Lawrence County Public Library

myLCPL.org

Issuance Date: October 20, 2021
Closing Date: December 6, 2021
Closing Time: 4:00 p.m. CST

Subject: Request for Proposal (RFP) for RFID Project.

Dear Prospective Vendors,

This is a procurement of professional services to conduct a RFID conversion project as you have been identified by our ILS vendor, Book Systems, as a company who is compatible with their Atriuum product.

The Lawrence County Public Library (LCPL) is implementing a LSTA federally funded project administered through the Alabama Public Library Service (APLS) and is seeking the services of a qualified RFID vendor. In order to conform to the LSTA guidelines, the project must end so the final report can be submitted to APLS no later than June 15, 2022. Please see attached scope of work for details.

If your firm is interested and is available during the timeframe, please submit your proposal as detailed in the attached RFP.

The maximum grant funding, including the required local match, for this project is $56,250.

This RFP in no way obligates the Lawrence County Public Library to award a contract, nor does it commit the LCPL to pay any costs incurred in the preparation and submission of the proposal.

Sincerely,

M. Rex Bain, MAIOP
Director

enclosure

401 College Street | Moulton, Alabama 35650 | Phone: 256.974.0883 | Fax: 256.974.0890

Lawrence County Public Library

myLCPL.org

Request for Proposal for RFID System

RFP #: LSTA 22-5-5

Due: December 6, 2021

by 4:00 p.m. CST

Contents

Schedule of Events

RFP Release:		
	Date:	October 20, 2021
	Time:	12:00 p.m. CDT
Mandatory Site Visit:		
	Date:	November 12, 2021
	Time:	10:30 a.m. CST
Deadline for Vendor Questions:		
	Date:	November 16, 2021
	Time:	12:00 p.m. CST
RFP Opening:		
	Date:	December 7, 2021
	Time:	10:00 a.m. CST
All inquiries and submissions must be sent to:		
	Library:	Lawrence County Public Library
	Contact:	Rex Bain
	Title:	Director
	Street Address:	401 College Street
	City, State, ZIP:	Moulton, AL 35650
	Email	rbain@myLCPL.org

The Library seeks to obtain a proposal on the hardware, software, and support services necessary to install and enable the management of an RFID enabled self-checkout, collection management, and security system.

Proposal Submission

The entire proposal must be delivered by the date and time shown in the Schedule of Events via a sealed package clearly marked with the name of the proposal and the RFP number. Proposals may be delivered by hand, U.S. Mail, or overnight courier service. Proposals received beyond the deadline may be returned unopened.

Submission Requirements

Responses shall follow the format laid out in the Proposal Format section of this document, joined together with a cover letter signed by a representative authorized to bind the company in contractual agreements, along with any relevant data sheets, drawings, and details.

Faxed, emailed, and/or verbal proposals are not acceptable. The vendor will be solely responsible for ensuring that its proposal is delivered to the correct address in a timely fashion.

Vendor should submit one (1) original proposal and five (5) of copies as well as one (1) digital copy as a PDF on USB/Thumb drive or CD. One copy shall be marked “Original” and contain a signature by a designated company representative.

Proposals will be typed or printed on 8.5” x 11” paper, with sections as presented in this RFP. Pages will be numbered consecutively.

The proposal must be in a sealed envelope or package, showing the request for proposal number, the proposer’s name, and the closing date.

Delivery shall be F.O.B. to the Library. Prices shall be written in the proposal and will include extended maintenance for five years as well as any shipping, training, or miscellaneous other costs.

Vendor will also provide a detailed quote sheet. Prices reflected in the proposal shall include any discounts. Unit prices will be quoted for all components, hardware, software, installation, and service. Vendor must include prices of all equipment and any options needed to meet specifications.

General Information

Introduction

This procurement for a Radio-Frequency Identification (RFID) system is being made by the Lawrence County Public Library.

This RFP includes the following required components

- RFID tags
- Tagging/Conversion – (services)
- Staff Workstations
- Reporting Tools
- Inventory System
- Self-checkout
- Fines & Fees
- Disc Media Security
- Detection System/Gates

Library Information and Statistics

Branch	Annual Circulation	Annual Holds
Main	**29,000**	**200**

The current ILS is Atriuum by Book Systems Version 12.9.17.263.

Scope of the Project

The Lawrence County Public Library (LCPL) is primarily a rural library located in Northwest Alabama. Our service area population as defined by the State of Alabama is approximately 31,000 Lawrence County residents. Pre-pandemic, the library averaged approximately 25,000 annual visitors. According to our ILS we currently have an inventory of approximately 28,500 items.

The LCPL has downsized staff and decreased operational hours as a result of a 62% decrease in county funding in 2015. Due to this significant budget cut, we are in search of technologies to streamline our day-to-day processes in order to maximize staff resources. Self-checkout, RFID, and a book drop with a RFID reader installed to automatically check in materials are tools to free up staff resources while providing a positive patron experience. The library currently has a book drop installed on an exterior wall of the building and prefers for RFID technology to be added to the existing structure.

The LCPL will improve services to our patrons through the purchase and installation of a RFID system. This project will improve circulation speed by offering options such as bulk check-out/check-in and a self-check station; increase in tracking/security, minimizing loss/theft of our collections by identifying items that are not checked out; and making inventory a more efficient process. These improvements will allow additional time for staff to assist patrons, more prudent use of library funds with less spending on replacement copies from theft, and more cost effective inventory procedures.

