



## **REQUEST FOR PROPOSAL**

### **Radio Frequency Identification (RFID) and Automated Material Handling (AMH) System**

**Issued by Wilmette Public Library District**

**Proposals Accepted until 2:00 pm CDT,  
Wednesday, September 30, 2020**

Wilmette Public Library District  
1242 Wilmette Avenue  
Wilmette, IL 60091

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### Statement of Purpose

This proposal is for the purchase and installation of a Radio Frequency Identification (RFID) and the addition of an optional Automated Materials Handling (AMH) library automation system to work in conjunction with the Library's existing Integrated Library System (ILS), Polaris through our consortium, Cooperative Computer Services (CCS).

The system should provide:

- significant productivity gains through reduction in labor-intensive workflow processes
- enhanced customer service
- improved inventory accuracy
- optimized for use in the library environment
- efficient in its design and expandable

## 1. Critical Requirements

Wilmette Public Library District (Library) is seeking a turnkey RFID system consisting of hardware, software, shipping, installation, training, project management, ongoing maintenance, and enhancements. The Library may implement the system in phases.

Vendors must be able to refer to an operational site or sites and demonstrate their proven ability to provide and implement the following:

- Real-time integration with the Library's ILS, Polaris, as well as real-time integration as part of any possible migration to a future ILS.
- Conversion from barcode to RFID tag regardless of medium of the item.
- Tags for all physical materials in the library collection and tags for all newly acquired items regardless of medium.
- Tags for media that can be linked with the tag on the case that houses it
- Staff stations that can also be used as tagging stations for the conversion of the existing collection or tagging stations available for lease.
- RFID conversion for the Library's existing staff circulation stations both check-in and checkout.
- Patron self-serve check-out stations.
- Performing accurate inventory with a portable RFID reader.
- Activity statistics compilation and display.
- RFID security gate system to read items not disabled at checkout process.
- Automated Materials Handling (AMH) system with RFID-enabled check-in and five-bin sorting capacity to facilitate sorting successfully returned items as well as the identification of items with holds and items that are exceptions.
- Automated Materials Handling system with a staff induction unit to allow staff initiated check-ins into the sorter.
- Automated Materials Handling system that is expandable.
- Automated Materials Handling system that can detect multiple RFID tags and reject cases without discs and discs that are not in the correct case.
- A system capable of complete integration and full functionality with self-check machines from other vendors.

Vendors may submit a proposal for a single component of the RFID system such as self-check stations or AMH equipment. These proposals must include an explanation as to how the components have been integrated with other systems along with examples and references of full integration.

## 2. Background

Wilmette Public Library District operates one building located in Wilmette, Illinois, a north suburb of Chicago. The Village of Wilmette is located in Cook County, Illinois. Wilmette had a population of 27,087 people in the 2010 census. Wilmette Public Library participates in system and out-of-system resource sharing via the CCS catalog and OCLC WorldShare. The CCS shared catalog consists of 26 libraries, and operates on Innovative Polaris platform. Wilmette Public Library is part of the Reaching Across Illinois Library System (RAILS).

Circulation for the 2018-2019 fiscal year was 736,196 (from IPLAR). Circulation for the 2019-2020 fiscal year was 522,891 (from a CCS report). Note the Library did not circulate materials from March 13 - May 31, 2020, due to the closure of the Library amidst the COVID-19 pandemic.

As of August 2020, the collection currently consists of approximately:

- 202,000 books
- 4,000 periodicals
- 18,000 CDs
- 22,000 DVDs and video games
- 2,200 Playaways
- 9,000 audiobooks on CD
- 500 bags and pieces of equipment

### **3. Scope of Work**

The Library desires to purchase:

- Six (6) staff units. These should all be capable of doubling as tagging stations. This should also include the option for two (2) handheld portable readers.
- Two (2) tagging stations available for lease.
- An optional expandable AMH unit with self-check-in, sorting capabilities, and five (5) bins
- One (1) dual aisle security gate.
- Five (5) free standing self-checkout stations

Proposals should include hardware, software, shipping, installation, training, project management, and ongoing maintenance and enhancements. The proposal must include minimum specifications for existing PCs and Local Area Network, installation, and maintenance service that may be required in conjunction with the operation of the system. Please note, quantities listed are estimates only and the Library does not guarantee purchase of the specified quantities above.

