



DESCHUTES PUBLIC  
LIBRARY

## REQUEST FOR PROPOSAL

October 9, 2018

### PROJECT

Radio Frequency Identification (RFID) for Deschutes Public Library (DPL)

### PROJECT DESCRIPTION

Deschutes Public Library (DPL) is investigating Radio Frequency Identification to

**CLOSING DEADLINE:**

**December 14, 2018 at 1:00 p.m.**

**PLACE:**

**Emily O'Neal, Technical Services Manager  
Deschutes Public Library  
Technical Services  
601 NW Wall St.  
Bend, OR 97703**

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# **SECTION 1- Request for Proposal**

## **1.1 NOTICE**

### **REQUEST FOR PROPOSALS (“RFP”)**

#### **Radio Frequency Identification (“RFID”)**

Deschutes Public Library District (hereinafter referred to as “DPL” or “the Library”) is requesting proposals for a Radio Frequency Identification (hereinafter referred to as “RFID”) product(s) that meets the needs of DPL. Areas of consideration include technical standards, affordability, increased customer service, collection protection, collection management, self-check, automated materials handling, inventory, connection to third party products, and increased workflow efficiencies with materials delivery.

DPL serves Deschutes County with facilities in Bend, Redmond, La Pine, Sisters, and Sunriver with a floating library collection between the six DPL branches. DPL also provides contracted ILS services to Jefferson County Public Library (JCL) and Crook County Library (CCL). This is not a consortium but rather a shared environment for which the three library districts share the ILS and materials borrowing.

The RFID solution should accommodate this shared environment with the understanding that the many processes and procedures must be fully independent of the other districts. The RFID solution should allow for the continued materials borrowing agreement, as well as a floating library collection for the six DPL branches and within our shared borrowing environment with Jefferson and Crook counties.

The Request for Proposal, including contract terms, conditions and specifications, may be obtained from Emily O’Neal at [emilyo@deschuteslibrary.org](mailto:emilyo@deschuteslibrary.org) and shall be available for review on the library website beginning October 9, 2018, until Closing.

DPL will accept responses until no later than 1:00 p.m. on December 14, 2018 (Closing) at the Deschutes Public Library, 601 NW Wall St., Bend, OR 97703. Sealed proposals must be hand delivered or mailed to Emily O’Neal, at the above address. No proposals will be received after closing. Electronically transmitted proposals (including faxed and emailed proposals) will not be opened and will be rejected as nonresponsive.

Proposals will be opened directly after 1:00 p.m. PST on December 14, 2018. No prequalification for proposers is required. Selection committee members may not be contacted or solicited.

**PUBLISH: Deschutes Public Library Website**

DATED this October 9th, 2018.

DESCHUTES PUBLIC LIBRARY, BEND OREGON

Emily O’Neal

Technical Services Manager

## **1.2 DETAILED SCOPE OF WORK**

DPL is requesting proposals for an RFID product that meets the needs of the Library. The RFID solution must be compatible with multiple format RFID tags and are compatible with Innovative Interface's Sierra software through SIP 2. Any system selected must be compatible with both Sierra and other ILS systems in the event of a system migration in the future. The Library currently uses barcodes for self-check and requires conversion of its existing collection to RFID and application of RFID on future items. Self-check services are currently supplied through Innovative Interfaces Inc. and future self-checks would need to read a wide variety of RFID tags and barcodes.

This RFP includes request solutions for all of the following:

- RFID tagging and conversion services, delivery, install, staff training, full warranty and post-warranty maintenance, support and service updates for both hardware and software.
- Collection security
- Collection Inventory
- Mobile Circulation options
- Self-Checks
- Fines and Payment options
- Reports and statistics
- Automatic Materials Handling

As mentioned in section 1.1 DPL serves Deschutes County with facilities in Bend, Redmond, La Pine, Sisters, and Sunriver with a floating library collection between the six DPL branches and also provides contracted ILS services to Jefferson County Library and Crook County Library. The RFID solution should accommodate this shared environment.

DPL also provides library delivery and hold fulfillment services to 26 Deschutes County schools. The RFID solution should be easily expandable to incorporate the addition of other libraries and/or sites with minimal need for hardware exchange or additional costs. The ideal solution would provide workflow efficiencies for pick-up and drop-off locations as well as expanded services for the Library outside the walls of a library building.

## **SECTION 2 - INSTRUCTIONS TO PROPOSERS**

### **2.1 GENERAL**

Proposers shall study carefully and conform to these "Instructions to Proposers" so that their proposals will be regular, complete and acceptable.

