

Request for Proposals

The Town of Newington is requesting proposals for a radio frequency identification system for the Lucy Robbins Welles Library. All proposals must be submitted in accordance with Town requirements, as set forth in the Request for Proposals documents, which are available in the Office of the Town Manager, 131 Cedar Street, Newington, CT 06111 and on line at the Town's website, www.newingtonct.gov under Doing Business, Bid Opportunities. Proposals will be received until 2:30 P.M. on June 5, 2014 in the Office of the Town Manager. The Town of Newington reserves the right to reject any or all submittals.

John L. Salomone
Town Manager

RFP No. 4, 2013-14

A. TOWN OF NEWINGTON

REQUEST FOR PROPOSALS

LIBRARY RFID SYSTEM

I. PURPOSE

- A. The Town of Newington (“Town”) is requesting proposals from experienced, qualified firms or individuals for a 13.56 MHz radio frequency identification (RFID) system for use by the Lucy Robbins Welles Library, located at 95 Cedar Street in Newington. The Town considers an RFID system as one that includes non-contact use of radio frequency electromagnetic fields to transfer data for the purposes of automatically identifying and tracking tags attached to elements of the library’s collection.
- B. The Town is seeking to retain a firm to supply and install a fully operational RFID system, with tags installed inside or on the covers of books, DVDs, compact discs, and other elements of the library’s collection in order to record and monitor the location of those assets, and their current status. This system shall allow the library to convert from barcode to RFID tags regardless of media format, record and monitor the location of their collection assets, determine the availability of the items in its’ collection, deter the theft of those items through electronic article surveillance, and provide an enhanced self-checkout process for library patrons. The library also intends to “read” shelves with hand held portable scanners to identify books, etc. that are out of order. The library currently has approximately 150,000 books and 22,000 media items in its’ collection.

II. GENERAL REQUIREMENTS

- A. Respondents shall be able to provide the Town with a certificate of insurance satisfying the coverage limits and requirements set forth below. The Town reserves the right to waive informalities or to reject any or all proposals when such action is deemed to be in the best interests of the Town. The Town reserves the right to delete such items as it deems necessary from these proposals. All exceptions of the respondent to the terms and specifications of this RFP shall be made in writing and submitted in full with the proposal. For all other terms and specifications, submission of a proposal constitutes acceptance by the respondent. The Town reserves the sole right to reject proposals that contain exceptions which are unacceptable. In order to provide the requested services to the Town, the respondent must be able to demonstrate the expertise and flexibility necessary to successfully complete this work. Products and services shall only be provided after written authorization is received from the Town. The Town reserves the right to utilize some, all or none of the various items or services identified in this

RFP. All services performed shall be completed to the satisfaction of the Town Manager. The Town reserves the right to terminate any agreement upon ten (10) calendar days' written notice of failure by the respondent to provide service to the satisfaction of the Town Manager. All responses received are subject to the State of Connecticut Freedom of Information requirements.

B. NONDISCRIMINATION

The Contractor shall agree and warrant that it will not discriminate or permit discrimination against any person or group of persons on the grounds of sex, race, color, religion, age, marital status, ancestry, national origin, past history of mental disorder, mental disability, physical disability, or other basis in any manner prohibited by the laws of the United States, the State of Connecticut, or the Town of Newington.

C. HOLD HARMLESS

The Contractor agrees to indemnify, defend and hold harmless the Town of Newington and its respective officers, employees, agents and/or servants against all demands, claims, actions or causes of actions, losses, damages, liabilities, costs and expenses, including without limitation, interest, penalties, court costs and reasonable attorney's fees, asserted against, resultant to, imposed upon or incurred by the Town of Newington resulting from or arising out of:

1. Any breach by the Contractor of the terms of the specifications, or
2. Any injuries (including death) sustained by or alleged to have been sustained by the officers, employees, agents and/or servants of the Town of Newington or the Contractor or subcontractors or material men, or
3. Any injuries (including death) sustained by or alleged to have been sustained by any member of the public or otherwise any or all persons, or
4. Any damage to property, real or personal, (including property of the Town of Newington or its respective officers, agents and servants)

caused in whole or in part by the acts or omissions of the Contractor, any subcontractor, or any material men or anyone directly or indirectly employed by them while engaged in the performance of any work for the Town of Newington.

D. INSURANCE

The successful respondent shall furnish a certificate of insurance to the Town Manager for the following insurance coverage within ten (10) days from notice of award. All insurance coverage shall be written with an insurance company licensed to conduct business in the State of Connecticut and that has a current A.M. Best's rating of A-(VIII) or better. Insurance coverage shall remain in full force for the duration of the award/contract term including any and all extensions. All insurance, except for Professional Liability Insurance, shall be carried on an occurrence basis. Such certificate of insurance shall specify that the Town of Newington will receive thirty (30) days notice of any cancellation, non-renewal or reduction in coverage and limits originally provided.

