

YAKIMA VALLEY LIBRARIES

ADDENDUM #2

Project Name: RFP-26-001 2026 Mobile Application

Date of Issuance: October 2, 2026

PART 1: PURPOSE OF THIS ADDENDUM

The purpose of this Addendum #2 is to clarify specific vendor inquiries. All other terms, conditions, and specifications of the original RFP and addenda remain unchanged.

PART 2: VENDOR QUESTIONS & OFFICIAL RESPONSES

Question 1: Section 8 lists minimum qualifications A through D. Will YVL accept the experience and references of the vendor's proposing team, including a partner firm performing part of the work and named project staff, toward qualifications 8.A and 8.B and the three references in 8.D?

YVL Response: Yes. As clarified in Addendum #1, experience provided by a development partner, subcontractor, or affiliated delivery organization is acceptable for Section 8.A, provided the referenced organization will have a direct role in delivering the services under this project. Comparable experience with library or public-sector systems is acceptable for Section 8.B. The proposal must include at least three references for comparable work, with the information required by Section 8.D. Public library mobile application references are preferred, but comparable projects involving complex mobile applications, authentication, third-party integrations, accessibility, and secure customer data are also acceptable.

Question 2: Apple's App Store Review Guideline 4.2.6 asks that apps built on a commercial platform be submitted by the content provider. Does YVL hold an Apple Developer Program organization account and a Google Play Console account in its own name, and should the app be published under YVL's accounts?

YVL Response: YVL does not currently hold an Apple Developer Program organization account or a Google Play Console account. YVL will register and establish these accounts prior to the application's deployment phase if needed. The selected vendor will be responsible for publishing the application under YVL's official developer accounts and providing ongoing app-store maintenance, including updates and submissions, throughout the contract term.

Question 3: Section 4.2 asks for the Polaris integration method. Which Polaris version does YVL run, is it hosted by the vendor or on YVL's premises, and is the Polaris API (PAPI) enabled for patron-authenticated calls from an external application?

YVL Response: YVL is currently on version 7.8.56431.4, but has an upgrade planned later this year to the newest Polaris version available. Our instance of Polaris is not hosted and is on YVL's premises with the PAPI enabled for patron authentication.

Question 4: Section 2 lists thirteen resources, while the Section 9 database line names eight. Should the base price cover every Section 2 resource, including Kanopy, TumbleBooks, Consumer Reports and NoveList? How do patrons sign in to these resources today, for

example through EZproxy, library card and PIN, or IP or referring URL?

YVL Response: Some Section 2 resources are considered e-materials rather than databases, which is why the number differs from Section 9. All should be considered in the mobile app design. Authentication varies by resource and includes EZproxy, library card and PIN, IP/referring URL, and other resource-specific methods.

Question 5: YVL uses Beanstack for reading challenges and Lending Hub for Book Club Sets. For items 6.4 through 6.11, should the app connect to those existing services, or provide those functions within the app?

YVL Response: Beanstack and Lending Hub are YVL's current resources. The requested app should provide optional modules that can replace these existing services by providing comparable access and functionality directly within the app. Vendors should account for this approach in their proposed solution.

Question 6: Section 12.E states that the contract will follow YVL's contracting, technology, security and privacy requirements. Could YVL share its standard contract terms, so any exceptions can be identified as Section 10.N asks?

YVL Response: YVL does not have a standard contract form or set of standard contract terms to provide at this time. The selected vendor will be expected to comply with the contracting, technology, security, and privacy requirements identified in the RFP and any applicable YVL policies or requirements negotiated during the contracting process. Vendors should identify any exceptions, assumptions, or proposed deviations from the requirements stated in the RFP in accordance with Section 10.N. Contract terms will be negotiated with the selected vendor following award.

Question 7: Section 2, 2.9 and 2.12 request "integration/authentication/deep linking". Can you please clarify what your expectations are for "deep linking"?

