to complete and submit forms
- 2. Interfaces
  - 2.1. Public PC scheduling – Envisionware, Inc.
  - 2.2. Point of sale (POS) – Envisionware, Inc.
  - 2.3. Self-checkout – Envisionware, Inc.
  - 2.4. Google Analytics
  - 2.5. CloudLibrary
  - 2.6. Gale
  - 2.7. Unique Management Services
  - 2.8. Springshare event management
  - 2.9. eCommerce – Envisionware, Inc.
  - 2.10. ContentDM – OCLC
  - 2.11. CollectionHQ
  - 2.12. SIP2 interfaces
  - 2.13. Patron Point
  - 2.14. Chilifresh
  - 2.15. Zebra GK240t label printer
  - 2.16. Receipt printers

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- 2.17. End-to-end PCI compliance
- 2.18. Boundless

As has been previously stated, Spydus is a robust and comprehensive Integrated Library solution that provides the tools required for library management. Included are modules for virtually all required activities with extensive capabilities since our product was created by librarians for libraries. It is expected that the Library will be able to eliminate numerous existing third party applications; however, Civica and the Library can discuss the adding of interfaces to any third party vendor apps still required.

### 2.3 IMPLEMENTATION SPECIFICATIONS

Provider will be responsible for the following as part of the implementation of provider's ILS solution:

1. Prior to implementation, review and analyze BCLS plans for automated systems services.
2. Planning for conversion and loading of BCLS database of MARC records.
3. The designation of a specific employee to serve as the provider's project manager for implementation of the ILS. Said project manager shall be responsible for phone conference with BCLS staff and as many on-site visits to BCLS as deemed necessary by BCLS.
4. Written project plan and schedule for installation, data migration, and testing and cut-over of the ILS.

With more than 2,000 implementations thus far, Civica has developed the necessary processes for successful implementations. Please review [Appendix 1 – Spydus Implementation Methodology](#) for details of our implementation approach, from project kick-off to go-live and beyond. Also please review [Appendix 2 – Indicative Spydus Implementation Plan Example](#) and [Appendix 3 – Sample Project Status Report](#). These forms are provided for every implementation, in addition to any additional documentation you may require. We recognize that each library is unique with unique needs and wants.

Likewise, thanks to our vast experience over the span of more than 40 years, Civica has developed a fool-proof data migration plan that encompasses each step of migration. Please read [Appendix 4 – Spydus Data Migration Plan](#) for in-depth details of our migration approach and plan.

#### Training

The successful provider should provide training services for staff and the general public of the six types listed below, for which full descriptions are requested. The provider shall provide all training manuals, courseware, and the training database. Provider should provide all training materials in an electronic format prior to the training sessions. Training shall be in a "train-the-trainer" format. The provider will provide an ample number of sessions to train staff according to Appendix II. Training will be available on-site or online for the duration of the contract. Any on-site or off-site training shall be approved in advance by BCLS as to date, time, and location.

1. Administration overview: Provider will train a team consisting of the library's administration and all other relevant staff in all aspects of the software's functionality, relational database with its layout for cataloging and circulation, data dictionaries, administrative and maintenance tasks.
2. General training: Provider will train staff identified by BCLS in ILS concepts and the requirements of ILS operation and performance. Staff training shall be in a "train-the-trainer" format. BCLS prefers on-site training in a classroom setting, but virtual training is also acceptable.
3. Technical training: Provider will train key personnel identified by BCLS in technical aspects of the ILS, including hardware, software, and telecommunications. This training is to include troubleshooting, first-level maintenance, and daily operation of the ILS. Training shall be in a "train-the-trainer"



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- format. BCLS prefers on-site training in a classroom setting, but virtual training is also acceptable.
4. Application training: Provider will train the personnel estimated in Appendix II, including individuals who will become trainers and will be responsible for the training of other staff.
  5. Ongoing training: Provider will provide ongoing training for all BCLS staff covering new libraries, new functions, software enhancements, and new system components.
  6. General public: Provider will train the general public via on-demand videos in multiple languages and provide materials that can be viewed and printed. General public training shall demonstrate the features and navigation of the new system.

The successful provider should provide multiple copies of training materials and of system users' manuals.

The provider's proposal should contain an outline of the training to be provided, including the level of skill required of personnel to be trained, training schedule (showing numbers of the days and hours), and location of training, subject to BCLS approval.

The provider's training program should include tests and assurances of trainees' proficiency.

Training session plans are unique for each customer, as different library services follow varying workflows and Civica recognizes the importance of tailoring content to meet the needs of the recipients. Training is delivered at appropriate points in the implementation process. Civica's standard for training delivery is to deliver a mixture of onsite and remote training via Microsoft Teams or another medium. The mode of training can be mutually decided during the scheduling process.

Civica typically provides training using a "Train the Trainer" approach. The train-the-trainer model is a training framework that turns employees into subject matter experts who can then teach other members of your business or organization.

Training is backed up during the implementation process by regular reviews with the project manager and consultant; by in-depth online help documentation built into the product; and by a suite of task-specific training videos for system administrators and staff users of the library management system.

Our service delivery team has a great deal of experience working in and with public libraries. This experience influences the route we take when planning and delivering training to fit our customers' needs. Training includes documentation and workbooks.

There are three main training sessions offered as standard during a Spydus implementation: system admin/subject expert; acquisitions and cataloguing; and train the trainer.

### System Admin/Subject Expert:

Subject expert training is for expert practitioners and system administrators within the library. These users need the broadest and most detailed knowledge of the product and the ability to configure it to suit local requirements. We provide these sessions to cover system administration, and a combined acquisitions/cataloguing function.

This is the first training session delivered during the implementation and covers the most important parameters and other settings in the system, ranging from staff user management to the configuration of loan policies to fit the needs of the library service. Its purpose is to familiarise participants with the

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system, ensuring that they can apply their existing knowledge of the library service's policies and procedures to the Spydus system, thereby configuring the system appropriately for their colleagues.

### Acquisitions and Cataloguing:

The acquisitions and cataloguing training are tailored specifically for the library service's acquisitions, or bibliographical services, staff. It covers use of the acquisition's functionality in Spydus; related parameters; and cataloguing functionality. Participants will be familiar with library process related to ordering stock, either within the current LMS or via a third-party library material supplier; with accessioning new items; and with creating or editing MARC records.

This session takes place later in the implementation process, after the subject expert session has been delivered and the appropriate library staff have entered relevant parameters in the system. It is typically delivered in a test environment, using a copy of the data exported from the library service's incumbent LMS supplier.

The content reviews the manual ordering process in Spydus, in order to give participants a grounding in the records that their EDI interface with suppliers will create. It reviews related parameters in the system and familiarizes library staff with the ways in which Spydus interacts with this area of library work.

### Train the Trainer:

The purpose of this training session is to review a typical pre-go-live training course, which will be cascaded by participants to their colleagues in the library. Our train the trainer training covers the tasks with which library staff need to be familiar on their first day of using the live Spydus system. The focus is on practical uses of Spydus in a public library operations context. This session takes place later in the project, after the system has been commissioned to reflect the policies and procedures in the library service, but with enough time for participants to deliver their cascade training to colleagues in advance of going live.

Participants in this session might have also attended the System admin training, although this is not necessary. This session is typically delivered over two days in order to give participants the opportunity to discuss their training rollout plan, and to anticipate likely questions from their colleagues. It also includes some content – such as setting up training examples – which will not be included in the cascade training. Train the trainer is typically delivered to up to 10 participants.

Ongoing post-implementation training and support is provided by online via conference call. Microsoft Teams, WebEx, GoToWebinar and Skype are supported options, with Teams being preferable by most Spydus customers. The Spydus LMS is supported by function-specific documentation and by the online Help function built into the product.

Please see **Appendix 5 – Sample Training Schedule** and **Appendix 6 – Sample Training Workbook (Extract)**. Again, every Library is unique, so training will be tailored to your Library, but a training schedule will be provided during implementation, well in advance of all planned training so that arrangements can be finalized with staff members.

After a new customer has gone live with Spydus, Civica provides additional training as requested on a chargeable basis. This can be a standard course but usually is a customized course/consultancy to meet specific needs.

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**Finally, each system upgrade is accompanied by release notes, which explain new features and functions and how to use them with step-by-step instructions. As well as being provided in a separate release notes document, the content is made available in the online Help function in the core Spydus product.**

### System installation

The ILS should be installed in the following phases:

1. Delivery of the ILS components, if any  
Provider will deliver all equipment and other components of the ILS as “inside deliveries” to a specific location identified by BCLS.
2. Cabling and wiring, if any  
BCLS shall have the option of requiring provider to install data cables required for data communications between the provider’s control server or servers and the network switch/hub in conformity with EIA-TIA 568A standard for Category 5e or 6 unshielded twisted pair cabling.
3. System components, if any  
The successful provider shall furnish all necessary labor, materials, and other services required to unpack all ILS components and equipment and install them at sites specified by BCLS. The successful provider will remove all debris generated in the performance of installation activities. All installation activities shall occur during normal BCLS business hours unless otherwise approved by BCLS.

**Civica will be delivering a Cloud Solution. Civica is not a hardware provider; therefore, any hardware components, peripheral devices, cabling, etc. will be the responsibility of the Library and their IT.**

### Migration – Database extraction, conversion, preparation and loading

The successful provider will prepare and migrate BCLS’s existing database into the ILS. The provider will work in conjunction with BCLS’s Information Systems Department and the BCLS system administrators to extract and verify the data from the current system. The provider will supply a testing method to verify the migrated data functions as intended in the ILS.

Extraction and conversion of the following records from BCLS’s existing system:

RECORD TYPE	ESTIMATED NUMBER OF RECORDS
Bibliographic	526,000
Item	895,000
Patron	172,000
Circulation loans	1,462,500
Current blocks	101,000
Requests/holds	102,000
Fines	\$1,669,000
Notices	550,000
Collection Agency information	16,100
Acquisition orders	3700
Vendors	602
Funds	72
Serial control	350
Authority control	933,000
Staff user names and profiles	650

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1. Merging and duplication of bibliographic records.  
Merge identical bibliographic records into one. If two (2) or more bibliographic records are identical and have associated items, provider shall merge all of the bibliographic records into one, and all of the items from each record should be merged into the resulting single record.
2. Processing and loading of item records.  
Provider will process item records from BCLS's current system and load the item records into the ILS in a format applicable to the ILS.
3. Processing and loading of bibliographic and authority records.  
Provider will load all bibliographic records into the ILS, with full authority control in effect.
4. Processing and loading of patron records.  
Provider will process BCLS's patron records from the current system and load the patron records into the ILS per BCLS's instructions.
5. Processing and loading of acquisitions order records.  
Provider will process BCLS's acquisitions records from the current system and load the acquisitions records into the ILS per BCLS's instructions.
6. Processing and loading of serials holding records.  
Provider will process BCLS's serials holdings records from the current system and load the serials holding records into the ILS. Provider will evaluate the status and vendor codes and revise as necessary during the migration per BCLS's instructions.
7. Processing and loading of circulation loan records.  
Provider will process BCLS's circulation loan records from the current system and load the circulation loan records into the ILS; provider will evaluate the loan records information and revise as necessary during the migration per BCLS's instructions.
8. Processing and loading of circulation requests/holds records.  
Provider will process BCLS's circulation holds/requests records from the current system and load the circulation holds/requests records into the ILS; provider will evaluate the holds/requests records information and revise as necessary during the migration per BCLS's instructions.
9. Processing and loading of circulation fine records.  
Provider will process BCLS's circulation fine records from the current system and load the circulation fine records into the ILS; provider will evaluate the fine records information and revise as necessary during the migration per BCLS's instructions.

**Civica's Appendix 4 – Spydus Data Migration Plan provides in-depth details of our data migration approach and plan, including the legacy files that will be migrated into Spydus.**

Provision of smart barcode labels

The ILS will provide BCLS the ability to print and edit barcode labels.

**Civica's Spydus solution provides for barcoding, assuming all required hardware is in place.**

Acceptance procedures

The provider's ILS should pass the following tests, as determined in BCLS's sole discretion, prior to achieving Final Acceptance.

1. Hardware functionality test  
The purpose of the hardware functionality test is to ascertain that the equipment installed by provider is operational. **Civica will not be installing any hardware.**

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2. System reliability test  
The purpose of the system reliability test is to determine and verify that the system operates at a 99% reliability level for a period of at least 30 days.
3. Module functionality tests  
The purpose of the module functionality tests is to verify the required functional capabilities of each module of the ILS.
4. Data load test  
The purpose of the data load test is to demonstrate and verify that library's data files have been properly loaded into the ILS. BCLS will perform this test to confirm that all patron records, bibliographic records, item records, acquisitions and serials records, and transaction files have been successfully loaded into the ILS after provider loads all records into the ILS.
5. Data backup test  
The purpose of the data backup test is to ensure that all server backups are successful and storage media are secure.
6. Response time acceptance test  
The purpose of the response time acceptance test is to verify that the system is performing at the warranted performance levels. BCLS will conduct or waive the response time acceptance test listed above. Should the ILS demonstrate acceptable levels of performance through daily operations, BCLS may choose to waive this acceptance test.
7. Acceptance of changes to the system  
Any changes to the ILS, including but not limited to installation of new or upgraded hardware and/or software configuration or a new or enhanced software module or release, may also require successful completion of each of the types of acceptance tests named above in one (1) through six (6) all of which should be attempted or waived by BCLS within thirty (30) days of such change.
8. Required reports  
All of the reports in Appendix III should be available and ready to run.

**Civica's Spydus implementation projects include extensive user acceptance testing. Civica and the Library will mutually prepare the UAT plan, which will include application, environment, integration and migration tests. Testing will continue until the customer agrees that UAT is complete.**

**Civica uses the Microsoft Azure Cloud solution to deliver 99.99% availability during workday and 99.9% availability for nights/weekends.**

**Following Microsoft best practice approaches to Cloud deployment, we ensure that each component of the solution has redundancy including multiple virtual application servers and database clustering.**

**Please review Appendix 7 – Spydus Technical Release and Change Management that details Civica polices regarding update and upgrade releases, as well as Change Management of standard changes, normal changes and emergency changes.**

### 2.4 SYSTEM AVAILABILITY, MAINTENANCE & SUPPORT

In addition to any performance tests outlined in this scope of services, the provider's ILS should adhere to the Service Level Agreement (SLA) attached to the solicitation. Further, provider should supply BCLS with information on the following as it becomes available to provider:

1. Frequency of software updates and new software release (e.g., patches and major revision levels) for the solution;
2. Description of periods of scheduled maintenance and system availability during such scheduled maintenance periods;

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3. Procedures to resolve critical systems issues;
4. Policy and product road map regarding future enhancements and upgrades;
5. Anticipated life cycle of the software being proposed;
6. Software upgrades and new releases as part of the basic services provided through the annual fees (at no additional charge);
7. Availability of tiered support options to handle potential escalations;

BCLS anticipates the need for up to one-hundred-sixty (160) hours per year of on-demand services subsequent to the implementation of the solution in the following areas: Project Manager, Business Analyst; Integration Developer, Report Developer; Database Developer, and QA Tester. As BCLS cannot anticipate the precise distribution of hours for these skills, the provider should provide an hourly rate per resource for these types of services above any contracted amount in yearly maintenance agreements.

**Civica realizes the importance of customer service and is committed to superior service delivery by all Civica staff. Please see [Appendix 8 – Civica Spydus Cloud and Application Support Service Terms](#) that details our support services procedures and incident management process, along with severity levels and response and resolution times.**

**Civica provides detailed roadmaps for 2-3 years as the library industry and technology stack changes quickly. This is a working document with an outline of our ambitions for the product development; however, it is liable to change as the industry, technology, and customer needs change.**

**Civica has released between two and four major releases every year consistently for the past 15 years. Civica have a consistent track record for enhancing the Spydus solution. Civica conducts regular review of our technology and functionality and ensure that the roadmap is reviewed against the industry needs. There are multiple channels for new requests for enhancements. The primary method is the Spydus Ideas portal. This allows customers to raise new ideas, collaborate online, refine the idea, vote for ideas. Each library receives 1 vote per idea.**

**Civica is happy to schedule on-demand service as needed by the Library. These services will be chargeable at then current hourly rates, depending on the service/s needed and the staff member/s qualified to deliver the requested service. Upon award of the bid, Civica can discuss with the library the preferred way of handling – an annual dollar amount to cover such services or on a to be billed as services performed basis.**

### 2.5 FUNCTIONALITY CHECKLIST FOR NEXT GENERATION INTEGRATED LIBRARY SYSTEM

In the functionality checklist that follows, please indicate “yes,” “no,” “future,” and/or “custom” according to the definitions described in the list.

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Response: Definition				
Yes (Y): Requirement is met in the proposed system				
No (N): Requirement is not provided and there is no active effort to provide				
Future (F): Requirement will be met in a future release dated mm/yy (date must be provided or will be considered as "No").				
Custom (C): Requirement can be met with special software programming or by a third party solution (denote if customization will be at an additional cost beyond the standard pricing and if that pricing will also include annual fees)	Yes	No	Future	Custom
1. Application software				
1.1 Bibliographic database system				
1.1.01 Can it process input from multiple workstations, apply appropriate record locking to insure data integrity?	Y			
Can it apply appropriate record locking at the record level to insure data integrity?	Y			
Does record locking prevent a single user from locking multiple workstations?	Y			
Under any circumstances can a single user lock multiple workstations?	Y			
1.1.02 Does it use an open relational database that is ANSI SQL compliant?			F	
1.1.03 Can it export any record or portion of a record to ASCII format?			F	
1.1.04 Can it export any record or portion of a record in MARC format?	Y			
1.1.05 Can it export any record or portion of a record in CSV format?	Y			
1.1.06 Can it export reports to HTML?	Y			
Can it export reports to PDF?	Y			
1.1.07 Can it export statistics as bar graphs?	Y			
1.1.08 Can it export reports in Excel?	Y			
1.1.09 Can it export data at any level to Excel?	Y			
1.1.10 Does the system support hypertext (URL) coding within records?	Y			
1.1.11 Will the system use security protocols for staff?	Y			
1.1.12 Will the system have two bibliographic databases (production & training) for the price of the production database?	Y			
1.1.13 Will the system copy the contents of the production database nightly or periodically to a training database?	Y nightly			
1.1.14 Can transactions be undone?	Y			
1.1.15 Can you provide a complete listing of your database tables, including a data dictionary that shows indexes and relationships between tables?	Y			



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1.1.16 Will the bibliographic database and its operational software (Cataloging, Circulation, Serials, etc.) function under the following operating systems?				
Current Windows OS	Y			
Unix/Linux	Y			
Mac/OS	Y			
Android (Mobile)	Y			
iOS (Mobile)	Y			
1.1.17 Will the web-based software modules (Cataloging, Administration, Circulation, etc.) operate under the following browsers?				
Chrome	Y			
Edge	Y			
Safari	Y			
1.2 Cataloging with authority control				
1.2.01 Will the ILS incorporate MARC21 validation tables?	Y			
1.2.02 Will the ILS provide macros for repetitive data entry tasks?	Y			
1.2.03 Will the ILS offer batch editing or deleting capabilities for bibliographic records?	Y			
1.2.04 Will the ILS offer batch editing or deleting capabilities for item records?	Y			
1.2.05 Is there a way to schedule batch deletion of items?	Y			
1.2.06 Is there a way to schedule batch deletion of bibliographic records?	Y			
1.2.07 Will the ILS offer batch loading or MARC export capabilities?	Y			
1.2.08 Will the ILS detect corrupted headings?	Y			
1.2.09 Will the ILS incorporate FRBR?	Y			
1.2.10 Will the ILS incorporate RDA?	Y			
1.2.11 Can bibliographic records with holdings shared by a group of libraries be identified?	Y			
1.2.12 When importing MARC records, can the following actions be performed automatically?				
Move a tag to a different tag	Y			
Remove defined tags	Y			
Merge bibliographic records, retaining selected information from both records	Y			
1.3 Acquisitions (with fund accounting)				
1.3.01 Is EDI functionality included?	Y			
1.3.02 Will the ILS support the ability to set up automatic patron notification when an on-order title is cancelled?	Y			
1.3.03 When an order is created does the ILS indicate different status (encumbered, expended, etc.) for the purchase order?	Y			
1.3.04 When a PO is created, will the cost be subtracted from the budget immediately?	Y			

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1.3.05 Can custom reports be created and output as .pdf?	Y			
1.3.06 Are purchase requests and desiderata attached to funds?	Y Once ordered			
Is it necessary to set up fund balances for them?		N		
Is data entry for items restricted by fund amounts?		N		
Is there an override function for restrictions?	Y			
1.3.07 Can a running total reflect what is ordered and compare it to what is received?	Y			
Are total encumbered amounts shown?	Y			
Are total expended amounts shown?	Y			
Are total free balances shown?	Y			
1.3.08 Are standing orders processed differently than firm orders?	Y			
1.3.09 Can standing orders be carried forward to a new fiscal year?	Y			
1.3.10 Will the ILS support the ability to set up automatic OPAC notification when an on-order title is cancelled?	Y			
1.3.11 Can the price be edited when items are received and automatically update the purchase report?	Y			
1.3.12 Will a cancelled item be deleted from the module?	Y			
1.3.13 Can workslips be electronically accessed throughout the processing workflow?	Y			
And edited at each step?	Y			
Print only?	Y			
Both print and electronic options?	Y			
1.3.14 Will the system archive 5 previous fiscal years?	Y			
1.3.15 Will the ILS allow for multiple fiscal years to be run simultaneously?	Y			
1.4 Serials control				
1.4.01 Will the system perform automatic generation of prediction patterns?	Y			
1.4.02 Will the ILS support the ability to save patterns as templates for the future use?	Y			
1.4.03 Can the ILS display notes in the public catalog?	Y			
1.4.04 Can prediction patterns be edited?	Y			
1.4.05 Can staff create custom prediction patterns?	Y			
1.5 OPAC				
1.5.01 Does the ILS provide for links to websites and eBooks (e.g. for CloudLibrary) in the staff PAC module as well as the OPAC?	Y			
1.5.02 Does the ILS allow patrons to create multiple named lists which are stored and retrieved through patron's account?	Y			
1.5.03 Does the ILS allow patrons to suspend holds in patron account?	Y			

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1.5.04 Does the ILS have the ability to display customized messages for patrons?	Y			
1.5.05 Does the ILS have the ability to suggest spelling alternatives, i.e., "Did you mean" based on local library data and indices as well as a general glossary?	Y			
1.5.06 Is there a similar look and feel to OPAC and staff interface?	Y			
1.5.07 Does the ILS have the ability to return from detail screen to result list screen without returning to the first entry?	Y			
1.5.08 Does the OPAC respond to browser functions?	Y			
1.5.09 Will the OPAC allow the use of the "back" button?	Y			
1.5.10 Does the ILS allow patrons to change their PIN?	Y			
1.5.11 Does the ILS allow for patron-generated tagging?	Y			
1.5.12 Will the tagging affect the authority index?		N		
1.5.13 Can you create dynamic lists of holdings (i.e., new DVDs, new books)?	Y			
1.5.14 Can a user send SMS text messages containing item information from within the OPAC?			F*	
Can a third-party provider's text messages contain item information from within the OPAC?			F	
1.5.15 Can the OPAC display multimedia files?	Y			
Digital archival collections	Y			
Other collections	Y			
1.5.16 Can text be resized via options presented to the user in the OPAC (without using browser-specific commands)?		N		
1.5.17 Will changes made to item records display in the OPAC immediately?	Y			
1.5.18 Can the OPAC provide item maps that show locations of wanted items by displaying a map showing their physical locations on library floor plans?		N		
1.5.19 Is the first ISBN (or other identifier) of the title always used to select the image?	Y			
1.5.20 Does your OPAC incorporate socialization features?				
Tagging	Y			
List sharing	Y			
User reviews	Y			
User comments	Y			
RSS result feeds		N		
RSS indexing from social websites		N		
1.5.21 Does your OPAC incorporate faceted searching?	Y			
1.5.22 Display search results with selected home branch first in display?		N		
1.5.23 Ability to display bibliographic records in MARC format?	Y			

\* Currently users can send to Facebook, X, Whats App, Messenger and Email.

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1.5.24 Ability to display any data element from an item record in OPAC?	Y			
1.5.25 Ability to easily customize the OPAC?	Y			
1.6 Portal module				
1.6.01 Can system administrator do the following:				
Alter HTML/XHTML	Y			
Alter the look of the portal via an administrative interface?	Y			
Create different looks/options for different libraries on a single server?	Y			
1.6.02 Will the provider support the changes and versions created by the local system administrator?	Y			
1.6.03 Can user login and authentication be set up for this module?	Y			
1.6.04 Can login be non-case-sensitive?		N		
1.6.05 Does your ILS allow patron reviews to be linked to bib records?	Y			
1.6.06 Does your ILS notify patrons about items placed "on-order" status?	Y			
1.6.07 Does your ILS allow patrons to reset their passwords?	Y			
1.6.08 Does the OPAC allow authenticated users the ability to perform self-service function such as placing holds, and checking-out digital content?	Y			
1.6.09 Does the OPAC allow for both patron passwords and patron PINs?	Y			
1.6.10 Is the interface responsive to tablet and smartphone OS.	Y			
1.7 Circulation system				
1.7.01 Does your ILS have email pre-notification of items due to patrons?	Y			
Can this run automatically as a scheduled process?	Y			
1.7.02 Are patrons able to update information in their patron records online?	Y			
1.7.03 Can email notices be made deliverable to mobile devices?	Y			
1.7.04 Can notices be deliverable to phones?	Y			
1.7.05 Is it possible to pay fees online?	Y			
1.7.06 Can the system email patrons their PINs?	Y Email Reset Options			
1.7.07 Is there a patron self-checkout capability?	Y			
1.7.08 Can patrons request renewals online?	Y			
1.7.09 Does the system have an offline circulation backup function?	Y			
Is this suited for bookmobile or outreach circulations?	Y			

## Attachment B - Specifications and Functionality Checklist

1.7.10 Is the system able to automatically renew checked out items?	Y			
1.7.11 Can the system specify location due?	Y			
1.7.12 Are keyboard shortcuts available when searching?	Y			
1.7.13 Does the system display who has an item, owes for it, or wants it?	Y			
1.7.14 Does the system have the ability to display bibliographic records in MARC format?	Y			
1.7.15 Does it provide transaction history of items and patrons (e.g., fines, charges, holds)?	Y			
1.7.16 Does it allow for negotiations of selected fines (manual, system generated, lost, etc.)?	Y			
1.7.17 Can patrons be registered by batch loading from an input file?	Y			
1.7.18 Can patrons be deleted in batch?	Y			
1.7.19 Does the ILS support patron self-registration?	Y			
1.8 Stock rotation module/capability				
1.8.01 Do routes include a defined time before moving to the next location?	Y			
1.8.02 Can items checked out automatically go to next location at check in?	Y			
1.8.03 Is action required of staff at the end of the rotation defined?		N		
1.9 Program registration, room booking and scheduling module				
1.9.01 Can the system govern the use and scheduling of meeting rooms?	Y			
1.9.02 Will the system allow patrons to register for programs through PAC?	Y			
1.9.03 Can staff register, deny, and manage program and meeting room registrations?	Y			
1.9.04 Will the system allow for booking of equipment?	Y			
1.9.05 Can the system allow for room usage agreements?	Y			
1.9.06 Will the system send program cancellation notices to patrons?	Y			
By email	Y			
By text	Y			
1.10 Inventory control				
1.10.01 Can inventory be performed online?	Y			
1.10.02 Can inventory be performed with mobile devices?	Y			
1.10.03 Can selected sections of the collection, or a portion of the collection be inventoried without having to inventory the entire collection?	Y			
1.10.04 Does inventorying the collection, or a portion of the collection, change the status date of the item?		N		
1.10.05 Can the last inventory date of an item be updated automatically upon check-in?	Y			
1.11 ILL management system				

## Attachment B - Specifications and Functionality Checklist

1.11.01 Will the patron be able to fill out ILL forms and submit them through the ILS?	Y			
1.11.02 Can the ILS system handle fast adds of materials not in the system?	Y			
1.11.03 Can ILL staff delete fast adds easily?	Y			
1.11.04 Is there a patron interface for the ILL?	Y			
1.11.05 Can patrons track their ILL status online?	Y			
1.11.06 Can patrons submit requests online?	Y			
1.11.07 Are there fast-add templates?	Y			
1.11.08 Does the ILL module support a free form "lending" notes field?	Y			
1.11.09 Does the ILL module interface with the ILS patron database?	Y			
1.11.10 Does the ILL module have a built-in check-out/check-in mechanism?	Y			
1.11.11 Does the ILL module auto-catalog borrowed materials?	Y			
1.11.12 Does the ILL module auto-search ISBN or OCLC numbers for borrowing requests?	Y			
1.11.13 Does the ILL module auto-generate OCLC work forms for auto-searched borrowing requests?	Y			
1.11.14 Is the ILL module a web-based interface?	Y			
1.11.15 Is it a Windows-based interface?	Y			
1.11.16 Does the module support a completely "paper free" work environment?	Y			
1.11.17 Does ILL check-in automatically delete a "fast add" bib record?	Y			
1.11.18 Is the system an intermediary between OCLC resources sharing and the library?	Y			
1.11.19 Does the system support expanded notes fields?	Y			
1.11.20 Does the system support a free form "Borrowing" notes field?	Y			
1.13 Z39.50 server	Y			
1.13.01 Does the ILS support Z39.50 Server Bath 2.0 profile?	Y			
1.13.02 Does the ILS support the SR W/U (Search & Retrieve Web Service / Search & Retrieve URL Service) Web Service Standards?	Y			
1.14 Z39.50 client module	Y			
1.14.01 Does the software support the Z39.50 Client Bath 2.0 profile?	Y			
1.15 Management information system/report generator	Y			
1.15.01 Fully developed capabilities to produce the Day One reports described by Appendix 3 such that the library can produce a sample of each during practice runs before Day One?	Y			
1.15.02 Does the software run scheduled reports?	Y			

## Attachment B - Specifications and Functionality Checklist

1.15.03 Does the software provide pre-defined reports?	Y			
1.15.04 Are the reports provided in a choice of output formats (e.g. .csv, pdf, Excel, text, HTML)?	Y			
1.15.05 Can the reports be customized at the SQL level?	Y			
1.15.06 Can the reports be emailed or displayed on a web portal?	Y			
1.15.07 Does the ILS have an easily usable system to report holds vs number of copies of materials?	Y			
1.15.08 Can reports be run on the basis of item records?	Y			
1.15.09 Can reports be run on the basis of bibliographic records?	Y			
1.15.10 Can reports be run on the basis of user data?	Y			
1.15.11 Can reports be run on the basis of combining information from bibliographic records and item records?	Y			
1.15.12 Are customizable reports a standard component of the system?	Y			
Is there an additional charge for customizable reports?		N		
1.15.13 Will the ILS archive reports for at least five years?	Y			
1.16 Display of enriched content				
1.16.01 Is the first ISBN (or other identifier) of the title always used to select the image?	Y			
1.16.02 Can a different ISBN be selected easily to determine which image will be used for the title?	Y			
1.17 System administration				
1.17.01 Can access rights be restricted to authorized staff?	Y			
1.17.02 Can rights to create and make changes to records and fields be restricted to authorized staff?	Y			
To staff profiles/roles for categories of individuals?	Y			
Is there an ability to track changes made by individuals?	Y			
1.17.03 Can the groups providing access rights be Microsoft Active Directory groups?	Y			
1.17.04 Can the system use LDAP authentication?	Y			
1.17.05 Does the ILS meet minimum Americans with Disabilities Act (ADA) requirements for users?	Y			
1.17.06 Is the data in the ILS (database and files), and backups encrypted?	Y			
1.18 Discovery and community engagement functionality				
1.18.01 Does the ILS offer discovery service?	Y			
1.18.02 Does the discovery platform provide a single grouping for multiple formats of the same resource?	Y			
1.18.03 Do discovery results include newly acquired results in real-time, not periodic batched updates?	Y			

## Attachment B - Specifications and Functionality Checklist

1.18.04 Do results include real-time location and status information for physical items in the initial search results set?	Y			
1.18.05 Does the discovery service use native BIBFRAME for enhanced results?	Y			
1.18.06 Does the discovery service support OAI-PMH harvesting of other local resources for inclusion in searches?	Y			
1.18.07 Does the discovery platform offer multilingual user interface which allows the user to choose from available languages?	Y			
1.18.08 Is a published VPAT showing compliance with accessibility standards available?	Y			
1.18.09 Does the interface allow users to restrict results based on facets such as location and availability?	Y			
1.18.10 Are results de-duplicated?	Y			
1.18.11 Can user sort search results by a variety of criteria, including relevance and publication date?	Y			
1.18.12 Does the interface provide "Roll-up" of different formats for the same title into a single view for all formats, publication date and locations available?	Y			
1.18.13 Does the ILS offer community engagement functionality?	Y			
1.18.14 Can the library staff create marketing materials (emails, newsletters, etc.) for distribution to a targeted audience?	Y			
1.18.15 Does the ILS offer social media integration?	Y			
1.18.16 Can library staff create targeted multi-stage campaigns?	Y			
2 Interfaces				
2.1 Does your ILS have APIs for interfaces?	Y			
2.1.01 Do you provide training for APIs?	Y			
Are there charges for API training?	Y			
2.1.0 Is there an interface to allow events from non-library organizations to be added to library program/events calendar?		N		
3 Industry standards				
3.1 NISO				
3.1.01 MARC21	Y			
3.1.02 ANSI/NISO Z39.50-2003 (S2014) information retrieval: Application service definition & protocol specification	Y			
3.1.03 NISO/ISO Z39.63 Interlibrary Loan data elements	Y			
3.1.04 ANSI/NISO Z39.71-2006 holding statements for bibliographic items	Y			



## Attachment B - Specifications and Functionality Checklist

[illegible]

### 3 Appendix I

#### 3.1 Estimated data storage and processing requirements

	2025 Estimates	2030 Estimates
Bibliographic records	527,000	700,000
Volumes/items	895,000	1,200,000
Annual loans	1,500,000	2,020,000
Registered users	172,000	250,000
Authority records	933,000	1,500,000
Estimated maximum peak hours users, staff and self-service devices	125	135
Public users in branches	112,000	136,000
Other public access users connected through the Internet	2,117,000	2,575,000

#### 3.2 Best estimates and projected number of network-connected devices/users at BCLS locations at any given time

	2025 estimates	2030 estimates
Total network-connected users outside of branches (PCs, laptops, tablets, smartphones, etc.)	1,400	1,700
Staff and self-service users in branches	100	105
Other public users in branches	75	93

## 4 Appendix II

### 4.1 ILS training requirements

Module/function	Staff to be trained	Personnel to be trained by provider
Acquisitions	10	10
Circulation	150	15
Cataloging	10	10
Facilities (room booking & scheduling	40	5
Program registration	40	5
Serials	60	10
Administrative system	5	5
Public services	40	5

### 5 Appendix III

#### 5.1 DAY ONE REQUIRED REPORTS

Prior to achieving final acceptance, provider shall, at a minimum, supply the following reports, available to BCLS on demand, and provide the complete schema of the underlying database showing, at a minimum, tables, fields, views, indices and relationships. An updated data dictionary will also be required. These reports should contain the information shown in the samples listed below in a format approved by BCLS.

#### 5.2 CATALOGING:

##### 5.2.1 Temporary Items/Itemless Bibs

This report should show information about temporary items and/or itemless bibliographic records. The information displayed should be limited by the branch(es) that own the title, as well as, to show only temporary items, only itemless bibliographic records, or information about both.

##### 5.2.2 Count of Items by Location

This report should show the total number of items grouped by branch and location codes. Location refers to a section within the library containing similar items. For example, juvenile location has all material pertaining to juveniles. The report should show summary and grand totals.

##### 5.2.3 Count of Items by Location/Media

This report should show the total number of items grouped by branch, location, and media codes. The count of items should be limited by the creation date of the item and earlier, as well as specific branch, location, and media codes.

##### 5.2.4 Shelf List/Dusty Shelf List

This report should show information about items that are in an on-shelf or on-shelf temporary status for each selected branch, location, and media code combination. It should also allow the report to be restricted by a date range of when an item changed status.

##### 5.2.5 Last Item Report

This should show items that are the only remaining item connected to a bibliographic record.

##### 5.2.6 Titles or items added by date

This report should show a list of titles or items added into the system by date added. It should allow for date range selection. It should show the title, call number, author, bibliographic ID number and how many items or titles were added on that same date if any.

#### 5.3 CIRCULATION REPORTS:

##### 5.3.1 Overdue notices

This report should allow printing of overdue notices to be mailed to patrons. Overdue notices should be generated on any overdue length of time from due date. Information on the notices should include patron information, item information including charge and due dates. Notices should be easily customizable.

## Attachment B - Specifications and Functionality Checklist

### 5.3.2 Billing notices

This report should allow printing of bills to be mailed to patrons. Bills should show the items being billed for the charges, patron information, charge date, due date. Bill notices should be easily customizable.

### 5.3.3 Notices report

In addition to overdue and billing notices reports, the capability to run reports on any types of notices generated would be useful. Notices can be of type printed, email, voice or text.

### 5.3.4 Patron list

This report displays information about patrons based on their patron type and their status. This should show basic patron information such as name, address, phone, home branch, patron status, patron type, email, registration and expiration date.

### 5.3.5 Circulation statistics summary by branch

This report should show, for a given date range, the number of charges, renewals, discharges and on-shelf discharges by branch.

### 5.3.6 Unfilled holds

This report displays information on outstanding title and item holds. These are holds yet to be filled for patrons. The report output is limited by a transaction date, where holds placed before that date will be displayed and branch, which corresponds to the transaction branch where the hold was placed.

### 5.3.7 Claims returned list

This report displays information on those transactions for items that were identified as claims returned. The report output can be limited by the branch, which is associated with both claims returned branches and item branches.

### 5.3.8 Intransit report

This report displays information on items that are in an in transit or hold in transit status for more than a specified number of days. Item information, from and to branch should be displayed.

## 5.4 ACQUISITIONS:

### 5.4.1 Order log

Show basic information of orders: Date of order, title, copies and vendor information.

## 5.5 ADMINISTRATIVE:

### 5.5.1 User listing

This report should produce a listing of all users of the ILS. It should show their granted permission set in a clearly visible grid. It should include choices about selecting users by group, status, branch or by specific permission sets.

**Date:** March 26, 2025

**RE:** RFP 25-42 Integrated Library Software

## Proposal Exceptions

In general, Civica is happy to begin contract negotiation using the proposed standard terms and conditions included within the RFP as a starting point but would emphasize that the draft terms and conditions do not deal with the issue of the Licensing of Software and related implementation and support services issues, and will accordingly require the inclusion of specific clauses from the Civica US Standard Terms and Conditions of License, Implementation and Support (a copy of which has been included within our response).

Some additional amendments would also be required so to fairly reflect the allocation of the risk and reward to both parties. All clauses not specifically mentioned below are accepted in principle only.

We have also reviewed your specific Insurance Requirements issued with the bid, Civica holds the required insurances but there are some exceptions as we are headquartered in Ohio:

1. Our policy is underwritten in Ohio by Cincinnati Insurance Company (NAIC # 10677).
2. Brazoria County isn't named on the policy nor personally indemnified as our policy is already in place & company wide..
3. Workers Compensation is covered by the State in Ohio so no separate policy
4. Our General liability, includes limited automobile as we have no company cars
5. Cyber liability is group wide



Mark Burgess

Managing Director

# **BRAZORIA COUNTY ADDENDUM NUMBER 1**

## **RFP #25-42 Integrated Library Software**

PLEASE INCLUDE THIS SIGNED ADDENDUM WITH YOUR SEALED RFP PACKAGE.

This Addendum modifies the RFP# 25-42 package as follows:

1. Definitions: All definitions set forth in the Contract shall have the same meaning unless stated otherwise in this Addendum.
2. The following questions have been submitted for clarification:

- 2.1 Vendor Question: “Exhibit A page 9 and Exhibit B page 7, both appear to be the same, can you please confirm if you want us to provide the same exceptions in both Exhibits?”

Brazoria County Answer: Yes. Please provide the same exceptions in both exhibits.

- 2.2 Vendor Questions: “Exhibit B page 2 notes to insert the Attachment A – Bid table, however, in the Bonfire portal there is a separate requested information section where vendors should upload Attachment A- Bid table. Where would you like us to include the Attachment A-Bid Table?”

Brazoria County Answer: Exhibit B Vendor’s Response includes a place holder for the bid table. Vendors are to include Attachment A Bid Table in Exhibit B. A Revised Attachment A – Bid Table has been posted in Bonfire. Vendors are to include the Revised Attachment A- Bid Table in their response.

- 2.3 Vendor Question: “Can we respond to Exhibit B on our own letter head, in the specific order of required information?”

Brazoria County Answer: Yes.

- 2.4 Vendor Question: “Where do you want us to include /attach/ upload Exhibit C?”