1. Commercial General Liability including Premises-Operations, Independent Contractors, Blanket Contractual, Products and Completed Operations:

\$1,000,000 Each Occurrence
\$1,000,000 Aggregate

Combined Single Limit for personal injury or property damage or both combined.

Such policy shall name the Town as additional insured.

2. Comprehensive Automobile Liability covering owned, non-owned, hired or leased vehicles.

\$1,000,000 Each Accident

Combined Single Limit for bodily injury or property damage or both combined.

3. Workers Compensation Insurance in accordance with Connecticut State Statutes.

Employers Liability Limit - \$100,000 per accident
- \$100,000 for disease per employee
- \$500,000 for each disease/policy limit.

E. LEGAL REQUIREMENTS

The successful respondent (hereafter the "Contractor") shall comply with all federal, state and local laws, ordinances, charter requirements, rules and/or regulations, as amended, which are applicable to the Contractor's obligations and services. In the event of any inconsistencies between applicable general

laws and any contract that results from this RFP, the applicable general laws shall prevail. In the event that any provision of the contract is found invalid or unenforceable pursuant to judicial decree or decision, the remainder of the contract shall be valid and enforceable according to its terms. The validity, interpretation and enforcement of the contract shall be governed by the laws of the State of Connecticut.

F. SITE CONDITIONS

Respondents shall have made an examination of the Lucy Robbins Welles Library and satisfied themselves as to the actual conditions, limitations, requirements and quantities of the work. Respondents are requested to check in with the library staff or schedule an appointment in advance by calling 860-665-8728, when examining the building and existing conditions in preparation for responding to this RFP.

G. PAYMENT

Payment for the work associated with this bid shall be made within thirty (30) days by the Town, following the completion of all work invoiced to the satisfaction of the Town Manager and upon submission of an invoice to the Town of Newington Finance Department, 131 Cedar Street, Newington, CT 06111.

H. PROTECTION

Precaution for the protection of persons and property must be exercised at all times. The safety provisions of applicable laws, as well as building, fire and construction codes, shall be observed at all times. The Contractor shall take such additional safety and health measures as are reasonably necessary. The Contractor shall be responsible for ensuring pedestrian and traffic safety in all work zones.

I. STORAGE AND HANDLING

All materials and equipment shall be delivered, handled and stored in a manner which prevents the intrusion of foreign materials and damage by breakage or weather. Such storage, delivery, and handling shall not interfere with Town operations nor impede access to any public areas. All equipment shall be stored in a clean, dry location. Material which is damaged shall be replaced with new material at no additional cost to the Town.

J. CLEANUP

Removal of material to be replaced is the responsibility of the Contractor. All accumulated rubbish and debris shall be removed daily from the job site and adjacent areas by the Contractor. Any such rubbish and debris shall not be placed in the Town's dumpster but shall be transported by the Contractor from the premises. All dumpster and trash disposal costs shall be included in the fee proposal. Any inflammable rubbish shall not be burned on the premises but shall be hauled away.

The work area(s) shall be left clean and ready for use by the Town. If the Contractor fails to properly clean up the job site the Town may do so or may hire another firm of its choosing to do so. In either case, the cost of such cleanup shall be charged to the Contractor.

K. APPEARANCE

All work shall be performed in a workmanlike and professional manner and shall be left with a neat appearance. All disturbed areas shall be restored to their original condition. Any damage to a building resulting from this work shall be repaired by the Contractor at no additional cost to the Town. All preparation and installation shall be performed in conformance with manufacturer's guidelines and appropriate building and fire codes. All work shall be performed to the satisfaction of the Town Manager.

II. PROJECT REQUIREMENTS

- A. Proposals are sought for RFID products consisting of hardware, software, shipping installation, training, project management, and continuing maintenance and enhancements. Since the Library is planning to use some existing PC and Local Area Network (LAN) equipment, the proposal shall include minimum specifications for these elements that may be required in conjunction with the operation of the system.
- B. The respondent selected by the Town shall install the system as specified in this RFP. This is subject to exceptions made in the response and agreed upon by both parties in writing.
- C. The Library is seeking to train all technical services employees, system administrators, and public services staff in the use of all equipment. The total number of people who shall be trained is approximately 40 people.
- D. Critical Requirements and Components
 - a. The respondent shall include documentation (including descriptions, colored photographs and illustrations) that details the use and function of the following:

- b. Proven real time integration with the Library's ILS (Integrated Library System) Sierra platform, by Innovative Interfaces, Inc.
- c. Shall integrate and communicate with SIP2 (Standard Interchange Protocol 2) interface by Library Connection, Inc. SIP2 is a proprietary standard for communication between library computer systems and self-service circulation terminals and software that requires library card authentication.
- d. The RFID system shall be ISO 15693-3/18000-3 Mode 1 Compliant
- e. Conversion from barcode to RFID tag regardless of media format
- f. RFID tagging of a newly acquired item regardless of format
- g. Staff check out
- h. Staff check in (preferably the same as the check out stations)
- i. Patron self-check out
- j. Dual aisle security gates
- k. Ability to compile statistics and output them to a comma separated file that is Microsoft Office 2013 software or higher.

