REQUEST FOR PROPOSAL

Radio Frequency Identification (RFID)
Equipment and Software

for

Cumberland County Library System (CCLS)

DEADLINE FOR SUBMITTING PROPOSALS

4:00 PM EDT July 24, 2019

Overseeing all Questions, Proposal Process,

Specifications and Submission

Carolyn Blatchley

400 Bent Creek Boulevard, Suite 150

Mechanicsburg, PA 17050

cblatchley@ccpa.net

717-240-6175

Contents

General Information

Timeline

This timeline is an estimate and is not binding on Cumberland County Library System (CCLS).

- RFP Issued: June 22, 2019
- DEADLINE FOR VENDOR QUESTIONS: July 8, 2019
- RFP RECEIVING DATE: July 24, 2019
- Selection for Vendor Demonstrations: July 31, 2019
- Project Award: within two weeks of final demonstration

All questions concerning this proposal must be written, emailed, and directed to cblatchley@ccpa.net and will be answered by addendum.

Statement of Purpose

This Request for Proposal is for the supply, installation, training and support of a Radio Frequency Identification (RFID) system for the CCLS which will work in conjunction with the Library System's integrated library system (ILS), Sierra, from Innovative Interfaces and current hardware at staffed and self-service checkout workstations.

Among other benefits, the proposed RFID System should provide:

- Significant productivity gains through reduction in labor-intensive workflow processes;
- Enhanced customer experience;
- Easy patron self-checkout;
- High levels of customer self-service;
- Improved inventory and shelving accuracy.

The RFID & Self-Check System must be optimized for use in a library environment and provide significant workflow improvements for both staff and patrons.

Project Background

CCLS is seeking proposals for the provision of the hardware, software, training and support services necessary to install and enable the management of an integrated Radio Frequency Identification (RFID) system capable of improving circulation and stock management efficiency, and of providing the platform for offering additional services to patrons.

CCLS and its member libraries have two primary reasons for implementing an RFID system. The first reason is to make better use of library staff by freeing them from repetitive tasks so they will be able to provide improved, innovative and personalized service to the public. The second reason is to give library users a quick, easy and confidential way to borrow materials and manage their accounts.

The Cumberland County Library System (CCLS)

Cumberland County Library System's mission is to plan, develop, coordinate and provide comprehensive public library services for residents through a cooperative network of federated public libraries. The system's headquarters office is an independent agency of county government, and supports the county's seven independent public libraries and one branch library. The Library System provides

computer technology services, library collection support, staff training, library services for homebound older adults, interlibrary delivery, and management support.

The 2018 US Census population estimate for Cumberland County, Pennsylvania is 251,423.

Location	Size (Sq. Ft.)	Staff (FTE)	FY18 Check-Outs	FY18 Self-Checkouts*
Amelia Givin Library	5,591	6.35	121,666	143
Bosler Memorial Library	53,093	23.81	409,974	104,909
Cleve J. Fredricksen Library	37,200	32.00	672,110	253,171
East Pennsboro Branch		3.46	52,871	0
John Graham Library	3,348	3.53	68,153	0
New Cumberland Public Library	19,988	9.74	198,994	179
Shippensburg Public Library	17,271	11.66	54,481	2,684
Simpson Public Library	16,800	18.45	537,726	174,705
System Headquarters Office	8,820	15.79	7,059	0
TOTAL	66,227	59.17	2,123,034	535,791

* new feature to some libraries in 2018

CCLS ended 2018 with 107,752 registered users and 1,171,574 library visits.

In August 2013, CCLS migrated to the Sierra ILS. CCLS has been using self-checkout since 2010, and it upgraded and added more self-checkout computers in 2018. CCLS member libraries share a common patron, circulation and catalog database. They also share resources among all member libraries.

Member libraries accept credit cards for payment using software from Comprise Technologies: Smart Money Manager for point-of-sale service at staffed workstations, and the Smart Terminal point-of-sale application connected to Smart PAY on self-checkout computers.

The physical collection of our member libraries primarily consists of print books but also compact disc audiobooks, DVDs, music CDs, videogames, magazines, and kits. Some libraries also loan puppets, puzzles, wi-fi hotspots, and tablets, such as Kindles. CCLS has a rapidly growing eBook collection through Overdrive and streaming videos through Kanopy.

None of our libraries are currently using security systems to prevent theft of materials.

Seventy-six desktop internet computers are available for use by the public, with usage at 111,468 user logins in 2018, and an additional 93,508 logins to the wi-fi network with personal devices. The Smart Access Manager product from Comprise Technologies is used to control public computer use and print management.

Critical Requirements

CCLS is seeking an RFID solution that will work harmoniously with existing software and computer workstations and will include tags, additional hardware, software, installation, project management, staff training, and ongoing support and maintenance. The version described in proposal must be completely functional in production, and not something currently being designed.

Vendors must be able to demonstrate a proven ability to provide and implement the following:

a. Integration with the Library System's ILS that streamlines staff and patron workflows.
b. Conformity to ISO 28560-2 per NISO RP-6-2012 of all tags and devices writing to the tags.
c. Durable, ISO-compliant RFID tags that easily affix to all circulating library items regardless of format. The tags must be guaranteed for the lifetime of the item to which they are affixed.
d. RFID pads and self-checkout workstation upgrades that enable patrons to use either barcode scanners or RFID pads to input item information into check-out with the ability to collect fees and fines using credit cards, print receipts, and manage patron accounts.
e. RFID pads and staff workstation upgrades that enable staff to use either barcode scanners or RFID pads to input barcodes in all ILS modules.
f. Shelf reading and inventory tools which are easy to use and make it a viable option to inventory the entire collection. (inventory should also be able to check or verify shelf location of items)
g. ADA-compliant, effective, and attractive security gates.
h. Easily maneuverable mobile tagging stations or components for loan or lease.
i. Ready availability of components, parts, and supplies, all major elements of the system must be warehoused in U.S.A. or the vendor must demonstrate the ability to have these items available within 24 hours of request.

