



**ByWater**  
SOLUTIONS

Koha Open Source  
Integrated Library System  
IFB-SS-13-266

PASCO COUNTY



LIBRARY COOPERATIVE

 *koha*

FREE LIBRARY SYSTEM

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## **Executive Summary:**

Today's ILS market is drastically changing; libraries worldwide are quickly learning that traditional software models that command large price tags and offer little in terms of support and flexibility are becoming things of the past. Adopting an open source integrated library system not only lowers the price you pay for your software but more importantly it empowers your organization to take control of your technology and drive the direction of the ILS rather than merely act as a passenger. Finally you can have a voice regarding what features are added to your system and when you can take advantage of them. Because of this development model, Koha offers an impressive suite of functionality that is updated on a monthly basis.

At ByWater Solutions, our goal is to empower libraries to explore, implement, and successfully use open source solutions such as Koha. We are flexible and responsive, offering customized hosting, migration, training, development, and 24/7 support options according to our customers' needs. We are very excited that you are considering Koha and Open Source.

As a company, we believe that our clients' satisfaction is the most meaningful measurement of continued success. We pride ourselves on providing complete customer fulfillment in all we do. We truly believe that the personalized attention and excellent value we are able to provide will be a perfect match for the needs of the Pasco County Library Cooperative. Accessibility for support issues is an area in which we pride ourselves, and is an important differentiation between us and other similar support providers. Using open source software will not only help your library successfully deliver online services to your users, but also empower your staff to control the direction of your software. Adopting an open source ILS such as Koha will not only be an enormous benefit financially and functionally, but will put you in the position to be a forerunner for libraries both for your state, and worldwide.

ByWater Solutions is thrilled to have the opportunity to reply to the Pasco County Library Cooperative's Invitation to Bid and we appreciate the opportunity to be involved in your exploration of possible library systems. We hope to have the chance to partner with the Pasco County Library Cooperative and look forward to coming developments. Thank you very much for your consideration.

Very Best Regards,

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Nathan Curulla, Owner, EVP

## **1. Introduction and General Requirements**

**1.1 The Pasco County Board of County Commissioners (BCC) and Pasco County Library Cooperative (PCLC) are requesting competitive sealed bids for a new Koha open source Integrated Library System (ILS). The PCLC is an 8 branch library system with an active borrowing population of 82,000 patrons and 572,000 items. It has a circulation count of 2.4 million transactions per year. To be considered, vendors must demonstrate successful experience installing and implementing the requested system for organizations of similar size and circulation volume.**

ByWater Solutions currently support several library systems of a similar size and circulation volume. Listed below are 3 such sites which can be contacted as references as needed:

- **Washoe County Library System**  
ByWater Partner since May 2011  
Todd Goatley  
775-223-0839  
[tgoatley@washoecounty.us](mailto:tgoatley@washoecounty.us)  
County system with 8 branches, over 2 million annual circulations and 243,000 patrons  
Ex-SirsiDynix Symphony Library
  
- **North Central Regional Library System**  
ByWater Partner since May 2011  
Chad Roseburg  
509-662-1117 Ext 134  
[croseburg@ncrl.org](mailto:croseburg@ncrl.org)  
29 member consortium of independent libraries, over 1.5 million annual circulations and 154,000 patrons  
Ex SirsiDynix Horizon Library
  
- **The Texas Library Consortium**  
ByWater Partner since Jan. 2013  
Jerry Brock  
214-986-0665  
[elibristech@gmail.com](mailto:elibristech@gmail.com)  
46 member consortium of independent libraries, over one million items and 120,000 patrons  
Ex Liblime Koha Library

## **1.2 The ILS shall include, but is not limited to, the following modules (functionality):**

### **1.2.1 Acquisitions (ordering, receiving, and invoicing materials);**

The Acquisitions module of Koha contains all major functionality found within an enterprise class system, including the ability to download MARC records (via the Web) from materials vendors and to use the imported records to create orders automatically within the Acquisitions module, electronic orders processing, report generation of outstanding orders, the ability to set up budgets for fund accounting, EDI support (development to be completed by early 2014) the ability to set up, edit, and delete vendor records, and the ability to cancel or close and delete orders on demand. Permission configuration is granular and each individual library has the freedom to set them according to their wishes. Koha also has enhanced workflows for the use with Baker and Taylor Title Source 3.

