

# **REQUEST FOR PROPOSAL**

**Radio Frequency Identification (RFID) for  
Florence-Lauderdale Public Library**



**FLORENCE-LAUDERDALE  
PUBLIC LIBRARY**

**CLOSING TIME: 5:00 pm**

**CLOSING DATE: January 31, 2018**

**Proposals will be received at:**

**Florence-Lauderdale Public Library (FLPL)  
350 N. Wood Ave.  
Florence, AL 35630**

## **1. Project Timeline**

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

- RFP Issued: January 2, 2018, 5:00 pm
- **DEADLINE FOR VENDOR QUESTIONS: JANUARY 30, 2018 5:00 PM**
- **SITE VISIT: JANUARY 23, 2018**
- **PROPOSAL OPENING: JANUARY 2, 2018, 5:00 PM**
- Vendor Demonstrations: January 23, 2018
- Library Decision: February 15, 2018
- Project Start: March 1, 2018
- Desired Completion: August 31, 2018

The deadline for questions is January 30, 2018 at 5:00 pm. Questions must be directed to:

James Mitchell  
256-764-6564 ext. 37  
james@flpl.org

Questions received after this time may not receive a timely response or may not be answered. Answers to questions will be distributed to all registered vendors via email.

Responding firms are prohibited from communicating in any other manner about this project with any other City and/or FLPL employee from the date of issuance of this proposal until the final selection. Other means of communication or contact may disqualify the submitting firm.

All vendors who received a copy of the Request for Proposal and/or have asked for clarification on the RFP will also receive any addenda that are issued, which will address any vendor questions.

Late proposals will not be accepted for any reason and will be returned to the vendor. Proposals should be sent to the address noted on the cover page.

## **2. Statement of Purpose**

This Request for Proposal, issued by Florence-Lauderdale Public Library (FLPL), is for the supply and installation of a Radio Frequency Identification (RFID) system, which shall work in conjunction with FLPL's Integrated Library System (ILS), Polaris.

Among other benefits, the proposed RFID system should provide:

- Significant productivity gains through reduction in key labor-intensive workflow processes;
- Enhanced patron service;
- Reduced material losses;
- Detailed reports and configuration tools;
- Streamlined patron self-checkout;
- Improved inventory and shelf-reading accuracy.

The RFID system must be optimized for use in a library environment, efficient in its design through the elimination of redundant features, and expandable.

### **Critical Requirements**

FLPL is seeking a turnkey RFID solution that will include tags, hardware, software, installation, project management, staff training, and ongoing support and maintenance.

- 4.1 All products proposed by the vendor must be UL certified; CE, C-Tick, ARIB, ETSI, FCC, IC, ADA, and CSA compliant; and must adhere to EU Waste Electrical and Electronic Equipment directives.
- 4.2 Vendors must be able to demonstrate a proven ability to provide and implement the following:
  - Real-time integration with FLPL's ILS (partnership is preferred);
  - Durable, ISO compliant RFID tags that easily affix to the item, regardless of its medium;
  - Self-checkout units with the ability to collect fines and fees, print receipts and unlock AV materials;
  - Multiple security options for audio-visual materials;
  - RFID conversion for FLPL's existing staff circulation stations or the provision of new hardware;
  - Shelf-reading and inventory tools;
  - ADA-compliance;
  - Comprehensive reporting capabilities
- 4.3 The vendor must have a ready supply of parts and products warehoused in North America for quick shipment to FLPL in case of repair or replacement.

### **Background**

The Florence-Lauderdale Public Library, located in the heart of downtown Florence, has a service area of 90,000 individuals in Lauderdale County with 46,000 cardholders. Our holdings include 85,539 items with an annual circulation of 199,042 items, and annual visits of 227,221. We are open Monday-Thursday 10am-7pm, Friday-Saturday 10am-5pm, and Sunday 1-5pm. We do not have any corresponding branches.

