Request for Proposal for Automated Materials Handling System

Submit to:
Helene Bjorseth, Virtual Services Manager
Highland Park Public Library
494 Laurel Ave.
Highland Park, IL 60035

847-432-0216 x136
hbjorseth@hplibrary.org

Due: June 11, 2014
9:00 a.m. CT
# Table of Contents

I. Background .......................................................................................................................... 3  
   I.1 Demographics and the Library .......................................................................................... 3  
   I.2 Collection and Circulation .............................................................................................. 3  
   I.3 AMH System Goals ......................................................................................................... 3  
II. General Information ............................................................................................................ 4  
   II.1 Introduction .................................................................................................................. 4  
   II.2 Critical Requirements .................................................................................................... 4  
   II.3 Schedule of Events ....................................................................................................... 4  
   II.4 Scope of the Project ....................................................................................................... 4  
   II.5 Role of the RFP ........................................................................................................... 5  
   II.6 Responses to the RFP ................................................................................................. 5  
   II.7 Exceptions ................................................................................................................... 5  
   II.8 Proposal Submission ..................................................................................................... 5  
   II.9 Pricing .......................................................................................................................... 5  
   II.10 Project Schedule ......................................................................................................... 5  
   II.12 Guarantees and Warranties .......................................................................................... 5  
   II.13 Installation ................................................................................................................ 6  
   II.14 Award of Contract ...................................................................................................... 6  
   II.15 Selection Criteria ....................................................................................................... 6  
   II.16 Demonstrations .......................................................................................................... 6  
   II.17 System Description ..................................................................................................... 6  
   II.18 Negotiation ............................................................................................................... 6  
   II.19 Contract Documents .................................................................................................. 7  
III. Company ........................................................................................................................... 7  
   III.1 Corporate Experience and Capacity ............................................................................. 7  
   III.2 Client References for Similar Work Performed ............................................................ 7  
   III.3 Health and Safety ....................................................................................................... 8  
   III.4 Place of Manufacture .................................................................................................. 8  
IV. Response to Specifications ................................................................................................ 8  
   Specifications ...................................................................................................................... 8  
      General Requirements ..................................................................................................... 8  
      Automated Sorting Equipment Requirements ............................................................... 9  
      Training, Support, and Maintenance Requirements ....................................................... 10  
V. Cost Proposal .................................................................................................................... 10  

RIDER TO LIBRARY SYSTEMS SALES AGREEMENT ................................................................ 11
I. Background

I.1 Demographics and the Library

The Highland Park Public Library is located in Highland Park, Illinois, a suburb located 23 miles north of Chicago. The population, according to the 2010 Census is 29,763.

The Highland Park Public Library consists of one building. At the end of 2013 the Library had 25,266 cardholders.

In 2013 the Library contracted for an RFID self-check system with SirsiDynix. Currently the collection is being tagged and Bibliotheca self-check kiosks are expected to be deployed in spring, 2014.

The Library is a member of the Cooperative Computer Services (CCS) consortium located in Arlington Heights, IL. The consortium utilizes a shared ILS, Symphony, from SirsiDynix. It includes modules for acquisitions, cataloging, serials, and circulation. The consortium uses Bibliocommons as a discovery layer interface for the public catalog but will be migrating to SirsiDynix Enterprise in the fall of 2014. Interlibrary loans, between the CCS libraries, are an important aspect of our service. The CCS libraries use barcodes or RFID technology on their items.

I.2 Collection and Circulation

The library’s collection currently consists of approximately 239,634 items:

- Books and magazines – 198,242
- DVD/Bluray video – 18,735
- Audiobooks – 6,318
- Music CDs – 12,579
- Video Games – 1,471
- Other – 2,289

The Library adds approximately 20,000 items per year and withdraws an equal amount.

In 2013 the Library circulated 697,082 items.