Koha's acquisitions module allows for creating orders in many different ways. All orders are put into 'baskets' where library staff can choose to load in MARC records in batches from vendors, to use a purchase suggestion from a patron, to order from an existing record in your catalog, to enter in a brief record or to search another library via Z39.50 to find a full record. Depending on the library's wishes, on-order items can be created at the time of acquisitions to allow holds to be placed both by staff and patrons.

PCLC can generate any number of custom acquisitions reports including, but not limited to, lists of items not received, orders that are late and/or outstanding, vendor payment history and orders based on fund (including special funds). Reports can also be used to keep track of monies spent with each vendor, encumbered with each vendor and still outstanding in each budget or fund.

### **1.2.2 Cataloging (classifying and indexing materials);**

Koha's cataloging module is based on a framework system. Frameworks allow the library to define the fields that will be available in the MARC record for original, copy and imported cataloging. This means that it can handle the addition of any fields, including new fields for RDA and expanded fields for OCLC numbers. MARC records can be brought in to Koha in many ways. Koha supports the OCLC Connexion Gateway which allows catalogers to click export in Connexion and automatically send the record to your Koha system. You can also import batches of MARC records from OCLC, book vendors or any other source and Koha will use matching rules that you have defined to prevent the addition of duplicate records. Koha offers built in Z39.50 searching for copy cataloging and allows the library to open up their Z39.50 port should they wish to share records with other libraries. Finally the library can originally catalog records using Koha's cataloging module. All of the above functions will offer prompts to prevent the addition of duplicate records using rules set by the library. These records can be suppressed (or shadowed) on the bibliographic and/or item level.

Koha allows the library to define any number of material/item types. This means that a library's collection can easily be made up of (and searched by) digital resources, print materials, videos, audio discs and much more. For digital resources, user-friendly links will appear on both the search results and the bibliographic detail page making it clear that the item is electronic and making it easy to access.

Should edits need to be made, in addition to individual editing capabilities, Koha allows for the batch modification (and deletion) of items. Bibliographic records can also be merged together should duplication occur. Merged records retain all holds and circulation history from both records and items.

Koha also offers a searchable authority file. Authorities can be added by batch import, via original cataloging or by adding the authority record by hand. Koha's authority linker will maintain links between bibliographic and authority records.

### 1.2.3 Circulation (lending and receiving materials to and from patrons);

The circulation module of Koha was designed by librarians for librarians and has both workflow and intuitive layouts which demonstrate this fact. Staff members can easily check in or out a book during the course of their duties, then go back to their previous work with ease. The circulation module can be configured to include sounds, as well as have patron images and much more.

Koha's circulation functionality compiles with standard traditional ILS core functionality – including advanced loan period management, holds routing, hourly loans, customizable slips and overdue-notices, and complete access to any circulation statistic the library desires.

Koha's Circulation module has the ability to interface with multiple vendors for patron validation, RFID/self-checkout functions, and other third party applications via SIP, SIP2 or LDAP connections at no additional charge. Limits for checkouts, fine blocking, and many other configurable triggers and notices can be set per library.

Patron records within the circulation module are completely customizable by the library and can include multiple address fields as well as additional custom patron attributes that are configurable and searchable by the library. Library Staff can search for a patron using many different identifiers such as first or last name, card number, physical address, phone number, or email address. When entering a patron, ByWater can configure your settings to autofill certain fields within the new patron record such as barcode, zipcode (multiple zipcodes can be located in a pulldown as well) city and state.

Koha contains a fully functional offline circulation module. This module can be downloaded and installed as a client or saved as a Firefox offline extension. Once internet connection is re-established, staff can easily upload all of the information circulated during offline mode to the Koha system with one click.

Koha allows for the customization of both patron receipts, as well as various notices. Koha sends notices via print, email, RSS, SMS, and integrates with Talking Tech for telephone notifications. Notice triggers include overdues, advance notices, item checkouts, holds filled, item due, and item checkin. If the library allows, patrons can configure these notices and choose which notices (with the exception of overdues) to receive when, and by what medium. In addition, notice history is logged and clearly displayed in each patron record in the staff interface.