Our main goal with this project is to make our print collection more discoverable, especially for those who need information access the most. In the fall of 2016, FLPL staff started to notice a dip in circulation as opposed to the correlating months the previous year. Rather than allowing a continuous decrease to occur, we approached the problem proactively to figure out how to fix it and the reasons behind it. We conducted a community survey asking our patrons to tell us how successful they are in finding library materials and also whether or not we contain the topics they are interested in. We also tracked requested missing items to determine the prevalence of this issue. Our findings indicate, based on nearly 200 survey responses, RFID will address this shortcoming in our library's infrastructure. Additionally, the installation of self-check machines will promote collection and program awareness through title recommendations and calendar event notifications directed to each user. Likewise, the RFID system will provide us with more sophisticated data to track what titles are checking out at what time of each day and their overall popularity. This data will assist us in appropriately targeting users with the information they want to access in a timely manner and shape collection development practices in the future. Overall, RFID will not only secure the items in our collection, it will also directly impact our library patrons and their information needs by making items easier to find as a result of fewer missing titles, streamlining the checkout process, and increasing library circulation.

### **Project Scope**

The RFID system must be capable of securing all materials, checking items in and out, and providing efficient inventory of materials and self-checkout units. Additionally, the RFID system must be able to provide informational and statistical report generation.

FLPL wishes to acquire the following system components.

- RFID gates for two entrances
- 85,000 RFID book tags
- 10,000 RFID disc/media tags
- 6 staff processing workstations
- 2 countertop self-check stations (with fines/fees payment functionality)
- 1 portable inventory handheld reader

## Request for Proposal: RFID System

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Proposals should include all necessary information on hardware, software, shipping, installation, training, and ongoing maintenance associated with the purchase of an RFID system. Proposals should include the minimum specifications for existing PCs and the Local Area Network (LAN) to operate in conjunction with the vendor's software. Unless otherwise indicated, quantities specified are guidelines and are not guaranteed for purchase by FLPL.

### **3. Proposal Guidelines**

Proposal must be received by January 31, 2018 at 5:00 pm. Proposals arriving after the time and date for opening will not be considered.

#### **Site Visit**

Vendors are invited to come to FLPL for a mandatory site visit to assist in the preparation of their responses. This visit is scheduled for January 23, 2018. To set up a January 23rd site visit and demonstration time, please contact James Mitchell, james@flpl.org.

#### **Submission Requirements**

- Responses shall follow the format laid out in Section 4 of this document, joined together with a cover letter signed by a representative authorized to bind the company in contractual agreements, along with any relevant data sheets, drawings, and details.
- Faxed, emailed, and/or verbal proposals are not acceptable. The vendor will be solely responsible for ensuring that its proposal is delivered to the correct address in a timely fashion.
- Vendor should submit one original proposal and one electronic copy sent via email as a PDF. One copy shall be marked "Original" and contain a signature by a designated company representative.
- Proposals will be typed or printed on 8.5" x 11" paper, with sections numbered as presented in the RFP. Pages will be numbered consecutively.
- The proposal must be in a sealed envelope or package, showing the request for proposal number, the proposer's name, and the closing date.
- Delivery shall be F.O.B. to the Library. Prices shall be written in the proposal and will include extended maintenance for three years as well as any shipping, training, or miscellaneous other costs.
- Vendor will also provide a detailed quote sheet. Prices reflected in the proposal shall include any discounts. Unit prices will be quoted for all components, hardware, software, installation, and service. Vendor must include prices of all equipment and any options needed to meet specifications.
- Responses will be accepted from a joint venture. When two or more vendors submit a single proposal, they must do so as prime/subcontractor(s). The responsibilities of each vendor shall be detailed in the response.

## Request for Proposal: RFID System

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### **Required Submittals**

Vendor will provide a proposed implementation plan, to be based on the project start date outlined above.

Vendor should also provide electrical and data/power requirements for its proposed products, including minimum required PC and LAN specifications.

### **Exceptions & Alternatives**

If the vendor's products and/or equipment are in any way not equivalent or comparable to the requirements set forth in this RFP, the discrepancy must be called out in the vendor's response.

FLPL reserves the right to accept a full proposal, partial proposal(s), or no proposal at all. Any costs associated with the preparation and delivery of this proposal will be borne solely by the vendor.

Notwithstanding anything contrary to this RFP, vendors are invited to propose any system that is functionally equivalent to that called out in this RFP.

### **Post-Proposal Considerations**

The quantities purchased will be limited to the amount budgeted and appropriated.

Vendor will not be permitted to withdraw and/or change its proposal, for any reason whatsoever, after the proposals have been opened. Should the vendor need to make alterations for any reason, it will need to send these alterations before the stated time and date of opening.

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

FLPL shall have a period of 120 calendar days after the submission deadline in which to award the contract, a period during which the prices shall remain firm.

