Henderson County

Addendum 1: Request for Proposals: Radio Frequency Identification (RFID) & Self Check System

DATE: August 14, 2018

TO: Bidders of Record

Please note that changes were made to Terms and Conditions on page 25 of the Request for Proposal (RFP).

HENDERSON COUNTY

Memorandum To: *Interested Bidders*

From: *Trina Rushing*
Library Director

Subject: ***Request for Proposals – Radio Frequency Identification(RFID) & Self Check System***

Date: *August 9, 2018*

Purpose:

This Request for Proposal is for the supply, installation, and training of a Radio Frequency Identification (RFID) & Self-Check System for the Henderson County Public Library which will work in conjunction with the Library's integrated library system (ILS), Evergreen-based NC Cardinal. This program was supported by grant funds from the Institute of Museum and Library Services under the provisions of the Federal Library Services and Technology Act as administered by the State Library of North Carolina, a division of the Department of Natural and Cultural Resources. Among other benefits, the proposed RFID & Self-Check System should provide:

- Enhanced customer experience with innovative self-check interface options;
- Maximized adoption rate of self-check by patrons;
- Significant productivity gains through reduced staff time and repetitive motion of material processing tasks;
- Reduced staff time on shelf management tasks;
- Improved catalog accuracy;
- Reduced material losses using RFID security gates;

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 Timeline:

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

RFP Issued: August 9, 2018
Deadline for Questions: August 22, 2018
Proposals Due: September 5, 2018 by 2:00 pm
Henderson County Public Library
Attn: Trina Rushing
301 N. Washington Street
Hendersonville, NC 28739
Library Decision: on or after September 10, 2018
Award Date: on or after September 19, 2018
Project Start: October 1, 2018
Project Completion: June 15, 2019

Proposal Preparation for Submission:

The deadline for questions is August 22, 2018 at 5:00PM EST. Questions must be submitted in writing and directed to Trina Rushing, Library Director at 301 N. Washington

Street, Hendersonville, NC 27215. Answers to questions will be distributed to all vendors either by mail or email in the form of an addendum.

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.

At time of submission, each proposal package must contain two (2) separate, sealed envelopes as follows:

1. ENVELOPE ONE: Titled **TECHNICAL PROPOSAL – LIBRARY RFID AND SELF-CHECK**
   Within Envelope One, Proposers shall submit one (1) original printed and signed Proposal. 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 & single stapled in the corner or contained within a simple, loose-leaf binding. No glued or permanently bound submissions please.

   AND

2. ENVELOPE TWO: Titled **PRICE PROPOSAL-LIBRARY RFID AND SELF CHECK**
   Proposers shall submit their sealed proposal, which shall include one (1) written, signed original of the cost proposal. This envelope shall be clearly marked on the outside **"PRICE PROPOSAL, LIBRARY RFID AND SELF-CHECK PROPOSAL"** and clearly show the submitting contractor's name.
   *****NOTE: This price proposal is not to be included in the body of the Qualifications & Scope of Work.**

The Price Proposal must provide a detailed comprehensive 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. 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.

Proposal Submission:

Proposals may be delivered by hand, U.S. Mail, or courier service. Proposals submitted by facsimile transmission or e-mail will be rejected. Notwithstanding, however, committing a proposal to the U.S. Mail or a courier service shall not be considered to be delivery.

Proposals received beyond the deadline, regardless of reason, will not be opened or considered. Vendor's whose submissions are received after the deadline will be allowed to pick-up or can arrange for return of their submission. Henderson County 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, except pursuant to N.C. Gen. Stat. §143-129.1.

Project Background:

Henderson County is seeking proposals for the provision of the hardware, software, and support services necessary to install and enable the management of an integrated Radio Frequency Identification (RFID) & Self-Check System.

Using this technology, the library seeks to provide patrons with a quick and user-friendly way to borrow materials and manage their account; to allow staff to provide more personalized patron service; and to provide a level of security that will reduce item loss and increase material availability.

- **The Library**

The Henderson County Public Library serves 114,385 people in Henderson County, North Carolina. The library has six locations located in Hendersonville, Fletcher, Etowah, Edneyville, Green River, and Mills River.

Location	Staff	Collection	Circulation	Number of Entrances
Edneyville Branch Library	2	18,316	36,381	1
Etowah Branch Library	2	34,271	68,630	2
Fletcher Branch Library	4	35,802	85,401	1
Green River Branch Library	1	7,842	16,579	1
Main Library	34	146,765	548,182	2
Mills River Branch Library	1	14,442	40,928	1
Audio Visual Collection**		32,171		
Total		**289,609**	**796,101**	

** The audiovisual collection consisting of audiobooks, DVDs, and music CDs is a floating collection across the library system. This collection will be tagged in its entirety at the same time as the Main Library and should be included with the Main Library print collection proposal.

