

SYSTEM ADMINISTRATION

1. Describe the types of interoperability available in this system, particularly regarding standards for telecommunications, system connectivity, data exchange formats such as MARC, X12 and EDIFACT, and compliance with ADA requirements for access.
2. Describe the extent to which this system is locally modifiable either through the availability of well-documented source code, APIs and/or a data dictionary of all schemas to support customer data mining.
3. Describe the ease with which this system can be managed particularly addressing the requirements for the initial installation; the availability of remotely controlled ongoing operations such as startup, performance monitoring, and shutdown; availability of a fully functional test environment simultaneous to the production environment; and the availability of built-in diagnostic tools to test data integrity.
4. Describe how you expect this system to meet performance expectations for these requirements:
 - a. 7 day X 24 hour online operations
 - b. sub-second online response time for 90% of all transactions as measured at the server
 - c. 1.8 million transactions in an 8-hour period with a peak hour of 200,000
5. Explain how this system would scale to meet the needs of the SUS databases and user populations. Particularly emphasize what limits might exist for concurrent use levels, total number of records that can be supported by the system or per file, or any other limits that might be known that would affect functionality or costs for either the hardware or software.
 - a. OPAC databases sizes: 200,000 to 3,000,000 bibliographic records that aggregate to 5,000,000
 - b. A&I database sizes: 10,000 to 4,000,000
 - c. User populations: 2,000 FTE to 50,000 FTE that aggregate to 150,000
 - d. Daily CICS transaction volume: 20,000 to 400,000 aggregated to 1,000,000
 - e. Annual growth: project 10 percent for each of the above
6. Describe the extent to which this system can provide security control for staff and public users that addresses their needs for customization by function and level of authority. In particular, describe how workstation and user identification figure into the process, what measures are taken to ensure that multiple users are blocked from editing a given record, and any significant protections offered to prevent and report unauthorized access and/or attempts to override system limitations (e.g., circulation blocks).
7. Describe how remote (i.e., not in-library) users can access the public functions of this system. Specifically address the clients available and limitations, if any, on distribution to all eligible users; how IP validation works for the system as a whole, by individual modules and by individual databases; and what method of authenticating patrons from non-valid IP addresses is used.

8. Describe the hardware and software requirements of this system. Is any specialized, unique, or vendor-proprietary hardware or operating system used for clients?
9. Are there vendor-supplied data loaders for data transfer of all data from the existing locally modified NOTIS-based system without add-on charges?
10. Describe your pricing model for the systems configured according to the attached RFI Scenarios document including on-going maintenance costs. Particularly emphasize any additional costs (except hardware) for adding records to existing files of any type, increasing the number of concurrent users of any module, and/or increasing the number of files already defined in the system.

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