### **2.2 PROPOSALS**

All proposals must be typed and must comply in all regards with the requirements of this solicitation.

All proposals shall be signed in ink in the blank spaces provided. If the proposal is made by a firm or partnership, the name and address of the firm or partnership shall be shown, together with the names and addresses of the members. If a corporation makes the proposal, an official who is authorized to bind the proposer shall sign it in the name of such corporation.

### **2.3 SUBMISSION OF PROPOSALS**

Five (5) copies of proposals must be submitted (one marked as original) in sealed envelopes marked "CONFIDENTIAL: RADIO FREQUENCY IDENTIFICATION SYSTEM" bearing on the outside the name and address of the proposer, the name of the project for which the proposal is submitted and the time and date of the proposal opening. If the proposal is forwarded by mail, the sealed envelope containing the proposal and marked as directed above, must be enclosed in another envelope addressed to Emily O'Neal, Technical Services Manager, Technical Services, Deschutes Public Library, 601 NW Wall St., Bend, OR 97703.

Faxed or electronically delivered proposals shall be rejected as non-responsive.

### **2.4 RECEIPT AND OPENING OF PROPOSALS**

Proposals shall be submitted prior to the time fixed in the advertisement for proposals. Proposals received after the time so designated will be considered late proposals and will be returned unopened.

No responsibility will be attached to any official of the DPL for the premature opening of, or the failure to open, a proposal not properly addressed and identified.

### **2.5 WITHDRAWAL OF PROPOSALS**

Any proposal may be withdrawn prior to opening, pursuant to DPL Rule 137-047-0440.

Proposers' proposals shall be valid for at least 180 days from proposal opening. The expiration date must be included in submitted proposal.

## **2.6 MODIFICATION**

Any proposer may modify its proposal per DPL Rule 137-047-0440 by registered communication received by DPL at any time prior to the scheduled Closing.

## **2.7 ACCEPTANCE OR REJECTION OF PROPOSALS**

Any evidence of collusion between proposers may constitute cause for rejection of any proposals so affected. In the award of the contract, DPL will award the contract to the proposer whose proposal is deemed best for the public good. DPL reserves the right to accept or reject any or all proposals. Only one proposal will be accepted from any one firm or association.

## **2.8 ADDENDA AND INTERPRETATIONS**

Statements by DPL staff or its representatives are not binding on DPL, unless confirmed by written addendum. Addenda will issue and proposers shall receive addenda per DPL Rule 137-047-0430 and as follows: DPL will not mail notice of addenda, but will publish notice of any addenda on DPL's website. Addenda may be downloaded off DPL's website. Proposers should frequently check the DPL's website until closing (i.e., at least once weekly until the week of closing and at least once daily the week of closing).

Requests for interpretations shall be submitted in writing and addressed to Emily O'Neal, Technical Services Manager, in the same manner as solicitation protests per DPL Rule 137-047-0730. To be given consideration, such requests must be received at least **SEVEN (7)** days prior to Closing. Any and all such interpretations will be posted with addenda on the DPL's website, as above. Failure of any proposer to receive any such addenda or interpretation shall not relieve such proposer from any obligation under this RFP. All addenda so issued shall become as much a part of the solicitation documents as if bound herein.

## **2.9 NONDISCRIMINATION**

Submittal of a proposal in response to this RFP evidences proposer's agreement that, in performing the work called for by this proposal and in securing and supplying materials, proposer has not and will not discriminate against: 1) any person on the basis of race, color, religious creed, political ideas, sex, age, marital status, physical or mental handicap, national origin or ancestry unless the reasonable demands of employment are such that they cannot be met by a person with a particular physical or mental handicap; and 2) a subcontractor in the awarding of a subcontract because the subcontractor is a minority, woman, or emerging small business enterprise certified under ORS 200.055, or a business enterprise that is owned or controlled by, or that employs a disabled veteran as defined in ORS 408.225.

## **2.10 FAILURE TO SUBMIT OFFER**

If no offer is to be submitted, do not return the RFP. Failure of the recipient to offer, or to notify the issuing office that future solicitations are desired, will not result in removal of the name of such recipient from the mailing list for the type of supplies or services covered by the solicitation.

## **2.11 PREPARATION OF OFFERS**

Proposers are expected to examine the specifications, schedules and all instructions. DPL is not liable for costs associated with preparation of proposals in response to this RFP.