III. SCOPE OF SERVICES

At a minimum, include pricing for:

- A. A turn key 13.56 MHz RFID system.
- B. Two (2) dual aisle RFID security gates and antennas for one main entrance.
- C. Software to tie the antennas, staff pads and self-checkout units into the Library's management system, Sierra by Innovative Interfaces, Inc. with their API. The software shall have the ability to compile statistics, generate reports and manage and maintain all aspects of the RFID system including alarms and traffic. It shall be available on multiple (between two and five are anticipated) staff computers.
- D. The proposed system shall be disabled or enabled in one step with the check in or check out of materials.
- E. The system shall include auditory alerts and display title/author of the item that set off the entrance active readers/antennas on select staff computers.
- F. Three (3) free standing self-checkout kiosks, each of which shall include one or more touch screen computer, coin and bill feeder, PCI standard (data security standards issued by financial institutions the Town transacts business with) compliant credit card reader, barcode scanner, receipt printer, and RFID pad.
- G. Three (3) RFID mobile conversion stations with tagging/conversion software included for a three (3) month trial rental.

- H. Tagging/conversion software for three (3) Library homegrown mobile conversion stations. (Homegrown mobile conversion stations are library carts with the Library's own laptops and scanners that would be used for the tagging process.)
- I. Seven (7) 13.56 MHz RFID staff workstations with fully shielded desktop pads for staff computers (these may be mounted underneath the desk or above, as agreed upon with the library staff on a location by location basis) and circulation and conversion software.
- J. Providing 170,000 13.56 MHz passive RFID tags for print materials that work well around water and metal. The RFID conversion software shall encrypt all necessary information on each RFID tag, as agreed upon by the Contractor and the Library Director.
- K. Providing 24,000 13.56 MHz passive RFID stingray tags for DVDs and CDs that work well around metals. The RFID conversion software shall encrypt all necessary information on each RFID tag, as agreed upon by the Contractor and the Library Director.
- L. A portable, hand held inventory device for use by Library staff to scan shelves and identify out of order and missing materials.
- M. Pre-arranged delivery for all system components. All deliveries shall be inside deliveries.
- N. Technical support options which identifies hours of operation.
- O. Options for updates and maintenance of both hardware and software support for the RFID system for a period of five years from the go-live date of the system.

IV. OPTIONAL ITEMS

- A. A people counting system integrated with the dual aisle security gates if not already included with the security gates and software. This is designed to count the number of patrons as well as to deter theft.
- B. Five (5) receipt printers for staff work stations.

V. SUBMITTAL

- A. All respondents are required to complete the attached Radio Frequency Identification (RFID) System Proposal Response Form, with an explanation for responses other than "Yes" for all items.
- B. In order to provide the requested service to the Town, the respondent must be able to demonstrate that it has the experience, expertise, flexibility, and personnel available to successfully complete this assignment.

- C. The proposal shall contain a detailed listing of the qualified individuals who will be assigned to this project. The listing shall also reflect the method of internal management necessary to insure efficient, cost effective use of staff. Resumes of all individuals to be associated with this award shall be provided. Resumes shall include similar experience and responsibility for that activity to be performed under this award.
- D. The proposal shall demonstrate the ability of the firm to rapidly respond to the needs of the Town and must describe the processes, software and equipment the respondent intends to use to meet the Town's Scope of Work. If the respondent is proposing a joint-venture approach, overall responsibility must be clearly identified, as well as a detailed plan of delineation of work assignments.
- E. The proposal format shall contain a letter of transmittal, an executive summary, information on the company's background and experience, Fee Proposal Form and fee proposal narrative, and implementation narrative. The submittal should address the firm's skills and experience with other municipalities and public libraries.
- F. In the executive summary, respondents shall state what they feel is unique about their firm that, in their opinion, would give them "an edge" and have them stand out as the individual or firm that the Town of Newington should retain for this assignment. It should contain a statement indicating whether the firm has exceptions it wishes to take to specific requirements of the RFP or if it accepts all terms and conditions presented by the Town in the RFP. If exceptions are being taken, those exceptions should be clearly identified. The executive summary should also identify name, title and contact information of the individual to whom the Town may direct questions concerning the proposal or contact to schedule an interview.
- G. The section on the company's background and experience shall describe the firm's capabilities, including the number of employees, the number and location of offices, etc. Respondents shall provide at least three references from other public libraries for whom it has successfully completed similar projects or provided similar services, with contact information, including name, current title, current telephone number, current e-mail, and identification of the company or locations referenced. This section shall also include a description of the work/projects that the respondent has completed in the past five years of a related nature to what is called for in this RFP.
- H. The respondent's fee proposal and narrative are addressed in Section IX below.
- I. The section containing the implementation narrative shall include the timing and manner in which the Scope of Work will be addressed, including implementation, the installation of kiosks, training of staff, maintenance and support details, target/milestone dates, and timelines. It shall describe the plan for transitioning from the Town's current system in a manner that provides minimal disruption of library services for both Library patrons and Library staff.

