

# Request for Proposal: Radio Frequency Identification (RFID)

Issued by Rapid City Public Library

Proposals accepted until 5:00 pm MT, November 30, 2009

Contact: Kimberly Beck  
Phone: (605) 394-6139 ext. 2214  
Fax: (605) 394-4064  
Email: [kbeck@rcplib.org](mailto:kbeck@rcplib.org)

## 1 Overview

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### 1.1 Rapid City Public Library

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The Rapid City Public Library is seeking a proposal on the hardware, software and support services necessary to install and enable the management of a Radio Frequency Identification (RFID) capable self-check, collection management, and security systems.

Currently the Rapid City Public Library consists of one main library and one satellite library with the potential for growth in additional satellite sites and services in the immediate future.

The Rapid City Public Library has 45 employees in 38.875 FTE positions serving a service population of 98,000 with over 48,000 registered users. The main branch has approximately 190,000 items and the satellite site has almost 7,000. Traffic in the facilities is almost 1,500 people per day, and annual circulation exceeds 800,000. The circulating collection consists of books, DVDs, books on CD and music CDs, and magazines.

The current ILS is ExLibris' ALEPH version 18.01, although an RFP has been issued for a new ILS. The library currently has six 3M self-check stations in use; four stations will be for self-checkout, and two for self-checkin.

The current mission and goals of the library are to continue to provide traditional library services while expanding in user friendly, intuitive, and online services. The library's [strategic plan](#) is available for review.

The goals for transition to an RFID system include:

- Achieve high levels of customer self-service
- Free staff from routine tasks to focus on other service goals in order to maximize service to the community
- Improve circulation efficiency and shelving accuracy
- Address potential for repetitive motion injuries

### 1.2 Critical Requirements

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- a) The successful proposal must include documentation on one or more of the following components. By means of example, the vendor should have available and be in a position to refer to an operational site or sites, and to give demonstrations of the use and functions of one or more of the following components:
  - i. Conversion from barcode to RFID tag regardless of media format
  - ii. RFID tagging of a newly acquired item regardless of format
  - iii. Real-time interface to automated library system's staff modules
  - iv. Staff check out
  - v. Staff discharges (preferably the same as the check out stations)
  - vi. Patron self-checkout
  - vii. Patron self-checkin
  - viii. Sorting materials into multiple bins
  - ix. Inventorying with portable reader
  - x. Activity statistics compilation and display

- b) The proposed system must be configured to accommodate the following database sizes and transaction loads.

	Present Level	Estimated 5-Year Growth
Bibliographic Records	170,000	190,000
Items (copies, volumes)	191,000	210,000
Patron Records	49,000	55,000
Annual Circulation	800,000	1,000,000
Serials Subscriptions	300	250
Simultaneous Staff Users	25	25

- c) Vendor shall install the system as specified in the RFP, subject to exceptions made in the response and agreed upon in writing.
- d) All guarantees and warranties should be stated in writing and submitted as part of the proposal. The vendor shall warrant that the system will meet the reliability and performance requirements set forth in the RFP and will continue to do so as long as the system remains under vendor maintenance.

### 1.3 Scope of the Project

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Proposals are sought for RFID products consisting of hardware, software, shipping, installation, training, project management, and ongoing maintenance and enhancements. While quotations are sought for all modules vendors are not required to bid on all components. Instead, the Rapid City Public Library will select from among the bids the components or products that best suit the library’s overall strategic vision. In addition, proposals should recommend possible phases for gradual implementation, with associated costs for each phase.

While the proposal is to include only RFID-based hardware, the proposal must include minimum specifications for PCs and LAN (local area network) that may be required in conjunction with the operation of the system.