I.3 AMH System Goals

The Library plans to implement an automated materials handling system to achieve the following goals:

1. Maximize the investment in RFID technology
2. Offer more efficient customer self-service
3. Improve circulation efficiency
4. Free staff from routine tasks
II. General Information

II.1 Introduction
This request for proposal for an automated materials handling system is being made by the Highland Park Public Library. The Highland Park Public Library reserves the right to reject all proposals and not to enter into a contract with any bidder.

II.2 Critical Requirements
The vendor of the automated materials handling (AMH) system proposed should be in a position to meet the following critical requirements by the date proposals are due. The vendor should have available for review and be in a position to refer to an operational site or sites to showcase the functionality listed below.

1. A system that is operational with current RFID tags used in the Library
2. Discharging of items regardless of medium of the item
3. System must be able to sort materials into 7 bins and be capable of adding additional bins at a later time
4. Sorting software must interface with the SirsiDynix database though SIP to identify holds
5. Sorting equipment must read tags programmed with multiple formats including those used by neighboring libraries to allow for interoperability
6. Security bits must be reactivated during the return/sort process
7. Vendor must be willing to work with the Library’s architect/designer in planning the system to fit within the circulation workroom
8. System must recognize and count multi-part sets and process based on completeness of items

All information submitted by bidders will be made a matter of public record. No confidential or proprietary information is to be submitted, nor will it be considered for evaluation in this bid.

II.3 Schedule of Events
Event: RFP Release
Date: April 21, 2014
Deadline for Vendor Questions: May, 15, 2014

RFP Opening Date and Time: June 11, 2014, 9:00 a.m.

All inquiries and submissions must be sent to:
Highland Park Public Library
Helene Bjorseth, Virtual Services Manager
494 Laurel Ave.
Highland Park, IL 60035
hbjorseth@hplibrary.org
Telephone: (847) 432-0216 x 136. FAX: (847) 432-9139

II.4 Scope of the Project
Proposals are sought for hardware, software, shipping, installation, training, project management, and ongoing maintenance—in other words, the proposal is to be for a "turnkey" system. While proposals are sought for all components, this RFP differentiates between those components to be included as a base solution and components to be offered as options.

We anticipate an AMH with a minimum of 7 bins, 2 interior returns suitable for all types of Library materials, and 1 dedicated staff induction for returns. Unless otherwise indicated, quantities are guidelines only and not guaranteed for purchase by the Library. The items purchased, if any, will be limited to the amount of monies budgeted and appropriated for it. Transportation shall be F.O.B. to the Highland Park Public Library.
Various types of material bins/carts, should be listed as options in the cost proposal section of the response. Options for colors should also be included. Prices for both standard and touch-screen interface for materials return options should be included if applicable.

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.

II.5 Role of the RFP
The RFP represents the functional capabilities, performance characteristics, and hardware minimum desired. The requirements are intended for the protection of the library and vendors by reducing the possibility of misinterpretation of the library’s needs.

Questions about the requirements in the RFP should be submitted by e-mail to Helene Bjorseth, Virtual Services Manager at hbjorseth@hplibrary.org. All those receiving the RFP will be sent copies of responses to questions.

II.6 Responses to the RFP
Proposals will only be accepted 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).

II.7 Exceptions
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.

II.8 Proposal Submission
The entire proposal must be delivered in a sealed envelope or package and clearly marked as LIBRARY AMH PROPOSAL. One copy shall be marked as “Original” and must contain an original signature. Proposals are due June 11, 2014 by 9:00 a.m. CT and shall be delivered in a sealed package to: Highland Park Public Library, 494 Laurel Ave., Highland Park, IL 60035.

Proposals may be delivered by hand, U.S. Mail, or overnight courier service. Proposals received beyond the deadline will be returned, unopened.

II.9 Pricing
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 include prices of all equipment and any options needed to meet specifications. Shipping must be included.