Scope of Project

CCLS wishes to acquire the following system components:

1. ISO 28560-2 compliant RFID tags for all circulating library material (approximately 500,000 items);
2. RFID capability added to our twenty-seven (27) existing circulation workstations and approximately ten (10) additional computers;
3. RFID capability added to our twenty (20) self-service stations that already allow patrons to check out materials, pay fines and fees with credit cards, get receipts, renew items, manage holds and perform other account management functions;
4. Mobile devices for inventory, shelf-reading, and locating material;
5. RFID security gates for up to 8 locations as an option.

CCLS currently has 20 self-service workstations throughout the county. Each will need modifications to support RFID, while continuing to use Comprise Smart Terminal for self-payment of fines and fees. Proposals should not require the replacement of current hardware or software for check-out and credit card payment.

CCLS does not plan to implement Automated Material Handling (AMH) within the scope of this project. However, one or more member libraries may add AMH in the future. Proposals should be structured to provide an easy and economical addition of AMH as a future upgrade.

Vendors' proposals should provide solutions consistent with the above-stated descriptions and quantities as possible.

Proposals should include the minimum specifications for existing PCs and our network to operate in conjunction with the vendor's software.

Any optional components, configurations, or equipment that the vendor 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 vendor's primary response, as well as the scope of technical support provided.

Selection Criteria

The number of "Yes" and "No" responses for each item in the General and Technical Requirements will be tallied to arrive at the percentage of "Yes" responses out of the total number of requirements. Percentages will be rounded up to the nearest whole number.

Proposals scoring 85% or higher will be asked to demonstrate their systems in on-site demonstrations at a Cumberland County public library. If three or more proposals score 85% or higher, the top three scoring providers will be invited to provide on-site demonstrations.

Final selection recommendation will be based on vendor demonstrations, evaluation of functionality, customer reference checks, customer support ratings, third-party product integration, and development history. CCLS reserves the right to select the vendor deemed most suitable, which may or may not be the vendor with the lowest cost proposal.

Any additional recommendations, explanations or options that differ from what has been requested should be included in a separate appendix that includes an explanation of the benefits over the vendor's primary proposal. Each option should clearly delineate all costs associated with that option and all pricing information for options and be clearly marked "Optional Proposal."

Vendor Demonstrations

Vendors selected based on the response to this RFP will be required to demonstrate their solution to a selection committee at no cost to CCLS. The vendor demonstrations are tentatively scheduled for the first two weeks of August 2019. The exact dates may be different. Each invited vendor will have up to one full day for demonstrations that will include a scripted portion as well as an opportunity for vendor to demonstrate products not otherwise called out in the scripted portion. Time will be allocated for set-up and questions.

Proposal Submission

Proposals are due by 4:00PM July 24, 2019. Proposals received beyond the deadline, regardless of reason, will not be opened or considered. Vendors whose submissions are received after the deadline will be allowed to pick-up or can arrange for return of their submission. CCLS will bear no responsibility or expense associated with the return of materials.

Any costs associated with the preparation and delivery of a submission related to this proposal will be borne solely by the vendor.

No vendor will be allowed to withdraw and resubmit its proposal, for any reason whatsoever, after the proposal deadline has expired.

Submissions shall be delivered in a sealed envelope or package to:

Cumberland County Library System
400 Bent Creek Boulevard, Suite 150
Mechanicsburg, PA 17050

An electronic copy should be included on CD/DVD/USB Drive or sent by encrypted email to: cblatchley@ccpa.net

Proposal Preparation for Submission:

Responses shall follow the format laid out below, 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.

Prospective vendors shall submit one (1) original printed and signed Proposal and one (1) electronic copy of this original on CD/DVD/USB Drive or sent by encrypted email. The original should be simply compiled and arranged and bear the project title and the complete name and address of the vendor. The printed document should either be unbound and single stapled in the corner or contained within a simple, loose-leaf binding. No glued or permanently bound submissions please.

Prospective vendors shall submit their not-to exceed price proposal, which shall include one (1) written, signed original of the cost proposal. This shall be clearly marked “PRICE PROPOSAL: LIBRARY RFID” and clearly show the submitting contractor’s name.

The Price Proposal must provide a detailed not-to-exceed, or “turn-key,” quote that includes all costs associated with full completion of all scope details, including shipping and delivery of product; mileage, transportation, hotel and meals; onsite rentals; training; equipment; etc., and should be broken down into general categories. Prices reflected in the proposal shall include any and all discounts. Discounts may not be listed as a separate item. 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. All prices, both unit and extended, must be the final actual price.

The cost or additional expense of any options or recommendations offered within the technical proposal must be clearly detailed on a separate appendix titled OPTIONAL PROPOSAL and included with the Price Proposal.

Quantities, Appropriation, and Delivery

Unless otherwise stated, quantities listed are estimates only, and CCLS 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 FOB destination to the central site and/or the facilities where they are to be installed.