## 2 Instructions

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### 2.1 Submitting a Proposal

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- a) Proposals must be received by 5:00 pm MT on November 30, 2009. Late proposals will not be considered.
- b) Proposals will be accepted only from a single firm, not from joint ventures. When two or more vendors desire to submit a single proposal, they shall do so as prime / subcontractor(s).
- c) Proposals must be sent both in hard copy and as a pdf to:

Kimberly Beck, Administrative Assistant  
 Rapid City Public Library  
 610 Quincy Street  
 Rapid City, SD 57701  
[kbeck@rcplib.org](mailto:kbeck@rcplib.org)

- d) Prior to the date and time deadline designated for the receipt of proposals, proposals submitted early can be withdrawn by written notice to the Rapid City Public Library, and modified proposals may be resubmitted.
- e) After the date and time deadline designated for the receipt of proposals, no vendor will be permitted to make any modifications or withdraw a submitted proposal.

## 2.2 Content of Vendor Responses

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Vendors should respond to any or all numbered items in section 1.2.a and sections 4-6. Section 7.2 of the RFP is required in all proposals. Be aware that some numbered items are questions for which only an answer will suffice. For these items, supplying one of the designated terms below would not be meaningful. If the vendor's specifications for furnishing products or equipment are in any respect not the equivalent of the requirements in the RFP, this discrepancy must specifically be called out in the proposal.

## 2.3 Format of Vendor Responses

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Proposals should consist of the following elements in this order: cover or title page, table of contents, letter of transmittal, executive summary, followed by the vendor responses to appropriate elements of sections 1.2.a, 4-6, and 7.2 in exact order. The letter of transmittal must identify the person to whom all further correspondence and/or questions should be addressed. Include the individual's e-mail address, telephone, and FAX number.

The proposal must be signed by an individual authorized to extend a formal proposal to the Rapid City Public Library. Proposals that are not signed may be rejected.

## 2.4 Cost Quote

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Unless otherwise stated, quantities listed are estimates only, and the library does not guarantee to purchase the quantities specified. The quantities purchased will be limited to the amount of monies budgeted and appropriated for it. Delivery shall be F.O.B. to the central site and/or the facilities where they are to be installed.

Cost quotes should be included for all software and services referenced in the response, including shipping, installation, maintenance, and training, as well as any applicable discounts. Refer to section 9.2 (Request for Financial Quote) for cost quote guidelines.

## 2.5 Proprietary Information Agreement

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Vendors are required to submit non-proprietary complete narrative descriptions to the statements, questions, products, and support services requested in this RFP. All vendor responses and references in regards to costs shall be available for the public record.

Any part of the vendor's response marked "trade secrets," "confidential," or "proprietary information" must be placed in a separate envelope and marked "proprietary" by the vendor. Failure to clearly identify any portion of trade secrets, confidential, or proprietary information shall relieve the Rapid City Public Library from any responsibility, should such information be accidentally released or viewed by the public.

Any part of the vendor's response marked "proprietary" will be considered additional or supplemental information. The use of such information in the evaluation process will be limited to verification or further explanation of information presented in the proposal.

Submission of vendor's proposal constitutes acceptance of these terms.

## 2.6 RFP Process Conditions

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The vendor agrees to adhere to and accept the following conditions:

- a) The Rapid City Public Library reserves the right to qualify, accept, or reject any or all vendors as deemed to be in the best interest of the Library.
- b) The Rapid City Public Library reserves the right to accept or reject any or all proposals and to waive any irregularities or technicalities in the RFP and any proposal as deemed to be in the best interest of the library.
- c) The Rapid City Public Library reserves the right to negotiate any alterations to bid specifications due to oversight or error.
- d) The Rapid City Public Library reserves the right to accept or reject any exception taken by the vendor to the terms and conditions of this RFP.
- e) The Rapid City Public Library reserves the right to seek clarification, in writing, from vendors about areas of their RFP response during the evaluation process.
- f) The Rapid City Public Library will not pay for any information requested herein, nor will it be liable for any costs incurred by the vendor in preparing a proposal.
- g) The Rapid City Public Library reserves the right to contract for a system that is not the lowest in price, provided that, in the sole judgment of the Library, the system offered under the higher bid has additional value or function which justifies the difference in price.
- h) The proposal validity period shall be for 60 days from the due date listed herein. Submission of a proposal constitutes a vendor's recognition of this condition.
- i) All proposals received become the property of Rapid City Public Library and will not be returned to the vendor.