Proposals are sought for hardware, software, shipping, installation, training, project management, and ongoing maintenance--in other words, the proposal is to be for a "turnkey" system. While proposals are sought for all components, this RFP differentiates between those components to be included as a base solution and components to be offered as options.

While the proposal is to include only RFID/Barcode-based hardware, the proposal must include minimum specifications for PCs and LAN (local area network) that may be required in conjunction with the operation of the system.

Site Visit

There is a mandatory site visit scheduled for Friday, November 12, 2021 at 10:30 a.m. CST. All vendors are urged to attend.

Role of the RFP

The RFP represents the minimum functional capabilities, performance characteristics, and hardware desired except for any specification that says MANDATORY, in which case the vendor must have references that can attest to this functionality in a library. The requirements are intended for the protection of the library and vendors by reducing the possibility of misinterpretation of the library's needs.

Questions about the requirements in the RFP should be submitted by e-mail to the name and address listed on the Schedule of Events no later than November 16, 2021 by 12:00 p.m. CST. All those receiving the RFP will be sent copies of responses to questions.

Exceptions

If the vendor's specifications for furnishing products or equipment are in any respect not the equivalent of the requirements in the RFP, this discrepancy must specifically be called out in the proposal.

Quantities, Appropriation, and Delivery

Unless otherwise stated, quantities listed are estimates only, and the library does not guarantee to purchase the quantities specified. The quantities purchased will be limited to the amount of monies budgeted and appropriated for it. Transportation shall be F.O.B. Origin, Prepaid, and charged back with delivery to the central site and/or the facilities where they are to be installed.

Pricing

The prices shall be stated in figures. Prices reflected in the proposal shall include any discounts extended. Unit prices must be quoted for all components, hardware, software, installation, and service. Vendor must indicate whether or not shipping is included. Vendor must include prices of all equipment and any options needed to meet specifications.

No vendor will be allowed to withdraw and resubmit its proposal, for any reason whatsoever, after the proposals have been opened.

Project Management

The proposal shall include a project manager to oversee the project to ensure that it meets the requirements of the library and to be the key contact for the entire installation.

Installation

Vendor shall install the system as specified in the RFP, by manufacturer trained technicians subject to exceptions made in the response and agreed upon in writing.

Award of Contract

The Library shall have a period of 90 calendar days after opening of the proposals in which to award the contract, a period during which the prices shall remain firm. By submitting a proposal, the vendor agrees with the terms herein stated. The Library reserves the right to reject any and all proposals, to waive formalities, and to select the proposal that in the Library's sole discretion are in the best interests of the Library. The Library reserves the right to:

- Waive any nonconformity with this RFP as may be permitted by law.

- Revise any requirements under this RFP.
- Not award a contract as a part of or result of this RFP process.
- Require supplemental statements of information from any responding party.
- Extend the deadline for submission of responses hereto.
- Negotiate or hold discussions with any bidder to correct insufficient responses that do not completely conform to the instructions contained herein.
- Cancel, in whole or in part, this RFP if the Library deems it is in its best interest to do so.

Selection Criteria

The criteria which will be used in evaluating proposals include:

(1)	Responsiveness to the functional requirements	30%
(2)	Flexibility of software	5%
(3)	Conformity to standards and interfacing requirements	10%
(4)	Financial viability of vendor	20%
(5)	Past performance of vendor as per customers	5%
(6)	Six-year cost of the system (purchase price plus maintenance)	20%
(7)	Suitability of hardware platform	5%
(8)	Delivery date	5%

Demonstrations

A vendor whose offer has not been rejected may be required to demonstrate its RFID system at the library at no additional cost to the library.

Negotiation

Lawrence County Public Library reserves the right to enter into negotiation with one or more vendors.

Contract Documents

The documents that shall constitute the contract between the parties shall include the RFP, the vendor's response, the summary of negotiation, and any and all other additional materials/attachments submitted by the vendor.

Contractors must clearly understand that the only official answer or position will be the one stated in writing.

Responses to the RFP

Proposals will only be accepted from a single firm, not from joint ventures. When two or more vendors desire to submit a single proposal, they shall do so as prime/subcontractor(s).

Submit one (1) original copy with five (5) printed copies and one (1) digital copy on CD-ROM or thumb drive.

Proposal Format

- Cover letter
- Executive Summary describing the system being proposed and any unique attributes that make your company different or unique
- Vendor Information
- Response to Specifications
- Pricing
- References
- Appendix to include sample contract and any language required for contracting, description of Service Level Agreement including any voluntary penalties for failure to perform, product information, and certification documents.

Bidders are required to comply with the quantities, requirements, and format of the pricing section. If the bidder believes that alternate quantities or configurations are recommended, provide an alternate quote and a maximum 2-page justification for the alternate quotation.

Also provide an OPTIONS quotation with information to explain the added value of each option to the system described in the RFP.

Response Requirements

Vendor Information

Bidder shall provide information that documents their firm's experience and capacity to produce the required outcomes. Bidder is defined as the company, entity, or partnership that is submitting a proposal under this RFP, not individual companies in a partnership of joint venture. This information shall include:

Background and Qualifications

- Form of ownership.
- Number of years the Bidder has been in business under its current name.
- Corporations shall provide a Certificate of Existence from the Secretary of State showing the company is in good standing.
- Describe the length and nature of the Bidder's experience in providing the products and services requested in this RFP. Bidder should be specific in detailing length of time supplying types of equipment as specified in this bid, and over that period, the source of said equipment.
- Names of all partners or investors and how long each has been in existence.
- Experience and type of relationship with any ILS or other vendor where interoperability of bidder's equipment will be necessary for successful operation.