## **2.12 SPECIFICATIONS LIMITING COMPETITION**

Proposers may protest the procurement process or provisions of this RFP pursuant to DPL Rule 137-047-0730. Protests shall include all information required by ORS 279B.405, including a statement of desired changes to the procurement process for this RFP. Such protests shall be in writing, labeled "Solicitation Protest; Integrated Library System" and addressed to:

Emily O'Neal, Technical Services Manager  
Deschutes Public Library  
601 NW Wall St.  
Bend, OR 97703

Such comments shall be submitted to DPL no later than **SEVEN (7)** days prior to Closing. No comments will be accepted after that time.

## **2.13 EMPLOYEES NOT TO BENEFIT**

No employee or elected official of DPL shall be permitted to receive any share or part of this contract or any benefit that may arise there from.

## **2.14 DPL FURNISHED PROPERTY**

No material, labor or facilities will be furnished by DPL unless otherwise provided for in the RFP.

## **2.15 PROTEST OF AWARD**

The award of the Contract by DPL's Board of Directors shall constitute a final decision of DPL to award the contract if no written protest of the award is filed pursuant to DPL Rule 137-047-0740 with DPL within **SEVEN (7)** calendar days from the notice of intent to award. If a timely protest is filed, the award is a final decision of DPL only upon issuance of a written decision denying the protest and affirming the award. DPL will not entertain a protest submitted after the time period established in this Section.

## **2.16 REIMBURSEMENT**

There is no express or implied obligation for DPL to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.

## **2.17 INTERGOVERNMENTAL COOPERATIVE PURCHASING STATEMENT**

DPL grants to other Oregon public governmental agencies authorization to establish contracts or price agreements under the terms, conditions and prices of any contract between the awardee and DPL resulting from this RFP.

## **2.18 RESERVED RIGHTS**

DPL reserves the right:

- A. To reject any proposal not in compliance with all prescribed public bidding procedures and requirements.
- B. To reject for good cause any or all proposals upon DPL's written finding that it is in the public interest to do so.
- C. To reject any and all proposals not meeting or differing from the specifications set forth herein.
- D. To waive any or all informalities in the proposals submitted.
- E. To consider the competency and responsibility of proposers in making any awards.
- F. In the event that two or more proposals are identical in price, fitness, availability and quality, award shall be made in accordance with DPL Rule 137-046-0300.
- G. In the event any proposer or proposers to whom a contract is awarded shall default in executing said formal contract within the time and manner herein after specified, to award the contract to another proposer or proposers.
- H. To extend the deadline for submitting proposals, in according with DPL Rule 137-047-0430(3).
- I. To negotiate additions or deletions to proposed equipment and/or services.

- J. To include liquidated damages of \$150 per day for each day the equipment and/or service is not delivered as set forth in the contract.

## **2.19 PRODUCT LIABILITY**

Proposer shall provide a product liability coverage minimum of \$5,000,000.

## **2.21 NEGOTIATION**

DPL may negotiate specification modifications and the contract price as permitted by DPL's public contracting rules.

## **SECTION 3 – SCOPE OF WORK**

### **3.1 GENERAL INFORMATION**

The following figures were obtained on September 5, 2018 and are subject to change:

Population served	172,000
Collection size in items	398,658
Annual physical circulations (first time)	1.33 million
Annual physical circulation including renewals	1.75 million
ILS	Innovative Interfaces – Sierra release 3.3
Barcode Specifications	14 digit Codabar (used for both item records and patron records)
Self-check units	24 – all counties
Staff work stations	65 DPL, 14 JCL, 14 CCL
Agencies/branches	DPL – 6 branches; JCLD & CCL; 25 off-site locations
Library website	<a href="http://www.deschuteslibrary.org">www.deschuteslibrary.org</a>

### **3.2 RFP TIMELINE**

The RFP will proceed in three phases:

- Phase 1: Written Proposals
- Phase 2: Product Demonstrations
- Phase 3: Negotiation & Award

Timeline dates:

RFP Advertised:	October 9, 2018
RFP released:	October 12, 2018
Proposals due:	December 14, 2018
Completion of proposals review:	January 31, 2019
Product demonstrations completed:	March 31, 2019
Negotiation and award:	June 1, 2019
Product implementation begins:	July 1, 2019

Can you meet this timeline? If not, what timetable would you propose and why?

### **3.3 COSTS**

Cost quotes and payment terms should be included for all software, services, and recommended equipment. Use the table below to indicate costs for components. Indicate payment schedule.

- If your system does not have a specific line item, indicate that with an N/A in the appropriate columns.
- Add additional items to the cost table if you have items that do not fit into the specific categories including shipping charges.
- Costs for all features and add-on functionality must to be included in the cost table. Failure to include added costs will result in credit for the feature at time of implementation should contact be awarded.
- Prices for the initial purchase, implementation and 5 years of maintenance should be included for each item.
- We may be interested in purchasing hardware independently if hardware is required. Indicate if hardware must be purchased through your company or if other options are available.
- The Library is flexible in the quantity of each unit cost requested below. Quantities purchased will be based on the Library's budgetary considerations.
- Include any discounts available to the Library.