YVL Response: Vendors should clearly identify in their proposal the functionality their app will provide and the proposed patron experience, including the specific capabilities supported by their solution.

Question 8: Mobile Architecture – Can YVL confirm whether the proposed solution is expected to be a native iOS/Android application, cross-platform application, or either approach, provided all functional, accessibility, security and performance requirements are met?

YVL Response: YVL does not require a specific mobile application architecture. Vendors may propose a native, cross-platform, or other appropriate approach, provided it meets all RFP requirements. YVL's priority is a high-quality, accessible, secure, reliable, and user-friendly experience for staff and patrons across supported devices. Vendors should describe their proposed approach and any relevant platform-specific considerations or limitations.

Question 9: iOS & Android – Which minimum iOS and Android OS versions and device types must be supported at launch, and are tablets/iPads included in the required scope?

YVL Response: YVL has not established specific minimum iOS or Android OS versions or device types at this time. Vendors should recommend an appropriate supported OS and device baseline for launch based on current platform standards and the proposed solution. Tablets and iPads should be considered within scope, with vendors identifying any platform-specific considerations or limitations in their proposal.

Question 10: Backend/API – Does YVL expect the vendor to provide a new application backend/API layer, or should the mobile application communicate directly with Polaris and the third-party platforms wherever APIs are available?

YVL Response: YVL prefers that the mobile application use the Polaris API as the primary backend/API integration where functionality is available. Vendors should leverage existing APIs and integrations where appropriate rather than creating a new backend layer unless necessary to meet the RFP requirements. Vendors should identify any additional backend services or APIs they propose and explain the need for them.

Question 11: Polaris ILS – What specific Polaris ILS member functions must be supported in the application, such as catalogue search, authentication, account information, holds, renewals, checkouts, fines/fees and library-card management?

YVL Response: Vendors should clearly identify in their proposal the functionality their app will provide and the proposed patron experience, including the specific capabilities supported by their solution.

Question 12: Polaris Authentication – What authentication mechanism should be supported for Polaris users—for example, library card/PIN authentication, OAuth, SSO or another authentication method?

YVL Response: The mobile application should support library card/PIN authentication to access Polaris accounts.

Question 13: Polaris API – Since YVL has confirmed that Polaris API documentation and test credentials will not be provided during the proposal phase, should vendors base their proposal on standard Polaris API capabilities, with detailed API validation performed during implementation?

YVL Response: Yes. Vendors should base their proposals on standard Polaris API capabilities, with detailed API validation and confirmation of specific integration requirements performed during implementation once the appropriate documentation, access, and test credentials are available.

Question 14: OverDrive/Libby – For OverDrive/Libby, should the proposed architecture support authenticated deep-linking to the Libby application, API-based integration, embedded digital-content access, or a combination depending on technical feasibility?

YVL Response: Vendors should clearly identify in their proposal the functionality their app will provide and the proposed patron experience, including the specific capabilities supported by their solution.

Question 15: EBSCO – What specific EBSCO functionality is required—for example, resource discovery, authentication, search, article access, database access or deep-linking?

YVL Response: Vendors should clearly identify in their proposal the functionality their app will provide and the proposed patron experience, including the specific capabilities supported by their solution.

Question 16: LibCal – What LibCal functionality should be exposed in the mobile application, such as events, room reservations, appointments, program registration or calendar browsing?

YVL Response: Vendors should clearly identify in their proposal the functionality their app will provide and the proposed patron experience, including the specific capabilities supported by their solution.

Question 17: Beanstack – What level of Beanstack integration is required, including reading challenges, user progress, registration, activity tracking and/or authenticated account access?

YVL Response: Vendors should clearly identify in their proposal the functionality their app will provide and the proposed patron experience, including the specific capabilities supported by their solution.

Question 18: MessageBee – Is MessageBee expected to provide push notifications, SMS, email notifications or all applicable communication channels, and should notification preferences be managed from the mobile application?