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

II.10 Project Schedule
The proposal shall include an example project schedule from a previous project of the same size and scope as Highland Park Public Library for the first phase of the implementation: installation of hardware and loading of software, and appropriate supplies.

The proposal shall include a project manager to oversee the project to ensure that it meets the requirements of the library and to be the key contact for the entire installation. The assigned project manager must coordinate and provide requested specifications to the Library’s architect as needed.

The Library expects to implement an automated handling system in late 2014.

II.12 Guarantees and Warranties
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.

II.13 Installation
Vendor shall install the system as specified in the RFP, by manufacturer trained technicians subject to exceptions made in the response and agreed upon in writing.

II.14 Award of Contract

The Highland Park Public Library shall have a period of 90 calendar days after opening of the proposals in which to award the contract, a period during which the prices shall remain firm.

The Highland Park Public Library reserves the right to waive any immaterial informalities as may be permitted by law. The Highland Park Public Library reserves the right to reject all proposals and not enter into a contract with any bidder.

II.15 Selection Criteria
The criteria which will be used in evaluating proposals include (not in order of importance):

- Responsiveness to the functional requirements
- Five-year cost of the system (purchase price plus maintenance)
- Flexibility of software for both patron and staff interfaces
- Conformity to standards and interfacing requirements
- Availability of fully trained, factory-authorized and company certified technicians in the Chicago area for onsite hardware support and service
- Financial viability of the vendor
- Past performance of the vendor as per customers
- Design, functionality, and suitability of the proposed solution
- Delivery date
- Acceptance of the contractual requirements
- Technical requirements

II.16 Demonstrations

Vendors are invited to come to the Library for a site visit to assist in the preparation of their responses. To set up a site visit, please contact Helene Bjorseth, Virtual Services Manager, 847-432-0216 x136. The deadline for site visits is June 1, 2013.

II.17 System Description

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

- How the AMH system operates and the design consultation options that the vendor can provide
- Physical characteristics and a discussion of how the system interacts with the Library’s ILS
- Electrical requirements and LAN configurations required by the Library
- Proposed patron interface, including software, hardware, languages provided, and functionality
- Photographs for all available style options for materials return units with pricing for alternative patron interface(s) if available
- Administrator access
- Training provided and manuals issued

II.18 Negotiation

Highland Park Public Library reserves the right to enter into negotiation with one or more vendors.
II.19 Contract Documents
The documents that shall constitute the contract between the parties shall include the RFP, the vendor's response, the summary of negotiation, and any and all other additional materials submitted by the vendor.

Contractors must clearly understand that the only official answer or position of the Highland Park Public Library will be the one stated in writing.

The terms of a contract with the vendor selected by the Library will include the language in the Rider to Library Systems Sales Agreement (copy attached).

III. Company

III.1 Corporate Experience and Capacity
Bidder shall provide information that documents their firm’s experience and capacity to produce the required outcomes. Bidder is defined as the company, entity, or partnership that is submitting a proposal under this RFP, not individual companies in a partnership of joint venture. This information shall include:
1. Form of ownership
2. Number of years the Bidder has been in business under its current name
3. Describe the length and nature of the Bidder’s experience in providing the products and services requested in this RFP
4. State the total number of AMH systems installed over the past 5 years
5. State the number of U.S. clients where the proposed solution has been installed in a Library environment using SirsiDynix Symphony for an ILS
6. Bidder should be specific in detailing length of time supplying types of equipment as specified in this bid, and over that period, the source of said equipment
7. Audited financial statements for the past two years, which confirm that the firm is a going concern
8. Demonstration of the financial strength and stability of the firm by confirming that they have a D&B Credit Class score of a 1 or 2
9. Corporations shall provide the year and state of incorporation, if applicable
10. Names of all partners and how long each has been in existence
11. Experience and type of relationship with any ILS or other vendor where interoperability of bidder’s equipment will be necessary for successful operation
12. State if the Bidder is presently negotiating a sale, acquisition or merger that would alter the Bidder’s existing structure
13. Any other information that demonstrates the Bidder’s experience, ability and capacity to produce the required outcomes requested in this RFP