Description	Initial/ Implementat ion	Year 1	Year 2	Year 3	Year 4	Year 5
RFID Tagging Services						
RFID book tags (cost per tag)						
RFID media tags (cost per tag)						
RFID other tags (define, cost per tag)						
RFID Software (cost per install)						
Self-Check (cost per unit)						
RFID Reader type 1 (define for DPL; cost per reader)						
RFID Reader type 2 (define for DPL; cost per reader)						
RFID Reader type 3 (define for DPL; cost per reader)						
RFID Security Gate (cost per install)						
Installation costs						
Added features: Mobile App (define for DPL)						
Added features: API integrations (define and cost per feature)						
Added features: Automatic Materials Handling (define and cost per install)						
Other (define and cost per install)						
Other (define and cost per install)						

### **3.4 CONFIDENTIALITY**

DPL will limit distribution of full proposals to the RFID RFP Project Team, Library Director, Library Board and the other two library district's Directors for which we share the ILS. DPL may elect to share a written summary of proposals selected for demonstration with certain library staff and may elect to make those product demonstrations available to these staff members. DPL will not agree to a more restrictive approach to confidentiality.

## **SECTION 4 – Key Functionality Requirements**

Review the information in this section, answering all specific questions and providing us with an overview of the capabilities and functionality within your system that relate to each area.

For each area, describe how your company and your RFID solution will help us achieve these goals.

### **4.1 GENERAL**

- a. DPL will acquire a system that will operate far into the future. With this consideration, describe all guarantees you have regarding the future compatibility and innovation of your equipment.
- b. DPL requires a solution that is easily adaptable to new technologies. Describe the ability of your system to integrate your solution and RFID devices with other vendors and technologies.
- c. In our shared library environment with Deschutes, Jefferson and Crook counties, would all three library systems need to adopt RFID tagging for full functionality of your solution?
- d. Explain how your system integrates with a patron library card. Would your solution require customers to obtain a new library card compatible with your system?
- e. If your system supports RFID library cards, what added functionality would be available?

### **4.2 COLLECTION SECURITY**

- a. Are your security gates ADA compliant? Yes or no.
- b. Fully describe how your security system operates. Include the read range of the security gates.
- c. What is the tag detection rate for standard library materials? What is the tag detection rate when multiple items are present in the gates' field?
- d. Describe any potential for false alarms and all possible sources of interference regarding your security gates.
- e. Will your system read a variety of RFID tags?
- f. Does your system identify items that are taken through the gates without being checked out? Describe this feature.
- g. Does your system provide item security if the ILS is not functioning? Describe this feature.
- h. Security gates should match the DPL brand and interior design. Please provide information and photographs for all available colors and style options including cost variances per option.
- i. Does your security gate include an attendance counter?
- j. How does the system alert staff of the reason gates have triggered an alarm? Does the alert display the item details including title and format of the item?
- k. What is the standard 'lifespan' of the security component(s)?

#### **4.3 COLLECTION INVENTORY**

- a) Fully describe the inventory options available with your RFID solution.
- b) Does your RFID solution offer inventory with a portable RFID reader?
- c) What technology requirements are needed for use of the inventory solution?
- d) Is there an added cost for hardware for the inventory solution? What is the cost per unit?
- e) How does the inventory solution interact with the Library's ILS?
- f) What is the standard 'lifespan' of the inventory component(s)?

#### **4.4 MOBILE CIRCULATION**

- a) Does your solution offer a mobile circulation app? Describe this application fully including the circulation process and how the app would deactivate or activate the RFID tag.
- b) What are the limitations of this app?
- c) Is this app currently available or is it in development?

#### **4.5 AUTOMATIC MATERIALS HANDLING**

- a) Does your company offer Automatic Materials Handling (AMH) functionality?
- b) If so, describe your AMH system. Include functionality, physical characteristics, and how the system interacts with the ILS.
- c) Book drops should match the DPL brand and interior design. Please provide information and photographs for all available colors and style options including cost variances per option.
- d) Please describe any space use specifications that would be required for the use of an AMH component. Include physical square footage, soundproofing, enclosures and any other space specific need for this component.
- e) Describe the types and levels of monitoring and/or staffing that your AMH system requires.
- f) Describe all routine maintenance the Library would be expected to perform on a daily/weekly/monthly/annual basis. Include the skills and trainings required to perform this maintenance as well as the average time to perform these tasks.
- g) Describe how the AMH system works with floating collections and multiple library branches.
- h) Describe how the AMH system works with patron holds.
- i) May patrons return multiple items simultaneously?
- j) At what point in the process are items checked in and when is security deactivated?
- k) Does your system check-in and update the patron account in real time?
- l) Does your system check-in and update the item record in real time?
- m) What are the accuracy rates for the check in of standard library materials?
- n) What are the accuracy rates for the check in of CD's and DVDs?
- o) Is your system modular so that added components or bins may be added in the future?
- p) How does the Library designate sorting criteria?