VI. SELECTION PROCESS

All firms wishing to be considered for this appointment shall submit three (3) sets of their concisely worded replies based on the format and requirements set forth in this Request for Proposals to the Town Manager's Office, 131 Cedar Street, Newington, CT 06111, before 2:30 p.m., June 5, 2014. All submittals shall be clearly labeled "RFP No. 4, 2013-14, Library RFID System". The Town, at its sole discretion, shall determine the respondent or respondents that best meet its needs. That respondent or respondents may be invited for an interview at a date and time to be determined. The Town reserves the right to negotiate with the selected respondent or respondents prior to the award of any contract resulting from this Request for Proposals. The Town will award any contract resulting from this RFP to the firm that best responds to the requirements of this RFP, has the qualifications that best meets the needs of the Town, and which offers the most advantageous proposal, taking into consideration any evaluation criteria stated in this RFP as well as the fee proposal.

VII. OTHER

The Town reserves the right to award the contract to the respondent or respondents that the Town deems to offer the most responsive and responsible proposal. The Town is not bound to accept a proposal based only on lowest price. In addition, the Town has, at its sole discretion, the right to cancel this RFP, to reject any or all proposals, to waive any or all informalities and/or irregularities, or to re-advertise with either the identical or revised specifications if it is deemed to be in the best interests of the Town to do so. The Town also reserves the right to make multiple awards based on the experience and/or qualifications of the respondents and to award only a portion of the items and/or services specified, if deemed to be in the Town's best interest.

Services to be provided under this RFP shall only be provided after written authorization is received from the Town. All responses and submittals received as a result of this Request for Proposals shall become the property of the Town upon receipt. The Town shall not be responsible for any expenses incurred in preparing and submitting a response to this Request for Proposals.

VIII. QUESTIONS

All questions regarding this request for proposals shall be directed in writing to Lisa Masten, Library Director, Town of Newington, 131 Cedar Street, Newington, CT 06111, e-mail address lmasten@newingtonctgov. All questions shall be presented at least four business days prior to the submission deadline to allow for the preparation and distribution of addenda. Any addenda will be posted on the Town's website, www.newingtonct.gov under Doing Business, Bid Opportunities, at least forty eight hours prior to the response deadline. It is the responsibility of each respondent to check this web site for the presence and content of any addenda. There is no pre-proposal conference scheduled.

IX. FEE PROPOSALS AND NARRATIVE

- A. All fee proposals shall include a completed Fee Proposal Form that is part of this RFP document. All fee proposals submitted in response to this RFP shall remain firm for a period of one hundred and eighty days after the date of the deadline for fee proposal submittals. Fees should be all inclusive to provide all the items identified in the Scope of Services of this RFP. All charges for overhead, insurance, travel, telephone calls, postage, shipping, photocopies, software, training and any other miscellaneous expenses shall be included in the fee and shall not be billed separately.
- B. The Fee Proposal Form shall be accompanied by a Fee Proposal Narrative in which respondents shall provide a description of what is included in the fee for each item of the Scope of Services herein, including the manufacturer and model of any hardware or equipment; the manufacturer, trade name and release of any software; and any limitations (e.g., training for up to ten hours) or assumptions (e.g., electrical power will be located within five feet). Along with the limitations and assumptions, each respondent shall also identify what services, information or other items it expects to receive or be provided by the Town. The reasons why the respondent believes that the particular hardware, software or item proposed is the best solution for the Town shall also be included in this narrative. In addition, the respondent shall identify the steps they will take to reduce skimming and eavesdropping through unauthorized reading of RFID tags; what further steps could be taken by the Town and their probable costs; the steps the respondent will take to reduce the susceptibility to infiltration of the servers for the database; identify if the Town will have the ability to change, update, or lock data on the RFID tag and, if so, identify the process; identify if the tags will be read-write, write-only, or WORM (write once, read many); and identify steps the respondent shall take to block out data flooding from staff or patrons moving items from one shelf to another.
- C. The Fee Proposal Form shall be signed by an official of the company who is authorized to submit an offer on behalf of the firm. This individual must also have the authority to negotiate and contractually bind the firm. The fee for each item that is proposed and accepted shall be the complete price for all services and expenses for that item incurred by the Contractor.
- D. Details on the Optional Scope of Services items shall be provided separately.
- E. The Town may choose to select all, some or none of the individual items included within the Scope of Services. E.g., the Town may choose to have RFID tags installed in books but not in media, or it may choose to have the elements of its collection tagged but defer purchase of the readers/UHF antenna until a later date, etc. Respondents shall price each item with the Scope of Services separately and identify the total of all the costs associated

with that item. That total shall include all materials, supplies, personnel, shipping and other necessary expenses.