III.2 Client References for Similar Work Performed
Bidders shall submit a list of at least three references for whom they have done work similar to that described in the scope of this RFP. The services provided to these clients must have characteristics as similar as possible to those requested in this RFP. Information provided for each client must include the following:
1. Client’s name,
2. Brief explanation of what the contract covered,
3. Size of the project,
4. Contact person,
5. Title,
6. Address,
7. Phone number,
8. E-mail address,

Failure to provide the above information may result in the Bidder being disqualified and its proposal not considered. The Highland Park Public Library reserves the right to contact any and all references to obtain, without limitation, information regardless of the Bidder’s performance on the listed jobs.

Highland Park Public Library reserves the right to contact any and all references to obtain, without limitation, ratings for the following performance indicators:
1. The firm’s efforts in providing equipment/materials as requested in this RFP
2. The overall knowledge and skills of the team in the requirements of the project
3. Satisfaction with the equipment and material
4. Satisfaction with the service provided by this company, this company’s assumption of responsibility and their ability to work with other vendors in the library (ILS)
5. Satisfaction with compatibility with existing systems

A uniform sample of references will be checked for each Bidder.

III.3 Health and Safety
1. All equipment must be ETL or UL approved for adequate fire and safety compliance. Bidders shall provide documentation and certification listing numbers of the UL or ETL approval
2. All equipment must be FCC compliant
3. The UL/cUL or ETL/cETL and the CE and C-tick marks shall be displayed on the serial plate of the system
4. The system must be in compliance with ADA guideline 4.15.4 for wheelchair clearance and ADA guideline 4.34.3 for reach range standards for both patron and staff use
5. All equipment must meet the EU WEEE (Waste Electrical and Electronic Equipment) Directive. RoHS prohibits lead, mercury, cadmium, hexavalent chromium, polybrominated biphenyls (PBB) and polybrominated diphenyl ethers (PBDE) above certain maximum concentration levels for those substances
6. All equipment must meet 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

III.4 Place of Manufacture
To ensure ready availability of components, parts, and supplies, all major elements the system must be warehoused in the U.S.A. or the bidder must demonstrate the ability to have parts available within 24 hours of request.

IV. Response to Specifications
Vendors must respond to every requirement contained in the Specifications and Training and Service sections (V and VI) of the RFP using the following criteria specified below:

Y: YES. Feature, function, product, or service is available as requested and is fully operational using the version proposed at one or more Library sites.
N: NO. Feature, function, product, or service is not available, in development, or planned.
D: IN DEVELOPMENT. Feature, function, product or service is under active development and is operating in a test environment. Please indicate when it will be available as a generally-released product and the cost associated to implement in the installed system.
P: The system partially meets this functionality. Please explain the differences and exceptions.
F: Planned. Feature, function, product or service is planned. No development has begun.

Specifications

<table>
<thead>
<tr>
<th>General Requirements</th>
<th>Bidder Code (Y,N,D,P,F)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The proposed system must not interfere with other equipment, automated library system clients or PCs that may be nearby.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. The proposed system must be able to connect through the Library’s Ethernet network via an RJ-45 connector and/or secured wireless network.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Vendor must be willing to work with SirsiDynix and Cooperative Computer Services to resolve any RFID-ILS functionality problem.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. 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.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Automated Sorting Equipment Requirements

1. Sorting system must be able to sort materials into 7 bins and be expandable at a later time.

2. Items must be checked into the circulation system in real-time.

3. In the return/sorting process, security bits must be reactivated.

4. Sorting software must interface with the Library's SirsiDynix database through a SIP connection in order to separate out holds.

5. System must be capable of distributing returned items into separate bins according to criteria established by the Library provided from the library’s database or RFID tags.