- q) How does your system sort materials that do not have RFID tags or materials where the RFID tag has been damaged?
- r) What is the standard 'lifespan' of the Automatic Materials Handling component(s)?

#### **4.6 COLLECTION CONVERSION AND TAGGING TO RFID**

- a) Does your company provide services for RFID tagging and conversion from barcode scanning to RFID?
- b) DPL is in need of an outside vendor to tag our 390,00+ item collection with RFID tags. Would you be able to meet this need?
- c) If your company does not offer conversion and tagging services, what solution do you offer to get our library materials converted to RFID?
- d) If your company does offer tagging and conversion services, please describe fully the process of RFID tagging and conversion. Include timelines for the process, how long the process typically takes and affect normal library functionality.
- e) What would be expected of library staff in the tagging and conversion process?
- f) How would the tagging process impact daily and normal library functions including checking in and out of materials?
- g) Ideally the tagging process would take no longer than 6 months to complete, can you meet that timeline?
- h) What status reports will the Library receive in the tagging and conversion process? How often will the Library receive these reports?
- i) Describe quality control testing of the tags ensuring that RFID components and the Library's ILS can consistently, reliably and successfully read the tagged items.
- j) The Library expects that the tagging process would be done on-site by vendor-supplied labor and with vendor-supplied equipment. Can you meet this expectation?

#### **4.7 SELF-CHECKS**

- a) Fully describe your process for self-check, including how self-check interfaces with the ILS and the point at which security is discharged.
- b) Is it required for the use of your solution for the Library to use your vendor's self-check interface or does this solution work with a variety of self-check solutions?
- c) Describe how your system honors the ILS's loan rules and patron blocks for allowing or disallowing circulation of materials at the self-check station.
- d) Describe a situation where one item of a stack of multiple items may not be checked out based off the Library's loan rules. What would the patron experience in this situation?
- e) How does your self-check solution handle situations where one item in a stack of multiple items is not read? What would the patron experience in this situation?
- f) Describe all factors that could cause your self-check to fail to detect a tag.
- g) Describe how the patron would access their account with the self-check using their library card and/or all other options.
- h) Describe a situation where a patron walks away from the self-check without exiting from their account.

- i) Describe all of the information the self-check displays from a patron record including: total number of items checked out, number of holds, outstanding fine information and renewal options.
- j) Do your self-check systems operate if the ILS is not functioning?
- k) Does your self-check solution offer multiple language displays?
- l) Does your self-check solution offer different displays for adult, teens and children?
- m) Self-checks should match the DPL brand and interior design. Please provide information and photographs for all available colors and style options including cost variances per option.
- n) Describe the possibilities for customizing the screen displays and prompts, help screens, and printed receipts. Is it possible for staff to make customizations after the initial install? If so include the skills and training staff will need to make these customizations.
- o) Describe the placement of the receipt printer.
- p) Does the self-check system allow for options with receipt printing including emailed receipts or no receipt?
- q) Can your self-check system run on Windows 10?
- r) Is your self-check system touch-screen?
- s) Describe any visual or auditory cues that aid the user regarding the use of the self-check machines and check out success of items.
- t) Does your self-check system allow patrons to renew library materials without having the item in hand?
- u) Does the system allow for customizable messages to the customer provided by the Library regarding their account or item statuses? Describe how these customizable messages would be created and/or modified.
- v) Describe additional features offered on your self-check machines including searching the catalog, placing holds, receiving reading suggestions, viewing library events, customizable graphics or other. Are these features included in the standard cost of the self-check machine?
- w) Does your system offer a feature that notifies or calls staff members to assist patrons at the self-checks if needed?
- x) What is the standard 'lifespan' of the self-check component(s)?

#### **4.8 STAFF WORKSTATIONS**

- a. Fully describe the process for staff checkout. Include the hardware and software required for these functions, how security would be discharged, and how they would interface with the ILS.
- b. Fully describe the process for staff check-in. Include the hardware and software required for these functions, how security would be discharged, and how they would interface with the ILS.
- c. Fully describe the process for tagging materials. Include the hardware and software required for these functions, workflows, and how tagging interfaces with the ILS.
- d. How many items may be simultaneously processed during checkout and check-in?
- e. What is the read range of your RFID pad?