## 2.7 Submission of Questions

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All questions concerning the RFP process must be directed to:

Kimberly Beck  
(605) 394-6139 x 2214  
[kbeck@rcplib.org](mailto:kbeck@rcplib.org)

Responses to the questions will be provided by telephone or email. If the questions materially affect the RFP specifications, all vendors will receive copies of the questions and responses without identification of the source of the questions.

## 3 Selection Process

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### 3.1 RFP Evaluation

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Proposals will be evaluated by a committee composed of staff from the Rapid City Public Library. The contract(s) will be awarded to the vendor or vendors whose response, conforming to the RFP,

will be most advantageous to the Library. In evaluating qualified bids, the following considerations will be taken into account:

- Compliance with critical requirements
- Flexibility of software
- Conformity to standards and interfacing requirements
- Implementation
- Cost, including ongoing factors such as maintenance fees, additional staffing required, ease of administration, support, and the development and installation of new enhancements
- Previous experience with public libraries
- Vendor's service and delivery capabilities and history
- Vendor viability and financial strength
- Recommendation from peer libraries using the vendor's product

For example, each proposal will be evaluated based on the committee's assessment of how well the proposal meets the system and performance specifications stated in the RFP for the segment of the RFP in the proposal. Submission of a proposal by a vendor will be judged as acceptance of the evaluation process and as vendor recognition that some subjective judgements must be made by the Rapid City Public Library.

Vendor's responses must be uniform in all sections of the RFP included in the proposal using the following criteria:

**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 any specifications to which the Vendor answers other than YES, Vendor must describe:

- a) The feature, function, product, or service being planned or developed, indicating the date after which the function and feature will be available in general release and operation in the system proposed to the Library.
- b) Whether the Library will incur any added cost for the feature, function, product, or service once it becomes available, either as a direct cost of the feature, function, product, or service, or because the feature, function, product, or service will require replacement of or addition to hardware or software originally proposed for initial installation.
- c) If the feature, function, product, or service is not available, in development or planned, an explanation of how the specification might otherwise be met using alternative features, functions, products, or services available from the Vendor, including availability dates for any such alternative and any added costs, either direct or indirect.

Failure of vendor to meet specified standards may result in termination of service contract

### 3.2 Contract Negotiation

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The preferred vendor or vendors will be contacted by the Rapid City Public Library and will enter into contract negotiations. This discussion will finalize any contract terms, such as migration of existing data, implementation process, and acceptance criteria.

The successful vendor's contract shall be reviewed and approved by the Rapid City City Attorney's office prior to execution by the Rapid City Public Library Board of Trustees.

If an acceptable contract cannot be negotiated, the Rapid City Public Library reserves the right to enter contract negotiations with any other vendor who submitted a proposal.

It is mutually agreed between the Rapid City Public Library and the vendor that the Library's acceptance of the vendor's offer by the issuance of written notification incorporates into the resulting agreement all terms and conditions of the RFP and the vendor's proposal, except as amended by mutual agreement.

Using the conventions outlined in 3.1, the vendor must clearly state in the submitted proposal any exceptions to, or deviations from, the requirements or terms and conditions of this RFP. Such exceptions or deviations will be considered in evaluating the proposals.

### 3.3 Rejection of Proposals

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All vendors submitting proposals will be notified by e-mail as to the winning proposal, within three business days of the award.

### 3.4 Nondiscrimination

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The Rapid City Public Library shall not discriminate based on race, color, sex, creed, religion, ancestry, disability, familial status, or national origin in selecting the vendor for the Integrated Library System. The successful vendor agrees that it shall not discriminate in its performance of the contract based on race, color, sex, creed, religion, ancestry, disability, familial status, or national origin. Vendor Information

## 4 Background

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Vendor responses to this section will be no more than three pages.