#### **4. Proposal Format**

##### **4.1 Cover Letter**

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

##### **4.2 Executive Summary**

Provide a one to two page summary of the benefits that the vendor will be providing to FLPL as part of its RFID solution. In this section, please list any exceptions the vendor may have to the stated specifications.

##### **4.3 Description of the 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 FLPL in the areas of staff circulation, self-checkout and check-in, automated materials handling, inventory management, and item security.
- How vendor will assist FLPL in its transition to RFID technology;
- How vendor will offer ongoing support and maintenance and ensure FLPL staff acceptance of new technology through effective, hands-on training.

##### **4.4 System Specifications**

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.

**Yes:** System meets this specification.

**No:** System does not meet this specification. If there is an alternate functionality, explain.

**In Development/** State when the product will be available.

**Planned:**

Any exception to the specifications must be stated. Vendors are advised that FLPL is interested in receiving proposals that discuss a proven RFID system.

Proposals for systems in an Alpha or Beta phase of development will not be considered.

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### **RFID Tags:**

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 applied. Provide documentation.
2. Vendor will name its tag vendor and any quality assurance guarantees.
3. The proposed system must provide tags that operate at 13.56 MHz.
4. The proposed system must provide tags with a minimum memory of 1,024 bits.
5. The proposed system must provide tags that use NXP SLI-x chip. Tags will be tested to ensure they meet the required standards. Please provide tag samples.
6. All data on the RFID tag, including the item identifier field, must be fully rewriteable.
7. The proposed system must allow the option to lock and unlock item barcode number.
8. The proposed system tags must enable the security status to be stored directly on the tag and must trigger an immediate alarm if an item not charged is read by the detection systems.
9. RFID tag must have portions of memory that can be locked (for item number) and portions that can be re-programmed (branch and/or shelving location code). Each memory portion must be able to be locked independently of other portions or not be locked at all.
10. The proposed system must offer tags in clear, white blank, generic library or library-customized versions.
11. The proposed system tags must provide both security and inventory control functionality.
12. The proposed system tags must use an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read.
13. The proposed system tags must be adhesive-backed and one piece (tag and label integrated into one piece) to adhere to library materials without addition of an adhesive cover label.
14. The proposed system tags must use a low acid, or neutral pH, non-contact (delayed set time) adhesive.

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15. 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. It will also adhere to the ISO 28560-2 standard for North American libraries.
16. Vendor must demonstrate experience working with 28560-2 in libraries.
17. Vendor must provide custom printing option for tags to be imprinted with a barcode or the FLPL logo. Imprinted RFID tags have a fewer than three week turnaround.

**Circulation Staff Workstations:**

1. The proposed system must have a thin (less than ½”) antenna that provides easy installation.
2. The proposed system must be able to mount in, on, or under the work surface of a circulation station.
3. To ensure FLPL has installation options that best meet its needs, the proposed hardware should consist of antennas that provide side-shielding, full shielding, and extra-large antennas with full shielding.
4. The proposed system readers must function when positioned under existing slate, granite, wooden or laminate-topped desks.
5. The proposed system must have an RFID read range of 8 inches minimum for book tags.
6. The proposed system must provide dual function: capable of processing RFID tags or barcodes in the same circulation transaction.
7. A barcode reader must be able to operate concurrently with an RFID reader.
8. The proposed system readers must be able to read tags and display the information.
9. The proposed system must be able to be used for charge and check-in of library materials.
10. The proposed system software must not require SIP to interface with ILS. Staff can use the same screen to which they are accustomed.
11. The library’s standard ILS checkout and check-in screens must remain open and fully operational at all times, while still receiving valuable updates/notifications about patron transactions at self-checkout stations.
12. The proposed system must secure item within one second of discharging the item.
13. The proposed system must simultaneously process multiple RFID-tagged items for check-in/out.
14. The proposed system must offer system and/or methodology for handling holds.

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15. The proposed system must have the ability to read, program, and reprogram RFID tags.
16. The proposed system must not require mouse activations to process most items.
17. The proposed system must be able to handle varying barcode locations and orientations.
18. The proposed system must be able to work with a weed list to automatically alert staff to weed an item upon scanning the barcode, before applying an RFID tag.
19. The staff application must work with all types of ILS clients: Windows-based, Java-based, web-based, etc. without using SIP, SIP2, or NCIP.
20. When checking items into the ILS, station must display shelving location codes.
21. System must not require a separate staff application that is modeled on the patron self-checkout application. The system should be optimized for staff use.