The library has 94,249 registered users. In January 2016, the library became a member of NC Cardinal, a statewide consortium of thirty public libraries across North Carolina as well as the State Library of North Carolina. The member libraries share a common patron, circulation and catalog database. They also share resources between member libraries. NC Cardinal uses Evergreen as its ILS, managed by MOBIUS.

The library's physical collection consists of print books, compact disc audiobooks, music CDs and DVDs. Fifty desktop computers are available for use by the public, with over 49,000 uses per year. Envisionware is used for public computer use and print management. Use of the library's public wireless network is over 30,000 uses annually. The Library System does not currently utilize security gates.

HENDERSON COUNTY

Scope of Work:

The project term will consist of 2 years. Year one will be from July 1,2018-June 30, 2019. Year two will be from July 1, 2019-June 30, 2020. Unless otherwise stated, quantities listed are estimates only, and Henderson County does not guarantee to purchase the quantities specified below. The quantities purchased will be limited to the amount of monies budgeted and appropriated for it. Delivery shall be F.O.B. to the central site and/or the facilities where they are to be installed.

- Procurement of Equipment Year (1)

  The Library wishes to acquire the following system components:

  - ISO 28560-2 compliant RFID book tags for all circulating library material (275,000);
  - ISO 28560-2 compliant RFID full coverage media tags (20,000);
  - RFID components for staff workstations (15);
  - Leased RFID Tagging Stations (2)
  - Single Aisle RFID Security Gates with gate quick release (2)
  - Double Aisle RFID Security Gate with gate quick release (1)
  - Self-Checkout Desktop Station (1)
  - Portable Shelf Management Device (2)

- Installation and Tagging Locations (Year 1):

  - Henderson County Main Library
    301 N. Washington Street
    Hendersonville, NC 28739

  - Fletcher Library
    120 Library Road
    Fletcher, NC 28732

- Procurement of Equipment Year 2

  The Library wishes to acquire the following system components:

  - RFID components for staff workstations (8);
  - Self-Checkout Desktop Station (1)
  - Leased RFID Tagging Stations (2)
  - Single Aisle RFID Security Gates with gate quick release (4)
  - Double Aisle RFID Security Gate with gate quick release (1)

- Installation and Tagging Locations (Year 2)

  - Etowah Library
    101 Brickyard Road
    Etowah, NC 28729

- Green River Library
  50 Green River Road
  Zirconia, NC 28790

- Mills River Library
  124 Town Center Drive
  Mills River, NC 28759

- Edneyville Library
  2 Firehouse Lane
  Hendersonville, NC 28792

The library does not plan to implement payment of fines and fees through self-check equipment within the scope of this project. However, the library plans to implement payment of fines and fees through self-check equipment in the future. Proposals should be structured to provide an easy and economical addition of self-check payment options.

Proposal Format

Proposals shall follow the sections outlined below, beginning with a cover letter, which will indicate the appropriate contact person for any potential correspondence. The remainder of the proposal shall include detailed vendor information, comprehensive system description, project implementation, references, system requirements, training and documentation, support and maintenance, guarantees and warranties, qualitative criteria and system/component pricing.

1. Vendor Experience & Capability

The vendor 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:

- Brief history of the company
- Timeline of incorporation, ownership, parent company, partners andsuppliers
- Experience installing the products and services requested in this RFP
- Financial viability of vendor
- Any other information regarding the vendor's experience, which will assist the Library in evaluating the proposal and making an ultimate decision.

2. References

The vendor must supply three (3) references for similar work it has undertaken over the past three (3) years, preferably within a public library in North Carolina using the Evergreen ILS.

Please provide:

- Library name;
- Contact name(s);
- Email address;
- Telephone number;
- Brief description of the work performed, including products provided and date of

installation.

The library may or may not contact the references provided. To determine the vendor's past performance, the library may ask any questions it deems are in its best interests.

3. Description of Proposed Solution

The Vendor shall fully describe and illustrate the products and systems which comprise its RFID solution. Description to include:

- How its RFID offerings will benefit the Library in the areas of staff circulation, self-checkout and check-in, inventory management, and item security.
- How vendor will assist the Library in its transition to RFID technology;
- How vendor will offer on-going support and maintenance and ensure Library staff acceptance of new technology through effective, hands-on training.