The holds functionality in the circulation interface of Koha is fully featured and allows for a wide variety of granularity between branches. Koha has the ability to automatically expire holds based on library determined criteria, generate hold pickup notifications, print vertical holds slips for patron pickup, and staff have the ability to modify hold suspensions. Koha also contains a transport cost matrix which allows libraries to create a matrix to rank which items get sent to which library in what order. Other holds features include placing holds from the OPAC, placing multiple holds at once, the ability to suspend holds for a certain amount of time, and choose a "hold not needed after" date. Staff can also use Koha's "search to hold" feature to find items within the catalog from the patron detail page while still "remembering" that patron to easily place a hold for them.

Payments and fines are clearly displayed in the patron detail page. From the fines detail page, staff and patrons can see the fines history, which includes details as to what the fines were for as well as the amount of payments made. Staff with the proper permissions have the ability to undo or void charges within the fines detail page. ByWater Solutions has experience in dealing with Unique Management for debt collection services and will provide them with the necessary information on a monthly basis or as requested. Koha also has "claims returned" functionality that library staff can manage and modify.

If a staff member has the appropriate permissions, they can also override many blocks and messages within Koha. When a block on a patron account exists, or any message alerts staff to something, a larger orange box appears with the details of the alert, along with a sound. Sounds exist in Koha for many functions including checkin, checkout, and alerts. Koha also allows for the application of age restriction to DVD items. For example, if a child (with a birthdate that makes them under the age of 13) checks out a PG13 DVD, Koha can alert the staff member to the fact that the child is under the age of 13, and will ask if they would like to check the DVD out regardless. Koha also allows for links to family member's cards, and staff have easy access to view any relative's current checkouts from the parent or child detail page.

Koha's circulation and fines matrix allows for granular control over all aspects of circulation, holds and fines. Each library in the system can set circulation and fines rules in patron and item type combinations making it very easy, for example, to allow your resident patrons more freedoms than your non resident, or your adults more DVDs than your children. You also have the ability to limit holds and circulation across the system should you choose and set specific types of items to float throughout your branches.

#### 1.2.4 Serials (tracking magazine and newspaper holdings);

Subscriptions in Koha are defined in the Serials module. First the library enters in a bibliographic record for the title and then attaches a subscription to it. The subscription defines the prediction pattern (which is completely customizable) for this particular serial, allows the library to link the serial to a purchasing agency, includes a grace period before the item is assumed late or missing, and allows for the automatic prediction and generation of future issues.

Once subscriptions are entered they can be searched by title and ISSN from the serials page and by bibliographic number (and many more fields) via the catalog search. Each library can have their own subscription to the serial and all issues can be received at once by clicking 'Receive Serial' on the search results. If the libraries choose to attach barcodes to serials at receipt Koha will generate an item record with pre-filled values based on the subscription.

A claims report can be run at any time to pull up all missing and late issues and will allow the library to generate emails to the appropriate vendors.

#### 1.2.5 OPAC (public interface for users);

Koha is the ideal ILS for libraries who believe in the importance of their end user's experience. The Koha OPAC was developed by librarians for librarians with the positive experience of the customer and the importance of flexibility in mind. Being open source, Koha will seamlessly interact with any third party products that utilize a SIP2, LDAP, or Z39.50 connection without licensing restrictions. All APIs are open and freely accessible through the Koha-Community.org website. All of these connections are included in part of ByWater's implementation of Koha, and unlike most vendors ByWater does not charge an annual fee for their maintenance.

The flexibility of Koha's OPAC is unmatched by any ILS on the market. Most preferences for OPAC functionality are configurable by library staff through an easy to use toggle switch interface found under Koha's global system preferences. From here librarians can configure book cover images, turn on and off tagging capabilities, create public lists, and even enter HTML code for the look of the home page. A recent addition to Koha is the ability to take a picture of an item and use that image for the cover image of the record, or to upload images to be cataloged within Koha as a digital image repository. This is particularly useful for special collections and non-bibliographic items within the library. Koha uses CSS and XSLT to allow libraries to create any look with any content that they would like to display, including new releases, news items, widgets, library specific (spotlights, program announcements, services, etc.) or even links to demo videos about how to use the catalog.

