Request for Proposal

Springdale Public Library RFID System

March 19, 2018

Proposal Due: 4 p.m. CST, April 27, 2018

Submit questions by email to:
Anne Gresham, Technology Coordinator
Springdale Public Library
Email: agresham@springdalelibrary.org

Submit proposal by email to:
Anne Gresham, Technology Coordinator
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REQUEST FOR PROPOSAL
SPRINGDALE PUBLIC LIBRARY RFID SYSTEM

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SPRINGDALE PUBLIC LIBRARY RFID SYSTEM

The Springdale 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, collection management, and automated materials handling system to replace our existing RFID solution.

1) BACKGROUND INFORMATION

The Springdale Public Library serves residents of Springdale and Washington County, as well as non-residents, who acquire library cards.

Approximate Population:
Springdale – 78,557
Washington County – 203,065
Metropolitan Statistical Area – 525,032

The Library underwent an addition in 2000, creating an expanded and renovated 43,800 sq. ft. facility. Most circulation activities currently occur in an area of approximately 1,222 sq. ft., which is open to public view. Two staff workstations are dedicated to checkout and two staff workstations are dedicated to check-in. Four self-check stations purchased from Bibliotheca in 2014 and early 2015 are located throughout the building. One seven-bin AMH unit purchased from Bibliotheca in 2009 checks in and sorts materials that patrons feed into it from the building’s foyer. Technical services work is performed by a full-time staff member at one computer workstation, and by five to six part-time staff members at a variety of workstations.

Patrons enter and exit the building through one main entrance, which is currently secured with a three-pedestal security gate purchased from Bibliotheca in 2015. The main public area includes adult services and young adult services, while a separate public area offers service to children and their parents.

The Library is open Monday through Sunday, 65 hours per week.

The Springdale Public Library is a member of the Washington County Library System (WCLS), which includes seven other member libraries. Only the Springdale Public Library uses RFID. We utilize a single bar coded library card across all locations, and library materials, which frequently move between member libraries, are identified by a bar code.

The Library’s Integrated Library System (ILS) is Polaris release 5.1.179 from Innovative Interfaces. We will upgrade to release 5.6 in May 2018. The Library’s ILS is managed by WCLS staff, and the Library connects to the ILS server by means of a 100 Mbps fiber line.

The Library’s circulating collection of print materials includes hard cover, paperback, oversize, and board books, as well as magazine issues. The circulating collection of audiovisual materials includes DVDs, music CDs, books on CD and MP3, book/CD
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combinations, and various types of kits. Additionally, there are non-circulating collections, which will be tagged for security.

The Library typically adds 22,000 items to its collection each year and withdraws approximately 21,000 items from the collection. Withdrawn items are often sold in the Friends of the Library Bookstore, which is located off the main lobby.

a) COLLECTION STATISTICS

Approximate item records:
Disc materials (CD, DVD, etc.) – 42,000
Books – 132,000
Magazine issues – 10,000

b) CIRCULATION STATISTICS

Approximately 46% of YTD circulation is comprised of CDs and DVDs.

YTD (through March 1, 2018)
Circulation – 11,0998
Library cards – 65,300
Library visitors – 98,716
Interlibrary loans – 81

2017
Circulation – 735,412
Library cards – 64,270
Library visitors – 654,953
Interlibrary loans – 669

c) GOALS
The Springdale Public Library plans to refresh its outdated RFID technology to achieve the following goals:
• Improve patron experience at self-check units and at AMH
• Refresh outdated equipment and improve quality of support received
• Increase efficiency of staff
• Improve accuracy rates at checkout and check-in
• Improve security

d) CURRENT RFID INSTALLATION
The Library converted its collection to an RFID management system in 2008 through 2009, using rectangular, ring, and full disc tags programmed to ISO standards and purchased from Bibliotheca.