YVL Response: YVL uses MessageBee for SMS notifications from Polaris only. Vendors should clearly identify in their proposal the functionality their app will provide, including any proposed notifications proposed by their solution.

Question 19: Mango Languages – What functionality should be provided for Mango Languages, and is the expected implementation based on API integration, authenticated deep-linking or another integration method?

YVL Response: Vendors should clearly identify in their proposal the functionality their app will provide and the proposed patron experience, including the specific capabilities supported by their solution.

Question 20: Digital Collection – For the Omeka and DSpace digital/special collections, should the application provide collection browsing, metadata search, item detail pages, media viewing/downloading and deep-linking, or other functionality?

YVL Response: Vendors should clearly identify in their proposal the functionality their app will provide and the proposed patron experience, including the specific capabilities supported by their solution.

Question 21: Search – Should the application provide a unified search experience across Polaris, digital collections and third-party resources, or should each service have its own search interface?

YVL Response: Vendors should clearly identify in their proposal the functionality their app will provide and the proposed patron experience, including the specific capabilities supported by their solution.

Question 22: Deep Linking – Does YVL require universal links/app links/deep linking from the website, email notifications and third-party platforms directly into specific screens within the mobile application?

YVL Response: Vendors should clearly identify in their proposal the functionality their app will provide and the proposed patron experience, including the specific capabilities supported by their solution.

Question 23: Push Notifications – What notification events should trigger push notifications—for example, holds available, due date reminders, account alerts, events, program updates and library announcements?

YVL Response: Vendors should clearly identify in their proposal the functionality their app will provide and the proposed patron experience, including the specific capabilities supported by their solution.

Question 24: Admin/CMS – Does YVL require a dedicated web-based administration portal/CMS for managing banners, announcements, events, notifications, content and application configuration?

YVL Response: Vendors should clearly identify in their proposal the functionality their app will provide, including the specific capabilities supported by their solution.

Question 25: Content Management – Which content areas should be editable by YVL staff without developer involvement, and does YVL require role-based access control for administrators?

YVL Response: Vendors should clearly identify in their proposal the functionality their app will provide, including the specific capabilities supported by their solution.

Question 26: Authentication & Security – Does YVL require MFA, session timeout, encryption at rest/in transit, secure token storage, biometric authentication or device-level security controls for authenticated users?

YVL Response: Vendors should describe the authentication and security capabilities included in their proposed solution, including supported security features, applicable requirements, and any limitations.

Question 27: Data Storage – What user/application data is expected to be stored by the vendor's platform versus retrieved dynamically from Polaris and third-party systems?

YVL Response: Vendors should clearly identify in their proposal what data their platform would store and what data would be retrieved dynamically from Polaris and third-party systems, including the proposed approach to data storage and integration.

Question 28: U.S. Data Residency – YVL has confirmed that all YVL data and backups must remain in the United States. Can YVL specify any approved cloud providers or hosting environments that vendors should use?

YVL Response: YVL does not have a prescribed list of approved cloud providers or hosting environments. Vendors may propose their preferred hosting environment, provided that all YVL data

and backups remain within the United States and applicable security, privacy, and contractual requirements are met.

Question 29: Security Testing – Does YVL require penetration testing, vulnerability scanning, SAST/DAST, dependency scanning or third-party security assessment before production deployment?

YVL Response: Vendors should describe the security testing and assessment processes included in their proposed solution prior to production deployment, including any applicable testing, scanning, and third-party assessment capabilities.

Question 30: Data Privacy – What specific Washington State public-records, records-retention, library-user confidentiality and privacy controls must be implemented at the application and infrastructure levels?

YVL Response: Vendors should identify how their proposed solution will support applicable Washington State public-records, records-retention, library-user confidentiality, and privacy requirements at the application and infrastructure levels. The proposal should describe the relevant controls and capabilities provided by the solution.