Liability

Vendor agrees to indemnify and hold harmless CCLS from and against legal liability for all claims, losses, damages, and expenses to the extent such claims, losses, damages, or expenses are caused by the vendor's conduct, acts, errors, or omissions. CCLS agrees to indemnify and hold harmless the vendor from and against legal liability for all claims, losses, damages, and expenses to the extent such claims, losses, damages, or expenses are caused by the Library System's conduct, acts, errors, or omissions.

The vendor shall have at least $500,000 per occurrence for general liability insurance, and $1,000,000 for all occurrences. Proof of insurance should be available upon request.

Installation

Vendors 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. When two or more vendors desire to submit a single proposal, they shall do so as prime/subcontractor(s).

Vendors are invited to visit CCLS and its member library locations for site visits to assist in the preparation of their responses. Contact Carolyn Blatchley to discuss site visits.

Vendors may not use omissions or errors in the Specifications or other contract documents to their advantage. CCLS reserves the right to issue new instructions correcting any such errors or omissions, at which point the new instructions shall be treated as if originally included.

CCLS may make any investigation it deems necessary to determine the ability of the vendor to perform the work. Vendors shall furnish information for this purpose to CCLS upon request. CCLS reserves the right to reject any proposal if the evidence submitted by, or other investigation of, the vendor fails to satisfy CCLS that the vendor 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.

A vendor may withdraw a proposal in writing to CCLS prior to deadline for receiving proposals.

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. Notwithstanding anything to the contrary in this RFP, vendors are invited to propose, and CCLS will consider, any system that is the functional equivalent, or better, system than called out in this RFP.

Guarantees and Warranties

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

The vendor 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 vendor maintenance.

Negotiation

The vendor acknowledges the Library System's right to reject any and all proposals and to waive any informality or irregularity in any proposal received. The vendor recognizes the Library System's right to reject any proposal that fails to submit the data required by the RFP or is in any way incomplete or irregular. Award of a contract in response to this RFP will not be based on lowest price proposal.

CCLS reserves the right to enter into negotiation with one or more vendors. CCLS reserves the right to waive any informality as may be permitted by law and reserves the right to award multiple contracts for different portions of the work or commodities, or to reject all proposals.

Contract Documents

Each vendor shall examine the RFP carefully. Any interpretation, correction or questions will be answered by an Addendum issued by Carolyn Blatchley. Only a written interpretation, correction or question answered by issued Addendum shall be binding on CCLS. Prior to receiving proposals, Addenda will be sent to each vendor recorded by CCLS as having received the RFP and posted on the Library System's website at http://cumberlandcountylibraries/rfp.

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

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

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 manager to oversee the project to ensure that it meets the requirements of the Library System 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 vendor shall provide the name and address of the primary contact person, along with a telephone number and email address. The vendor should also acknowledge receipt of any addenda.

Furthermore, the vendor 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. Proposals that are not signed will be disqualified.

Executive Summary

Provide a one- to two-page summary of the benefits that the vendor will be providing to the Library System and its member libraries as part of its RFID solution.

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

Do not include pricing information in this summary.

Description of the Proposed Solution

The vendor shall fully describe and illustrate the products and systems that comprise its RFID solution.

Description to include:

How its RFID offering will benefit member libraries in the areas of staff circulation, patron self-service, collection management, staff ergonomics, improved patron services, and item security;

How vendor will assist CCLS in its transition to RFID and Self-Check technology adoption of an RFID-based security system;

How vendor will offer ongoing support and maintenance and ensure Library staff acceptance of new technology through effective, hands-on training;

General and Technical Requirements

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

> YES - Feature, function, product, or service is available as requested and is operational in Cumberland County public libraries using the version proposed.
>
> NO - Feature, function, product, or service is not available.

Attachments, explanations, descriptions, and comments should be included in an appendix attached to this response form. When referring to a requirement in the appendix, please reference the relative requirement number such as "1.3."

CCLS reserves the right to evaluate all proposals solely based on currently existing features, functions, products, or services meeting the specifications as stated.

General and Technical Requirements Response Form

1. General	YES	NO
1.1. The proposed system shall be fully compliant with ISO 28560-2 per NISO RP-6-2012, which specifies ISO 18000-3 Mode 1 RFID tags. System must support inclusion of both mandatory and optional commands, and all tags and devices writing to the tags must conform to ISO 28560-2 as defined in NISO RP-6-2012.		
1.2. Vendor must demonstrate experience working with ISO 28560-2 in libraries.		
1.3. All RFID components must be FCC Part 15-Certified. Attach copies of all pertinent certifications as an appendix.		
1.4. The proposed system and all of its components must be entirely compatible with, and in no manner interfere with, the Sierra ILS, Comprise products, or other components.		
1.5. Vendor must be willing to work directly with Innovative Interfaces to resolve any RFID-ILS functionality problems.		