Koha's OPAC allows for keyword searching on all fields and the browsing of author, popular titles and subject and can be set to sort by ascending or descending titles. Koha's advanced search limits are extensive and include searching on indexes such as: Keyword, subject, title, title phrase, series title, call number, title location, author, notes/comments, curriculum, publisher,

publisher location, ISBN, ISSN, call number, and barcode. ByWater can also add any other indexes to the advanced search table that PCLC requests. Koha also searches based on multiple boolean operators, item types, location codes, publication date range, languages, subtypes such as audience, content, and format, location, availability and library groups.

Sorting options include: availability, relevance, popularity (most to least or least to most), author (A-Z or Z-A), call numbers, dates (acquisition or publication) and titles. Sorting options may also be listed on the results screen of the OPAC and are user configurable.

Koha first searches on the "exact " term entered into the search. Based on those results, the most relevant returns are sent to the top of the list. This allows one-word titles and common word titles such as "IT" and "Bud not Buddy" to bring back the most relevant results. Misspelled words are handled by the "fuzzy searching" capability found in Koha. Typing in, for example, Hary Poter, will automatically return relevant results as they relate to Harry Potter. With the power of accurate relevancy ranking with Koha, stop words are not needed to get the accurate results that professional librarians and customers who are comfortable with Google search results expect. Koha also contains a "did you mean" feature. The OPAC display also shows copies on order by location as well as availability by location.

Koha's OPAC offers faceted searching. The specific facets are configurable by the library system and are located on the left side of the OPAC results screen. Examples of facets available include availability, author, libraries, series, places, and topics.

Once logged in, patrons will have the ability to perform many functions within the Koha OPAC to manage and track their library account. All of the elements available to the patrons have an on/off switch so that library administrators can choose which features to allow. Koha allows for patrons to renew materials, create, edit, sort, print, or email personal or public reading lists, view fines and payment history, including what each fine was applied for, see items currently checked out and which of those items are overdue, manage pending holds, including the ability to suspend, cancel, or modify the holds, manage privacy, manage notifications for items checked out and advance notices, and allows for the ability for patrons to request changes to their password. Koha allows for the ability to pay fines online via credit card with the use of a third party product such as Point and Pay and PayPal (currently in development).

Koha will work with all enhanced content services that utilize SIP2 or the APIs found in Koha. Built in connectors exist for Overdrive, Amazon, Babletheque, Baker and Taylor, Google, LibraryThing, Novelist Select, OCLC, Open Library, Syndetics, and Koha allows for Tagging. The flexibility of the features available makes Koha's OPAC an ideal discovery tool for any library. Koha can also link to third party databases such as WorldCat and other library defined targets through the OPAC. Koha also integrates with Twitter, Facebook, LinkedIn and Delicious. Patrons have the ability to export search results in BIBTEX, RIS, Dublin Core (XML), MARC (Unicode or UTF-8) and MODS (XML). Patrons can also easily view availability of items by



location or department, copies on order by location, and serial holdings by location including issues recently received.

Koha's OPAC allows for the display of call numbers, shelving locations with the ability to integrate graphical maps provided by outside sources, and links to digital resources. Koha's OPAC will work on all modern web browsers including IE, Firefox, Chrome, and Safari and does not use any proprietary plugins for access. Koha's OPAC is ADA Compliant (via web browser) and comes with a mobile view for both a tablet and smartphone. Upon request, ByWater can supply PCLC with an alternative children's OPAC view as well. Koha has been translated into over 20 languages.

## **2. Minimal Functional Requirements**

**2.1 PCLC is seeking a cooperative partnership that will embrace the letter and spirit of open source principles, and utilize the skills and resources provided by the vendor, the PCLC internal team, and other Koha community participants. PCLC requests bids that will use the most recent stable release of the standard “community” Koha system. PCLC requires that all software code provided under the terms of this bid will be promptly released to the Koha community for inclusion in the next version of Koha. Proposals for a development path that diverges from the standard Koha release path will not be considered.**

ByWater Solutions will comply with all of the requirements listed above. Each member of our organization is intimately involved with the Koha software community and directly contributes to the progress and stability of the software as a whole. Our contract stipulates that all development completed by ByWater Solutions or our development partners is to be delivered to both our customer, and the Koha community, in a format that is easily capable of being integrated into the next stable release of Koha. Our past and current actions ensure that ByWater Solutions will continue to keep their customers interests, as well as those of the Koha community, in the forefront of every business decision made.