**Self-Checkout Stations:**

1. The proposed system's RFID self-checkout units must be able to read item-specific identification numbers, communicate to the host circulation system to update FLPL's inventory, and turn security off.
2. The proposed system must be dual function – capable of processing RFID tags or item barcodes in the same transaction.
3. After being unable to detect an RFID tag in an item, station must automatically request that the patron scans the item's bar code, allowing checkout even if the tag is missing or damaged.
4. The proposed system must read the barcodes currently in the library, and should be able to facilitate a migration to other technologies under consideration by the library.
5. Describe how patron cards are read by the self-checkout kiosk.
6. Describe the process by which patrons can check in their materials.
7. Vendor has multiple self-checkout form factors available, including built-in, freestanding, countertop, and height adjustable for ADA requirements.
8. The proposed system must provide application-specific software for the patron self-checkout stations.
9. The proposed system must have the ability to print out all information for a patron transaction on a single receipt. Such receipt should be customizable to incorporate library logo, hours, transaction type, items loaned/renewed, and fees (if any) that have been paid and/or are outstanding.
10. A "running receipt" must be available on screen indicating which items have been successfully checked out and which items patron has unsuccessfully attempted to check out.
11. The proposed system must simultaneously process multiple RFID-tagged items.
12. The proposed system must be capable of reading item barcodes located in various locations.
13. The proposed system's self-checkout units should have customizable messages based on patron and item status.

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14. The proposed system must display ILS system information relating to the patron or item status.
15. Self-checkout system software and hardware must meet ADA guidelines, and includes features, such as a large touch screen interface, user-selectable high-contrast interface, and large type size.
16. Explain the self-checkout process and provide screenshots of each step.
17. Station must block both patrons and items that are blocked by the library's ILS.
18. The system can easily handle multiple item check-outs without having to select the number of items on the reader. Self-checkout software will confirm the number of items being checked out before the transaction has been completed.
19. The proposed system must have the ability to perform offline transactions and maintain records of all barcodes checked out when the ILS is offline, and then upload transactions when the ILS is back online.
20. The proposed system must turn on/off the security feature on RFID tags to allow secure library operation during offline situations.
21. The proposed system must have the ability to display information from the patron record without compromising patron privacy, including number of items checked out and on hold, fine information, and any library messages.
32. Self-checkout software must allow staff to quickly and easily customize the user interface with minimal instruction.
33. Ability for staff to access self-checkout units remotely to customize on-screen features or run reports.

**Fines & Fees**

1. Credit card processing for the proposed system must interface to FLPL's approved credit card vendor.
2. Credit/debit card payment system is deemed PCI compliant by the PCI Security Standards Council. Vendor will provide documentation attesting to this fact.
3. FLPL is able to set fines and fees thresholds, which will block a patron attempting to check out items once the maximum threshold has been exceeded.
4. The fines and fees system will print a separate credit/debit card and/or cash receipt from the checkout receipt.
5. Describe options for paying fines and fees at the self-checkout stations and what type of hardware/software is offered. Describe the process for paying fines at the self-checkout station.

**Reporting, Management, & Configuration Tools:**

1. Vendor offers comprehensive messaging and monitoring solution that allows staff to receive alerts in real-time for activity at self-checkout stations, units, and security gates.
2. Solution will provide patron and item transactions by day of the week, patron and item transactions by hour of day, item count by item type, item count by item status, total item counts across each and every unit, and fines/fees transactions (whether by card or cash) at all self-checkouts.
3. Self-checkout unit must be able to be remotely monitored from any staff station within the library that also is connected to the ILS in the same network.
4. Self-checkout unit must be able to be remotely monitored from any computer with internet access.
5. Monitoring of transactions and the status of each unit or other connected solutions can be done via a web-based system, which can monitor one self-checkout or many.
6. The proposed system must provide performance statistics. Describe available reporting features and the statistics that can be seen.
7. Staff must be able to monitor the status of individual or multiple self-checkout stations, AMH systems, or security gates, and will be alerted to the status of each station, including if patron requires assistance, receipt paper is running low, station has gone offline, etc. Staff must be able to perform this function by logging in to a web interface on any computer with internet access.
8. Explain how staff are alerted to any issues and by what means.
9. Staff must be able to configure individual or multiple self-checkout stations by logging in to a web interface on any staff station, with these changes being pushed to all units.
10. Staff must be able to run and view diagnostic logs for each self-checkout station or AMH system to ensure they are operating properly by logging in to a web interface on any staff station.
11. Describe how reports are generated and in what formats they can be exported.