- a) Provide a brief description of your company including the name(s) of its owners and/or principle officers, date of origin and/or incorporation, length of time in the library automation field, and length of time supporting the product being bid in response to this RFP.
- b) How many full time employees work for your company?
- c) What is the percentage breakdown of staff among sales, research and development, support, and other vendor functions?
- d) Identify the number and location of support personnel accessible to Rapid City Public Library.
- e) If your company is currently for sale or involved in any transactions to expand or be acquired by another organization, explain.

- f) If your company has been involved in a reorganization, acquisition, or merger in the last three years, explain.
- g) If your company has been involved in the last three years in public litigation with a client or a third-party vendor related to the product that is being bid in response to this RFP, explain.

#### 4.1 Experience

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- a) Describe your company's experience in providing RFID services to public libraries. Be specific.
- b) Describe your position in the RFID marketplace.
- c) How many years has your company worked within the library automation industry?
- d) Describe your company's commitment to product development in the last three years.
- e) How long has the product that you are bidding in response to this RFP been actively marketed?
- f) How does your company actively participate in the development and use of industry standards?

#### 4.2 Products & Customers

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- a) Name the product that you will bid in response to this RFP and describe it in several succinct paragraphs.
- b) State the dates and general content of the last three general releases or major upgrades of that product.
- c) How many customers are currently running production versions (not experimental or test versions) of the product?
- d) List public libraries of similar size and characteristics to Rapid City Public Library that are currently using the product. Identify a central contact person for each, including name, address, telephone number, and email address.
- e) The complete system components, including monitors, computers scanners must meet worldwide safety requirements including UL.
- f) All equipment must be UL 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.
- g) All equipment must be FCC Compliant.
- h) The UL marks shall be displayed on the serial plate of the System.
- i) System must be in compliance with ADA guidelines for wheel chair clearance and for reach range standards.
- j) Detection and Security corridors must be in compliance with relevant ADA requirements.
- k) All products must comply with internationally recognized standards for RFID-based Library self-service systems.
- l) All equipment must meet the EU RoHS (Reduction of Hazardous Substance) Directive. RoHS prohibits lead, mercury, cadmium, hexavalent chromium, polybrominated biphenyls (PBB) and polybrominated diphenyl ethers (PBDE) above certain maximum concentration levels for those substances
- m) All equipment must meet the EU WEEE (Waste Electrical and Electronic Equipment) Directive which addresses the return at end-of-life, and recyclability / recoverability / reusability of waste electrical and electronic equipment.

### 4.3 Custom Code

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- a) If customized code is required, this source code must be provided to the Rapid City Public Library as well as kept by the vendor and must be fully documented.

### 4.4 Vendor Contacts

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- a) Describe any user groups or user community resources for the product.

## 5 Technical Requirements

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### 5.1 Overall Requirements

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- a) All system components must be UL, CE, and FCC Part 15-Certified; SIP2, RS-232, TCP/IP Ethernet 10/100, 802.11b (wireless) compliant; and meet the EU RoHS and WEEE Directives
- b) The proposed system and all of its components must be entirely compatible with, and in no manner interfere with, the integrated library system, its computer clients, or other components.
- c) The proposed system must provide application-specific software to incorporate all hardware (detection systems, staff station readers, cataloging stations, patron self-check stations, portable inventory reader and book return system), the circulation RFID tags and any other RFID-related hardware into the system.
- d) The proposed system must interface with the Library's existing automated library system using the SIP or NCIP protocol.
- e) The proposed system must not interfere with other equipment, automated library system clients or PCs that may be nearby.
- f) The proposed system must be able to connect through the Library's Ethernet network via an RJ-45 connector and/or secured wireless network.
- g) The RFID system must be ISO 15693 18000-3 Mode 1 Compliant and must use Reader Talks First (RTF) Architecture
- h) Vendor must be willing to work with the integrated library system vendor to resolve any RFID-ILS functionality problem