### **2.2 Koha must include the following accounting functionality prior to go-live:**

**2.2.1 The ability to report on line item transactions that the library finance team deems necessary.**

Complies, Koha will have the ability to record a single payment with each fee paid being recorded as well.

- 2.2.2 The ability to create custom fee categories outside regular library transactions and the ability to report on them. These fees may include items such as bus passes or passport fees.

Complies; Koha will allow librarians to create custom fee categories and will have the ability to report on these transactions

- 2.2.3 Add a detailed payment/transaction receipt detailing the payment amount, change due, and the fees paid by that money.

Complies; Koha will include the functionality to detail the payment transaction to be recorded on the patron receipt.

- 2.2.4 Functionality which allows staff to enter a dollar amount given (the amount to be paid) such that Koha can calculate the change due and record the change given back on the receipt.

Complies; Koha will include the functionality to allow the change amounts to be calculated on screen and recorded on the patron receipt.

- 2.2.5 Ability to view the Koha OPAC with full mobile optimization using a mobile device.

Complies; Koha's OPAC comes with an optional mobile theme that can be viewed on various mobile devices. Koha's OPAC automatically differentiates between a mobile phone and a tablet and adjusts its layout and view accordingly.

## **2.3 Implementation of Koha must include the following at no additional cost:**

- 2.3.1 Creation of test system for training and testing purposes prior to go live.

ByWater Solutions will create a test system prior to training so that PCLC can have more experience and practice utilizing Koha with their own data and patrons. After training, PCLC will use this test system for pre-go live testing using a regimen supplied by ByWater.

- 2.3.2 Go Live date of system must be prior to Nov 1, 2013.

ByWater Solutions will comply with this deadline as needed by PCLC.

- 2.3.3 Integration services for the library's third party services and devices at no additional cost.

Complies; third part services and devices that work with, or have existing connections for Koha will be integrated at no additional cost.

#### 2.3.4 Configuration and maintenance of all SIP2 and/or LDAP connections.

Complies; SIP2 and LDAP connections for Koha will be integrated and maintained at no additional cost.

#### 2.3.5 Data manipulation and cleanup upon request of the client. Data cleanup must fall into the parameters of command line database maintenance.

Complies; ByWater Solutions offers this services at no additional cost. Provided that we are given parameters in an "if-then" format, we can cleanup and manipulate PCLC's data as requested.

#### 2.3.6 Migration of all obtainable bibliographic, item, patron, holds, list, fines, serials and acquisitions data, as well as any obtainable custom fields found in TLC.

Joy Nelson, ByWater Solutions' Director of Migrations, is in the ideal position to head the migration of PCLC's database to ByWater Solutions' servers. Her experience conducting migrations from existing TLC systems is extensive, and we have many custom written scripts to make this transition seamless.

Our Koha implementation involves a two step data migration process that allows the PCLC staff to test the system with their own data before implementation. The first data delivery is installed onto a test system for the PCLC administrative team to screen and sign off on before the final production transfer. The second data dump is conducted directly before the proposed go-live date so as to bring over any changes in database content that were added since our initial test load. The ultimate goal in conducting this process is to avoid the need to run dual systems during your migration; you will use your current system right up until the evening we do the transition.

During this entire process the Pasco County Library Cooperative will have full access to all of ByWater Solutions' 24/7 support staff and training databases. All ByWater Solutions personnel will have some role to play during this process. Joy Nelson, ByWater's Director of Migrations, and Melia Meggs, COO, will be the main points of contact for PCLC.

#### 2.3.7 OPAC customization using current mobile Koha OPAC theme.

Included in the implementation of Koha is our OPAC customization services. One of our skilled OPAC designers will communicate with key personnel at PCLC to develop and execute an OPAC design based on templates we have to work with. We will incorporate the look and feel of your branding into the OPAC including colors, logos, and enhanced content widgets. This service is included free of charge.

### 2.3.8 Administrative configuration of the system.

During onsite training, ByWater Solutions will go through the administration settings in Koha and configure the system to fit the workflows and policies of PCLC. Our trainer will also go through all of the Global System Preferences in the system to ensure the settings for the OPAC and Staff interfaces are functioning as required by PCLC.

