



Request for Proposal (RFP)

Radio Frequency Identification (RFID) Library System

Issued by Hays Public Library

Bid Receiving Deadline: October 10th, 2018 at 3PM CST
Place: Hays Public Library, 1205 Main ST, Hays, KS 67601
Attendance not required

Hays Public Library
1205 Main ST
Hays, KS 67601
785-625-9014

Contact:
Brandon Hines
Hays Public Library Director
785-625-9014

bhines@hayslibrary.org

General Information

The Hays Public Library will receive sealed bids/proposals from qualified companies to furnish the goods and/or services identified in this document.

Scope of Work

The Hays Public Library seeks proposals from qualified vendors on the hardware, software, and support services necessary to install and operate an RFID enabled circulation, self-check, security, and collection management. Automated materials handling system and other solutions may be considered in addition to the required components of the proposal.

Timeline

The timeline supplied is the Library's best estimate and is not binding on the Library.

- RFP Issued: September 13th, 2018
- DEADLINE FOR VENDOR QUESTIONS: September 28th, 2018, 5pm CST
- BID RECEIVING DATE: October 10th, 2018, 3PM CST
- Bidder Demo: times scheduled with vendor and library director
- Library Decision: October 12th, 2018
- Project Start: December (tentative)

All questions must be emailed and directed to Brandon Hines, Hays Public Library Director, bhines@hayslibrary.org

Responses to all questions will be posted at <http://hayslibrary.org/rfidrfp>

Statement of Purpose

This Request for Proposal, issued by Hays Public Library (HPL) is for the supply, installation, and training of a Radio Frequency Identification (RFID) system, which shall work in conjunction with the library's integrated library system (ILS), Library.Solution (TLC).

The RFID system must be optimized for use in a library environment and provide significant workflow improvements for both staff and patrons.

Hays Public Library

The Hays Public Library is located at 1205 Main Street in Hays, KS. Hays has a population of approximately 21,000 people.

The library is primarily supported through property taxes levied within the city limits of Hays. There is only one library location with no branches or bookmobiles. The library occupies 39,380 square feet, utilizing the two story building and fully finished basement level.

There are approximately 132,000 print materials in the collection and approximately 30,000 non-print items. Circulation in 2017 was 213,917 physical items. There are 28,539 registered users.

Existing Security and Self-Check

The library currently uses an electromagnetic security system with 3M Checkpoint gates.

No self-check option is currently available to HPL patrons.

Critical Requirements

The Library is seeking RFID solutions that will include hardware, software, installation, project management, staff training, and on-going support and maintenance.

1. Bidders must be able to demonstrate a proven ability to provide and implement the following:
 - a. Integration with the Library's ILS that streamlines staff and patron workflows
 - b. All tags and devices writing to the tags must conform to ISO-28560-3 standard.

- c. RFID pads and staff workstation upgrades that enable staff to use either barcode scanners or RFID pads to input barcodes in all ILS modules
- d. ADA-compliant, effective, and attractive security gates

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

Scope of Project

The Library wishes to acquire the following system components:

- RFID security gates (2)
- RFID staff workstations/software (6)
- RFID Remote staff work station (1)
- Multi-purpose self-service stations (4) that allow patrons to check-out material, get receipts, renew items, manage holds, pay fines and perform other account management functions.
- Security Tags 180,000 standard square tags

Additional Solutions

The Hays Public Library is very much interested in exploring other technology solutions to enhance the patron experience and improve services and efficiency. Automated Media Handling solutions, reader's advisory/materials discovery software, improved access through on-site or remote vending machines, lockers, or other means are some examples of other technologies that will be considered.

Any optional components, configurations, or equipment that bidders would like to propose may be included as an appendix to the primary proposal response. Each option should clearly delineate all costs associated with that option and include an explanation of the benefits over the proposal provided in bidder's primary response.

Selection Criteria

Evaluation of functionality, customer reference checks, customer support ratings, third-party product integration, development history, cost, and possible bidder demonstrations or discussions will be included in the selection process. Library reserves the right to select the bidder deemed most suitable, which may or may not be the low bidder.