Brazoria County Answer: Exhibit C has been added under the requested information section. Vendors will need to include Revised Attachment A Bid Table, Exhibit A, Exhibit B and Exhibit C with their response.

- 2.5 Vendor Question: “25-42 Integrated Library Software.pdf, page 4, Exhibit B lists items that are not in Exhibit B.pdf, such as “Additional Service Cost Sheet”. Can you please confirm which items you want us to respond to in Exhibit B?”

Brazoria County Answer: The Additional Service Cost Sheet was listed in error on the Table of Contents and is not a part of Exhibit B.

- 2.6 Vendor Question: “25-42 Integrated Library Software.pdf page 16, do you require a bid bond and performance Bonds for this bid? If you require Bond(s) do you want them included with the bid response, or only upon award?”

Brazoria County Answer: Bonds are not required for this solicitation.

- 2.7 Vendor Question: “25-42 Integrated Library Software.pdf, page 22, do you want us to include COI with our bid response, or only upon award?”

Brazoria County Answer: Only upon award.

- 2.8 Vendor Question: “Can we respond to Attachment B – Specifications and Functionality checklist on our own letterhead?”

Brazoria County Response: Yes. A revised Attachment B – Specifications and Functionality Checklist has been uploaded into Bonfire. Vendors are asked to submit Revised Attachment B – Specifications and Functionality Checklist in their response.

- 2.9 Vendor Question: “Exhibit B, page 3, notes the response to the functionality checklist located in Attachment B can only be a maximum of 10 pages. Is this checklist referring to sections 2.5, pages 21-31? Do you want us to respond to sections 2.1-2.2?”

Brazoria County response: Yes, the checklist refers to Sections 2.5, pages 21-31. Sections 2.1 – 2.2 references required and preferred configurations and functionality. Vendors are asked to submit Revised Attachment B in their response.

- 2.10 Vendor Question: “Attachment B, page 31, 4.0 Discovery and Community engagement. Do you have any additional functionality you want us to acknowledge for 4.1?”

Brazoria County Answer: Section 4 was inadvertently added and Vendors are asked to disregard this section of the checklist. These functions are covered in section 1.18 of the checklist. A revised Attachment B has been posted in Bonfire. Vendors are to use Revised Attachment B in their response.

- 2.11 Vendor Question: Attachment A – Bid Table, screenshot below. There are two errors in the screenshot; should this be a concern? Total Cost: Are we to assume that is for the contract 12-month period? Can we add lines to show a line-item breakdown of services, or does the library only want to see the final 12-month cost for all services.

Responses					
Error: Check cell(s) B7					
Status	#	Item Description	Quantity Required	Unit Price	Total Cost
Error: Missing value for 'Unit Price' in cell G7					
	#0-1	Core Services: per services as shown in the Functionality Checklist	1		-
Basket Total					\$ 0.00
Grand Total					\$ 0.00

Brazoria County Answer: A revised Attachment A-Bid Table has been posted in Bonfire. Vendors are asked to include the Revised Attachment A – Bid Table in their response. The total cost is for a 12-month contract and the. Revised Attachment A - Bid Table has additional lines to show an item-level breakdown of costs.

- 2.12 Vendor Question: “Exhibit B – Vendor Response as shown in the document labeled 25-42 Integrated Library Software, Page 4 or 27 what is the Additional Service Cost Sheet?”

Brazoria County Answer: The Additional Service Cost Sheet was listed in error on the Table of Contents and is not a part of Exhibit B.

- 2.13 Vendor Question: “In reviewing Attachment B – Specifications and Functionality Checklist 1. Application Software, it appears there is no 1.12 is this correct? 1.18



and 4.0 appear to be the same thing. Is this correct? If not, is something missing from 4.0 Discovery and Community Engagement?”

Brazoria County Answer: A revised Attachment B has been posted in Bonfire to correct the numerical error. Vendors are to include Revised Attachment B in their response.

- 2.14 Vendor Question: “Attachment B, page 9-18 AND pages 22-31 appear to include two different functionality specifications. I understand you want us to respond to the specifications on pages 22-31 with a Y, N, F, or C response. However, do you also need us to respond to the specifications on pages 9-18?”

Brazoria County Answer: A response is needed only to the chart on pages 22-31.

- 2.15 Vendor Question: “Do you require the Bid Table to be pasted into Exhibit B - Vendor response (see page 2 of Exhibit) as well as uploaded separately into the bid portal?”

Brazoria County Answer: Yes, see above for response to question 2.2

- 2.16 Vendor Question: “Do you require the Exceptions form to be included in Exhibit B – Vendors Response (see page 7 of exhibit B) as well as uploaded with Exhibit A – Required Documents?”

Brazoria County Answer: Yes, include any exceptions in both Exhibits.

- 2.17 Vendor Question: “Page 4 of document 25-42 Integrated Library Software indicates that Exhibit B should include:

- Vendor Response to Evaluation Criteria – What information are you expecting?
- Additional Service Cost Sheet – is there a form for this? What information are you expecting?”

Brazoria County Answer: Evaluation Criteria can be found on page 8 under section 7.0 Evaluation Criteria. The Additional Service Cost Sheet was listed in error on the Table of Contents

- 2.18 Vendor Question: “For the Functionality Checklist, does this start at the bottom of page 21 of Attachment B (section 2.5)? Do you require written response to the prior sections (1.1 through 2.4)?”

Brazoria County Answer: Yes, the checklist starts at the bottom of page 21 at section 2.5. Prior sections only references required and preferred configurations and functionality.

- 2.19 Vendor Question: “Page 28, Attachment B question 1.15.01 refers to Appendix 3 for Day One reports – we do not see such an Appendix. Can you please provide the list of Day One reports?”

Brazoria County Answer: This Appendix is on pages 34-35; it’s headed Appendix III rather than Appendix 3.

- 2.20 Vendor Question: “Page 31, Attachment B has a section heading 4.0 Discovery and Community engagement and then the following line has a question number of 4.1 – with no question – should there be a list of questions for this section?”

Brazoria County Answer: Please refer to the response to question 2.10 above.

- 2.21 Vendor Question: “Page 3 of Exhibit B indicate that the response to the functionality spreadsheet has a 10-page maximum. The spreadsheet, without any answers, is already 9 pages. This does not allow for any explanation we may want/need to provide. Can you increase this maximum?”
- Brazoria County Answer: A maximum of thirteen (13) pages can be submitted, this will allow you several pages for any notes or explanations.
- 2.22 Vendor Question: “Page 16 of document 25-42 Integrated Library Software item 32 – is a bid bond required for this bid?”
- Brazoria County Answer: Please refer to the response to question 2.6 above.
- 2.23 Vendor Question: “Page 16 of document 25-42 Integrated Library Software item 33 – will a performance / payment bond be required?”
- Brazoria County Answer: Please refer to the response to question 2.6 above.
- 2.24 Vendor Question: “Along with the Bid Table excel document, where can we upload our detailed quotes?”
- Brazoria County Answer: A revised Attachment A – Bid Table has been uploaded in Bonfire to allow additional lines to be added to reflect this information. Any additional documents can be uploaded with the Exhibit B – Vendor Response. Vendors are to submit Revised Attachment Bid Table with their response.
- 2.25 Vendor Question: “6 General public: Provider will train the general public via -on demand videos in multiple languages and provide materials that can be viewed and printed. General public training shall demonstrate the features and navigation of the new system. Can you tell me in what language the on-demand videos would be required?”
- Brazoria County Answer: At a minimum, the library needs training materials in Spanish. Availability in a selection of Asian languages would be a plus. Please include a list of languages your company can provide in Exhibit B.
- 2.26 Vendor Question: “Is a proposal and/or performance required? Sometimes a general request is issued for construction bids as well as software ones, so I just wanted to be sure one is required for this bid.”
- Brazoria County Answer: Please see response to question 2.6 above.
- 2.27 Vendor Question: In completing the Disclosure of Lobbying Activities document, the screenshot below has a note about marking the form N/A since there is no selection for N/A, is it appropriate to place the N/A in the top right corner of the page?”
- Note: If this form is not applicable to your company, please mark the form N/A and sign the highlighted signature field above.*
- Brazoria County Answer: Yes that is appropriate or it can be placed in each section that does not apply anywhere on the page.
- 2.28 Vendor Question: In completing the Conflict of Interest Questionnaire, if the contract has no business with local authorities outside of this RFP, do we place N/A in each section and then submit the form without signature since the signature line says Signature of vendor doing business with the governmental entity?”

Brazoria County Answer: Yes please mark N/A in each section but we do require a signature on the form.

- 2.29 Vendor Question: “In completing the form on page 19 of Exhibit A – Required Documents what does the question, how incorporated mean?”

Brazoria County Answer: Please state if your company is an LLC; sole proprietorship etc.

- 2.30 In preparing Attachments to the RFP, Exhibit C – Agreements is this to be our company sample agreement?

Brazoria County Answer: Any agreements that will need to be signed as a result of this contract will need to be included with your proposal for review by our Civil District Attorney’s office.

- 2.31 Vendor Question: “In reading the instructions for Exhibit A – Required Documents:

- Be aware that such a signature will have the full legal force of a handwritten signature under Texas law. Additionally, all documents with company name and authorized/ contact person, and their title with the company, must be identical and match the W-9 with the company’s legal name.

Can the W-9 have a signature different from the remaining forms? Can the forms be signed by hand and scanned since at least one require a notary signature?”

Brazoria County Answer: Yes, the signatures can be different and they can be signed and then scanned.

- 2.32 Vendor Question: “Can clarification be provided for the following requirements listed within Attachment B- Specifications and Functionality Checklist”

- 1.3.13 Can work slips be electronically accessed throughout the processing flow? “Can you elaborate regarding what you want for this workflow? Do you want it to be able to be edited at each step along the way?”

Brazoria County Answer: Electronic access to work slips allows clerks to monitor whether items have high holds or unusual instructions (make new, send to Juvenile Justice, etc.) as the items move through processing.

- 1.4.01 Will the system perform automatic generation of prediction patterns? “Can you explain what you are looking for please? Are you looking for something similar to predictive text?”

Brazoria County Answer: The library wants to know if the system can automatically predict expected arrival dates for serials based on frequency.

- 1.5.14 Can a third-party provider’s text messages contain item information from within the OPAC? “Please clarify. Not sure what is being asked.”

Brazoria County Answer: If we use another vendor to deliver customizable circulation notices, will that vendor have the ability to pull information about the item, such as title or due date, from the ILS.

- 1.5.16 Can text be resized via options presented to the user in the OPAC (without using browser-specific commands)? “What would this be used for? Is this for ADA compliance?”

Brazoria County Answer: Yes, this is primarily for ADA compliance.

- 1.7.11 Can the system specify location due? “Please clarify this workflow.”

Brazoria County Answer: Some borrowed items must be returned at particular locations. For example, the trailer must be returned to our administration building. We'd like to know if this information can be included in notifications and item records.

- 1.18.16 Can library staff create targeted multi-stage campaigns? "What is meant by multi-stage? Are you just asking if multiple emails can be sent?"

Brazoria County Answer: By multi-stage emails we mean multiple messages that are set to trigger on a set schedule after a designated event, such as getting a library card.

3. All other terms and conditions of the RFP are to remain unchanged.

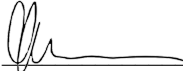
Please refer any questions regarding this RFP to the Brazoria County Purchasing Department at (979) 864-1825 or [bidclarifications@brazoriacountytx.gov](mailto:bidclarifications@brazoriacountytx.gov).

Civica North America Inc. dba Civica

**LEGAL NAME OF CONTRACTING COMPANY**

937-836-4499/800-686-9313

**TELEPHONE NUMBER**



**SIGNATURE**

937-836-1036

**FACSIMILE NUMBER**

Mark Burgess, Managing Director/President

**NAME AND TITLE PRINTED**

\*Addendum approved by:



Susan P. Serrano, CPPO, CPPB  
County Purchasing Director

03/26/2025

Date

## **EXHIBIT C – AGREEMENTS**

**EXHIBIT C – THE FOLOWING ADDITIONAL REQUIREMENTS ARE TO BE SUBMITTED WITH YOUR RFP RESPONSE:**

- Revised Attachment A - Bid Table
- Exhibit A - Required Documents
- Exhibit B - Vendor Response
- Exhibit C- Agreements

RFP #25-42 Revised Attachment A - Bid Table

Description	Initial Cost + Year 1	Year 2	Year 3	Year 4	Year 5
<i>Infrastructure</i>					
Hosting Fee/Server Cost	Included				
Test Database	Included				
<i>ILS Applications</i>	\$28,800.00	\$30,240.00	\$31,752.00	\$33,340.00	\$35,007.00
Staff licenses	Included				
Acquisitions	Included				
Cataloging	Included				
Circulation	Included				
Serials	Included				
Online Public Access Catalog (OPAC)	Included				
Additional patron languages	Included				
Discovery layer	Included				
Self-Check stations	Included				
Statistics module	Included				
Collection management module	Included				
Community engagement module	Included				
<i>Professional Services</i>	\$93,600.00				
Data extraction	Included				
Migration services	Included				
Installation, configuration, staging, and implementation of ILS	Included				
On-Site training	Included				
Integration of third party products	Included				
Technical support	Included				
<i>Other Charges (please describe)</i>					
<i>On Demand Services Post Go-live</i>	TBD				
<b>Total Cost</b>	<b>\$122,400.00</b>	<b>\$30,240.00</b>	<b>\$31,752.00</b>	<b>\$33,340.00</b>	<b>\$35,007.00</b>

Civica also offers a 3, 5, and 7 year subscription payment plan with no up front cost for professional services.

Annual Subscription	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7
3 Year	\$60,000.00	\$63,000.00	\$66,150.00	N/A	N/A	N/A	N/A
5 Year	\$54,000.00	\$56,700.00	\$59,535.00	\$62,512.00	\$65,637.00	N/A	N/A
7 Year	\$51,000.00	\$53,550.00	\$56,228.00	\$59,039.00	\$61,991.00	\$65,090.00	\$68,345.00

CIVICA



**Brazoria County**

**RFP**

**Civica ILS Vendor Response**

Contents

Cover Letter and Executive Summary .....Error! Bookmark not defined.

Exhibit A – Required Documents .....Error! Bookmark not defined.

Exhibit B – Vendor Response .....Error! Bookmark not defined.

Exhibit C - Agreements .....Error! Bookmark not defined.

Supporting Appendices



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Englewood  
Ohio 45322  
USA

+1 800 686 9313  
[sales@civica.com](mailto:sales@civica.com)  
<https://www.civica.com>

**Date:** March 26, 2025

**RE:** RFP #25-42 Integrated Library Software

Dear Brazoria County Procurement:

Civica North America, Inc. dba Civica is delighted to present our submission to Brazoria County's Request for Proposal (RFP) for an Integrated Library System. Our Library Management software, Spydus, will meet the requirements of the County's Library System today and well into the future.

**The RFP response from Civica includes the following documents:**

- Civica Cover Letter and Executive Summary
- Exhibit A – Required Documents
- Exhibit B – Vendor Response
  - Attachment A - Bid Table with Pricing
  - Attachment B - Vendor Response to Evaluation Criteria
  - Exceptions to Standard Terms and Conditions
- Signed Addendum 1
  - Exhibit C – Agreements
- Sample Civica NA Software Terms and Conditions

**Supporting Appendices:**

- Appendix 1 - Spydus Implementation Methodology
- Appendix 2 – Sample Indicative Spydus Implementation Plan
- Appendix 3 - Sample Project Status Report
- Appendix 4 – Spydus Data Migration Plan
- Appendix 5 – Sample Training Schedule
- Appendix 6 – Sample Training Workbook (Extract)
- Appendix 7 – Spydus Technical Release and Change Management
- Appendix 8 - Civica Spydus Cloud and Application Support Service Terms
- Appendix 9 – Proof of Insurance

We extend our thanks to the Brazoria County team for its review of our RFP and would appreciate the opportunity to contribute to the advancement of the County's Library services and look forward to the possibility of partnering with you to achieve your strategic objectives and enhance the library experience for all users.

Troy Dagres, Business Development Manager-Library  
937-836-4499/800-686-9313/Fax 937-836-1036  
[troy.dagres@civica.com](mailto:troy.dagres@civica.com)

## Executive Summary

Civica is a global provider of software and services to enable GovTech leadership and change in public service organizations. It is currently privately owned by Blackstone, the world's largest alternative asset manager, in a recent acquisition valued at \$2.5 billion USD. Civica has over 4,500 staff globally based in the US, Canada, UK, Australia, New Zealand, Singapore, and India servicing 4 main sectors in Local Government, Health, Education, and Citizen Services.

Our local government business accounts for more than 50% of the scope of business and over 30% of our staff have had public sector and local government experience prior to joining our organization to make a difference to the wider community by enabling the local government industry.

In the U.S., Civica North America, Inc. dba Civica was incorporated in the state of Ohio on April 10, 1980, and has spent the last 45 years providing mission critical digital solutions to help manage both staff and community experiences through our deep portfolio of GovTech solutions.

Developed over the past 40+ years by Civica, Spydus is a fully integrated solution crafted by librarians for libraries, ensuring it meets both current and future needs. We continuously invest in Spydus to maintain its cutting-edge status. Offered as a cloud-based SaaS, it provides scalability and easy access without extensive IT infrastructure. Our development roadmap and priorities ensure we continue to offer a comprehensive solution that evolves with our customers' needs.

Our product and service strategy are driven by the desired outcomes of our customers, and we believe that we are well positioned to continue to deliver on these outcomes.

In addition to providing a Cloud ILS solution which delivers these outcomes, we have also detailed a comprehensive service offering from Civica, which includes:

- A significant U.S. presence, coupled with the global scale and security associated with working closely with a global organization.
  - Innovation to deliver the United States' leading Integrated Library Solution.
  - Dedicated Account Manager.
- Multiple State and Local Government customers across the US including State of Alaska, State of Maryland, State of Connecticut and State of Utah.

We believe libraries are a community place for cultivating learning, sharing ideas and knowledge, and building connections, while providing a sense of belonging. Our role is to ensure that we keep libraries at the forefront of rapidly evolving technologies, to ensure staff and patrons have an enjoyable and enriched experience within library spaces.

Civica is passionate about information management systems, and our purpose is to supply solutions that support improved library performance and efficiency. Our commitment to following sound sustainability practices ensures we enhance the positive environmental and social impacts of library business activities.

We are committed to building strong long-term relationships that we have with our customers, and with regular engagement this helps us to understand the needs of ever-growing communities. The interactions we have form a key part of our product roadmaps and associated services to create a library management system that meets council staff and community requirements.

A partnership with Civica also provides direct access to the development team via our dedicated Library Product Manager. The Product Manager's role is to work as a conduit to collect information from our customers, the product development team, and the wider library market. The role includes:

**Customer engagement** – working directly with existing customers and Civica service teams to ensure that we enhance our offerings in line with their current and future requirements.

**Prioritization** – working directly with Development and Service teams to ensure that Civica investment is targeted in the right way for our customers.

We recognize the importance of collaboration, accountability, integrity, respect, and sustainability in our services. Our Spydus system is designed to foster teamwork, uphold high performance standards, and adapt to evolving community needs, ensuring a sustainable, respectful, and integrity-driven approach. We are committed to providing an innovative, future-proof system that would resonate with the Brazoria County Library's commitment to professionalism, ethical conduct, and long-term community impact.

We look forward to the possible opportunity to work with the Library, leveraging our strong partnership for the next 5-10 years providing our market leading Library Management solution, Spydus, in addition to our top-tier support services to Brazoria County and its citizens.

# Attachment B - Specifications and Functionality Checklist

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# Attachment B - Specifications and Functionality Checklist

## 1 Introduction

The Brazoria County Library System (BCLS) seeks to obtain a proposal for an Integrated Library System (ILS). BCLS is currently using the Polaris software from Clarivate. The library seeks to proceed with the selection and implementation of an ILS.

The library is interested in obtaining a hosted service for its ILS with a browser interface in addition to – or instead of – client software needing to be installed.

BCLS provides library services as follows (approximate numbers, including e-titles):

Year	# of holdings	Annual circulation	Population served
2022	1,751,075	1,447,955	388,181
2023	2,197,716	1,725,814	398,938
2024	1,751,075	1,701,086	409,642
2025 (projected)	1,968,326	1,970,713	417,541
2026 (projected)	2,023,691	2,148,331	426,781

BCLS is interested in finding an ILS which provides library users with robust, seamless access to a variety of online services as well as enabling the library to monitor and improve stewardship of library resources.

All documents, including proposals, submitted to BCLS become the property of BCLS. They will be received and held in confidence under provisions of the Texas Public Records Act and subject to disclosure except as may be exempt by state or federal law; however, this must be clearly indicated and Project scope

The project scope is outlined in the following sections:

1. **Applications and Interfaces** – This section describes the core applications (or their equivalent) required to meet the needs of BCLS, including applicable interface requirements and industry standards. These requirements and standards will be necessary to allow the ILS to operate with products from other third party providers. As part of its proposal, a provider may propose alternate applications providing equivalent functionality, as determined in BCLS's sole discretion.
2. **Product/Service Specifications:**
  - 2.1. Configuration Requirements. This subsection lists the configurations and functionality of the proposed solution desired by the BCLS.
  - 2.2. Functionality Specifications. This subsection lists all anticipated functionality of the ILS.
  - 2.3. Implementation Requirements. This subsection identifies services relating to installation, implementation, testing, training, acceptance, and operation of the ILS.
  - 2.4. System Availability, Maintenance and Support. This subsection presents the requirements for ongoing system availability, maintenance, repair and related services throughout the life of the contract.

## Attachment B - Specifications and Functionality Checklist

- 2.5. Functionality Checklist for Next Generation Integrated Library System (NGS/ILS) -- This section provides a list of all of BCLS requirements for the proposed ILS. Provider should indicate whether the ILS can meet the desired functionality, whether there are plans in place to meet the desired functionality in the near future, or if there is an additional charge for specific functionality.

**3-5. Appendices.** Utilized for reference throughout the document.

# Attachment B - Specifications and Functionality Checklist

## 1 APPLICATIONS AND INTERFACES

### 1.1 PROVISION, INSTALLATION AND SETUP OF THE FOLLOWING:

At a minimum, the proposed ILS solution should contain the following core applications, or their equivalent as determined in BCLS's sole discretion, performing the described desired functionality.

#### CORE APPLICATIONS

Feature	Description (for further detail, see Functionality Requirements, below)
Bibliographic database system	Database containing descriptive records of material commonly held by libraries, including but not limited to books, periodicals, audio-visual materials, electronic devices, realia and links to electronic materials from within the library or from a third party provider.
Cataloging	The ability to create and maintain the Bibliographic Database System by allowing for adding, editing and deleting bibliographic records. Must include functionality for the batch input of catalog records from a third-party.
Authority control	Create and maintain headings for bibliographic material in order to disambiguate items with similar or identical headings and to co-locate materials that logically belong together although they present themselves differently.
Acquisitions with fund accounting	Selection and purchasing of materials. Must include EDI capabilities.
Serials control with fund accounting	Cataloging of publications issued in successive parts. Should include EDI capabilities with EBSCOnet for claims.
Portal module	Allows for library customers to establish online accounts with the system, and facilitates personalized searches of the catalog. It should allow placing of holds, renewals, and payment of fines.
Circulation system	The system within the ILS that manages the movement of material between patrons and library locations.
Homebound module	A method to circulate material to patrons who cannot come into the library.
Interlibrary loan management	Facilitation of lending and tracking of material from and to different library institutions.
Z39.50 client and server	Ability to search catalog via Z39.50 interface and ability to search other systems via Z39.50 interface.
Management information system/Report generator	General reporting capabilities to show quantitative and qualitative results.
Browser-based staff client	Interfaces should use a web browser.
Event management	Room reservations and scheduling.
Communications module	Ability to send email or text messages directly to groups or individual patrons. Ability to automatically generate and send messages.



## Attachment B - Specifications and Functionality Checklist

System administration	Ability to administer the ILS for purposes of controlling access, setting parameters and obtaining classified reports.
Reporting module	Ability to generate standard and customized reports.
Online public access catalog (OPAC)	Online access to the catalog. This allows for searching and reviewing material descriptions.
Patron authentication for remote access to databases	Authentication to the ILS and database and e-content vendors.

Spydus is fully customizable to meet the needs of any library regardless of its size and operating model. As a result, libraries of all types and sizes, including large consortia, trust Spydus to deliver enhanced experiences for their communities, increased engagement and automation. It combines the unique features of traditional integrated library management and discovery, digital asset management and cultural collections solution, with additional integrated modules for digital content and event management.

### Discovery Platform

The Spydus Discovery Platform searches across the entire database and returns a ranked federated set of results, regardless of the format of the record. Bibliographic records – both physical and digital, archival descriptions, electronic assets (images, video, audio and documents), online resources, transcriptions, book groups, reading challenges, and events are all searched and retrieved simultaneously.

For bibliographic results, BIBFRAME's Work / Instance model is used to group multiple versions of the same work e.g. hard back, e-book, e-audiobook to improve the user's discovery and simplify the display.

Video and audio files can be streamed or downloaded. and be restricted to nominated borrower categories as required by the cataloger.

Library users can expand their searches to other libraries and search points via z39.50 and other protocols, and members of consortium libraries can expand their searches from local to global without having to re-enter their searches.

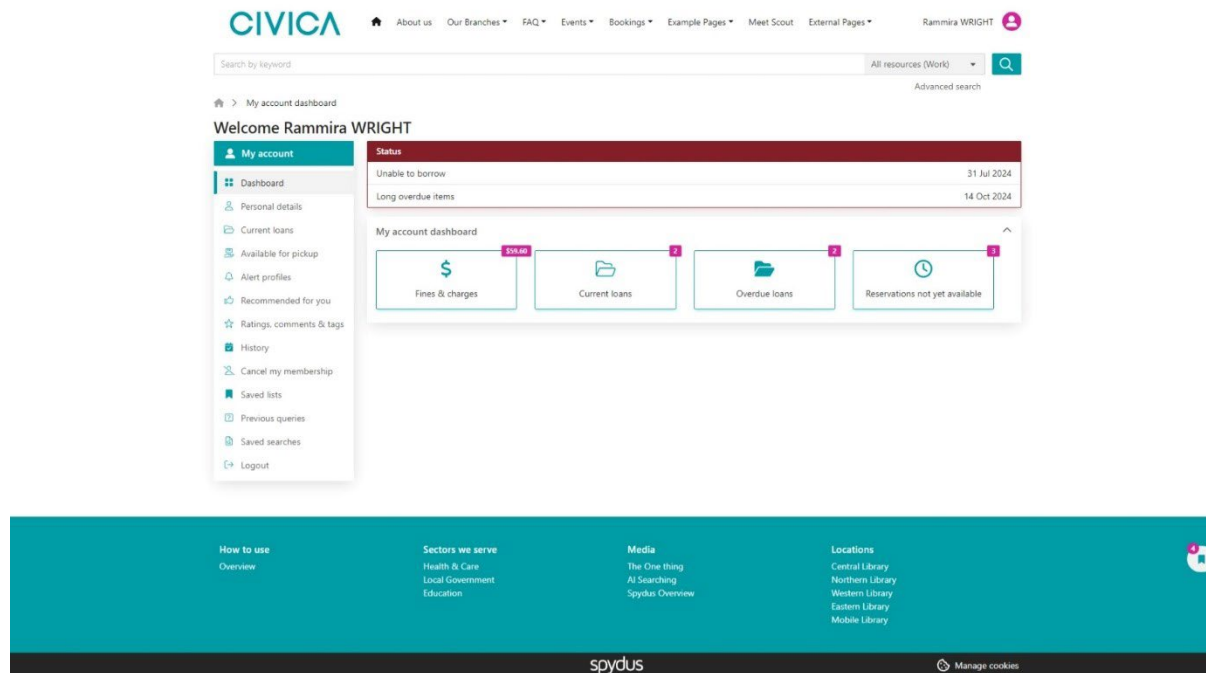
Patrons can use the Discovery Platform to register, update their details, review their loan history, renew their loans, pay charges, register for events, place and manage reservations, create profiles and receive personalized recommendations, and much more.

The Discovery Platform is developed 'Mobile first' so it is optimized for access to the library's resources anytime, anywhere and on any device. It is fully customizable via a set of configuration tools used to update colors, branding, results fields and labelling, and containers (saved queries displayed as galleries, word clouds etc.).



*Spydus Discover OPAC landing page*

## Attachment B - Specifications and Functionality Checklist

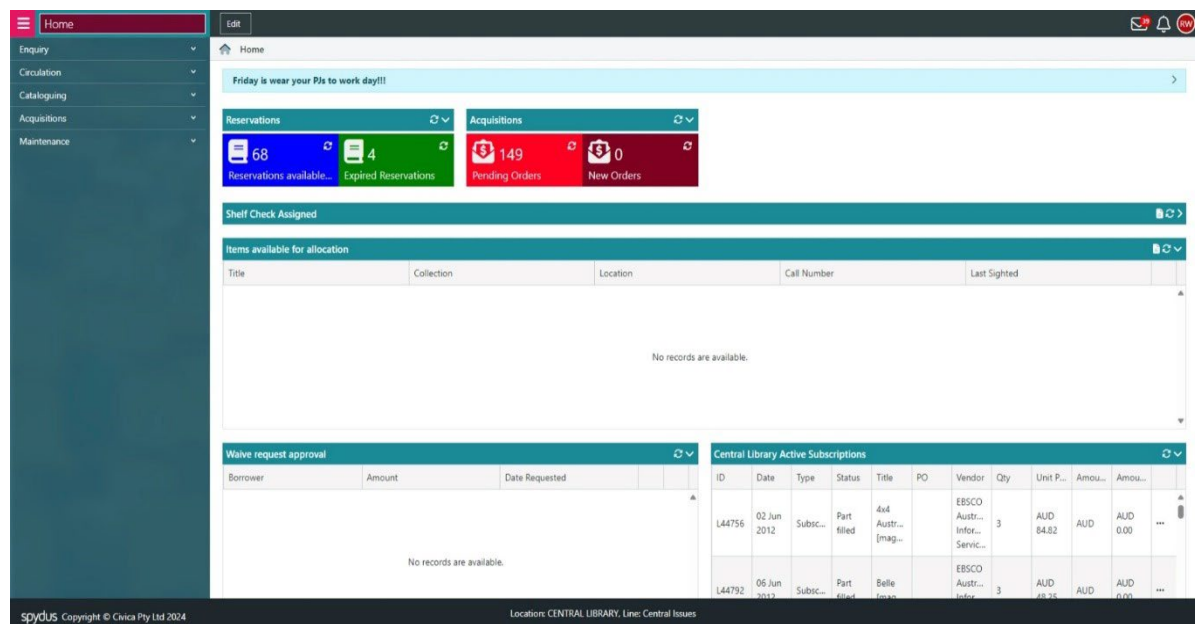


*A user's account dashboard on the OPAC*

## Home

The Home module streamlines the administration burden making tasks simpler to complete. Authorized staff can post announcements and messages for other staff. Individual staff can build a custom menu of useful links, add widgets to view records requiring action such as pending invoices, waive approvals, review approval, upcoming events, and more.

## Attachment B - Specifications and Functionality Checklist



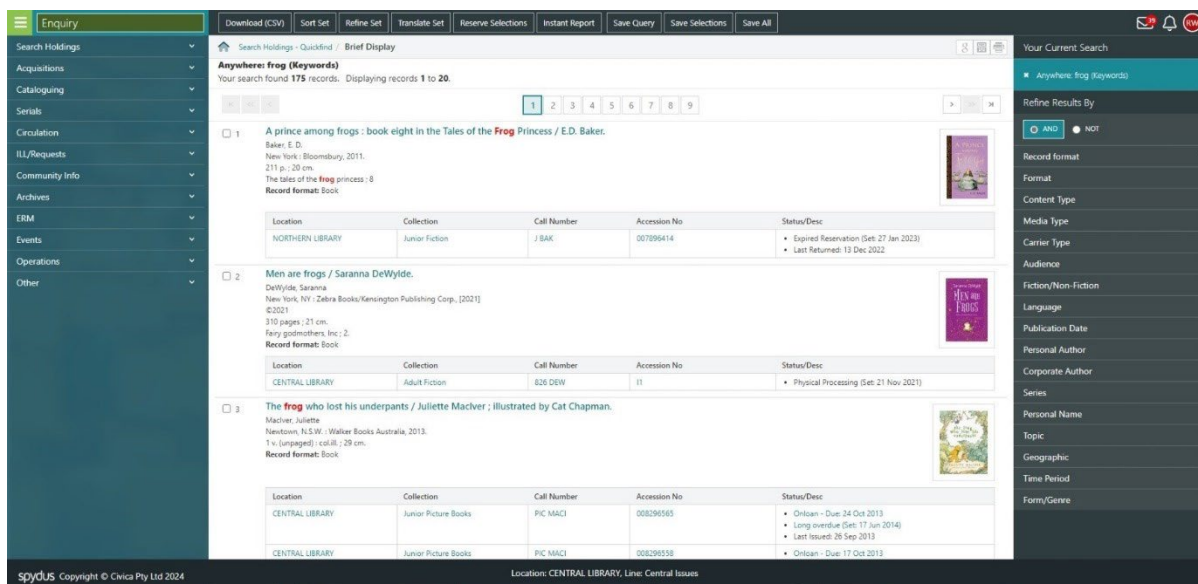
*The Spydus Home module, displaying widgets and announcements*

### Enquiry

Enquiry is a powerful search and retrieval engine that allows staff to search the database using an extensive range of access points enabling access to all data. Features include:

- Access points for all data in the database
- Real-time linking between data formats e.g. from an item record, link to catalogue maintenance or acquisitions or circulation
- Link to related records through authorities, collections, locations, tags
- Quickfind (Google-like) searches across all fields in a record
- Advanced search including keyword, browsing, Boolean operators, truncation and fuzzy searching
- Save searches for re-use including OPAC containers
- Save search results for export (download or email) or to use in containers

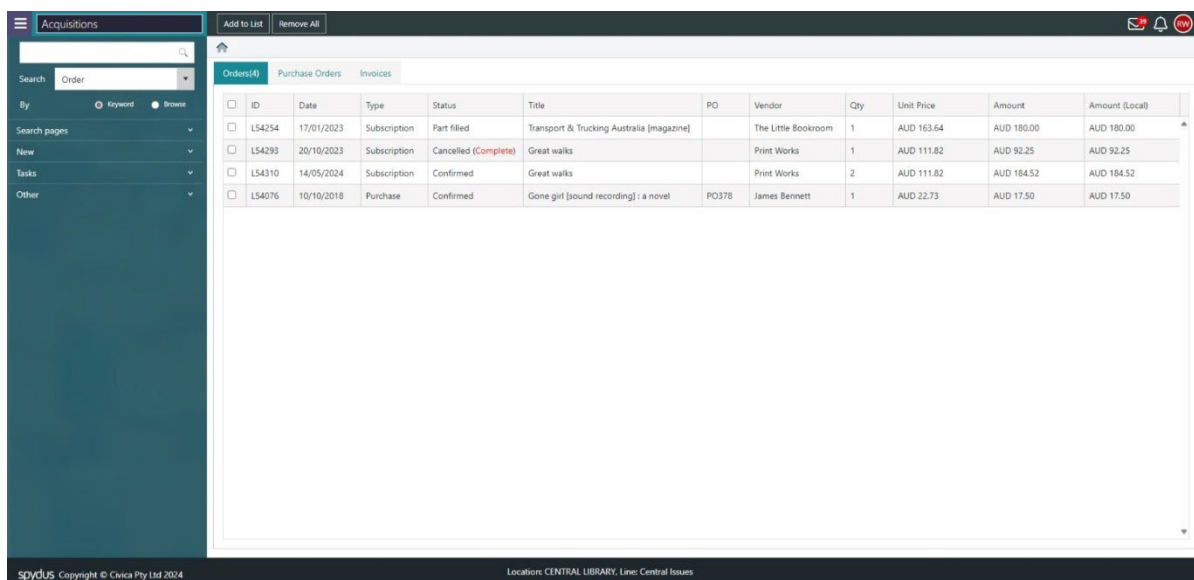
# Attachment B - Specifications and Functionality Checklist



The Spydus Enquiry module, displaying search results

## Acquisitions

The Acquisitions module provides a complete process from a vendor's pick list through purchase orders, allocation, receipt, claims and reminders, invoicing, fund management and reporting. EDI removes many of the manual steps in this process where fully supported by the vendor. Approved invoices information can be output for harvesting by Finance Systems.



An order list displaying in the Spydus Acquisitions module

# Attachment B - Specifications and Functionality Checklist

## Cataloguing

Spydus provides standards-based cataloguing for all types of data.

Bibliographic and Authority records are created as RDA compliant MARC21 format via the Cataloguing client and cataloguing worksheets. Records can be created from scratch or bulk loaded from an external agency. Load controls determine which tags are loaded and dropped and which are used for matching existing records, and what to do if they are matched. Items can be auto created from nominated tags in the bibliographic records.

Records provided by eVendors (typically as part of an automated harvest) are used to create loan-able items which allow patrons to borrow the records from the OPAC, providing statistics. Records can be uploaded from z39.50 searches (including bulk searches by ISBN). Editing tools allow for bulk changes of subfields, tags and indicators.

Authority Control allows libraries to manage their authorities (subjects, authors etc.) by globally updating records and creating see and see also references. All changes to authorities are immediately applied to the linked bibliographic records.

Duplicate authorities are not permitted, so if an updated authority matches an existing authority, the two records are merged. Authorities in the bibliographic record can be linked to real-world objects (authority records in external agencies such as the Library of Congress and the Virtual International Authority File (VIAF)) enhancing the records for harvesting by search engines.

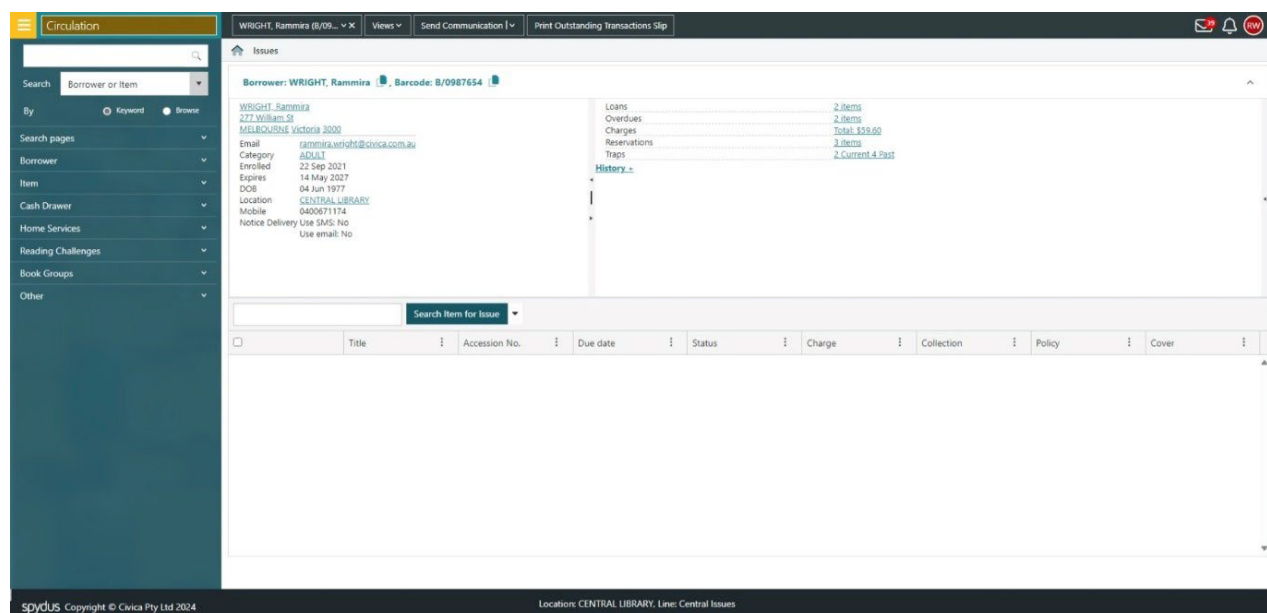
The screenshot displays the Spydus MARC cataloguing interface. On the left is a dark sidebar with a search bar and a menu containing 'Search', 'Search pages', 'MARC', and 'Other'. The main area is titled 'Cataloguing' and features a top navigation bar with 'Edit', 'Download', 'Authority', 'Tools', and 'Close'. Below this, a search bar is set to 'Bibliographic'. The central workspace shows a MARC record for '000 - LEADER (NR)' with fields for Offset, Name, Text, Code, and Description. A table below lists various MARC tags (000, 001, 003, 005, 008, 010, 019, 020, 082, 100, 245) with their indicators and field text. The field text includes details like '01316cam 2200277 a 4500', '164353', 'VBAY', '20221118185944.0', '090213a2010 nyu b 000 1 eng', 'a2009004839', 'a43849612', 'a9781402766466', 'a[Fc]222', 'aNamm, Diane.', and 'aAnimal stories :retold from the originals /icby Diane Namm : illustrated by Eric Freeberg.' A 'New tag' button is visible on the right. The footer shows 'spydus Copyright © Civica Pty Ltd 2024' and 'Location: CENTRAL LIBRARY, Line: Central Issues'.