## 2.4 Support interface must include the following at no additional cost:

### 2.4.1 24 hour, 7 day per week technical consulting and problem solving.

Complies: ByWater Solutions provides this services at no additional cost. Methods of support interface include ByWater ticketing system, toll free calling, email to key personel, and live chat via the Koha IRC channel.

### 2.4.2 24 hour, 7 day per week server monitoring.

Complies: ByWater Solutions has at its disposal server monitoring tools that alert key systems personnel to any potential problems with the customer servers.

### 2.4.3 Training questions and multiple days of in person training before go live date.

ByWater Solutions' training staff are the most qualified of all Koha providers in the United States. Training typically takes place over the course of three days and the schedule is made according to your staffing needs. Ongoing training via live webinar is included as part of support and will be available upon request, and prior to any major upgrade.

### 2.4.4 Consultation with network configuration.

Complies; ByWater Solutions will make every effort to assist in network configuration settings as they apply to Koha.

### 2.4.5 Initial and ongoing customizations and "tweaking" to the OPAC and staff side interfaces.

ByWater understands that branding of a library changes as time passes, and the look and feel of an OPAC will eventually become outdated. As part of support, ByWater will work with PCLC to freshen up the OPAC as needed, or as new features become available to the library.

### 2.4.6 Custom Report generation.

Statistical reports are built into cataloging, reporting, and circulation. All data that is recorded in the system is easily accessed and any report that is needed can be custom written and designed by ByWater Solutions staff as part of our support offering.

[2.4.7 Bug-fixes and the application of community released bug fix enhancements on a regular schedule.](#)

ByWater maintains the most current, tested, stable release of Koha for all of our customers. Monthly updates are conducted directly in line with the current community release schedule. All bugfixes and patches are submitted to the community and are applied to our customer's database as the minor releases become available. Major enhancements and functionality improvements are not applied until the current release manager signs off on them and are marked as "stable". New releases are incorporated every six months. Training on all new functionality applied during major releases is included as part of support

[2.4.8 Management and updating of community or customer sponsored enhancements.](#)

Complies; as part of ByWater Solutions's upgrade schedule, all new features signed off on and QA tested by the community will be applied to PCLC's server on a regular basis.

[2.4.9 Training for all major updates to Koha's functionality via webinar to PCLC at no additional cost.](#)

Complies; Ongoing training via live webinar is included as part of support and will be available upon request, and prior to any major upgrade.

[2.4.10 Integration services for the library's third party services and devices at no additional cost. These systems contain but are not limited to, computer time management systems, print management software, ILL systems such as OCLC navigator and others.](#)

Complies; ByWater will configure and integrate all third party products and services using SIP2, LDAP, Z39.50, or existing APIs at no additional cost.

[2.4.11 Regular updates to the Koha system as new functionality becomes available to PCLC, as well as the application of new releases to the PCLC system as they are made available \(usually every 4-6 months\).](#)

ByWater maintains the most current, tested, stable release of Koha for all of our customers. Monthly updates are conducted directly in line with the current community release schedule. All bugfixes and patches are submitted to the community and are applied to our customer's database as the minor releases become available. Major enhancements and functionality improvements are