### **4. Project Timeline**

1. Request for Proposal issued August 26, 2020 12:00 pm CDT
2. Deadline for questions from vendors September 8, 2020 at 5:00 pm CDT
3. Addenda Issued September 15, 2020 at 12:00 pm CDT
4. Deadline for vendor proposals to Library September 30, 2020 at 2:00 pm CDT
5. Bid opening meeting September 30, 2020 at 2:15 pm CDT
6. Notification to successful bidder (anticipated) October 21, 2020
7. Tagging to begin (anticipated) December 2020
8. Installation of gates and checkout stations (anticipated) March 2021

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

## 5. Submittal Requirements

Proposals must be received by 2:00 pm CDT, Wednesday, September 30, 2020.

The entire proposal must be delivered in a sealed envelope or package and clearly marked as WILMETTE LIBRARY RFID PROPOSAL. One copy shall be marked as "Original" and must contain an original signature. Two additional copies and one electronic copy in PDF format saved on a USB drive must be included. Proposals shall be delivered to:

Wilmette Public Library District  
Attn: Library Director  
1242 Wilmette Avenue  
Wilmette, IL 60091

Proposals may be delivered by hand, mail, or courier service.  
Proposals submitted by fax or email will not be accepted.

Questions to Anthony Auston at (847) 256-6924 or email to:  
[aauston@wilmettelibrary.info](mailto:aauston@wilmettelibrary.info) by September 8, 2020 at 5:00pm CDT.

Vendors are to register with the Library via the Library website ([wilmettelibrary.info](http://wilmettelibrary.info)) to obtain the proposal, in order to receive any addenda.

Answers to questions will be distributed via e-mail to all registered vendors in the form of an addendum.

Proposals arriving after the time and date specified will not be considered. Faxed 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.

The Library can accept a full proposal, partial proposal(s), or no proposal at all at its discretion. All costs associated with the preparation and delivery of a proposal will be borne by the Vendor.

Prior to award of Contract, a short-listed vendor may be required to demonstrate its solution to the Selection Committee at no cost to the Library.

Proposals must contain a complete response to each of the following sections, together with a cover letter signed by a Vendor's representative who is authorized to enter into a contractual arrangement with the Library.

Responses will be accepted from a joint venture. When two or more vendors desire to submit a single proposal, they must do so as prime/subcontractor(s).

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.

Unless otherwise stated, quantities listed are to be considered as optional 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. Delivery shall be F.O.B. to the Wilmette Public Library District.

The selected Vendor may work with the Library's architect of record to coordinate any construction necessary for the installation of the optional AMH system.

The prices shall be stated in the proposal in USD figures. Prices reflected in the proposal shall include any discounts extended and shall remain effective for one year. Unit prices shall be quoted for all components, hardware, software, installation and service. Vendor must indicate whether or not shipping is included. Vendor must include prices of all equipment and any options needed to meet specifications.

No Vendor will be allowed to withdraw and resubmit its proposal, for any reason whatsoever, after the proposals have been opened.

All guarantees and warranties must 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.

## **6. Evaluation Criteria**

Vendor selection will be based on the following criteria, listed in no significant order:

- Response time in hardware and software maintenance and service.
- The Vendor is already an Innovative Certified Partner.
- The Vendor has demonstrated experience with the ILS, Polaris
- Compatibility of the proposed solution to work with Polaris.
- Vendor reputation, experience and qualifications in the Library RFID field.
- Response of Vendor references for similar projects.
- Design, functionality and suitability of the proposed solution.
- Comprehensiveness and timeliness of the project implementation plan.
- Clarity and completeness of the submitted proposal.
- Ability of the Vendor to conduct successful contract negotiations with the Library.
- Affordability of the proposed system with clearly defined annual costs.
- Total applied tag cost (cost of tag plus speed of conversion).
- Five year project cost (purchase price plus ongoing maintenance and service).

## **7. Vendor Information**

The Vendor shall provide information on its experience and qualifications which enable it to provide a solution for the Library, including the following:

- A brief history of the Vendor's company including incorporation and ownership, and its experience installing the products and services requested in this RFP.