Spydus MARC cataloguing interface

## Circulation

The Circulation module provides the following features:

- Customizable registration forms for full, brief and institution members
- Issues and renewals
- Returns and bulk returns
- Bulk update of due date
- Borrower details and transactions displayed on the screen
- Alerts for items and borrowers at issue or return
- Reservations and queue management
- Bulk update of reservations e.g. suspend, change pickup location
- Stocktake functionality including use of RFID remote scanners
- Materials / Room bookings
- Charges and payments (including Waive requests)
- Claims returned / never borrowed
- Circulation notices
- Auto renewal
- Integration with debt collection
- Policies for loans, reservations and notices based on location, collection, borrower category, item status and borrower status
- Bulk change to items and borrowers
- Bulk change of location, collection, status
- Bulk item deletion
- Cash drawer
- Offline
- Ad hoc communications
- Membership card printing
- Self service module



*The Spydus Circulation module displaying a borrower record, where users would then loan items*

## Member Management

While full management of member services is offered through the Circulation Module (see above), Spydus emphasizes patron self-service via the OPAC:

- Online registration
- Address auto-completion (interface)
- Updating of details
- Membership cancellation / renewal / right to be forgotten
- Reservations and reservation maintenance
- Placing ILL, Purchase and Information requests
- Profile and recommendation alerts
- ePayments
- Waive Requests
- Loan history (including searching)
- De-linking of transaction history
- Placing ratings, reviews and tags (public and private)
- Saved lists
- Saved searches
- Self-service issues and returns (Spydus and 3<sup>rd</sup> party)
- Mobile app
- Events registration (including guest registrations)
- Integration with 3<sup>rd</sup> party service providers (including self-service book pods)

## Events

The Spydus Events module lets libraries manage and market all types of events. You can:

- Manage one-off events, recurring events and series of events such as clubs.
- Manage waiting lists for events.
- Take payments for chargeable events.
- Promote events and target audiences using a range of categories.
- Provide tickets which attendees can print or present on their mobile device for entry to an event.
- Scan tickets to record attendance. Libraries can also enter number of attendees for events where registration is not required.
- Provide a feedback questionnaire following an event.

Using social media tools such as Facebook, Twitter and email, you can promote your events to the community or to specific library borrowers, e.g. through calendar invites.

## Room/PC/Material Bookings

The Spydus Bookings module allows staff and patrons to place bookings against library resources e.g. rooms, PCs and equipment. Policies determine the booking conditions such as periods and frequency.

In a later release of Spydus there will be greater interaction between Bookings and Events with the ability to book rooms as part of the Event setup.

## Community Information

The Community Information (CI) module enables the library to manage a directory of community organizations and their contact details. CI records can be accessed in the OPAC with the results displayed with other matching records. CI records are stored in the database in MARC21 format and are entered using cataloguing worksheets. Staff can generate letters or emails to send to the organizations' contacts to request updates.

## Self Service

The Spydus Self Service module is a web-based application which runs on a PC. The functions available are controlled by the library and include:

- Issues
- Returns
- Renewals
- Management of Reservations and Bookings
- Borrower Details.

Spydus also integrates with third-party self-service providers via SIP2 and / or API.

## Electronic Resource Management (ERM)

The ERM module allows users to record and manage information about electronic and digital services, e.g. licenses, terms and conditions, subscription period, vendor and order references, price, and so on. ERM comprises three sub-modules: Digital Assets, Online Resources and Contracts.

## Reports

The Reports module contains more than one hundred (100) already built, "canned" reports for most Spydus modules that most users find meets their everyday needs. Reports can be run with the grouping and sorting options in each report and printed or exported. There is no option for customization or scheduling of these reports. Data is real-time.

In addition, the Spydus product offers an optional module, Spydus BI that consists of two components:

SpydusManager provides statistical overviews of activities in the library including loans, reservations,



## Attachment B - Specifications and Functionality Checklist

bookings and events. Staff can use this data to make decisions on staffing levels, opening hours, marketing campaigns, collection development policies etc., and to respond to the State Library's annual statistical report. Reports can be scheduled to send the output directly to the recipient's inbox meaning you no longer have to worry about what reports are run, when and for whom and whether the staff member responsible is available. Reports are provided through a user-friendly report builder which utilizes 'Views' of the database – simplified data structures making understanding, and even writing reports, a simple process. SpydusManager provides over 100 reports out-of-the-box, which can be copied and edited if required.

**SpydusCollections** builds on the views and reports provided in SpydusManager, but with a particular emphasis on understanding and monitoring the performance of the library's collection. Many reports include, or drill to, the item level. Hyperlinks from these reports will take the user to the item screen in the Spydus web-based app. to allow direct editing of the item or bibliographic record. Trend reports have calculated the number of borrowers or items in the library at points in time. These are combined with other metrics to show changing ratios over time. Many reports contain user-defined targets to indicate how the libraries are performing. As with SpydusManager, the 40+ reports can be copied and edited to meet the specific needs of the library.

### Serials

The Serials Module supports the subscription, cataloguing, claims, check-in, prediction and enumeration, renewal (including automatic renewal) and fund management for physical serials. Subscriptions can be created for digital serials which are managed through the Contracts component of Electronic Resource Management.

### Maintenance

Spydus provides a front-end interface for maintaining system parameters and policies for all modules and operations. This interface is designed to allow libraries to easily configure and update parameter settings and policies across the system.

Civica provides all customers with LIVE (production) and TEST (sandpit) environments. In many cases, parameters set in TEST can be exported and imported into LIVE.

Parameters that can be controlled by the library through Maintenance include:

- User accounts and groups
- Access Privilege Manager
- Currencies, funds and vendor information
- Alert wording
- Borrower categories
- Borrower registration (including ability to set mandatory fields, order of form, privacy)
- Charges
- Collections
- Item status
- Locations
- Notices (what notices to send in what format, control over notice wording and styling)
- Slip printing parameters

## Attachment B - Specifications and Functionality Checklist

- Policies for reservations, notices, loans and bookings
- Requests and interlibrary loans
- OPAC styling including colors, images, text, headers and footers
- Adding or modifying OPAC containers

### SpydusGo

SpydusGo takes a number of core staff functions and reimagines them within a mobile device using functions such as the device camera to scan barcodes and library cards. It is available to download on iOS and Android devices. Whether out on the library floor or in mobile library locations, staff can quickly manage key functions from circulation tasks to managing events with SpydusGo.

### Requests

Requests are placed via the OPAC or Staff Enquiry and are managed through the Requests web application. Requests can be placed for purchasing a new Bibliographic title/item, getting articles/photocopies, inter-library-loans (articles and items) and/or requesting for more information. These requests are then reviewed and assigned to a staff member for processing, dispatched to a lender (where applicable), orders placed (where applicable), and issued/returned. When a request is placed, it automatically places a reservation to that order/item for the borrower.

Staff and customers can place purchase, ILL or information requests. Staff can change the request from one format to another. A search of an external library (via z39.50) can be used to populate the request form and identify holding libraries. Bibliographic information in the purchase request will auto-fill an order in the Acquisitions module. The patron is updated at each step in the process and a reservation is automatically created when the item is added to Spydus. An external search can be used by customers to link to the OPAC of the holding library to place a local reservation (if allowed by that library). Spydus supports patron-driven collection development, currently offered by James Bennett and Hublio.

### 1.2 INTERFACES/INTEGRATION

At a minimum, the proposed solution should interface with or work in conjunction with BCLS's existing third-party solutions. In the alternate, the proposed ILS solution should provide equivalent functionality of the third-party solution, as determined in BCLS's sole discretion, without the need for interfaces or integration with third-party solutions.

Configuration with third-party solutions (e.g., software interfaces and hardware integration).

Third-party solution	Description	Implementation
Chilifresh	OPAC content enrichment	OPAC enrichment content is retrieved from vendor based on bibliographic data in the ILS.

## Attachment B - Specifications and Functionality Checklist

Envisionware, Inc.	Public computer management Self-check eCommerce & Point of Sale (POS)	ILS should interface with Envisionware software to validate patron information, communicate with self-check machines to perform checkouts similar to a staff client, connect to POS to provide fines information and transfer payment information back to ILS and provide a secure interface for paying fines and fees online that is PCI compliant.
CloudLibrary Boundless	eBook providers	OPAC allows users to connect to third-party vendors and download eBooks.
Unique Management Services	Debt collection services	ILS should allow UMS to automatically and systematically extract patron and fine data.
WorldShare ILL	Interlibrary loan workflow management software	ILS should interact with OCLC WorldShare to facilitate loaning materials to and receiving materials from other library systems.
SpringShare	Room and equipment reservation service	ILS will allow SpringShare to authenticate users and verify they are eligible to reserve the room or equipment based on library policy parameters.
CollectionHQ	Evidence-based collection management service	ILS should allow CollectionHQ to automatically and systematically extract collection and circulation data.
SIP2	Data exchange between ILS and third party software/hardware	ILS should allow third-party vendors to extract information needed for authentication using SIP2 protocols.
Patron Point	Email marketing and patron registration	ILS will interact with Patron Point to provide access to and creation of patron records.
Zebra label printer compatibility	Label printer	Provide compatibility with a variety of models.
Receipt printer support	Receipt printers	Provide compatibility with a variety of makes and models.

**Due to the robust and comprehensive nature of Civica's Spydus solution, you will likely be able to eliminate various third-party vendors; however, Civica and the Library can discuss the adding of interfaces to any third party vendors still required.**

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### SpydusAPI

Spydus provides RESTful APIs, both LCF compliant and Spydus specific which are available for third-parties (e.g. RFID vendors) to integrate with Spydus. These can be viewed at <https://demo10.spydus.com/api/Swagger>. Spydus integrates with third-party APIs including e-vendors, payment providers, Addressify and Syndetics.

### Interfaces

- **SpydusAPI (LCF and Spydus-specific)**
- **Syndetics (Classic and Unbound)**
- **SIP2**
- **Library Thing**
- **Novelist**
- **Cash Management**
- **CollectionHQ**
- **Unique debt management**
- **eVendor APIs**
  - **Overdrive**
  - **Bolinda**
  - **Axis360**
  - **CloudLibrary**
  - **Wheelers**
  - **Indyreads**
  - **Hoopla**
  - **Beamafilm**
  - **Ulverscroft**

Due to the robust and comprehensive nature of Civica's Spydus solution, you will likely be able to eliminate various third-party vendors; however, Civica and the Library can discuss the adding of interfaces to any third party vendors still required.

### 1.3 CAPABILITIES TO COMPLY WITH INDUSTRY STANDARDS

The proposed solution should meet or exceed the following industry standards and other listed standards:

NISO standards:

MARC21
ANSI/NISO Z39.50-2003 (S2014) Information Retrieval: Application Service Definition & Protocol Specification
NISO/ISO Z39.63 Interlibrary Loan Data Elements
ANSI/NISO Z39.71-2006 Holdings Statements for Bibliographic Items
ANSI/NISO Z39.83-2-2012, NISO Circulation Interchange Protocol (NCIP) Part 2: Implementation Profile 1 (version 2.02)

## Attachment B - Specifications and Functionality Checklist

ANSI/NISO Z39.88-2004 (R2010) The Open URL Framework for Context-Sensitive Services
ANSI/NISO Z39.93-2014 The Standardized Usage Statistics Harvesting Initiative (SUSHI) Protocol
NISO RP-11-2011 ESPreSSO: Establishing Suggested Practices Regarding Single Sign-On
NISO RP-21-2013 Improving Open URLs Through Analytics (IOTA): Recommendations for Link Resolver Providers
NISO Z39.100-201x Standard Interchange Protocol (SIP)

**Civica's Spydus solution is a premier product valued and used by libraries worldwide and meet or exceed the NISO information standards established for libraries and other content providers and knowledge base suppliers.**

ISO standards:

ISO 10160, the Interlibrary Loan (ILL) Application Service Definition
ISO 10161 ILL application protocol
ISO 15511:2011 specifies the International Standard identifier for libraries and related organizations (ISIL)
ISO 27729 International Standard Name Identifier

standards and protocols:

COUNTER
EAD
EDIFACT
ERMI
OASIS
ONIX
OSI Reference model
SSL
SRU
SOAP
TEI
UTF-8
MARC-8

**Civica's Spydus solution meets the requirements of the standards and protocols listed above.**

REQUIRED ADDITIONAL CAPABILITIES AND PROTOCOLS

Ability to read Mod 10 Luhn barcodes
Active directory

**Civica's Spydus solution meets these required capabilities.**

## 2 PRODUCT/SERVICE SPECIFICATIONS

### 2.1 CONFIGURATION SPECIFICATIONS

This section lists the required and preferred configuration as well as certain initial and ongoing services. Refer to Appendix 1 – Estimated data storage and processing requirements.

1. ILS Software

Provider will deliver ILS over the internet and be remotely operated and managed by the provider on behalf of BCLS. The ILS should accommodate BCLS's FY24 projected requirements for peak-hour concurrent public and staff users. See Appendix I.

**As Spydus is a browser-based Cloud solution, Civica takes care of all maintenance, upgrades, backups and system/environment and security updates. The customer is responsible only for access to the Civica firewall and communications between peripheral devices.**

**Spydus is an Enterprise solution and can accommodate any number of users, making it ideal for individual public libraries and large consortium library systems alike.**

2. ILS test and training system

Provider will deliver a test and training program administered over the internet. Provider will remotely operate and manage the test and training program on behalf of BCLS. The test and training program should accommodate, at a minimum, 75 staff users and contain the same modules as the production server, and such modules would be used for training staff, examining data migration test files, and testing software releases.

**Civica provides all Spydus customers with a test and a live environment for training and testing purposes throughout the duration of their contract. This system will be updated periodically and is ideal for training new staff and testing of updates before they are rolled out.**

3. Services for Authority Control, RDA, FRBR, and adaption to BIBFRAME.

Provider's ILS solution should process BCLS's bibliographic database to apply authority control, RDA standards, FRBR access points, and adaption to emerging BIBFRAME practices to the entire bibliographic databases. Provider's ILS solution should provide periodic, automatic updates of BCLS's bibliographic and authority database.

**Access to RDA toolkit from within the Cataloguing module is not current functionality; however, it is being reviewed as future functionality. Monthly updates are provided for the Bibliographic and Authority databases.**

4. Potential additional services should include the modules for collection management, community communications and/or engagement, and statistics management.

**Spydus provides for total Collections Management, including adding, deleting, deactivating, suspending, adding particular collections to catalogue filters, allowing or blocking reservations for a collection, setting minimum borrowing age for collections, and many more capabilities.**

**Civica's Spydus solution includes a Community Information module that enables the library to manage a directory of community organizations and their contact details. CI records can be accessed in the OPAC with the results displayed with other matching records.**

## Attachment B - Specifications and Functionality Checklist

CI records are stored in the database in MARC21 format and are entered using cataloguing worksheets. Staff can generate letters or emails to send to the organizations' contacts to request updates.

The Spydus Events module lets libraries manage and market all types of events. You can:

- Manage one-off events, recurring events and series of events such as clubs.
- Manage waiting lists for events.
- Take payments for chargeable events.
- Promote events and target audiences using a range of categories.
- Provide tickets which attendees can print or present on their mobile device for entry to an event.
- Scan tickets to record attendance. Libraries can also enter a number of attendees for events where registration is not required.
- Provide a feedback questionnaire following an event.

Spydus provides extensive reporting of statistics in the Reports module, as well as the optional SpydusBI module. There are more than 100 "canned" reports available from the Reports module, plus the capability of customized reports in SpydusBI.

5. Custom development services  
BCLS may, from time to time, request customized services, the scope and pricing of which will be negotiated between the provider and BCLS.

**Civica is happy to provide customized services at the request of the Library, and scope and pricing can be negotiated at the time of the request.**

## 2.2 FUNCTIONALITY SPECIFICATIONS

Provider's proposed ILS solution should provide the following functionality, and interface with or work in conjunction with the applicable third-party solutions. In the latter case, the proposed ILS solution should provide equivalent functionality of the third-party solution, as determined at BCLS's sole discretion, without the need for interfaces or integration with third-party solutions.

1. Applications software
  - 1.1. Bibliographic database system – should provide the following
    - 1.1.1. Unicode compliance
    - 1.1.2. FRBR support
    - 1.1.3. RDA support
    - 1.1.4. Support for diacritics
    - 1.1.5. Support for adaptation to Bibframe
  - 1.2. Cataloging with authority control – should provide the following
    - 1.2.1. Subscription to providers of bibliographic MARC records
    - 1.2.2. Batch import/download of MARC records from any source to generate bibliographic and item records in the ILS. The records may be from a website, FTP source, or MARC records on a local drive
    - 1.2.3. Full-screen editing of MARC records with database update on save
    - 1.2.4. Editing and validating of bibliographic records

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- 1.2.5. Merge bib records and combine their holding/item records automatically
- 1.2.6. Batch export MARC records with or without holding information via scheduled task
- 1.2.7. Spell checker
- 1.2.8. Real-time download with Z39.50
- 1.2.9. Global or individual edit of bib records
  - 1.2.9.1. Add/delete fields
  - 1.2.9.2. Edit fields and subfields
  - 1.2.9.3. Replace fields and subfields
- 1.2.10. Global or individual edit of holding/item record
  - 1.2.10.1. Item Type
  - 1.2.10.2. Call Number
  - 1.2.10.3. Location
  - 1.2.10.4. Notes
  - 1.2.10.5. Status
  - 1.2.10.6. Add/delete fields
- 1.2.11. Build customized spine labels
- 1.2.12. Provide customizable duplicate detection
  - 1.2.12.1. Duplicate call numbers
  - 1.2.12.2. Duplicate OCLC numbers
  - 1.2.12.3. Duplicate ISBNs
  - 1.2.12.4. Duplicate item numbers
  - 1.2.12.5. Duplicate unique bibliographic identifier
- 1.2.13. Use formatted coding templates to reduce errors in fixed-field coding
- 1.2.14. Manage links between authority and bibliographic records automatically
- 1.2.15. Fully support Unicode and HTML in special characters and diacritics
- 1.2.16. Flexibility in searching bibliographic records by any MARC field
- 1.2.17. Create customized lists and reports
- 1.2.18. Ability to create non-MARC metadata
  - 1.2.18.1. BIBFRAME
  - 1.2.18.2. Other
- 1.2.19. Ability to bridge records back and forth between staff and cataloging modules
- 1.2.20. Authority control
  - 1.2.20.1. Automatically verify the headings in any record
  - 1.2.20.2. Merge authority records and adjust their linked headings automatically
  - 1.2.20.3. Ability to create, edit, merge, and delete headings
  - 1.2.20.4. Ongoing update of authority headings according to the Library of Congress
  - 1.2.20.5. Globally update authority headings records by any MARC field
  - 1.2.20.6. Provide as a one-time service for application of authority control, RDA standards, and FRBR access points to BCLS's bibliographic records. The result of this authority control process would be the change of each applicable heading in each MARC record to a current form of entry, and production for each such heading of a corresponding MARC authority record for inclusion in



## Attachment B - Specifications and Functionality Checklist

the database of the NGS/ILS; the RDA conversion of all bibliographic records, and the updating and addition of access points in bibliographic records to prepare for a FRBR display in the ILS.

- 1.2.20.7. Automatic Authority Control Update Services would be provided as periodic services for automatic updates of Authority Records, RDA standards, and FRBR access points in BCLS's bibliographic and authority database. The result of this update process would be replacement of Authority Records with newer versions of those records, and the update of headings in associated MARC records by the NGS/ILS to a current form of entry, and the update of records to meet current RDA and FRBR standards.
- 1.3. Acquisitions with fund accounting – should provide the following:
  - 1.3.1. Ability to create and maintain selection and ordering lists
  - 1.3.2. Selections and purchase request functions are part of the acquisitions software
    - 1.3.2.1. Download acquisitions vendor selection and ordering lists
    - 1.3.2.2. Integrate multiple vendors' selection lists
    - 1.3.2.3. Ability to make additions and deletions to selection and order lists
    - 1.3.2.4. Electronic ordering with selection lists (EDI)
  - 1.3.3. Ability to make customizable data entry and add free text fields to selection and purchase requests
  - 1.3.4. Ability to make individual purchase requests and desiderata
  - 1.3.5. Sort purchase requests by selector, program, or budget code
  - 1.3.6. Ability to customize work slips to reflect local format and fields
  - 1.3.7. Work slip functionality
    - 1.3.7.1. Electronic work slips
    - 1.3.7.2. Printed work slips
  - 1.3.8. Ability to view status at every stage of the acquisitions and cataloging process including:
    - 1.3.8.1. Selection
    - 1.3.8.2. Ordering
    - 1.3.8.3. Receiving
    - 1.3.8.4. Pre-processing
    - 1.3.8.5. Cataloging
    - 1.3.8.6. Post-processing
    - 1.3.8.7. OPAC
  - 1.3.9. Ability to suppress selections/desiderata bib records and items in OPAC
  - 1.3.10. Automatic update of bib record in OPAC throughout the acquisitions/processing/cataloging workflow
  - 1.3.11. Ability to delete a record
  - 1.3.12. Ability to have an indexed and searchable User Defined Field (UDF) that is linked/related to the BCLS-generated PO number contained in the ILS. Library staff creates and enters data into this field
  - 1.3.13. Archive by fiscal year
  - 1.3.14. Catalog records should remain separate from acquisitions records.
  - 1.3.15. Ability to distribute partially approved/received orders.

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- 1.4. Serials control with fund accounting – should provide the following:
  - 1.4.1. Issue arrival prediction
    - 1.4.1.1. Regular patterns
    - 1.4.1.2. Irregular patterns
  - 1.4.2. Automatic check-in
  - 1.4.3. Flexible holdings display (free text)
  - 1.4.4. Manual edit of holding patterns
  - 1.4.5. Display of serials holdings data in other modules
  - 1.4.6. Accommodate and link title variations
  - 1.4.7. Accommodate and link multiple formats of the same title (print, fiche, electronic, etc.)
  - 1.4.8. Hyperlink to the e-version of journal
  - 1.4.9. Flexible, customizable display of call number and location
  - 1.4.10. Share vendor records with acquisitions module
  - 1.4.11. Share fund records with acquisitions module
  - 1.4.12. Manage subscription renewal and cancellations
  - 1.4.13. Support automatic or mediated claims and cancellations in email or print formats
    - 1.4.13.1. Automatically, via email
    - 1.4.13.2. Manually, via email
    - 1.4.13.3. Automatically, via printouts
    - 1.4.13.4. Manually, via printouts
  - 1.4.14. Claims alerts
- 1.5. OPAC – should provide the following:
  - 1.5.1. Web browser visual user interface using popular web browsers
  - 1.5.2. Secure Socket Layer encryption
  - 1.5.3. Interfaces in multiple languages including Spanish
  - 1.5.4. Smartphone/tablet interface
  - 1.5.5. eCommerce interface
  - 1.5.6. Spell checker
  - 1.5.7. Authentication by browser type to access secure websites and restricted resources
  - 1.5.8. URL link resolver
  - 1.5.9. Link from the OPAC to multimedia and eContent
    - 1.5.9.1. eBooks
    - 1.5.9.2. eJournals
    - 1.5.9.3. eVideo
    - 1.5.9.4. eAudio
  - 1.5.10. User-customizable capabilities and personalization
    - 1.5.10.1. Interface look and feel (skins)
    - 1.5.10.2. To make requests for alerts of new content via keyword
    - 1.5.10.3. User-created favorites lists
    - 1.5.10.4. User-created “save search” lists
    - 1.5.10.5. User recommendations

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- 1.5.11. Capabilities and customer support for library's page-level customization
  - 1.5.11.1. Customizable search buttons
  - 1.5.11.2. Customizable search interface
  - 1.5.11.3. Customizable display screens
  - 1.5.11.4. Display enriched content: i.e. from Chilifresh
- 1.5.12. Display multiple links per record
- 1.5.13. "Similar search" or "Did you mean" functions
- 1.5.14. Limit searches to specific holdings
- 1.5.15. Limit searches to only available items
- 1.5.16. Limit searches to specific locations
- 1.5.17. Ability to filter search results
- 1.5.18. Ability for patrons to place holds on specific copies
- 1.5.19. Ability for patrons to place holds on specific volumes
- 1.5.20. Ability for patrons to place holds at the title level
- 1.5.21. Ability for patrons to access their accounts and perform the following functions:
  - 1.5.21.1. View and pay charges, view items,
  - 1.5.21.2. Renew items,
  - 1.5.21.3. Place and manage holds,
  - 1.5.21.4. Create ILL requests,
  - 1.5.21.5. Update profile,
  - 1.5.21.6. Create associations,
  - 1.5.21.7. Create wish lists,
  - 1.5.21.8. View and manage checkout history,
  - 1.5.21.9. Create purchase suggestions,
  - 1.5.21.10. Submit reviews,
  - 1.5.21.11. Subscribe to library communications
- 1.5.22. Ability to specify (filter) item locations in first results display screen
- 1.5.23. Ability to specify (filter) item locations and specify their display order in subsequent results display screens
- 1.5.24. Ability to invoke an OPAC search from a different web page
- 1.5.25. View and manage newsletter subscriptions
- 1.6. Portal module – should provide the following:
  - 1.6.1. Authentication for user access
  - 1.6.2. Secure Socket Layer encryption
  - 1.6.3. User-customizable interfaces
  - 1.6.4. Content alert service matching user profiles
  - 1.6.5. Profiles and personalized library service
  - 1.6.6. Faceted searching
  - 1.6.7. RSS notification
  - 1.6.8. Federated searching
    - 1.6.8.1. Z39.50 based
    - 1.6.8.2. Based on connectors
      - 1.6.8.2.1. Of licensed databases
      - 1.6.8.2.2. Of programs and events (in 1.9)

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- 1.7. Circulation – should provide the following:
  - 1.7.1. Notification
    - 1.7.1.1. Printed
    - 1.7.1.2. eMail
    - 1.7.1.3. Text message to phones
    - 1.7.1.4. Automated telephone notification system
    - 1.7.1.5. Multi-language support
  - 1.7.2. Offline PC circulation backup
  - 1.7.3. Online patron registration with duplicate detection
  - 1.7.4. Link/merge patron records
  - 1.7.5. Signature capture
  - 1.7.6. Customizable email or printed receipts
  - 1.7.7. Intuitive and easy-to-use staff interface
    - 1.7.7.1. To make status changes
    - 1.7.7.2. To edit records
    - 1.7.7.3. To set return date
    - 1.7.7.4. Ability to sort or search records using multiple fields
    - 1.7.7.5. Search terms should allow for approximate string matching
    - 1.7.7.6. Ability to customize workstation settings
  - 1.7.8. Client software is compatible with all mainstream browsers, software, and operating systems
    - 1.7.8.1. Current Windows OS
    - 1.7.8.2. Unix/Linux
    - 1.7.8.3. Mac OS
    - 1.7.8.4. Android
    - 1.7.8.5. iOS
    - 1.7.8.6. Microsoft Edge, Safari and Chrome
  - 1.7.9. Intuitive staff interface and functions for holds/requests
    - 1.7.9.1. Ability to turn off/on the capabilities to place holds on specific items/copies at the bibliographic record or collection level
    - 1.7.9.2. Ability to place title-level holds
    - 1.7.9.3. Ability to place multiple holds on the same bibliographic record
    - 1.7.9.4. Customizable holds
    - 1.7.9.5. Hold notifications
    - 1.7.9.6. Customizable hold slips
    - 1.7.9.7. Customizable holds check-out slips
    - 1.7.9.8. Ability to show status of in-transit shipment of requested items
    - 1.7.9.9. Ability for staff to manipulate the holds queue order or to force a specific item to fill a hold immediately
    - 1.7.9.10. Limit the total number of items a customer can request
    - 1.7.9.11. Limit the total number of items a customer can borrow by format or collection
    - 1.7.9.12. Block customers with fines over a certain dollar amount
    - 1.7.9.13. Ability for staff to block customers manually

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- 1.7.10. Support for floating collections:
  - 1.7.10.1. By designated group of branches or by all branches
  - 1.7.10.2. By designated collections or item types
  - 1.7.10.3. Ability to specify a redistribution algorithm by branch, collection or format
- 1.7.11. Archive financial transactions
- 1.7.12. Batch loading (registering) and deleting patrons
- 1.8. Stock rotation/ homebound services capability – should provide the following:
  - 1.8.1. Ability to create groups of items that will move as a group between locations
  - 1.8.2. Ability to set a location routing order for a group of items
  - 1.8.3. Ability to set the number of days before routing at each location
  - 1.8.4. Ability for patrons to opt-in to saved reading history
  - 1.8.5. Automatic generation of pick lists for materials new to the patron
- 1.9. Program registration, room booking and scheduling – should provide the following:
  - 1.9.1. Ability to create, edit, delete events and the following:
    - 1.9.1.1. Programs for an event
    - 1.9.1.2. Repeating occurrences of an event
    - 1.9.1.3. Repeated times within an occurrence
  - 1.9.2. Ability to create, edit , delete event locations
    - 1.9.2.1. Rooms with the various branches
    - 1.9.2.2. Off-site events
  - 1.9.3. Ability to register patrons for events
    - 1.9.3.1. Staff registration of patrons
    - 1.9.3.2. Online patron registration
    - 1.9.3.3. Ability to determine eligibility by patron type/branch
    - 1.9.3.4. Ability to register non-patrons
    - 1.9.3.5. Ability to create wait lists
    - 1.9.3.6. Ability to auto-transfer from wait list
    - 1.9.3.7. Ability to send registration confirmation
      - 1.9.3.7.1. By text message
      - 1.9.3.7.2. By email
    - 1.9.3.8. Ability to send mass custom notices to registrants
      - 1.9.3.8.1. By text message
      - 1.9.3.8.2. By email
  - 1.9.4. Ability to book rooms with minimal conflicting schedules
    - 1.9.4.1. Ability to extend event to include preparation and clean-up time
    - 1.9.4.2. Ability to book equipment for use during the event
    - 1.9.4.3. Ability to book staffing for the event
  - 1.9.5. Ability for moderated patron-created room reservations
  - 1.9.6. Ability to notify creator and presenter of the following:
    - 1.9.6.1. Cancellation due to deficient registration
    - 1.9.6.2. Registration meets minimum required number
    - 1.9.6.3. Registration exceeded maximum allowed attendance
    - 1.9.6.4. Reminder message to creator

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- 1.9.6.5. Reminder message to presenter
- 1.9.7. Ability to display programs in OPAC
  - 1.9.7.1. Ability to display programs in calendar view
  - 1.9.7.2. Ability to create room set-up views for staff
- 1.9.8. Integration with eCommerce for fee payment
- 1.10. Inventory control – should provide the following:
  - 1.10.1. Compatibility with multiple portable devices
  - 1.10.2. Ability to update inventory status upon item check-in
- 1.11. ILL management – should provide the following:
  - 1.11.1. Interoperability with OCLC
  - 1.11.2. Interoperability with other ILSs
  - 1.11.3. Support for authentication
  - 1.11.4. Overdue and item-ready pickup notifications using:
    - 1.11.4.1. eMail messages
    - 1.11.4.2. Automatic text messaging with phones
    - 1.11.4.3. Staff texting overdue messages
  - 1.11.5. Staff-moderated patron ILL self-service requests
- 1.12. Management information system/Report generator – should provide the following:
  - 1.12.1. Production of the day one reports as described in Appendix III
  - 1.12.2. Capabilities for SQL queries
  - 1.12.3. User-customizable reports
  - 1.12.4. Ability to schedule reports
  - 1.12.5. Batch loads and exports of records should report the details of the data transfer
  - 1.12.6. Ability to export reports in the following formats:
    - 1.12.6.1. Excel
    - 1.12.6.2. CSV
    - 1.12.6.3. Raw data in text format
    - 1.12.6.4. PDF
  - 1.12.7. Ability to warn users about reports that may be CPU intensive
  - 1.12.8. Ability to control access to sensitive reports by user profile settings
- 1.13. Electronic resource management – should provide the following:
  - 1.13.1. Management feature to integrate all digital collections
  - 1.13.2. Sync digital titles in the catalog alongside physical materials so searches can return comprehensive results
- 1.14. Browser-based staff interface
- 1.15. System administration – should provide for following:
  - 1.15.1. Create user profiles and passwords for ILS access
  - 1.15.2. Grant and revoke privileges for users
  - 1.15.3. Full read/update SQL access to database
  - 1.15.4. Ability to create user-defined fields within the database
  - 1.15.5. Ability to use stored SQL procedures with trigger functionality
  - 1.15.6. Ability to create temporary database tables
  - 1.15.7. Authentication of staff accounts using active directory

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- 1.15.8. Periodic expiration of passwords with notice to reset
- 1.15.9. Full and differential backups
- 1.15.10. Full documentation of RDMS, hardware applications, operating systems, and network diagrams
- 1.15.11. Full documentation and training for all aspects of the ILS
- 1.15.12. A disaster recovery plan
- 1.15.13. Configuration for 99.99% availability
- 1.16. Data encryption – should provide the following:
  - 1.16.1. All data held in the ILS should be encrypted including “data at rest” and “data in motion”
  - 1.16.2. All backups should be encrypted
- 1.17. Americans with Disabilities Act (ADA) compliance – Accessibility to the ILS software including any presentation through web pages or client software should meet the minimum ADA compliance requirements below:
  - 1.17.1. All images have alternate text representative of the image
  - 1.17.2. Color schemes should ensure maximum contrast for all text, elements, controls, widgets, etc.
  - 1.17.3. All input controls should be labelled accordingly, so they are easily discernable by an ADA interpret device
  - 1.17.4. All downloadable documents should be available in an alternative text-based format
  - 1.17.5. All video content should include audio descriptions of images, settings, gestures, and any other details of the video
  - 1.17.6. Avoid using blinking, flashing or other distracting features
  - 1.17.7. Include visual notification and a corresponding transcript if any sound is played
  - 1.17.8. Design online forms to include descriptive HTML tags that provide users with disabilities the information they need to complete and submit forms
- 2. Interfaces
  - 2.1. Public PC scheduling – Envisionware, Inc.
  - 2.2. Point of sale (POS) – Envisionware, Inc.
  - 2.3. Self-checkout – Envisionware, Inc.
  - 2.4. Google Analytics
  - 2.5. CloudLibrary
  - 2.6. Gale
  - 2.7. Unique Management Services
  - 2.8. Springshare event management
  - 2.9. eCommerce – Envisionware, Inc.
  - 2.10. ContentDM – OCLC
  - 2.11. CollectionHQ
  - 2.12. SIP2 interfaces
  - 2.13. Patron Point
  - 2.14. Chilifresh
  - 2.15. Zebra GK240t label printer
  - 2.16. Receipt printers

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- 2.17. End-to-end PCI compliance
- 2.18. Boundless

As has been previously stated, Spydus is a robust and comprehensive Integrated Library solution that provides the tools required for library management. Included are modules for virtually all required activities with extensive capabilities since our product was created by librarians for libraries. It is expected that the Library will be able to eliminate numerous existing third party applications; however, Civica and the Library can discuss the adding of interfaces to any third party vendor apps still required.

### 2.3 IMPLEMENTATION SPECIFICATIONS

Provider will be responsible for the following as part of the implementation of provider's ILS solution:

1. Prior to implementation, review and analyze BCLS plans for automated systems services.
2. Planning for conversion and loading of BCLS database of MARC records.
3. The designation of a specific employee to serve as the provider's project manager for implementation of the ILS. Said project manager shall be responsible for phone conference with BCLS staff and as many on-site visits to BCLS as deemed necessary by BCLS.
4. Written project plan and schedule for installation, data migration, and testing and cut-over of the ILS.

With more than 2,000 implementations thus far, Civica has developed the necessary processes for successful implementations. Please review [Appendix 1 – Spydus Implementation Methodology](#) for details of our implementation approach, from project kick-off to go-live and beyond. Also please review [Appendix 2 – Indicative Spydus Implementation Plan Example](#) and [Appendix 3 – Sample Project Status Report](#). These forms are provided for every implementation, in addition to any additional documentation you may require. We recognize that each library is unique with unique needs and wants.

Likewise, thanks to our vast experience over the span of more than 40 years, Civica has developed a fool-proof data migration plan that encompasses each step of migration. Please read [Appendix 4 – Spydus Data Migration Plan](#) for in-depth details of our migration approach and plan.

#### Training

The successful provider should provide training services for staff and the general public of the six types listed below, for which full descriptions are requested. The provider shall provide all training manuals, courseware, and the training database. Provider should provide all training materials in an electronic format prior to the training sessions. Training shall be in a "train-the-trainer" format. The provider will provide an ample number of sessions to train staff according to Appendix II. Training will be available on-site or online for the duration of the contract. Any on-site or off-site training shall be approved in advance by BCLS as to date, time, and location.

1. Administration overview: Provider will train a team consisting of the library's administration and all other relevant staff in all aspects of the software's functionality, relational database with its layout for cataloging and circulation, data dictionaries, administrative and maintenance tasks.
2. General training: Provider will train staff identified by BCLS in ILS concepts and the requirements of ILS operation and performance. Staff training shall be in a "train-the-trainer" format. BCLS prefers on-site training in a classroom setting, but virtual training is also acceptable.
3. Technical training: Provider will train key personnel identified by BCLS in technical aspects of the ILS, including hardware, software, and telecommunications. This training is to include troubleshooting, first-level maintenance, and daily operation of the ILS. Training shall be in a "train-the-trainer"



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- format. BCLS prefers on-site training in a classroom setting, but virtual training is also acceptable.
4. Application training: Provider will train the personnel estimated in Appendix II, including individuals who will become trainers and will be responsible for the training of other staff.
  5. Ongoing training: Provider will provide ongoing training for all BCLS staff covering new libraries, new functions, software enhancements, and new system components.
  6. General public: Provider will train the general public via on-demand videos in multiple languages and provide materials that can be viewed and printed. General public training shall demonstrate the features and navigation of the new system.

The successful provider should provide multiple copies of training materials and of system users' manuals.

The provider's proposal should contain an outline of the training to be provided, including the level of skill required of personnel to be trained, training schedule (showing numbers of the days and hours), and location of training, subject to BCLS approval.

The provider's training program should include tests and assurances of trainees' proficiency.

Training session plans are unique for each customer, as different library services follow varying workflows and Civica recognizes the importance of tailoring content to meet the needs of the recipients. Training is delivered at appropriate points in the implementation process. Civica's standard for training delivery is to deliver a mixture of onsite and remote training via Microsoft Teams or another medium. The mode of training can be mutually decided during the scheduling process.

Civica typically provides training using a "Train the Trainer" approach. The train-the-trainer model is a training framework that turns employees into subject matter experts who can then teach other members of your business or organization.

Training is backed up during the implementation process by regular reviews with the project manager and consultant; by in-depth online help documentation built into the product; and by a suite of task-specific training videos for system administrators and staff users of the library management system.

Our service delivery team has a great deal of experience working in and with public libraries. This experience influences the route we take when planning and delivering training to fit our customers' needs. Training includes documentation and workbooks.

There are three main training sessions offered as standard during a Spydus implementation: system admin/subject expert; acquisitions and cataloguing; and train the trainer.

### System Admin/Subject Expert:

Subject expert training is for expert practitioners and system administrators within the library. These users need the broadest and most detailed knowledge of the product and the ability to configure it to suit local requirements. We provide these sessions to cover system administration, and a combined acquisitions/cataloguing function.

This is the first training session delivered during the implementation and covers the most important parameters and other settings in the system, ranging from staff user management to the configuration of loan policies to fit the needs of the library service. Its purpose is to familiarise participants with the

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system, ensuring that they can apply their existing knowledge of the library service's policies and procedures to the Spydus system, thereby configuring the system appropriately for their colleagues.

### Acquisitions and Cataloguing:

The acquisitions and cataloguing training are tailored specifically for the library service's acquisitions, or bibliographical services, staff. It covers use of the acquisition's functionality in Spydus; related parameters; and cataloguing functionality. Participants will be familiar with library process related to ordering stock, either within the current LMS or via a third-party library material supplier; with accessioning new items; and with creating or editing MARC records.

This session takes place later in the implementation process, after the subject expert session has been delivered and the appropriate library staff have entered relevant parameters in the system. It is typically delivered in a test environment, using a copy of the data exported from the library service's incumbent LMS supplier.

The content reviews the manual ordering process in Spydus, in order to give participants a grounding in the records that their EDI interface with suppliers will create. It reviews related parameters in the system and familiarizes library staff with the ways in which Spydus interacts with this area of library work.

### Train the Trainer:

The purpose of this training session is to review a typical pre-go-live training course, which will be cascaded by participants to their colleagues in the library. Our train the trainer training covers the tasks with which library staff need to be familiar on their first day of using the live Spydus system. The focus is on practical uses of Spydus in a public library operations context. This session takes place later in the project, after the system has been commissioned to reflect the policies and procedures in the library service, but with enough time for participants to deliver their cascade training to colleagues in advance of going live.