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### **Detection System:**

1. The proposed system must have a read range of no less than eighteen inches (18") in either direction of each gate.
2. The proposed system must use 13.56 MHz ISO 15693-3/ISO 18000-3 mode 1 RFID technology.
3. The detection systems must be shielded from external interference from light fixtures, elevator motors, etc.
4. Security pedestals must not damage or erase magnetic material.
5. The proposed detection system must include a patron counter which can be reset by library staff.
6. Pedestals must have the option to remotely access patron counter stats and reset to zero via an Ethernet connection to the library's network.
7. Security pedestals should perform bi-directional patron counting.
8. The proposed system must be able to issue visible and audible warnings.
9. The proposed system must provide software alerts for staff indicating as to the reasons gates are alarming in real-time, including title of item(s) and whether or not it was properly checked out.
10. The proposed system gate software must provide comprehensive reporting tools.
11. The proposed system must provide item security even when the ILS or network is offline or not functioning. It should not require contact with the ILS to verify every item passing through the gate.
12. The proposed system must alarm on "active" tags in library materials only when activated by exiting patrons.
13. Self-diagnostics will insure that the system is operating correctly.
14. 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 radar people counter detection zone.
15. The proposed system must offer multiple installation options. Describe.

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16. Vendor supplies accompanying software with gates that allows FLPL to monitor foot traffic, be alerted to security issues, and verify whether items have been checked out properly or not.
17. 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.

**Portable Handheld Reader:**

1. The portable handheld reader must feature an easy-to-use, generously sized touch screen display.
2. The portable handheld reader must have built-in diagnostics for troubleshooting.
3. The portable handheld reader system must have the capacity to read multi-line, fixed-length-field, or delimited-field records from an electronic file containing shelf or search lists and create a portable database for use in a portable handheld RFID reader.
4. The proposed portable handheld reader must accommodate data collection simultaneously with other functions.
5. The handheld reader 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.
6. The proposed portable handheld reader must accommodate data collection of more than one million items to collect and store identifiers of items scanned and store those items in user-defined categories for upload.
7. The proposed system must assist a user with sorting items on a shelf or cart.
8. The proposed system must assist a user with item searches.
9. The proposed system must identify items on multiple user-defined search lists (e.g., missing, claims returned, billed, lost and paid, inventory).
10. The search capability must be active during data collection, sorting, pulling, and finding functions.
11. The proposed system must assist the user with finding items on hold (reserve) or weed lists or other user-defined lists available from the circulation system.
12. The proposed system must allow a user to identify individual items that have not been properly checked out and have caused an alarm of the detection system. This capability must also allow the user to scan items on library carts or shelves to identify individual items that have not been properly checked in before re-shelving.
13. The proposed system must create PC files containing lists of collected data, lists of items pulled, and lists of items not pulled.

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14. The proposed portable handheld reader must have an audible tone and visible indicators to verify item has been identified.
15. System must be able to scan shelves by waving a wand along the base of book shelves without having to stop for each item.

#### **4.5 Vendor Experience & Capability**

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

- Details of any parent company, partners, and suppliers, as well as the nature of the bidder's relationship to them.
- Details of any sale, acquisition or merger anticipated by the vendor.
- Details of any litigation instigated against the bidder or cancellation of contract for non-performance of the bidder in the past five years.
- Details of any litigation with another bidder, supplier, or manufacturer in the industry.
- Demonstrable financial viability of vendor.

#### **4.6 References**

The vendor must supply three references for similar work it has undertaken over the past 3 – 5 years, preferably within a library using the Polaris ILS.

Please provide the library name; the ILS in use; contact name(s); email address; telephone number; and a brief description of the work performed, including products provided and the installation year.

To determine the vendor's past performance, the following inquiries may be made:

- How did the vendor and its employees handle and/or manage scheduling and implementation of the RFID system?
- How would you describe the quality of the products? The software?
- What percentage of patrons use self-checkout?
- Which products have benefitted your staff the most?
- How would you describe the response time of the support team?

