



## Proposal for Implementation & Support



**Aspen Discovery**

**PREPARED FOR**

**Monterey County Free Libraries**

188 Seaside Circle  
Marina, CA 93933

**PREPARED DATE**

9/1/ 2021

**EXP. DATE**

12/1/ 2021

ByWater Solutions requires that pricing information be redacted for all Freedom of Information Act (FOIA) requests.

ITEM	Timeline	Cost
<b>Complete Koha Install and OPAC Customization</b>	4-6 Months for Completion	<b>\$17,300.00</b>
<b>Complete Aspen Install and Customization</b>	6-8 Weeks for Completion	<b>\$9,500.00</b>
<b>Koha Unlimited Support Annual Hosting</b>	24 Hour Support Triple Redundancy Backups	<b>\$15,200.00</b>
<b>Aspen Unlimited Support Annual Hosting</b>	24 Hour Support Triple Redundancy Backups	<b>\$12,000.00</b>
<b>Koha Training</b>	3 Days of Onsite Training	<b>\$4,600.00</b>
<b>Aspen Discovery Training</b>	Online training	<b>\$2,600.00</b>
<b>Total Year One Cost</b>		<b>\$61,200.00</b>
<b>Total Year Two Cost</b>		<b>\$27,200.00</b>



## Welcome to the World of Open Source

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

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 provide are perfect matches for the needs of your organization. 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 will also empower your staff to control the direction of your software. If you have any further questions about what ByWater Solutions or the open source community as a whole can offer please consider us a resource. We greatly appreciate your consideration in this project and hope to have the opportunity to partner with you going forward.

Thank you ,

A handwritten signature in black ink, appearing to read 'Nathan Curulla', written over a thin horizontal line.

Nathan Curulla



Owner, CRO


### ***Data Migration and Implementation Services:***

Skilled manipulation of library data is the key to a successful migration. Because it is the most important representation of a library's collection, we take the time to proficiently manage your data prior to your go live. Our Installation and Migration fee includes:

- Creation of test system for training and testing
- Installation and customization
- Administrative configuration
- Import of patron data, fines and fees
- Assistance with the import/configuration of authority records
- External device setup such as those using SIP2 and LDAP connections

“ Migrating to the Koha ILS brings many benefits; for example, the clean and intuitive interface lets staff focus on the customer and not on the options on the screen. Koha enables us to streamline processes for better management of the collection and the circulation of materials. Aspen Discovery enhances our customers' experience by giving them more control over their accounts and by meeting their expectations of high-quality online services in the 21st century. We are very happy to join the Koha Community and we are extremely grateful for ByWater Solutions staff who patiently guided us every step of the way and tirelessly worked to meet an impossibly tight schedule.

JUAN TOMÁS LEE,  
LIBRARY DIRECTOR  
WASATCH COUNTY LIBRARY, UTAH






### ***About Aspen Discovery:***

Aspen is a full-featured Discovery System that integrates with e-content and other 3rd party providers, giving your patrons comprehensive access to all of your materials in one place. Aspen combines your library catalog with e-content, digital archives and enrichment from all major third party providers, improves relevancy and ease of use, provides native reading recommendations, displays all formats of titles within one result (FRBR) and much more. Aspen was created to give users an improved experience over other Discovery systems with less of an impact on library budgets.

“Koha and Aspen Discovery remove intimidations and gives staff the flexibility to try new things. We have ByWater Support to help staff explore new workflows. This allows us to try and do things differently rather than being pigeonholed into the same routines.

STEVE CLEGG,  
LIBRARY DIRECTOR,  
BENBROOK LIBRARY, TEXAS



### ***What to Expect When Implementing Aspen Discovery:***

Implementing Aspen Discovery as your catalog is a fun and exciting process! During the implementation, you are creating a space for your patrons to easily access all of the resources you have available. In order to accomplish this, you will work with the ByWater Solutions team to configure and customize your Aspen Discovery site. Your Aspen Discovery Implementation Lead will step you through the administrative setup and behind the scenes portion of Aspen during six hours of admin staff training. These



six hours are typically split into one hour sessions on a weekly agreed upon time slot. You will leave some of these sessions with homework to further customize your site.

### ***Top Ranked 24/7 Support:***

Quality of support is the most important focus of our company and we pride ourselves on the implementation of this key feature. ByWater Solutions has the lowest customer to support personnel ratio in the business, supplying confirmation of support requests within 20 minutes of receipt.

### ***Our Support Package Includes But Is Not Limited To:***

- 24/7 tech support, regular backups to library data and servers, management of system updates and enhancements.
- Technical consulting, report generation, workflow and education support
- Bug fixes and the application of community or customer sponsored development enhancements
- Training for all major updates in Koha's functionality at no additional cost
- Regular updates to your Koha system as new functionality becomes available at no additional cost.
- Customizations to Aspen Discovery



“ We were so thrilled to move over to ByWater. They gave us the tools we were looking for to move our library forward and provide a higher level of customer service. With the new features we have access to, we believe we can engage a new generation of library users.

JARED TOLMAN, LIBRARY DIRECTOR  
FLAGSTAFF CITY - COCONINO COUNTY  
PUBLIC LIBRARY, ARIZONA



### ***ByWater Hosting Services:***

ByWater Solutions offers a complete hosted environment on ByWater equipment placed in the virtual networking cloud. This delivers improved performance for both your staff and your users. Other functions include maintenance of your Linux server and management of databases with real-time backups.

### ***Customized Training:***

ByWater Solutions is equipped with professional librarians on staff dedicated to the expert training and implementation of Koha & Aspen Discovery. We provide multiple formats for different learning styles including on-site, hands-on, classroom style learning, on-line presentations and demonstrations using web based training applications. We also have a full database of user documents and training materials that will all be at your disposal.