Participants in this session might have also attended the System admin training, although this is not necessary. This session is typically delivered over two days in order to give participants the opportunity to discuss their training rollout plan, and to anticipate likely questions from their colleagues. It also includes some content – such as setting up training examples – which will not be included in the cascade training. Train the trainer is typically delivered to up to 10 participants.

Ongoing post-implementation training and support is provided by online via conference call. Microsoft Teams, WebEx, GoToWebinar and Skype are supported options, with Teams being preferable by most Spydus customers. The Spydus LMS is supported by function-specific documentation and by the online Help function built into the product.

Please see **Appendix 5 – Sample Training Schedule** and **Appendix 6 – Sample Training Workbook (Extract)**. Again, every Library is unique, so training will be tailored to your Library, but a training schedule will be provided during implementation, well in advance of all planned training so that arrangements can be finalized with staff members.

After a new customer has gone live with Spydus, Civica provides additional training as requested on a chargeable basis. This can be a standard course but usually is a customized course/consultancy to meet specific needs.

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**Finally, each system upgrade is accompanied by release notes, which explain new features and functions and how to use them with step-by-step instructions. As well as being provided in a separate release notes document, the content is made available in the online Help function in the core Spydus product.**

### System installation

The ILS should be installed in the following phases:

1. Delivery of the ILS components, if any  
Provider will deliver all equipment and other components of the ILS as “inside deliveries” to a specific location identified by BCLS.
2. Cabling and wiring, if any  
BCLS shall have the option of requiring provider to install data cables required for data communications between the provider’s control server or servers and the network switch/hub in conformity with EIA-TIA 568A standard for Category 5e or 6 unshielded twisted pair cabling.
3. System components, if any  
The successful provider shall furnish all necessary labor, materials, and other services required to unpack all ILS components and equipment and install them at sites specified by BCLS. The successful provider will remove all debris generated in the performance of installation activities. All installation activities shall occur during normal BCLS business hours unless otherwise approved by BCLS.

**Civica will be delivering a Cloud Solution. Civica is not a hardware provider; therefore, any hardware components, peripheral devices, cabling, etc. will be the responsibility of the Library and their IT.**

### Migration – Database extraction, conversion, preparation and loading

The successful provider will prepare and migrate BCLS’s existing database into the ILS. The provider will work in conjunction with BCLS’s Information Systems Department and the BCLS system administrators to extract and verify the data from the current system. The provider will supply a testing method to verify the migrated data functions as intended in the ILS.

Extraction and conversion of the following records from BCLS’s existing system:

RECORD TYPE	ESTIMATED NUMBER OF RECORDS
Bibliographic	526,000
Item	895,000
Patron	172,000
Circulation loans	1,462,500
Current blocks	101,000
Requests/holds	102,000
Fines	\$1,669,000
Notices	550,000
Collection Agency information	16,100
Acquisition orders	3700
Vendors	602
Funds	72
Serial control	350
Authority control	933,000
Staff user names and profiles	650

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1. Merging and duplication of bibliographic records.  
Merge identical bibliographic records into one. If two (2) or more bibliographic records are identical and have associated items, provider shall merge all of the bibliographic records into one, and all of the items from each record should be merged into the resulting single record.
2. Processing and loading of item records.  
Provider will process item records from BCLS's current system and load the item records into the ILS in a format applicable to the ILS.
3. Processing and loading of bibliographic and authority records.  
Provider will load all bibliographic records into the ILS, with full authority control in effect.
4. Processing and loading of patron records.  
Provider will process BCLS's patron records from the current system and load the patron records into the ILS per BCLS's instructions.
5. Processing and loading of acquisitions order records.  
Provider will process BCLS's acquisitions records from the current system and load the acquisitions records into the ILS per BCLS's instructions.
6. Processing and loading of serials holding records.  
Provider will process BCLS's serials holdings records from the current system and load the serials holding records into the ILS. Provider will evaluate the status and vendor codes and revise as necessary during the migration per BCLS's instructions.
7. Processing and loading of circulation loan records.  
Provider will process BCLS's circulation loan records from the current system and load the circulation loan records into the ILS; provider will evaluate the loan records information and revise as necessary during the migration per BCLS's instructions.
8. Processing and loading of circulation requests/holds records.  
Provider will process BCLS's circulation holds/requests records from the current system and load the circulation holds/requests records into the ILS; provider will evaluate the holds/requests records information and revise as necessary during the migration per BCLS's instructions.
9. Processing and loading of circulation fine records.  
Provider will process BCLS's circulation fine records from the current system and load the circulation fine records into the ILS; provider will evaluate the fine records information and revise as necessary during the migration per BCLS's instructions.

**Civica's Appendix 4 – Spydus Data Migration Plan provides in-depth details of our data migration approach and plan, including the legacy files that will be migrated into Spydus.**

Provision of smart barcode labels

The ILS will provide BCLS the ability to print and edit barcode labels.

**Civica's Spydus solution provides for barcoding, assuming all required hardware is in place.**

Acceptance procedures

The provider's ILS should pass the following tests, as determined in BCLS's sole discretion, prior to achieving Final Acceptance.

1. Hardware functionality test  
The purpose of the hardware functionality test is to ascertain that the equipment installed by provider is operational. **Civica will not be installing any hardware.**

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2. System reliability test  
The purpose of the system reliability test is to determine and verify that the system operates at a 99% reliability level for a period of at least 30 days.
3. Module functionality tests  
The purpose of the module functionality tests is to verify the required functional capabilities of each module of the ILS.
4. Data load test  
The purpose of the data load test is to demonstrate and verify that library's data files have been properly loaded into the ILS. BCLS will perform this test to confirm that all patron records, bibliographic records, item records, acquisitions and serials records, and transaction files have been successfully loaded into the ILS after provider loads all records into the ILS.
5. Data backup test  
The purpose of the data backup test is to ensure that all server backups are successful and storage media are secure.
6. Response time acceptance test  
The purpose of the response time acceptance test is to verify that the system is performing at the warranted performance levels. BCLS will conduct or waive the response time acceptance test listed above. Should the ILS demonstrate acceptable levels of performance through daily operations, BCLS may choose to waive this acceptance test.
7. Acceptance of changes to the system  
Any changes to the ILS, including but not limited to installation of new or upgraded hardware and/or software configuration or a new or enhanced software module or release, may also require successful completion of each of the types of acceptance tests named above in one (1) through six (6) all of which should be attempted or waived by BCLS within thirty (30) days of such change.
8. Required reports  
All of the reports in Appendix III should be available and ready to run.

**Civica's Spydus implementation projects include extensive user acceptance testing. Civica and the Library will mutually prepare the UAT plan, which will include application, environment, integration and migration tests. Testing will continue until the customer agrees that UAT is complete.**

**Civica uses the Microsoft Azure Cloud solution to deliver 99.99% availability during workday and 99.9% availability for nights/weekends.**

**Following Microsoft best practice approaches to Cloud deployment, we ensure that each component of the solution has redundancy including multiple virtual application servers and database clustering.**

**Please review Appendix 7 – Spydus Technical Release and Change Management that details Civica polices regarding update and upgrade releases, as well as Change Management of standard changes, normal changes and emergency changes.**

### 2.4 SYSTEM AVAILABILITY, MAINTENANCE & SUPPORT

In addition to any performance tests outlined in this scope of services, the provider's ILS should adhere to the Service Level Agreement (SLA) attached to the solicitation. Further, provider should supply BCLS with information on the following as it becomes available to provider:

1. Frequency of software updates and new software release (e.g., patches and major revision levels) for the solution;
2. Description of periods of scheduled maintenance and system availability during such scheduled maintenance periods;

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3. Procedures to resolve critical systems issues;
4. Policy and product road map regarding future enhancements and upgrades;
5. Anticipated life cycle of the software being proposed;
6. Software upgrades and new releases as part of the basic services provided through the annual fees (at no additional charge);
7. Availability of tiered support options to handle potential escalations;

BCLS anticipates the need for up to one-hundred-sixty (160) hours per year of on-demand services subsequent to the implementation of the solution in the following areas: Project Manager, Business Analyst; Integration Developer, Report Developer; Database Developer, and QA Tester. As BCLS cannot anticipate the precise distribution of hours for these skills, the provider should provide an hourly rate per resource for these types of services above any contracted amount in yearly maintenance agreements.

**Civica realizes the importance of customer service and is committed to superior service delivery by all Civica staff. Please see [Appendix 8 – Civica Spydus Cloud and Application Support Service Terms](#) that details our support services procedures and incident management process, along with severity levels and response and resolution times.**

**Civica provides detailed roadmaps for 2-3 years as the library industry and technology stack changes quickly. This is a working document with an outline of our ambitions for the product development; however, it is liable to change as the industry, technology, and customer needs change.**

**Civica has released between two and four major releases every year consistently for the past 15 years. Civica have a consistent track record for enhancing the Spydus solution. Civica conducts regular review of our technology and functionality and ensure that the roadmap is reviewed against the industry needs. There are multiple channels for new requests for enhancements. The primary method is the Spydus Ideas portal. This allows customers to raise new ideas, collaborate online, refine the idea, vote for ideas. Each library receives 1 vote per idea.**

**Civica is happy to schedule on-demand service as needed by the Library. These services will be chargeable at then current hourly rates, depending on the service/s needed and the staff member/s qualified to deliver the requested service. Upon award of the bid, Civica can discuss with the library the preferred way of handling – an annual dollar amount to cover such services or on a to be billed as services performed basis.**

### 2.5 FUNCTIONALITY CHECKLIST FOR NEXT GENERATION INTEGRATED LIBRARY SYSTEM

In the functionality checklist that follows, please indicate “yes,” “no,” “future,” and/or “custom” according to the definitions described in the list.

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Response: Definition				
Yes (Y): Requirement is met in the proposed system				
No (N): Requirement is not provided and there is no active effort to provide				
Future (F): Requirement will be met in a future release dated mm/yy (date must be provided or will be considered as "No").				
Custom (C): Requirement can be met with special software programming or by a third party solution (denote if customization will be at an additional cost beyond the standard pricing and if that pricing will also include annual fees)	Yes	No	Future	Custom
1. Application software				
1.1 Bibliographic database system				
1.1.01 Can it process input from multiple workstations, apply appropriate record locking to insure data integrity?	Y			
Can it apply appropriate record locking at the record level to insure data integrity?	Y			
Does record locking prevent a single user from locking multiple workstations?	Y			
Under any circumstances can a single user lock multiple workstations?	Y			
1.1.02 Does it use an open relational database that is ANSI SQL compliant?			F	
1.1.03 Can it export any record or portion of a record to ASCII format?			F	
1.1.04 Can it export any record or portion of a record in MARC format?	Y			
1.1.05 Can it export any record or portion of a record in CSV format?	Y			
1.1.06 Can it export reports to HTML?	Y			
Can it export reports to PDF?	Y			
1.1.07 Can it export statistics as bar graphs?	Y			
1.1.08 Can it export reports in Excel?	Y			
1.1.09 Can it export data at any level to Excel?	Y			
1.1.10 Does the system support hypertext (URL) coding within records?	Y			
1.1.11 Will the system use security protocols for staff?	Y			
1.1.12 Will the system have two bibliographic databases (production & training) for the price of the production database?	Y			
1.1.13 Will the system copy the contents of the production database nightly or periodically to a training database?	Y nightly			
1.1.14 Can transactions be undone?	Y			
1.1.15 Can you provide a complete listing of your database tables, including a data dictionary that shows indexes and relationships between tables?	Y			

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1.1.16 Will the bibliographic database and its operational software (Cataloging, Circulation, Serials, etc.) function under the following operating systems?				
Current Windows OS	Y			
Unix/Linux	Y			
Mac/OS	Y			
Android (Mobile)	Y			
iOS (Mobile)	Y			
1.1.17 Will the web-based software modules (Cataloging, Administration, Circulation, etc.) operate under the following browsers?				
Chrome	Y			
Edge	Y			
Safari	Y			
1.2 Cataloging with authority control				
1.2.01 Will the ILS incorporate MARC21 validation tables?	Y			
1.2.02 Will the ILS provide macros for repetitive data entry tasks?	Y			
1.2.03 Will the ILS offer batch editing or deleting capabilities for bibliographic records?	Y			
1.2.04 Will the ILS offer batch editing or deleting capabilities for item records?	Y			
1.2.05 Is there a way to schedule batch deletion of items?	Y			
1.2.06 Is there a way to schedule batch deletion of bibliographic records?	Y			
1.2.07 Will the ILS offer batch loading or MARC export capabilities?	Y			
1.2.08 Will the ILS detect corrupted headings?	Y			
1.2.09 Will the ILS incorporate FRBR?	Y			
1.2.10 Will the ILS incorporate RDA?	Y			
1.2.11 Can bibliographic records with holdings shared by a group of libraries be identified?	Y			
1.2.12 When importing MARC records, can the following actions be performed automatically?				
Move a tag to a different tag	Y			
Remove defined tags	Y			
Merge bibliographic records, retaining selected information from both records	Y			
1.3 Acquisitions (with fund accounting)				
1.3.01 Is EDI functionality included?	Y			
1.3.02 Will the ILS support the ability to set up automatic patron notification when an on-order title is cancelled?	Y			
1.3.03 When an order is created does the ILS indicate different status (encumbered, expended, etc.) for the purchase order?	Y			
1.3.04 When a PO is created, will the cost be subtracted from the budget immediately?	Y			



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1.3.05 Can custom reports be created and output as .pdf?	Y			
1.3.06 Are purchase requests and desiderata attached to funds?	Y Once ordered			
Is it necessary to set up fund balances for them?		N		
Is data entry for items restricted by fund amounts?		N		
Is there an override function for restrictions?	Y			
1.3.07 Can a running total reflect what is ordered and compare it to what is received?	Y			
Are total encumbered amounts shown?	Y			
Are total expended amounts shown?	Y			
Are total free balances shown?	Y			
1.3.08 Are standing orders processed differently than firm orders?	Y			
1.3.09 Can standing orders be carried forward to a new fiscal year?	Y			
1.3.10 Will the ILS support the ability to set up automatic OPAC notification when an on-order title is cancelled?	Y			
1.3.11 Can the price be edited when items are received and automatically update the purchase report?	Y			
1.3.12 Will a cancelled item be deleted from the module?	Y			
1.3.13 Can workslips be electronically accessed throughout the processing workflow?	Y			
And edited at each step?	Y			
Print only?	Y			
Both print and electronic options?	Y			
1.3.14 Will the system archive 5 previous fiscal years?	Y			
1.3.15 Will the ILS allow for multiple fiscal years to be run simultaneously?	Y			
1.4 Serials control				
1.4.01 Will the system perform automatic generation of prediction patterns?	Y			
1.4.02 Will the ILS support the ability to save patterns as templates for the future use?	Y			
1.4.03 Can the ILS display notes in the public catalog?	Y			
1.4.04 Can prediction patterns be edited?	Y			
1.4.05 Can staff create custom prediction patterns?	Y			
1.5 OPAC				
1.5.01 Does the ILS provide for links to websites and eBooks (e.g. for CloudLibrary) in the staff PAC module as well as the OPAC?	Y			
1.5.02 Does the ILS allow patrons to create multiple named lists which are stored and retrieved through patron's account?	Y			
1.5.03 Does the ILS allow patrons to suspend holds in patron account?	Y			

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1.5.04 Does the ILS have the ability to display customized messages for patrons?	Y			
1.5.05 Does the ILS have the ability to suggest spelling alternatives, i.e., "Did you mean" based on local library data and indices as well as a general glossary?	Y			
1.5.06 Is there a similar look and feel to OPAC and staff interface?	Y			
1.5.07 Does the ILS have the ability to return from detail screen to result list screen without returning to the first entry?	Y			
1.5.08 Does the OPAC respond to browser functions?	Y			
1.5.09 Will the OPAC allow the use of the "back" button?	Y			
1.5.10 Does the ILS allow patrons to change their PIN?	Y			
1.5.11 Does the ILS allow for patron-generated tagging?	Y			
1.5.12 Will the tagging affect the authority index?		N		
1.5.13 Can you create dynamic lists of holdings (i.e., new DVDs, new books)?	Y			
1.5.14 Can a user send SMS text messages containing item information from within the OPAC?			F*	
Can a third-party provider's text messages contain item information from within the OPAC?			F	
1.5.15 Can the OPAC display multimedia files?	Y			
Digital archival collections	Y			
Other collections	Y			
1.5.16 Can text be resized via options presented to the user in the OPAC (without using browser-specific commands)?		N		
1.5.17 Will changes made to item records display in the OPAC immediately?	Y			
1.5.18 Can the OPAC provide item maps that show locations of wanted items by displaying a map showing their physical locations on library floor plans?		N		
1.5.19 Is the first ISBN (or other identifier) of the title always used to select the image?	Y			
1.5.20 Does your OPAC incorporate socialization features?				
Tagging	Y			
List sharing	Y			
User reviews	Y			
User comments	Y			
RSS result feeds		N		
RSS indexing from social websites		N		
1.5.21 Does your OPAC incorporate faceted searching?	Y			
1.5.22 Display search results with selected home branch first in display?		N		
1.5.23 Ability to display bibliographic records in MARC format?	Y			

\* Currently users can send to Facebook, X, Whats App, Messenger and Email.

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1.5.24 Ability to display any data element from an item record in OPAC?	Y			
1.5.25 Ability to easily customize the OPAC?	Y			
1.6 Portal module				
1.6.01 Can system administrator do the following:				
Alter HTML/XHTML	Y			
Alter the look of the portal via an administrative interface?	Y			
Create different looks/options for different libraries on a single server?	Y			
1.6.02 Will the provider support the changes and versions created by the local system administrator?	Y			
1.6.03 Can user login and authentication be set up for this module?	Y			
1.6.04 Can login be non-case-sensitive?		N		
1.6.05 Does your ILS allow patron reviews to be linked to bib records?	Y			
1.6.06 Does your ILS notify patrons about items placed "on-order" status?	Y			
1.6.07 Does your ILS allow patrons to reset their passwords?	Y			
1.6.08 Does the OPAC allow authenticated users the ability to perform self-service function such as placing holds, and checking-out digital content?	Y			
1.6.09 Does the OPAC allow for both patron passwords and patron PINs?	Y			
1.6.10 Is the interface responsive to tablet and smartphone OS.	Y			
1.7 Circulation system				
1.7.01 Does your ILS have email pre-notification of items due to patrons?	Y			
Can this run automatically as a scheduled process?	Y			
1.7.02 Are patrons able to update information in their patron records online?	Y			
1.7.03 Can email notices be made deliverable to mobile devices?	Y			
1.7.04 Can notices be deliverable to phones?	Y			
1.7.05 Is it possible to pay fees online?	Y			
1.7.06 Can the system email patrons their PINs?	Y Email Reset Options			
1.7.07 Is there a patron self-checkout capability?	Y			
1.7.08 Can patrons request renewals online?	Y			
1.7.09 Does the system have an offline circulation backup function?	Y			
Is this suited for bookmobile or outreach circulations?	Y			

## Attachment B - Specifications and Functionality Checklist

1.7.10 Is the system able to automatically renew checked out items?	Y			
1.7.11 Can the system specify location due?	Y			
1.7.12 Are keyboard shortcuts available when searching?	Y			
1.7.13 Does the system display who has an item, owes for it, or wants it?	Y			
1.7.14 Does the system have the ability to display bibliographic records in MARC format?	Y			
1.7.15 Does it provide transaction history of items and patrons (e.g., fines, charges, holds)?	Y			
1.7.16 Does it allow for negotiations of selected fines (manual, system generated, lost, etc.)?	Y			
1.7.17 Can patrons be registered by batch loading from an input file?	Y			
1.7.18 Can patrons be deleted in batch?	Y			
1.7.19 Does the ILS support patron self-registration?	Y			
1.8 Stock rotation module/capability				
1.8.01 Do routes include a defined time before moving to the next location?	Y			
1.8.02 Can items checked out automatically go to next location at check in?	Y			
1.8.03 Is action required of staff at the end of the rotation defined?		N		
1.9 Program registration, room booking and scheduling module				
1.9.01 Can the system govern the use and scheduling of meeting rooms?	Y			
1.9.02 Will the system allow patrons to register for programs through PAC?	Y			
1.9.03 Can staff register, deny, and manage program and meeting room registrations?	Y			
1.9.04 Will the system allow for booking of equipment?	Y			
1.9.05 Can the system allow for room usage agreements?	Y			
1.9.06 Will the system send program cancellation notices to patrons?	Y			
By email	Y			
By text	Y			
1.10 Inventory control				
1.10.01 Can inventory be performed online?	Y			
1.10.02 Can inventory be performed with mobile devices?	Y			
1.10.03 Can selected sections of the collection, or a portion of the collection be inventoried without having to inventory the entire collection?	Y			
1.10.04 Does inventorying the collection, or a portion of the collection, change the status date of the item?		N		
1.10.05 Can the last inventory date of an item be updated automatically upon check-in?	Y			
1.11 ILL management system				

## Attachment B - Specifications and Functionality Checklist

1.11.01 Will the patron be able to fill out ILL forms and submit them through the ILS?	Y			
1.11.02 Can the ILS system handle fast adds of materials not in the system?	Y			
1.11.03 Can ILL staff delete fast adds easily?	Y			
1.11.04 Is there a patron interface for the ILL?	Y			
1.11.05 Can patrons track their ILL status online?	Y			
1.11.06 Can patrons submit requests online?	Y			
1.11.07 Are there fast-add templates?	Y			
1.11.08 Does the ILL module support a free form "lending" notes field?	Y			
1.11.09 Does the ILL module interface with the ILS patron database?	Y			
1.11.10 Does the ILL module have a built-in check-out/check-in mechanism?	Y			
1.11.11 Does the ILL module auto-catalog borrowed materials?	Y			
1.11.12 Does the ILL module auto-search ISBN or OCLC numbers for borrowing requests?	Y			
1.11.13 Does the ILL module auto-generate OCLC work forms for auto-searched borrowing requests?	Y			
1.11.14 Is the ILL module a web-based interface?	Y			
1.11.15 Is it a Windows-based interface?	Y			
1.11.16 Does the module support a completely "paper free" work environment?	Y			
1.11.17 Does ILL check-in automatically delete a "fast add" bib record?	Y			
1.11.18 Is the system an intermediary between OCLC resources sharing and the library?	Y			
1.11.19 Does the system support expanded notes fields?	Y			
1.11.20 Does the system support a free form "Borrowing" notes field?	Y			
1.13 Z39.50 server	Y			
1.13.01 Does the ILS support Z39.50 Server Bath 2.0 profile?	Y			
1.13.02 Does the ILS support the SR W/U (Search & Retrieve Web Service / Search & Retrieve URL Service) Web Service Standards?	Y			
1.14 Z39.50 client module	Y			
1.14.01 Does the software support the Z39.50 Client Bath 2.0 profile?	Y			
1.15 Management information system/report generator	Y			
1.15.01 Fully developed capabilities to produce the Day One reports described by Appendix 3 such that the library can produce a sample of each during practice runs before Day One?	Y			
1.15.02 Does the software run scheduled reports?	Y			

## Attachment B - Specifications and Functionality Checklist

1.15.03 Does the software provide pre-defined reports?	Y			
1.15.04 Are the reports provided in a choice of output formats (e.g. .csv, pdf, Excel, text, HTML)?	Y			
1.15.05 Can the reports be customized at the SQL level?	Y			
1.15.06 Can the reports be emailed or displayed on a web portal?	Y			
1.15.07 Does the ILS have an easily usable system to report holds vs number of copies of materials?	Y			
1.15.08 Can reports be run on the basis of item records?	Y			
1.15.09 Can reports be run on the basis of bibliographic records?	Y			
1.15.10 Can reports be run on the basis of user data?	Y			
1.15.11 Can reports be run on the basis of combining information from bibliographic records and item records?	Y			
1.15.12 Are customizable reports a standard component of the system?	Y			
Is there an additional charge for customizable reports?		N		
1.15.13 Will the ILS archive reports for at least five years?	Y			
1.16 Display of enriched content				
1.16.01 Is the first ISBN (or other identifier) of the title always used to select the image?	Y			
1.16.02 Can a different ISBN be selected easily to determine which image will be used for the title?	Y			
1.17 System administration				
1.17.01 Can access rights be restricted to authorized staff?	Y			
1.17.02 Can rights to create and make changes to records and fields be restricted to authorized staff?	Y			
To staff profiles/roles for categories of individuals?	Y			
Is there an ability to track changes made by individuals?	Y			
1.17.03 Can the groups providing access rights be Microsoft Active Directory groups?	Y			
1.17.04 Can the system use LDAP authentication?	Y			
1.17.05 Does the ILS meet minimum Americans with Disabilities Act (ADA) requirements for users?	Y			
1.17.06 Is the data in the ILS (database and files), and backups encrypted?	Y			
1.18 Discovery and community engagement functionality				
1.18.01 Does the ILS offer discovery service?	Y			
1.18.02 Does the discovery platform provide a single grouping for multiple formats of the same resource?	Y			
1.18.03 Do discovery results include newly acquired results in real-time, not periodic batched updates?	Y			

## Attachment B - Specifications and Functionality Checklist

1.18.04 Do results include real-time location and status information for physical items in the initial search results set?	Y			
1.18.05 Does the discovery service use native BIBFRAME for enhanced results?	Y			
1.18.06 Does the discovery service support OAI-PMH harvesting of other local resources for inclusion in searches?	Y			
1.18.07 Does the discovery platform offer multilingual user interface which allows the user to choose from available languages?	Y			
1.18.08 Is a published VPAT showing compliance with accessibility standards available?	Y			
1.18.09 Does the interface allow users to restrict results based on facets such as location and availability?	Y			
1.18.10 Are results de-duplicated?	Y			
1.18.11 Can user sort search results by a variety of criteria, including relevance and publication date?	Y			
1.18.12 Does the interface provide "Roll-up" of different formats for the same title into a single view for all formats, publication date and locations available?	Y			
1.18.13 Does the ILS offer community engagement functionality?	Y			
1.18.14 Can the library staff create marketing materials (emails, newsletters, etc.) for distribution to a targeted audience?	Y			
1.18.15 Does the ILS offer social media integration?	Y			
1.18.16 Can library staff create targeted multi-stage campaigns?	Y			
2 Interfaces				
2.1 Does your ILS have APIs for interfaces?	Y			
2.1.01 Do you provide training for APIs?	Y			
Are there charges for API training?	Y			
2.1.0 Is there an interface to allow events from non-library organizations to be added to library program/events calendar?		N		
3 Industry standards				
3.1 NISO				
3.1.01 MARC21	Y			
3.1.02 ANSI/NISO Z39.50-2003 (S2014) information retrieval: Application service definition & protocol specification	Y			
3.1.03 NISO/ISO Z39.63 Interlibrary Loan data elements	Y			
3.1.04 ANSI/NISO Z39.71-2006 holding statements for bibliographic items	Y			

## Attachment B - Specifications and Functionality Checklist

3.1.05 ANSI/NISO Z39.83-2-2012, NISO Circulation Interchange Protocol (NCIP) part 2: implementation profile (version 2.02)	Y			
3.1.06 ANSI/NISO Z39.88-2004 (R2010) the OpenURL framework for context-sensitive services	Y			
3.1.07 ANSI/NISO Z39.93-2014 the Standardized Usage Statistics Harvesting Initiative (SUSHI) protocol	Y			
3.1.08 NISO RP-11-2011 ESPReSSO: Establishing Suggested Practices Regarding Single Sign-On	Y			
3.1.09 NISO RP-21-2013 Improving Open URLs Through Analytics (IOTA): recommendations for link resolver providers	Y			
3.1.10 NISO Z39.100-201x Standard Interchange Protocol (SIP)	Y			
3.2 ISO				
3.2.01 ISO 10160, the ILL application service definition	Y			
3.1.02 ISO 10161, the ILL application protocol	Y			
3.2.03 ISO 15511:2011 specifies the International Standard Identifier for Libraries and related organizations (ISIL)	Y			
3.2.04 ISO27729 International Standard Name Identifier	Y			
3.3 Other standards and protocols				
3.3.01 COUNTER	Y			
3.3.02 EAD	Y			
3.3.03 EDIFACT	Y			
3.3.04 ERMI	Y			
3.3.05 OASIS	Y			
3.3.06 ONIX	Y			
3.3.07 OSI Reference model	Y			
3.3.08 SSL	Y			
3.3.09 SRU	Y			
3.3.10 TEI	Y			
3.3.11 Unicode	Y			
3.3.12 MARC-8	Y			
3.3.13 UTF-8	Y			



### 3 Appendix I

#### 3.1 Estimated data storage and processing requirements

	2025 Estimates	2030 Estimates
Bibliographic records	527,000	700,000
Volumes/items	895,000	1,200,000
Annual loans	1,500,000	2,020,000
Registered users	172,000	250,000
Authority records	933,000	1,500,000
Estimated maximum peak hours users, staff and self-service devices	125	135
Public users in branches	112,000	136,000
Other public access users connected through the Internet	2,117,000	2,575,000

#### 3.2 Best estimates and projected number of network-connected devices/users at BCLS locations at any given time

	2025 estimates	2030 estimates
Total network-connected users outside of branches (PCs, laptops, tablets, smartphones, etc.)	1,400	1,700
Staff and self-service users in branches	100	105
Other public users in branches	75	93

## 4 Appendix II

### 4.1 ILS training requirements

Module/function	Staff to be trained	Personnel to be trained by provider
Acquisitions	10	10
Circulation	150	15
Cataloging	10	10
Facilities (room booking & scheduling)	40	5
Program registration	40	5
Serials	60	10
Administrative system	5	5
Public services	40	5

### 5 Appendix III

#### 5.1 DAY ONE REQUIRED REPORTS

Prior to achieving final acceptance, provider shall, at a minimum, supply the following reports, available to BCLS on demand, and provide the complete schema of the underlying database showing, at a minimum, tables, fields, views, indices and relationships. An updated data dictionary will also be required. These reports should contain the information shown in the samples listed below in a format approved by BCLS.

#### 5.2 CATALOGING:

##### 5.2.1 Temporary Items/Itemless Bibs

This report should show information about temporary items and/or itemless bibliographic records. The information displayed should be limited by the branch(es) that own the title, as well as, to show only temporary items, only itemless bibliographic records, or information about both.

##### 5.2.2 Count of Items by Location

This report should show the total number of items grouped by branch and location codes. Location refers to a section within the library containing similar items. For example, juvenile location has all material pertaining to juveniles. The report should show summary and grand totals.

##### 5.2.3 Count of Items by Location/Media

This report should show the total number of items grouped by branch, location, and media codes. The count of items should be limited by the creation date of the item and earlier, as well as specific branch, location, and media codes.

##### 5.2.4 Shelf List/Dusty Shelf List

This report should show information about items that are in an on-shelf or on-shelf temporary status for each selected branch, location, and media code combination. It should also allow the report to be restricted by a date range of when an item changed status.

##### 5.2.5 Last Item Report

This should show items that are the only remaining item connected to a bibliographic record.

##### 5.2.6 Titles or items added by date

This report should show a list of titles or items added into the system by date added. It should allow for date range selection. It should show the title, call number, author, bibliographic ID number and how many items or titles were added on that same date if any.

#### 5.3 CIRCULATION REPORTS:

##### 5.3.1 Overdue notices

This report should allow printing of overdue notices to be mailed to patrons. Overdue notices should be generated on any overdue length of time from due date. Information on the notices should include patron information, item information including charge and due dates. Notices should be easily customizable.

## Attachment B - Specifications and Functionality Checklist

### 5.3.2 Billing notices

This report should allow printing of bills to be mailed to patrons. Bills should show the items being billed for the charges, patron information, charge date, due date. Bill notices should be easily customizable.

### 5.3.3 Notices report

In addition to overdue and billing notices reports, the capability to run reports on any types of notices generated would be useful. Notices can be of type printed, email, voice or text.

### 5.3.4 Patron list

This report displays information about patrons based on their patron type and their status. This should show basic patron information such as name, address, phone, home branch, patron status, patron type, email, registration and expiration date.

### 5.3.5 Circulation statistics summary by branch

This report should show, for a given date range, the number of charges, renewals, discharges and on-shelf discharges by branch.

### 5.3.6 Unfilled holds

This report displays information on outstanding title and item holds. These are holds yet to be filled for patrons. The report output is limited by a transaction date, where holds placed before that date will be displayed and branch, which corresponds to the transaction branch where the hold was placed.

### 5.3.7 Claims returned list

This report displays information on those transactions for items that were identified as claims returned. The report output can be limited by the branch, which is associated with both claims returned branches and item branches.

### 5.3.8 Intransit report

This report displays information on items that are in an in transit or hold in transit status for more than a specified number of days. Item information, from and to branch should be displayed.

## 5.4 ACQUISITIONS:

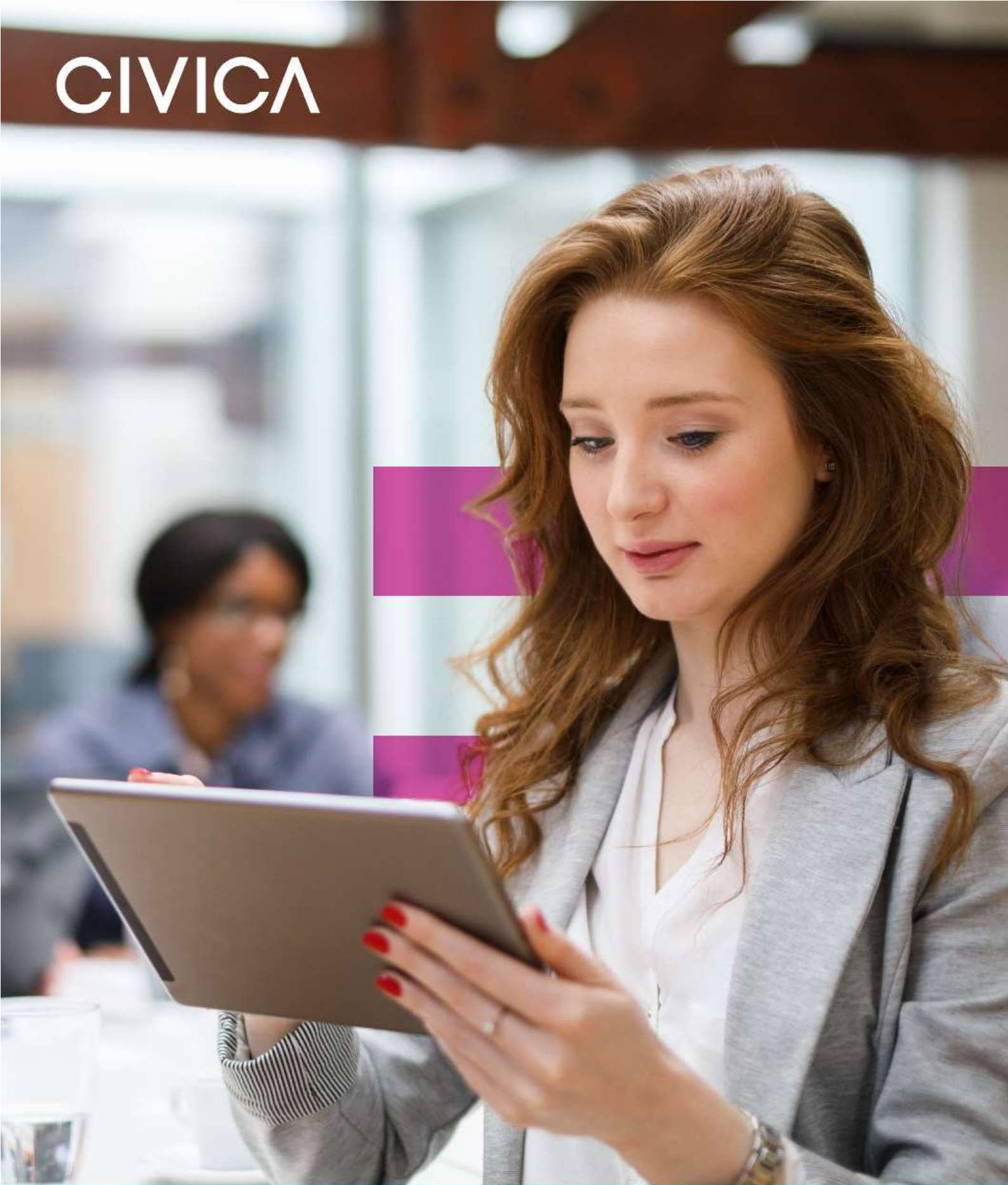
### 5.4.1 Order log

Show basic information of orders: Date of order, title, copies and vendor information.

## 5.5 ADMINISTRATIVE:

### 5.5.1 User listing

This report should produce a listing of all users of the ILS. It should show their granted permission set in a clearly visible grid. It should include choices about selecting users by group, status, branch or by specific permission sets.



## Appendix 1 - Spydus Implementation Methodology

March 2025

Document Owner:	
Name:	Business Unit (BU):
Director of Services, APAC	Education

Approved Author(s)/Editor(s):	
Name/Group:	Business Unit (BU):
Director of Services, APAC	Education
Professional Services Manager, APAC	Education

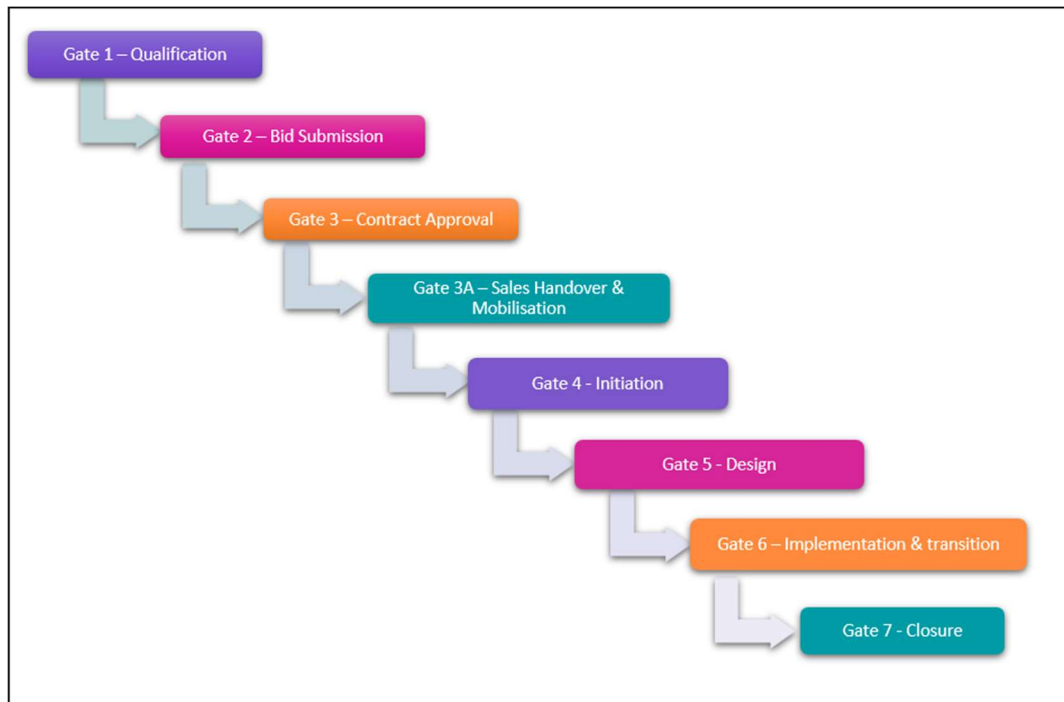
Approved Distribution:	
Name/Group:	Business Unit (BU):
Director of Services, US	Education
Project Managers, Various	Education
Professional Services Manager	Education

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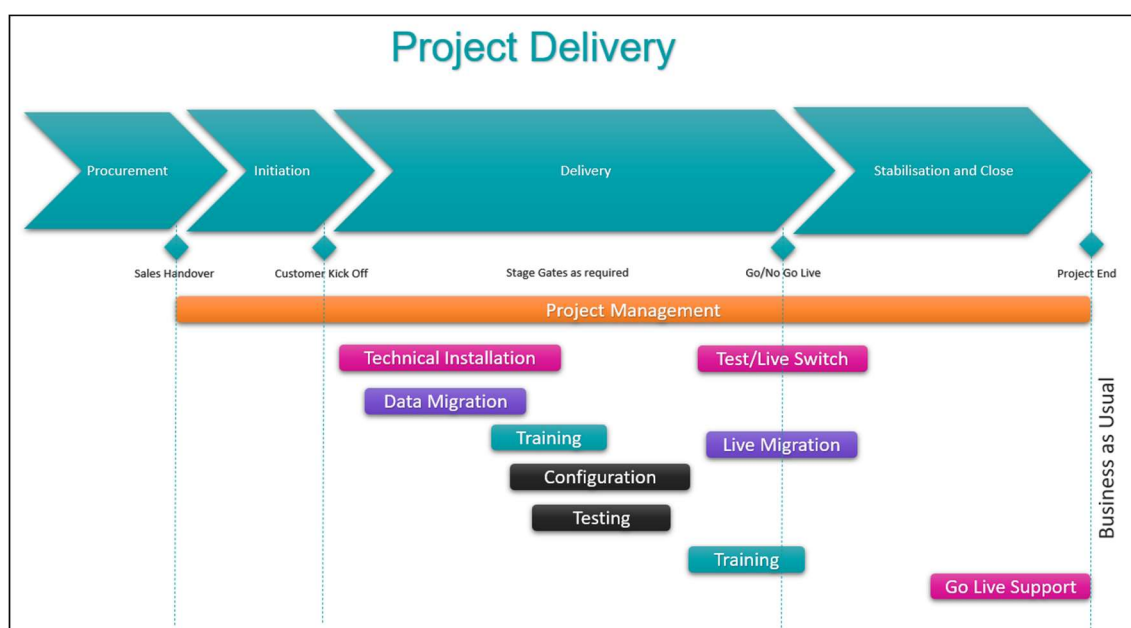
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## Introduction

Civica has implemented Library Management Systems for more than 2000 libraries in Australia, New Zealand, UK, US, and Singapore for the last 40 years. Drawing on previous experience and established best practice, the Civica delivery team works with Libraries to plan and deliver the installation in the most appropriate and effective manner possible. Our Civica projects are run according to our global PMO framework. The diagram below demonstrates the gates used to manage the project transition to ensure governance is applied at each stage of the project. Noting that our approach and schedule include dedicated tasks for Libraries to approve before proceeding to the next phase.