- Details of any parent company, partners and suppliers and the nature of the Vendor's relationship to them.
- Details of any sale, acquisition or merger anticipated by the Vendor.
- Details of any litigation instigated against the Vendor or cancellation of contract for non-performance of the Vendor in the past five years.
- Financial viability of the Vendor.
- Details relating to the country of origin for Vendor's products including parts and manufacturing.
- Any other information regarding the Vendor which will assist the Library in evaluating its Proposal.

## **8. System Description**

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

- How its solution will benefit the Library in the areas of circulation staffing, self-checkout and self-check-in, automated materials handling, item security, and inventory control.
- How the self-checkout units operate to provide a user friendly experience and any enhanced features that are available with the units, such as book or program recommendation.
- How the automated materials handling system operates and the design consultation options that the Vendor can provide.

## **9. Project Implementation**

The Vendor shall provide a Project Implementation Plan. This will include:

- Project Personnel, with a brief description of each person's qualifications and experience.
- Project Implementation Schedule, with a timeline for each major part of the implementation.
- Details of any materials that the Library will be expected to provide which are outside the provisions of the Vendor's Proposal.
- Technical support personnel must be available on-site within 24 hours for hardware malfunctions.
- Technical support personnel must be available remotely within 15 minutes for software malfunctions and other assistance.

## **10. References**

The Vendor must supply five references for similar work it has undertaken in the past five years, preferably within a public library environment. References from libraries in a consortium ILS are especially requested. Please provide library/company and contact names, email addresses and telephone numbers, as well as a brief description of the work performed and project date. At least one of these references should be a library located in northeastern Illinois.

The Library reserves the right to contact any and all references to obtain, without limitation, information on the Vendor's performance on the listed jobs. The Library may also contact other libraries known to be using the Vendor's products.

## 11. Key Component Specifications

The following sections list key components and features necessary for efficiently achieving the functionality required. Responding vendors should include the following in the "Available" column:

Y: **Y**es, the system meets this requirement.

N: The system does **N**ot meet this requirement. If there is an alternate functionality, please explain.

D: This functionality is under **D**evelopment. Please indicate when it will be available as a generally released product.

P: The system **P**artially meets this functionality. Please explain the differences and exceptions.

F: This functionality is planned for the **F**uture. Please indicate when it will be available as a generally released product. \*\*

*\*\*In addition for an answer 'F':*

- 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.

Any such exception taken to any specification must be stated immediately following the specification in question. Vendors are advised that the Library is interested in receiving proposals from vendors who can offer a Radio Frequency ID system already in use by an installed customer base, and that proposals for systems in an Alpha or Beta phase of development will not be considered. The Library reserves the right to evaluate all proposals on the basis of currently existing features, functions, products, or services meeting the specifications as stated.

### 11.1 General

Requirement - General	Available	Comment
1. System must use industry standard RFID hardware. Please specify.		
2. Vendor must be willing to work with the ILS (currently Polaris) and CCS to resolve any RFID functionality problems.		
3. The RFID system must be upgradeable for changes in technology, such as, but not limited to tag size and function.		
4. Vendor must demonstrate an ability to read tags programmed with multiple tag formats, including those of competitors' products to allow for maximum interoperability.		
5. System must be FCC Part 15 certified and ADA-compliant.		
6. All hardware shall be new and manufactured within the past two years; no refurbished, recycled or repaired equipment will be accepted		
7. All equipment must be UL approved for adequate fire and safety compliance.		
8. Equipment must fit within the specified space designated by the Library.		

## 11.2 RFID Tags

Requirement - RFID Tags	Available	Comment
1. Vendor must be able to offer tags as generic library, Library-customized, or blank.		
2. Tag must be compliant with industry standards. Please specify.		
3. Tags must use a low acid or neutral pH adhesive.		
4. RFID tag must feature a security bit that is turned off automatically during checkout and turned on automatically and simultaneously during check-in as well as inventory control functionality.		
5. Tags must have a range of memory options and must allow full alphanumeric character set so that numeric and non-numeric item identification numbers can be represented.		
6. Tag must have memory capable of holding additional information including but not limited to item type, multi-part set identifier, and sorting location.		
7. RFID tag must have the option to have portions of memory that can be locked and portions that can be re-programmed. Each memory portion must be able to be locked independently of other portions.		
8. RFID tag must possess anti-collision capabilities allowing the reading of multiple tags simultaneously. Please specify maximum number.		
9. RFID tags must be available to fit all standard types of library materials: books, magazines, audiobooks, Playaways, CD/DVDs, toys, etc.		
10. Book tags must not exceed 2¼ inches in width or length.		
11. CD/DVD tags must not cover any area on which data is stored.		