1.6. The proposed system must not interfere with other equipment, automated library system clients, or PCs that may be nearby.		
1.7. The proposed system must be able to function on both wired and wireless TCP/IP networks.		
1.8. Vendor offers comprehensive messaging, monitoring and management solution that allows staff to receive alerts in real-time for activity at self-checkout stations, security gates, etc.		
1.9. The vendor must offer a 12-month, 100% money-back performance guarantee on all equipment purchased and covered by a 12-month warranty or service agreement.		
2. RFID Tags	**YES**	**NO**
2.1. Tags must be tested for over 100,000 read/write cycles and be guaranteed for the life of the items to which they are affixed. Provide documentation as an appendix.		
2.2. Vendor will name its tag supplier and any quality assurance guarantees.		
2.3. The proposed system must provide tags with a minimum memory of 1,024 bits.		
2.4. All data on the RFID tag, including the item identifier field, must be fully rewriteable.		
2.5. Tags must support the option to lock and/or password-protect selected fields on the tag (e.g. barcode number). Describe locking and password protection options.		
2.6. Tags must enable the AFI setting to be stored directly on the tag as defined in ISO 28560-2.		
2.7. Vendor must provide custom printing option for tags to be imprinted with a barcode or a logo as well as blank tags.		
3. Conversion	**YES**	**NO**
3.1. Describe the proposed tagging software and the process for converting library material.		
3.2. Vendor can provide components of a mobile conversion station for use with Library-provided carts and/or laptops. Describe options in the appendix.		
3.3. Vendor can provide a mobile conversion station integrally designed on a compact cart with wheels to support easy conversion in the narrow library aisles. The mobile conversion station shall be available for lease. Describe in the appendix.		
3.4. The mobile conversion station must be battery operated and should not require an AC connection to operate. Specify the typical battery life and charging time for the mobile conversion station in the appendix.		
3.5. The mobile conversion station must function in standalone mode, not requiring an interface with the integrated library system.		
3.6. The mobile conversion station must be easy to use and able to convert at a rate of at least 350 items per hour with two people per conversion station. Please provide an example of a library in		

which this number was achieved, with contact information in the appendix.		
3.7. The mobile conversion station must automatically dispense RFID tags.		
3.8. During tagging process, any conversion system must automatically interrupt if barcode scanner fails to scan all digits in the barcode.		
3.9. Tag programming application should perform an immediate confirmation read of a programmed tag to ensure that the tag has been written exactly as intended.		
3.10. Tag programming application must be able to perform a confirmation read of tags in one-at-a-time or multiple mode, so the staff can see all data programmed to tags.		
3.11. When tag-programming errors occur, the system must react in real-time using optional sound and/or visual alerts.		
3.12. Any proposed system must be able to convert items from a list (when an optical barcode is unavailable or unreliable).		
3.13. Any proposed system must be able to weed items by uploading and reading a weed list (a list of items to be removed from the library) during the conversion process, to automatically alert staff to weed an item upon scanning the barcode, rather than applying an RFID tag.		
3.14. 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.		
3.15. Any proposed system must have a visible scan line to facilitate correct placement of material on the conversion station.		
3.16. Any proposed system must be able to handle varying barcode locations and orientations.		
3.17. Vendor must provide CSA or UL listing number and FCC listing for the mobile conversion system.		
4. Circulation Staff Workstations	**YES**	**NO**
4.1. The proposed system must be able to mount in, on, or under the work surface of a circulation station even when positioned under existing library slate, granite, wooden or laminate-topped desks		
4.2. Proposed system should provide for multiple installation options such as antennas with side-shielding, full shielding, and/or extra-large antennas with full shielding. Describe in the appendix.		
4.3. 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 in the appendix.		
4.4. The proposed system must be capable of processing RFID tags or barcodes in the same circulation transaction.		

4.5. A barcode reader must be able to operate concurrently with an RFID reader.		
4.6. 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. Describe how this works with Evergreen in the appendix.		
4.7. The Library System's standard ILS checkout and check-in screens must remain open and operational at all times, while still receiving valuable updates/notifications about patron transactions at self-checkout stations.		
4.8. The RFID staff client must not be intrusive to the ILS staff client. It must take only a small amount of screen real estate and remain easily accessible in a small application window.		
4.9. The proposed system must support efficient staff processing of both checkin and checkout 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 checkout 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 in the appendix.		
4.10. The proposed system must secure item within one second of checking in the item.		
4.11. The proposed system must unlock item within one second of checking out the item.		
4.12. The proposed system must support efficient handling of holds. Describe what happens when an item being checked in triggers a hold in the appendix. Include information about items on hold for pick-up at another location.		
4.13. The proposed system must have the ability to read, program, and reprogram RFID tags without changing screens or modules. Describe how tags can be reprogrammed during a typical staff check-in or checkout transaction in the appendix.		
4.14. The proposed system must not require mouse activations to process most items. Describe any situations where mouse activations are required in the appendix.		
4.15. RFID client software must be capable of running in Windows 7, Windows 10 or higher, 64-bit, at a non-administrative level.		
4.16. The proposed system must be able to process sets and provide a notification if a part is missing.		
4.17. The proposed system must 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.		
4.18. The staff workstations must have the ability to perform offline transactions and maintain records of all bar codes checked out when the ILS is offline, and then upload transactions when the ILS is back online.		

4.19. Vendor must provide CSA or UL listing number for complete circulation staff workstation.		
5. Technical Services Staff Workstations	**YES**	**NO**
5.1. The proposed system must be able to mount in, on, or under the work surface of a Tech Services workstation even when positioned under existing library slate, granite, wooden or laminate-topped desks.		
5.2. Proposed system should provide for multiple installation options such as antennas with side-shielding, full shielding, and/or extra-large antennas with full shielding. Describe in the appendix.		
5.3. 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 in the appendix.		
5.4. The proposed system must be capable of processing RFID tags or barcodes in the same circulation transaction.		
5.5. A bar code reader must be able to operate concurrently with an RFID reader.		
5.6. The proposed system readers must be able to read tags and display the information on the tags including any or all of the programmed data elements.		
5.7. The proposed system must support efficient staff processing of material. Describe the workflow at a typical staff technical services workstation in the appendix.		
5.8. The proposed system must support efficient handling of holds. Describe what happens when an item being checked-in triggers a hold in the appendix.		
5.9. The proposed system must have the ability to read, program, and reprogram RFID tags without changing screens or modules. Describe how tags can be reprogrammed using the technical services staff workstation in the appendix.		
5.10. The proposed system must not require mouse activations to process most items. Describe any situations where mouse activations are required. Describe in the appendix.		
5.11. RFID client software must be capable of running in Windows 7, Windows 10 or higher, 64-bit, at a non-administrative level.		
5.12. The proposed system must be able to process sets and provide a notification if a part is missing.		
5.13. The proposed system must be able to block or prompt the user on sets with missing parts prior to sending data to the ILS. This capability must be configurable.		
5.14. The proposed system must permit the operator to access commands to set or reset tag security independent of the ILS.		
5.15. The proposed system must be able to read multiple tag data formats without affecting performance.		