Financial Information

- Demonstration of the financial strength and stability of the firm.
- State if the Bidder is presently negotiating a sale, acquisition, or merger that would alter the Bidder's existing structure.
- Any other information that demonstrates the Bidder's experience, ability, and capacity to produce the required outcomes requested in this RFP.

Key personnel involved in the project

- Demonstration of the vendor's ability to complete the project.

Specifications

The vendor of the proposed system must meet the critical requirements of the RFP using the following criteria specified below.

All information submitted by bidders will be made a matter of public record.
Vendor should indicate one of the following status':

YES. Feature, function, product, or service is available as requested and is fully operational using the version proposed at one or more Library sites.
NO. Feature, function, product, or service is not available.
PLANNED. Feature, function, product, or service is not currently available, but may be made available in a future release.

Health and Safety

- Bidders shall provide documentation and certification listing numbers of the UL or ETL approval.
- All electronic equipment must be FCC compliant.
- The system must be ADA-compliant.

- Detection or security corridors must be in compliance with relevant ADA requirements.
- All products must comply with internationally recognized standards for RFID-based library self-service systems.

Parts Availability

To ensure ready availability of components, parts, and supplies, all major elements of the system must be warehoused in the U.S.A. or the bidder must demonstrate the ability to have parts available within 24 hours of request.

General Requirements

1. All system components must be ETL or UL, and FCC Part 15-Certified; SIP2, TCP/IP Ethernet 10/100, and 802.11n (wireless) compliant.

2. The proposed system and all of its components must be entirely compatible with, and in no manner interfere with, the integrated library system, its computer clients, or other components.

3. The proposed system must provide application-specific software to incorporate all hardware (detection systems, staff station readers, cataloging stations, patron self-check stations, portable system and book return system), the circulation of RFID tags and any other RFID/Barcode-related hardware into the system.

4. The proposed system must interface with the Library's existing automated library system using the SIP2. This must not use a proprietary ILS connection.

5. The proposed system must not interfere with other equipment, automated library system clients, or PCs that may be nearby.

6. The proposed system must be able to connect through the Library's Ethernet network via an RJ-45 connector and/or secured wireless network.

7. The RFID system must be ISO 15693 and ISO 18000-3 Mode 1 Compliant.

8. Vendor must be willing to work with the integrated library system vendor to resolve any ILS functionality problem.

a. List all custom development between vendor and ILS company.
b. Identify how any custom development applies to the proposed system.

9. Vendor must provide FCC and UL information for all relevant equipment proposed.

RFID:

RFID Tags

1. The proposed system tag must be guaranteed for the life of the item on which it is originally affixed.

2. The proposed system must provide tags that operate at a frequency of 13.56 MHz.

3. The proposed system must provide a portfolio of tags with a range of memory options from 1024 to 2,048 bits that can be used simultaneously in the library.

4. All data other than the SID on the re-writable RFID tag, including the item identifier field, must be fully rewriteable.

5. The proposed system tags must enable the AFI security status to be stored directly on the tag and must trigger an immediate alarm if an item not charged is read by the detection system.

6. The vendor must provide the option of factory printed tags using the Library's custom artwork.

7. The proposed system tags must provide both security and inventory control functionality.

8. The proposed system must offer low cost tags for periodicals and paperbacks.

9. The proposed system tags must be adhesive-backed and one piece (tag and label integrated into one piece) to adhere to library materials without addition of an adhesive cover label.

10. The proposed system tags must use a low acid, or neutral pH, adhesive.

11. The proposed system tags must be a one-step application, with no need to apply a cover label over the tag inlay.

12. The proposed system tags must be easily applied in one step, with no need for mouse clicks, keyboard input, or touch screen entries for most item conversion.

13. The proposed Tag must also be compatible with use of the AFI Security Model.

14. The vendor must test tags for long term reliability using accelerated aging testing and show the data.

15. The proposed system shall not lock the data on the tag.

16. The proposed system must offer tags for the protection of tablets.

ISO RFID Tag Format Data Compliance

1. The RFID system must support simultaneous reading of proprietary data models from the following vendor data models: ITG, Bibliotheca, Tech Logic, ST Logitrack, Checkpoint, Libramation, and PV Supa.

2. The system must support simultaneous reading of the following standards: ISO-28560-2, ISO-28560-3, Danish Data Model

3. The RFID vendor must support writing of all of the fields defined in the US Profile.

4. The RFID Vendor must support validation of all fields in the ISO-28560-2 standard

5. The RFID system must allow for simultaneous reading of all above proprietary tag data formats as well as the ISO tag data standard without impairment to performance.

6. The system must read all of the above data models without the need to configure so that any tag matching one of the listed models can be read and understood by the system.

7. The proposed system must support simultaneous use of AFI and EAS in support of conversions from legacy systems.

8. The vendor must show participation on the U.S. NISO working group for library RFID standards. The vendor must give the name of participants and number of meetings attended.

9. The vendor must be able to demonstrate how the vendor can read and write to multiple tag data formats.

Conversion Station – Tagging Services

1. The proposed system must include an option for a laptop or a touch screen.

2. The proposed system must include a 1D/2D barcode scanner on a stand, capable of reading only the relevant symbology for the Library's item barcodes.