The Library maintains the following RFID equipment:
• One seven-bin AMH purchased from Bibliotheca in 2008, managed by BiblioReturn Book Return Edition version 3.4
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- Four self-check stations running Bibliotheca Liber8 software
- Five staff stations with SmartServ 200 RFID pads purchased from Bibliotheca in 2014 and 2015, integrated with Polaris ILS clients via a legacy Bibliotheca integration solution
- Three security refurbished gate pedestals located at the main entrance to the building purchased from Bibliotheca in 2015, managed with Bibliotheca smartGate software

2) SUBMISSION FORMAT

a) Questions concerning the RFP must be submitted by email before 4 p.m. CST on Friday, April 13, 2018.

b) Proposal must be received by email in PDF format before 4:00 p.m. CST on Friday, April 27.

c) Submit proposal to:
   Anne Gresham, Technology Coordinator
   Springdale Public Library
   agresham@springdalelibrary.org

d) Pricing information, as outlined in section 3 and Appendix I, must be included.

e) Installed library references, as specified in section 4.g.iii, must be included.

f) Any subcontractors or other parties must be identified in the appropriate sections of the proposal narrative.

3) PRICING

a) Submit pricing information as outlined in Appendix I. Add items and charges not identified by the Library but required for your system.

b) Proposal must include all charges for the proposed system.

c) Quantities listed are estimates only, and the Library does not guarantee to purchase the quantities specified. The quantities purchased will be based on the Library’s budgetary considerations.

d) Unit prices shall be quoted for all components, hardware, software, installation, and service. Include any charges not identified by the Library, as well as shipping charges.

e) Annual maintenance charges shall be quoted. Include any discounts for purchasing multiple years of maintenance up front.
f) The Library may decide to implement some RFID components in a second phase. Please indicate if your company would be willing to lock in the quoted equipment costs of items to be installed in a second phase for a period of time not to exceed 24 months following the signing of the initial contract.

4) PROPOSAL NARRATIVE

a) GENERAL
Vendors must respond to every point in the proposal narrative. Responses must correspond to the numbering system used in this RFP. Respond to any requirements, or must statements, by answering yes, no, in development, or planned.

i) Is your system and all of its components fully compatible with Polaris, the Library’s integrated library system (ILS)?

ii) Vendors must be willing to work with the vendor of the Library’s ILS, Innovative Interfaces, to resolve any RFID-ILS functionality problems.

iii) Describe the obligations of the Library’s ILS vendor.

iv) Describe the obligations of the Library.

v) A vendor whose offer has not been rejected may be asked to demonstrate its RFID system and/or AMH system at an existing customer’s site.

vi) What are the minimum specifications for PCs, local area networks, and wireless networks that may be used in conjunction with the operation of the proposed system?

vii) Is the software and hardware related to your system Windows 10 compliant?

viii) The Library must acquire a robust system that will operate far into the future. With this in mind, describe all guarantees that you will provide regarding the forward compatibility of your equipment.

ix) The Library must be in a position to easily adopt new technologies as they become available. Describe the ability of your system to integrate new RFID devices from your company and/or other vendors.
b) SECURITY

i) Security gates must meet ADA requirements.

ii) Fully describe how your security system operates. Include the read range of the security gates.

iii) What is the tag detection rate for standard library materials? What is the tag detection rate when multiple items are present in the gates’ field?

iv) With the tags attached to the discs, what is the tag detection rate for CDs and DVDs? What is the tag detection rate when multiple discs are present in the gates’ field? What is the tag detection rate when boosters are used?

v) What is the minimum tag detection rate for discs that you will guarantee? Describe what your company will do in the event that the Library does not, in fact, realize this guaranteed performance?

vi) Describe any potential for false alarms and all possible sources of interference regarding your security gates.

vii) Will your security system read other vendors’ tags? If so, what would be required on the part of the Library or the other vendor to enable this ability?

viii) Does your system identify items that are taken through the gates without being checked out? If so, describe how this feature would function.