Requirement - RFID Tags	Available	Comment
12. No part of the tag can exceed a thickness of 18 mils (.018 inch).		
13. 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.		
14. RFID tag can be covered by a non-metallic based label so as to conceal its purpose, indicate library ownership and protect the tag from intentional abuse. Labels with sequentially imprinted barcode numbers for use on new materials may also be available.		

### 11.3 Tagging Station

Requirement – Tagging Station	Available	Comment
1. Station must be capable of programming tags by placing a tagged item on the station's antenna and then scanning the item's barcode.		
2. RFID reader must be designed to prevent the reading and writing of items outside of the prescribed field.		
3. Conversion of an existing collection must require no more than a computer, barcode scanner, RFID reader and additional software.		
4. During tagging process, system must automatically interrupt if barcode scanner fails to scan all digits in the barcode.		
5. The tagging station should perform an immediate confirmation read of a programmed tag to ensure that the tag has been written exactly as intended.		
6. Tag programming application must be able to perform a confirmation read of tags in one-at-a-time or multiple modes so the staff can see all data programmed onto tags.		
7. When tag programming errors occur, the system must react in real time using sound and/or visual alerts.		
8. During the tagging process, station must be capable of inputting record or item information (according to Library defined criteria) into the tag.		
9. When optional on-tag programming features are used, the system must be able to turn each feature on or off so the user only works with the data selected by the Library.		
10. The station must have the ability to read, program, and reprogram RFID tags.		
11. The station must include the ability to log all items that have been programmed by barcode number. The system must have the option to		

Requirement – Tagging Station	Available	Comment
save a cumulative list of all item IDs written to RFID tags in a file.		
12. Tagging process must not require an interface with Library's database.		
13. Electronic dispensers for tags and tag overlay labels must be available.		
14. Tagging station must be easy to use and able to convert at a rate of at least 200 items per hour.		
15. Tagging station must be available for lease.		
16. Tagging station must be available as a mobile system including software, RFID hardware, barcode scanner, mobile cart, and heavy duty battery.		

#### 11.4 Staff Station

Requirement – Staff Station	Available	Comment
1. Staff station must be capable of checking library materials in and out without need for Standard Interface Protocol (SIP or SIP2) communication with the Library's database.		
2. The Library's standard ILS checkout and check-in screens must remain open and fully operational at all times.		
3. The system must be able to turn RFID security on and off as appropriate during ILS check-in and checkout activities.		
4. The station must be able to auto-detect the check-in/checkout mode of the ILS or must provide a single mouse click or keystroke to switch between modes.		
5. The staff application must work with all types of ILS clients.		
6. Staff check-in and checkout must be capable of processing items one at a time or simultaneously for multiple items in a stack. ILS system messages must be properly handled when processing multiple items.		
7. A display of the count of simultaneous items checked in or out must be available to ensure complete transaction processing.		
8. The Library must be able to configure the visual and auditory signals that are produced when a pop-up or exception is detected by the RFID staff software.		
9. When checking items into the ILS the station must display shelving location codes if they have been programmed into the tags.		

Requirement – Staff Station	Available	Comment
10. The RFID staff application client interface must not be intrusive to the ILS staff client. It must take only a small amount of screen real estate and remain easily accessible in a small application window.		
11. Station must have an option to provide visual and audio indication whenever a tag's security has been turned on or off.		
12. Station must be capable of turning a tag's security on or off independently of any other function.		
13. A barcode reader must be able to operate concurrently with an RFID reader. An item identifier to note incorrectly or partially scanned barcodes must be available.		
14. RFID reader design must prevent the reading and writing of items outside of the prescribed field.		
15. System must have a configurable time setting so that it works at the pace of the staff person and does not attempt to re-read items already detected.		
16. System must allow user to easily select between security settings.		
17. The proposed system must have a "hot key" feature that will mimic the ILS F-Key set up for one key stroke changes.		