3. The proposed system must be integrally designed on a compact cart with wheels for easy conversion in the narrow library aisles. The narrow dimension of the cart shall not exceed 18" wide.

4. The proposed system must be able to automatically dispense tags.

5. The proposed system must function in standalone mode, not requiring an interface with the integrated library system.

6. The proposed system must support the ability to import item records containing item ID, set information, and media type so that encoding is performed by reading the item ID on the material and pulling the field data for the tags from the encoding system.

7. The proposed system must support the ability to configure static field values for any fields that are consistent from one tag to the next.

8. State the number of print items tagged and encoded per day per person.

    a. List at least 3 accounts where these metrics were met.

    b. List at least 3 accounts where vendor provided turnkey encoding services.

9. State your guaranteed accuracy for vendor-provided encoding services.

10. The proposed system must have a visible scan line to facilitate correct placement of material on the conversion station.

11. The proposed system must be able to handle varying barcode locations and orientations.

12. The proposed system must allow configuration of item identifier parameters to automatically prevent programming of partially scanned or incorrectly scanned barcodes.

13. The proposed system must be able to work with a weed list (and other Library-defined lists), to automatically alert staff to weed an item upon scanning the barcode, and which stops the encoding process.

14. The proposed system must be able to program a tag in less than one second.

15. The proposed system software should have a provision for staff to login, pause and logout so that statistics can be tracked for performance.

16. The proposed system must generate a local or central database of all items encoded for the purpose of reconciling inventory.

17. For vendor-provided turnkey encoding services, the proposer must provide the following:

    a. an experienced manager to manage the process on a daily basis

    b. Quality assurance performed by the manager on a daily basis for all people encoding

    c. A weekly report showing number of items encoded, number encoded per person, number of quality assurance issues found per person, and percentage of project completed.

    d. State how long it will take in weeks to convert the Library's collection.

Staff:

Staff Workstations

1. The proposed system must have a thin (1") reader pad that provides easy installation.

2. The proposed system shall be compatible with Library's standard circulation desk computers, barcode scanners, and receipt printers.

3. System hardware must be attractive and contemporary and be able to be integrated into Library's own furniture.

4. The proposed system must be able to mount in, on, or under the work surface of a circulation station.

5. The proposed system readers must function when positioned under existing Library slate, granite, wooden or laminate-topped desks.

6. The proposed system must have an RFID read range of 8 inches minimum for book tags.

7. The proposed system must be capable of processing RFID tags or barcodes in the same circulation transaction.

8. The proposed system must be able to read tags and display the information contained on the tag.

9. The proposed system must be able to be used for charge and discharge of library materials.

10. The proposed system must simultaneously process multiple RFID-tagged items for check-in/out.

11. The proposed system must have the ability to read, program, and reprogram RFID tags.

12. The proposed system must not require mouse activations to process most items. (Exceptions made for configuration changes, error handling, or tag reprogramming situations.)

13. The proposed system must allow configuration of item identifier parameters to automatically prevent programming of partially scanned or incorrectly scanned barcodes.

14. The proposed system must be able to work with a weed list (a list of items to be removed from the Library), to automatically alert staff to weed an item upon scanning the barcode, before applying an RFID tag on Conversion.

15. The proposed system must have a "hot key" feature that can be set up to mimic the Integrated Library System (ILS) F – Key setup so there is only one key stroke to change the system from check-out to check-in module.

16. The system must integrate natively into the staff circulation client so that no other application appears on screen and all control of the system is managed by the circulation client using native APIs.

System Status Features

1. Real-time detailed monitoring for the following components: SIP2 Connection, printer status, and help requests.

2. Real-time monitoring must work with multiple self-checkout devices at a single location.

3. Real-time monitoring must allow for additional self-checkout devices to be added to the network in the future.

4. Monitoring must permit routing of alerts based on alert type and station to which an alert is sent.

5. Monitoring feature must be enterprise-based to facilitate centralized, browser-based management and reporting.

Portable Inventory System

1. The total weight of the portable handheld reader must weigh less than 22 ounces, including battery, RFID reader and antenna.

2. The proposed portable system must accommodate data collection simultaneously with other functions. These other functions must include shelf reading, inventory, identifying items on search lists, and items with incorrect security.

3. The proposed portable system must accommodate Shelf order checking: to locate items that are out of place on the shelves. This capability must offer adjustable sensitivity.

4. The proposed system must accommodate Searching: to identify items on multiple, user defined search lists, (e.g. Missing, Claims Returned, Billed and Paid, lost, weed, etc…)

5. The proposed system must accommodate status checking to identify individual items which have not been properly checked out and have caused an alarm of the detection system.

6. System must also allow the user to scan items on library carts or shelves to identify individual items which have not been properly checked in, before re-shelving.

7. The proposed system must have the ability to upload barcodes to the Library's circulation system in various text file formats.

8. The proposed system must operate on Windows 10 and must be upgradable to the newest versions after release to support other functions such as checkout or circulation/ILS native inventory applications.

9. The proposed system must assist the user with finding items on hold (reserve) or weed lists, or other user-defined lists available from the circulation system.

10. The proposed system must assist a user with shelving an item.

11. The portable system must feature a color touch screen display and use a removable memory card.

12. The portable system must be easily set down on a library shelf or cart when necessary to free the user's hands.

13. The portable handheld reader must incorporate an ergonomic design, to aid user in reading shelves at all levels easy to use and be relatively non-stressful to wrist, arm, shoulder and elbow.

