



ADDENDUM I

SUBJECT: Request for Competitive Sealed Proposals for Online Registration and Renewal (RFCSP 25-036, 6100018699), Scheduled to Close: June 13, 2025; Date of Issue: May 14, 2025

FROM: Stacey L. Czachor
Procurement Manager

DATE: June 10, 2025

**THIS NOTICE SHALL SERVE AS ADDENDUM NO. I - TO THE ABOVE REFERENCED
REQUEST FOR COMPETITIVE SEALED PROPOSALS**

**THE ABOVE-MENTIONED REQUEST FOR COMPETITIVE SEALED PROPOSALS IS HEREBY
AMENDED AS FOLLOWS:**

- 1. REVISE:** The RFCSP submission deadline has been extended to June 20, 2025, at 11:00 a.m., Central Time.
- 2. Section 003 – Instructions for Respondents, Part A** for the referenced solicitation is revised as follows:

Proposal Opening. The names of the respondents will be publicly read aloud online through WebEx at 11:30 a.m. CT on the day the proposals are due. In accordance with state law, the contents will not be revealed until after the contract is awarded.

Join by phone: 1-415-655-0001
Meeting number (access code): 2343 031 0858
Meeting Password: COSA

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 003, PRE-SUBMITTAL CONFERENCE:

Question 1: On any documents that require signature, will e-signatures be allowed?

Response: Yes, e-signatures will be accepted.

Question 2: Do you have a proposed budget for this project?

Response: The budget for this project is \$102,215.00 for the term of the contract.

Question 3: What is the current use-case of the Symphony tool? How is it being utilized today?

Response: Symphony is our Integrated Library System, it is software that helps the library manage its core operations-such as cataloging, circulation, acquisition and patron records-in one unified platform.

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 003, RESTRICTIONS ON COMMUNICATIONS

Question 4: The Scope of Work appears to lack some of the specific details necessary to fully understand the project requirements.

Response: Please refer to the Attachment H - Requirements Traceability Matrix for the detailed solution requirements. Additionally, Exhibit 11 – Statement of Work SOW Template v.16 has been included to demonstrate the project rigor required to deliver the solution. Representatives from the San Antonio Public Library, Information Technology Services Department, and Finance Department will work with the selected vendor on an SOW that will be integrated into the final contract.

Question 5: Could you please clarify the version of the Symphony Integrated Library System (ILS) currently in use, and whether it supports RESTful API integration?

Response: We currently use Symphony 4.0.0 and Symphony Web Services 6.4.0. Symphony does support REST integration.

Question 6: Will sandbox or test environment access to Symphony be provided to vendors during the evaluation or implementation phase?

Response: We do have a testing server (QA) that could be used for testing.

Question 7: Should vendors propose a preferred third-party service for address validation, or is there a pre-existing solution in place?

Response: There is not a pre-existing solution in place. Vendors should propose a method for address validation.

Question 8: Are there any existing SSO (Single Sign-On) systems in place for patrons that the new system will need to integrate with?

Response: Our expectation is that the system will provision patron accounts into the ILS only after successful validation of identity and residency in service area. At renewal, our expectation is that ILS credentials will be used to renew patron accounts.

Question 9: What specific data fields are required for new library card registration and for the renewal process?

Response: Required: First name, Last name, Birthdate, Street Address, City, State, Postal Code, Phone Number, Desired Password and Home Library. Optional: Middle Name and Email address. Derived: Profile Type, Residency Status (City District, Incorporated City, Bexar County).

Question 10: Will the online registration and renewal interface need to be bilingual (English and Spanish)?

Response: Yes, English and Spanish capabilities are a requirement. Additional languages would also be preferred.

Question 11: Is the proposed system expected to be mobile-responsive or should vendors also consider mobile app development?

Response: Yes, it should be mobile responsive. One possible use-case scenario is that customers will encounter Library advertisements with a QR code that links to the online registration tool. They would then take a photo with their mobile device and follow the steps to register their account from the same device.

Question 12: What cybersecurity standards or guidelines does the City expect vendors to comply with (e.g., NIST, FIPS, or specific Texas DIR policies)?

Response: Vendors are to comply with NIST 800.53 requirements.

Question 13: Are there any data residency requirements, such as data storage being limited to within the United States or the State of Texas?

Response: Sensitive Personal Identifying Information (PII) would be limited to the United States.

Question 14: Is the City seeking vendors with current SOC 2, ISO 27001, or other recognized compliance certifications?

Response: For Sensitive PI, SOC 2 Type 2, or on the TX-RAMP Certified Cloud Products | Texas Department of Information Resources, or FedRAMP Marketplace.

Question 15: Will the evaluation scoring system prioritize previous experience with public libraries or municipal technology integrations.

Response: Yes, the City of San Antonio is looking for an established product in the public library marketplace.

Question 16: Can the City provide insight into the evaluation criteria or scoring rubric (e.g., weight of technical approach, cost, local vendor status)?

Response: As indicated in RFCSP Section 003 – Instructions to Respondents the Evaluation Criteria are as follows: Experience, Background & Qualifications (35 points), Proposed Plan (40 points), Price (15 Points) and SBE Prime Contract Program (10 points).

Question 17: Will vendors be asked to present a demonstration or prototype as part of the evaluation process?

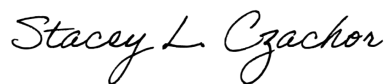
Response: At this point, the City of San Antonio has not decided to shortlist respondents for interviews or demonstrations but may decide to do so during the Initial Evaluation Scoring Meeting.

Question 18: May vendors submit supplemental materials, such as product videos or case studies, after the proposal submission deadline?

Response: If the City of San Antonio decides to shortlist vendors for interviews or demonstrations, the City may request supplemental materials from vendors. However, at this time, vendors may not submit supplemental materials after the proposal submission deadline.

Question 19: What services are you seeking for this bid?

Response: Please refer to the RFCSP solicitation document, specifically, Section 004 – Specifications/ Scope of Services and all incorporated solicitation attachments and exhibits.



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Procurement Manager

Finance Department - Procurement Division