5.16. The proposed system must be able to print and dispense tags automatically and simultaneously.		
5.17. The proposed system must be easy to use and able to tag at a rate of at least 200 items per hour.		
5.18. The proposed system must allow configuration of item identifier parameters so that programming of partially or incorrectly scanned barcodes are automatically prevented.		
5.19. The proposed system must be able to tag items from a list (when an optical barcode is unavailable or unreliable).		
5.20. 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, rather than applying an RFID tag.		
5.21. The proposed system must have ability to read, program, reprogram, and lock RFID tags.		
5.22. The proposed system must give CCLS the option to print both the library barcode and logo on the RFID tag.		
5.23. Vendor must provide CSA or UL listing number for complete technical services staff workstation.		
6. Self-Checkout Stations	**YES**	**NO**
6.1. Self-checkout station must be able to check out multiple items in a stack and support efficient workflows for patrons. Additionally, describe how the checkout 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.		
6.2. Minimally, the proposed modifications to the system's current RFID self-checkout units must be able to read item-specific identification numbers (barcodes), communicate with the ILS to update the Library System's inventory, and turn security off.		
6.3. The proposed system must interface with the library system's existing automated library system software using the SIP2 protocol or APIs. Additionally, please describe this interface and any standards that are involved in this communication.		
6.4. The proposed system must be able to connect through the Library System's local and wide-area networks via an Ethernet connection and/or over a secured wireless network.		
6.5. The proposed system must be capable of processing RFID tags or item barcodes in the same transaction.		
6.6. After being unable to detect an RFID tag in an item, each station must automatically request the patron scan the item's barcode, allowing checkout even if the tag is missing or damaged.		
6.7. The proposed system must read the current type of library card used by CCLS (14-digit Codabar) and should be able to facilitate a migration to other technologies under consideration by CCLS (e.g. RFID or NFC based patron cards). Please describe library card types with which your system is compatible.		

6.8.	Vendor is able to integrate with the Library System's current self-checkout computers and self-payment stations. Describe alternative options for purchase in the appendix, including other forms available such as built-in, freestanding kiosk, countertop, and height adjustable for ADA requirements.		
6.9.	The proposed system must have the ability to print out all information for a patron checkout or check-in transaction on a single receipt. Such receipt should be customizable to incorporate individual member library identity, hours, and so forth. Staff members must be able to make these changes easily without vendor intervention. Describe the ways the receipt may be customized by each member library and how this is accomplished. Describe in the appendix.		
6.10.	Self-checkout unit must be able to be remotely monitored. Describe the options for remotely monitoring each checkout station. Describe in the appendix.		
6.11.	The proposed system must allow patrons to renew items at the self-checkout stations without having the items present.		
6.12.	The proposed system must be capable of reading item barcodes located in various locations on items.		
6.13.	The proposed system must display ILS system information relating to the patron or item status. Describe in the appendix.		
6.14.	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 vendor intervention. Describe how the Library can modify these customizable messages. Describe in the appendix.		
6.15.	Library should have option to configure self-check stations so that patron may enter barcode numbers and PINs on the touch screen in addition to scanning library cards.		
6.16.	The proposed system must be able to process sets and provide a notification to the patron, before completing the check-out transaction, if a missing part is detected.		
6.17.	Self-checkout system software, and any hardware added to existing self-checkout stations, must meet ADA guidelines, and include features such as a large user-selectable high-contrast interface, large type size and compatibility with existing touch-screen monitors. Describe all attributes that address ADA requirements.		
6.18.	The proposed system must have customizable instructions and graphics that can be configured by library staff without vendor intervention. Describe in the appendix how CCLS can modify these instructions and graphics.		
6.19.	Station must block both patrons and items that are blocked by the Library System's ILS. Describe how the patron and staff are notified when a patron encounters a block in the appendix.		

6.20.	Each self-check unit must be able to display at least three languages on banners, instructions, messages, and receipts. Please list languages currently available in the appendix.		
6.21.	Patrons must have the option to print a receipt, print no receipt, or have the receipt emailed.		
6.22.	The proposed system must have the ability to perform offline transactions and maintain records of all barcodes checked out when the ILS is offline, and then upload transactions when the ILS is back online.		
6.23.	The proposed system must turn on/off the security feature on RFID tags to allow secure library operation during offline situations.		
6.24.	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 in the appendix.		
7.	**Payments of Fines & Fees**	**YES**	**NO**
7.1.	The proposed system must support Smart Terminal and Smart PAY from Comprise Technologies. Describe options for paying fines and fees, including partial payments, at the checkout stations. Describe the process for making payments, especially those using Smart Terminal at staffed circulation computers or Smart PAY at the self-checkout station in the appendix.		
7.2.	If the proposed system does not support Smart Terminal and Smart PAY, there is an alternative credit card payment system that is deemed PCI compliant by the PCI Security Standards Council. Provide documentation attesting to this fact in the appendix.		
7.3.	Fines and fees capability is integrated into the checkout unit. Describe in the appendix.		
7.4.	Provide alerts to staff when they require attention (e.g., replace receipt paper roll, paper jam). Describe which alerts are available and how staff is notified in the appendix.		
7.5.	CCLS is able to set fines and fees thresholds, which will block a patron attempting to check out items once the maximum threshold has been exceeded.		
7.6.	The fines and fees system has the option to print a separate credit card receipt from the checkout receipt.		
7.7.	The fines and fees payment system provides the option to integrate with the Library System’s existing fine payment solutions from Comprise Technology. Describe in the appendix.		
7.8.	Solution must reconcile daily fines and fees received with Sierra patron accounts. Describe in the appendix.		