Question 31: Accessibility – For the required WCAG 2.2 AA compliance, should conformance cover the complete mobile application, web-based administration portal and all customer-facing interfaces?

YVL Response: Yes. WCAG 2.2 AA conformance should apply to the complete mobile application, web-based administration portal, and all customer-facing interfaces.

Question 32: VPAT/ACR – YVL requires a current VPAT/Accessibility Conformance Report. Should the vendor provide an updated VPAT/ACR specifically for the final production application after implementation and remediation?

YVL Response: Yes. Vendors should provide a current VPAT/Accessibility Conformance Report for the final production application following implementation.

Question 33: Accessibility Testing – Which accessibility testing tools, assistive technologies and testing methodologies does YVL expect—for example, VoiceOver, TalkBack, keyboard navigation, screen-reader testing and automated WCAG scanning?

YVL Response: The app must meet applicable ADA accessibility requirements and WCAG 2.2 AA standards. Vendors should identify the accessibility testing tools, assistive technologies, and methodologies they will use to demonstrate compliance.

Question 34: UI/UX – Since the concurrent rebranding project will provide foundational brand guidelines but not mobile application assets, should the selected vendor be responsible for complete mobile UI/UX design, prototyping and design-system implementation?

YVL Response: Yes. The selected vendor will be responsible for the complete mobile UI/UX design, prototyping, and design-system implementation, incorporating the Library's branding guidelines.

Question 35: API Availability – For Polaris and other third-party integrations, will the selected vendor be responsible for obtaining API documentation, credentials, licenses, and technical access directly from the respective providers?

YVL Response: After the proposal is awarded, the YVL will work with the selected vendor to obtain the API documentation, credentials, licenses, and technical access required for Polaris and other third-party integrations. Proposals should identify all anticipated costs, requirements, dependencies, and access needed from YVL or third-party providers.

Question 36: Third-Party Licenses – Which third-party licenses, API subscriptions or integration fees are already held by YVL, and which costs should vendors include in their proposal?

YVL Response: The Polaris API is a product currently licensed by YVL. Vendors should identify in their proposal all other third-party APIs, licenses, subscriptions, integration fees, and associated costs required for their proposed solution.

Question 37: Testing Environment – Will YVL and the third-party providers provide sandbox/test environments and test accounts before development and integration testing begins?

YVL Response: YVL will provide access to test accounts for the selected vendor. Vendors should identify any additional testing environments, credentials, or access required for development and integration testing in their proposal.

Question 38: Data Migration – Is migration of any existing mobile-app content, configuration, user preferences or other application data required, and if so, what is the expected migration volume?

YVL Response: YVL does not currently use a mobile app for Polaris account access. Libby/OverDrive app, other resources, and optional modules may involve existing data or configuration migrations. Vendors should outline any anticipated migration needs, dependencies, and data requirements in their proposal. Any migration volumes would depend on app functionality.

Question 39: Analytics – Does YVL have a preferred analytics platform such as Google Analytics/Firebase Analytics, and what application-level events and reporting metrics must be captured?

YVL Response: No. YVL does not have a preferred analytics platform or prescribed set of application-level events and reporting metrics. Vendors should identify in their proposal the analytics platform, capabilities, events, and reporting metrics included in their proposed solution.

Question 40: Performance – Does YVL have defined application performance targets, such as API response times, application startup time, availability/SLA or concurrent-user expectations?

YVL Response: No. YVL does not currently have defined application performance targets for response times, startup time, availability/SLA, or concurrent-user capacity. Vendors should identify their proposed performance standards and capabilities in their proposals.

Question 41: App Store Deployment – Is the selected vendor responsible for Apple App Store and Google Play Store configuration, submission, review coordination, production release and subsequent updates?

YVL Response: Yes. The selected vendor will be responsible for Apple App Store and Google Play Store configuration, submission, review coordination, production release, and subsequent updates, working with YVL as needed.

Question 42: DevOps/CI-CD – Does YVL require a specific CI/CD pipeline, source-control platform, deployment process or infrastructure-as-code approach?