The selection of the winning proposals will be based on a numerical scoring system. The proposals will be assigned a score for each item/category as outlined in the following table. Upon receipt of the proposals, an evaluation team will determine the proposals most qualified based on the following criteria:

Bidder reputation, experience in library RFID field, and prior relationship-15%

Response of bidder's references for similar projects-10%

Design, functionality, and suitability of the proposed solution-25%

Cost -25%

Service, support, and warranties provided to the Library-15%

Clarity and completeness of the submitted proposal-5%

Ability to deliver requested products in accordance with the Library's timeline-5%

Bidder Experience & Capability

The bidder shall provide information on its experience and qualifications, which enable it to provide a suitable solution for the Library, including, but not limited to, the following items:

- Brief history of the company, including incorporation and ownership, and experience installing the products and services requested in this RFP. It is desired that the bidder only comment on the history and experiences of its library division for the purposes of this RFP.
- Details of any parent company, partners, and suppliers as well as the nature of the bidder's relationship to them.
- Details of any sale, acquisition, or merger anticipated by the bidder.
- Details of any litigation instigated against the bidder or cancellation of contract for non- performance of the bidder in the past five years.

- Details of any litigation with another bidder, supplier, or manufacturer in the industry.
- Demonstrable financial viability of bidder.
- Any other information regarding the bidder's experience, which will assist the Library in evaluating the proposal and making an ultimate decision.

References

The bidder must supply three references for similar work it has undertaken over the past five years, preferably within a library using TLC. References to projects for similarly sized libraries is also preferred. Please provide the library name; the ILS in use; contact name(s); email address; telephone number; and a brief description of the work performed, including products provided and the installation year.

Failure to provide the above information may result in the bidder being disqualified and its proposal not considered. Library reserves the right to contact any and all references to obtain information without limitation and regardless of the bidder's performance on the listed jobs. A uniform sample of references will be checked for each bidder

Proposal Submission

Proposals are due by October 10th, 2018, 3:00pm CST, and shall be delivered to:

Brandon Hines, 1205 Main ST, Hays, KS 67601 or bhines@hayslibrary.org

Proposals may be delivered by hand, U.S. Mail, email or overnight courier service. Proposals submitted by e-mail will be accepted. Proposals received beyond the deadline will be returned.

One copy of the proposal is sufficient.

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.

Proposals should include all necessary information on hardware, software, shipping, installation, training, and on-going maintenance associated with the purchase of the RFID system. Proposals should include the minimum specifications for existing PCs and the Local Area Network (LAN) to operate in conjunction with the bidder's software.

Any costs associated with the preparation and delivery of this proposal will be paid by the bidder.

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. Delivery shall be included to the central site and/or the facilities where they are to be installed.

Installation

Bidder 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.

Responses to the RFP

Proposals will only be accepted from a single firm, not from joint ventures. Bidders are invited to come to the library for a site visit to assist in the preparation of their responses.

To set up a site visit, please contact Brandon Hines via email at bhines@hayslibrary.org no later than September 28th, 2018 at 5pm CST.

Bidders may not use omissions or errors in the specifications or other contract documents to their advantage. The library reserves the right to

issue new instructions correcting any such errors or omissions, which new instructions shall be treated as if originally included.

The library may make any investigation it deems necessary to determine the ability of the bidder to perform the work. Bidders shall furnish information for this purpose to the Library upon request. The library reserves the right to reject any bid if the evidence submitted by, or other investigation of, the bidder fails to satisfy the library that the bidder has the proper qualifications, experience, equipment, manpower, or financial and managerial capability to carry out the obligations of the contract agreement or to perform the work as specified.

The library will receive and publicly open and read bid proposal forms at the time and place indicated on the cover page.

A bidder may withdraw a bid in writing to the library prior to deadline for bid receiving.

Guarantees and Warranties

All guarantees and warranties should be stated in writing and submitted as part of the proposal. The bidder shall warrant that the system will meet the reliability and performance requirements set forth in the RFP and will continue to do so as long as the system remains under bidder maintenance.

Negotiation

The bidder acknowledges the library's right to reject any and all bids and to waive any formality or irregularity in any bid received. The bidder recognizes the library's right to reject any bid which fails to submit the data required by the bidding documents or is in any way incomplete or irregular. An award to the lowest bidder is not required. The library reserves the right to enter into negotiation with one or more bidders.

The library reserves the right to waive any informality as may be permitted by law. The library reserves the right to award multiple contracts for different portions of the work or commodities, or to reject all proposals.

Contract Documents

The successful responder will be expected to enter into a contract with the library pursuant to the documents that include the RFP, the bidder's proposal, the summary of negotiation, and any and all other additional materials submitted by the bidder.

The only official answer or position of the library will be the one stated in writing.

