**EXHIBIT 1**

1. Access: Services must be available to all public library cardholders statewide from a variety of computers and mobile devices in libraries, as well as personal computers and mobile devices anywhere in Oklahoma. Libraries participating in the statewide license must be able to choose to access the product(s) using any of the following methods:
	1. Geolocation (preferred)
	2. IP authentication,
	3. via a proxy server,
	4. referring URLs,
	5. or by password/login. Any password/login must be authenticated by the vendor.
2. Products(s) must be accessible with standard web browser software.
3. Product(s) must employ responsive design and be accessible with standard mobile device software.
4. Product(s) must be compatible with text-based browsers and common adaptive software. Supplier shall provide a Voluntary Product Accessibility Template version 2.4 (VPAT) that indicates the product(s) offered complies with the provisions of Section 508 of the Rehabilitation Act Amendments included in the Workforce Investment Act of 1998 and revised in 2018.
5. Database compliance with NISO Standard Z39.50 for data exchange.
6. Multimedia included in the product must be accessible through standard applications.
7. Oklahoma Department of Libraries and Institute of Museum and Library Services logos are incorporated throughout the product(s).
8. Access to product shall be available to an unlimited number of simultaneous users twenty-four hours per day, seven days a week, except for maintenance windows during off peak periods. The Supplier shall specify the times of scheduled normal maintenance windows during which service is unavailable.
9. Products offered shall be accessible through firewalls in common ways accepted by the computer security industry
10. Live tutors available a minimum of 8 hours per day, including evenings and weekends, covering core curriculum in grades 3-12, higher education and adult learning topics.
11. Tutors, study tools and practice tests for standardized and licensing exams to include at minimum GED, ASVAB, ACT, SAT, TASC, HiSet, TOEFL, TOEIC, US Citizenship test, and College Placement Test Preparation.
12. Resources and services designed specifically for veterans
13. Live writing lab services available a minimum of 8 hours per day, including evenings and weekends, covering grades 3-12 and higher education
14. On demand content covering adult learner and job seeker assistance topics
15. An end user survey to be built into the product(s) to conduct required IMLS assessments.
16. Content is regularly updated to ensure accuracy and reflect educational best practices. New content is regularly created and added to the collection. Describe schedule of new content releases and how new topics are prioritized for updates.
17. Content available in languages other than English
18. Employs an Intuitive, engaging, and easy to use interface
	1. Developed with user centered design principles and testing
	2. Both topic browsing and searching available
	3. Natural language searching, plain language throughout
	4. Spell check functionality built into search function
19. Usage Statistics and Reports
	1. Usage statistics and reports shall be available to ODL staff and each participating library on a monthly basis, no later than ten days after the close of that month. Suppliers shall describe:
	2. Specific usage statistics and reports that are available, which must include:
		1. Number of sessions for each module
		2. Number of unique users
		3. Length of sessions
	3. Time intervals for which statistics can be generated (hourly, monthly, annually, etc.)
	4. Levels at which data points are available, such as:
		1. Statewide:
			1. Cumulative
			2. By library type
			3. By user demographics
		2. At both system and branch level:
			1. Cumulative
			2. By user demographics
	5. Archived usage data is available for the life of the contract and is retrievable by both ODL and individual participating libraries
20. No advertising for products other than the contracted product(s) shall appear anywhere in the interface. The list of registrants shall not be used for additional advertising of products not included in the contracted product(s).
21. Implementation Plan
	1. Start up and Transition
		1. Libraries wishing to participate in the statewide license shall be automatically enrolled into the system by the Supplier. Participants must be automatically enrolled into any new subscription system required by the Supplier.
		2. The user enrollment period shall begin no later than within 30 days upon award of contract to avoid interruption of service
		3. Supplier shall ensure ODL receives new registration information for participating libraries and end users. Describe frequency of notification.
22. Initial and On-going Training for Library Staff
	1. The Supplier shall provide a library of on demand online training and a minimum of six live online training sessions each year of the contract for library staff across the state. Up to two of the required training sessions may be in person if it reaches a large audience, such as presentations at the Oklahoma Library Association Annual Conference.
23. Ongoing support services
	1. The Supplier shall, at a minimum, provide technical support at no additional cost for all participating libraries from 9:00 am to 5:00 pm (Central Time Zone) Monday through Friday via phone
24. Training for end users
	1. On demand online help shall be available.