4. Project Implementation Plan & Personnel

The vendor shall provide an example of a comprehensive project implementation plan. This plan should 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 the Library 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
- Provide experience, qualifications, and role for each person who will be participating in the project. 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

5. Project Support & Maintenance

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

- Hours and methods of contact to technical support, including normal operating hours

and procedures for obtaining assistance during off hours;

- First year costs, if any, and subsequent years costs;
- How vendor handles/addresses issues;
- Any sub-contractors with which the vendor works;
- Any warrantees 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 required by vendor to acquire replacement parts;
- Qualifications of key support team personnel;
- Sample sales, software, and support agreements as appropriate.

6. Training & Documentation

Vendor will supply adequate training to the Library as part of the implementation process.

Adequate training is defined by the following:

- 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 12.
- Training will be performed by the vendor at the Main Library of the Henderson County Public Library.

Additional training requirements include:

- The Library requires user manuals, plus any other materials that are typically distributed during training.
- The Library requires that manuals be available in electronic format with unlimited distribution within the Library and shall be supplied free of charge.
- The Library 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.
- Introductory operator/user/staff training
- Indicate options and pricing for additional staff training periods and topics.

7. Guarantees & Warranties

Vendor shall provide details of all guarantees and warranties that accompany its solution and designate them as follows:

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.

8. Qualitative Criteria

The following sections list key components and features necessary for efficiently achieving the functionality required. Responding vendors should indicate the following and/or provide details where requested.

1. General	Yes	No
1.1. The proposed system shall be fully compliant with ISO 28560-2 per NISORP-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 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 NC Cardinal/Evergreen ILS, its computer clients, or other components.		
1.5. Vendor must be willing to work with NC Cardinal and MOBIUS to resolve any RFID-ILS functionality problem.		
1.6. The proposed system must be compatible with the two self-checkout systems currently in use at the library: Bibliotheca's Smartserve 1000D, running Liber8 software and Tech Logics combo stations running CircIT software.		
1.7. The proposed system must not interfere with other equipment, automated library system clients, or PCs that may be nearby.		
1.8. The proposed system must be able to function on both wired and wireless TCP/IP networks.		
1.9. 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.		
2.0. 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. bar code 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 bar code or the Library's 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 bar code scanner fails to scan all digits in the bar code.		
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 bar code 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 bar code 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'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 check- in 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.		
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 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 the Library 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. Checkout station must be able to check out multiple items in a stack and support efficient workflows for patrons. 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 system's RFID 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.		
6.3. 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.		
6.4. The proposed system must be able to connect through the Library's local area network via an Ethernet connection and/or secured wireless network.		
6.5. The proposed system must be capable of processing RFID tags or item bar codes in the same transaction.		
6.6. After being unable to detect an RFID tag in an item, station must automatically request that the patron scan the item's bar code, 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 the Library (14-digit Codabar) and should be able to facilitate a migration to other technologies under consideration by the Library (e.g. RFID or NFC based patron cards). Describe library card types with which your system is compatible.		
6.8. Vendor has multiple self-checkout form factors available, including built-in, freestanding kiosk, countertop, and height adjustable for ADA requirements. Describe options in the appendix.		
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 library identity, hours, and so forth. Staff members must be able to make these changes easily without going back to the vendor. Describe the ways the receipt may be customized by the 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. Patrons can renew items at the self-checkout stations without having the items present.		
6.12. The proposed system must be capable of reading item bar codes located in various locations.		

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 going back to the vendor. 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 patron, before completing the check-out transaction, if a missing part is detected.		
6.17. Self-checkout system software and hardware must 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.		
6.18. The proposed system must have customizable instructions and graphics that can be configured by library staff without going back to the vendor. Describe how the Library can modify these instructions and graphics Describe in the appendix.		
6.19. 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 in the appendix.		
6.20. Each self-check unit must be able to toggle interface language between English and Spanish. 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 bar codes 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. Self-checkout stations can be customized with a selection of colors or other options. Please elaborate on whether or not this is available. **The cost associated with all options must be provided on the options appendix attached to and included in the sealed price proposal.		

6.25. The proposed system must provide CSA or UL listing number and FCC certification numbers for the complete self-checkout system.		
6.26. 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. Reporting, Management, & Configuration Tools:	Yes	No
7.1Vendor 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 all connected devices. • Ability to control personalized alerts for pertinent staff.		
7.2 The proposed system will provide 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 at all self-checkouts, whether in one location or across a system.		
7.3 The proposed system must provide performance statistics. Describe available reporting features and the statistics that can be seen in the appendix.		
7.4 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 network access.		
7.5. 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.		
7.6. 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.		
7.7. 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.		