We have a standardized approach but know that every project is unique. A common approach is shown below, which may be refined to ensure it fits with the project deliverables and Library needs.





## Gate 1 to Gate 3: Qualification, Bid Submission & Contract Approval

Gates 1 through to 3 cover the key activities experienced during the Sales process. Whether that be through a tender process or through direct engagement. Qualification, bid submission and contract approval gates will ensure that Civica is engaged with the **Library** to understand and gather the Library's requirements. Finalization of the requirements leads into the contract process and closes the Sales process once the contract is signed.

## Gate 3a – Sales Handover & Mobilization

The transition from sales activities into project delivery is marked by Gate 3a. This gate is the pivotal point where the Civica Project Team officially commences the delivery of the project. The Civica Business Manager will hold an introductory meeting to formally introduce the Library to our delivery team. The key contact being your dedicated Civica Project Manager. This meeting is an opportunity to meet the Civica Team who will be part of your implementation journey including but not limited to our, Professional Services Manager, Implementation Specialist, Migration Analyst and Spydus Trainer.

## Gate 4: Initiation

Civica's approach to project initiation includes as a minimum:

- The Civica Project Manager will prepare project artefacts that define the project's specific activities, requirements, dependencies, and deliverables in preparation to present these during the initial kick off meeting (for example, a PDD, schedule, approach documentation).
- A project kick-off meeting will be scheduled and marks the commencement of our project partnership. It provides an opportunity to conduct introductions between our project teams. We recommend that the key staff from the Library Project Team attend to ensure they are fully briefed about the project deliverables and timeline. It is an opportunity to learn about roles and responsibilities, discuss any assumptions and dependencies, and to highlight any risks or concerns. We will discuss the project schedule and identify any blackout periods during the proposed timeframes.
- The Civica Project Manager will share all necessary project artefacts which may require some adjustment post the kickoff meeting. Once complete, approval to close this stage will be required.

## Gate 5: Design

The design phase of the project will ensure that the solution has been adequately assessed and configured to create the desired design for your library. Included in this phase is a suite of artefacts which will be shared accordingly. Some will require completion by the Library and some will contain informative information and design details from Civica. Instrumental in the design phase is the completion of the information gathering checklists. These will be shared around the time of the kickoff meeting and due to be complete by the start of the design. The system will be built and configured, data migration, training and user acceptance testing all undertaken as the core body of work. There are various approval stages within this phase due to the size and number of key design points. The Library will be asked to provide all necessary approvals to proceed. Below are outlines of the key activities which occur during the design phase:

## Discovery Workshops

A review of the information gathering checklists will mark the commencement of the Discovery activities. Civica conducts a series of workshops with the Library team to gain insight into process and practices related to the use of the Library Management System. Civica uses this analysis to assist in the design of the training services, the data migration tasks and informs the content required for the commissioning activities.

## System Build

Civica will create a Spydus environment in our Public Cloud and will involve:

- Establish Network Communications

Civica supports direct connectivity over existing internet connectivity. Library public IP addresses are added to our access control list to limit access to the staff system interfaces. The main connection method uses HTTPS connectivity. SIP connection is also available.

- Site Testing

Once the system is established and connectivity has been confirmed a checklist is worked through to ensure successful connectivity

## Client Software installation

Spydus is a fully web-based application which is accessed via a PC browser. The Civica Cloud team maintains the web-based application ensuring libraries are on the latest version.

There are 2 light-weight apps which should be installed on circulation PCs: Spydus Tray (to support slip printing) and Spydus Offline for use when Spydus or the library network is unavailable (e.g. during the final stage of the live data conversion).

## Data migration

The Library provides data from its current library management system in accordance with Civica data extraction guidelines. Data typically includes:

- Bibliographic records.
- Holdings records (in a separate file, included in the MARC record, or both).
- Borrower data
- Current loans
- Loan history (if linked to borrower, item and bibliographic records)
- Current reservations
- Current borrower charges
- Notice count if linked to current loans.

MARC format is required for bibliographic records and tab separated text files are required for all other data.

The data is then loaded onto a conversion server. Civica then analyses the data and extracts current codes, for example:

- Location
- Collection
- Borrower category
- Borrower status
- Item status
- Borrower title

The Library is required to provide descriptions for all codes, and optionally, new codes to be used in Spydus. This allows the library to re-map and combine existing codes.

As there is only a single bibliographic database in Spydus, there is an opportunity here also to merge duplicate bibliographic records. Matching is based on 020, 022 and 024 tags within the MARC record. Additional merging may be possible after the data has loaded for items which do not have these tags (such as AV material). Criteria for mergers are discussed with the Library before proceeding.

During conversion, a number of utilities are run against the data to ensure consistency. Data which fails Civica's minimum standards may not be loaded. For example, items which do not link to a bibliographic record will drop; invalid MARC tags or subfields will drop from the MARC record, although the record will be loaded. Defaults will be inserted into the data where appropriate (e.g. the leader tag where this is not provided in the source data, default collection codes etc.).

Reports are provided to the library for all data which has failed, and load figures provided to demonstrate the percentage of data which has been loaded. Please note there may not be a one-to-one relationship between holdings data provided and data loaded. The Spydus data structure allows for a parent-child relationship in item data to group multi-volume monographs, serial monographs and serials.

Any issues identified are referred back to Implementation. Most corrections can be made within Spydus, however, if necessary, a second load is carried out.

Where possible, default settings are used to ensure records meet minimum requirements such as borrower category, item category, location etc.

Converted data is then loaded onto the Library's own test server environment and staff invited to examine the data through web enquiry. This is a preliminary examination only; staff will be able to perform a greater analysis of the data once they have completed Administrator Training, see below.

## Pre commissioning

The Library's Spydus LMS is pre-commissioned by Civica consultants using the information provided in the Information Gathering Checklist. Pre-commissioning consists of setting certain key software parameters to allow training to be meaningful:

- Location parameters
- Collection identifiers
- Basic loan policies
- Barcodes
- Staff logins
- Acquisitions parameters (general parameters, fund controls, vendor records)

Civica training consultants will also use this time to familiarize themselves with Library's data, and to customize training plans and materials.

## Training

Civica adopt a "Train the Trainer" approach to the training required for our implementation projects. This training provides key staff with the necessary product knowledge, training skills and supporting material to enable them to be Super users of our product and to confidently continue the training delivery to other Library Operational staff. The training can be tailored for various audience groups and is delivered via a blended approach consisting of face-to-face instructor led (onsite or virtual), remote interactive video calls and access to online content. Our timing and approach enable the participants to experience firsthand activities and for time between training sessions to reinforce learning. We supply course module outlines, copies of detailed instructional workbooks at the time of training, training schedule templates & fact sheets that will assist them to deliver ongoing staff training and product content support.

If training is to be conducted onsite, travel and accommodation will be charged separately.

## Application Configuration

Civica will undertake configuration tasks based on the outcome of the Commissioning Checklist. The Library's domain specialists will be provided with commissioning checklists. This will follow the training phase. Civica Consultants will work through these checklists with Library. Once completed, these will determine the parameter settings for new features to be implemented.

## User Acceptance Testing

The Test server environment is handed over to the library for user acceptance testing (UAT) based on guidance provided by Civica.

Testing focuses on 3 areas:

- Configuration,
- Data migration and
- Functionality (Business Processes).

Exceptions identified during testing are to be logged via the Civica Service Desk (CSD) where Civica will resolve issues identified. The Libraries Project Manager will be expected to formally sign off that there are no Critical or High impact incidents or exceptions before the project can move to the Go Live phase. Medium, Low or Enhancement Requests are generally not deemed sufficient to cause the acceptance test to fail.

## Gate 6: Implementation & Transition

### End User Training

In preparation for the go live, all end users will need to be trained in how to use Spydus. During the build process, power users will have been trained in the product and would be prepared to deliver training to all end users.

### Go Live Cutover and Support

During go live:

- Each library ceases using its legacy systems and commences using Spydus circulation in offline mode.
- Final data is extracted and sent by FTP to Civica, who load the data onto the conversion server and output it as MARC/xml in the approved Spydus format.
- The converted data is loaded into Spydus.
- Finally, each library uploads its stored offline Spydus transactions.

Offline circulation and Civica's proven data conversion methodology means there is no need to run parallel systems; each library moves quickly and cleanly to its new Spydus installation.

A period of 5-10 days of hypercare is provided to ensure full support is available whilst everyone settles in. Civica have all key resources available to respond to any tickets or issues should they emerge. Throughout this time Civica would expect the Library to implement all aspects of Spydus and raise any final implementation questions or issues.

### Decommissioning legacy solutions

Civica recommends taking a copy of the legacy system and archiving it. This copy of the system should be stored in a location with limited user access. Civica recommends that the system is stored as 'read only' so data cannot be modified or deleted. Civica are happy to discuss the requirements around this and have experience setting up such a mode in our own legacy systems. This would need to be developed by the system provider.

## Gate 7: Closure

The project closure phase consists of the evaluation and reporting of the outcomes of the project, completion of administrative and logistical close-out activities, and transition to standard support arrangements. There may also be occasions where 'lessons learned' is undertaken to help improve delivery of future projects.

The Project Closure stage marks the formal conclusion of a project, and it is during this phase that the Project Post-Implementation Review (PIR) takes place. A Project Post-Implementation Review is a vital component of project closure, as it involves evaluating the project's overall success, identifying areas of improvement, and capturing lessons learned for future projects.

During the Project Closure stage, the project team completes all outstanding tasks, finalizes documentation, and ensures that project deliverables meet the defined acceptance criteria. Once these activities are completed, the Project Post-Implementation Review begins.

The purpose of the Project Post-Implementation Review is to:

### **Assess Project Success:**

Evaluate the project's overall success in achieving its objectives, including meeting scope, timeline, budget, and quality requirements. Assess the project's impact on the Library's organization and determine if the expected benefits were realized.

### **Review Project Closure Activities:**

Evaluate the effectiveness and efficiency of the project closure activities, such as documentation completion, handover processes, and stakeholder communication. Ensure that all necessary tasks have been completed, and the project is properly closed.

### **Analyze Lessons Learned:**

Reflect on the project's challenges, successes, and lessons learned throughout its lifecycle. Identify areas where improvements can be made in project planning, execution, and control to enhance future project performance.

### **Capture Best Practices:**

Document successful strategies, methodologies, and techniques employed during the project for future reference. Share insights on effective project management practices, collaboration methods, and problem-solving approaches that can benefit future projects.

### **Gather Stakeholder Feedback:**

Seek feedback from project stakeholders, including Library's, project team members, Library end-users, and other relevant parties. Understand their perspectives, satisfaction levels, and suggestions for future enhancements.

### **Identify Continuous Improvement Opportunities:**

Identify areas where processes, tools, or methodologies can be improved to optimize project delivery. Determine ways to enhance communication, resource allocation, risk management, and change management for future projects.

### **Develop Recommendations:**

Based on the findings of the Project Post-Implementation Review, develop actionable recommendations to address identified gaps, improve project outcomes, and enhance overall project management capabilities. These recommendations may include process improvements, training initiatives, or changes to project management methodologies.

The Project Post-Implementation Review serves as a crucial learning opportunity, contributing to growth and project management maturity. It enables the capture and dissemination of valuable insights, allowing Civica and our Library organization to leverage their experiences and improve future project success rates.

By conducting a comprehensive Project Post-Implementation Review as part of the Project Closure stage, Civica can ensure that projects are properly concluded, achievements are recognized, and lessons learned are applied to enhance future project performance.

## Roles and Responsibilities

### Civica Project Manager

Civica will provide a dedicated qualified project manager for the implementation period. Working in conjunction with the Library's project team, the Civica Project Manager will draw on their experience to establish the most effective management and delivery methods for the project. The implementation will remain the responsibility of the Civica Project Manager until project closure is agreed and formal sign off is received. At this point, the Civica Project Manager will hand over to the Civica Service Desk for day-to-day support of the system and the **Library** will move to business as usual.

### Project Meetings and Reporting

During the course of the project, the Civica Project Manager will maintain regular contact with the project team members and the Library Project Manager. The Civica Project Manager will produce regular agreed update reports for the Library Project Manager. Where appropriate it is expected that the Library Project Manager will consolidate and produce a highlight report identifying key issues and progress against the plan. Milestones will be reviewed at each Project Update meeting. Project meetings will be conducted remotely. If there is a requirement to be onsite travel and accommodation will be charged separately.

### Library Project Team – Responsibilities

It is expected that the Library will allocate a dedicated point of contact, (i.e. project manager or coordinator), normally someone senior within the organization fulfilling this role for the duration of the project.

The library project team typically consists of Subject Matter Experts who will be responsible for managing:

- Information exchange between Civica and the Library including content within the discovery sessions.
- Decisions on system configuration and data migration
- Data setup and configuration
- User acceptance testing (UAT)
- Cascade training i.e. training all remaining Library staff following the train-the-trainer sessions.
- Technical tasks such as internal network and communications to Civica technical or project team members.

Document Control:				
Version:	Author:	Date:	Comments:	Status:
1.0	Jess Virk	4/11/2020		Draft
1.1	Purvi Doshi	31/5/2022		Updated
1.2	Amber Baines	Dec 2022		Updated
1.3	Michelle Ryan	21/06/2023	Updated template. Closure update	Updated
2	Michelle Ryan	04/01/2024	Revision of content and formatting	Updated
2.1	Michelle Ryan	2/12/2024	Spelling changes for US customers and updates for hosting	Updated

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ID	% Complete	Task Name	Duration	Start	Finish	Resource Names	Predecessors	Resource Group	2/24/25
1	0%	<b>Spydus Implementation Plan - EXAMPLE ONLY</b>	<b>139.75 days</b>	<b>Mon 4/14/25</b>	<b>Thu 10/30/25</b>				
2	0%	<b>Milestone Summary and Acceptance Criteria</b>	<b>139.75 days</b>	<b>Mon 4/14/25</b>	<b>Thu 10/30/25</b>				
3	0%	Stage 1 - Project Qualification	0 days	Mon 4/14/25	Mon 4/14/25				
4	0%	Stage 2 - Proposal Submission	0 days	Mon 4/14/25	Mon 4/14/25				
5	0%	Stage 3 - Contract Approval	0 days	Mon 4/14/25	Mon 4/14/25				
6	0%	Stage 3A - Sales Handover	0 days	Mon 4/14/25	Mon 4/14/25		15		
7	0%	Stage 4 - Project Initiation Document and Project Plan Signed Off	0 days	Mon 5/5/25	Mon 5/5/25		26		
8	0%	Stage 6 - User Acceptance Testing Signed Off	0 days	Tue 9/9/25	Tue 9/9/25		114		
9	0%	Stage 6 - Spydus System Implementation Signed Off	0 days	Tue 9/16/25	Tue 9/16/25		115		
10	0%	Stage 6 - Go Live Signed Off	0 days	Thu 9/18/25	Thu 9/18/25		130		
11	0%	Stage 7 - Project Closure Signed Off	0 days	Thu 10/30/25	Thu 10/30/25		153		
12	0%	<b>Spydus Implementation Plan</b>	<b>139.75 days</b>	<b>Mon 4/14/25</b>	<b>Thu 10/30/25</b>				
13	0%	<b>Stage 3 - Sales Handover</b>	<b>1 day</b>	<b>Mon 4/14/25</b>	<b>Mon 4/14/25</b>				
14	0%	Contracts Review & Sales Handover	1 day	Mon 4/14/25	Mon 4/14/25	Civica Sales Manager[30%],Library Project Manager[50%],Service Director[20%]		Civica,Library	
15	0%	<b>Milestone - Sales Handover Stage 3 Completed</b>	<b>0 days</b>	<b>Mon 4/14/25</b>	<b>Mon 4/14/25</b>		<b>14</b>		
16	0%	<b>Stage 4 - Project Initiation</b>	<b>9.6 days</b>	<b>Tue 4/22/25</b>	<b>Mon 5/5/25</b>				
17	0%	Preliminary Project Plan	0.5 days	Tue 4/22/25	Tue 4/22/25	Spydus Project Manager	14FS+5 days	Civica	
18	0%	Project artefacts	0.5 days	Tue 4/22/25	Tue 4/22/25	Spydus Project Manager	17	Civica	
19	0%	Project Meeting - Project Initiation Meeting	0.25 days	Wed 4/23/25	Wed 4/23/25	Spydus Project Manager,Library Project Manager,Service Director,Spydus Professional Services Manager	18	Civica,Library	
20	0%	Engage existing vendor regarding data extraction	0.5 days	Wed 4/23/25	Wed 4/23/25	Library Project Manager	19	Library	
21	0%	Finalise initiation documents ahead of distribution for approval	2 days	Thu 4/24/25	Fri 4/25/25	Spydus Project Manager[20%]	19FS+0.75 days	Civica	
22	0%	Stage Gate - Project Initiation Documentation Approval	5 days	Mon 4/28/25	Fri 5/2/25	Steering Committee	21	Library	
23	0%	Kick Off Meeting	0.25 days	Mon 5/5/25	Mon 5/5/25	Library General,Library Project Manager,Library Technical,Service Director,Spydus Implementation Specialist	22	Library,Civica	
24	0%	Request CSD account creation	0.6 days	Mon 5/5/25	Mon 5/5/25	Spydus Project Manager	22	Civica	
25	0%	Plan Phase Exit Project Meeting	0.25 days	Mon 5/5/25	Mon 5/5/25	Spydus Project Manager,Library Project Manager	23	Civica,Library	
26	0%	<b>Milestone - Project Initiation Stage Completed</b>	<b>0 days</b>	<b>Mon 5/5/25</b>	<b>Mon 5/5/25</b>		<b>25</b>		
27	0%	<b>Stage 5 - Design</b>	<b>34.5 days</b>	<b>Tue 5/6/25</b>	<b>Wed 6/25/25</b>				
28	0%	<b>Information Gathering Phase</b>	<b>3 days</b>	<b>Tue 5/6/25</b>	<b>Thu 5/8/25</b>				
29	0%	Complete and return Information Gathering Checklist to Civica	3 days	Tue 5/6/25	Thu 5/8/25	Library General	23FS+0.75 days	Library	
30	0%	Complete and return managed service checklist to Civica	3 days	Tue 5/6/25	Thu 5/8/25	Library Technical	23FS+0.75 days	Library	
31	0%	<b>Migration Design</b>	<b>34 days</b>	<b>Tue 5/6/25</b>	<b>Wed 6/25/25</b>				
32	0%	<b>Data Extraction</b>	<b>22.5 days</b>	<b>Tue 5/6/25</b>	<b>Fri 6/6/25</b>				
33	0%	Library to confirm data extraction date with Vendor	0 days	Tue 5/6/25	Tue 5/6/25	Library Project Manager	23FS+1 day	Library	
34	0%	Provide Civica with file specifications	1 day	Wed 5/7/25	Thu 5/8/25	Library Technical	23FS+2 days	Library	
35	0%	Extract data from legacy system(s)	20 days	Thu 5/8/25	Fri 6/6/25	Library Technical	34	Library	
36	0%	Load data onto MS server (raw)	0.5 days	Fri 6/6/25	Fri 6/6/25	Spydus Migration Analyst	35	Civica	
37	0%	<b>Data evaluation</b>	<b>11 days</b>	<b>Mon 6/9/25</b>	<b>Wed 6/25/25</b>				
38	0%	Analyse data	5 days	Mon 6/9/25	Mon 6/16/25	Spydus Migration Analyst[50%]	36FS+0.5 days	Civica	
39	0%	Share Code Mapping Spreadsheet with Customer	0.25 days	Mon 6/16/25	Mon 6/16/25	Spydus Migration Analyst	38	Civica	
40	0%	Code Review/Mapping meeting	0.5 days	Mon 6/16/25	Mon 6/16/25	Library Technical,Spydus Migration Analyst	39	Library,Civica	
41	0%	Review document and return to Civica	2 days	Tue 6/17/25	Fri 6/20/25	Library Project Manager	40FS+0.25 days	Library	
42	0%	Provide clarification and adjustments during review	2 days	Tue 6/17/25	Fri 6/20/25	Spydus Migration Analyst[10%]	41SS	Civica	
43	0%	Sign off of Code Mapping	3 days	Fri 6/20/25	Wed 6/25/25	Steering Committee	42	Library	
44	0%	Discovery Workshops (detailed schedule to be formed)	1.5 days	Fri 5/9/25	Mon 5/12/25	Library General,Library Project Manager,Library Super Users,Spydus Professional Services Manager,Spydus T	43	Library,Civica	
45	0%	Review from discovery workshops	3 days	Mon 5/12/25	Thu 5/15/25	Spydus Implementation Specialist[10%],Spydus Project Manager[10%],Spydus Trainer[25%],Spydus Cloud an	44	Civica	
46	0%	Present workshop outputs	0.25 days	Thu 5/15/25	Thu 5/15/25	Library General,Library Project Manager,Spydus Implementation Specialist,Spydus Project Manager,Spydus T	45	Library,Civica	
47	0%	Design review	2 days	Thu 5/15/25	Mon 5/19/25	Library General	46	Library	
48	0%	Design reconsultation	0.5 days	Mon 5/19/25	Tue 5/20/25	Spydus Implementation Specialist[60%],Spydus Trainer,Library General,Library Project Manager[20%],Library	47	Civica,Library	
49	0%	Revision of design specifications	1 day	Tue 5/20/25	Wed 5/21/25	Spydus Cloud and Managed Services[50%],Spydus Implementation Specialist[25%],Spydus Migration Analyst	48FS+0.25 days	Civica	
50	0%	Review and Approval of Design Documentation	5 days	Wed 5/21/25	Thu 5/29/25	Steering Committee	49	Library	
51	0%	Design Phase Exit Project Meeting	0.25 days	Wed 6/25/25	Wed 6/25/25	Spydus Project Manager,Library Project Manager	29,30,45FS+0.5 days,50,43	Civica,Library	
52	0%	<b>Milestone - Design Phase Stage Completed</b>	<b>0 days</b>	<b>Wed 6/25/25</b>	<b>Wed 6/25/25</b>		<b>51</b>		
53	0%	<b>Stage 6 - Build</b>	<b>83 days</b>	<b>Tue 4/15/25</b>	<b>Tue 8/12/25</b>				
54	0%	<b>Infrastructure Build Up/Setup</b>	<b>38 days</b>	<b>Tue 4/15/25</b>	<b>Fri 6/6/25</b>				
55	0%	<b>Client PCs</b>	<b>1 day</b>	<b>Mon 5/12/25</b>	<b>Mon 5/12/25</b>				
56	0%	Provide IP addresses and port numbers for SIP	0.5 days	Mon 5/12/25	Mon 5/12/25	Library Technical	30FS+1 day	Library	
57	0%	Confirm PCs meet required minimum configuration and return the checklist to Civica	1 day	Mon 5/12/25	Mon 5/12/25	Library Technical	30FS+1 day	Library	
58	0%	<b>Network</b>	<b>5 days</b>	<b>Tue 4/15/25</b>	<b>Mon 4/21/25</b>				
59	0%	Create Spydus System Environments	4 days	Tue 4/15/25	Fri 4/18/25	Spydus Cloud and Managed Services[85%]	15	Civica	



ID	% Complete	Task Name	Duration	Start	Finish	Resource Names	Predecessors	Resource Group	2/24/25
60	0%	Add server to network	0.5 days	Mon 4/21/25	Mon 4/21/25	Spydus Cloud and Managed Services[85%]	59	Civica	
61	0%	Register library.spydus.com HTTPS address	0.5 days	Mon 4/21/25	Mon 4/21/25	Spydus Cloud and Managed Services[85%]	60	Civica	
62	0%	<b>Client Installation</b>	<b>18.5 days</b>	<b>Mon 5/12/25</b>	<b>Fri 6/6/25</b>				
63	0%	Provide FTP details and Password to Library for Circ Offline and Spydus Tray	0.6 days	Mon 5/12/25	Tue 5/13/25	Spydus Project Manager	56	Civica	
64	0%	Install Spydus software for testing (Spydus Tray & Circulation Offline)	1 day	Thu 5/29/25	Fri 5/30/25	Library Technical	61,50	Library	
65	0%	Customer technical change release approval	5 days	Fri 5/30/25	Fri 6/6/25	Library Technical	64	Library	
66	0%	Confirm installation successful	0.5 days	Fri 6/6/25	Fri 6/6/25	Library Project Manager	65	Library	
67	0%	Enable network access to Spydus SIP services	0.5 days	Fri 6/6/25	Fri 6/6/25	Library Technical	65	Library	
68	0%	<b>Data conversion Build</b>	<b>9.5 days</b>	<b>Wed 6/25/25</b>	<b>Wed 7/9/25</b>				
69	0%	<b>Migration</b>	<b>9.5 days</b>	<b>Wed 6/25/25</b>	<b>Wed 7/9/25</b>				
70	0%	Run trial data conversion in TEST environment	5.5 days	Wed 6/25/25	Wed 7/2/25	Spydus Migration Analyst	59,43	Civica	
71	0%	Load data from Conversion onto System	1 day	Wed 7/2/25	Thu 7/3/25	Spydus Migration Analyst[25%]	70	Civica	
72	0%	Review data	1 day	Thu 7/3/25	Mon 7/7/25	Spydus Migration Analyst[25%],Library General	71	Civica,Library	
73	0%	Data Sanity Check	2 days	Mon 7/7/25	Wed 7/9/25	Spydus Migration Analyst[25%]	72	Civica	
74	0%	<b>Training</b>	<b>38.5 days</b>	<b>Fri 6/6/25</b>	<b>Fri 8/1/25</b>				
75	0%	<b>Prepare for training</b>	<b>23 days</b>	<b>Fri 6/6/25</b>	<b>Fri 7/11/25</b>				
76	0%	<b>Project meeting - Pre Training</b>	0.25 days	Wed 6/25/25	Wed 6/25/25	Library Super Users,Spydus Trainer	52	Library,Civica	
77	0%	Provide Contacts for Civica Service Desk users	0.5 days	Fri 6/27/25	Fri 6/27/25	Library Project Manager	52FS+2 days	Library	
78	0%	Prepare training materials	4 days	Fri 6/27/25	Thu 7/3/25	Spydus Trainer[25%]	52FS+2 days	Civica	
79	0%	Pre-commissioning, Set up Training Examples in Test System	3 days	Tue 7/8/25	Fri 7/11/25	Spydus Trainer[35%]	73SS+0.75 days	Civica	
80	0%	Send training log-in's to library	0 days	Fri 6/27/25	Fri 6/27/25	Spydus Trainer	52FS+2 days	Civica	
81	0%	Install Spydus Software on training PCs	1 day	Fri 6/6/25	Mon 6/9/25	Library Technical	65	Library	
82	0%	Confirm Access to TEST and TRAIN systems	0.25 days	Mon 6/9/25	Mon 6/9/25	Library Project Manager	81	Library	
83	0%	Confirm training room prerequisites (Room Setup, system connection and access)	0.25 days	Mon 6/9/25	Mon 6/9/25	Spydus Trainer[20%],Library Project Manager	82	Civica,Library	
84	0%	<b>Training - (Max. 10 attendees per session)</b>	<b>12.5 days</b>	<b>Wed 7/16/25</b>	<b>Fri 8/1/25</b>				
85	0%	<b>Train the Trainer Sessions Super Users, System Admin &amp; ICT</b>	<b>12.5 days</b>	<b>Wed 7/16/25</b>	<b>Fri 8/1/25</b>				
86	0%	Week 1: Staff Training	4 days	Wed 7/16/25	Tue 7/22/25	Library Super Users,Library Technical,Spydus Trainer	79FS+3 days,83	Library,Civica	
87	0%	Week 2: Staff Training	3 days	Wed 7/23/25	Fri 7/25/25	Library Super Users,Library Technical,Spydus Trainer	86FS+0.5 days	Library,Civica	
88	0%	Week 3: Staff Training	3 days	Wed 7/30/25	Fri 8/1/25	Library Super Users,Library Technical,Spydus Trainer	87FS+2 days	Library,Civica	
89	0%	<b>Commissioning</b>	<b>15.5 days</b>	<b>Tue 7/22/25</b>	<b>Tue 8/12/25</b>				
90	0%	Share config document and commissioning checklist	0.25 days	Tue 7/22/25	Tue 7/22/25	Spydus Project Manager	86	Civica	
91	0%	Commission Spydus - Civica responsibilities	4 days	Mon 8/4/25	Thu 8/7/25	Spydus Implementation Specialist	88	Civica	
92	0%	Commission Spydus - Customer responsibilities	7 days	Mon 8/4/25	Tue 8/12/25	Library General,Spydus Implementation Specialist[20%]	88	Library,Civica	
93	0%	Documentation update	4 days	Mon 8/4/25	Thu 8/7/25	Spydus Implementation Specialist[10%],Library General	88	Civica,Library	
94	0%	Provide Testing Checklists (Spydus modules and Data Conversion)	0.25 days	Mon 8/4/25	Mon 8/4/25	Spydus Project Manager	88	Civica	
95	0%	<b>Project meeting -Handover for Testing</b>	0.25 days	Mon 8/4/25	Mon 8/4/25	Library General,Library Project Manager,Spydus Implementation Specialist,Spydus Migration Analyst,Spydus	94	Library,Civica	
96	0%	Approval Process for Commissioning Design	4 days	Tue 8/5/25	Fri 8/8/25	Steering Committee	95FS+0.5 days	Library	
97	0%	Milestone - Build Phase Stage Complete	0 days	Fri 8/8/25	Fri 8/8/25		96		
98	0%	Hand over to site for testing/end user training	0 days	Fri 8/8/25	Fri 8/8/25	Spydus Project Manager,Library Project Manager	96	Civica,Library	
99	0%	Build Phase Exit Meeting	0 days	Fri 8/8/25	Fri 8/8/25	Spydus Project Manager,Library Project Manager	97	Civica,Library	
100	0%	<b>Stage 7 - Test</b>	<b>25 days</b>	<b>Tue 8/12/25</b>	<b>Tue 9/16/25</b>				
101	0%	<b>User Acceptance Testing</b>	<b>14 days</b>	<b>Tue 8/12/25</b>	<b>Fri 8/29/25</b>				
102	0%	<b>Run 1</b>	<b>6 days</b>	<b>Tue 8/12/25</b>	<b>Tue 8/19/25</b>				
103	0%	Complete system and data testing (Run 1)	5 days	Tue 8/12/25	Mon 8/18/25	Library Technical,Library General	99FS+1 day,98	Library	
104	0%	Report issues via Civica Service Desk (Run 1)	5 days	Tue 8/12/25	Mon 8/18/25	Library General,Library Technical	103SS	Library	
105	0%	Resolve UAT issues (Run 1)	6 days	Tue 8/12/25	Tue 8/19/25	Spydus Implementation Specialist[20%],Spydus Trainer[10%],Spydus Development Team[10%],Spydus Cloud an	104SS	Civica	
106	0%	UAT Daily Meetings & Resolution Planning (Run 1)	6 days	Tue 8/12/25	Tue 8/19/25	Library Project Manager[10%],Spydus Project Manager[5%],Spydus Implementation Specialist[10%],Spydus C	103SS,104SS	Library,Civica	
107	0%	<b>Run 2</b>	<b>8 days</b>	<b>Wed 8/20/25</b>	<b>Fri 8/29/25</b>				
108	0%	Complete system and data testing (Run 2)	5 days	Wed 8/20/25	Tue 8/26/25	Library Technical,Library General	106	Library	
109	0%	Report issues via Civica Service Desk (Run 2)	5 days	Wed 8/20/25	Tue 8/26/25	Library Technical,Library General	108SS	Library	
110	0%	Resolve UAT issues (Run 2)	6 days	Wed 8/20/25	Wed 8/27/25	Spydus Implementation Specialist[20%],Spydus Project Manager[10%],Spydus Trainer[10%],Spydus Cloud an	108SS	Civica	
111	0%	UAT Daily Meetings & Resolution Planning (Run 2)	8 days	Wed 8/20/25	Fri 8/29/25	Library Project Manager[10%],Spydus Project Manager[5%],Spydus Implementation Specialist[10%],Spydus C	108SS	Library,Civica	
112	0%	Test Phase Exit Meeting	1 day	Tue 9/2/25	Tue 9/2/25	Library Project Manager,Spydus Project Manager	111	Library,Civica	
113	0%	Final Test Report formal review and approval process	5 days	Wed 9/3/25	Tue 9/9/25	Library Project Manager,Steering Committee	112	Library	
114	0%	Provide UAT sign-off documents	0 days	Tue 9/9/25	Tue 9/9/25	Spydus Project Manager	113	Civica	
115	0%	Sign-off on Spydus System Test Phase	5 days	Wed 9/10/25	Tue 9/16/25	Library Project Manager,Steering Committee	114	Library	
116	0%	Milestone - Test Phase Stage Complete	0 days	Tue 9/16/25	Tue 9/16/25		115		
117	0%	<b>Stage 8 - Implementation</b>	<b>31 days</b>	<b>Wed 9/3/25</b>	<b>Wed 10/15/25</b>				
118	0%	<b>End User Training</b>	<b>12.5 days</b>	<b>Wed 9/3/25</b>	<b>Fri 9/19/25</b>				

ID	% Complete	Task Name	Duration	Start	Finish	Resource Names	Predecessors	Resource Group	2/24/25
119	0%	Refresh TRAIN environment	1 day	Wed 9/3/25	Wed 9/3/25	Spydus Cloud and Managed Services	112	Civica	
120	0%	Delivery of End User Training	10 days	Thu 9/4/25	Wed 9/17/25	Library General	119	Library	
121	0%	Train Phase Exit Meeting	0.5 days	Fri 9/19/25	Fri 9/19/25	Spydus Project Manager,Library Project Manager	120FS+1 day	Civica,Library	
122	0%	Milestone - Train Phase Stage Completed	0 days	Fri 9/19/25	Fri 9/19/25		121		
123	0%	Go Live Decision Activities	15.5 days	Wed 9/3/25	Wed 9/24/25				
124	0%	Define Hypercare Plan and ongoing BAU support	0.5 days	Wed 9/17/25	Wed 9/17/25	Spydus Project Manager	116	Civica	
125	0%	Hypercare Plan SignOff	5 days	Wed 9/17/25	Wed 9/24/25	Library Project Manager	124	Library	
126	0%	Provide customer with full list of data files required for extraction	0.5 days	Wed 9/3/25	Wed 9/3/25	Spydus Migration Analyst	112	Civica	
127	0%	Technical Go Live Approval	0.5 days	Wed 9/17/25	Wed 9/17/25	Library Technical,Spydus Project Manager[10%],Steering Committee	116	Library,Civica	
128	0%	Go / No Go Decision	1 day	Wed 9/17/25	Thu 9/18/25	Steering Committee	127,121FS-5 days	Library	
129	0%	Sign off on Go / No Go Decision	0 days	Thu 9/18/25	Thu 9/18/25	Steering Committee	128	Library	
130	0%	Milestone - Go Live Implementation Signed Off by Library	0 days	Thu 9/18/25	Thu 9/18/25	Library Project Manager	129	Library	
131	0%	Go live preparation	9 days	Thu 9/18/25	Wed 10/1/25				
132	0%	Parameters and Web maintenance Cut Off - No further changes in TEST	0 days	Thu 9/18/25	Thu 9/18/25	Library General	129	Library	
133	0%	Copy parameters and web folders from Test to Live	0.5 days	Thu 9/18/25	Thu 9/18/25	Spydus Migration Analyst	132	Civica	
134	0%	Cease existing system completely COB	0 days	Thu 9/18/25	Thu 9/18/25	Library General	133	Library	
135	0%	Extract live data from legacy system	1 day	Fri 9/19/25	Fri 9/19/25	Library Technical,Spydus Migration Analyst[10%]	134SS	Library,Civica	
136	0%	Commence Spydus Offline circulation	1 day	Fri 9/19/25	Fri 9/19/25	Library General	134SS	Library	
137	0%	FTP Data to Civica	0.5 days	Mon 9/22/25	Mon 9/22/25	Library Technical	134FS+1 day	Library	
138	0%	Convert & load data	7 days	Mon 9/22/25	Wed 10/1/25	Spydus Migration Analyst	137	Civica	
139	0%	Upload offline transactions	0.25 days	Tue 9/30/25	Tue 9/30/25	Library Technical	138FS-1 day	Library	
140	0%	Revert SIP Connection to LIVE	1 day	Tue 9/30/25	Wed 10/1/25	Library Technical,Spydus Cloud and Managed Services	138FS-1 day	Library,Civica	
141	0%	Go Live	0 days	Wed 10/1/25	Wed 10/1/25		138FS+0.5 days		
142	0%	Stage Gate - Project Deliverables Met	1 day	Thu 10/2/25	Thu 10/2/25	Spydus Project Manager[85%],Library Project Manager	141	Civica,Library	
143	0%	HyperCare	10 days	Thu 10/2/25	Wed 10/15/25				
144	0%	Post Go Live Support Week 1 & 2	10 days	Thu 10/2/25	Wed 10/15/25	Spydus Project Manager[5%],Spydus Trainer[10%],Spydus Implementation Specialist[10%],Spydus Migration Analyst[10%]	141	Civica	
145	0%	Daily Post Go Live Support Project Meeting Wk 1/2	10 days	Thu 10/2/25	Wed 10/15/25	Spydus Implementation Specialist[2%],Spydus Project Manager[2%],Spydus Trainer[2%],Spydus Migration Analyst[2%]	144SS	Civica	
146	0%	Milestone - Project Implementation & Transition Stage Completed	0 days	Wed 10/15/25	Wed 10/15/25		145		
147	0%	Stage 9 - Project Closure	10.75 days	Thu 10/16/25	Thu 10/30/25				
148	0%	Draft and provide Project Closure report	2 days	Thu 10/16/25	Fri 10/17/25	Spydus Project Manager[25%],Library Project Manager[25%]	142FS+0.5 days,146	Civica,Library	
149	0%	Post Project Review and Project Close meeting	0.25 days	Mon 10/20/25	Mon 10/20/25	Spydus Project Manager[85%],Library Project Manager	148	Civica,Library	
150	0%	Preparation and transition to Operations and Support	0.25 days	Mon 10/20/25	Mon 10/20/25	Spydus Project Manager[20%],Library General,Library Project Manager	149	Civica,Library	
151	0%	Transition to Operations and Support Introduction meeting	0.25 days	Mon 10/27/25	Mon 10/27/25	Spydus Project Manager,Library Project Manager,Library General,Service Director,Spydus Operations Manager	149FS+5 days	Civica,Library	
152	0%	Stage Gate - Project Closure report Signed Off by Library	0.25 days	Thu 10/30/25	Thu 10/30/25	Library Project Manager,Steering Committee	151FS+3 days	Library	
153	0%	Milestone - Project Stabilisation & Closure Stage Completed	0 days	Thu 10/30/25	Thu 10/30/25		152		
154	0%	Milestone - Project Completed	0 days	Thu 10/30/25	Thu 10/30/25		153		

## Meeting Agenda

Meeting	<Library> Spydus Implementation Biweekly Standup Project Meeting
Date	
Location	Teams Meeting
Prepared By	
Next Meeting	
Attendees	Library: Civica:
Apologies	

## Purpose:

To review the current progress of the project, ensure all parties are aware of the tasks that are coming up and appropriate resources are allocated.