ix) Does your system provide item security if the Library’s ILS is not functioning? If so, how?

x) Does your system allow for the use of peripheral equipment, such as camera security systems? If so, describe how these peripherals would be added to your security gates.

xi) Security gates should fit in with the Library’s décor. Please provide information and photographs for all available color and style options.

xii) Do your security gates include an attendance counter?

xiii) Discuss what the Library should expect with regard to the lifespan of this component.
c) **PATRON SELF-CHECK**

i) Fully describe your process for self-check, including how self-check interfaces with the Library’s ILS and the point at which security is discharged.

ii) Is your self-check capable of ignoring select blocks to checkout in the Library’s ILS? For example, if the ILS requires a staff override to check out to a patron with an expired record, could your self-check be configured to allow an “expired” patron to check out after displaying a message informing the patron of the expired record?

iii) Has your company worked with Polaris and/or Innovative Interfaces previously?

iv) Is your self-check capable of processing multiple items in a stack?

v) How does self-check handle situations where one item of a stack may not be checked out? Describe what the patron would experience in such a situation.

vi) How does self-check handle situations where one item of a stack is not read? Describe what the patron would experience in such a situation.

vii) Describe any factors that could cause your self-check to fail to detect a tag.

viii) How would your self-check handle a situation where a patron walks away without exiting from their account?

ix) Does your self-check display information from a patron record, such as the number of items checked out, the number of items on hold, or outstanding fine information? If so, how does the Library determine the information to be displayed?

x) Does your system have remote monitoring capabilities? If so, describe in detail how this feature would function.

xi) Do your self-check units operate if the Library’s ILS is not functioning?

xii) Describe the standard multilingual package that is provided with your self-check.

xiii) Describe the statistical information provided by your self-check stations. Describe the process for obtaining and managing these statistics.
xiv) Self-check stations should fit in with the Library’s décor. Please provide information and photographs for all available color and style options.

xv) Will your self-check software run on standard computer components and peripherals? If so, please include the minimum specifications for components and peripherals required for self-check.

xvi) Will your company sell standard components for modular self-check in addition to stand-alone self-check units?

xvii) Describe the possibilities for customizing screen displays and prompts, help screens, and printed receipts. Is it possible for staff to make customization after the initial installation? If so, include the skills and training that Library staff will need to be able to make these customizations.

xviii) Discuss what the Library should expect with regard to the lifespan of this component.

d) STAFF WORKSTATIONS

i) Fully describe your process for staff checkout. Include the hardware and software required for these functions, how they would interface with the Library’s ILS, and when security would be discharged.

ii) Fully describe your process for staff check-in. Include the hardware and software required for these functions, how they would interface with the Library’s ILS, and when security would be reactivated.

iii) How many items may be simultaneously processed during checkout and check-in?

iv) What is the read range of your RFID pad? State all options for pad installation.

v) Will staff workstations process both RFID tags and item bar codes in the same transaction?

vi) Describe the application that staff will use to check out and check in library materials, if the Polaris staff client cannot be used.

vii) If checkout and check-in occur in SIP-based mode, how long does the total process take? What is the maximum amount of time for circulation transactions in SIP-based mode that your company is willing to guarantee?
viii) During checkout, staff may need to perform a variety of tasks, such as editing patron records and clearing fines. With this in mind, describe basic circulation tasks that cannot be performed in the RFID application and list the steps staff will follow to switch from the RFID application to the Library’s ILS (if this switch is necessary).

ix) May items be checked out if the Library’s ILS is not functioning? If so, describe how this is accomplished?

x) Do these workstations have the ability to read, program, and reprogram RFID tags?

xi) Discuss what the Library should expect with regard to the lifespan of this component.

e) AUTOMATED MATERIALS HANDLING (AMH)

i) Describe your AMH system. Include functionality, physical characteristics, and a discussion of how the system interacts with the Library’s ILS. Provide photographs for all available color and style options for book return units.