- F. The Town reserves the right to negotiate fees and payment schedules with one or more respondents.

TOWN OF NEWINGTON
REQUEST FOR PROPOSALS NO. 4, 2013-14

LIBRARY RFID SYSTEM

FEE PROPOSAL FORM

In accordance with the specifications and requirements of the Request for Proposal document, the undersigned hereby submits a detailed breakdown in the cost of the following categories:

A. Hardware

- 1. Dual Aisle Security Gates/Antennas \$ _____
- 2. Self-Checkout Kiosks \$ _____
- 3. RFID Workstations \$ _____
- 4. Mobile RFID Conversion Station \$ _____
- 5. RFID Tags for Print Materials \$ _____
- 6. RFID Stingray Media Tags \$ _____
- 7. Portable Scanner \$ _____

C. Software

- 1. Tagging/Conversion Software for Staff Computers \$ _____
- 2. Circulation Software for Staff Computers \$ _____
- 3. Security Gate Software \$ _____
- 4. Software that Manages All Aspects of the RFID System, Including Traffic/Security, Alarm and Statistical \$ _____

D. Labor \$ _____

E. Training \$ _____

F. Travel and/or Accomodations \$ _____

G. Recurring (On-going costs) \$ _____

H. Updates, Maintenance and Support, 5 Yrs. \$ _____

I. Total system cost \$ _____

Further information for each item is included in the Fee Proposal Narrative.

Optional Scope of Services

In accordance with the specifications and requirements of the Request for Proposal document, the undersigned hereby submits the following offer for each item identified in the Optional Scope of Services:

A.1. People Counter \$ _____

A.2. Receipt Printers \$ _____

Further information for each item is included in the Fee Proposal Narrative.

The undersigned declares it is submitting this offer without connection with any other individual or company that is also submitting a proposal, and that the offer is in all respects fair, in good faith, and without collusion or fraud.

SUBMITTED FOR:

SUBMITTED BY:

Firm _____

Signature _____ .

Address _____

Name _____ .

Title _____ .

Telephone _____ .

**RADIO FREQUENCY IDENTIFICATION (RFID) SYSTEM
PROPOSAL RESPONSE FORM**

Answer each requirement using one of the following letters (Y, D, P, N) in the Response column.

Y YES - All features, functions, products, or services listed in an individual requirement are available as requested and are fully operational using the version proposed at one or more Library sites.

D IN DEVELOPMENT - Feature, function, product, or service is under active development and operating in a test environment.

P PLANNED - Feature, function, product, or service is planned. No development has begun.

N NO - Feature, function, product, or service is not available, in development or planned.

For each item whose response is not **Y YES**, provide an explanation, identifying the category number and item letter herein if the explanation is not on this form.

| 1. Overall Requirements | Response |
|---|----------|
| a) All system components are UL, CE, and FCC Part 15-Certified; SIP2, TCP/IP Ethernet 10/100/1000, 802.11b,g,n (wireless) compliant. (Please provide copies of official vendor documentation referring to this compliance such as warranties, brochures, training manuals, or other support documentation.) | _____ |
| b) The proposed system and all of its components is entirely compatible with, and in no manner interferes with, the integrated library system, its computer clients, or other components. | _____ |
| c) The proposed system provides application-specific software to incorporate all hardware (detection systems, staff station readers, cataloging stations, patron self-check stations, and portable inventory reader), the circulation RFID tags and any other RFID-related hardware into the system. | _____ |
| d) The proposed system interfaces with the Library's existing automated library system using the SIP2 protocol. | _____ |
| e) The proposed system must be able to function on both wired and wireless TCP/IP networks. | _____ |
| f) The RFID system is ISO 15693-3/18000-3 Mode 1 Compliant. (Please provide copies of official vendor documentation referring to this compliance such as warranties, brochures, training manuals, or other support documentation.) | _____ |

- g) Vendor is willing to work with the integrated library system vendor to resolve any RFID-ILS functionality problem.

2. Self-Check Machines

Response

- a) The proposed system's RFID self-check units read item-specific identification numbers, communicate to the host circulation system to update the Library's inventory, and deactivate and reactivate the security device on the material.

- b) Provide selectable self-check out or self-check in software feature.

- c) Self-check out de-activates and self-check in re-activates the security device on the material.

- d) The proposed system uses an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read when tagged items are stacked.

- e) Capable of simultaneously reading RFID tags placed in various locations on the material, including inside or outside, top or bottom of front or back cover, or inside the top or bottom of the front or back fly page, or inside media packaging container.

- f) Reads bar-coded patron cards.

- g) Reads non RFID tagged bar-coded books with any specific sequence barcode.

- h) Screen display and screen instructions are customizable.

- i) Displays customizable ILS information relating to the patron or item status.