## Agenda Items:

- Tasks scheduled for the previous two weeks
  - Completion of Training
  - Provision of commissioning checklist
- Tasks scheduled for the next month
  - Completion of Commissioning Tasks - Civica
  - Handover for Testing Meeting
  - Commencement of the OPAC commissioning
  - CSD User Account Creation
  - Commencement of the UAT period

Task Name	Duration	Start	Finish
<b>Spydus Implementation Plan</b>	<b>171.25 days</b>	<b>Mon 07/15/24</b>	<b>Thu 04/17/25</b>
Milestone Summary and Acceptance Criteria	171.25 days	Mon 07/15/24	Thu 04/17/25
Spydus Implementation Plan	171.25 days	Mon 07/15/24	Thu 04/17/25
<b>Stage 6 - Build</b>	<b>92 days</b>	<b>Tue 07/16/24</b>	<b>Fri 11/22/24</b>
Training	46.5 days	Mon 09/09/24	Wed 11/13/24
Training - (Max. 10 attendees per session)	12.5 days	Mon 10/28/24	Wed 11/13/24
Train the Trainer Sessions Super Users, System Admin & ICT	12.5 days	Mon 10/28/24	Wed 11/13/24
Week 2: Staff Training	3 days	Mon 11/4/24	Wed 11/6/24
Week 3: Staff Training	3 days	Mon 11/11/24	Wed 11/13/24
<b>Commissioning</b>	<b>21.75 days</b>	<b>Fri 11/1/24</b>	<b>Fri 11/22/24</b>
Share config document and commissioning checklist	0.25 days	Fri 11/1/24	Fri 11/1/24
Commission Spydus - Civica responsibilities	4 days	Thu 11/14/24	Tue 11/14/24
Commission Spydus - Customer responsibilities	7 days	Thu 11/14/24	Fri 11/22/24
Documentation update	4 days	Thu 11/14/24	Tue 11/19/24
Provide Testing Checklists (Spydus modules and Data Conversion)	0.25 days	Thu 11/14/24	Thu 11/14/24
Project meeting -Handover for Testing	0.25 days	Thu 11/14/24	Thu 11/14/24
Approval Process for Commissioning Design	6 days	Fri 11/15/24	Wed 11/20/24

<b>Milestone - Build Phase Stage Complete</b>	<b>0 days</b>	<b>Wed 11/20/24</b>	<b>Wed 11/20/24</b>
Hand over to site for testing/end user training	0 days	Wed 11/20/24	Wed 11/20/24
Build Phase Exit Meeting	0 days	Wed 11/20/24	Wed 11/20/24
<b>Stage 7 - Test</b>	<b>25 days</b>	<b>Fri 11/22/24</b>	<b>Thu 01/30/25</b>
<b>User Acceptance Testing</b>	<b>14 days</b>	<b>Fri 11/22/24</b>	<b>Wed 12/11/24</b>
<b>Run 1</b>	<b>6 days</b>	<b>Fri 11/22/24</b>	<b>Fri 11/27/24</b>
Complete system and data testing (Run 1)	5 days	Fri 11/22/24	Thu 11/28/24
Report issues via Civica Service Desk (Run 1)	5 days	Fri 11/22/24	Thu 11/28/24
Resolve UAT issues (Run 1)	6 days	Fri 11/22/24	Fri 11/29/24
UAT Daily Meetings & Resolution Planning (Run 1)	6 days	Fri 11/22/24	Fri 11/29/24
<b>Run 2</b>	<b>8 days</b>	<b>Mon 12/2/24</b>	<b>Wed 12/11/24</b>
Complete system and data testing (Run 2)	5 days	Mon 12/2/24	Fri 12/6/24
Report issues via Civica Service Desk (Run 2)	5 days	Mon 12/2/24	Fri 12/6/24
Resolve UAT issues (Run 2)	6 days	Mon 12/2/24	Mon 12/9/24
UAT Daily Meetings & Resolution Planning (Run 2)	8 days	Mon 12/2/24	Wed 12/11/24
Test Phase Exit Meeting	1 day	Thu 12/12/24	Thu 12/12/24
Final Test Report formal review and approval process	5 days	Fri 12/13/24	Thu 01/23/25
Provide UAT sign-off documents	0 days	Thu 01/23/25	Thu 01/23/25
Sign-off on Spydus System Test Phase	5 days	Fri 01/24/25	Thu 01/30/25

- Other business
  - E-Payments
  - API Manager
  - SIP2 Connections

## Action items:

Ref	Task / Action	Assigned to	Due	Status
001				
002				
003				
004				
005				
006				
007				
008				

## Appendix 4 - Spydus Data Migration Plan

<b>Document Owner:</b>	
Name:	Business Unit (BU):
Data Migration Analyst	Education APAC

<b>Approved Author(s)/Editor(s):</b>	
Name/Group:	Business Unit (BU):
Data Migration Analyst	Education APAC
Director, Services	Education APAC

<b>Approved Distribution:</b>	
Name/Group:	Business Unit (BU):
Pre-Sales Team	Education APAC
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# 1. Introduction

## 1.1 Purpose of Document

The purpose of this Data Migration Plan is to describe the procedures, requirements, and tasks necessary to complete the Data Migration from the Customer's legacy system databases to Spydus.

The information that is included within this document highlights key considerations and recommendations for the planning of the data migration, the resources required and suggestions for the data migration to be successful.

The Data Migration Plan describes the agreed scope of the data migration for the legacy databases that are to be converted and loaded in Spydus.

## 1.2 Intended Audience

The intended audience is all personnel who have a role in the migration of the legacy database(s) to the Spydus database during the LMS implementation project. The document is also intended as a reference guide to management of the data migration process.



## 2. Scope of Data Migration

### 2.1 Data Term Definitions

The Spydus database consists of a number of data type categories. Some *generic* definitions to refer to when discussing the level of data migration expected in this implementation are as follows:

Term	Definition
<b>Bibliographic data</b>	Data which records descriptive information about the item, for example:  Author & Title Date and place of publication Publisher, details of edition Subject
<b>Holding data</b>	Data specifically related to an individual copy, for example:  Call No. Accession No. Location (where the copy is held) Collection Price
<b>System Codes</b>	Data which acts as a code for categorisation of items, records, statuses or patrons in the library, for example:  Branch code Collection code Borrower categories Status codes
<b>Borrower data</b>	Data which records specific information about a borrower (patron) , for example:  Borrower No. Title, Forename, Surname Borrower category Address, telephone
<b>Loan data</b>	Data related to current items on loan (data needs to link back to a borrower and a bibliographic record)
<b>Reservations data</b>	Data related to current reservations i.e. reservations not currently satisfied (data needs to link back to borrower and a bibliographic record)
<b>Orders data</b>	Data specifically related to items which are currently on order i.e. unfulfilled orders.
<b>Digital resources</b>	Image, document and other digital formats, and the metadata describing this data.

## 2.2 Scope of Data Migration

The purpose of this section is to provide a summary of the scope of the data migration which will be delivered in accordance with that defined in the Customer's Contract.

Any request for data migration above what is documented and contracted for, and is within the data migration scope will require the raising of a Change Request to the project and will require subsequent, separate quotation and purchase order.

### 2.2.1 Summary of Scope – Data Category type

- The following type of data is migrated over from the legacy system to Spydus. Civica does not migrate statistical data. Typically, only current data plus loan history data is migrated. Other historical data may be converted if all required data is present, but this will be subject to negotiation.
- Bibliographic data
- Holdings data
- Circulation data
- Current loans
- Loan histories
- Reservations
- Circulation charges
- Borrower data
- Orders data (excluding invoices or inactive vendors)
- Serials data
- Digital resources (as agreed for upload to the Spydus Electronic Resource Management module)

### 3. Spydus Database extraction/conversion guidelines for New Library

Data may be exported from other library systems into the Spydus database. This database conversion service is generally provided to new customers under contract.

This section provides details of the data types processed during a Spydus database conversion. Any special data formatting rules are listed below.

**Please note that acquisitions data such as completed orders, invoices etc. will not be converted.**

Additional data not specified below can possibly be loaded but this would be subject to a change request.

	General – APPLIES TO ALL DATA TYPES	Provided
1.	Data should be provided to Civica in machine readable format  As a network file	
	General – APPLIES TO NON-MARC DATA	Provided
2.	Non-MARC data should be readable as a text file	
3.	A separate file should be made for each record type. (i.e. borrowers and items not mixed in the one file)	
4.	Each <b>record</b> in a non-MARC record must be delimited.  The customer must specify the delimiter.  In the case of fixed length records with no delimiter, record length must be specified.  <u><b>The preferred record delimiter is a LF char(10)</b></u>	
5.	Each <b>field</b> in a non-MARC record must be delimited.  The customer must specify the delimiter.  In the case of fixed length fields with no delimiter, field lengths/positions must be specified  The sequence of fields must be specified by the customer  The preferred record delimiter is a TAB char(9). The delimiter being used must not be present in the data fields.	
6.	A file specification must be supplied by the customer for each record type, which describes each of the fields in the output record.	
7.	Where dates are supplied in the data, the format should be consistent and it should be specified e.g. DDMMYYYY	

	<b>Bibliographic</b>	<b>Provided</b>
8.	Bibliographic data must be provided in MARC21 format	
9.	In cases where non-bibliographic data is provided for in the contract, customer must provide Civica with data adhering to the rules applying to non-marc data as specified above	
10.	In cases where non-bibliographic data is provided for in the contract, customer must provide Civica with a MARC tag specification for the data. (Each field in the data must be matched against a MARC tag.)	
11.	Holdings data may be provided as a 9xx tag within the bibliographic marc record.	
	<b>Authorities</b>	<b>Provided</b>
12.	Authority data (see and see also references) must be provided in MARC21 format	
	<b>Holdings</b>	<b>Provided</b>
13.	Holdings data may be provided as a 9xx tag within the bibliographic marc record	
14.	Holdings data may be provided as a separate file to the bibliographic file provided that  A clear link exists between the holdings record and the bibliographic record This link is specified by the customer The data adheres to rules for non-marc data	
15.	Holdings fields (or “subfields” if embedded in a marc tag) must be specified by the customer	
16.	The following subfields may be present in a holdings record  Item number/barcode/copy number – <i>mandatory</i> Location – <i>mandatory – specify default if absent</i> Collection code – <i>mandatory – specify default if absent</i> Category codes (genres, etc.) Prefix component of call number Call number Classification number Classification scheme – <i>mandatory if classified – specify default if absent</i> Suffix component of call number Notes Volume description – <i>highly desirable for serials conversion</i>	

	<p>Serial publication date – <i>mandatory for serials conversion</i></p> <p>Acquisitions date</p> <p>Purchase price</p> <p>Retail price</p> <p>Last activity date</p> <p>Copy status</p> <p>Copy status date</p> <p><b>Note: other fields can be converted if required and are relevant to the item data. This may be subject to a change request.</b></p>	
	<b>Serials</b>	<b>Provided</b>
17.	<p>Data must be provided in format as specified for holdings.</p> <p><b>Note: If serial items are also in the holdings file, then there must be a link to the holdings file, e.g. barcode number</b></p>	
	<b>Borrower</b>	<b>Provided</b>
18.	File must adhere to rules applicable to non-marc data specified above.	
19.	Each borrower must have a unique identifying number	
20.	<p>The following fields may be present in a borrower record</p> <p>Borrower number – <i>mandatory</i></p> <p>Title</p> <p>Forenames</p> <p>Surname – <i>mandatory</i></p> <p>Category – <i>mandatory</i></p> <p>Branch of enrolment – <i>mandatory</i></p> <p>First line of address</p> <p>Second line of address</p> <p>Postcode</p> <p>Work phone</p> <p>Home phone</p> <p>Suburb</p> <p>Residential or electoral area</p> <p>Mailing address – First line of address</p> <p>Mailing address – Second line of address</p> <p>Mailing address – Postcode</p> <p>Guarantor</p>	

	<p> Date of birth  Sex (M/F)  Identity number or student number  Original date of enrolment  Date of membership expiry  Contact name for institutional members  Status code for borrower  Faculty/Dept code for academics  Enrolment status code for academics  Occupation  Company/employer  Password (if already used and not encrypted)  Home group (schools)  Year level (schools)  Languages spoken  Borrower traps  Borrower trap date </p> <p><b><i>Note: other fields can be converted if required and are relevant to the borrower data. This may be subject to a change request.</i></b></p>	
21.	<p>Charges:</p> <ol style="list-style-type: none"> <li>Overdue fines for items still on loan will be recalculated using Spydus parameters.</li> <li>Any charge codes which cannot be mapped to our charge codes will be converted as a miscellaneous charge with an explanation in the notes field.</li> <li>Charges for returned overdues and reserve charges which cannot be linked to a loan or a reserve record may be converted as a "conversion charge".</li> </ol>	
	<b>Loans</b>	<b>Provided</b>
22.	File must adhere to rules applicable to non-marc data specified above	
23.	Linking fields to borrower and items must be present in each loan record	
24.	<p>The following fields may be present in a loans record</p> <p>Item number/barcode/copy number – <i>mandatory</i></p> <p>Borrower number– <i>mandatory</i></p> <p>Date issued – <i>mandatory</i></p>	

	Time issued (for short term loans) Date due – <i>mandatory</i> Time due (for short term loans) Library/branch of issue – <i>mandatory</i> Number of renewals Indefinite loan flag Last overdue notice date Last overdue notice level	
	<b>Reservations</b>	<b>Provided</b>
25.	File must adhere to rules applicable to non-marc data specified above	
26.	Valid links must exist in each reservations record to each of the following A bibliographic record OR an item record A borrower record	
27.	The following fields may be present in a reservations record Bibliographic link/Item number/barcode/copy number – mandatory Borrower number– mandatory Date of reservation– mandatory Date reservation expires– mandatory Library/branch of reservation – mandatory Pickup library/branch for reservation– mandatory Item number / barcode / copy number of allocated reserves awaiting collection Date of allocation for reserves awaiting collection	
	<b>Orders</b>	<b>Provided</b>
28.	File must adhere to rules applicable to non-marc data specified above	
29.	File must consist of outstanding orders only; this excludes cancelled orders, part-filled orders, filled orders	
30.	Vendor records are required for outstanding orders. File must adhere to rules applicable to non-marc data specified above. Fields may include: Vendor unique identifier (mandatory – link to order record) Vendor name Vendor address line(s)	
31.	Fund records are required which link to outstanding orders. . File must adhere to rules applicable to non-marc data specified above. Fields may include: Fund unique identifier (mandatory – link to order record)	

	Fund description Annual budget	
32.	Currencies must be keyed into the Spydus Acquisitions Client by the customer before loading orders, using the same currency code as in the orders record	
33.	Valid links must exist in each orders record to each of the following  A bibliographic record A vendor record A currency record A fund record	
34.	The order record must contain an order type code which correlates to an order type code as set up in Spydus, or alternatively a map be provided by the customer matching order types in data to Spydus order types.	
35.	The following fields may be present in an orders record  Link to bibliographic record – mandatory Link to vendor record – mandatory Link to currency record – mandatory Link to fund code – mandatory Order type – mandatory Order quantity – mandatory Location and collection allocations for order quantity – mandatory Unit price local currency – mandatory Unit price foreign currency – mandatory Purchase order number Order date – mandatory Order expiry date Priority (mapped to Spydus priority codes) Message(s) to vendor + date(s) Message(s) from vendor + date(s) Check-in messages	
	<b>Digital resources</b>	<b>Provided</b>
36.	Digital records may be added to the Spydus Electronic Resource Management module. These may be in the form of an image record, electronic file, MP3, video etc.	
37.	Digital records must be provided in a machine readable file with no hierarchy.	



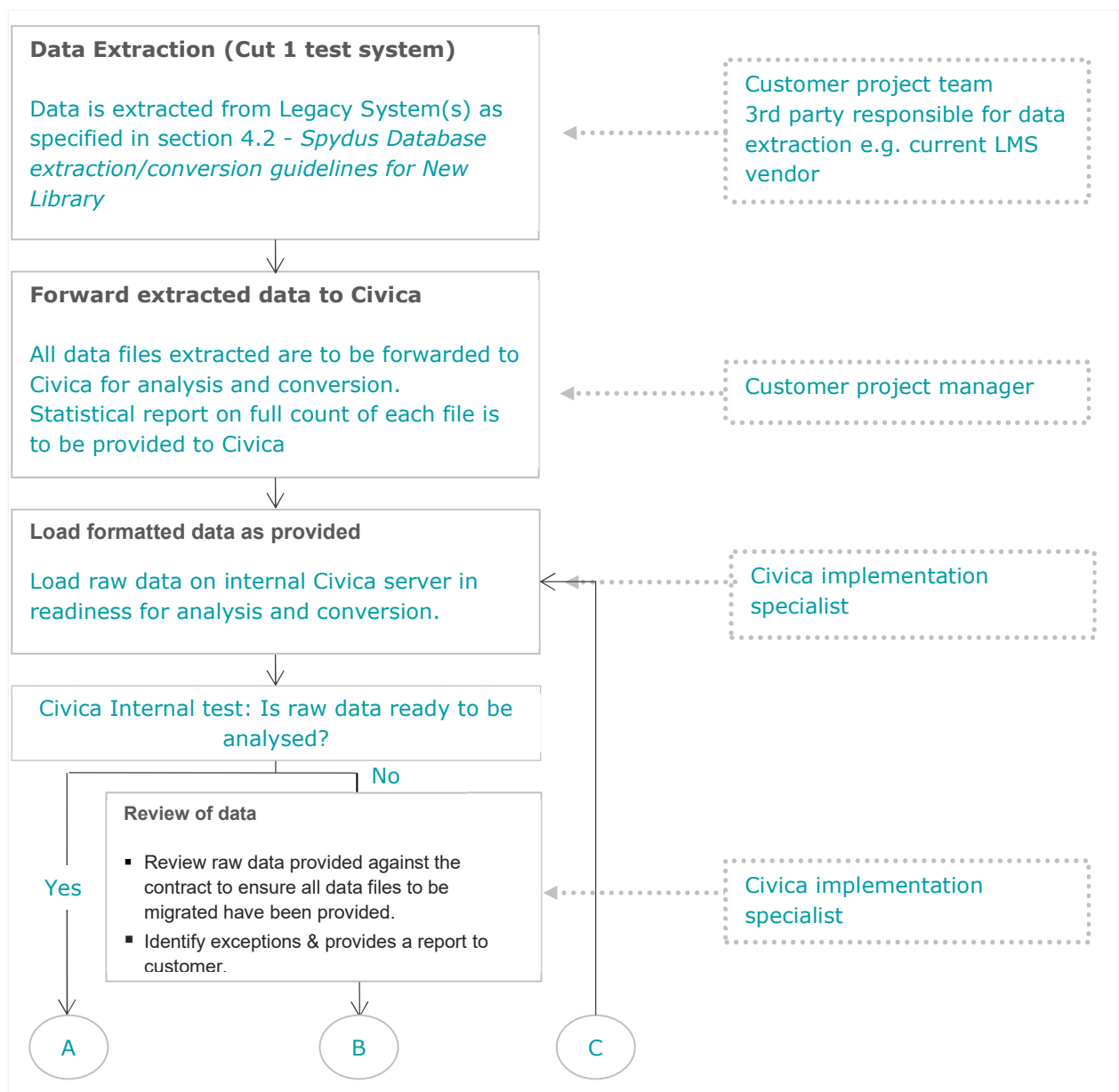
<b>38.</b>	The metadata for digital resources should be provided in text files (tab-separated, fixed length or xml). xml files can have one record per file, or many records per file. One source of metadata will be converted. Additional sources may be subject to a change request.	
<b>39.</b>	Metadata may point to a digital resource stored within the Spydus digital repository, or an external resource accessible via https.	
<b>40</b>	In the case of e-resources provided by 3 <sup>rd</sup> parties e.g. Overdrive or Bolinda, Civica will not load the records extracted from the legacy system, but harvested directly from the vendor. This ensures the necessary data is available for bumping and deleting.	
<b>41</b>	Metadata can be stored in Spydus using MARC 21 or ISAD(G) standards as appropriate and in consultation with the customer.	

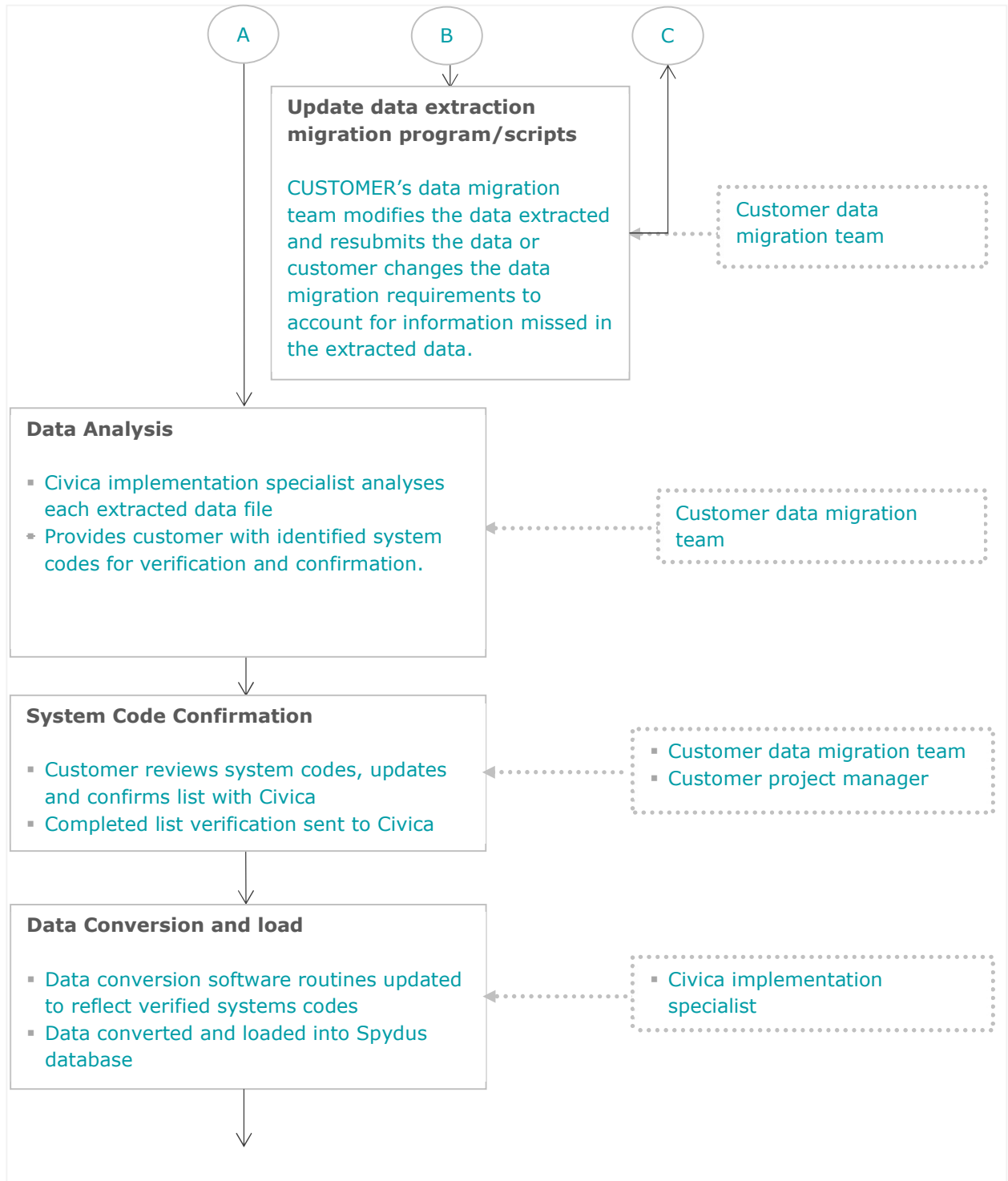
## 5. Quality Assurance Plan

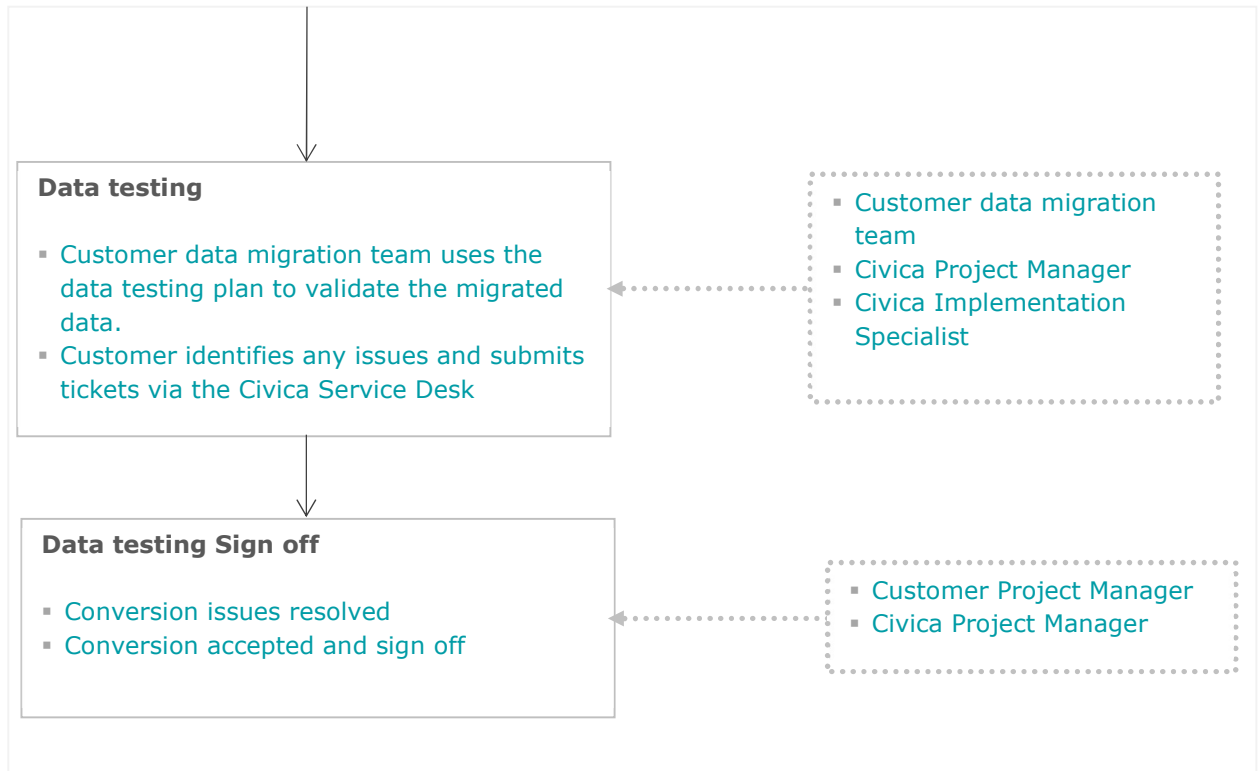
### 5.1 The Data Migration analysis and validation process

The following diagram outlines the process of the migration process to Spydus and the parties responsible for each component.

The Customer Project Team is responsible for checking the data migrated to the Spydus database to ensure data has been converted accurately. Any issues/Changes identified need to be logged via Civica Service Desk support portal (CSD).







Upon sign-off on the test data conversion, the Civica Implementation Specialist will update the data conversion and loading routines to take into account all the identified and agreed to issues during data testing in readiness for the production data load phase.

## 6. Data Migration Process

### 6.1 Data Migration Process

There are a number of steps in a data migration process. These are broken down into 2 phases:

Phase 1 - Test data conversion, including analysis, verification, testing and sign-off

Phase 2 – Data conversion to production system

#### ***Phase 1 – Test data conversion***

The main objectives of the test phase are:

To ensure data can be read and converted and to identify and resolve any data issues before production phase

Opportunity for the customer to review their data and provide feedback

To ensure that the customer is satisfied with the data conversion and officially signs-off before confirmation to proceed to production phase

#### ***Phase 2 – Production phase data conversion***

This phase may be completed in 2 stages (dependent on the volume of data to be converted):

Stage 1 – Bibliographic, holdings and orders data

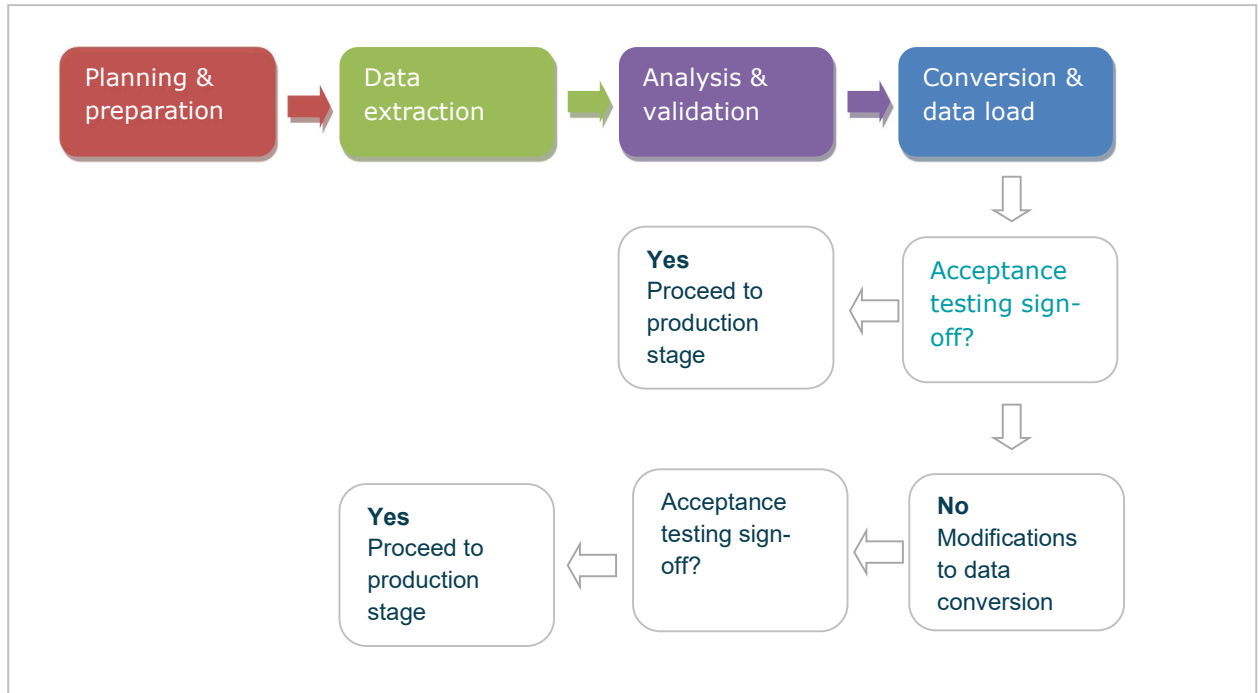
Stage 2 – Circulation and borrower data

If the Civica Implementation Specialist deems it necessary, the data will be loaded in 2 separate stages. The objective of having 2 separate stages is to minimise the need to use circulation in offline mode. During the circulation data conversion stage, the customer will be running minimal circulation activities (loans, returns, new borrower registrations) using Spydus offline.

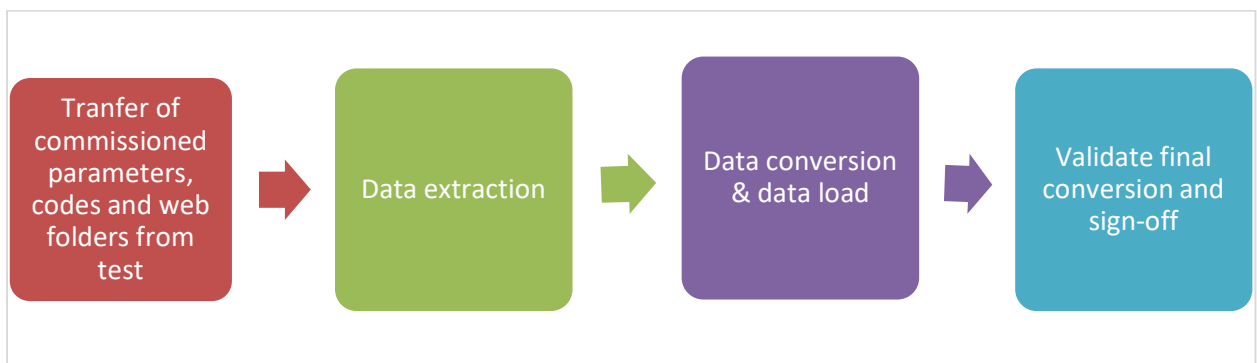
## 6.2 Data Migration Flow Chart

The following diagrams illustrate the data migration process.

### Stage 1: Test data extraction/conversion



### Stage 2: Production



Document Control:				
Version:	Author:	Date:	Comments:	Status:
v0.1	Lynda Hull			Draft
V2.0	Michelle Ryan	Dec 2024		Update branding

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## Sample: Spydus Training Schedule - Appendix 5

Date	Time	Course	Description	Materials Needed	Attendees (max 10)
Day 1	9:30am – 4:30pm (1 hr break)	OPAC / Enquiry	<ul style="list-style-type: none"> <li>▶ OPAC - Search functions</li> <li>▶ Borrower accounts</li> <li>▶ Join Online</li> <li>▶ Reservations</li> <li>▶ Enquiry - Search functions</li> <li>▶ Home Screen / Widgets</li> </ul>	Test Environment OPAC and Enquiry Workbook	System Administration
Day 2	9:30am – 4:30pm (1 hr break)	Circulation / Circ Offline	<ul style="list-style-type: none"> <li>▶ Registering and maintaining borrowers</li> <li>▶ Issue/Returns/Reservations</li> <li>▶ Item Maintenance and Bulk Item Maintenance</li> <li>▶ Offline downloads</li> <li>▶ Registering borrowers</li> <li>▶ Issue/Returns</li> <li>▶ Trapped items</li> <li>▶ Reading challenges</li> <li>▶ Book Groups</li> </ul>	Test Environment Circulation Workbook	System Administration
Day 3	9:30am – 4:30pm (1 hr break)	Cataloguing / Authority Control	<ul style="list-style-type: none"> <li>▶ Editing records</li> <li>▶ Editing holdings</li> <li>▶ Creating a new record</li> <li>▶ Downloading records via z39.50</li> <li>▶ Loading MARC files</li> <li>▶ Adding digital objects</li> <li>▶ Searching for authorities</li> <li>▶ Editing authorities and adding new ones</li> <li>▶ Making global text changes</li> </ul>	Test Environment Cataloguing Workbook	System Administration
Day 4	9:30am – 4:30pm (1 hr break)	Acquisitions	<ul style="list-style-type: none"> <li>▶ Creating orders</li> <li>▶ Setting up order templates</li> <li>▶ Creating orders from a MARC file</li> <li>▶ Working with bibliographic records and orders</li> </ul>	Test Environment Acquisitions Workbook	System Administration



Date	Time	Course	Description	Materials Needed	Attendees (max 10)
Day 5	9:30am – 12:30pm	Serials	<ul style="list-style-type: none"> <li>▶ Creating subscription orders</li> <li>▶ Setting up serial properties</li> <li>▶ Checking in serial issues</li> </ul>	Test Environment Serials Workbook	System Administration
	1:30pm – 4:30pm	Requests	<ul style="list-style-type: none"> <li>▶ Article/Photocopy requests</li> <li>▶ Requests for information</li> <li>▶ Inter-library loan requests</li> <li>▶ Purchase requests</li> </ul>	Requests Workbook	
Day 6	9:30am – 12:30pm	ERM / DA	<ul style="list-style-type: none"> <li>▶ Adding digital objects</li> <li>▶ Add/edit Online Resources and Contracts</li> <li>▶ Searching ERM records in OPAC/Enquiry</li> </ul>	Test Environment Electronic Resource Management Workbook	System Administration
	1:30pm – 4:30pm	Archives	<ul style="list-style-type: none"> <li>▶ Accession records</li> <li>▶ Archival descriptions</li> <li>▶ Adding digital objects</li> </ul>	Archives Workbook	
Day 7	9:30am – 12:30pm	Bookings	<ul style="list-style-type: none"> <li>▶ Place, search for, and cancel bookings in OPAC and Enquiry</li> <li>▶ Set up booking parameters according to the library booking policies</li> </ul>	Test Environment Home Services Workbook	System Administration
	1:30pm – 4:30pm	Home Services	<ul style="list-style-type: none"> <li>▶ Registering borrowers and drivers</li> <li>▶ Profile matching</li> <li>▶ Round's maintenance</li> <li>▶ Mobile library</li> </ul>	Bookings Workbook	
Day 8	9:30am – 4:30pm	Maintenance – Circulation	<ul style="list-style-type: none"> <li>▶ Circulation Parameters, e.g. Collections, Borrower Categories, Loan &amp; Reservation Policies, Copy Statuses, Alerts</li> </ul>	Test Environment Circulation Maintenance Workbook	System Administration ICT Representatives

Date	Time	Course	Description	Materials Needed	Attendees (max 10)
Day 9	9:30am – 12:30pm	<b>Maintenance – General</b>	<ul style="list-style-type: none"> <li>▶ User Accounts</li> <li>▶ Barcode Parameters</li> <li>▶ System parameters</li> <li>▶ Commissioning Checklist</li> </ul>	Test Environment	<b>System Administration ICT Representatives</b>
	1:30pm – 4:30pm	<b>Reports</b>	<ul style="list-style-type: none"> <li>▶ Reports – Loans, Borrowers, Items, Collections, Acquisitions</li> </ul>	General Maintenance Workbook	
Day 10	9:30am – 4:30pm (1 hr break)	<b>OPAC and Enquiry, Slips and Notices editing</b>	<ul style="list-style-type: none"> <li>▶ OPAC configuration</li> <li>▶ Enquiry configuration</li> <li>▶ Slips and Notices configuration</li> </ul>	Test Environment OPAC and Enquiry Workbook	<b>System Administration ICT Representatives</b>

### Sample: SpydusBI Training Schedule (Train the trainer)

Date	Time	Course	Description	Materials Needed	Attendees (max 10)
Day 1	2 hours Online	<b>SpydusBI Overview</b>	Pre-requisite session <ul style="list-style-type: none"> <li>▶ Login and set preferences</li> <li>▶ Overview of available reports</li> <li>▶ Run, export and broadcast reports</li> <li>▶ Overview of dashboard</li> </ul>		
Day 2	3 hours Online	<b>Report Writer Basics</b>	For staff responsible for creating or modifying reports Prerequisite for Advanced session <ul style="list-style-type: none"> <li>▶ Creating basic reports</li> <li>▶ Creating dashboards</li> <li>▶ Editing existing reports</li> <li>▶ Creating broadcast schedules</li> <li>▶ Creating visualizations</li> </ul>		

<b>Day 3</b>	3 hours Online	<b>Report Writer Advanced</b>	<p>For staff responsible for creating or modifying reports</p> <ul style="list-style-type: none"><li>▶ Formatting reports</li><li>▶ Advanced reports functions – sub-queries, calculated fields etc</li><li>▶ Workshopping trainee-suggested reports</li><li>▶ User management</li><li>▶ Exporting and importing reports</li><li>▶ Editing authorities and adding new ones</li></ul>		
<b>Day 4</b>	2 hours Online	<b>Follow-up Session</b>	<ul style="list-style-type: none"><li>▶ Q &amp; A session</li><li>▶ Assist with developing required reports</li></ul>		

## Appendix 6 - Sample Training Workbook



**Circulation User**

Spydus

**2024**

*We acknowledge the Traditional Custodians of the land on which we live and work and acknowledge their continuing connection to land, culture and community. We pay our respect to Elders past, present, and emerging and extend our respect to all Indigenous and Torres Strait Islander People.*

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## Training Outline: Circulation User

---

**Duration:** 1 Day

### Learning Outcome/Objective:

---

At the end of this training, the trainee will be able to:

- Login and navigate the circulation module
- Issue items, return items, and edit borrower registration details
- Understand the reservation process
- Understand Spydus item maintenance workflows
- Operate Circulation offline.

### Introduction

---

Circulation is a web-based module for staff to perform daily transactions as well as maintaining borrowers, items, and materials.

### Login

---

To open the Circulation app, login to the Spydus web apps. Usually the URL will be <https://yourlibraryname.spydus.com/spydus>. In the test system, the URL will usually be <https://yourlibrarynametest.spydus.com/spydus>. At the login screen enter your username and password, then select a location and sub-location (if required) and click the **Login button**.

### WBA

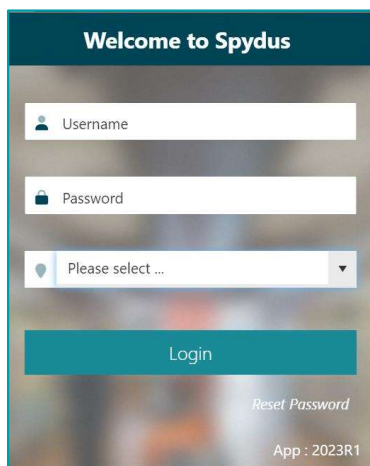
---

#### Access

To open the Web Apps, login to Spydus. Usually, the URL will be <https://yourlibraryname.spydus.com/spydus>

In the test system, the URL will usually be <https://yourlibrarynametest.spydus.com/spydus>

At the login screen enter your username and password, then select a location and sub-location (if required) and click the Login button.