YVL Response: No. YVL does not require a specific CI/CD pipeline, source-control platform, deployment process, or infrastructure-as-code approach. Vendors should identify their proposed approach and any associated requirements in their proposal.

Question 43: Source Code – Will YVL require full ownership and delivery of the mobile application source code, backend source code, infrastructure configuration, documentation and build/release configuration at project completion?

YVL Response: No. YVL does not prescribe a specific source-code ownership or delivery model at this stage. Vendors should clearly identify in their proposal their proposed ownership, licensing, access, and delivery terms for source code, backend components, infrastructure configuration, documentation, and build/release configuration. The selected vendor will be responsible for complying with all applicable U.S. federal and Washington State laws, regulations, and requirements in connection with the proposed solution and services.

Question 44: Architecture Scalability – Should the proposed architecture be designed to allow future optional modules and third-party integrations without major redevelopment?

YVL Response: The proposed architecture should support the addition of future optional modules and third-party integrations without major redevelopment. If the proposed solution does not support this capability, vendors should provide an explanation and additional information, consistent with the feature request of RFP Section 2.14.

Question 45: Optional Modules – For proposal evaluation, should vendors provide a technical architecture and separate implementation approach for every optional module, even where YVL may defer its implementation?

YVL Response: Vendors should provide sufficient technical and implementation information for each proposed optional module to allow YVL to evaluate the proposed solution and determine which options best meet its needs.

Question 46: Launch – Given the desired December 31, 2026 launch, should vendors propose a phased MVP/core release with optional functionality subsequently delivered, or should all priced modules be technically ready for the initial launch?

YVL Response: The RFP identifies December 31, 2026 as the desired implementation date. Vendors should propose the implementation approach and timeline they believe will best meet the project requirements and support a successful launch, including whether a phased approach is appropriate.

Question 47: Support & SLA – What are YVL's required post-launch support hours, severity levels, response times, resolution targets and SLA requirements for Years 1–4?

YVL Response: YVL has not prescribed specific post-launch support hours, severity levels, response times, resolution targets, or SLA requirements. Vendors should propose a support and SLA model, and any associated costs or limitations.

Question 48: Monitoring – Is the vendor expected to provide production monitoring, crash reporting, API monitoring, uptime monitoring and security alerts as part of ongoing support?

YVL Response: Vendors should identify in their proposal the production monitoring, reporting, alerting, and ongoing support capabilities they recommend and include as part of their proposed solution, along with any associated costs, requirements, or limitations.

Question 49: Backup & Disaster Recovery – What backup frequency, retention period, RPO and RTO requirements apply to the application and backend infrastructure?

YVL Response: YVL has not prescribed specific backup and disaster recovery requirements. Vendors should propose their recommended backup and disaster recovery approach, including any associated costs or limitations.

Question 50: Training – What level of administrator/staff training and technical documentation is expected before production launch?

YVL Response: Vendors should recommend and include in their proposal the level of administrator and staff training and technical documentation they consider appropriate for successful implementation and ongoing management of the solution.

Question 51: Acceptance Testing – What are YVL's formal UAT, acceptance and production-readiness criteria for approving the application for launch?

YVL Response: YVL has not prescribed specific formal UAT, acceptance, or production-readiness criteria. Vendors should propose their recommended acceptance testing and production-readiness criteria, including testing processes, success criteria, defect resolution, and launch readiness requirements.

Question 52: Single Vendor Responsibility – Since YVL requires a single vendor to be contractually responsible for development, integrations, deployment and ongoing support, can YVL confirm whether subcontractors/technology partners may be used provided the prime vendor retains full contractual responsibility?

YVL Response: Subcontractors and technology partners may be used provided the prime vendor retains full contractual responsibility for the project. Due to the strict data privacy, security, and statutory compliance requirements governing Washington State public library records, all development, engineering, data processing, and support personnel must be legally authorized to work in the United States and perform all project work physically within the United States.