8. Reporting, Management, & Configuration Tools	YES	NO
8.1. Vendor 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 any SIP connection and ILS connectivity for all connected devices. • Ability to control personalized alerts for pertinent staff.		
8.2. The proposed system will provide reports of customer and item transactions by day of the week, customer and item transactions by hour of day, item count by item type, item count by item status, total item counts across each and every unit, and fines/fees transactions, whether in one location or across a system.		
8.3. The proposed system must provide performance statistics. Describe available reporting features and the statistics that can be seen in the appendix.		
8.4. Staff must be able to monitor the status of individual or multiple self-checkout stations and security gates within a site or system-wide, and will be alerted to the status of each station, including if patron requires assistance, receipt paper is running low, station has gone offline, etc. Staff must be able to perform this function by logging in to a web interface on any computer with internet access.		
8.5. An administrator must be able to set up alerts for selected staff associated with devices within their area of responsibility. Describe options for distributing management and alerts for multiple users in the appendix.		
8.6. Authorized staff must be able to configure individual or multiple network attached devices within a site or system-wide by logging in to a web interface on any staff station, with these changes being pushed to all units across a system or a branch.		
8.7. 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.		
8.8. Describe how staff is able to generate reports without having to contact vendor. Describe in the appendix.		
9. Security Gates and Detection System	**YES**	**NO**
9.1. The proposed system must have a read range of no less than eighteen inches (18”) in either direction of each gate.		
9.2. Proposed system should provide the option for detecting unchecked-out items on one or both sides of the security pedestals.		
9.3. The proposed system must have the option to trigger an alarm only when a patron is exiting the library.		
9.4. Security system must perform bi-directional patron counting.		

9.5.	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.		
9.6.	The detection systems must be shielded from external interference from light fixtures, elevator motors, wi-fi access points, etc.		
9.7.	Security system must not damage or erase magnetic material.		
9.8.	The proposed detection system must include a patron counter that can be reset by Library staff. Explain how the counter is reset in the appendix.		
9.9.	The proposed system must be able to issue visible and audible warnings. Describe options in the appendix.		
9.10.	The proposed system must provide software alerts for staff, in real-time, indicating the reason gates are alarming. Describe how these alerts are displayed and the information is displayed (e.g. title of book?).		
9.11.	The proposed system gate software must provide comprehensive reporting tools. Please describe in the appendix.		
9.12.	The proposed system must provide item security even when the Library System's ILS or network is offline or not functioning. It should not require contact with the ILS to verify that every item passing through the gate is properly checked out.		
9.13.	In order for each member library to conserve energy when the gates are not in use, the gate systems must have a standby mode for energy savings. The gate systems must activate to full power when a person enters the detection zone.		
9.14.	The proposed system must offer multiple installation options. Describe in the appendix.		
9.15.	Provide the distances at which the security gates must be installed from other RFID or electronic items and/or metal shelving and walls so as not to incur interference.		
9.16.	The proposed system must display that it is functioning correctly and, if not, be easy for staff members to tune/calibrate without contacting vendor support.		
9.17.	Provide information on required routine maintenance of the security gates, including tasks and schedules.		
9.18.	The proposed system should only require a single data connection for multiple pedestals.		
9.19.	The proposed system must have an on/off key switch accessible to staff.		
9.20.	The proposed system must accurately identify items that have been checked out with 97% accuracy (including a combination of 25 books, CDs, DVDs and periodicals). State the proposed system's guaranteed detection level.		

9.21. The proposed system accurately identifies items that have not been checked out with 99% detection accuracy (including a combination of 25 books, CDs, DVDs and periodicals) and no more than 1 per 1000 false alarms.		
10. Portable Inventory Device	**YES**	**NO**
10.1. The portable inventory device must be able to scan shelves without having to stop and/or handle each item.		
10.2. The portable inventory device must feature an easy-to-use, generously sized touch screen display. Describe the display of the unit (include screen shots) in the appendix.		
10.3. The portable inventory device must incorporate an ergonomic design, to aid user in reading shelves at all levels, be easy to use and be relatively nonstressful to wrist, arm, shoulder, and elbow. Describe the unit including how it is carried (or worn) and how much it weighs in the appendix.		
10.4. The battery life of the portable inventory device must allow the user to work for several hours before charging or changing batteries is required. State number of hours of operation before recharging is required and the charging time required to fully charge in the appendix.		
10.5. The portable inventory device must be capable of reading no fewer than ten items of a thickness of 1/8" thick or more per second with 99% accuracy.		
10.6. The portable inventory device must have the capacity to read multi-line, fixed-length-field, or delimited-field records from an electronic file containing shelf or search lists exported from the ILS for use in a portable handheld RFID reader. Describe in the appendix.		
10.7. The portable inventory device must accommodate data collection simultaneously with other functions. Describe in the appendix.		
10.8. The portable inventory device must direct the user to items on "pull" lists and provide a method to keep track of which items have been found and which have not been found.		
10.9. The portable inventory device must accommodate data collection of up to one million items to collect and store identifiers of items scanned and store those items in user-defined categories for upload. Describe options for categories uploading to ILS or other systems (e.g. spreadsheet) in the appendix.		
10.10. The portable inventory device must be able to save data about found items and easily upload the data into the Sierra inventory module. Describe in the appendix.		
10.11. The portable inventory device must provide an easy way to upload information to the Library System's collection management module in Sierra.		