### 11.5 *Materials Return Interface*

Requirement - Materials Return	Available	Comment
1. Items must be checked in to the circulation system in real time. Patrons must be given visual confirmation of materials return.		
2. Materials Return must enable returned item to be identified in the Library circulation system as having been returned and update the patron account in real time.		
3. Materials Return must have the option to reactivate RFID security.		
4. Materials Return must be capable of printing a report for all items returned during a session and for returned items that are on hold.		
5. Materials Return must have the option for an audible alarm to alert staff when an item on hold has been returned.		
6. Materials Return must have the option of attaching a receipt printer that prints individual tickets or hold wrappers for items on hold.		
7. The process for checking-in materials must have step-by-step visual patron instructions with a first-time user success rate of at least 90%.		
8. Station must have “store and forward” capability that will capture information even when the Library’s server is down. The system must be able to operate in offline mode during loss of ILS host communications or network outages.		
9. Materials Return must be designed so as to interface with automated sorting equipment.		
10. Materials Return must not require patrons to wait to identify themselves or interface with the Library’s circulation system in order to place items in the book drop.		
11. Materials Return must have an		

Requirement - Materials Return	Available	Comment
<p>option for printing and/or emailing return receipts including barcodes of non-RFID items. Patrons returning items must not have to sort them by individual patron account. Please specify if a single printed receipt for all items read is an option.</p>		
<p>12. The Materials Return must be able to detect multiple, linked RFID (Radio Frequency Identification System) tags and reject cases without discs and discs that are not in the correct case.</p>		
<p>13. The Materials Return must be able to be programmed to reject problem items a predetermined number of times before accepting the problem item.</p>		

## 11.6 Self-Checkout Units

Requirement - Self-Checkout Units	Available	Comment
1. The proposed RFID self-checkout units must be able to read item specific identification numbers, communicate the host circulation system to update the Library's inventory, and turn the RFID security feature off.		
2. The proposed system must be able to read multiple tags simultaneously. Please state the maximum number recommended by the proposed units.		
3. The proposed units must have a touch screen and an easy to use user interface.		
4. The proposed units must have the ability to print out all information on a single receipt. Such receipt must be customizable to incorporate Library hours, identity, etc.		
5. The proposed units must have the ability to display in multiple languages.		
6. The proposed system must have the ability to perform off-line transactions and maintain records of all items check out when the ILS is offline and then upload transactions when the system is online.		
7. The proposed system must have the ability to display user information and allow transactions such as renewal of items not present.		
8. The proposed system may have the option to unlock security cases only for those items that have been checked out and to accept credit card payments for late fees.		
9. The proposed system must provide performance statistics for each individual unit.		
10. The proposed system must offer the option for print or email receipts.		

Requirement - Self-Checkout Units	Available	Comment
11. The fines and fees system shall be integrated into a self-checkout system.		
12. The fines and fees system shall utilize a seamless user interface that is integrated into the self-service process.		
13. The fines and fees system shall allow the Library to determine minimum, partial, or full payment of the fines or fees.		
14. The fines and fees system shall accommodate credit and/or debit card payment methods.		
15. The fines and fees system shall print a credit/debit card receipt separate from the checkout receipt.		

### 11.7 Automated Sorting Equipment

Requirement - Automated Sorting	Available	Comment
1. Automated sorting equipment must be capable of distributing returned items into separate bins according to criteria established by the Library with the ability to change configuration as needed.		
2. In the process of sorting, tag security must be reactivated.		
3. Sorting software must interface with Library's database through SIP2 in order to separate holds and ILL material from other items.		
4. System must have an option for printing hold wrappers for each item on hold as it is accepted into the system.		
5. System must accommodate two patron induction points and one staff induction.		
6. Sorting software must distribute items that have no RFID tag or damaged RFID tags into a separate bin.		
7. The system must be capable of working with an optional staff induction station in order for staff to place items into the system for check-in. The induction station must have the capability to back date materials for check-in and discharge items without fines.		
8. System must have "store and forward" capability that will capture information even when the ILS server is down for relay after service to the ILS server has been restored.		
9. System must be capable of handling up to 2,000 items per hour.		
10. System must provide bin-full lights.		
11. System must allow for expandability to a virtually unlimited number of sorting bins.		
12. System must fit into current circulation area without moving existing walls.		