The version number for the server and App are on the login page (required when logging tickets with the Civica Service Desk).

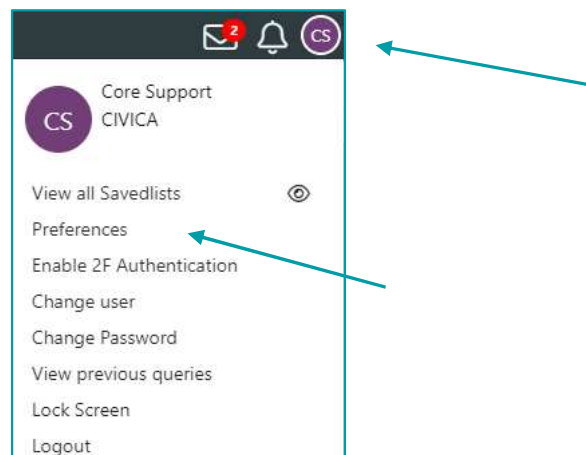
You will have been assigned a Log in for the WBA plus a **User Account**. You will also be assigned a **User Group**. These allocations indicate which Modules and functions you are able to access in the WBA.

## Preferences

---

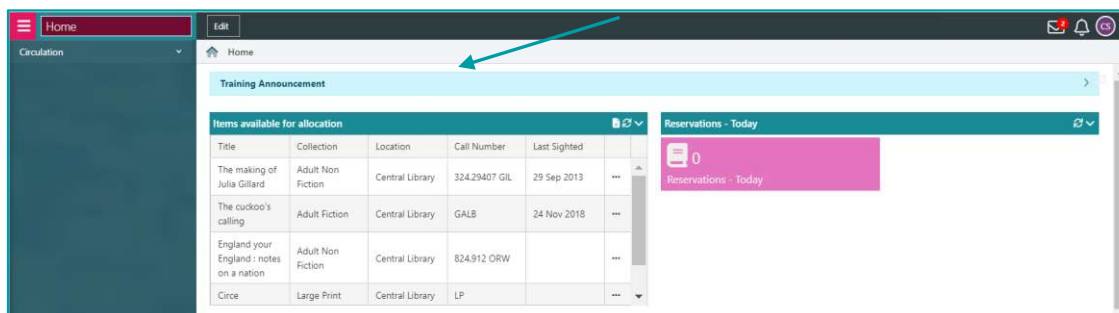
When you first login, a prompt to set the preferences for your username is displayed. Users only need to set preferences once.


- **Slip printing** - Tick this box to turn on Slip printing and slips will be sent to the default printer set up on the PC or select a printer from the drop-down menu.
- **Cash Drawer** - If connecting a cash drawer, select it from the list of devices and then the model if appropriate. Multiple PCs can connect to the one cash drawer. Only those cash drawers at the login location will display on the list.
- **Windcave** - If using Windcave for EFT payments, and using a slip printer for EFT receipt printing, enter the station ID and Device ID here.
- **Renew all prompt** - Clear this check box to hide the prompts that might be displayed when you renew all the borrower's loans. This can help speed up the processing of renewals.
- **Check complete reservation by default** - When this is selected, the Complete reservation checkbox will be selected by default when you try to issue an item that's been reserved by another borrower.
- **Display return transactions alerts** - Tick this box to display alerts during returns transactions. The box is ticked by default.
- **To access Preferences after logging in** - These can be found under your Login details in the top right corner of the screen.



## Default

By default, the web apps will open at Home page.



To access available **Modules**, click the menu,  to the left of **Home**.



These Modules enable the customization of every aspect of the **Discovery Platform**.

Home

Enquiry

Circulation

Cataloguing

Acquisitions

Serials

ERM

Archives

Requests

Reports

Events

Spydus BI

Maintenance

About

Help

Shortcuts

About

About

spydus

civica

Release: 2024R1

Build Version: 2024.1.5.1000

Build Date: 15/02/2024

Licensed: 11.4

Copyright © Civica Pty Ltd 2024

OK

Help

Spydus Help

Index

Allow staff to place anonymous purchase requests

\$w special relationship codes for authorities

2FA parameters for OPAC login

About authorities and RDA

About borrower archiving

About changing an authority at the appropriate level

About issue title elements

Spydus Help

Welcome to Spydus Help

> Welcome to Spydus Help

> New Features in Spydus 11 New

> New Features in Spydus 10.9 New

> New Features in Spydus 10.8 New

> New Features in Spydus 10.7 New

> New Features in Spydus 10.6 New

Civica Self-Service Support Portal

> General

> Home New

> Acquisitions

> Archives

> Bookings

> Cataloguing

> Circulation

> Circulation Offline

Welcome to the Spydus Help.

Spydus Help is a web-based help system which enables you to search for information in a variety of ways including by module, by topic, or by keyword. In a search you can combine keywords using OR and AND.

Look for

Will find topics that contain


maximum renewals

the word "maximum" or the word "renewals"

maximum and renewals

the word "maximum" and the word "renewals"

We've tried to make the help as intuitive as possible, and have included as much information as we can, but it's a work in progress. We'll be adding more topics over the coming weeks and months, and updating existing topics. You can check back here to see the new topics we have added.

You'll see a red tick  against the topics that are new or that have changed in the latest version of the help.

This menu also provides a number of useful shortcuts.

Shortcuts

Spydus: Circulation User

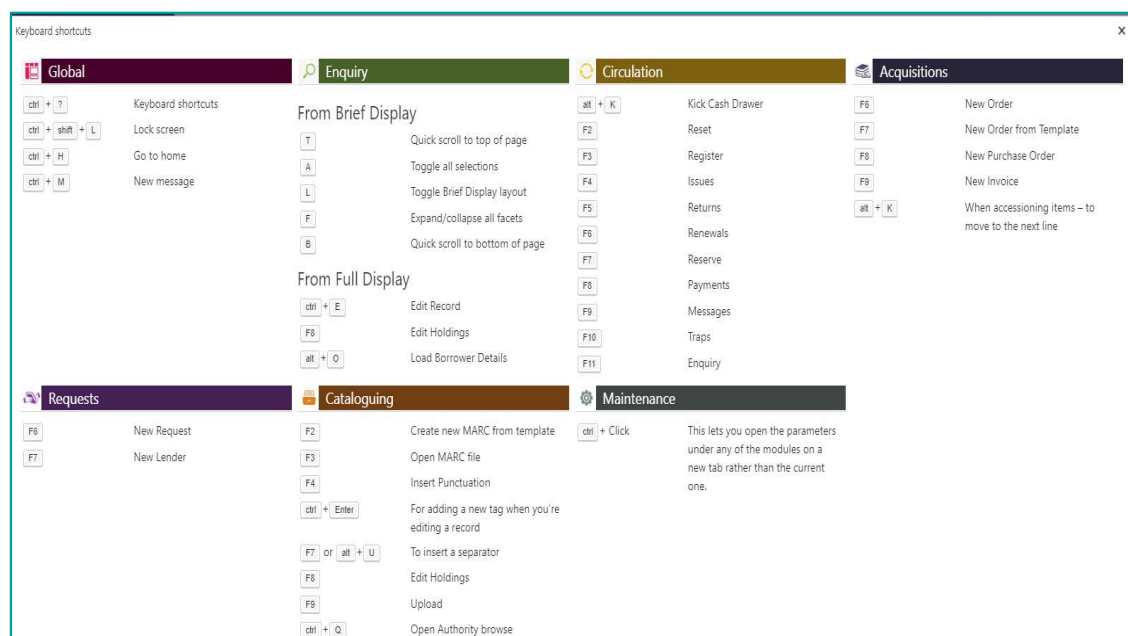
Commercial in Confidence

8

**CTRL + H** will take you to the Home page from anywhere within the Apps.

**CTRL + ?** brings up the Shortcuts.

Other Shortcuts include:



Click on the required **Module** /App or use **X** to close the **Menu** display.

## Function Keys

These function keys are available in Web Circulation.

Function Key	Description
F2	Reset
F3	Current Registration. This will take you to the borrower's registration details from the details/reservations/charges pages.
F4	Issues. If a borrower record is not currently open, a borrower search dialog will open to search for the borrower to issue items to.
F5	Returns
F6	Renewals
F7	Reserve. This will open a Quick find bibliographic search page to locate an item to reserve.
F8	Payments (Charges)

F9	Borrower Messages
F10	Borrower Traps
F11	Enquiry

## Search Box

- **Borrower or Item** - This is the default search. Use this option to **search** by **Borrower name**, **Borrower barcode**, or **Item barcode**. The information can be entered by typing or scanning.
- **Borrower** - Search for members by **name** or barcode by typing or scanning.
- **Browse** - Select **Browse** to search for borrowers whose name begins with the text entered in the borrower field
- **Keyword** - Select **Keyword** to search for borrowers whose name contains the text entered
- **Username** - Search for a borrower by **Username**. This only applies if you are using the **Username field in the Borrower Registration**.
- **Item** - Search for an item by title or accession number. Keyword search only.
- **Bibliographic** - Search for bibliographic titles. Keyword search only.

## Borrower registration

**Workflow:** Maintenance > Circulation > Borrower Registration Parameters

The registration forms can be customised by you to suit your requirements.

### General

This is the Full Registration of a new borrower. Mandatory fields are indicated by a **red asterisk \***.

For detailed information on all fields please refer to the Spydus Online Help.

If you are registering a driver for a Home Services delivery round go to and select the Driver check box.

### Family Linking

There is also the ability to set up a link between a relation and his/her head of family.

You can also specify the fields that the child will inherit from the head of family's registration details, for example, surname, residential address, home phone number, etc.

The Fields inherited by dependants shows all the fields that can be inherited by dependants, i.e. by borrowers who have THIS borrower as their head of family. By default, all the possible fields are selected, but you can clear any you don't want to be inherited from the head of family registration (not the dependent's registration).

Once a field is inherited, it cannot be changed in the dependent's record. Changes made to the head of family record will be automatically made in the dependants record too. Family linking means the Head of family will see dependent's loans/overdues in the OPAC in the Family account dashboard and be able to renew items (if not reserved and according to loan policies)

The Settings tab of Borrower Registration Parameters now features new controls that empower library staff to determine which details are automatically inherited from a Head of Family to a dependent.

Furthermore, once a dependent has been associated with a head of family, the Fields Inherited by Dependents section will no longer be visible in the Borrower Registration of the dependent.

**This feature was introduced after being requested by Paul at Norfolk Libraries on the Spydus Ideas Portal. This idea received 16 votes!** [Linking to a head of family](#)

1. First register the head of family, select the fields to be inherited and SAVE (not save and close). Click on the Search button
2. **Search for the child** (this is assuming they are not already registered). The following popup will display, **click on New Child**

This will then open in the child's registration screen. All fields that were checked to be inherited by the head of family will already be populated in the registration. These fields cannot be edited.

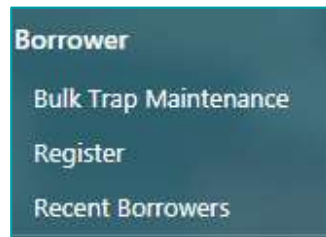
Fields that need to be filled in:

- Barcode
- First name
- Date of Birth
- Category

**Notices and Slips** – need to check the box to send notices to Head of family

Family tab – the Head of Family will already be displaying. You can add the Relation by clicking on the line and Edit, choose the Relation from the dropdown menu and OK.

- Save and Close.
- To add another child, go back to the Parent record. Note: this will be in Recent Borrowers
- Click on the name and then go to **Edit Registration** > once the registration opens click on **Search and start the process again.**



Linking from a child record already in the system

1. Edit Registration
2. Family tab
3. Click on **Add**
4. Click on **Find**

## Borrower Search screen – search for Head of Family

1. When you get to the Full Display of the borrower – click on Select
2. Choose the Relation from the dropdown menu
3. Tick the Head of Family checkbox
4. Press **OK**

## Unlinking a Head of Family

1. Open the dependent's registration details.
2. Select the row you want in the relations.
3. Click Delete, and then click OK at the confirmation prompt.
4. Click Save or Save & Close to save your changes.



If you want this link to be automatically removed when the borrower reaches a certain age you can do this in **Maintenance > Circulation > General Parameters**.

## Family loan quota

A family loan quota may be used to introduce a shared loan quota for borrowers linked by (and including) a common **head of family**. In the case that a family loan quota is used, the **maximum loans parameter** of the **borrower categories** of the family members will not be used.

e.g., A family is composed of three borrowers.

- a parent in the Adult borrower category, as the Head of family,
- a teenager in the Young Adult borrower category,
- a child in the Youth borrower category

Each category was the **Maximum loans** parameter set to 10, however the **Family loan quota** is set to 50. When a loan is issued to any of the members of the family, the **Maximum loans** parameters will be ignored, and the **Family loan quota** will be checked. Collectively, the family may issue up to 50 loans between all members (regardless of the number of family members).



## To set a family loan quota:

1. Navigate to **Maintenance > Circulation > General Parameters**.
2. In the **Family loan quota** field, enter a positive number.
3. Click Save or Save & Close.

## Family loan quota - apply loan policy and collection quotas

A second parameter allows library staff to decide whether the **maximum loans for a loan policy** or **category quotas** will be applied.

e.g., With the same family group in the example above, for the DVD collection category:

- Adult has a category quota of 5
- Young Adult has a category quota of 2
- Youth has a category quota of 2

If the **Family loan quota - apply loan policy and collection quotas** parameter is null or set to **No**, these category quotas will be ignored. In this case, the family members may borrow up the the **Family loan quota** limit regardless of the category quotas (or other loan policy maximums).

If **Family loan quota - apply loan policy and collection quotas** is set to **Yes**, then policy and category quotas will also be validated.

## Institution Borrowers

Use the Institution registration for organisations, libraries, schools, etc. If they are also a lender go to the **Institution 2 tab** and **select the Lender check box**.

For Institution borrowers, the **Library ID** field can be displayed in the Borrower Registration interface. It may also be searched in the Borrower Search form. Where it exists, the Library ID will also be shown at the Full Display of a borrower record.

## Quick Registration

The **quick registration form** allows staff to **quickly register a borrower**, adding basic details. If this form is used, then next time the borrower's card is scanned in Circulation *it will notify staff - Borrower status - full registration required*.


## Recent Borrowers

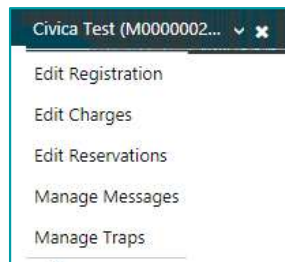
The **Recent Borrowers option** will only show if you have been into at **least one borrower record**. This shows a list of recently viewed borrowers – maximum of 10.

## Core Circulation Functionality

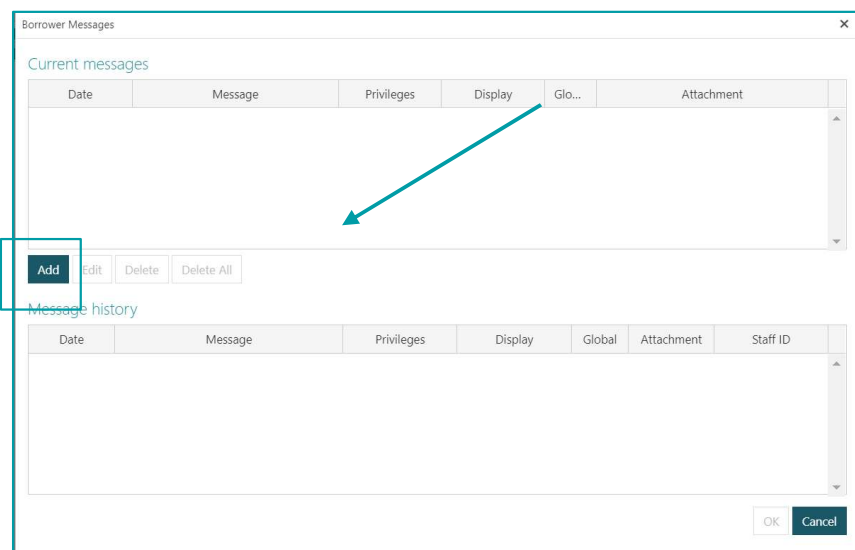
### Borrower messages

#### Adding a message

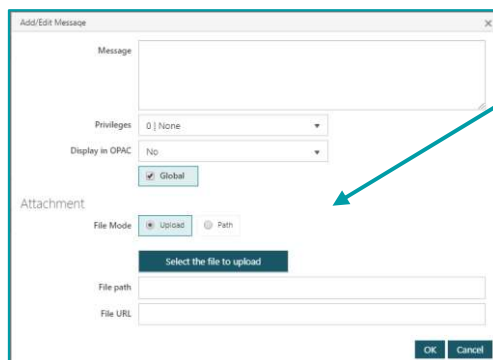
1. Load the borrower details
2. On the menu bar to the right of the borrower's name click on the 
3. Choose Manage Message from the dropdown menu



4. Click on **Add**



5. Type the message in this free-text field. Possibilities to insert image, schedule and other are available.



6. Specify the privilege level required by staff to be able to edit or delete the message.

## Display in OPAC

Specifies whether the borrower can see the message in OPAC.

- **No** - the message is not shown to in OPAC.
- **Yes - the borrower** can see the message in OPAC
- **Yes, allow delete** - the borrower can see the message in OPAC and delete it if they want.

## Global

Select this option to show the message across all institutions in a consortium.

## Attachment

You can attach a file and a URL link to a message. Staff can view the file and the link from the borrower record in Enquiry, for example:



Circulation - Borrower Search / Back to Previous Record / Full Display					
<b>Current Local Messages for Abernathy, Edith</b>					< Previous
Record 1 of 1.					Next >
Message	Set	Viewed	Level	OPAC	Attachment
This is a new message for Edith Abernathy.	04 Oct 2017 - 11:29 - By: TRG	04 Oct 2017	0	Yes	Attached file Attached link

### To upload a file:

1. Select **Upload** as the file mode.
2. Click Select the file to upload.
3. Find the file you want and click **Open**.
4. To save the change, click **OK** to close the Add/Edit Message dialog, and then click **OK** to close the Borrower Messages dialog.
5. If there's a file attached, you can click **Download attachment** to download it.

### Rather than uploading the file, you can specify the file path:

1. Select **Path** as the file mode.
2. Specify the **File path**.
3. To save the change, click **OK** to close the Add/Edit Message dialog, and then click **OK** to close the Borrower Messages dialog.

### To remove an attached file:

1. Click the **"x"** to the right of **Download attachment** (if you've uploaded the file) or delete the contents of the **File path** (if you've specified the path).
2. To save the change, click **OK** to close the Add/Edit Message dialog, and then click **OK** to close the Borrower Messages dialog.

### To add a link to a URL:

1. Specify the **File URL**.
2. To save the change, click **OK** to close the Add/Edit Message dialog, and then click **OK** to close the Borrower Messages dialog.

## To remove a link:

1. Delete the contents of the **File URL**.
2. To save the change, click **OK** to close the Add/Edit Message dialog, and then click **OK** to close the Borrower Messages dialog.

## Deleting / Editing a message

1. **Click the Messages link** in the transaction summary pane or select Manage Messages from the Name menu.
2. The Borrower Message dialog lists the current messages and previous messages, with the most recent messages displayed first. Do any of the following.
3. Select a current message and click Edit to make changes to it.
4. Select a current message and click Delete to delete it.
5. **Click Delete All** to delete all the current messages.
6. Click **OK** to save your changes.

## Chilkatsoft FTP functionality

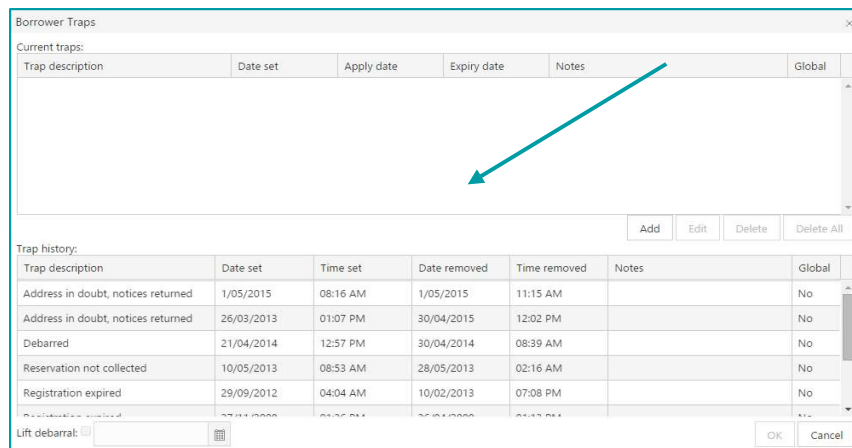
Spydus can exporting notice data from Circulation for telephone interfaces (e.g. TalkingTechnologies), Chilkatsoft FTP is used for this functionality. This offers TLS1.2 support and additional updated FTP features.

## Borrower traps

To manage borrower traps, load a borrower into Circulation and select **Manage Traps** from the borrower drop down menu.



- Any existing borrower traps are displayed with the most recent first.



- **Add, edit or delete traps** as required and click **OK** to save.
- When you choose Add, choose the trap from the Description dropdown menu.



Borrower traps are maintained in Maintenance > Circulation > Borrower Traps

Additional settings include:

- **Apply date** - set to delay trap taking effect until the nominated date
- **Expiry date** - trap will be automatically deleted when this date is reached.
- **Global** - set to display trap globally across institutions in a consortium.

The **Lift debarral** box can be used to change the date when debarral is lifted. This box is only available when the borrower is debarred and the criteria for lifting debarral have been met.

Traps may be **temporarily** or **indefinitely suspended by editing an existing trap**. While a trap is suspended, the trap parameters will not apply to the borrower account.

- Select a Suspended from date to specify when the trap suspension will begin.
- Selecting a Suspended until date will automatically end the suspension on the selected date.
- Leaving the Suspended until date blank will cause the trap to remain suspended until the suspension is manually removed.

Traps are displayed when you try to access the borrower and when you try to carry out a transaction, for example when you try to issue an item.

You can always override validation alerts, i.e. the ones that are displayed when you enter the borrower's number.

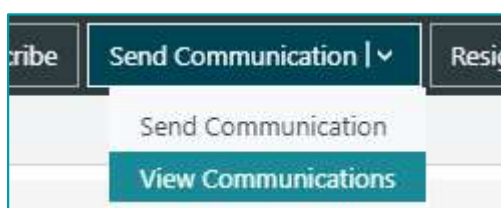
However, you can only continue with a transaction if you have a high enough privilege level to override the trap.

## Ad-hoc communication

When accessing a borrower record you are now able to send ad-hoc communications via text message and email.

To send an email or text message to a borrower when you are accessing their record, Click the Send Communication button. This will bring up a pop-up window in which you will be able to choose the format of the communication (email or SMS) and use rich text to compose and send the communication.

Wherever the option to **Send Communication** to a borrower appears, the **View Communication** option is available.



When clicking this option, a history of borrower communications will be displayed.

Date/Time	Type	Subject	Medium	
02/03/2022	Issue Slip	Issued Item(s) slip	EMAIL	Message
02/03/2022	Issue Slip	Issued Item(s) slip	EMAIL	Message
02/03/2022	Ad hoc Message	Libraries are now open!	EMAIL	Message
20/07/2021	Notices	Registration Expiry Notice	EMAIL	Message

## Issuing items

Scan the borrower barcode or search for borrower, select and load details.

Either:

1. Scan or type the item's accession number in the Barcode box. Repeat this step for each item to be issued, or,
2. Click on Search **item** to the right of the Barcode input box.
3. This will pop up an item search form window and allows items without accession numbers to be issued. Locate the item and click **Select Record**

## Dealing with alerts

- Alerts can be displayed when you try to access a borrower or when you try to carry out a transaction for a borrower, for example, issue or renew an item. The alert parameters define the text to be displayed, the staff privilege level required to be able to override an alert, whether an alert blocks transaction in OPAC, etc.





# Technical Release and Change Management

Spydus

May 2024

Appendix 7



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## Releases

Our focus is on delivering continuous improvements to our products and services, and an important element of that plan is the timely implementation of releases to our user community. Spydus has been in development for over 40 years, and Civica is continually releasing new server versions of Spydus to meet the changing needs of libraries and the availability of new technology.

All server hardware and server operating system upgrades are managed by Civica as part of the Managed Services Agreement. All updates are conducted out-of-hours and where customer system downtime is required standard outage notification takes place as below:

Updates to client hardware (PCs and peripherals), including security patches, are the responsibility of the libraries.

Updates to the Web-based Application (WBA), fixes, new features and new modules are provided as part of the contract. These are installed in the TEST system as soon as they are available. Libraries have an opportunity to test any updates before they are rolled out into the LIVE environment.

Where the updates include new features or modules, Libraries are provided with New Features documentation allowing them to evaluate the appropriateness of the features, review workflows and inform staff. Video training is provided as part of the release with online training and consultancy available on a time and materials basis.

As all the application is web-based (except for the print driver and offline module), there is no need for libraries to down-load software patches to the client PCs.

## Change Management

This section describes our upgrade policies and processes including, processes for the delivery of software and platform releases, frequency of releases and out of cycle requests. Civica are an ISO27001:2015 certified organisation and operate a best practice change management policy for managing all environments. All changes to Civica managed or operated hardware, software or systems will be classified as either a standard, normal or emergency change. This process is closely linked with our Change Management processes.

### Types of Change

#### Standard Changes

Standard changes are classified as changes to hardware, software or systems that are routine, have a very low risk of failure or negative impact, and do not involve any down-time for staff. Examples of standard changes are the updating of anti-virus definitions or the reboot of a processing machine that is not currently in use. Standard changes are controlled by communication between relevant / affected parties and do not require a formal Change Control Request Form to be filled out and submitted for approval.

#### Normal Changes

Normal changes are classified as changes to hardware, software or systems that are not routine, have a medium or high risk of failure or negative impact and may involve a prolonged outage or down-time. An example of a Normal change would be the upgrade to a new version of processing software. Normal changes will be controlled by use of the formal Change Control Request Form which must be filled out, reviewed and approved before the change can proceed.

#### Emergency Changes

Emergency Changes are unplanned, for example rebooting an unresponsive server or actions taken to avoid an imminent outage. Emergency Changes can be approved verbally but must be reviewed post-incident and the appropriate action taken if a change is required to prevent the issue occurring again.

### Planning and Testing

We follow a clear process for testing changes.

#### Standard Changes

All standard changes will be tested as is appropriate and in proportion to the change being made and planned to be carried out at a time appropriate and convenient to the stakeholders involved. If the change is routine task, then standard procedure for that task will be followed.

#### Normal Changes

All Normal changes will be appropriately planned and tested and will include a Threat / Risk Assessment (TRA) and a back-out plan.

The completed Change Control Request Form will include a full change plan detailing the steps to carry out the change. The Form will also include (by attachment if necessary) the test plans conducted prior to the change being carried out as well as the test plans to be conducted after the change is completed, to test normal operational functions that may have been affected, as well as the change itself.

Where available and appropriate, a test run of the change will be carried out in a development or test environment, or other reasonable facsimile of the production environment to give results that would be

commensurate with the actual change. The results of the test will be included with the plan and the change will not go ahead until the tests are successful.

A TRA will be carried out and the results detailed in the Form. The potential impacts (including security and operational impacts) to the systems, hardware, software and staff will be assessed, as well as any potential impact to any other changes underway or pending, and any projects in progress.

A back-out plan will also be included in the Form, which will detail the steps to reverse or roll-back the change and return to the stable state before the change began. The back-out plan will include the time(s) at which the change can and should be abandoned and the roll-back plan put into action.

## **Request, Assessment and Approval of Normal Changes**

After the Change Control Request Form is completed, it will be reviewed, with each section of the plan and TRA assessed. If the potential risk is acceptable and the change is recommended, approval will be given for it to be carried out. The persons involved in the completion, review and approval of the change form should include the staff member(s) involved in carrying out the change, the IT manager and the manager of the area impacted by the change as appropriate.

## **Communication**

If communication regarding the change (standard or Normal) is required, it will be sent out via email to libraries no later than 1 week prior (or as soon as practicable) to the change being carried out, and if appropriate, a reminder notice will be sent out the day before.

If the change involves aspects that will require user action, or changes to usual user operations then the instructions to users will be attached to the communication, as well as appended to the Change Control Request Form for review and approval.

## **Post Implementation Review**

After a change has been carried out and tested, a post implementation review will be conducted. The review provides valuable information for planning future changes and identifying any issues with the change process.

### **Standard Changes**

For standard changes, a post implementation review is conducted only if required beyond testing. A simple review would involve a quality check of the change and the change procedure to see if improvements could be made.

### **Normal Changes**

For Normal changes, a post implementation review is conducted, and the results documented. The review will include a list of "lessons learnt" describing any unforeseen issues or details that would be useful references to future changes. The review should also cover the outcome of the change, a quality assessment and an evaluation of the post-change standard and change test plan results. The process and change plan are assessed with a view to improving the process.

### **Emergency Changes**

For emergency changes, the post implementation review is most important. The review will be conducted over the change itself, including lessons learnt and review of the outcome but should also seek to find the root cause of the issue that necessitated the change.

## Platform Patch Management

Civica will review available security patches on a monthly basis as made available by vendors via the below process:

- Underlying Application Server/Software Updates e.g. SQL
- OS update review for pending updates
- Hardware update list review
- Patches will be applied no less than a quarterly basis, or as required if:
  - A security update is assessed to have direct impact to the delivered customer service.
  - An operating system vulnerability is classed as a severe risk.

## Patch application

Where customer system downtime is required standard outage, notification take place as below:

- Change management procedures to be followed.
- Test servers to be patched prior to Production servers.
- Scheduled maintenance raised in Helpdesk system.
- Works to be completed as per change management agreed time slots
- Minimum of 14 days' notice provided unless:
  - Urgency of patch application is required.

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CIVICA



## Appendix 8 - Civica Spydus Cloud & Application Support Service Terms

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## Introduction

This Standard Support Service Terms document sets out the standard Support Services to be provided for the Civica Software, when provided in the Civica Cloud.

Within this document, Civica outlines the following support elements:

- What support Civica provides to customers
- The procedure for logging a support ticket with Civica
- The service standards, including ticket priority for support tickets
- The standard hours of operation of the support services team
- The extended services available to customers

## Service Definitions

Term	Definition
Agreed Service Time	The total number of minutes the Service can be available in a measurement period.
Availability	The availability of hosted elements of the Cloud Service to perform its required function during the agreed measurement period. The Managed Services will be deemed "Available" if the components are available, responding to the Monitoring Tool and accepting User login to the environment.
Customer	A Civica Library Solutions customer which may be a National, State, Public, Academic or Special Library.
Customer Support Contact	A person in the Customer's organization who has been suitably trained, and is nominated to liaise with Civica with respect to the delivery of the Services and log issues in respect of the Support Services
Downtime	The time, expressed as a percentage of the agreed measurement period that a component of the Service is unavailable.
Extended Support Hours	Hours outside of Standard Support Hours.
Hardware	The computers upon which the Software runs. This will include a server and some workstations (or personal computers).
Incident or Issue	When something unexpected happens to the software causing it to break or stop functioning as documented in its manual.
Maintenance	Modifying the System after initial delivery and release to correct issues, improve performance and complete other general updates.
Monitoring Tool	The current monitoring application used by Civica to manage the performance and availability of in-scope components.
New Release	A software release designed to extend, modify, or enhance the relevant part of the software by providing additional functionality or performance improvements (even if defects are also addressed) while preserving the original intended purpose of that part of the software. A new release does not include software that is generally licensed by the Supplier as a separate product or different modules of a product.

Operating System	The software provided by the manufacturer which provides the basic environment for the Software. This is typically Windows for workstations and Windows, Linux or Unix for the server.
Performance Goals	The level of performance that Civica must achieve to meet the relevant Service Level.
Response Time	Time taken to respond to an Incident report, measured against the Target Response Time in the "Response and Resolution Times" table.
Resolution Time	Time taken to resolve/close or find a workaround for an Incident, as measured against the Target Resolution or Workaround Time in the "Response and Resolution Times" table.
Scheduled Downtime	Scheduled Downtime is time that is agreed between the Customer and the Supplier during which the System may be made purposefully not available to enable maintenance work to be performed.
Self Service Portal	Online Civica Support Cloud system for logging your Incidents and Request tickets.
Service Hour / Day	Time worked with the Standard Support Hours
Service Request	A request from a user for information or advice, a standard change, or access to something new
Software	Spydus Library Management System.
Software Defect	A Software Defect is a ticket category for issues that have been analyzed and determined to be caused by a program fault, defect (or bug) defined as: "A program that is not performing in accordance with its specified method of operation. To conform to its specification a programmatic change will be required."
Standard Support Hours	Standard support hours are 8:00 am to 5:00 pm in the time zone where the customer is located, Monday to Friday excluding public holidays.
Supplier	Civica North America, Inc.
Support Services	Any services provided by Civica under this Agreement.
Third Party/ 3 <sup>rd</sup> Party	Any service or element of software provided by anyone else other than Civica and its agreed partners.  Any other systems integrating with the Software that are outside of Civica control.
Ticket	Refers to the item used to record any event, Incident, Issue or Service Request in Civica's online Ticket Management System. (Self Service Support Cloud Portal)
Update	A Supported Software release which has been produced primarily to overcome Defects in, or to improve the operation of, the relevant part of the Supported Software without significantly altering the Contract Specifications whether or not that Supported Software has also been extended, altered or improved by providing additional functionality or performance enhancement.

## Support Services and Service Levels

### Service Overview

The standard Support Services include the following:

- Access to Support Services via telephone or electronic ticket logging and online tracking and management capability
- Support Services from 8:00am to 6:00pm EST Monday to Friday excluding Public Holidays (Standard Support Hours)
- Prioritization of Support Tickets and associated performance goals in accordance with the Priority Ratings as detailed within the 'Priority Ratings' section of this document
- Investigating, isolating, and correcting any reported warranty defect in the Software
- Providing corrected version of the software available to all customers via a software server or software client version release
- The secure cloud infrastructure hosting and support services to achieve live access to and use of the Software by the Customer and end users in the environments provided
- Continued provision and support of the Software to the Customer in accordance with the Service Levels and the other requirements in this agreement
- Continued access to the System via a dedicated URL
- Maintenance and enhancements of the Software
- Service continuity management
- Proactive infrastructure and environment monitoring and management
- Change control
- Knowledge management
- Service reporting

### Services Not Included

The standard Support Services do not include the following:

- Support for application-level issues outside of the Standard Support Hours
- Connectivity support between Customer's sites and Customer WAN
- Training the Customer's staff in the use and operation of the Civica Software
- Modification or enhancement of Civica Software products
- Provision of consultancy services to the Customer
- Hardware, Operating System, and Network support in the Customer environment which is normally provided by the original vendor of those components
- The correction of any incident caused by the Customer's neglect or misuse of the Software including operating the Software outside design specification or failure to operate it in accordance with the manufacturer's or licensor's instruction manuals
- Training the Customer's staff in the use and operation of the Civica Software
- Modification or enhancement of Civica Software products
- Provision of consultancy services to the Customer

## Hours of Operation and Contact Details

The table below summaries key contact information and how to access the Service Desk;

Contact Method	Hours Available
Telephone Number: 800-686-9313	Standard Support Hours
Online Civica Self Service Portal <a href="https://support.civica.com/s/login/">https://support.civica.com/s/login/</a>	24 x7 Logging Response within Standard Support Hours

## Software Updates and New Release

Civica will:

- Make available to the Customer any Updates and New Releases for the relevant part of the Software that Civica generally makes available to all its customers during the term of the contract.
- Make available the Update or New Release and provide resources to define the updates. The Customer is responsible for all testing, including testing for interoperability with other software programs.
- Deploy Spydus as a SaaS solution which removes the need for a major release. Enhancements, defect fixes and new functionality will be rolled out progressively. Our deployment model will provide the ability to take up these enhancements as soon as they are released but at a time that suits the customer. Online training videos and online content will be provided to support customer learning.
- Make available consultants, trainers, and support teams to assist should support or consultation be required as per the standard agreement terms.

Customer acknowledges and agrees that:

- Civica may from time to time, without the prior consent of the Customer at Civica's own cost, implement any change, addition, error correction, patch, Updates and/or New Releases and those changes, additions, deletions, error corrections, patches, Updates or New Releases may add the functions, features, performance, or other characteristics of the Software.
- Civica must provide prior notice (including via email) of major changes or New Releases to the relevant part of the Software, and such notice may be given via email, newsletters or others forms of communication; and
- Civica does not warrant or guarantee that any change, addition, deletion, error correction, patch, Update or New Release will be compatible with any data entered by the Customer, or any person permitted to enter data by the Customer, third party application, other software or interface that connects to or interfaces with the Software that has been made by or on behalf of Customer. Civica will not be liable for any loss, damage, or expense which Customer may incur as the result of any change, addition, deletion, error correction, and patch, Update or New Release in any circumstances.

## Service Desk Service Levels

The following describes the Service Levels that will be provided with respect to Service Desk call handling:

Supplier Service Desk		
Activities	Service Level	Performance Target
Call Answering	Minimum Required Service Target	90 % of telephone calls are answered by the service desk operator within 120 seconds
Ticket Logging	Response time	100% of all Tickets are logged and responded to as per the response times detailed within this document.
Note		100% of all Severity 1 Incident Tickets will have feedback sought from the Incident originator via telephone call-back. Feedback for severity 2 to 4 Incidents may be sought from the call originator via email or online service
Calculation		<p>Actual Performance = <math>(C / D) \times 100</math></p> <p>Where:</p> <ul style="list-style-type: none"> <li>C. is the number of Incident Tickets raised which are logged and responded within the Performance Target.</li> <li>D. is the number of Incident Tickets raised in the Measurement Period.</li> </ul> <p>Note: All tickets logged within a month will be measured for the response time. If by chance a ticket is logged in the last few minutes of a month and is not responded to by the end of the month, but is still within the response SLA timings, it will be measured in the following month when the response does take place and the report will indicate if it was responded to within SLA or not.</p>
Source		Support Cloud System logs
Measurement Period		Standard Support Hours for each day in the calendar month

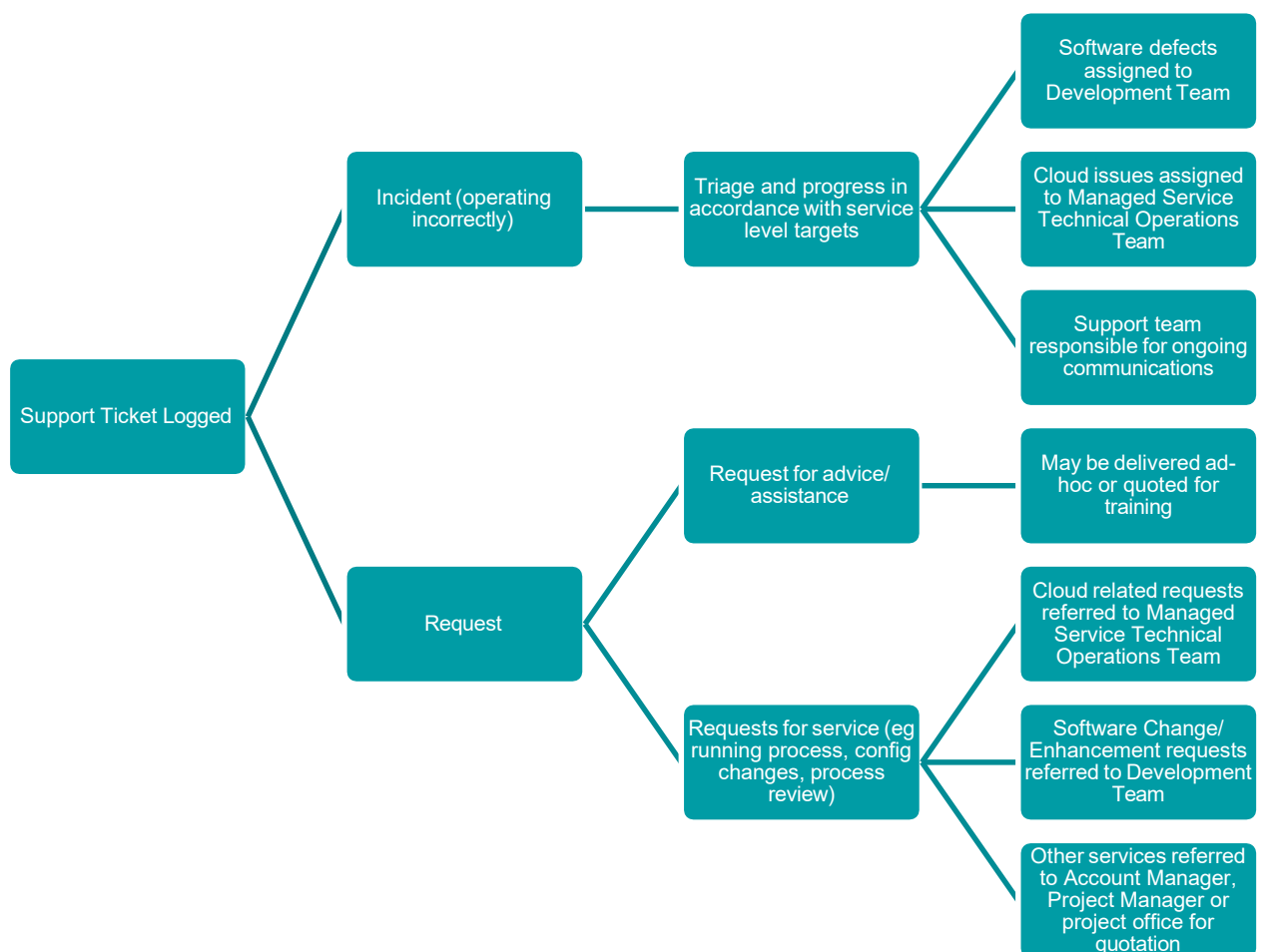
## Support Services Procedures

All requests for Support Services are to be made by an authorized Customer Support Contact, who will have determined that the matter cannot be resolved via their internal resources or reference to product documentation.