10.12. The portable inventory device must assist a user with sorting items on a shelf or cart. Describe in the appendix.		
10.13. The portable inventory device must assist a user with item searches. Describe in the appendix.		
10.14. The portable inventory device must identify items on multiple user defined search lists (e.g. missing, claims returned, billed, lost and paid, weed lists, pull lists, inventory). Describe in the appendix.		
10.15. The search capability must be active during data collection, sorting, pulling, and finding functions, with option to turn it off if desired.		
10.16. The portable inventory device must allow a user to identify individual items that have not been properly checked in on library carts or shelves.		
10.17. The portable inventory device must validate item identifier (bar code) data from input lists and provide a log of errors found.		
10.18. The portable inventory device must create files containing lists of collected data, lists of items pulled, and lists of items not pulled. Describe options for uploading these files including wirelessly over the library's Wi-Fi network, Bluetooth, memory card, etc.		
10.19. The portable inventory device must have an audible tone and visible indicators to verify item has been identified. The audible tones shall be optional and volume adjustable by the user.		
10.20. The portable inventory device must have built-in diagnostics for troubleshooting. Describe in the appendix.		
10.21. To be able to read items that may not be tagged with RFID, the portable handheld reader must support barcode scanning.		
TOTALS	**YES**	**NO**
Count		
Percentage of Total		

Health and Safety

The vendor shall provide information pertaining to the safety and accessibility of their equipment.

Specifically:

1. All equipment must be CSA- or UL- or ETL-approved for adequate fire and safety compliance. That compliance must be for complete units in the system and not for individual electrical components or pieces.
2. Vendors shall provide documentation and certification listing numbers of the CSA, UL, or ETL approval.
3. All equipment must be FCC compliant. Provide documentation.
4. The system must comply with ADA guidelines for wheelchair clearance and for reach range standards.
5. Detection or security corridors must comply with relevant ADA requirements.

Vendor Experience & Capability

The vendor shall provide information on its experience and qualifications, which enable it to provide a suitable solution for CCLS, 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 vendor only comment on the history and experiences of its library division for the purposes of this RFP.
- Commitment to standards and interoperability in library systems including positions on any NISO bodies or participation in other national or international standards bodies.
- Details of any parent company, partners, and suppliers as well as the nature of the vendor's relationship to them.
- Details of any sale, acquisition, or merger anticipated by the vendor.
- Details of any litigation instigated against the vendor or cancellation of contract for nonperformance of the vendor in the past five years.
- Details of any on-going or past litigation with another vendor, supplier, or manufacturer in the industry.
- Demonstrable financial viability of vendor.
- Any other information regarding the vendor's experience, which will assist CCLS in evaluating the proposal and making an ultimate decision.

References

The vendor must supply three references for similar work it has undertaken over the past five years, preferably within a federated library system or consortia using Sierra.

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 vendor being disqualified and its proposal not considered. Library reserves the right to contact all references to obtain information without limitation and regardless of the vendor's performance on the listed jobs.

A uniform sample of references will be checked for each vendor.

Project Implementation

The vendor shall provide a comprehensive project implementation plan. This plan will include:

- Project management and technical support personnel, with a brief description of each person's qualifications and experience;
- Project implementation timeline for each major part of the implementation, such as tagging or installation;
- Details of any materials that CCLS will be expected to provide which are outside the provisions of the vendor's proposal;
- Information on training materials, topics covered, training approach, and training schedule.

Project Personnel & Qualifications

- Provide experience, qualifications, and role for each person who will be participating in the project. That is, state the background of each team member, years of experience, length of employment with your firm, and experience providing the products requested in this document.
- Include a list of relevant and successfully completed projects by these team members.
- Provide the name of the person who will direct the overall project throughout the duration of the contract and key responsibilities. Include any subcontractors.
- Include an organizational chart for the proposed project team, identifying the team leader, and all roles and areas of responsibility.

Training & Documentation

Vendor will supply adequate training free of charge to CCLS and its member libraries 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 40.

2. Training will be performed by the vendor at a Cumberland County library location.

Additional training requirements include:

3. CCLS requires user manuals, plus any other materials that are typically distributed during training.

4. CCLS requires that manuals be available in electronic format with unlimited distribution within the library system, and shall be supplied free of charge.

5. CCLS requires unlimited interaction with the vendor sales staff and technical support staff during installation planning, the installation phase, and follow-up immediately after such installation.

6. Introductory operator/user/staff training shall be provided at no charge.

7. Indicate options and pricing for additional staff training periods and topics.

Project Support & Maintenance

The vendor 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 subcontractors with which the vendor 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 vendor to acquire and install replacement parts;
- Qualifications of key support team personnel;
- Sample sales, software, and support agreements.

Guarantees & Warranties

Vendor shall provide details of all guarantees and warranties that accompany its solution.

Vendor must respond to every requirement contained in the Guarantees and Warranties section of the RFP using the following criteria specified below:

STANDARD: Service is available as requested and is included for all customers at no additional charge.