### 6.2 Self-Check Machines

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- a) The proposed system's RFID self-check units must be able to read item-specific identification numbers, communicate to the host circulation system to update the Library's inventory, and turn the security bit on or off.
- b) The proposed system must be dual function – capable of processing RFID tags or item bar codes in the same transaction.
- c) The proposed system must use an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read up to eight inches high.
- d) Read the barcoded patron cards currently used in the library.
- e) Have the ability to be built into existing circulation desks

- f) instructions for use Must use touch screen monitors that display
- g) Must have customizable instructions for use
- h) Have the ability to print all information for a patron transaction on a single receipt. Such receipt should be customizable to incorporate library identification, hours, marketing, etc.
- i) Have the ability to perform check in and check out functions using RFID tags
- j) Must simultaneously process multiple RFID-tagged items during checkout
- k) Must be capable of reading RFID tags located in various locations, 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 containers.
- l) Must be capable of reading item barcodes located on top or bottom of front or back cover.
- m) The proposed system must display customizable ILS information relating to the patron or item status
- n) Must provide visual and audible feedback during the transaction
- o) Must have the ability to display select information from patron record, such as (but not limited to) number of items checked out, number of items on hold, or outstanding fine information, without compromising patron privacy
- p) Must offer multiple language options, with the ability for the library to select up to four to be used on the self checkout / checkin system
- q) Self-checkout must de-activate, and self-checkin must re-activate, the security devices on the materials
- r) Must have the ability to perform off-line transactions and maintain records of all barcodes and RFID tags transacted when the ILS is offline, then upload those transactions when the ILS is back online
- s) Must turn on / off the security feature on RFID tags to allow secure library operation during offline situations
- t) Must provide performance statistics that can be accessed online. Data to include, but not be limited to, number of transactions, type of transaction, day of the week, hour of the day, and number of successful and unsuccessful transactions
- u) Must offer the patron the receipt delivery options of e-mail, paper receipt, or no receipt
- v) Must offer web-based remote monitoring and diagnostics which must include 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
- w) Must provide at least 90% first-time user success for library patrons
- x) Must provide selectable self checkout or self checkin software feature

### 5.3 Staff Workstations

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- a) The proposed system must have a thin reader pad that provides easy installation
- b) The proposed system shall be compatible with Library's standard circulation desk computers, barcode scanners, and receipt printers
- c) System hardware must be attractive and contemporary, and be able to be integrated into Library's own furniture
- d) The proposed system must be able to mount in, on, or under the work surface of a circulation station
- e) The proposed system readers must function when positioned under existing Library slate, granite, wooden or laminate-topped desks
- f) The proposed system must have an RFID read range of 8 inches minimum
- g) The proposed system must provide dual function: capable of processing RFID tags or bar codes in the same circulation transaction
- h) The proposed system readers must be able to read tags and display the information contained on the tag
- i) The proposed system must be able to be used for charge and discharge of library materials
- j) The proposed system must simultaneously process multiple RFID-tagged items for check-in/out
- k) The proposed system must provide a displayed count of the number of items processed simultaneously to ensure complete check-in/out transaction processing.
- l) The proposed system must use an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read
- m) The proposed system must have the ability to read, program, and reprogram RFID tags
- n) The proposed system must allow configuration of item identifier parameters to automatically prevent programming of partially scanned or incorrectly scanned barcodes.
- o) The proposed system must have a "hot key" feature that can be set up to mimic the Integrated Library System (ILS) Function Key setup so there is only one key stroke to change the system from check-out to check-in module

### 5.4 Detection System

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- a) The proposed system must have a read range of at least eighteen inches (18") in either direction of each gate
- b) The proposed system must use 13.56 MHz ISO 15693-3/ISO 18000-3 mode 1 RFID technology
- c) The proposed system must be able to read the library's existing tattle tape security strips and activate the alarm when sensitized strips are detected
- d) The detection systems must be shielded from external interference from light fixtures, elevator motors, etc.
- e) The proposed system must be able to issue visible and audible warnings
- f) Tags with theft or security bits that are "on" must immediately trigger an alarm
- g) The proposed system must provide item security even the when the Library's integrated library system (ILS) host system or network is off-line or not functioning
- h) The proposed system must alarm on "active" tags in library materials only when activated by exiting patrons
- i) Self-diagnostics will insure that the system is operating correctly
- j) The proposed system must offer multiple install options, including:

- i. Direct mount w/ ADA 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 must create an opening of at least 36 inches
- k) The proposed system must use ISO 15693-3 Standard RTF (Reader Talks First) Architecture.