#### **4.7 Project Implementation**

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

- Project management and technical support personnel, with a brief description of each person's qualifications and experience;
- Project implementation timeline for each major part of the implementation;
- Details of any materials that FLPL 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.

**4.8 Project Personnel & Qualifications**

- 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.

#### **4.9 Training & Documentation**

Vendor will supply adequate training free of charge to FLPL as part of the implementation process.

- As requested above, please provide a list of proposed training topics and times for each segment.
- Please also state whether the training will be onsite, via web conference, or by some other means.
- Vendor must list all product documentation that will be provided to the library. Please state whether this is as hard copy and/or downloadable and how often it is updated.
- Include pricing for additional training – both onsite and remotely – as part of the Cost Proposal.

#### **4.10 Project Support & Maintenance**

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

- Hours and methods of contact to technical support;
- First year costs, if any, and subsequent years costs;
- How vendor handles/addresses issues;
- Any subcontractors with which the vendor works;
- Any warranties and/or guarantees for the system and/or support and service;
- Guaranteed response times for both remote and onsite 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.

#### **4.11 Guarantees & Warranties**

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

At a minimum, these must include a warranty that the solution will meet or exceed any performance and reliability standards included in its response to this RFP for the entire period that it is being maintained by the vendor.

- Describe the warranty available on the proposed RFID system.
- The vendor offers a one year performance guarantee.
- Software patches and upgrades are supplied free of charge to the library and are performed by the vendor's trained technicians.
- State the availability of local support. How many technicians are located within 50 miles of FLPL?
- FLPL can request support 24 hours a day using a toll-free number.
- Describe average on-site support response time.
- Describe average remote support response time.
- Describe availability of extended support contracts.

#### **4.12 System Pricing**

In addition to the vendor's own attached quote sheet, 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.

Shipping and any applicable taxes should be listed separately. Prices must be guaranteed for ninety days following proposal due date. It is also preferred that the vendor show any leasing options for the system.

Request for Proposal: RFID System

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**Cost Proposal**

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

PRODUCTS	QUANTITY	PRICE PER UNIT	EXTENDED PRICE
RFID Book Tags	85,000		
RFID Disc/Media Tags	10,000		
Circulation Staff Workstations	6		
Countertop Self-Checkout	2		
Fines & Fees Functionality – credit/debit	2		
Fines & Fees Functionality – cash	2		
Detection System – Entrances	2		
Portable Inventory Handheld Reader	1		
Installation			
Shipping			
Training			
First Year Hardware and Software Maintenance			
Sales Tax			
<b>TOTAL RFID SOLUTION:</b>			<b>\$</b>

**Annual Maintenance after the First Year**

Please provide annual maintenance costs for the system quoted above after the first year warranty. Vendor should indicate annual support and maintenance charges for the proposed solution for a period of five years following installation. Note any discounts if FLPL chooses to pay for maintenance of the RFID system upfront.

ANNUAL MAINTENANCE				
Year 2	Year 3	Year 4	Year 5	Year 6

**5. Vendor Criteria & Evaluation**

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

Relationship with FLPL's ILS provider	5%
Vendor reputation, experience, and qualifications in the library RFID field	15%
Response of vendor's references for similar projects	5%
Design, functionality, and suitability of the proposed solution	20%
Suitability of on-site and remote service and support provided to FLPL	15%
Clarity and completeness of the submitted proposal, and adherence to the specifications	5%
Ability to deliver requested products in accordance with FLPL's timeline	15%
Affordability of the proposed system with clearly defined annual costs	20%

5.2 Upon review of the proposals, the proposals will be scored. The highest ranking firm may be asked to enter into contract negotiations with FLPL.

5.3 If an agreement cannot be reached with the highest ranked firm, FLPL may move to the next highest ranked firm. FLPL reserves the right to not select a firm as part of this process if an agreement cannot be reached, the criteria above is not satisfactorily met, or for any other reason.

**6. Proposal Terms**

6.1 A proposal will be accepted only upon execution of a contract. A vendor whose offer has not been rejected may be required to demonstrate its proposed solution at FLPL free of charge. FLPL further reserves the right to enter into negotiations with one or more vendors as it deems necessary. Florence-Lauderdale Public Library also reserves the right not to base award of contract solely on price.

6.2 The right is reserved, as the interest of FLPL may require, to reject any or all bids and to waive any minor informality or irregularity in bids received. FLPL reserves the right to make awards on an item basis, or on a total award basis, whichever, in its opinion, is in its best interests.