### 11.8 Portable Handheld Reader

Requirement – Handheld Reader	Available	Comment
1. The portable handheld reader must feature an easy-to-use touch screen display.		
2. The portable handheld reader must include a simple method of inputting information.		
3. To insure maximum read capacity, the portable handheld reader must have an RFID antenna that is at least six inches long.		
4. To be able to read items that may not be tagged with RFID the portable handheld reader must support barcode scanning. State weight of handheld unit.		
5. The portable handheld reader battery life must allow the user to work for at least seven hours before charging or changing batteries is required. State number of hours that the charge lasts.		
6. The portable handheld reader must have built-in diagnostics for troubleshooting. Describe.		
7. 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 and be capable of reading no fewer than ten items of a thickness of 1/8" thick or more per second with 99% accuracy.		
8. 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.		
9. The proposed portable handheld reader must accommodate data collection simultaneously with other functions.		
10. The portable handheld reader must		

Requirement – Handheld Reader	Available	Comment
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.		
11. The proposed portable handheld reader 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.		
12. Portable handheld reader must be able to automatically save scanned item data for upload into the ILS’ inventory module without requiring a memory card to transfer data from the reader to a computer.		
13. The proposed system must assist a user with sorting items on a shelf or cart.		
14. The proposed system must assist a user with item searches.		
15. The proposed system must identify items on multiple user- defined search lists (e.g. missing, claims returned, billed, lost and paid, inventory).		
16. The search capability must be active during data collection, sorting, pulling, and finding functions, with option to turn it off if desired.		
17. 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.		
18. 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.		
19. The proposed system must validate		

Requirement – Handheld Reader	Available	Comment
item identifier (barcode) data from input lists and provide a log of errors found.		
20. The proposed system must create PC files containing lists of collected data, lists of items pulled, and lists of items not pulled.		
21. The proposed portable handheld reader must have the ability to download/upload barcodes to the Library's circulation system.		
22. 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.		
23. The proposed portable handheld reader must operate without cords and/or cables and have a flexible swivel or movable RFID antenna for easier use.		
24. System must be able to scan shelves by waving a wand along the base of book shelves without having to stop for each item.		

### 11.9 Dual-Aisle Security Gates

Requirement – Dual-Aisle Security Gates	Available	Comment
1. The proposed system should be approved by the CSA or UL for safety to Library patrons and staff. The entire system (not components) must be approved. As verification the CSA/UL mark must be displayed on the serial plate of the equipment.		
2. The system should have a read range of forty-eight inches between gates. Please specify your product's range.		
3. The system must use the latest ISO standard for RFID and RTF technology.		
4. Detection system must be shielded from external interference from light fixtures, Wi-Fi, cellular signals, elevators, etc.		
5. The detection system must include a patron counter and must be able to provide total patron count via remote, web- based software that can provide hourly, daily, monthly, and yearly counts.		
6. The proposed system must be able to issue visible and audible warnings.		
7. The audible alarm volume must be adjustable by staff.		
8. The alarm duration must be adjustable by staff on each individual gate.		
9. Tags with theft or security status that is "on" must immediately trigger an alarm. System must be capable of relaying information about tags that have not been disabled directly to staff stations.		
10. The system must have the option to only trigger an alarm when a patron is present in the corridor or exiting the Library.		
11. Dual-aisle exit detection should create an opening of forty-eight inches.		
12. The system must provide security		

Requirement – Dual-Aisle Security Gates	Available	Comment
even when the Library’s ILS host system or network is offline or not functioning.		
13. The proposed system must offer multiple installation options including direct mount with ADA-compatible threshold plate, base plate with minor floor modification, buried cables for recessed conduit under a finished floor.		
14. The system must display that it is functioning correctly and, if not, be easy for staff to tune or calibrate without having to call for service.		
15. The system must have a low-power consumption mode.		
16. The system should require only one data connection.		
17. The system must have an option to connect to the network wirelessly.		
18. The system must have an on/off switch accessible to staff.		
19. The system, when triggered, must send information to staff about what items have not had security disabled.		

**12. Training and Documentation**

The Vendor will supply adequate training free of charge as part of the implementation process. Please state format of the training (on-site, web conference, etc.) Please supply a proposed training schedule. Please include optional pricing for additional training as part of the Cost Proposal.

The Library seeks to train key personnel, including staff members from Circulation, Technical Services, 2 system administrators, and public service staff in the use of all equipment. Total number of staff to be trained is approximately 30.