## 5.5 RFID Tags

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- a) The proposed system 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) The proposed system must provide tags that are 13.56 MHz
- c) The proposed system must provide tags with a range of memory options from 256 to 2048 bits that can be used simultaneously in the library
- d) All data on the re-writable RFID tag, including the item identifier field, must be fully rewriteable
- e) The proposed system tags must enable the AFI 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
- f) The proposed system must offer tags in blank, generic library or library- customized versions
- g) The proposed system tags must provide both security and inventory control functionality
- h) 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
- i) 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
- j) The proposed system tags must use a low acid, or neutral pH, adhesive
- k) The proposed system tags must be easily applied in one step, with no need for mouse clicks, keyboard input, or touch screen entries for most item conversion
- l) The proposed system tags must be available for both book and digital materials
- m) Recognizing that there is no library RFID tag or tag map standard today, the library wants to go as far as is reasonably possible to try 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
- n) The proposed RFID tags must offer the option of opaque black flood coat to hide antenna
- o) The proposed RFID System must offer the option of punched tags feature to mark those that are inoperative
- p) The proposed RFID tags must have an operating range of -25°C to 70°C (-13°F to 158°F)
- q) The proposed system must offer RFID Tags that utilize the RTF(Reader Talks First) Architecture. The proposed Tag must also use the AFI Security Model

## 5.6 Portable Handheld Reader

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- a) The portable handheld reader and any accessories must be a cordless, one-piece design, to be held in one hand
- b) The portable handheld reader must feature a color touch screen display and use a removable memory card
- c) The total weight of the portable handheld reader must weigh less than 28 ounces, including battery, RFID reader, antenna, display and computing unit, and any other components that must be carried by the user

- d) The portable handheld reader must incorporate an ergonomic design, to aid user in reading shelves at all heights, be easy to use and be relatively non-stressful to wrist, arm, shoulder and elbow
- e) The portable handheld reader battery life must allow the user to work for at least 4 hours before charging or changing batteries
- f) The portable handheld reader must have built-in diagnostics for troubleshooting
- g) The portable handheld reader must use an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read
- h) The portable handheld reader must have the capacity to download at least 1 million items from Library's automation system onto the portable handheld reader memory medium
- i) 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
- j) The proposed portable handheld reader must accommodate data collection simultaneously with other functions. These other functions must include shelf reading, inventory, identifying items on search lists, and items with incorrect security
- k) 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
- l) The portable handheld reader must be multi-functional to provide efficient collection management including:
  - i. The proposed portable handheld reader must accommodate Shelf order checking: to locate items that are out of place on the shelves. This capability must be sensitive enough to locate items that are out of place by as little as 5 inches
  - ii. The proposed portable handheld reader must accommodate Data collection to collect and store identifiers of items scanned, and store those items in user-defined categories for upload. Must be able to search for and identify items on multiple user-defined search lists, such as missing, claims returned, on hold, lost and paid, weeding, etc.
  - iii. Search capability must be active during order checking, data collection, sorting, pulling, and finding functions, with an option to turn it off if desired
  - iv. The proposed system must accommodate finding: to allow a user to quickly enter search criteria directly into the device, then search for items which meet that criteria.
  - v. Must allow display of the title of item on the device
  - vi. The proposed system must accommodate secure status checking: to allow a user to identify individual items which have not been properly checked out and have caused an alarm of the detection systemSecure status checking capability must allow the user to scan items on library carts or shelves to identify individual items which have not been properly checked in, before re-shelving
- m) The proposed system must process results of data collection sessions or pull sessions, reading these results from the memory card and creating PC files containing lists of collected data, lists of items pulled, and lists of items not pulled
- n) The proposed portable handheld reader must have the ability to upload barcodes to the Library's circulation system in various text file formats that can be customized to match the circulation system requirements
- o) The proposed portable handheld reader must have an audible tone and visible indicators to verify item has been identified. The audible tones shall be adjustable by the user
- p) The proposed portable handheld reader must be cordless