6.3 Vendor provides a one year money-back guarantee on all equipment purchased by the library should the system fail to meet the specifications set forth in this RFP.

## Request for Proposal: RFID System

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- 6.4 Vendor agrees to indemnify and hold harmless FLPL from and against legal liability for all claims, losses, damages, and expenses to the extent such claims, losses, damages, or expenses are caused by Vendor's conduct, acts, errors, or omissions. FLPL agrees to indemnify and hold harmless Vendor from and against legal liability for all claims, losses, damages, and expenses to the extent such claims, losses, damages, or expenses are caused by the library's conduct, acts, errors, or omissions. In the event such claims, losses, damages, or expenses are caused by the joint or concurrent conduct, acts, errors, or omissions of Vendor and FLPL, they shall be borne by each party in proportion to its own conduct, acts, errors, or omissions.
- 6.5 Vendor further certifies that, under penalties of perjury, this proposal has been made and submitted in good faith and without any collusion or fraud.
- 6.6 Florence-Lauderdale Public Library will keep confidential any proprietary information as requested by the vendor in the proposal; any confidentiality claims must be noted in the submission.
- 6.7 By submitting a proposal, the vendor agrees with the terms herein stated. FLPL reserves the right to reject any and all proposals, to waive formalities, and to select the proposal that in FLPL's sole discretion are in its best interests. FLPL reserves the right to:
- 6.7.1 Waive any nonconformity with this RFP.
  - 6.7.2 Revise any requirements under this RFP.
  - 6.7.3 Not award a contract as a part of or result of this RFP process.
  - 6.7.4 Require supplemental statements of information from any responding party.
  - 6.7.5 Extend the deadline for submission of responses hereto.
  - 6.7.6 Negotiate or hold discussions with any bidder to correct insufficient responses that do not completely conform to the instructions contained herein.
  - 6.7.7 Cancel, in whole or in part, this RFP if FLPL deems it is in its best interest to do so.
- 6.8 Respondents responding to this RFP are responsible for all costs incurred in the preparation and submission of the proposals; demonstrations; interviews; preparation of responses to questions and requests for additional information; for contract discussions; or for anything in any way related to this RFP. FLPL is not liable for any costs incurred by the Respondent in response to this RFP and the Respondent, including all related parties, disclaims and voluntarily and knowingly waives any and all rights to reimbursement for any such costs.

## **7. Insurance**

The selected vendor shall secure the insurance specified below. All insurance secured by the vendor under the provisions of this section shall be issued by insurance companies acceptable to the Library. Certificates of all required insurance, with Florence-Lauderdale Public Library named as a primary insured, shall be provided to the library upon execution of the agreement.

- 7.1 Workers' compensation insurance – \$1,000,000 each accident, \$1,000,000 disease–policy limits. The required limit may be met by excess liability (umbrella) coverage.
- 7.2 Commercial general liability insurance with limits of at least \$1,000,000 per occurrence, \$2,000,000 general aggregate, and \$2,000,000 aggregate products and completed operations. The required limit may include excess liability (umbrella) coverage.
- 7.3 Automobile liability insurance with limits of not less than \$1,000,000 combined single limit each occurrence. The required limit may include excess liability (umbrella) coverage.

The vendor will provide FLPL with at least 30 days' written notice of an insurer's intent to cancel or not renew any of the insurance coverage. The vendor agrees to hold FLPL harmless from any liability, including additional premium due because of the vendor's failure to maintain the coverage limits required.

## **8. Contractor Employment**

The contractor shall not knowingly violate 8 U.S.C. & 1324a (employ an unauthorized alien) as a condition of receiving a contract. The contractor agrees to enroll in a designated employment eligibility verification system through the term of this contract. E-Verify is a free internet based system that is operated or authorized by the United States Department of Homeland Security that allows employers to electronically confirm the legal working status of newly hired employees. E-Verify shall be the designated employment eligibility verification system for the Contractor. As a contractor participant in E-Verify, the contractor shall be required to use E-Verify for all new employees who will be working directly on this contract.

If the contractor uses one or more subcontractors in connection with the performance of this contract, the contractor shall include in all subcontracts the requirement for compliance by the subcontractor with these provisions.

This contract shall be interpreted pursuant to the laws of the State of Alabama.