- f. State all options available for pad installation.
- g. During checkout, staff may need to perform a variety of tasks, such as editing patron records and clearing fines. Describe basic circulation tasks that cannot be performed with the RFID application and list the steps staff will follow to switch from the RFID application to the ILS.
- h. Describe how circulation and checkout would continue if the ILS were not functioning.
- i. Describe how circulation and checkout would continue if and RFID tag is not present or is not found.
- j. Describe how your system supports ILL circulation.
- k. Describe what happens when an item is checked in and it triggers a hold.
- l. Do staff workstations have the ability to read, program and reprogram RFID tags?
- m. When tag programming errors occur, how does the system reaction to notify staff of the error?
- n. What is the standard 'lifespan' of the staff workstation component(s)?

#### **4.9 FINES AND PAYMENTS**

- a) Does your self-check solution allow for the payment of fines? Fully describe all products you offer for the payment of fines including all requirements for third-party software for implementation.
- b) How does your self-payment interface with the ILS?
- c) How would the self-check system sort payments made so that funds are distributed to the correct library district in our shared library environment across Deschutes, Jefferson and Crook counties?
- d) Does your self-payment interface offer integrated payment using chip credit/debit cards?
- e) Describe your coin and bill pay options and how they integrate with both the self-check kiosk as well as reflect payment in the ILS.

#### **4.10 REPORTS AND STATISTICS**

- a) Describe the statistical information provided by your self-check solutions.
- b) Describe the statistical information provided by your security gate solutions.
- c) Describe the statistical information provided by your collection maintenance and inventory solutions.
- d) Describe the statistical information provided by your Automatic Materials Handling system.
- e) Describe the process for obtaining and managing all statistics through your solution.

#### **4.11 ADMINISTRATION/SYSTEMS/IT**

- a) Is your system and all of its components fully compatible with Innovative Interfaces's Sierra, the DPL's integrated library system?
- b) Vendor must be willing to work directly with the Library's ILS, Sierra, to resolve any RFID-ILS related problems.
- c) Describe the obligations of ILS vendor.

- d) Describe the obligation of DPL.
- e) What are the minimum specifications for PC's, local area networks, and wireless networks that may be used in conjuncture with the operation of the proposed solution?
- f) Is the software and hardware related to your system Window 10 compliant?
- g) Describe your system security including any data run over the Internet or stored within the system.
- h) Describe how your system connects and interacts with the Library's ILS. Does your solution provide real-time data?
- i) Describe any APIs that can be used to interact with your system.

#### **4.12 OPTIONS**

- a. Describe additional features not covered elsewhere. Examples could include:
  - i. Community resources;
  - ii. Event calendar;
  - iii. Integration into third party vendors (ex: Novelist);
  - iv. Item location aids;
  - v. Automatic checkout through gate software;
  - vi. Collection kiosk/vendor hardware offered;
  - vii. Other products and hardware offered by your company that utilize the RFID solution;
  - viii. And/or other functionality not otherwise noted.
- b. Provide any additional information that you feel would help us to make a decision about your RFID system.

#### **4.13 INSTALLATION AND TRAINING**

- a) Describe the installation process for all proposed components. Include a recommended project schedule with timelines.
- b) Describe the standard training package included with the purchase of all components of your RFID system.
- c) Describe the documentation the Library will received for all components of your RFID system. Include operation manuals, user manuals, plus any other materials that are typically distributed during training.
- d) The Library requires that manuals be available in electronic format with unlimited distribution with the Library and shall be supplied free of charge.
- e) The Library requires that the vendor perform training and that all necessary training will take place at the Library. Can you meet this expectation?
- f) Introductory operator/user/staff training shall be provided free of charge.

#### **4.14 CUSTOMER AND TECHNICAL SUPPORT**

- a. Describe in detail your customer support and technical support services. Include methods of contact, days and hours of support availability.
- b. What is the average response time for technical and customer service requests?

- c. What is the average resolution time for technical and customer service requests?
- d. Describe your methods for providing software updates. Are software patches, upgrades and services pack releases supplied at no additional charge to the Library?
- e. Describe your methods for providing hardware support and service. Include timeframe expectations for hardware support and/or repair.
- f. Describe your pricing structure of your annual maintenance agreement.
- g. Describe any ongoing maintenance costs for the system.
- h. Describe your warranty on equipment, software and all components of the RFID system.