7.8. Describe how staff is able to generate reports without having to contact vendor. Describe in the appendix.		
8. Security Gates and Detection System	Yes	No
8.1. The proposed system must have a read range of no less than eighteen inches (18”) in either direction of each gate.		
8.2. Proposed system should provide the option for detecting unchecked-out items on one or both sides of the security pedestals.		
8.3. The proposed system must have the option to trigger an alarm only when a patron is exiting the Library.		
8.4 Security System must perform bi directional patron counting		
8.5. 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.		
8.6. The detection systems must be shielded from external interference from light fixtures, elevator motors, etc.		
8.7. Security system must not damage or erase magnetic material.		
8.8. 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.		
8.9. The proposed system must be able to issue visible and audible warnings. Describe options in the appendix.		
8.10. 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?).		
8.11. The proposed system gate software must provide comprehensive reporting tools. Please describe in the appendix.		
8.12. The proposed system must provide item security even when the Library’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.		
8.13. In order for the 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.		
8.14. The proposed system must offer multiple installation options. Describe in the appendix.		
8.15. 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.		
8.16. 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.		
8.17. Provide information on required routine maintenance of the security gates, including tasks and schedules.		
8.18. The proposed system should only require a single data connection for multiple pedestals.		
8.19. The proposed system must have an on/off key switch accessible to staff.		
8.20. 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.		
8.21. The proposed systems accurately identify 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.		
9. Portable Inventory Device	Yes	No
9.1. The portable inventory device must be able to scan shelves without having to stop and/or handle each item.		
9.2. 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.		
9.3. 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 non- stressful to wrist, arm, shoulder, and		

elbow. Describe the unit including how it is carried (or worn) and how much it weighs in the appendix...		
9.4. 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.		
9.5. 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.		
9.6. 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.		
9.7. The portable inventory device must accommodate data collection simultaneously with other functions. Describe in the appendix.		
9.8. 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.		
9.9. 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.		
9.10. The portable inventory device must be able to save data about found items and easily upload the data into the Evergreen inventory module. Describe in the appendix.		
9.11. The portable inventory device must provide an easy way to upload information to the Library's collection management module.		
9.12. The portable inventory device must assist a user with sorting items on a shelf or cart. Describe in the appendix.		
9.13. The portable inventory device must assist a user with item searches. Describe in the appendix.		
9.14. 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.		

9.15. The search capability must be active during data collection, sorting, pulling, and finding functions, with option to turn it off if desired.		
9.16. The portable inventory device must allow a user to identify individual items that have not been properly checked in on library carts or shelves.		
9.17. The portable inventory device must validate item identifier (bar code) data from input lists and provide a log of errors found.		
9.18. 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.		
9.19. 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.		
9.20. The portable inventory device must have built-in diagnostics for troubleshooting. Describe in the appendix.		
9.21. To be able to read items that may not be tagged with RFID, the portable handheld reader must support barcode scanning.		

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

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.

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 the Library will consider, any system that is the functional equivalent, or better, system than called out in this RFP.

9. System Pricing Year One & Year Two

This section, including the vendor's project quote sheet and all detailed pricing information, must be placed in the separate, sealed envelope labeled "PRICE PROPOSAL", as noted in PROPOSAL PREPARATION FOR SUBMISSION, Item 2.

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. 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.

HENDERSON COUNTY

	Project Cost (Year One)	Quantity	Per Unit Price	Extended Price
A.	ISO 28560-2 Compliant RFID Book Tags	275,000		
	ISO 28560-2 Compliant RFID full-coverage media tags	20,000		
B.	Conversion Station Rental	2		
C.	RFID Components for Staff Workstations	15		
D.	Self-Checkout Desktop Station	1		
	Single Aisle Security Gates	2		
E.	Double Aisle Security Gates	1		
G.	Portable Shelf Management Device	2		
H.	Software license costs (please list per seat costs and number of seats required for each component of proposed system – add lines as needed.)			
I.	Installation			
J.	Shipping			
K.	Training			
L.	Support			
M.	Hardware and Software Maintenance			
N.	Other costs (please list in detail):			
O.	Tax:			
P.	Total Project Cost:			
	Ongoing Maintenance Costs			
Q.	Annual service/maintenance costs (including software license renewals, parts, labor, and travel) Year Two:			
R.	Annual service/maintenance costs (including software license renewals, parts, labor, and travel) Year Three:			
S.	Annual service/maintenance costs (including software license renewals, parts, labor, and travel) Year Four:			
T.	Annual service/maintenance costs (including software license renewals, parts, labor, and travel) Year Five:			
	TOTAL COST OF SYSTEM OVER 5 YEARS:(Sum of items P, Q, R, S and T)			