All requests for Support Services must be reported to the Civica Support Cloud in a timely fashion.

Once a support ticket has been logged with all relevant detail, the ticket will be addressed by a Support Analyst. The Support Analyst will determine if the support ticket is an Incident or a Request and categorize the type of Request submitted.

The following diagram summarizes the service desk categorization procedures.





## Incident Management Process

Where the Software is reported to be operating incorrectly this will be classified as a support Incident.

Incident Tickets will be triaged and progressed in accordance with the service level targets as defined in the Software Incident Support Priority Levels section of this document.

The Civica Support Services team will be responsible for communication with the Customer during the investigation of all Support Tickets. All communication will be with the authorized Customer Support Contact.

If a ticket is determined to be a product Software Defect issue this will be assigned to Civica's Development Team for further review.

The work required to resolve an Incident Ticket is generally classified as being covered by the annual support & maintenance agreement and therefore at no additional charge. Please note that Incident Tickets may be classified as chargeable work if the cause as agreed by the Customer and Civica was due to (a) incorrect use of the Software or (b) if no fault is found in the Software as agreed by the Customer and Civica or (c) any of the other exclusions set out in this schedule apply. The Supplier must engage with the Customer prior to resolving any Incident that may be classified as chargeable before resolution.

The scope of the Incident management process includes, but is not limited to:

- Checking trusted knowledge sources to identify Incidents that are known issues
- Creation of diagnostic strategies
- Validation of diagnostic strategies with the customer
- Elimination of non-affected Software components
- Identification of potential root causes
- Testing and implementation of fixes
- Communication of progress throughout the resolution cycle and of potential problems to other service recipients
- Updating of the knowledge library following problem management and resolution

The responsibilities of the Customer in relation to the Incident Management Process shall be:

- Use all reasonable endeavors to find a solution or workaround.
- Raise an Incident Ticket with Civica if a solution is unable to be provided or if the Incident has been caused by a fault with the System.
- On raising the Incident Ticket to provide an in-depth description and documented steps to replicate the issue. As a guide the description should include, but not be limited to, the following:
  - Name and phone number / email address of a point of contact
  - Details of who is affected
  - Concise description of the Incident (plus any error messages)
  - Steps to replicate the Incident
  - Environment (production, staging, training, test, sandbox)
  - Number of End Users affected
  - The length of time the Incident has been presenting itself
  - Customer reference (if applicable)
- Ensure that a suitably qualified point of contact is available to assist with resolution of any Incident.
- Keep the end user informed of the progress towards the resolution of the Incident.
- Undertake Acceptance Testing of the fix once Civica has completed the relevant Quality Assurance Testing.
- Accept the resolution to the Incident once the Acceptance Testing has been completed successfully; and

- Provide approval to Civica to implement a fix to resolve the Incident on any Customer environment at an agreed suitable date and time; and
- Update the Incident Ticket as required.

The responsibilities of Civica in relation to the Incident Management Process, shall be:

- Accept Incident Tickets from the Customer.
- Upon receipt of an Incident Ticket, investigate and discuss where applicable the Incident Ticket with the Customer.
- Advise the Customer of the Incident Ticket number.
- Advise the Customer of the extent of the Incident and other consequences (if any).
- Advise the Customer of the proposed resolution as soon as possible.
- Within the agreed Service Level Response Time, provide an estimate of the time to resolve the Incident or advise when an estimate will be provided where an immediate resolution is not available.
- Fix the Incident or provide viable workarounds where a fix is not yet available.
- Where “Restore” is proposed as a resolution, provide sufficient detail to the Customer of the investigation of the Incident or time required to investigate the Incident, to enable the Customer to be confident that this is the only viable option and that the “Restore” will not impact other Sites or business units.
- Undertake Quality Assurance Testing for the Incident based on the relevant Incident Ticket.
- Provide the relevant test plan, results, release notes and proposed resolution (fix) to the Customer; and
- Install and configure the fix on the Customer’s Software non-production environment, ready for User Acceptance Testing by the Customer once approval-for-release is provided by the Customer; and
- Install and configure the fix on the Customer’s software Production environment, after Acceptance Testing completed and approval-for-release provided by the by the Customer.

## Severity Ratings

Each incident will be assigned a priority based upon a combination of the urgency, reflecting the time available for repair or avoidance before the impact is felt by the business, and impact, the effect that the incident is having.

Urgency	Description
<b>Severity A (Critical)</b>	Functionality is completely blocked or system is not working and the application cannot work at all.
<b>Severity B (High)</b>	Functionality is not working as expected and any Workaround would be highly inconvenient, however other modules within the application are still working.
<b>Severity C (Medium)</b>	Functionality is not working as expected and an acceptable Workaround can be leveraged.
<b>Severity D (Low)</b>	Functionality may not be exact; however, the application and system are still working with accurate results.

Impact	Description
<b>Service Totally Unavailable</b>	<ul style="list-style-type: none"> <li>All staff are affected and not able to do their job.</li> <li>All customers are affected and/or acutely disadvantaged in some way.</li> <li>The damage to the reputation of the business is likely to be high.</li> </ul>
<b>Serious Impact to Business Performance</b>	<ul style="list-style-type: none"> <li>A large number of staff are affected and/or not able to do their job.</li> <li>A large number of customers are affected and/or acutely disadvantaged in some way.</li> <li>The damage to the reputation of the business is likely to be moderate.</li> <li>Someone has been injured.</li> </ul>
<b>Affecting Business Performance</b>	<ul style="list-style-type: none"> <li>A moderate number of staff are affected and/or not able to do their job properly.</li> <li>A moderate number of customers are affected and/or inconvenienced in some way.</li> <li>The damage to the reputation of the business is likely to be minimal.</li> </ul>
<b>Minor Inconvenience</b>	<ul style="list-style-type: none"> <li>A minimal number of staff are affected and/or able to deliver an acceptable service but this requires extra effort.</li> <li>A minimal number of customers are affected and/or inconvenienced but not in a significant way.</li> <li>The damage to the reputation of the business is likely to be minimal.</li> </ul>

The following severity matrix will be used to determine the severity level based on the impact and urgency determined above:

		Impact			
		Service Totally Unavailable	Serious Impact to Business Performance	Affecting Business Performance	Minor Inconvenience
Urgency	Critical	1	2	3	4
	High	1	2	3	4
	Medium	2	3	3	4
	Low	3	4	4	4

Examples of common incident types and their expected priority are included below.

Incident Priority Level	Description
1 (Critical)	<ul style="list-style-type: none"> <li>Threatens continuity of library member services, i.e.               <ul style="list-style-type: none"> <li>Total system inoperative</li> <li>All users affected</li> <li>Library lending services inoperative</li> <li>Failure of offline circulation</li> <li>See 'Additional Note' 1 below</li> </ul> </li> </ul>
2 (High)	<ul style="list-style-type: none"> <li>Major part of the Software is unusable preventing Users from carrying out their duties, causing a widespread impact</li> <li>Multiple Users and/or Customer sites affected</li> <li>Complete malfunction of key activity in a module, e.g.               <ul style="list-style-type: none"> <li>Unable to create/maintain any bibliographic data in cataloguing</li> <li>Unable to place or receive any orders</li> <li>Unable to check in any serials</li> <li>Unable to use any enquiry facilities</li> <li>Unable to use Front Desk functions</li> <li>Offline circulation upload failure</li> </ul> </li> </ul>
3 (Medium)	<ul style="list-style-type: none"> <li>Major part of the Software is unusable but not preventing Users from carrying out their duties</li> <li>Software Incident causing incorrect operation or function</li> <li>Malfunction of key activity on a particular item or record, e.g.               <ul style="list-style-type: none"> <li>Unable to issue items to a particular member</li> <li>Unable to maintain bibliographic details for a particular record</li> <li>Unable to maintain order details for a particular record</li> <li>Failure of any other menu option, e.g.</li> <li>Unable to run a report</li> <li>Unable to change parameter settings</li> </ul> </li> </ul>
4 (Low)	<ul style="list-style-type: none"> <li>Minor problems that do not affect the day-to-day use of the system</li> <li>Software Incident causing inconvenience but no lack of function</li> <li>Test/Trainer system faults</li> <li>Cosmetic issue</li> <li>See 'Additional Note 2' below</li> </ul>

Additional Notes:

- Library Managed Service Cloud production environments are monitored 24/7 and any issue with environment performance or availability addressed immediately.
- In relation to Low Priority incidents and Enhancement Requests, an acceptable response or resolution from Civica may be:
  - The issue is addressed within the nominated response and resolution times.
  - Civica provides written notification that the issue is being addressed in a future release.
  - Civica provides written notification that the issue will be considered for a future release.
  - Civica provides written notification that the issue will not be addressed, as it is considered to be too site specific.

The Customer and Supplier will allocate a Severity level when an Incident is logged by applying the Severity descriptions. In the event that the parties do not agree on the Severity level when the Incident is logged, the Severity level proposed by the Customer will be adopted and the Measurement Period will still commence from the time the Incident was logged with the Supplier's Service Desk.

It is expected that the majority of Incident Tickets logged by End Users will be classified as Severity 3 or Severity 4. This is supported by the definitions of Urgency and Impact, the classification of Severity levels within the Urgency and Impact matrix and the example of Incidents in the tables above. It is not expected that the Customer will have to report an Incident for complete failure of the System or failure of modules for several Sites on a regular basis. A review of Incident Ticket volumes will take place at the operational meetings to monitor and track Incidents logged.

In the event that the Customer is regularly requesting the assignment of higher Severity levels to Incidents, than those determined by the guide, and the Supplier can detail this pattern to the Customer, the Supplier has the right to refuse to agree to such higher priority classifications. In this case the Supplier will inform the Customer Contract Administrator in writing and will deal with this Incident at the lower Severity level until agreement is reached.

## Standard Support Hours: Response and Resolution Times

Priority Code	Description	Target Response Time (Service Minutes)	Target Resolution or Workaround Time (Service Minutes)
1	Critical	60 minutes	480 minutes
2	High	240 minutes	1440 minutes
3	Medium	480 minutes	14,400 minutes
4	Low	960 minutes	28,800 minutes

Civica requires the customer to raise all Priority 1 Incident Tickets via telephone.

## Extended Hours Support

If a customer is required to log a Priority 1 Incident Ticket when the system has become totally inoperative and all users are affected, Civica always recommends that the Customer follow this up with a telephone call. Outside of Standard Support Hours our telephone messaging will indicate an alternative number to call for these Priority 1 tickets.

## Resolution Definitions

A resolution is deemed as the Software being returned to its agreed specification or operation for users or an acceptable workaround is provided. Where the workaround is agreed to by the Customer in writing this will be noted as an update in the Incident Ticket and the Service Level timer will be stopped on that Incident.

The Civica team will be measured on the achievement of agreed Incident Ticket resolution and response targets. Civica will endeavor to meet these targets for 100% of all Incidents logged with Support Cloud.

For the purposes of reporting and measuring Response Times and Resolution Times the following times periods shall not be used (i.e., the clock shall be suspended):

- Customer is not available to perform its part in the resolution.
- Civica is waiting for Customer to carry out a requested activity; it has been agreed that the resolution be scheduled for a later time or date.
- Civica is waiting for a third party to respond with a fix to the relevant service.
- Matters beyond Civica's control.
- Scheduled Maintenance or emergency maintenance.
- Any period of time that is not within Standard Support Hours or Extended Support Hours, depending on Incident Ticket Priority.

## With Customer Ticket Status

At various stages throughout the investigation of the fault, the analyst may request further information from the Customer contact. The incident will be set to 'With Customer.' As this stage is outside of Civica's control, the 'fix time' associated with the incident will be paused until a response is received from the customer. If no response is received from the customer after 15 working days, the incident will automatically close.

Once Civica believes the issue has been resolved and this has been discussed with the customer, if further time is needed to test the resolution, the incident will be set to 'With Customer to Confirm Resolution' to allow the customer time to test the fix. The 'fix time' of the incident will again be paused at this stage.

If no response is received from the customer after 21 working days, the incident will automatically close.

## Third Party Products

If an incident is discovered to be solely as a result of an issue with a product that is not provided or recommended by Civica, its related bodies, or any of its affiliates (**Third Party Product**), Civica will recommend that the Customer report the problem to the third-party licensor of the Third-Party Product. Civica will provide all reasonable assistance to help Customer resolve the incident; however, the Customer acknowledges that the resolution of the incident will be the responsibility of the third-party licensor and, once the problem is reported to the third-party licensor and Civica have provided reasonable assistance, the incident ticket will be closed for the purposes of this document.

## Data Rectification

Data rectification may be required at times as a result of usage of the Software not being in accordance with the recommended practices, or through Software Defect. If the data incident is usage related, Civica will in the first instance advise the Customer of actions required to rectify the issue. In the event that data rectification by Civica is required, Supplier will:

- If rectification is possible using the System:
  - Apply a fix in compliance with Customer's change management procedures and with Customer's prior approval.
  - Advise Customer of what will be changed.
  - Provide details on the precautions to be taken when performing the fix. This includes but is not limited to backing up of records, tables and other related data.
- In the event that a data incident occurs as a result of a Software Defect and rectification is not possible to achieve using the Software, then Civica will, with the Customer's written permission, undertake a direct data fix using Civica's own internal data rectification procedure.

Data rectification may be classified as chargeable work if the cause was due to incorrect use of the Software, no fault is found in the Software, the last known correctly reconciled data was not in the previous 2 months or any of the other exclusions set out in this Agreement apply. If no Software fault can be directly identified the investigation and correction of the default will be chargeable work on a time and materials basis.

If the Software fault has been identified as the fault of Civica and within the scope of these Support Services, the work will be non-chargeable. The exception to this is if an issue has not been reported within 2 months of the original occurrence and requires a data fix as a result, this will be chargeable as the issue has not been reported in a timely fashion.

## Service Requests

Support Requests are a support ticket type comprised of two sub classes:

- **Requests for Advice** – this ticket class relates to requests from the Customer for Civica to provide advice and assistance in performing certain functions within the Software. These tickets will be assessed and delivered ad-hoc or will be quoted and upon customer acceptance, training will be scheduled.
- **Request for Service** - this ticket class is a request for specific services to be provided. Examples include running processes, configuration changes and process review. Once the request has been logged the details will be reviewed. If the request is for a change to the software it will be assigned to the Civica Development Team for review.

The review will take into account the strategic plan for the product, development time to implement it and other customer views. Where the change is deemed to be infeasible or inappropriate, the request is rejected and the rationale is added to the request and you will be contacted by the support analyst.

Where the request is deemed valid, you will be informed by the support analyst and the request will be added to the schedule of work for the development team.

If the service request is for additional services the library will be contacted by either the account manager, project manager or project office for additional details to allow Civica to put a quotation together for the work. If the quotation is accepted, then a PO will be required and the work will be scheduled in.

There are no service level targets associated with Service Requests and these will be responded to in a timely manner.

## Types of Incidents and Requests

The table below shows examples of items that should be logged as Incidents and those that should be logged as Requests.

Fault (Incident) Examples	Request Examples
Error messages displayed	Civica portal access for new user
Something is broken and was previously working	Change requests of any kind
Configuration not working as expected	Software enhancement request
Export not working as expected	Training/Sales/Account Management/Consultancy Enquiry
System down *	Documentation request
Locked records	Request to have a new report or an existing report modified
Performance (speed) Issues	Access provisioning - group

\* As an example, a "System Down" is a Priority 1. While it is fine to log a Priority 1 on the online Self Service Portal, Civica always recommend that the Customer follow this up with a telephone call to the Service Desk.

## Enhancements or Configuration Updates (Change Request)

An enhancement is a Ticket class that is analyzed and triaged as follows:

"Where the System is performing to its contracted or current specifications but is not providing the result the Customer is requiring. As such the System would require a programmatic change (or enhancement) or a non-user definable configuration change."

Where the Customer requests new software development (as opposed to an enhancement to an existing software facility) the Enhancement Ticket will be classed as a candidate for Change and will be submitted to the Product Manager as a Change Request candidate to be logged.

In all examples of this nature a review of the request will take into account the strategic plan for the product, development time to implement it and other customer views. Where the change is deemed to be infeasible or inappropriate, the request is rejected, and the rationale is added to the request and you will be contacted by the support analyst.

Where the request is deemed valid, you will be informed by the support analyst and the request will be added to the schedule of work for the development team.

Where the Customer requires services beyond the scope of the Contract, and Civica wishes to charge for these services, the contract variation procedures will be followed.



## Warranty

Warranty is a ticket class relating to tickets that have been analyzed and determined to be caused by a program fault, defect (or bug) defined as:

“A program that is not performing in accordance with its specified method of operation in the manual. In order to conform to its specification a programmatic change will be required.”

Warranty on the Software product is covered by the Software License Agreement. In essence the software is covered by warranty while the customer continues to pay annual license fees.

The investigation of an incident may result in the identification of an issue which requires system code to be amended to resolve the issue. This will be identified in the incident process notes. Once this has been determined as the root cause of the issue, a Product Defect record is raised and the incident status is set to Awaiting Defect Resolution.

The Product Defect record will be assigned to the development team for investigation and the fix scheduled for a future release of the software. Product Defect records are not subject to the SLA.

## Measuring Performance and Satisfaction

Civica measures the performance of the support service and overall customer satisfaction on a regular basis.

### Performance

Performance against the target response and resolution times provided in this document are measured monthly. Initial response and overall fix times are monitored and measured. Where issues require code change, because of the need to specify, code and test, they are measured outside these targets.

The incident times documented start from the point the incident number is issued. Initial response is measured at the point of the first contact subsequently (usually the provision of the reference number). Time where the issue resides with the customer for action does not count towards the total time. Civica conducts regular reviews of open incidents, product defects and requests to ensure all issues are given appropriate attention.

### Customer Satisfaction

Civica conducts regular Net Promoter Score (NPS) surveys of customer satisfaction covering all facets of the service provided. The results are published for customers to see and all feedback is reviewed and acted upon by Civica staff. We encourage all customers to take part in these processes.

## Secure Civica Cloud Services

Civica's Cloud Managed Service will provide 24x7x365 support for the delivered System. The table below summarizes the Services delivered:

Cloud Services
Application Hosting
Application Updates and New Releases
Application Patching
Business Continuity and Disaster Recovery
Data Backup and Restore
Extended Hours Support
Preventative Maintenance and System Monitoring
Proactive Monitoring
Secure Storage
Service Availability
Software Licensing
Service Continuity & Disaster Recovery
System Administration

### Service Availability

The Production environment will have a 99.9% Availability target measured monthly and excluding any Scheduled Downtime (Planned Maintenance or Emergency Maintenance).

Unless the Managed Service environments need to be taken down for Emergency Maintenance, Civica will give the Customer at least 5 Working Days' notice of Planned Maintenance. Emergency maintenance, for example may relate to the need to deploy an urgent security patch, windows update, and software hotfix to restore service, etc., items that may not have been known about and are having to take place in response to a particular event. In the case of Emergency Maintenance Civica will give the Customer as much notification as reasonably possible and endeavor to restrict the period to hours that are outside the Standard Support Hours.

The SLA for the hosting service will take effect 1 month after the Cutover or Go-Live Date (the "SLA Start Date").

The following table describes the Services that will be delivered by Civica in connection with the Availability of the System for the Production environment. Any Scheduled Downtime of individual modules, components or Sites are not measured as service unavailability.

Availability	Service Level	Performance Target
	Availability	99.9%
	Calculation	Actual Performance = Agreed Service Time – Unscheduled Downtime ( _____ ) x 100 Agreed Service Time
	Source	System logs and agreed monitoring tools
	Measurement Period	24 hours a day for each day in the calendar month

Measurement of Availability shall be done by Civica on a Monthly basis. Availability measurements are reset at the beginning of each calendar month (i.e., calculations do not “roll over” to subsequent months). The Monitoring Tool will be the official source for determining whether a Service Level Failure has occurred and for measuring all Service Level Failures and Availability calculations.

The System shall go offline for Scheduled Downtime for maintenance to be performed outside of Standard Support Hours unless otherwise agreed with the Customer. The Customer will be notified of Scheduled Downtime as part of an Operational Change Request process.

## Backup and Restore

The System will be backed up daily and backups will occur before 6:00am local time on the immediately following day so that backups can be entirely restored in accordance with the Backup Schedule in the table below.

Backups will include data, configuration and other items which make up the System. The proposed backup schedule is as follows:

Backup Schedule			
Category	Day performed	Retention Period	Backup Times
Daily	Daily full backup	7 days	After Hours
Weekly	Weekly full backup	4 weeks	After Hours
Monthly	Full backup	1 Year	After Hours
Annual	Annual backup	3 Years	After Hours

All back up retention is subject to an ongoing maintenance and support contract. Civica does not retain data where it is no longer required for delivery of the service.

Backups of the System databases and file-based data may be used in the event that a review of historical data is required, or in the event that data needs to be restored to an alternate location. The purpose of the backups is to support significant data rectifications in the event of corruption, and are not intended as a records retention solution, minor data rectification, or for use in the Service Continuity failover process which is detailed below. The Customer is responsible for establishing and maintaining a process, and any required systems for compliance to their records retention obligations

## Security

Civica services are managed in accordance with its ISO 27001 security certification and associated security policies.

### Civica Secure Gateway (CSG)

The main characteristics of the CSGs are:

- Geographically redundant within our Civica Cloud environment.
- Locations are certified highly secured with ISO compliance matching ours and our customers' requirements.
- Web Application Firewalls (WAFs) – Provide application-level protection as well as load balancing functionality for portions of the solution.

### Virus Protection

The following describes the support services that will be delivered by Civica in connection with Virus Protection.

Virus Protection		
	Service Level	Server Updates
Virus Protection	Per Update	All anti-virus updates performed when released, within a planned schedule

### Security Patching

The following support services will be delivered by Civica in connection with security patching for the platform environment and systems provided to host the Civica software.

Patching		
	Service Level	Server Updates
Patching Schedule	Per patch release review all unpatched systems	All patches deemed critical by Civica to be deployed to target systems within 5 business days of release.

Regular patching for non-security related patches for the operating systems and platform software will be performed as required to maintain support from the vendor, subject to testing against the System.

Patching will be completed following our Operational Change Request process.

## Maintenance and Enhancement Services

The following support services will be delivered by Civica in connection with the maintenance and enhancement of the Software.

Maintenance and Enhancement Services		
Maintenance and Enhancement	Service	Performance Targets
	Software refresh completion within Performance Target	Customer to be notified of Software refreshes.  Updates and New Releases will be pushed out periodically throughout the year and customers notified accordingly.
	Preventative Maintenance – application patch release	Patches deemed critical will be implemented as soon as possible following their release.

As part of the Cloud Managed Service the Customer is obliged to accept the release equivalent to the latest released version or no greater than 1 version prior.

The System may go offline for planned maintenance and the Scheduled Downtime will be performed outside of Standard Support Hours unless otherwise agreed with the Customer.

Any maintenance and software changes to the Software will undergo Acceptance Testing by the Customer as part of the Development Lifecycle process.

It is expected that all Acceptance Testing will be time bound. After the release and installation of any software to the Customer Test environment, unless otherwise agreed, the Customer must:

- Complete Acceptance Testing within the time specified in the emailed release communications, verifying that it operates as designed and does not impact their operations.

Civica will refresh the Live environment at a date and time provided in the emailed release communications.

## Proactive Environment Monitoring

Civica will configure automated non-intrusive pro-active monitoring of the Production environment for the system and the monitoring tool will notify relevant personnel if the system becomes inaccessible to users.

Pro-active monitoring will include:

- System performance and availability
- Network connectivity interruptions
- Database server issues
- Web service connectivity
- Resource availability
- CPU utilization
- Memory utilization

- Disk capacity
- Other applicable back-end resources.

Failures of performance will generate an alert to the Civica Managed Service staff.

Upon receipt of an alert indicating a failure, Civica will create a pro-active Incident Ticket, notify the Customer, and begin investigation if appropriate and within the scope of these terms.

Civica will also monitor the success of SQL backups on a nightly basis.

## Knowledge Management

Civica will provide 24 x 7 x 365 access to the following knowledge base services with the intention that the customer review this documentation before contacting the Service Desk:

- Online help files
- An online version of the user guides and manuals
- Relevant support articles

Civica's Knowledge Management tool is a fully fledged comprehensive system allowing for simple searching, management, and insight into the content. It has powerful proprietary natural language search technology, and it empowers analysts and End Users with instant knowledge at their fingertips by asking questions in their own wording significantly reducing the time taken to find answers.

Knowledge articles are stored in a logical taxonomy structure for navigating dynamic document repositories, which allows knowledge managers and users to easily manage content.

## Escalation Procedure

Both parties are committed to timely and effective resolution of issues. From time to time the Customer may request that Civica escalate a Ticket.

When notified Civica will take appropriate action to expedite a resolution to an escalated issue as quickly as possible. During this time Civica will provide regular updates on the issue to the Customer and/or the originator of the Ticket.

## Service Reporting

Civica will provide the Customer with 24 x 7 x 365 access to the Civica Support Cloud Ticket Management System to log and track all Incidents, Problems and Service Requests. There are three levels of End User access to the Self-Service Portal and depending on the access level the following data will be visible:

- Active Tickets
- End User profile and a history of Tickets logged by the End User
- The entire Customer profile, with a breakdown of all Customer Incidents by category, severity and status
- Details of all of the Customer's End Users currently registered to use the Self-Service Portal
- End User search functionality to search open and closed Tickets
- Customer search functionality to search all open and closed Tickets logged by every End User

Monthly Service Report: Upon request Civica will provide a formal monthly flight deck report upon request which will form the basis for formal reporting of performance.

Root Cause Analysis Report: In the event that a Priority 1 system outage issue occurs in the Production environment, Civica will issue a report to the Customer detailing the following:

- Incident Summary
- Root Cause of Incident
- Duration of Incident
- Resolution Actions
- If applicable, proposed improvements to avoid repetition.

In the spirit of partnership, Civica expects that in addition to these formal reporting processes, informal reviews will occur as and when they are felt necessary.

## Customer Responsibilities

In addition to any obligations noted, the Customer will do the following for the duration:

- Maintain a list of support contacts who are authorized to access Support Cloud and provide updates on this list to Civica. Each contact will have an individual logon to the online support center.
- Ensure, as far as possible, that the Software is used in a proper manner by competent and trained employees only or by persons under their supervision.
- Not request, permit or authorize anyone other than Civica to provide any Support Services in respect of Software or the documentation except where Civica advises that it is unable or unwilling to provide such support.
- Ensure that users within the Customer network have appropriate internet and network access to be able to access the Software.
- Nominate and suitably train a number of persons acting as solution administrators in the Customer's organization to liaise with Civica with respect to the delivery of the Services and only those trained persons will log issues in respect of the Support Services.
- Unless specifically required as part of the role of the Customer end user, not use the System, or other items that Supplier provides to Customer to store, reproduce, transmit, communicate or knowingly receive any material which is offensive, racist, abusive, indecent, defamatory, obscene, threatening or menacing.
- Ensure that its use of the System does not infringe any applicable laws, regulations, or Third Party's rights.
- Follow the processes detailed in this Service Agreement.
- Provide all information reasonably requested by the Supplier to enable it to perform the Services.
- Provide all reasonable assistance required by the Supplier to enable it to perform the Services.
- Agree to reasonable dates and times for the installation of the Software upgrades and maintenance releases on the Customer's environments, by Civica.
- Undertake user acceptance testing of a Software release against the documented release notes or relevant documentation provided by Civica and the Customer's test plans.

## Excusing Events

Notwithstanding anything to the contrary herein or in the Terms, no Excusing Event, and no period of failure, delay, downtime, unavailability, latency, service degradation, response delay or similar event or occurrence that is caused by or related to an Excusing Event, will constitute Downtime, count against Civica's performance against any Service Level or constitute a Service Level Failure.

**"Excusing Event"** means any of the following:

- Any Customer Supplied Item not operating in accordance with its documentation or the requirements in the Customer Contract
- Modifications to any Deliverables that were affected or attempted by a person other than Civica or its authorized representative
- Act or omission of the Customer (including its suppliers, agents or employees,) where the Customer is responsible for the failure or delay through either action or inaction
- Damage caused by the operation of any part of the software and application other than in accordance with user acceptable use terms, recommended operating procedures, Procedures Manual or otherwise than in accordance with the directions or recommendations of the original Intellectual Property Rights owner, authorized distributor or Civica
- Any Virus, denial of service attack or other malicious act that adversely affects the Services, provided that Civica uses reasonable efforts to maintain the environment in a satisfactory manner, as outlined in the Security section of this document
- A Force Majeure Event
- Act or omission of any person who is identified in the Order Documents as being organized by, or under the direction of, the Customer



Document Control:				
Version:	Author:	Date:	Comments:	Status:
1.0	Shelli George	1/20/2025	Document Finalized	Final

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## Appendix 9 - Confirmation of Insurance



**Emilie Sinon Dip.CII**  
**Client Advisor**  
**Corporate**

Marsh Ltd  
300 Thames Valley Park Drive  
Earley West Building  
Reading  
RG6 1PT  
Tel: +44 (0) 07385528282  
emilie.sinon@marsh.com  
www.marsh.com

### To Whom It May Concern

14<sup>th</sup> October 2024

Dear Sirs,

#### **CONFIRMATION OF INSURANCE – RLLMJ23 Topco Limited and/or Subsidiary Companies including:**

- **Civica UK Ltd**
- **Civica North America, Inc.**
- **Civica Solutions Canada, Inc.**
- **Civica PTY Ltd**

As requested by the above client, we are writing to confirm that we act as Insurance Brokers to the client and that we have arranged insurance(s) on its behalf as detailed below:

#### **Professional Indemnity:**

<b>Insurer:</b>	AXIS
<b>Policy Number:</b>	CYBLO2450238
<b>Period of Insurance:</b>	1 <sup>st</sup> October 2024 to 30 <sup>th</sup> September 2025
<b>Renewal Date:</b>	1 <sup>st</sup> October 2025
<b>Limit of Indemnity:</b>	GBP 10,000,000 any one claim and in the aggregate costs inclusive.

#### **Cyber Liability:**

<b>Insurer:</b>	AXIS
<b>Policy Number:</b>	CYBLO2450238
<b>Period of Insurance:</b>	1 <sup>st</sup> October 2024 to 30 <sup>th</sup> September 2025
<b>Renewal Date:</b>	1 <sup>st</sup> October 2025
<b>Limit of Liability:</b>	GBP 10,000,000 any one claim and in the aggregate costs inclusive.

We have placed the insurance which is the subject of this letter after consultation with the client and based upon the client's instructions only. Terms of coverage, including limits and deductibles, are based upon information furnished to us by the client, which information we have not independently verified.

This letter is issued as a matter of information only and confers no right upon you other than those provided by the policy. This letter does not amend, extend or alter the coverage afforded by the policies described herein. Notwithstanding any requirement, term or condition of any contract or other document with respect to which this letter may be issued or pertain, the insurance afforded by the policies described herein is subject to all terms, conditions, limitations, exclusions and cancellation provisions and may also be subject to warranties. Limits shown may have been reduced by paid claims.

We express no view and assume no liability with respect to the solvency or future ability to pay of any of the insurance companies which have issued the insurance(s).



We assume no obligation to advise yourselves of any developments regarding the insurance(s) subsequent to the date hereof. This letter is given on the condition that you forever waive any liability against us based upon the placement of the insurance(s) and/or the statements made herein with the exception only of wilful default, recklessness or fraud.

This letter may not be reproduced by you or used for any other purpose without our prior written consent.

This letter shall be governed by and shall be construed in accordance with the law of England and Wales and any disputes as to its terms shall be submitted to the exclusive jurisdiction of the courts of England and Wales.

Yours faithfully,

*Emilie*

**Emilie Sinon Dip.CII**  
**Client Adviser**  
**For and on behalf of Marsh Ltd**

# CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.  
Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

## OFFICE USE ONLY CERTIFICATION OF FILING

**1 Name of business entity filing form, and the city, state and country of the business entity's place of business.**

Civica North America, Inc. dba Civica  
Englewood, OH United States

**Certificate Number:**  
2025-1331320

**Date Filed:**  
07/01/2025

**Date Acknowledged:**  
7/2/2025

**2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.**

Brazoria County

**3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.**

RFP# 25-42  
Library automation software.

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary

**5 Check only if there is NO Interested Party.**



**6 UNSWORN DECLARATION**

My name is Mark Burgess, and my date of birth is 12/29/1987.

My address is 52 Hillside Court, Englewood, OH, 45322 USA.  
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in Montgomery County, State of OH, on the 2nd day of July, 2025.  
(month) (year)



Signature of authorized agent of contracting business entity  
(Declarant)

## Boycott Verification

This verification is required pursuant to Sections 808, 809, 2271, and 2274 (87(R) Senate Bill 13 and 19 versions) of the Texas Government Code:

### Definitions:

1. Per Government Code Chapter 808, "Boycott Israel" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purpose
2. Per Government Code Chapter 809, "Boycott energy company" means, without an ordinary business purpose, refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations with a company because the company:
  - (A) engages in the exploration, production, utilization, transportation, sale, or manufacturing of fossil fuel-based energy and does not commit or pledge to meet environmental standards beyond applicable federal and state law; or
  - (B) does business with a company described by Paragraph (A).
3. Per Government Code Chapter 2274 (87(R) Senate Bill 19), "Discriminate against a firearm entity or firearm trade association":
  - (A) means, with respect to the entity or association, to:
    - (i) refuse to engage in the trade of any goods or services with the entity or association based solely on its status as a firearm entity or firearm trade association;
    - (ii) refrain from continuing an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association; or
    - (iii) terminate an existing business relationship with the entity or association based solely on its status as a firearm entity or firearm trade association;
4. "Company" has the meaning assigned by Texas Government Code Sections 808.001(2), 809.001(2), and 2274.001(2) (87(R) Senate Bill 19).

This verification is only required for a contract that is between a governmental entity and a company with 10 or more full-time employees; and has a value of \$100,000 or more that is to be paid wholly or partly from public funds of the governmental entity. If your contract value or number of employees does not reach that threshold, please provide a written certification of the contract amount and number of employees.

I, Mark Burgess (Person name), the undersigned representative of (Company or Business Name) Civica North America, Inc. (hereinafter referred to as Company) being an adult over the age of eighteen (18) years of age, do hereby depose and verify under oath that the company named-above,

- (A) does not boycott Israel currently;
- (B) will not boycott Israel during the term of the contract the named Company, business or individual with Brazoria County Texas, Texas;
- (C) does not boycott energy companies currently;
- (D) will not boycott energy companies during the term of the contract the named Company, business or individual with Brazoria County, Texas;
- (E) does not discriminate against a firearm entity of firearm trade association currently; and
- (F) will not discriminate against a firearm entity of firearm trade association during the term of the contract the named Company, business or individual with Brazoria County, Texas

July 1, 2025

DATE

  
SIGNATURE OF COMPANY REPRESENTATIVE



CREAMIC-01

JJOHNS

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

7/1/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Hamler-Gingrich Insurance 102 N. Miami Street P.O. Box 129 West Milton, OH 45383	<b>CONTACT NAME:</b> Kimberly Martin <b>PHONE (A/C, No, Ext):</b> (937) 698-4101 <b>E-MAIL ADDRESS:</b> kmartin@hgiai.com <b>FAX (A/C, No):</b>														
<b>INSURED</b>  Civica North America Inc 52 Hillside Ct Englewood, OH 45322	<table><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A : Cincinnati Insurance Company</td><td>10677</td></tr><tr><td>INSURER B : Cincinnati Indemnity Company</td><td>23280</td></tr><tr><td>INSURER C :</td><td></td></tr><tr><td>INSURER D :</td><td></td></tr><tr><td>INSURER E :</td><td></td></tr><tr><td>INSURER F :</td><td></td></tr></table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Cincinnati Insurance Company	10677	INSURER B : Cincinnati Indemnity Company	23280	INSURER C :		INSURER D :		INSURER E :		INSURER F :	
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## COVERAGES

## CERTIFICATE NUMBER:

## REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER:			EPP 0402444	12/31/2024	12/31/2025	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 OH EmployerLiab \$ 1,000,000
A	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			EPP 0402444	12/31/2024	12/31/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 0			EPP 0402444	12/31/2024	12/31/2025	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000 \$
B	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y / N If yes, describe under DESCRIPTION OF OPERATIONS below		N / A	EWC 0402460	12/31/2024	12/31/2025	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

\*

## CERTIFICATE HOLDER

## CANCELLATION

<b>Brazoria County</b> 237 E Locust Street Angleton, TX 77515	<p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p> <p>AUTHORIZED REPRESENTATIVE</p> <p><i>Jennifer Johns</i></p>
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# CONFLICT OF INTEREST QUESTIONNAIRE

FORM CIQ

For vendor doing business with local governmental entity

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

## OFFICE USE ONLY

Date Received

1 Name of vendor who has a business relationship with local governmental entity.

Civica North America, Inc. dba Civica

2 ☐ Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

N/A

\_\_\_\_\_  
Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

N/A

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

☐ Yes

☐ No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

☐ Yes

☐ No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

6 ☐ Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7



\_\_\_\_\_  
Managing Director

\_\_\_\_\_  
July 2, 2025

Signature of vendor doing business with the governmental entity

Date

## **CONFLICT OF INTEREST QUESTIONNAIRE**

### **For vendor doing business with local governmental entity**

A complete copy of Chapter 176 of the Local Government Code may be found at <http://www.statutes.legis.state.tx.us/Docs/LG/htm/LG.176.htm>. For easy reference, below are some of the sections cited on this form.

**Local Government Code § 176.001(1-a):** "Business relationship" means a connection between two or more parties based on commercial activity of one of the parties. The term does not include a connection based on:

- (A) a transaction that is subject to rate or fee regulation by a federal, state, or local governmental entity or an agency of a federal, state, or local governmental entity;
- (B) a transaction conducted at a price and subject to terms available to the public; or
- (C) a purchase or lease of goods or services from a person that is chartered by a state or federal agency and that is subject to regular examination by, and reporting to, that agency.

**Local Government Code § 176.003(a)(2)(A) and (B):**

(a) A local government officer shall file a conflicts disclosure statement with respect to a vendor if:

\*\*\*

(2) the vendor:

(A) has an employment or other business relationship with the local government officer or a family member of the officer that results in the officer or family member receiving taxable income, other than investment income, that exceeds \$2,500 during the 12-month period preceding the date that the officer becomes aware that

(i) a contract between the local governmental entity and vendor has been executed;  
or

(ii) the local governmental entity is considering entering into a contract with the vendor;

(B) has given to the local government officer or a family member of the officer one or more gifts that have an aggregate value of more than \$100 in the 12-month period preceding the date the officer becomes aware that:

- (i) a contract between the local governmental entity and vendor has been executed; or
- (ii) the local governmental entity is considering entering into a contract with the vendor.

**Local Government Code § 176.006(a) and (a-1)**

(a) A vendor shall file a completed conflict of interest questionnaire if the vendor has a business relationship with a local governmental entity and:

(1) has an employment or other business relationship with a local government officer of that local governmental entity, or a family member of the officer, described by Section 176.003(a)(2)(A);

(2) has given a local government officer of that local governmental entity, or a family member of the officer, one or more gifts with the aggregate value specified by Section 176.003(a)(2)(B), excluding any gift described by Section 176.003(a-1); or

(3) has a family relationship with a local government officer of that local governmental entity.

(a-1) The completed conflict of interest questionnaire must be filed with the appropriate records administrator not later than the seventh business day after the later of:

(1) the date that the vendor:

(A) begins discussions or negotiations to enter into a contract with the local governmental entity; or

(B) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity; or

(2) the date the vendor becomes aware:

(A) of an employment or other business relationship with a local government officer, or a family member of the officer, described by Subsection (a);

(B) that the vendor has given one or more gifts described by Subsection (a); or

(C) of a family relationship with a local government officer.