6. Sorting destinations can be defined and easily adjusted by Library staff at any time, on the fly.

7. System must handle multiple part items. Explain what happens when a part is missing.

8. System must allow for printing transit tickets for items that belong to one library but are being routed to a different library.

9. System must allow for printing hold tickets for each item on hold with the item title and requesting patron information. Information must be customizable.

10. System must allow for printing of a single receipt for all returned items. The receipt must be customizable. Describe customizations available.

11. Sorting equipment must integrate seamlessly with a standard book return chute or touch screen interface.

12. Touch screen interface for patron return is customizable. Describe customizations available.

13. Proposed solution should be able to connect through the Library’s Ethernet network via RJ-45 connector. Describe electrical and connectivity requirements.

14. Sorting system must be able to process up to 2,000 items per hour.

15. System must not require proprietary bins. Describe available bin configurations with pricing.

16. System must provide 2 patron induction stations.

17. Provide measurements for item that are accepted at the book return units.

18. System must operate below normal conversation levels; please state the system’s decibel level while in operation and when idle.

19. State any factors that have an impact on the decibel level of the system.

20. System has the ability to perform off-line transactions and maintain records of all items checked in, and when connection is restored, automatically process all transactions.

21. Sorting bins are ergonomic – the bottom of bins is retractable through springs or electronic adjustment.

22. One or more emergency stop buttons are provided. Please provide detail.

23. Describe fire suppression capabilities.

24. Vendor will work with Library’s architect to design a system fitting into our needed space requirements.

25. Identify the manufacturer or your proposed sorting system.

26. Sorting software must distribute items that have no
RFID tag or damaged RFID tags into a designated bin.

27 System must provide bin-full lights

28 Sorter with 7 bins must not exceed 20 ft. in length. Describe proposed sorter’s footprint. See attachment 1.

29 The system can either accept all items – sending them to the exceptions bin or reject items that are not identified and return them to the patron

30 Multiple languages are available if a patron touch interface is chosen. State languages available

31 Identify any costs and requirements that the library is responsible for prior to installation

32 Please list all ongoing supplies required and possible vendors for these supplies

### Training, Support, and Maintenance Requirements

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>On-site training is supplied free of charge as part of the implementation process for up to 10 staff members and 2 system administrators.</td>
</tr>
<tr>
<td>2</td>
<td>Additional training is available. State cost.</td>
</tr>
<tr>
<td>3</td>
<td>Vendor will supply complete product documentation. Please state what is provided and whether it is available in hard copy or downloadable.</td>
</tr>
<tr>
<td>4</td>
<td>Vendor offers telephone support. Please state hours of operation.</td>
</tr>
<tr>
<td>5</td>
<td>Vendor offers on-site support with locally trained technicians in the Chicago area. Please state # of locally sited technicians. (located within 50 miles of the Library)</td>
</tr>
<tr>
<td>6</td>
<td>State response times for both remote and on-site support.</td>
</tr>
<tr>
<td>7</td>
<td>What is your method of logging support requests</td>
</tr>
<tr>
<td>8</td>
<td>Provide a sample support and maintenance agreement</td>
</tr>
<tr>
<td>9</td>
<td>Vendor will supply an on-site wellness check 6 months following complete installation to insure system is running according to optimal specifications.</td>
</tr>
<tr>
<td>10</td>
<td>Software patches and upgrades are supplied free of charge to the Library and are performed by the vendor's trained technicians.</td>
</tr>
</tbody>
</table>

### V. Cost Proposal

The Vendor will supply unit and extended pricing for all equipment, software, installation, implementation, and training included in the proposed solution. Pricing for recommended options shall also be included.

Provide annual support and maintenance charges for the proposed solution for a period of 5 years following installation.

Shipping costs shall be listed separately.
RIDER TO LIBRARY AMH SALES AGREEMENT

(Agreement between Highland Park Public Library and Vendor)

A. This Rider To Library Systems Sales Agreement (“Rider”) relates to a contractual relationship (“Agreement”) between the Board of Library Trustees of Highland Park Public Library (the “Library”) and the Vendor for an automated materials handling system (“System”).