HENDERSON COUNTY

	Project Cost (Year Two)	Quantity	Per Unit Price	Extended Price
A.				
B.	Conversion Station Rental	2		
C.	RFID Staff Workstations	8		
D.	Self-Checkout Desktop Station	1		
	Single Aisle Security Gates	4		
E.	Double Aisle Security Gates	1		
G.				
H.	Software license costs (please list per seat costs and number of seats required for each component of proposed system – add lines as needed.)			
I.	Installation			
J.	Shipping			
K.	Training			
L.	Support			
M.	Hardware and Software Maintenance			
N.	Other costs (please list in detail):			
O.	Tax:			
P.	Total Project Cost:			
	Ongoing Maintenance Costs			
Q.	Annual service/maintenance costs (including software license renewals, parts, labor, and travel) Year Two:			
R.	Annual service/maintenance costs (including software license renewals, parts, labor, and travel) Year Three:			
S.	Annual service/maintenance costs (including software license renewals, parts, labor, and travel) Year Four:			
T.	Annual service/maintenance costs (including software license renewals, parts, labor, and travel) Year Five:			
	TOTAL COST OF SYSTEM OVER 5 YEARS:(Sum of items P, Q, R, S and T)			

Selection Criteria

Vendor selection will be based on "best value procurement", as that term is used in N.C. Gen. Stat. §143-135.9(a)(1), and will include but not necessarily be limited to the following criteria:

Criteria	Weight
Ease of Integration among various components and with the library's ILS (Evergreen)	20%
Proven design, functionality, and suitability of the proposed system to perform required tasks and meet specifications	20%
Vendor reputation, stability, experience, and qualifications in the library RFID field	10%
Presence of vendors product in North Carolina libraries	10%
Positive response of vendor's references for similar projects	5%
Ability to provide quality service, support, warranties, and product maintenance in a timely manner, with suitable on-site and remote service and support	15%
Cost, including software, licensing, maintenance, and support,	20%

Proposals will be evaluated using a standardized scoring system. Each criteria component (except cost) will be assigned points ranging from 1 - 5 according to the extent to which the proposed system meets the stated requirements. The points will be assigned as follows:

- 5 points: Fully meets
- 4 points: Meets with minor gaps (no compromise required)
- 3 points: Meets with moderate gaps (some compromise required)
- 2 points: Partially meets with significant gaps (compromise required)
- 1 point: Does not meet

Cost will be calculated with a formula using a ratio method, in which the lowest cost receives the maximum points allowed and other proposals receive a percentage of the points available based on their cost relationship to the lowest. This is determined by applying the following formula:

$$\frac{\text{Lowest Cost}}{\text{Cost being evaluated}} \times \text{Maximum Points Available} = \text{Awarded points}$$

The points for each criteria component will be multiplied by the percentage weight listed above and totaled.

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

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Terms and Conditions

- **FEDERAL FUNDS: The source of funds for this contract involves federal funds; Therefore, the following federal provisions apply pursuant to 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II (as applicable):**

  Equal Employment Opportunity (41 C.F.R. Part 60); Davis-Bacon Act (40 U.S.C. 3141-3148); Copeland "Anti-Kickback" Act (40 U.S.C. 3145); Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708); Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387); Debarment and Suspension (Executive Orders 12549 and 12689); Byrd Anti-Lobbying Amendment (31 U.S.C. 1352); Procurement of Recovered Materials (2 C.F.R. § 200.322); and Record Retention Requirements (2 CFR § 200.324)

- **The following information must be included in the proposal:**
  1. Proof of liability insurance. See Henderson County Insurance and Bond Requirements posted under Doing Business with Henderson County at https://www.hendersoncountync.gov/county/page/doing-business-henderson-county for the following:
     a. Insurance (if appropriate) per Article 11
  2. For Disadvantaged Business Enterprise requirements, see Minority Business Participation Guidelines posted under Doing Business with Henderson County at https://www.hendersoncountync.gov/county/page/doing-business-henderson-county
  3. Proposed Contract signed by bidder and ready for County's signature.
  4. Contractors with 25 or more employees as defined in Article 2 of Chapter 64 of the NC General Statues must verify compliance with the E-verify, NCGS 160A-20.1(b).
  5. Compliance with Purchase Order Terms & Conditions https://www.hendersoncountync.gov/county/page/doing-business-henderson-county

Henderson County reserves the right to reject any and / or all bids. Questions concerning this project should be submitted in writing and directed to Trina Rushing, Library Director, at 301 N. Washington Street, Hendersonville, NC 28739 or via email at trushing@hendersoncountync.org. The deadline for questions is August 22, 2018.