Question 53: Polaris integration. Does YVL currently have Polaris API access (PAPI or equivalent) enabled, and would any licensing or configuration costs on the Innovative side be YVL's responsibility? Is API documentation available to proposing vendors during the proposal period?

YVL Response: YVL currently has a Polaris API license. Polaris API documentation and test credentials will not be provided during the proposal period. Vendors are responsible for obtaining the necessary technical documentation from Polaris and the applicable third-party providers when preparing their proposals. Vendors should identify any additional Polaris licensing, configuration, or related costs required for their proposed solution and include them in their proposal.

Question 54: Database and eResource integrations (Section 2). Several of the listed resources do not expose public APIs and are typically reached through authenticated deep linking (SAML, EZproxy or similar). Would YVL consider authenticated access via deep linking a satisfactory "yes" for those items, or does YVL expect in-app integration specifically?

YVL Response: Vendors should answer each item in Section 2 to the best of their ability based on their proposed solution. Where applicable, vendors should use the final column to provide additional details and any other information that will help YVL evaluate the proposed solution.

Question 55: Delivery and pricing model. The pricing table in Section 9 is structured around a base application license with annual license and maintenance fees. Would YVL also consider a proposal for a custom developed application owned outright by YVL — a one-time implementation cost plus an annual support and hosting fee, with no perpetual license — and if so, how should that be presented within the Section 9 table?

YVL Response: No. YVL requires an ongoing vendor relationship for application maintenance and support. Vendors should provide pricing consistent with the structure in Section 9, including implementation, licensing, annual maintenance/support, hosting, and any other applicable recurring costs.

Question 56: Launch date. The desired launch date is December 31, 2026, noted as "or as mutually agreed upon." Would YVL consider a phased launch in which the base application and Polaris and OverDrive integrations go live first, with the remaining database integrations and optional modules following on an agreed schedule?

YVL Response: Vendors should propose the implementation and launch approach they recommend, including whether a phased launch is appropriate. Proposals should include the proposed timeline, sequencing, dependencies, and any other information that will help YVL evaluate the approach and determine what will work best for the project.

Question 57: Accessibility documentation (5.1). For a newly developed application, an existing VPAT would not yet apply. Would a commitment to deliver a VPAT/Accessibility Conformance Report following third-party testing prior to launch satisfy this requirement?

YVL Response: Yes. For a newly developed application, YVL will accept a commitment to provide a current VPAT/Accessibility Conformance Report following accessibility testing and prior to production launch.

Question 58: Minimum qualifications (8.A). Section 8.A refers to "a mobile application or substantially similar service" provided to a public library or library system. Could YVL clarify how it will interpret "substantially similar service"? Specifically, would delivery of patron-facing applications integrating library digital resources — for example OverDrive integration via SSO/SAML within an educational institution's learning platform — be considered when assessing this qualification?

YVL Response: YVL will consider relevant experience with patron-facing applications and substantially similar services that demonstrate the vendor's ability to integrate library resources, authentication, and related functionality. Vendors should provide examples of comparable projects and clearly describe the scope, integrations, and functionality provided to support YVL's evaluation of this qualification.

Question 59: Existing application. Does YVL currently offer a patron mobile application that this project would replace? If so, knowing the platform would help us address migration and continuity in our response.

YVL Response: No. YVL does not currently offer a dedicated patron mobile application for Polaris account access. Patrons currently use separate applications, including Libby/OverDrive and Beanstack, for certain services. The proposed application is intended to provide a unified patron experience and may incorporate or replace functionality currently provided through these separate applications.

PART 3: VENDOR ACKNOWLEDGEMENT (REQUIRED)

Bidders must sign and include a copy of this Addendum #2 within their final proposal package. Failure to acknowledge receipt of this addendum may result in proposal rejection.

Authorized Vendor Signature: _____

Company Name: _____

Date: _____