## 5.7 Conversion Station

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- a) The proposed system must include a touch-sensitive screen and an optical bar code reader
- b) The proposed system must be integrally designed on a compact cart with wheels for easy conversion in the narrow library aisles
- c) The proposed system must function in standalone mode, not requiring an interface with the integrated library system
- d) The proposed system must be easy to use and able to convert at a rate of at least 300 items per hour
- e) The proposed system must be able to handle varying bar code locations and orientations
- f) The proposed system must allow configuration of item identifier parameters to automatically prevent programming of partially scanned or incorrectly scanned barcodes
- g) The proposed system must be able to convert items from a list (when an optical bar code is unavailable or unreliable)
- h) The proposed system must be able to work with a weed list (a list of items to be removed from the Library), to automatically alert staff to weed an item upon scanning the barcode, rather than applying an RFID tag

## 5.8 RFID Material Return Processor

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- a) The proposed system must have data to prove at least 96% accuracy when items are placed in the RFID book drop one at a time
- b) The proposed system must provide remote monitoring and diagnostics to monitor the return rate, troubleshoot and obtain usage statistics from any location
- c) The proposed system must include a touch screen monitor and staff printer
- d) The proposed system must have the ability to connect to a full size printer
- e) The proposed system must offer automatic staff hold slips
- f) The proposed system must offer a gravity fed RFID book drop that provides real – time check-in
- g) The proposed system must assist in sorting materials for reshelving. Vendor must demonstrate how this functionality works with the ILS.

# 6 Implementation

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## 6.1 Training

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The Library seeks to train key circulation, technical services, system administrator and public services staff in the use of all equipment. Total number of staff to be trained is approximately 35.

- a) All training will be performed by vendor and will take place at the Rapid City Public Library
- b) The Library requires user manuals, plus any other materials that are typically distributed during training. Operation manuals must be provided with the equipment
- c) The Library requires that manuals also be available in electronic format with unlimited distribution within the Library, and shall be supplied free of charge
- d) The Library requires interaction with the vendor sales staff and technical support staff during installation planning, the installation phase and follow-up immediately after such installation
- e) Introductory operator / user / staff training shall be provided at no charge
- f) Indicate options and pricing for additional staff training periods and topics.

## 6.2 Installation Requirements

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- a) The proposed system must be installed according to a schedule determined in coordination with Library staff to minimize disruption
- b) Vendors should recommend an installation plan. The Library anticipates starting the retrospective conversion-tagging project in March 2010, but the date is negotiable
- c) Vendor must also be available for consultation on placement of hardware to accommodate network infrastructure, power and ventilation requirements, building restrictions, etc., and to maximize the workflow, staffing and patron convenience issues