Prices

Bidder will also provide a detailed quote sheet. Prices reflected in the proposal shall include any discounts. Annual maintenance and support costs shall be included showing actual costs of proposed solution over five years.

Unit prices will be quoted for all components, hardware, software, installation, and service. Indicate any volume discounts that would be available if quantities ordered were modified. Bidder must include prices of all equipment and any options needed to meet specifications.

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

Project Schedule

The proposal shall include a detailed project schedule for the entire project from conversion to installation, configuration, and training.

The proposal shall include a project oversight manager to oversee the project, including a minimum number of days on-site to ensure that it meets the requirements of the library and to be the key contact for the entire installation.

Proposal Format

All submissions shall use the Proposal Format specified in this section.

Cover Letter

The bidder shall provide the name and address of the primary contact person, along with a telephone number and email address. The bidder should also acknowledge receipt of any addenda.

Furthermore, the bidder shall summarize its understanding of the project, and provide a statement indicating its ability to provide services and equipment described herein and meet the requirements detailed in this RFP. The cover letter must be signed by an authorized representative of the company. Bids that are not signed will be disqualified.

In this section, please list any exceptions the bidder may have to the stated specifications.

Description of the Proposed Solution

The bidder shall fully describe and illustrate the products and systems which comprise its RFID solution.

General and Technical Requirements

Bidder must respond to every requirement contained in the General and Technical Requirements sections of the RFP using the following criteria specified below:

YES/NO/PLANNED (if in development, provide implementation date and potential cost to library)

1. General	Yes	No	Planned
1.1. The proposed system shall be fully compliant with the VTLs data model and ISO- 28560-3 RFID tags. System must support inclusion of both mandatory and optional commands, and all tags and devices writing to the tags must conform to above tag type.			
1.2. Bidder must demonstrate experience working with ISO-28560-3 in libraries.			
1.3. The proposed system and all of its components must be entirely compatible with, and in no manner interfere with the Library.Solution ILS, its computer clients, or other components.			
1.4. Bidder must be willing to work with TLC to resolve any RFID-ILS functionality problem.			
1.5. The proposed system must be able to function on both wired and wireless TCP/IP networks.			
1.6. When tag programming errors occur, the system must react in real-time using optional sound and/or visual alerts.			
1.7. Any proposed system must be able to convert items from a manual item ID source (when an optical bar code is unavailable or unreliable).			
1.8. Any proposed system must include the ability to log all items that have been programmed by an ID number. The system must have the option to save a cumulative list of all item IDs written to RFID tags in a file.			
1.9. The proposed system must be able to handle varying barcode locations and orientations.			
1.10. Bidder should have available for rent complete portable conversion stations which shall include a computer, monitor, barcode scanner, RFID reader, and RFID tags. Please describe the options that are offered.			
1.11. Any proposed system must have a visible scan area to facilitate correct placement of material on the conversion station.			
1.12. If battery operated, conversion stations should provide power for at least four (4) hours before needing to be recharged and should have extra batteries available and easily installed.			
2. Staff Workstations	Yes	No	Planned
2.1. The proposed system must use an anti-collision algorithm that does not limit the number of RFID tags that can be simultaneously identified and read up to eight inches (8") high. Provide information about warranties as it pertains to read range of workstation readers.			

<p>2.2. The proposed system must be capable of processing RFID tags or bar codes in the same circulation transaction.</p>			
<p>2.3. The proposed system readers must be able to read tags and display (on the staff screen) the information on the tags including any or all of the programmed data elements.</p>			
<p>2.4. The proposed system must support efficient staff processing of both check-in and check-out transactions as well as modifying patron records and item records. Describe the workflow at a typical staff circulation workstation that performs both check-in and check-out of library materials including describing any function keys required, and indicators on the staff screen that alert staff items have been checked-in (and out) and the security setting applied properly.</p>			
<p>2.5. The proposed system must secure item within one second of checking-in the item.</p>			
<p>2.6. The proposed system must unlock item within one second of checking-out the item.</p>			
<p>2.7. The proposed system must support efficient handling of holds. Describe what happens when an item being checked-in triggers a hold.</p>			
<p>2.8. The proposed system must have the ability to read, program, and reprogram RFID tags. Describe how tags can be reprogrammed during a typical staff check-in or check-out transaction.</p>			
<p>2.9. RFID client software must be capable of running in Windows 10 64-bit, at a non-administrative level.</p>			
<p>2.10. The proposed system should be able to process sets and provide a notification if a missing part is detected.</p>			
<p>2.11. The proposed system should be able to block and/or prompt the user on sets with missing parts prior to sending data to the ILS. This capability must be configurable.</p>			
<p>2.12. The proposed system must permit the operator to access commands to set or reset tag security independent of the ILS.</p>			
<p>2.13. The proposed system must be able to read multiple tag data formats without impacting performance.</p>			