ii) Does your company partner with another company to provide an AMH system? If so, describe how this arrangement would affect the Library. Who would be our main contact for installation, training, service, and technical support? Who would be ultimately responsible for resolving issues and guaranteeing operational satisfaction?

iii) The Library’s current AMH system resides in a common work area that is used by circulation staff and that is open to a public area. With these factors in mind, would it be necessary to enclose your unit for soundproofing or other reasons?

iv) Describe the types and levels of monitoring and/or staffing that your AMH system requires.

v) Describe the routine maintenance the Library may expect to perform on a daily, weekly, monthly, and annual basis. Include the skills and training library staff will need to acquire to perform this maintenance, as well as the average time to perform these tasks.

vi) May patrons return multiple items simultaneously? In any orientation?

vii) At what point are items checked in and when is security reactivated?
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viii) Does your system check in and update the patron account in real time?

ix) What are the accuracy rates for the check in of standard library materials?

x) What are the accuracy rates for the check in of CDs and DVDs?

xi) Does your system include a staff induction method? Describe how your system would handle simultaneous staff and patron induction.

xii) Is your system modular so that bins may be added in the future? If so, what would the Library have to do to add bins to the AMH system?

xiii) How does the Library designate criteria for sorting?

xiv) Does your system sort items that have no RFID tags and/or damaged RFID tags into a separate bin?

xv) What statistical information does the AMH provide? Describe the process for obtaining and managing these statistics.

xvi) Does your system provide receipts to patrons?

xvii) Does your company sell a stand-alone book return unit that would integrate with an AMH system? Does it provide receipts to patrons? Does it have the ability to identify holds and other items to be pulled out for staff attention? Describe your product and provide photographs.

xviii) Describe any construction work that would be required to install the AMH, according to the measurements outlined in Appendix II.

xix) Discuss what the Library should expect with regard to the lifespan of this component.

f) SELF-PAYMENT

i) The Library is interested in providing self-payment capabilities at self-check so that patrons may pay fines and fees with credit cards and/or possibly, cash and coin. Fully describe all products that you offer for patron self-payment.

ii) How does your self-payment interface with the Library’s ILS?

iii) Do you have any Innovative customers who currently use self-payment at self-check? If so, provide references.
iv) If the Library implements self-payment in a second phase, would you be willing to guarantee the price for the self-payment unit for a period of time not to exceed 24 months from the signing of the initial contract?

**g) COMPANY INFORMATION**

i) Provide a history and description of your company. Include the location of corporate offices, key personnel, evidence of your company’s financial health, and the length and nature of your experience providing RFID systems to libraries.

ii) How many current RFID installations do you have?

iii) Provide a minimum of three installed library references, preferably Innovative Polaris libraries of a comparable size. Include contact information and the best time to contact.

iv) Describe what differentiates your company from your competitors.

v) Have any of your customers ceased implementation of a contract to use your RFID system?

vi) Describe any past or pending litigation related to the products or the services in this proposal.

**h) INSTALLATION**

i) The proposed system must be installed according to a schedule determined in coordination with Library staff.

ii) Describe the installation process for all proposed components. Include a recommended project schedule with timeline.

**i) TRAINING, CUSTOMER SUPPORT, AND MAINTENANCE**

i) Describe the standard training package included with the purchase of an RFID system.

ii) Describe the documentation that the Library will receive. Include operation manuals, user manuals, plus any other materials that are typically distributed during training.

iii) Describe in detail your customer support and technical support services. Include methods of contact, days and hours of support availability, average support response times, and average problem resolution time.
iv) Describe your methods for providing software updates. Are software patches, upgrades, and service pack releases supplied at no additional charge to the Library?

v) When does your supported software/hardware generally become compliant with newly released operating systems?

vi) Describe the pricing structure of your annual maintenance agreement.

vii) Describe any ongoing maintenance costs for the system.