- a. All training will be performed by Vendor at Wilmette Public Library.
- b. At least two copies of user manuals, plus any other materials, will be distributed before training. Operation manuals must be provided with the equipment.
- c. All manuals will also be available in electronic format with unlimited distribution within the library, and shall be supplied free of charge.
- d. Vendor, sales staff, and technical support staff will interact with the Library during planning, the installation phase, and follow-up immediately after such installation.
- e. Introductory operator/user/staff training shall be provided at no charge.
- f. Options and pricing for additional staff training periods and topics will be indicated in the “pricing” section below.

The Vendor must list all product documentation that will be provided to the Library. Please state whether this is as hard copy and/or downloadable/electronic and how often it is updated.

### **13. Support and Maintenance**

The Vendor shall supply detailed information on its Support and Maintenance policy for the RFID systems that it sells. Information should include the following:

- Vendor live telephone support hours of operation.
- Methods of logging support requests.
- Guaranteed response times for both remote and on-site support.
- System update and upgrade policy.
- Physical location of replacement equipment and guaranteed delivery time of replacement equipment.
- A sample Support and Maintenance Agreement.
- A sample Service Level Agreement.

### **14. Guarantees and Warranties**

Please provide details of all guarantees and warranties that accompany your solution. At a minimum these must include a warranty that the solution will meet or exceed any performance and reliability standards included in your response to this RFP for the entire period that it is being maintained by the Vendor.

- a. 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, must be replaced at no cost to the Library.
- b. 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. 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 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. Vendor must have fully factory-trained technicians 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 number.
- i. Technical software phone support will be provided via a toll-free number.
- j. Service technicians will be equipped with parts normally required to service the equipment and reduce downtime.
- k. Average response time must be 48 hours or less.
- l. Service agreements to extend the warranty period on parts and labor must be available for a period of 12, 24, 36, or 48 months.
- m. Failure of Vendor to meet specified standards may result in termination of service

contract.

n. Vendor must provide, upon request, results of a recent customer service satisfaction survey demonstrating the offered service is deemed satisfactory by a minimum of 90% of respondents.

o. The service agreement must be renewable on an annual basis for a negotiable fee.

p. The service agreement must include remote maintenance for expert technical consultation and software support.

q. Warranty and service requirements apply to both standard and optional system components.

## 15. Cost Proposal

Unit prices shall be quoted for all components, hardware, software, installation, training and service. Vendor must indicate whether or not shipping is included. Vendor must include prices of all equipment and any options needed to meet specifications.

No vendor will be allowed to withdraw and resubmit its proposal, for any reason whatsoever, after the proposals have been opened.

## 16. Vendor's Acknowledgment

Vendor is aware that comparison of proposals is a subjective process requiring evaluation of multiple factors including price, references, recommendations, and input from third parties. This process requires subjective assessment of vendors by Library Trustees as to overall suitability of the Vendor for the project.

Vendor acknowledges that Trustees have substantial discretion in accepting a proposal, portions of a proposal or no proposal based on the Trustees' evaluation of multiple variables, only one of which is price.

## 17. Contract

The terms of the contract will be agreed upon by the Board of Library Trustees in consultation with the Library's attorney and the selected Vendor.

## 18. Quantity Required

For conversion of existing collection:

Format	Tags	Hub Tags	Full coverage	Clear (Board books, etc.)
Books	202,000			3,000
Magazines	4,000			
Audiobooks	9,000			
Playaways	2,200			
CDs	18,000			
DVD/Game	22,000			
	257,200	0	0	3,000

New Items Annually:

Format	Tags	Hub Tags	Full coverage	Clear (Board books, etc.)
Books	21,000			500
Magazines	4,000			
Audiobooks	850			
Playaways	250			
CDs	1,100			250
DVD/Game	2,000			250
	29,200	0	0	1,000

**Pricing:**

Include detail pricing for all components in proposal. Prices should include installation, but exclude service/maintenance and delivery:

Item	Quantity	Price Per Unit	Total
RFID Tags	285,000		
Clear Tags	4,000		
Tagging Stations	3		
Leased Tagging Stations	2		
Staff Stations	6		
Self-Checkout Units	5		
Handheld Tool	2		
Dual Aisle Security Gate	1		
AMH – 5 bin sorter with 2 patron intakes and one staff induction	1		