B. Vendor acknowledges that Library’s financial commitment in purchasing and maintaining the System is substantial and that Library enters into the Agreement expecting Vendor will remain in business in the foreseeable future to service and maintain the System and fulfill its obligations as set forth in the Agreement. Accordingly, Vendor represents and warrants that it:

   A. Has not received any notice or claim from any other party that any portion of Vendor’s System is being used contrary to or in violation of another party’s patent, copyright, trademark, trade secret, license, or other intellectual property interest;

   B. Is not now negotiating for the sale or transfer of its business or assets to another entity or company;

   C. Has no knowledge or information that, in the foreseeable future, its ability to fulfill its obligations and commitments to Library will be hindered or jeopardized.

C. Vendor and Library shall pay all reasonable Attorneys fees, expert witness fees, and costs incurred by the other in enforcing the terms and provisions of the Agreement and in defending any proceeding to which either Vendor or Library are made parties as a result of the acts or omissions of the other party. The parties intend that only the prevailing party is entitled to fees and costs.

D. The liability of Vendor and Library and any concomitant damages shall be determined in such amount and to such extent as is commensurate with their conduct as provided by Illinois law.

E. Any claims, disputes, or liabilities of the parties or other matters between Vendor and Library shall be resolved in the Circuit Court of Lake County, Illinois, in accordance with Illinois law.
law. Vendor and Library are not precluded, of course, from consenting to mediation or arbitration.

F. Upon termination of the Agreement, Vendor will provide all cooperation and assistance reasonably necessary to assist Library with the transition to another system.

G. In the event any portion of the System must be repaired or replaced due to defects in materials, and provided Library is current with its payments to Vendor, Vendor shall pay all costs of repair or replacement, including all transportation or shipping costs.

H. Vendor represents and warrants that:

   A. It is familiar with Library and Library’s current operations and systems.

   B. It is familiar with and is satisfied as to all local conditions which may affect cost and/or performance of Vendor’s System.

   C. The work will be performed in accordance with the standard of care applicable to comparable technological systems and services in the Chicago metropolitan area.

Library and Vendor understand that these representations and warranties do not extend to conditions beyond Vendor’s control.

I. Vendor agrees to indemnify and hold harmless Library 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. Library agrees to indemnify and hold harmless the 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 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 Library, they shall be borne by each party in proportion to its own conduct.

J. Any applicable statute of limitations shall commence to run and any alleged cause of action shall be deemed to have accrued in accordance with Illinois law.

K. The Agreement is supplemented by and subject to the terms of Library’s Request for Proposals and Vendor’s Proposal which served as the bases for Library’s award of the bid to Vendor.

L. PROVISIONS CONTAINED IN THIS RIDER CONFLICT OR MAY CONFLICT WITH OTHER PROVISIONS OF THE AGREEMENT. RATHER THAN DELETING OR LINING
OUT OTHER PORTIONS OF THE AGREEMENT, VENDOR AND LIBRARY AGREE THAT, IN
THE EVENT OF ANY CONFLICT BETWEEN THE PROVISIONS OF THIS RIDER AND
OTHER PROVISIONS OF THE AGREEMENT, THIS RIDER CONTROLS. THIS PARAGRAPH
L IS INITIALED BELOW AS CONFIRMATION OF THE PARTIES’ UNDERSTANDING OF
THE PRECEDENCE THIS RIDER TAKES OVER ANY OTHER PROVISIONS OF THE
AGREEMENT.

__________________________                  __________________________
Library (Initial)                             Vendor (Initial)

 . . .

Board of Library Trustees                      Vendor
Highland Park Public Library

By: __________________________                  By: __________________________

Its: President                              Its: __________________________

Date Signed: ______________, 2014            Date Signed: ______________, 2014