j) WARRANTY INFORMATION

i) Describe your warranty on equipment, software, and all components of the RFID system.

k) OTHER

i) Provide any additional information that you feel would help us to make a decision about your RFID system.
# REQUEST FOR PROPOSAL
SPRINGDALE PUBLIC LIBRARY RFID SYSTEM

# APPENDIX I
SPRINGDALE PUBLIC LIBRARY PRICING INFORMATION

## PRICING INFORMATION WORKSHEET
Complete the following pages as specified in the preceding information for vendors.

### CATEGORY #1: STAFF WORKSTATIONS
These workstations will be used for circulation functions, conversion, and/or tag programming. The Library currently owns seven in-warranty Bibliotheca SmartServ 200 pads. Please indicate if these pads will not need to be replaced with your system.

<table>
<thead>
<tr>
<th>Component</th>
<th>Est. Qty.</th>
<th>Unit Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff workstation software licenses</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>RFID Pads (if current equipment is incompatible)</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Other components required but not identified by the Library</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### CATEGORY #2: PATRON SELF-CHECK
The Library plans to purchase four self-check units to replace the four modular stations currently in place. These units will sit on counter space. The Library is open to modular or tabletop kiosk units, depending on style and price.

<table>
<thead>
<tr>
<th>Component</th>
<th>Est. Qty.</th>
<th>Unit Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard tabletop or kiosk self-check unit</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Modular self-check unit</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Software licenses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other components required but not identified by the Library</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### CATEGORY #3: SELF-PAYMENT AT PATRON SELF-CHECK

<table>
<thead>
<tr>
<th>Component</th>
<th>Est. Qty.</th>
<th>Unit Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-payment product and/or subscription</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Credit/debit card reader (purchased or leased)</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Coin/bill acceptor</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Other components required but not identified by the Library</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### CATEGORY #4: SECURITY

<table>
<thead>
<tr>
<th>Component</th>
<th>Est. Qty.</th>
<th>Unit Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security gates</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Gate management software license</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Other components required but not identified by the Library</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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CATEGORY #5: AUTOMATED MATERIALS HANDLING
The AMH system must include a patron return station in the Library’s lobby as well as an
induction point for staff to feed items onto the AMH for check-in.

<table>
<thead>
<tr>
<th>Component</th>
<th>Est. Qty.</th>
<th>Unit Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMH, 7-bin sorter plus bins</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>AMH software license</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Extra bins</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other components required but not identified by the Library</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CATEGORY #6: SHIPPING

<table>
<thead>
<tr>
<th>Component</th>
<th>Est. Qty.</th>
<th>Unit Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipping for self-check, gates and staff equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shipping for AMH system</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other components required but not identified by the Library</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CATEGORY #6: INSTALLATION

<table>
<thead>
<tr>
<th>Component</th>
<th>Est. Qty.</th>
<th>Unit Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Installation for self-check, staff stations, and security gates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Installation for AMH system</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other components required but not identified by the Library</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CATEGORY #7: TRAINING

<table>
<thead>
<tr>
<th>Component</th>
<th>Est. Qty.</th>
<th>Unit Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training for self-check, staff stations, and security gates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training for AMH system</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other components required but not identified by the Library</td>
<td></td>
<td></td>
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</tbody>
</table>

CATEGORY #8: MAINTENANCE

<table>
<thead>
<tr>
<th>Component</th>
<th>Est. Qty.</th>
<th>Unit Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance for RFID system</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance for RFID system, after year 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other components required but not identified by the Library</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CATEGORY #9: OTHER CHARGES REQUIRED BUT NOT IDENTIFIED

<table>
<thead>
<tr>
<th>Component</th>
<th>Est. Qty.</th>
<th>Unit Price</th>
</tr>
</thead>
</table>
APPENDIX II
DIMENSIONS OF SPACE AVAILABLE FOR AMH

Current Patron Induction Window (20.25")

Check Out Desks