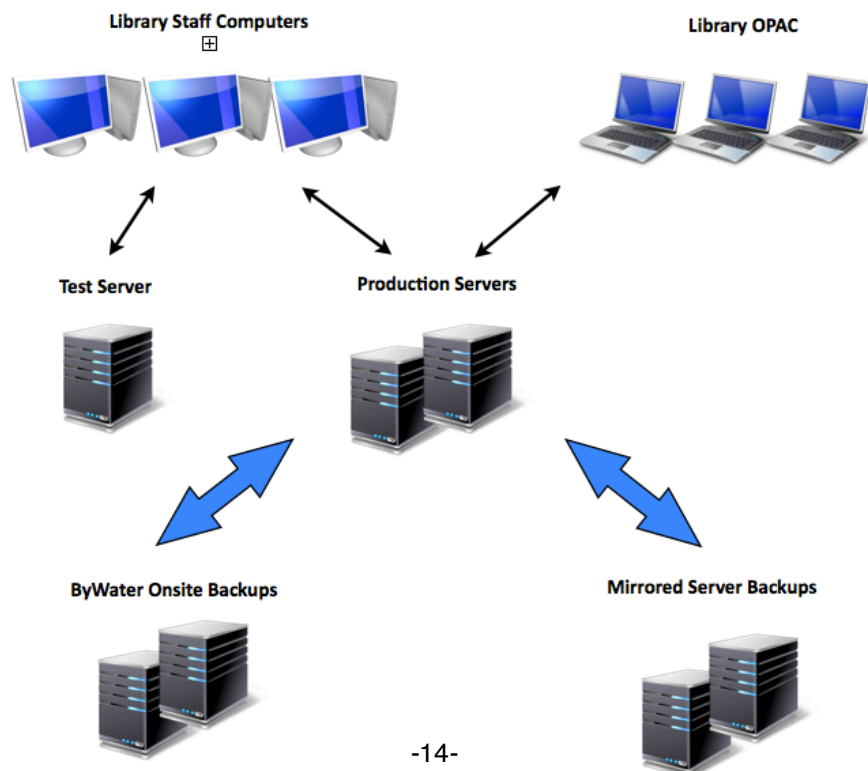
not applied until the current release manager signs off on them and are marked as "stable". New releases are incorporated every six months. Training on all new functionality applied during major releases is included as part of support.

**2.5 The Koha provider must use a server hosting company with certified physical server site security and system security. The provider must also use standard security practices for both physical and system security.**

ByWater Solutions plans and prepares for the worst by taking the following precautions and installing the following safeguards to protect your data. We perform a daily backup of all system data stored on the cloud. This information is saved both on-site and off-site, and is comprised of the all of the system data, and all other information found on the main server.

In addition to the daily backups listed above, we create a mirrored image of the system data and code-base on our servers located at the ByWater main office in California. In the event that the entire cloud fails, we can have your system up and running within a matter of hours. If you so choose, we can also set up an additional system backup onsite at your library's location and populate that daily. Your library will be responsible for the procurement of all necessary hardware, but we are happy to make recommendations regarding your needs. We will also monitor both ends of the process to assure that we are meeting the backup requirements. – Providing full resources for the Client to rebuild as necessary.

The diagram below illustrates our typical server configuration for a library system of your size and complexity:



## Datacenters

*PEER 1 Hosting operates 19 state-of-the art datacenters in 14 cities across North America and Europe and 21 network points of presence (PoPs). Whether you need our Managed Hosting, Colocation or Cloud Hosting services, the highly secure and redundant IT infrastructure of our datacenters protects your servers, web presence and business. In other words, we do everything humanly possible to keep you online all of the time.*

### **24x7x365 In-House Network Operations Center and Datacenter Support**

Our [Network Operations Center \(NOC\)](#) is unlike any other hosting provider's, in that it is in-house and constantly monitors and controls all traffic on our FastFiber Network™ inside and outside of our datacenters. When you have an issue, they handle it personally, so it gets resolved quickly.

Our engineers and datacenter personnel manage every aspect of our facilities around the clock, as well. From security, to deploying devices, to handling the day-to day needs of our customers' solutions, they are ready to act whenever you need them.

### **SSAE 16 Type II and CSAE 3416 Certified**

PEER 1 Hosting is SSAE (Statement on Standards for Attestation Engagements) 16 Type II and CSAE (Canadian Standard on Assurance Engagements) 3416 certified. This means we have undertaken an independent and in-depth audit of our control activities, including management of technology and related hosting and network services provided to our customers. PEER 1 Hosting renews these certifications every year to prove the effectiveness of our internal controls.

We're also a Microsoft® Gold Certified Partner, a Red Hat® Advanced Hosting Partner, Safeharbor™ certified and a proud member of the Green Grid®.

### **Regulated Climate Control**

Our heating ventilation air conditioning (HVAC) systems have full particle filtering and humidity control. The climate within each of our datacenters is maintained according to [ASHRAE Guidelines](#). This ensures your mission-critical dedicated server and hardware is functioning at its best.

### **Redundant Power — Just in Case**

Unlike some providers, we don't rely solely on the local power grid to guarantee around-the-clock power. Our onsite diesel-powered generators and uninterruptible power systems (UPS) deliver redundant power if a critical incident occurs, so that all operations are uninterrupted and your dedicated servers remain online. We regularly test our infrastructure to make sure it performs as designed in the event of an emergency. And we back it all up with our 100% Power Service Level Agreement (SLA) and 100% Network Uptime SLA.