2.14. The proposed system must allow configuration of item identifier parameters to automatically prevent programming of partially scanned or incorrectly scanned barcodes.			
3. Self-Checkout Stations	Yes	No	Planned
3.1. Check-out station must be able to check out multiple items in a stack and support efficient workflows for patrons. Describe how the check-out process works from the patron's point of view when checking out multiple items of various types (e.g. books, DVDs, periodicals) simultaneously. Provide screen shots.			
3.2. Self-checkout units must be able to read item- specific identification numbers (barcodes), communicate with the ILS to update the Library's inventory, and turn security off.			
3.3. The proposed system must interface with the Library's existing automated library system using the SIP2 protocol. Please describe this interface and any standards that are involved in this communication			
3.4. The proposed system must be able to connect through the Library's local area network via an Ethernet connection and/or secured wireless network.			
3.5. The proposed system must be capable of processing RFID tags or item bar codes in the same transaction.			
3.6. The proposed system must read the current type of library card used by the Library and should be able to facilitate a migration to other technologies should they be considered by the Library (e.g. RFID or NFC based patron cards). Describe library card types with which your system is compatible.			
3.7. The proposed system must have the ability to print out all information for a patron checkout transaction on a single receipt. Such receipt should be customizable to incorporate library identity, hours, and so forth. Staff members must be able to make these changes easily without going back to the bidder. Describe the ways the receipt may be customized by the Library and how this is accomplished.			
3.8. Patrons can renew items at the self-checkout stations without having the items in hand.			

3.9. The proposed system must display ILS system information relating to the patron or item status. Describe.			
3.10. The proposed system's self-checkout units should have customizable messages based on patron and item status. Staff members must be able to make these changes easily without going back to the bidder. Describe how the Library can modify these customizable messages.			
3.11. The proposed system must have customizable instructions and graphics that can be configured by library staff without going back to the bidder. Describe how the Library can modify these instructions and graphics.			
3.12. Staff can choose and alternate between a number of themes and options to enhance self-checkout usage. Themes also include easy-to-use steps for children. Describe options.			
3.13. Station must block both patrons and items that are blocked by the Library's ILS. Describe how the patron and staff are notified when a patron encounters a block.			
3.14. Each self-check unit must be able to display at least two languages on banners, instructions, messages, and receipts. Please list languages currently available and how these can be configured on each self-check machine.			
3.15. Patrons must have the option to print a receipt, print no receipt, or have the receipt emailed to them.			
3.16. The proposed system must turn on/off the security feature on RFID tags to allow secure library operation during offline situations.			
3.17. The proposed system must use an anti-collision algorithm that does not limit the number of RFID tags that can be simultaneously identified and read up to eight inches (8") high. Provide information about warranties as it pertains to read range of workstation readers.			
3.18. The vendor should have multiple self-checkout for factors available, including built-in, freestanding kiosk, countertop, and height adjustable for ADA requirements. Describe the options available.			
3.19. Library should have the option to configure self-checkout stations so that patrons may enter barcode numbers and PINs on the touchscreen in addition to scanning library cards.			
3.20. Self-checkout system software and hardware meet ADA guidelines, and include features such as a large touch screen interface,			

user-selectable high-contrast interface, and large type size. Describe all attributes that address ADA requirements.			
3.21. The proposed system has the ability to perform offline transactions and maintain records of all item IDs checked out when the ILS is offline, and then upload transactions when the ILS is back online.			
3.22. After being unable to detect an RFID tag in an item, station should automatically request that the patron scan the item's barcode, allowing checkout even if the tag is missing or damaged.			
4. Reporting, Management, & Configuration Tools	Yes	No	Planned
4.1. Bidder offers comprehensive messaging and monitoring solution that allows staff to receive alerts including: Real-time activity at self-checkout stations and security gates, Real-time monitoring of SIP connection and ILS connectivity for connected devices, and the ability to control personalized alerts for pertinent staff.			
4.2. The proposed system must provide performance statistics. Describe available reporting features and the statistics that can be seen.			
4.3. Authorized staff must be able to run and view diagnostic logs for each network attached device to ensure they are operating properly by logging in to a web interface on any staff station.			
4.4. Describe how staff are able to generate reports without having to contact bidder.			
5. Security Gates and Detection System	Yes	No	Planned
5.1. The proposed system must have a read range of no less than eighteen inches (18") in either direction of each gate.			
5.2. Proposed system should provide the option for detecting unchecked out items on one or both sides of the security pedestals.			
5.3. The proposed system must have the option to only trigger an alarm when a patron is exiting the Library.			
5.4. The proposed system should be approved by CSA or UL for safety to Library patrons and staff. The entire system (not various components) shall be approved. As verification of CSA or UL			