- j) Provides visual and audible feedback during the transaction.

- k) Without compromising patron privacy, displays selected information from patron record, such as (but not limited to) number and list of items checked out, number and list of items on hold, or outstanding fine information.

- l) Offers multiple language options, with the ability for the library to select up to four to be used on the self checkout / check-in system.

- m) Offers check out transaction receipt options of e-mail, printed paper

- receipt, or no receipt. _____
- n) Printed check out transaction receipts are easily customizable by Library staff to incorporate library identification, hours, messages, etc. _____
 - o) Receipts are customizable to include a variety of information from the patron record including holds, a list of all checkouts with due dates and bills. _____
 - p) Perform off-line transactions and maintain records of all barcodes and RFID tags transacted when the ILS is off-line, then upload those transactions when the ILS is back online. _____
 - q) Turns the RFID security feature on or off to allow secure library operation during offline situations. _____
 - r) Provides online accessible performance statistics. Data includes, but is not limited to, number of transactions, type of transaction, day of the week, hour of the day, and number of successful and unsuccessful transactions. _____
 - s) Offers web-based remote monitoring and diagnostics, including instant e-mail notification, monitoring of check-in and check-out rates, web-based troubleshooting, and the ability to obtain statistics for each machine from any location. _____
 - t) Provides at least 90% first-time user success for library patrons. Please provide actual rate. _____
3. Staff Workstations Response
- a) Uses a thin RFID reader pad that installs easily. _____
 - b) Is compatible with Library's standard circulation desk computers, barcode scanners, and receipt printers. _____
 - c) System hardware is attractive and contemporary, and includes components that can be integrated into existing library furniture. _____
 - d) Equipment mounts in, on, or under the work surface of a circulation station. _____
 - e) Has an RFID read range of a minimum of at least 8 inches. _____
 - f) Displays information contained on the RFID tag. _____

- g) System can be used for charge and discharge of library materials. _____
- h) Uses an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read. _____
- i) Simultaneously processes multiple RFID-tagged items for check-in/out. _____
- j) Provides a displayed count of the number of items processed simultaneously to ensure complete check-in/out transaction processing. _____
- k) Allows operator to read, program, or reprogram RFID tags. _____
- l) Allows configuration of item identifier parameters to automatically prevent programming of partially scanned or incorrectly scanned barcodes. _____
- m) Allows operator to read, program, or reprogram RFID tags. _____

4. Detection System

Response

- a) Has a read range of at least eighteen inches (18”) in either direction of each gate. _____
- b) Uses 13.56 MHz ISO 15693-3/ISO 18000-3 mode 1 RFID technology. (Please provide copies of official vendor documentation referring to this compliance such as warranties, brochures, training manuals, or other support documentation.) _____
- c) Is shielded from external interference from light fixtures, elevator motors, etc. _____
- d) Issues visible and audible warnings. _____
- e) Tags with theft or security bits that are “on” immediately trigger an alarm. _____
- f) Provides item security even when the Library’s integrated library system (ILS) host system or network is off-line or not functioning. _____
- g) Self-diagnostics insure that the system is operating correctly. _____
- h) Multiple install options include:
 - i. Direct mount with ADA (Americans with Disabilities Act) compatible threshold plate. _____
 - ii. Base plate, only minor floor modification (e.g. drilling -required for installation). _____

- iii. Buried cables (recessed conduit under finished floor).
- iv. The dual aisle exit detection systems create an opening of at least 36 inches wide.

5. RFID Tags

Response

- a) Tag must be guaranteed for the life of the item on which it is originally affixed. The vendor must also show upon request the data of the accelerated age testing of the tags and read range as well as methodology for testing.
- b) Tags provided are 13.56 MHz. (Please provide copies of official vendor documentation referring to this compliance such as warranties, brochures, training manuals, or other support documentation.)
- c) Tags offer the option of opaque black flood coat to hide antenna.
- d) RFID tags have an operating range of -25°C to 70°C (-13°F to 158°F). (Please provide copies of official vendor documentation referring to this compliance such as warranties, brochures, training manuals, or other support documentation.)
- e) Tags have with a range of memory options from 256 to 2048 bits that can be used simultaneously in the library. (Please provide copies of official vendor documentation referring to this compliance such as warranties, brochures, training manuals, or other support documentation.)
- f) Vendor offers tags in all of the following formats: blank tag; generic library tag; and, library-customized tag.
- g) All data on the re-writable RFID tag, including the item identifier field, is fully rewriteable.
- h) Tags provide both security and inventory control functionality.
- i) AFI (application family standards, used to distinguish between tags using different numbering schemes and/or different RFID applications) security status is stored directly on the tag and triggers an immediate alarm if an item not charged is read by the detection system.
- j) Tag uses an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read.
- k) Tag is adhesive-backed and one piece (tag and label integrated into one piece) to adhere to library materials without addition of an adhesive cover label.