14. The portable reader must extend a user's maximum reach by at least 15 inches.

15. The portable handheld reader battery life must allow the user to work for at least 8 hours before charging or changing batteries is required.

16. The portable handheld reader must support multiple power levels to accommodate standard desktop reading levels and higher power levels at 4 watts.

17. The portable system must have the capacity to download at least 1 million items from Library's automation system.

18. The portable system must direct the user to items on "pull" lists

19. The portable system must be multi-functional to provide efficient collection management.

20. The search capability must be active during order checking, data collection, sorting, pulling, and finding functions, with option to turn it off if desired.

21. The proposed portable handheld reader must have an audible tone and visible indicators to verify item has been identified. The audible tones shall be adjustable by the user.

22. The proposed portable handheld reader must be cordless.

Self-Service:

Self-Checkout Units

1. The proposed system's self-checkout units must be able to read item-specific identification numbers, communicate to the host circulation system to update the Library's inventory, and turn the RFID security feature off.

2. The proposed system must be capable of processing tags or item barcodes in the same transaction.

3. The proposed system must read RFID tags up to eight inches high.

4. The system must be able to read and interpret RFID tags encoded according to the ISO-28560-2 standard, Danish Data Model, and the proprietary models used by US vendors prior to the standard adoption.

5. When using RFID, it must not be necessary to configure the system to read specific data models.

6. The support of multiple data models must have no impact to performance.

7. The proposed system must read the type of barcode patron cards currently in the library: CODE-39 with Mod 10 check digit

8. The proposed system must utilize a touch screen.

9. The proposed system must display animation for each step in the process to illustrate how patrons are to interact with the system. The animation must mimic the actual hardware being proposed.

10. The proposed system must have the ability to print out all information for a patron check-out or check-in transaction on a single receipt.

11. Receipts must be printed in the language selected by the patron.

12. The system must provide browser-based preference setup for receipt header and footer text that can be consistently applied to all languages offered.

13. The proposed system must have the ability to perform check-in and check-out functions using RFID tags or barcodes without reconfiguration.

14. The proposed system must allow the customer to perform item renewals without being required to have the item physically present.

15. The proposed system must be capable of reading item barcodes located in various locations, including inside or outside, top or bottom of the front or back cover, or inside on the top or bottom of the front or back fly page.

16. The proposed system's self-checkout units should have customizable messages based on patron and item status.

17. The system must provide a means of remapping messages from the ILS so that the Library can customize the text in each of the languages supported by the system.

18. The proposed system must display ILS system information relating to the patron or item status.

19. All text on screens and buttons must be customizable in all languages supported.

20. Customized text must persist through upgrades to new versions.

21. The proposed system must provide visual and audible feedback during the transaction.

22. The proposed system must have the ability to display select information from the patron record, such as number of items checked out, number of items on hold, and outstanding fine information without compromising patron privacy.

23. The proposed system must have customizable instructions.

24. The proposed system must identify when an item can be checked out, but the security status cannot be changed.

25. The system must display an alert that blocks completion of the transaction until a patron acknowledges the message if any item fails to properly check out.

26. The proposed system must currently display multiple language options on self-check unit banners, instructions, and messages.

27. Bidder must offer a wide variety of languages (minimum 7) to meet the current and future needs of our community and demonstrate this by providing a list of the languages we can currently choose from.

28. At minimum, the system must provide translations for:

    a. English
    b. Arabic
    c. Chinese – Hong Kong
    d. Chinese – Simplified
    e. Chinese – Traditional
    f. French
    g. German
    h. Hindi
    i. Italian
    j. Maori
    k. Portuguese
    l. Polish
    m. Somali
    n. Spanish
    o. Tagalog
    p. Vietnamese

29. The system must allow the library to select from all of the supported languages to be used on one self-checkout system.

30. Language selection must appear on each screen during the checkout process.

31. The proposed system stations must deactivate the theft or security status on the materials when checked out.

32. The proposed system must have the ability to perform off-line transactions and maintain records of all items checked out when the ILS is offline, and then upload transactions when the ILS is back online.

33. The system must support the use of Barcode and RFID patron cards.

34. The system must support RFID patron cards that are encoded according to the ISO-28560-2 standard for patron cards.

35. The system must support RFID patron cards that have not been properly encoded according to the ISO-28560-2 standard for patron cards.

36. Vendor must provide an option to remotely view and interact with self-checkout stations without interfering with patron operations.

37. The proposed system must turn on/off the security to allow secure Library operation during offline situations.

38. The proposed system must provide performance statistics that can be accessed at each station. Data must be presented for each media type.

39. The proposed system must provide a method for storing transaction data in a central database.

40. Centrally stored data must include the ability to report on:

    a. The length of a checkout session
    b. Number of items checked out during a session
    c. Media type
    d. Language used
    e. Menu options selected
    f. Assistance requested use

41. The proposed system must offer the patron the option of email, printed receipt, or no receipt.

42. The proposed self-checkout system must provide at least 90% first time user success for the library customers.

43. The proposed system must offer the option of a stand-alone kiosk, countertop system, a component type model, and the option for software-only to be installed on library-provided computers.