certification of the entire device, the CSA/UL mark shall be displayed on the serial plate of the equipment.			
5.5. The detection systems must be shielded from external interference from light fixtures, elevator motors, etc.			
5.6. Security system must not damage or erase magnetic material.			
5.7. The proposed system must be able to issue visible and audible warnings. Describe options.			
5.8. The proposed system must provide software alerts for staff, in real-time, indicating the reason gates are alarming. Describe where these alerts may be displayed and what information can be displayed (e.g. title of book?).			
5.9. The proposed system must provide item security even when the Library's ILS or network is off-line or not functioning. It should not require contact with the ILS to verify every item passing through the gate is properly checked out.			
5.10. Provide the distances at which the security gates must be installed from other RFID or electronic items and/or metal shelving so as not to incur interference.			
5.11. The proposed system must display that it is functioning correctly and, if not, be easy for staff members to tune/calibrate without calling bidder or a technician.			
5.12. The proposed system must have an on/off key switch accessible to staff.			
5.13. The proposed detection system must include a patron counter that can be reset by Library staff. Explain how the counter is reset.			
5.14. For the Library to conserve energy when the gates are not in use, the gate system should have a standby power mode. The gate systems should activate to full power when a person enters the detection zone.			
5.15. The proposed system should have multiple installation options.			
5.16. Provide information on required routine maintenance of the security gates, including tasks and schedules.			

5.17. The proposed system should only require a single data connection for multiple pedestals.			
5.18. The proposed system must be able to accurately identify both items that have been checked out as well as items that have not been checked out as they pass through the security gates. Please state the system's guaranteed detection rate. This should include a combination of 25 books, CDs, DVDs, and periodicals.			
6. Payment of Fines and Fees	Yes	No	Planned
6.1. Describe options for paying fines and fees, including partial payments, at the checkout stations, including hardware and software.			
6.2. Credit/debit card payment system is PCI compliant by the PCI Security Standards Council. Provide documentation attesting to this fact.			
6.3. Fines and fees capability is integrated into the checkout unit. Please describe.			
6.4. Fines and fees systems (credit/debit card) provide alerts to staff when they require attention (e.g. replace receipt paper roll, paper jam, etc.). Describe which alerts are available and how staff is notified.			
6.5. The Library is able to set fines and fees thresholds, which will block a person attempting to check out items once the maximum threshold has been exceeded.			
6.6. The fines and fees system has the option to print a separate credit/debit card receipt from the checkout receipt.			

Training and Documentation

Bidder will supply adequate training free of charge to the library as part of the implementation process. Adequate training is defined by the following:

1. Training key circulation, technical services, system administration, and public services staff in the use of all equipment. Total number of staff to be trained is approximately 20-30.

2. Training will be performed by the bidder and will take place at the library.

Additional training requirements include:

1. The library requires user manuals, plus any other materials that are typically distributed during training.
2. The library requires that manuals be available in electronic format with unlimited distribution within the Library, and shall be supplied free of charge.
3. The library requires unlimited interaction with the bidder sales staff and technical support staff during installation planning, the installation phase, and follow-up immediately after such installation.
4. Introductory operator/user/staff training shall be provided at no charge.

Project Support & Maintenance

The bidder shall provide details on its service and support and continued maintenance over the life of the system. Details will include:

- Normal operating hours for tech support, and procedures for obtaining assistance during off hours
- First year costs, if any, and subsequent years costs
- Any sub-contractors with which the bidder works
- Any warranties and/or guarantees for the system and/or support and service
- Guaranteed response times for both remote and on-site support
- Locations of support technicians
- System update and upgrade policy
- Turnaround time guaranteed by bidder to acquire and install replacement parts
- Qualifications of key support team personnel
- Sample sales, software, and support agreements.