### **Serious About Security**

Our datacenters are locked and guarded, and can only be accessed by authorized PEER 1 Hosting personnel and our Colocation customers within our colocation pods. Monitored closed circuit television systems and onsite security teams vigilantly protect our datacenters around the clock, while military-grade pass card access and biometric finger scan units provide even further security.



**2.5 In the event of a separation of the two entities, the ILS support provider will allow the library copies of all required data needed for operation of the new ILS.**

ByWater Solutions believes that all of our customer's data is their own and has a very liberal policy concerning data access and ownership of one's own system. ByWater will comply with all requests listed above. The following is an excerpt from our contract:

**4. WORK PRODUCT OWNERSHIP.** *Any copyrightable works, ideas, discoveries, inventions, patents, products, or other information (collectively the "Work Product") developed in whole or in part by ByWater solely in connection with the Services will be the exclusive property of the Client. Upon request, ByWater will execute all documents necessary to confirm or perfect the exclusive ownership of the Client to the Work Product.*

*All such Work Product developed on behalf of the Client will be made available under the terms of the open source license in effect for koha at the time the code is written (currently GPL v2). A copy of the code will be given to the library even though the code may be hosted. A good faith effort will be made both by the library, and by ByWater at the coding stage, to integrate all code into the public, [koha-community.org](http://koha-community.org) code base, or wherever the public code base may subsequently be located.*

*Upon expiration or termination of this Contract, ByWater will: (a) return to the Client all records, notes, documentation and other items owned by the Client that were used, created, or controlled by ByWater during the term of this Contract; and (b) assist Client in exporting data from ByWater's data cloud to Client, at no additional charge. Client will also be granted command line access to their database upon request, and shall have access to and editing authority over Koha templates.*

**END OF SPECIFICATIONS**

**BID FORM**



Business Name: **ByWater Solutions LLC.**

Item No.	Description	Amount
1	Complete, Turn-Key Installation and Implementation of the ILS, as specified herein (lump sum):	<b>\$43,600.00</b>
2	Ongoing Annual Maintenance and Support, as specified herein (per year-first year)	<b>\$20,000.00</b>
3	Maximum Annual Percentage Increase for Ongoing Annual Maintenance and Support (percentage per year)	<b>5%</b>

NOTE: Evaluation of bids will include consideration of the maximum annual percentage increase for ongoing annual maintenance and support. If the price for ongoing annual maintenance and support will remain unchanged indefinitely, please enter zero (0) for the amount. If the price for ongoing annual maintenance and support will remain unchanged for set amount of time, please define the terms on a separate sheet and reference the same in the table above.

"We offer to sell/provide Pasco County, Florida, the above item(s) and/or service(s) at the price (s) stated, in accordance with the terms and conditions contained herein. In addition, the item(s) and/or service(s) offered above meet all specifications contained herein or attached, unless otherwise stipulated by exception. This offer to sell/provide is firm for ninety (90) days."

**MUST BE SIGNED BY AN OFFICER OF THE FIRM OR INCLUDE WRITTEN PROOF THAT THE INDIVIDUAL SIGNING HAS THE AUTHORITY TO OBLIGATE THE FIRM.**

\_\_\_\_\_  
(Signature of Bidder—Ink)  
**Nathan Curulla; Owner, EVP**  
\_\_\_\_\_  
(Printed Name and Title)  
**ByWater Solutions LLC.**  
\_\_\_\_\_  
(Business Name)

Receipt of Addendum No. \_\_\_\_\_ through No. \_\_\_\_\_ is acknowledged.

Business Name: ByWater Solutions LLC.  
(The Name on File with the Internal Revenue Service)

Doing Business as (Fictitious Name): ByWater Solutions

Business Organization:

Corporation:

Partnership:  General  Limited

**Limited Liability Company (LLC):**

State Registered In: California Year: 2009

Sole Proprietorship: Owner: \_\_\_\_\_

Other: \_\_\_\_\_

Telephone: 888-900-8944 xt 2

Facsimile: 888-900-8944

Address: ByWater Solutions  
Po Box 1346  
Santa Barbara, CA. 93102

Date: July 29th, 2013