## 6.3 Warranty and Service Requirements

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- a) The circulation RFID tags must be guaranteed to be effective for the life of the item to which they are originally affixed and, if found to be defective, they must be replaced at no cost to the Library
- b) The vendor must provide an all-inclusive 12-month warranty on equipment, software, and components and offer a maintenance / service contract thereafter. All proposed maintenance / service contracts are subject to negotiation by the Library
- c) The vendor must offer a 12-month 100% money-back performance guarantee on all equipment purchased and covered by 12-month warranty or service agreement
- d) Software warranty: Software patches and service pack releases must be supplied at no additional charge to the Library
- e) Service technicians must be fully trained, factory authorized and certified by the manufacturer to perform Service
- f) The bidder must have fully factory-trained technicians stationed throughout the country for onsite hardware support and service
- g) Technicians shall be centrally dispatched
- h) The Library shall be able to request service on a 24-hour basis using a toll free 800 number
- i) Technical software phone support will be provided via an 800 number
- j) Service technicians will be equipped with parts normally required to service the equipment and reduce downtime
- k) Service Agreements to extend the warranty period on parts and labor must be available for a period of either 12, 24, 36, or 48 months
- l) The vendor must provide upon request the results of an annual customer service satisfaction survey that demonstrates the offered service meets satisfaction by a minimum of 90% of respondents
- m) The Service Agreement must be renewable on an annual basis
- n) The Service Agreement must include remote maintenance for expert technical consultation and software support
- o) Warranty and Service requirements apply to both Standard and Optional system components

## 6.4 Support & Maintenance

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- a) Vendor must guarantee unlimited support for the system without additional charge for the first twelve months after implementation.
- b) Describe the vendor's support mechanism for technical questions.
- c) What are the hours (Mountain 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 problem fixes or patches distributed and implemented?

## 6.5 Upgrades

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- a) Product upgrades must be included as part of the annual maintenance fee

## 6.6 Trouble Resolution

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- a) Vendor must have documented trouble-reporting procedure outlining guaranteed response times and escalation procedures.
- b) Any problem remaining open for more than one business day should be 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.

## 6.7 Testing & Acceptance

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- a) Post-Implementation acceptance tests will be performed following implementation.
- b) The post-implementation tests will have 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.
    - 1. Representatives of the Rapid City Public Library and the vendor will check the availability and performance of each feature while the maximum number of concurrent users for which the system is licensed are active.
    - 2. The system must perform at 99.9% uptime during business hours during the first 30 days.
- c) The Rapid City Public Library reserves the right to invalidate the contract if post-implementation acceptance criteria are not met. The vendor must be prepared to return all payment made in this circumstance.

## 7 Appendix

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### 7.1 Terminology and Acronyms Defined

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*ADA*: Americans with Disabilities Act

*Purchaser*: Rapid City Public Library

*Product*: The RFID System

*RFID*: Radio Frequency Identification

*RFP*: Request for Proposal

*RoHS*: Reduction of Hazardous Substances Directive

*UL*: Underwriter's Laboratories Inc.

*User*: Library patrons and staff members who will interact with the product.

*Vendor*: A respondent to the Request for Proposal, the supplier of an RFID System  
*WEEE*: Waste Electrical and Electronic Equipment Directive

## 7.2 Request for Financial Quote

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Instructions: Do not deviate from this template, and supply responses in the order stated. Supply a summary page of costs below. Provide a separate, detailed quote with line items and attach. Include any third-party software which is necessary and include detailed breakdowns and explanatory comments as appropriate.

<u>PRODUCTS</u>	<u>NUMBER REQUIRED</u>	<u>PRICE PER UNIT</u>	<u>TOTAL PRICE</u>
Security-enabled RFID Tags	_____	_____	_____
RFID Tags for CDs and DVDs	_____	_____	_____
Conversion Station (Lease)	_____	_____	_____
Conversion Station (Purchase)	_____	_____	_____
Self-Check System	_____	_____	_____
Staff Workstations	_____	_____	_____
Handheld Inventory Tool	_____	_____	_____
Check-in Solution	_____	_____	_____
Sorting System	_____	_____	_____
Shipping / Delivery	_____	_____	_____
Other costs (please detail)	_____	_____	_____
	_____	_____	_____
<b>Total for RFID Solution (excluding maintenance services)</b>			_____

Projected annual maintenance costs (including parts, travel, labor):

Year 1 \_\_\_\_\_ - after 12-month warranty period  
 Year 2 \_\_\_\_\_  
 Year 3 \_\_\_\_\_  
 Year 4 \_\_\_\_\_  
 Year 5 \_\_\_\_\_

Financial quotes must be received by the Rapid City Public Library by 5:00 pm MT on November 30, 2009.