#### **4.15 VENDOR INFO**

- a) Provide a history and description of your company. Include key personnel and evidence of your company's financial stability and health including the nature of your experience with providing RFID solutions to libraries.
- b) How many RFID installations do you have? Include the past 5 years of data on live installations.
- c) Provide at least three library references from Sierra ILS customers of comparable size. Include current contact information.
- d) Describe what differentiates your company from your competitors.

## **SECTION 5 - PROPOSER'S RESPONSE FORM**

Submitted by:

Address:

Date:

Phone number:

Fax:

E-Mail:

The undersigned, through the formal submittal of this proposal response, declares that proposer has examined all related proposal documents and read the instruction and conditions, and hereby proposes to furnish compatible Integrated Library System in accordance with the proposal documents herein, for the price set forth in the proposal submittal attached hereto, and forming a part of this proposal.

By proposer's signature below, proposer hereby represents as follows:

(a) That no Director, officer, agent or employee of Deschutes Public Library District (DPL) is personally interested directly or indirectly in this contract or the compensation to be paid hereunder, and that no representation, statement or statements, oral or in writing, of DPL, its Directors, officers, agents, or employees had induced him to enter into this contract and the papers made a part hereof by its terms;

(b) The proposer and each person signing on behalf of any proposer certifies, in the case of a joint proposal, each party thereto, certifies as to its own organization, under penalty of perjury, that to the best of their knowledge and belief:

1. The prices in the proposal have been arrived at independently, without collusion, consultation, communication, or agreement for the purpose of restraining competition as to any matter relating to such prices with any other proposer or with any competitor;
2. Unless otherwise required by law, the prices that have been quoted in the proposal have not been knowingly disclosed by the proposer prior to the proposal deadline, either directly or indirectly, to any other proposer or competitor;
3. No attempt has been made nor will be made by the proposer to induce any other person, partnership or corporation to submit or not to submit a proposal for the purpose of restraining trade;
4. Proposer has not and will not discriminate against a subcontractor in the awarding of a subcontract because the subcontractor is a minority, woman or emerging small business enterprise certified under ORS 200.055, or against a business enterprise that is owned or controlled by, or that employees a disabled veteran as defined in ORS 408.225.

5. The proposer agrees to accept as full payment for the services specified herein, the amount as shown in its proposal.
6. Proposer is a resident proposer, as defined in ORS 279A.120. If not a resident, proposer's resident state is \_\_\_\_\_.
7. Proposer hereby agrees to comply with all applicable Oregon Public Contracting Code provisions, as more specifically described in the attached contract and associated Exhibit C.

The names of the principal officers of the corporation submitting this proposal, or of the partnership, or of all persons interested in this proposal as principals are as follows:

Name Title

Name Title

Name Title

(If Sole Proprietor or Partnership)

In witness hereto, the undersigned has set his (its) hand on this \_\_\_\_ day of \_\_\_\_\_, 2019.

Name of Firm

Signature of Proposer

Phone, email, and fax

(If Corporation)

In witness whereof the undersigned corporation has caused this instrument to be executed by it has duly authorized officers on this \_\_\_\_ day of \_\_\_\_\_, 2019.

Name of Corporation

By

Title

**CONTRACT MANAGER:**

Name Title:

Telephone number:

Email and fax number

Additional Information:

1. Name, title, telephone, email, etc. for primary contacts for the proposal
2. Customer references
  - a. Provide 3-5 references who can accurately reflect system performance and company support. References should include similar installations in the areas of size and transaction levels.
3. Is your company currently for sale or involved in any transactions to expand or to be acquired by another organization? If so, explain.
4. Has your company been involved in a merger, acquisition, or reorganization in the last five years? If so, describe.
5. Number of years in businesses related to the systems and services outlined in this RFP.
6. Company-wide annual sales volume.
7. Number of employees.
8. Key employees involved in implementing and sustaining the proposed solution.
9. Demonstrate expertise in supporting similar services.
10. What is your data privacy policy regarding administrative data?
11. Demonstrate your history as a trusted partner to libraries, museums, archives, or similar cultural institutions.
12. What is the size of your staff supporting libraries? What percentage are degreed Librarians?
13. List of subcontractors (if any) and their expected role.
14. What sets your functionality apart from that of other RFID vendors?