Other costs (Please list in detail) \$ \_\_\_\_\_

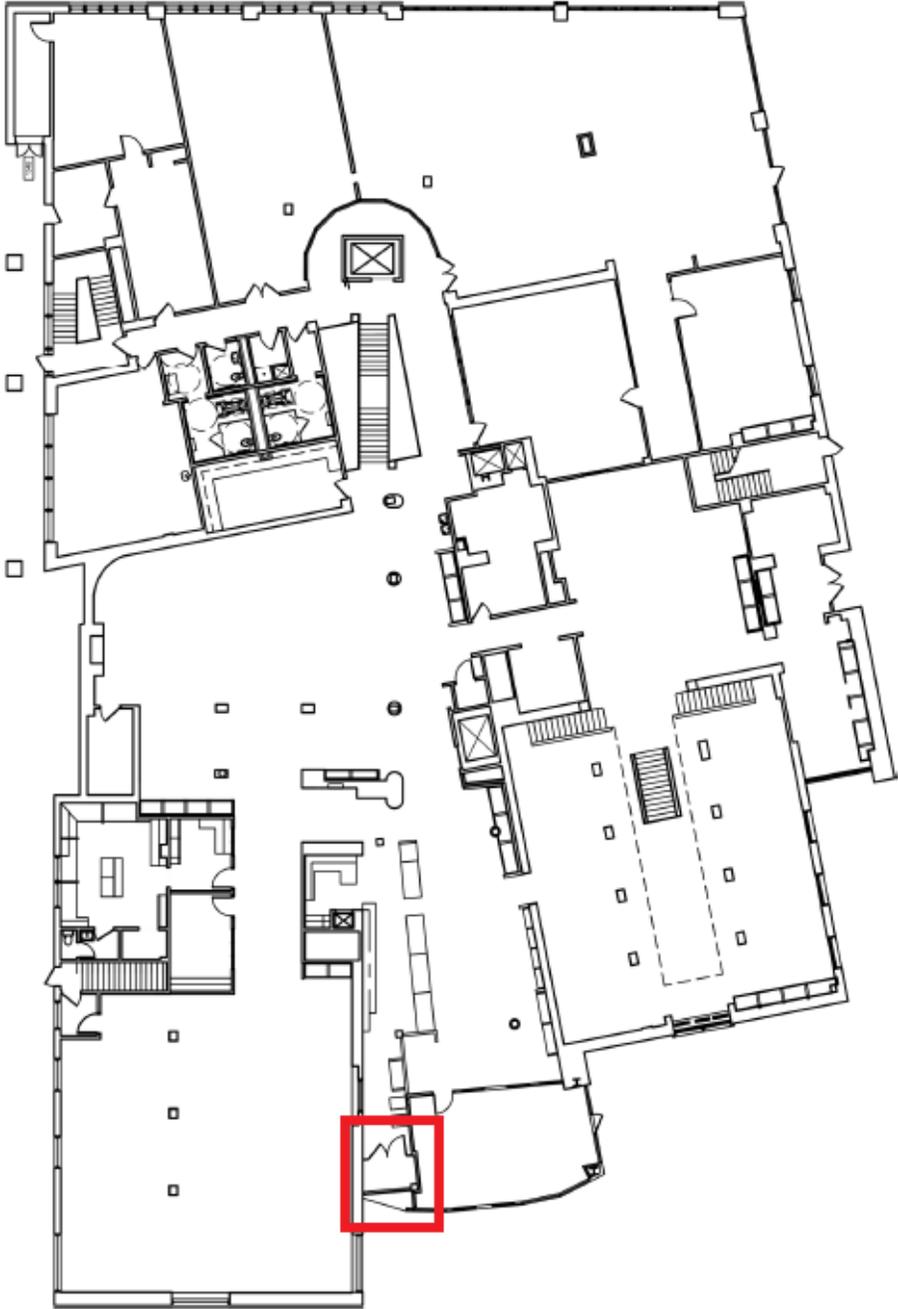
Total Project Cost (Not including Maintenance) \$ \_\_\_\_\_

Annual Maintenance Costs after 12 month warranty:

Year 1	
Year 2	
Year 3	
Year 4	
Year 5	

**19. Attachment**

*Floor Plan for alternate/optional Automated Material Handling (AMH) System*



Wilmette Public Library – First Floor