44. The proposed system must provide a menu that lets customers enable/disable multiple options including:

    a. Check-out
    b. Check-in
    c. Query account
    d. Pay fines
    e. Add funds to library account

f. Reserve a computer
g. Release printing
h. Make copies
i. View / Print Holds
j. View / Print items checked out on the patron account
k. Print ILS account status

45. The proposed system must be capable of checking out or checking in all types of print and non-print media.

46. The proposed system must allow multiple item check-outs without first choosing the number of items that you want to check-out.

47. The proposed system must support the option for a patron to request staff assistance by pressing a button on screen.

48. The proposed system must be configurable to show the My Account screen at all times or only when the patron is blocked.

49. The proposed system must incorporate an RSS viewer to display library website updates or event information feeds.

50. The proposed system must support the ability to display a series of custom, rotating graphic images for program promotion.

51. The proposed system must support animated gifs to promote library programs.

52. The proposed system must allow preference-based customization of colors – no file editing.

53. The software must provide the option to use NoveList Select for Self-checkout to display recommended reads to patrons as they checkout items.

54. The NoveList feature must support the option to print a synopsis on the checkout receipt

55. The NoveList feature must support the option for patrons to place a hold on a recommended title.

56. The system must offer check-in on the same station using the same software.

57. The check-in feature must provide a configurable option to direct patrons where to place items that are returned so that hold items can be placed in a bin and other items are directed to placement on a cart.

58. The system must provide a patron control to increase the font size on all screens

59. The change to the font size must be returned to the default at the end of a session.

60. Any change to the font must timeout if the user walks away.

61. The system must provide a patron control to change the system display to a high contrast mode.

62. All user controls must be below 48 inches above the floor when a countertop is installed on a 30” height surface and for all free-standing kiosks. The system can provide an option to lower screen controls to meet this requirement.

63. The system must offer the option to print the SIP2 screen message and the SIP2 print line message on the checkout receipt.

64. The software must offer a staff mode to use the application for rapid staff returns. The software must print hold slips and display information about the item destination.

65. The software must offer the ability to designate a starting screen from either a menu or the patron ID entry screen.

66. The software must support the ability to scan a library card and start the checkout process from the menu screen without needing to select checkout.

67. Countertop systems must be fully integrated and one-piece, offering a choice of portrait or landscape screen orientation.

68. Countertop systems must offer the option for installation in locations where space is limited by offering a form factor that requires no more than 13 inches of space for the width of the system.

69. All systems must be supplied with shielded RFID readers to control reading below and to the sides to within 3 inches in all directions except above the surface.

70. The combination of the shielded RFID reader and the countertop width must support the ability to install up to 3 countertop systems in a 48- inch width counter.

71. The countertop system must provide a means of attaching a credit card reader to the unit. Library currently uses Square for credit and debit card processing.

72. The countertop system must have an internal receipt printer with auto-cut feature.

73. A free-standing kiosk must be a fully integrated, one-piece, free-standing kiosk with screen, computer, barcode scanner, RFID reader/antenna, and receipt printer.

74. The free-standing kiosk must provide an option to mount a credit card reader.

75. The free-standing kiosk must be available with integrated cash acceptance systems.

76. The free-standing kiosk must incorporate an LED light system with colors that can be easily customized by the Library

77. The integrated cash acceptance system must provide real-time diagnostic alerts via email.

78. The integrated cash acceptance system must provide scheduled delivery of reconciliation data each day via email

79. The integrated cash acceptance system must be protected by a separate panel with a different lock so that staff that accesses the receipt printer and other components may not have access to any of the cash devices or receptacles.

80. The receipt printer must use standard 80mm paper available from any office supply store

81. The receipt printer must provide auto-feed for simple loading of paper.

82. Describe the process of loading new receipt paper and provide a photo or photos.

83. The system must provide a configurable option to print one receipt per item.

System Status Features

1. Real-time detailed monitoring for the following components:
   SIP2 Connection, printer status, and help requests.

2. Real-time monitoring must work with multiple self-checkout devices at a single location.

3. Real-time monitoring must allow for additional self-checkout devices to be added to the network in the future.

4. Monitoring must permit routing of alerts based on alert type and station to which an alert is sent.

5. Monitoring feature must be enterprise-based to facilitate centralized, browser-based management and reporting.

Self-checkout System Configuration Feature

1. The software configuration option must allow library staff to copy a configuration from a self-checkout device to multiple self-checkout devices at the same location or at different sites.

2. The software configuration option must allow library staff to perform the copying of a configuration from a self-checkout device to other self-checkout devices across any networked locations remotely.

3. Configuration copying software features should have a user interface that allows library staff to ‘cut and paste’ configurations quickly from any remote location that has network access.

4. Configuration of the system must be performed in a browser – no editing of configuration files.

5. Configuration system must display the current version of the application for each station.

6. System must offer the ability to define a custom name for each station.

7. Configuration system must provide the ability to search for a computer by NetBIOS name or friendly name.

8. The configuration system must be a hosted solution so that no local server is required.

Fines/Fees

1. The fines and fees system shall be integrated into a self-checkout system, using the native user interface of the self-checkout system.

2. The fines and fees system shall be integrated into the self-service process so that a blocked patron is presented with the option to pay fines and continue once blocks are cleared.

3. The fines and fees system must provide both audible and visual feedback when responding to the interaction with the user interface.

4. The fines and fees system shall allow the library to determine minimum, partial, or full payment of the fines or fees.

5. The fines and fees system shall accommodate cash, credit, and/or debit card payment methods. Library currently uses Square for credit/debit card processing.