- l) Tag uses a low acid, or neutral pH, adhesive. _____
- m) Tag is easily applied in one step, with no need for mouse clicks, keyboard input, or touch screen entries for most item conversion. _____
- n) Tag is available in format for both book and non-book materials. _____
- o) The Library shall have the opportunity to enhance its chances for interoperability in the future. The proposed system shall be fully compliant with ISO 18000-3 Mode 1, and include both mandatory and optional commands specified in ISO 15693-3. (Please provide copies of official vendor documentation referring to this compliance such as warranties, brochures, training manuals, or other support documentation.) _____

6. Multi-purpose Handheld Device

Response

- a) Handheld device must allow staff to check-out items while in the stacks using a patron’s library card (or library card number). _____
- b) Handheld device must feature an easy-to-use, generously sized touch screen display. Describe the display of the unit (include screen shots). _____
- c) The handheld device battery life 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 how long it takes to fully recharge once depleted). _____
- d) The handheld 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. _____
- e) The handheld device must accommodate data collection simultaneously with other functions. Describe. _____
- f) The handheld 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. _____
- g) The handheld 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 creating categories, and how lists are uploaded to ILS or other computer systems (e.g. wirelessly over the Library’s WiFi network, Bluetooth, _____

- memory card, etc..)
- _____
- h) The handheld device must be able to save scanned item data for upload into the ILS' inventory module. _____
- i) The handheld device must assist a user with sorting items on a shelf or cart. Describe. _____
- j) The handheld device must assist a user with item searches. Describe. _____
- k) The handheld device must identify items on multiple user-defined search lists (e.g. missing, claims returned, billed, lost and paid, inventory, weed, on hold). Describe. _____
- l) The search capability must be active during data collection, sorting, pulling, and finding functions, with option to turn it off if desired. _____
- m) The proposed system must accommodate searching such that staff can quickly enter search criteria directly into the device, then search for items that meet those criteria. The system must allow display of the title of item on the device. _____
- n) The handheld device must allow a user to identify individual items that have not been properly checked out on library carts or shelves. _____

7. Conversion Station

Response

- a) Conversion station includes a touch-sensitive screen and an optical barcode reader. _____
- b) Shall be contained on a compact cart with wheels for easy conversion in the narrow library aisles. _____
- c) Functions in standalone mode, not requiring an interface with the integrated library system. _____
- d) Conversion process shall be fast in that operators quickly reach a conversion rate of at least 300 items per hour. _____
- e) Reads barcodes placed in various locations and orientations. _____
- f) Allows configuration of item identifier parameters to automatically prevent programming of partially scanned or incorrectly scanned barcodes. _____
- g) Converts items from a list (when an optical barcode is unavailable or _____

unreliable).

h) Works 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.

i) Bidder can provide components of a conversion station for use with library provided carts and/or laptops.

8. Fine and Fee Payment

Response

a) Payment station offers options of paying fines and fees with a credit or debit card.

b) For credit/debit card use, system writes a transaction log.

c) Offers access to library current user account online portal.

d) Payments are automatically and immediately credited to patron ILS accounts.

9. Training

Response

a) Vendor provides and conducts all training on site at the library.

b) Vendor provides user manuals, plus any other materials that are typically distributed during training. Operation manuals are provided with the equipment.

c) Vendor also provides manuals in electronic format with unlimited distribution within the Library, at no extra cost.

d) Vendor sales staff and technical support staff provide assistance during installation planning, the installation phase and immediately after installation

e) Introductory operator / user / staff training is provided at no charge.

f) Describe options and pricing for additional staff training periods and topics.

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| <p>10. Installation Requirements</p> <p>a) Vendor agrees to work with Library staff to plan an installation schedule that minimizes disruption to normal operations. The Library anticipates starting the retrospective conversion-tagging project for the Lucy Robbins Welles Library in summer of 2014.</p> <p>b) Vendor provides recommendations for placement of hardware to accommodate network infrastructure, power and ventilation requirements, building restrictions, etc., and to maximize the workflow, staffing and patron convenience issues.</p> | <p>Response</p> <hr/> <hr/> |
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| <p>11. Warranty and Service Requirements</p> <p>a) RFID tags are guaranteed to be effective for the life of the item to which they are originally affixed and, if found to be defective, are replaced at no cost to the Library.</p> <p>b) Vendor provides an all-inclusive 12-month warranty on equipment, software, and components and offers a maintenance / service contract thereafter. All proposed maintenance / service contracts are subject to negotiation by the Library.</p> <p>c) Vendor offers a 12-month 100% money-back performance guarantee on all equipment purchased and covered by 12-month warranty or service agreement.</p> <p>d) Software warranty includes software patches and service pack releases that are supplied at no additional charge to the Library.</p> <p>e) Service technicians are fully trained, factory authorized and certified by the manufacturer to perform service.</p> <p>f) Vendor has fully factory-trained technicians stationed throughout the country for onsite hardware support and service.</p> <p>g) Technicians are dispatched from a central call center.</p> <p>h) Service can be requested on a 24-hour basis using a toll free 800 number.</p> <p>i) Technical software phone support is provided via a toll free 800 number.</p> <p>j) Service technicians are equipped with parts normally required to service the equipment and reduce downtime.</p> <p>k) Service agreements to extend the warranty period on parts and labor are</p> | <p>Response</p> <hr/> |
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available for periods of 12, 24, 36, 48 and 60 months.