# PROPOSAL CONTENTS AND FORMAT

## 5.1 INSTRUCTIONS

Proposers must submit a proposal using the Proposer's Response Form, above, and observe the following submission instructions:

- 5.1.1. **Five (5)** copies of the proposal are to be supplied. One set of signed originals shall be included and clearly identified as such.
- 5.1.2. DPL reserves the right to solicit additional information or proposal clarification from the proposers, or any one proposer, should DPL deem such information necessary.
- 5.1.3. All questions regarding the request for proposal process shall be directed, during regular business hours, to:

Emily O'Neal, Technical Services Manager

Ph. 541-617-7061

- 5.1.4. If a proposer is unable or unwilling to meet any DPL RFP requirement, an explicit statement to that effect must be made in the proposal as an exception. An alternative must be submitted.
- 5.1.5. This Request for Proposals and all supplemental information in response to this RFP will be a binding part of the final contract entered into by the selected proposer and DPL.
- 5.1.6. If a proposal is accepted and the contract is awarded, but the proposer fails or neglects to execute the contract or provide the required bond within ten (10) days after award, the proceeds of the proposal bond may be retained by DPL as liquidated damages for such failure or neglect. As the damages involved herein would be difficult to ascertain, the parties are setting the damages in this manner, both agreeing that the bond proceeds would represent DPL's actual damages and would not be assessed as a form of penalty.

## 5.2 SUBMISSION

**PROPOSALS ARE TO BE SUBMITTED IN A SEALED ENVELOPE: CLEARLY MARKED: "CONFIDENTIAL: RADIO FREQUENCY IDENTIFICATION SYSTEM".**

Proposals must be delivered unopened to the DPL Administration, as follows:

- 5.2.1.** Proposals must be submitted in a sealed envelope labeled with the name and address of the proposer, the name of the project for which the proposal is submitted and the time and date of the scheduled opening.
- 5.2.2.** If the proposal is forwarded by mail, the sealed envelope containing the proposal and marked as directed above, must be enclosed in another envelope addressed to Emily O’Neal, Technical Services Manager, Technical Services, Deschutes Public Library, 601 NW Wall St., Bend, OR 97703.

## **SECTION 6 - SELECTION CRITERIA AND AWARD**

### **6.1 CRITERIA FOR EVALUATION**

#### **Scoring**

Written proposals and product demonstrations will be evaluated, scored, and cumulated by the RFID RFP Project Team according to the criteria set out in the following sections.

#### **Scoring Written Proposals and Product Demonstrations**

The RFID RFP Project Team will score written proposals to determine which proposers will proceed with product demonstration. The scores for the written proposals and the product demonstrations will be cumulated and used to inform the RFID RFP Project Team's recommendations to the Library Board resulting in negotiation and award. Scores in each service area will be determined by comparing proposer responses to the outcomes specified in the Scope of Services.

	<b>Written Proposal</b>	<b>Product Demo</b>	<b>Total possible points</b>
Implementation Cost	15	0	15
5 year Maintenance Costs	15	0	15
Collection Security	20	10	30
Collection Inventory	15	10	25
Mobile Circulation	15	10	25
Automatic Materials Handling	5	3	8
Collection Conversion and Tagging	15	5	20
Self-Checks	20	15	35
Fines and Payments	10	5	15

Reports and Statistics	10	5	15
Administration/ Systems/IT	15	0	15
Options	10	5	15
Installation and training	15	10	25
Customer and Technical Support	20	10	30
Vendor Information	5	3	8
Ease of use to patrons and staff	20	20	40
System Design and aesthetics	10	10	20
<b>Total</b>	<b>235</b>	<b>121</b>	<b>356</b>

## **6.2 EXCEPTIONS**

Proposers shall identify any exceptions taken to this RFP by specific item number.

## **6.3 PROPOSAL EVALUATION PROCESS:**

Only those proposals providing sufficient information for DPL to evaluate the criteria set forth in Section 6.1 will be deemed responsive. The RFID RFP project team will rank responsive proposals and provide a recommendation to DPL Library Board. The Library Board may undertake negotiations as permitted by DPL Rule 137-047-0600(3). If awarded, DPL will award to the proposer whose proposal will best serve the interests of DPL, based upon scoring and negotiation results.

## **6.4 CONTRACT AWARD**

Submittal of a proposal evidences proposer's intent to execute and be bound by the terms of the attached contract. DPL will enter into contract negotiations regarding any open terms with the highest ranked proposer. During negotiations, DPL may require any additional information it deems necessary to clarify the approach and understanding of the requested services. Any changes agreed upon during contract negotiations will become part of the final contract. The negotiations will identify a level of work and associated fee that best represents the efforts required. If DPL is unable to come to terms with the highest rated proposer, discussions shall be terminated and negotiations will begin with the next highest rated proposer. DPL may reject any and all proposals.

## **6.5 ATTACHMENTS**

Attachment A) Goods and Service Agreement