6. The fines and fees system must use P2PE-compliant Credit card terminals

7. The fines and fees terminal must be EMV-certified and support swipe, chip and contactless.

8. The fines and fees system must allow charging a convenience fee.

9. Convenience fees must support the option to configure a flat amount or percentage of sale.

10. The fines and fees system must provide the ability to pay fines via the web.

11. The fines and fees system must be capable of integration with print management.

12. The fines and fees system must be capable of integration with a public scanning system.

13. The fines and fees system must be capable of use with a copier for paying for copies.

14. The fines and fees system must support use of a library deposit account hosted in a library database.

15. The fines and fees system shall print a credit/debit card receipt separate from the checkout receipt.

16. The fines and fees system shall print a cash receipt separate from the checkout receipt.

17. The system must support the option to print or email a receipt.

18. The fines and fees system shall have the capability to provide the patron with change if cash funds tendered are greater than the outstanding fines and/or fees balance.

19. The fines and fees system must offer the option to calculate and display the minimum payment amount required to clear a patron's checkout block.

Disc Media Security

1. The disc security system must be electronically integrated into the self-checkout by a USB connection.

2. The system must ensure that the item ID of the item checked out is the same as the item ID of the item that is unlocked so that items cannot be switched or replaced during the unlocking process.

3. The automated unlocking solution will checkout and unlock the case in a single step if the item is not already checked out.

4. The automated unlocker must utilize an ISO-15693 RFID reader to read and validate the disc id.

5. The unlocking solution will be automated so that patrons are not required to put force on the security case during the unlocking process.

6. The disk media system will accommodate all ClearVu OneTime cases including multi-disc CD sets and PlayAways.

7. The disc media device will have instructions clearly displayed on the device and lights to prompt the user when unlocking and checkout is completed.

8. The disc device will not require insertion of cases into the system but instead use only the locking section of the case for insertion.

9. The disc system control logic and RFID reader must be connected to the checkout station using a single USB cable.

Detection System

1. The proposed system must have a read range of at least eighteen inches (18”) in either direction of each gate.

2. The proposed system must use 13.56 MHz ISO 15693-3/ISO 18000-3 mode 1 RFID technology.

3. The detection systems must be shielded from external interference from light fixtures, elevator motors, etc.

4. The proposed detection system must include a patron counter.

5. The proposed system must be able to issue visible and audible warnings.

6. Tags with theft or a security status that is “on” must immediately trigger an alarm.

7. The proposed system must provide item security even when the Library’s integrated library system (ILS) host system or network is off-line or not functioning.

8. The proposed system must offer multiple install options, including:
   - Direct mount w/ ADA compatible threshold plate
   - Base plate, only minor floor modification (e.g. drilling -required for installation)
   - Buried cables (recessed conduit under finished floor)

9. The successful bidder should offer a 100% performance guarantee. If the detection system does not perform to the level of performance specified in the specification document for this product, the vendor must either make the system meet the specified performance level or refund the entire purchase price and remove the system at no charge to the library.

10. System must have multiple finish options available to match the décor of the library.

Installation Requirements

Vendor shall install the system as specified in the RFP, by manufacturer trained technicians subject to exceptions made in the response and agreed upon in writing.

1. The proposed system must be installed according to a schedule determined in coordination with Library staff to minimize disruption

2. Vendors must recommend an installation plan. The Library anticipates starting the retrospective conversion-tagging project in February 2022.

3. Vendor must also be available for consultation on placement of hardware to accommodate network infrastructure, power and ventilation requirements, building restrictions, etc., and to maximize the workflow, staffing and patron convenience issues.

Project Schedule

The proposal shall include a proposed project schedule for Lawrence County Public Library based on a previous project of the same size and scope as Lawrence County Public Library for the first phase of the implementation: installation of hardware and loading of software, and appropriate supplies.

The proposal shall include a project manager to oversee the project to ensure that it meets the requirements of the library and to be the key contact for the entire installation.

Support

1. Toll-free telephone assistance on system use and troubleshooting available 24x7x365.

2. The Library requires to call one number to obtain all support including software and hardware service for all elements of the system and all transaction assistance with the payment systems.

    a. Does the bidder directly provide all hardware and software support for all items proposed? If not, who provides the service?

b. Does the bidder provide all support for the financial software and hardware? If not, who provides the service?

c. Does the bidder develop the self-checkout and fine/fee payment software? If not, who develops each application?

d. Does the bidder provide all support for the financial / credit transactions? If not, who provides the service?

e. How many full-time support technicians are available in the US?

3. Vendor must provide a means of uploading diagnostic information about computers via a simple desktop command at any station.

4. Vendor must provide a means of automatically gathering diagnostic logs and uploading software diagnostic logs directly from a computer to a support record.

5. Software patches and service pack releases must be supplied at no additional charge to the Library while under maintenance.

6. Feature updates and new software versions must be included at no additional charge while under maintenance.

7. Service technicians must be fully trained, factory authorized and certified by the manufacturer to perform Service.

8. The bidder must have fully factory-trained technicians stationed throughout the country for onsite hardware support and service.