OPTIONAL: Service is available but there is an additional fee associated.

Describe the exact terms of your service offering. **The cost associated with all options must be provided only on the Options Appendix attached to and included in the sealed price proposal.

NOT AVAILABLE: Service is not available as requested.

	STANDARD	OPTIONAL	NOT AVAILABLE
1. Vendor provides an all-inclusive, 12-month extended warranty on equipment, software, and components and offers a maintenance/service contract thereafter. All proposed maintenance/service contracts are subject to negotiation by CCLS.			
2. Vendor offers a 12-month, 100% money-back performance guarantee on all equipment purchased and covered by a 12-month extended warranty or service agreement. If the detection system does not perform to the level of performance outlined in the specification document for this product (detection rate and false alarm rate), 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 CCLS.			
3. Vendor supplies software patches, service pack releases and upgrades at no additional charge to CCLS and must include no-cost options to be performed by the vendor's trained technicians. Describe how often patches and upgrades are applied and how they are scheduled with Library.			
4. Tag Guarantee. Vendor must warrant that provided tags have passed quality control inspection, any defective tags on a roll are clearly marked, and replacement tags have been			

proactively provided. Describe the warranty available on RFID tags including replacement policy.			
5. Tag Performance Guarantee. Vendor provides performance guarantee (e.g. read range) of provided tags and antennas and readers. Describe the terms of your performance guarantee for each component.			
6. Local Authorized Service Technicians. Vendor must warrant that service technicians are stationed within 200 miles and are fully trained and certified by the manufacturer to perform service on any related hardware or software. Specify location of nearest such service technician.			
7. 24-Hour Support Line. Verify that CCLS can request support 24 hours a day using a toll-free number.			
8. On-Site Support. Vendor guarantees to be on-site within 24 hours of being notified that a unit (self-service unit, security gate, workstation, handheld) is out-of-service.			
9. Phone Support. Vendor guarantees to respond to all service calls within 4 open library hours (e.g. if the bidder gets a service call overnight, CCLS should get a callback no later than 1pm EDT the next afternoon.) Describe guaranteed remote support response time.			
10. Parts. Local service technicians are equipped with parts normally required to service the equipment and reduce downtime.			
11. Vendors agree that failure of vendor to meet specified standards may result in termination of the service contract.			
12. The service agreement must be renewable on an annual basis.			
13. Warranty and service requirements apply to both standard and optional system components.			
14. The vendor shall provide sample sales, software, and support agreements.			
15. Describe any penalties that will be assessed should any of the above guarantees are not met.			

System Pricing

Proposal responses should include detailed pricing information. Vendor shall supply amount needed, unit prices, and extended prices for the proposed solution, including all hardware, software, installation, shipping, and training and maintenance. Provide pricing for any proposed options that have been

included in the response as well. Both Per Unit Price and Extended Price should include all discounted prices. Discounts should not be listed separately or as total system discounts.

Shipping and any applicable taxes should be listed separately. Prices must be guaranteed for 120 days following proposal due date.

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

Project Cost (Year One)		Quantity	Per Unit Price	Extended Price
A.	ISO 28560-2 Compliant RFID Book Tags 500,000			
B.	Conversion Station Rental (90 days) 8			
C.	Upgrade Circulation Staff Workstations 37			
D.	Upgrade Self-Checkout Stations 20			
E.	Double Aisle Security Gates 8			
F.	Portable Inventory Devices 8			
G.	Software license costs (please list per seat costs and number of seats required for each component of proposed system – add lines as needed.)			
H.	Installation			
I.	Shipping			
J.	Training			
K.	Support			
L.	Hardware and Software Maintenance			
M.	Other costs (please list in detail):			
N.	Tax:			
O.	Total Project Cost:			
Ongoing Maintenance Costs				
P.	Annual service/maintenance costs (including software license renewals, parts, labor, and travel) Year Two:			
Q.	Annual service/maintenance costs (including software license renewals, parts, labor, and travel) Year Three:			
R.	Annual service/maintenance costs (including software license renewals, parts, labor, and travel) Year Four:			
S.	Annual service/maintenance costs (including software license renewals, parts, labor, and travel) Year Five:			
TOTAL COST OF SYSTEM OVER 5 YEARS: (Sum of items O. P, Q, R and S)				

Return on Investment

As noted above, one of the critical requirements of the project is to allow CCLS to redeploy staff out into the community and to expand the service offerings beyond the library walls by providing patrons with an easy-to-use self-service checkout (that includes fines and fees payment). Please provide metrics and a calculation of the Library System's return on investment based on what you have observed with other customers and what you know about CCLS.

Declaration and Signature

ADDENDA: Receipt is acknowledged of Addenda numbers _____

OPTIONAL SITE VISIT: A representative chose to visit: YES ____ NO ___

TIME FROM START TO COMPLETION: _____

The undersigned agrees to deliver the specified equipment within _____ calendar days from the date of the award of the contract.

DECLARATION:

The undersigned hereby declares the proposal specifications have been carefully examined and this proposal is submitted in compliance therewith. The undersigned understands that competence and responsibility, time of completion, as well as other factors of interest to CCLS may be a consideration in making the award. CCLS reserves the right to reject any and all proposals, to accept or reject alternate proposals and unit prices, and waive technicalities concerning the proposals received as it may be in the Library System's best interest to do so.

Authorized Representative's Name	**Title**
Authorized Representative's Signature	**Title**
Company	**Telephone**
Street Address	**E-Mail**
City/State/Zip	**Fax**