- l) The Service Agreement is renewable on an annual basis.
- m) The Service Agreement includes remote maintenance for expert technical consultation and software support.
- n) Warranty and service requirements apply to both standard and optional system components.

12. Support & Maintenance

Response

- a) For the first twelve months after system acceptance, vendor guarantees unlimited support for the system with no additional charge.
- b) Describe the vendor's support mechanism for technical questions.
- c) What are the hours (Eastern time zone) and days of vendor's live telephone and chat support?
- d) What is the expected turnaround time for questions submitted to technical support via email?
- e) How are problems fixed or patches distributed and implemented?
- f) Upgrades, how are they performed and how often?
- g) The vendor shall have available tech support in the State of Connecticut?
- h) Five year maintenance agreement shall start at system acceptance

13. Upgrades

Response

- a) Product upgrades at no additional charge to the Town are included as part of the annual maintenance fee.

14. Trouble Resolution

Response

- a) Vendor has documented trouble-reporting procedure outlining guaranteed response times and escalation procedures.

- b) Any problem remaining open for more than one business day is addressed in writing, with expected resolution and/or delivery date explicitly outlined. _____
- c) Describe vendor support for emergencies, such as system failures and disaster recoveries, and associated costs. _____
- d) If available the vendor should attach a standard Service Level Agreement. _____

15. Testing & Acceptance

Response

- a) Post-Implementation acceptance tests will be performed following implementation. _____
- b) Vendor agrees that performance tests will be conducted with representatives of the Lucy Robbins Welles Library. Availability and performance of each feature will be measured with the maximum number of concurrent licensed users that are active. _____
- c) Vendor agrees that the system must perform at 99% uptime during business hours during the first 30 days. _____
- d) The post-implementation tests shall include the following three components:
 - i. A review to determine that all specified features are present. _____
 - ii. A measurement of response times. _____
 - iii. A measurement of reliability over a period of 30 consecutive days following the vendor’s written certification that the system is fully installed and operational for each stage of the project. _____
- e) Vendor agrees that the Lucy Robbins Welles Library reserves the right to invalidate the contract if post implementation acceptance criteria are not met. The vendor must be prepared to return all payments made in this circumstance. _____

The Respondent shall provide a separate narrative to address Sections 16 – 17 below not to exceed 5 pages.

16. Products & Customers

- a) Name the products that you will provide in response to this RFP and describe them.
- b) State the dates and general content of the last two general releases or major upgrades of these products.

- c) How many customers are currently running fully developed production versions (not experimental or test versions) of the product?
- d) List public libraries of similar size and characteristics to Lucy Robbins Welles Library that are currently using the product successfully with the Innovative Interfaces Inc, Sierra platform. Identify a central contact person for each, including name, address, telephone number, and email address. Specify if any are using “floating” type collection management.
- e) All equipment must be UL (Underwriters’ Laboratory) approved for adequate fire and safety compliance. That compliance must be for complete units (i.e. self check systems, detection units, conversion stations, etc) in a system, and not for individual electrical components or pieces. Bidders shall provide documentation and certification listing numbers of UL approval. The UL marks shall be displayed on the serial plate of the System.
- f) All equipment must be FCC (Federal Communications Commission) compliant. (Please provide copies of official vendor documentation referring to this compliance such as warranties, brochures, training manuals, or other support documentation.)
- g) System must be in compliance with ADA guidelines for wheel chair clearance and for reach range standards.
- h) Detection and Security corridors must be in compliance with relevant ADA requirements.
- i) All products must comply with internationally recognized standards for RFID-based Library self-service systems.
- j) Vendor will be direct seller and provider of support for all quoted systems.
- k) Describe any user groups or user community resources for this product.

17. Additional Information

a) Provide the following additional information for features, functions, products or services that are planned or in development:

- i. Indicate the date after which the feature will be available in general release and operational in the system proposed to the Town.
- ii. Indicate whether the Town will incur any added cost for the feature once it becomes available, either as a direct cost of the feature, or because the feature will require replacement of or addition to hardware or software originally proposed for initial installation.

b) Provide the following additional information for features, functions, products or services that are not available:

- i. Explain how the specification might otherwise be met using alternative features, functions, products, or services available from the Vendor.
- ii. Indicate availability dates for any such alternative.
- iii. Indicate any added costs, either direct or indirect.

c) Provide a Gantt chart indicating implementation schedule with a start date of four weeks following the date of written notice of award.