9. Technicians shall be centrally dispatched.

10. The Library shall be able to request service on a 24-hour basis

11. A technician will answer calls at all hours, not an answering service.

12. Technical software phone support will be provided via a toll-free number.

13. Service technicians will be equipped with parts normally required to service the equipment and reduce downtime.

14. Which of the following does the bidder provide as an online service?

a. submitting support tickets.

b. tracking tickets

c. tracking enhancement requests and defects
d. ability to view product release details for at least the current and prior software versions.
e. ability to obtaining documentation.
f. download of patches and new versions of software
g. participation in a chat session from any workstation
h. providing remote access without having to log into any system
i. viewing the status of installation projects
j. viewing details about software and hardware maintenance costs
k. paying maintenance online with a credit card
l. joining a customer to customer forum

15. What is the guaranteed onsite response time after receipt of a call?

16. Describe the process for obtaining night or weekend support.

Warranty and Service Requirements

All guarantees and warranties should be stated in writing and submitted as part of the proposal.

1. The circulation RFID tags must be guaranteed to be effective for the life of the item to which they are originally affixed and, if found to be defective, they must be replaced at no cost to the Library.

2. The vendor must provide an all-inclusive 12-month extended warranty on equipment, software, and components and offer a maintenance / service contract thereafter. All proposed maintenance / service contracts are subject to negotiation by the Library.

3. The vendor must offer a 12-month 100% money-back performance guarantee on all equipment purchased and covered by 12-month extended warranty or service agreement

4. Service Agreements to extend the warranty period on parts and labor must be available for a period of 12, 24, 36, or 48 months.

5. Failure of vendor to meet specified standards may result in penalties.

6. The vendor must provide, upon request, the results of an annual customer service satisfaction survey that demonstrates the offered service meets satisfaction by a minimum of 90% of respondents.

7. The Service Agreement must be renewable on an annual basis.

8. State the maximum maintenance escalation from one year to the next for the life of the product.

9. The Service Agreement must include remote maintenance for expert technical consultation and software support.

10. Warranty and Service requirements apply to both Standard and Optional system components.

Project Pricing

Pricing

Please complete the table below with pricing information. Prices should be F.O.B. Destination, and include training, installation, and any other items necessary for complete system operation. Add lines as necessary.

Equipment is expected to include, but is not limited to, the following:

PRODUCTS	QUANTITY	PRICE PER UNIT	EXTENDED PRICE
RFID Book Tags	40,000		
RFID Disc/Media Tags	4,500		
Conversion Station – lease	1 for 3 months		
Conversion Station – purchase (if needed)	1		
Circulation Staff Workstations	4		
Freestanding Self-Checkout	1		
Fines & Fees Functionality – credit/debit	1		
Fines & Fees Functionality – cash	1		

Aisle Gates (double door)	1		
Portable Inventory Handheld Reader	1		
Book drop chute	1		
Required software itemized (RFID, Self-serve kiosk, Gate, Book Drop, Inventory, etc.)	Yes		
Installation	Yes		
Shipping	Yes		
Training	Yes		
First Year Hardware and Software Maintenance	Yes		
Tax Exempt under Alabama Code			
TOTAL RFID SOLUTION:			**$**

PAYMENT TERMS/Discount: _____

Alternate Proposal (if any)

Other Costs (Please list in detail)

Total Project Cost (Excluding maintenance after year 1)

$ _____

Annual Maintenance Costs

(Includes: software licensing (if applicable), parts, labor and travel for maintenance)

Year 1 is included in pricing.

Year 2 _____- after 12-month warranty period

Year 3 _____- after 12-month warranty period

Year 4 _____- after 12-month warranty period

Year 5 _____- after 12-month warranty period

Year 6 _____- after 12-month warranty period

Total Cost of Ownership for 6 years – all purchase costs plus all maintenance.

$_____

References

Bidders shall submit a list of at least four references for whom they have done work similar to that described in the scope of this RFP. The library prefers references where Atriuum was the clients' ILS if possible. The services provided to these clients must have characteristics as similar as possible to those requested in this RFP. Information provided for each client must include the following:

- Client's name
- Brief explanation of what the contract covered
- Size of the library
- Contact person
- Title
- Address
- Phone number
- E-mail address
- List all of bidders products used at client site

Failure to provide the above information may result in the Bidder being disqualified and its proposal not considered. The Library reserves the right to contact any and all references to obtain, without limitation, information regardless of the Bidder's performance on the listed jobs.

The Library reserves the right to contact any and all references to obtain, without limitation, ratings for the following performance indicators:

- How would you rate the firm's efforts in providing equipment/materials as requested in this RFP?
- How would you rate the overall knowledge and skills of the team in the requirements of the project?
- How satisfied were you with the equipment and materials?
- How satisfied were you with the service provided by this company?
- How satisfied were you with the equipment and materials?
- Were you satisfied with this company's assumption of responsibility and their ability to work with other vendors in the library (ILS)?
- How satisfied where you with compatibility with your existing systems?
- Would you purchase equipment/materials from the vendor again in the future?
- Does the delivered solution meet 100% of the vendor's commitments stated in the RFP?
- What percentages of your items are checked out using the self-service system?
- What services did the vendor provide to help your library achieve high self-checkout rates?
- Does your library utilize a portable device for inventory and shelf reading?
- Did the vendor provide information during a demonstration that was inconsistent with the installation and performance results?
- How effective is the RFID book drop?
- Were you satisfied with the tools provided to facilitate a quick conversion?
- Are you satisfied with the adhesive on the RFID tags?
- Does your staff find the staff workstation easy to use?
- Do your patrons find the RFID self-service stations easy to use?

A uniform sample of references will be checked for each Bidder. Bidders will be scored on a scale of 1 to 10, with higher scores being given to positive references

from customers whose RFID projects were most like ours (i.e. size of Library, ILS, etc.)