Statement of Work (SOW)
National Oceanic and Atmospheric Administration
Oceanic and Atmospheric Research Office of Science Support
NOAA Central and Regional Libraries

Library Services Platform and Discovery System

1. Background

The National Oceanic and Atmospheric Administration (NOAA) Library relies on the Ex Libris Alma/Primo VE cloud-based library services platform as its enterprise system for managing library operations, discovery, resource sharing, and related scholarly information workflows. Alma/Primo VE is a proprietary, vendor-hosted Software-as-a-Service (SaaS) platform developed, operated, and maintained exclusively by Ex Libris, a Clarivate company.

NOAA Library currently uses Alma/Primo VE as mission-critical infrastructure supporting NOAA staff, researchers, and partners across the agency. Continuity of service, compliance with federal security requirements, and vendor-supported maintenance are essential to uninterrupted library operations.

2. Purpose

Define the scope, requirements, and deliverables for the continued hosting, maintenance, and support of the NOAA Library's existing Ex Libris Alma/Primo VE SaaS environment, including currently licensed modules and optional future modules.

3. Scope of Work

The Contractor shall provide fully hosted, vendor-managed SaaS services for the NOAA Library's Alma/Primo VE system, including system availability, maintenance, updates, security compliance, and technical support.

3.1 Core Hosting and Maintenance Services

The Contractor shall:

- Host the Alma/Primo VE environment on a FedRAMP-authorized SaaS infrastructure.
- Provide continuous system availability consistent with published service level agreements (SLA).
- Perform all system maintenance, upgrades, patches, and enhancements.
- Ensure compatibility and interoperability among all subscribed modules.
- Maintain system security, compliance, and data protection in accordance with federal standards.
- Provide technical support, incident management, and problem resolution.

4. Existing Licensed Components (Base Requirement)

The scope includes continued hosting, maintenance, and support for the following existing Ex Libris modules currently used by the NOAA Library:

- Alma Library Services Platform (production environment)
- Alma Sandbox (test and training environment)
- Primo VE Discovery Service
- bX Recommender Service

- Rapido Resource Sharing

These components shall remain fully operational, integrated, and supported for the duration of the contract.

5. Optional Modules (Contract Options)

The following are options for the installation, configuration, hosting, and ongoing maintenance of additional Ex Libris modules. Options may be exercised individually at the discretion of the Government.

5.1 Esploro Research Services Platform (Option)

If exercised, the Contractor shall:

- Provision and host Esploro as a FedRAMP-authorized SaaS service.
- Integrate Esploro with Alma and Primo VE.
- Configure workflows to support research information management, researcher profiles, and scholarly output tracking.
- Provide ongoing maintenance, updates, and support.

5.2 Rialto Marketplace (Option)

If exercised, the Contractor shall:

- Enable Rialto integration within the Alma environment.
- Support streamlined acquisitions workflows and vendor marketplace functionality.
- Maintain system compatibility and updates.

5.3 Specto Analytics (Option)

If exercised, the Contractor shall:

- Provide access to Specto analytics and visualization tools.
- Integrate Specto with Alma and Primo VE data sources.
- Maintain reporting functionality and system updates.

5.4 Library Open Workflow (LOW) (Option)

If exercised, the Contractor shall:

- Provision Library Open Workflow as a hosted service.
- Integrate LOW with Alma, Primo VE, and Esploro (if applicable).
- Support low-code API workflow automation, data transformations, and system integrations.

5.5 Alma Digital (Option)

If exercised, the Contractor shall:

- Enable Alma Digital functionality within the Alma environment.
- Support management, discovery, and access to digital collections.
- Ensure integration with Primo VE and other subscribed modules.

5.6 Alma Premium Sandbox (Option)

If exercised, the Contractor shall:

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- Update the existing Alma sandbox to premium functionality within the Alma environment.

6. Deliverables

The Contractor shall provide:

- Continuous availability of the hosted Alma/Primo VE SaaS environment.
- Vendor-managed upgrades and enhancements.
- Security and compliance documentation as required.
- System status notifications and release communications.
- Technical support services in accordance with Ex Libris support policies.

7. Service Levels

Services shall be provided in accordance with Ex Libris published SLAs, including system uptime, support response times, and incident resolution targets.

8. Acceptance Criteria

Services shall be deemed acceptable when:

- The system remains operational and accessible in accordance with SLAs.
- All subscribed modules function as designed.
- Security and compliance requirements are continuously met.

9. Technical Point(s) of Contact (TPOC)

One or more TPOCs may assist the COR as needed; while the government will provide technical guidance and, when applicable, establish technical priorities within the scope of the SOW, the contractor remains responsible for the technical accuracy and delivery of all products. TPOCs will be identified by the contracting officer via email or separate letter, and may be changed at any time without prior notice to the contractor. All parties are reminded that this in no way detracts or changes the responsibilities and limitations described in the contract including, but not limited to, CAR 1352.201-70, Contracting Officer's Authority, and CAR 1352.201-72, COR. *Only the contracting officer has the authority to direct, revise, or otherwise change the requirements of the contract.*

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