NPL14-1

NAMPA PUBLIC LIBRARY

REQUEST FOR PROPOSAL

FOR

AUTOMATED RETURN SYSTEM

AMH Bid Specifications

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# Statement of Purpose

This bid specification is to install and enable the management of an Automated Materials Handling (AMH) system at the Nampa Public Library to work in conjunction with the LYNX! Consortium existing Integrated Library System (ILS), SirsiDynix Horizon. Among other benefits, the system should provide significant productivity gains through reduction in key labor-intensive workflow processes, enhanced customer service, and reduced incidents of staff repetitive motion injuries. The AMH system must be optimized for use in the library environment in the space allocated to it, and it must be expandable.

# Critical Requirements

Vendors must be able to demonstrate their proven ability to provide and implement the following:

* Real-time integration with the Library’s ILS
* Integration with RFID tags that are International Standard compliant
* Automated Materials Handling system with RFID-enabled check-in and multi-bin sorting capacity
* Exceptions handling
* Activities statistics and compilation

# Background

Nampa Public Library (NPL) had a total circulation of 684,000 items in 2013. Approximately the same number of items is returned to NPL on an annual basis; usage in 2014 continues at about the same rate, but we anticipate exceeding 1,000,000 circulations in our first year of operation in the new building. Currently, there are two main areas where customers return items: two exterior drops on the building wall, and two interior drops near the customer service desk (each area has separate drops for books and media). Since 2005 all checkin is done manually by staff using RFID/barcode staff stations. A diagram of the floor plan at the new NPL building with the dimensions of the designated area for an AMH is included at the end of this document.

# Scope of Work

Proposals are sought for -hardware, software, shipping, configuration and complete installation of hardware, training, project management, and ongoing maintenance – in other words, the proposal is to be for a “turnkey” system. We anticipate an AMH with one exterior return and one interior return suitable for all types of library materials. The AMH will include a *minimum* of a nine (9) bin system with options for expansion which should also be included as a separate item in the pricing section of this RFP. The system must be expandable for future growth. It must also be configurable to include staff induction for returns, which connects to the AMH, if NPL wishes to add this at a later date. The staff induction station should be listed as an option in the cost proposal section of the response.

# Project Timeline

RFP Issued: 1/14/14

Deadline for Questions: 1/24/2014

Addenda Issued: 1/30/14

Proposal Opening: 2/6/2014

Board Review and Approval: 2/10/14

Expected Certificate of Occupancy: 2/1/2015

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

# Submittal Requirements

Nampa Public Library will review all proposals that meet the criteria below.  The Library reserves the right to request clarification on any unclear aspect of a proposal.  The Library also reserves the right to review proposals based on NPL’s derived understanding provided from any proposal materials presented without clarification from the vendor.  It is not NPL’s responsibility to gather information, clarify or consult with a vendor who may have omitted any requested information.

Questions related to the RFP shall be directed to Mark Rose via email at: rosem@nampalibrary.org by 12:00 p.m. MT on January 24, 2014.

An addendum containing responses to all questions will be available via email to all interested vendors on January 30, 2014.

Receipt of Proposals

Due: 2:00 pm MT, 2/6/2014

Copies: 4 print, 1 PDF on a thumb drive (replica of print copies)

Public Opening Location: Nampa Public Library

All proposals must be delivered in a sealed envelope with the name of the proposal and the opening date and time clearly marked on the outside.

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.

Prior to award of Contract, a short-listed vendor may be required to discuss or demonstrate its solution to the Selection Committee at no cost to the Library. Visits to appropriate reference sites may also be required.

Proposals that arrive after the time and date for opening will not be considered. Faxed, emailed 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. All costs associated with the preparation and delivery of a proposal will be borne by the Vendor.

Nampa Public Library reserves the right to enter into a contract deemed to be in its best interest.

# Evaluation Criteria

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

* Vendor reputation, experience and qualifications in the Library AMH field
* Input from 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 and with clearly defined annual costs

# 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.
* Any other information regarding the Vendor which will assist the Library in evaluating its Proposal.

# System Description

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

* How the automated materials handling 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. Provide photographs for all available style options for book return units if they are an integral part of the system.
* What underlying components make up the system (i.e. Windows-based)?
	+ Who is responsible for maintaining updates for these components?
* Electrical requirements, including any special filters or configurations required by the Library.

# Project Implementation/Installation

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

* Vendor/contractor shall be responsible for verifying all site conditions and built dimensions prior to manufacturing system
* 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 or labor that the Library will be expected to provide which are outside the provisions of the Vendor’s Proposal

# References

The Vendor must supply four references for similar work it has undertaken in the past two years, within a library environment which uses SirsiDynix Horizon for an ILS. Please provide contact names, email addresses and telephone numbers, as well as a brief description of the work performed.

# 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: The system meets this requirement.

N: The system does not meet this requirement. If there is an alternate functionality, please explain.

D: This functionality is under development. 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: This functionality is planned for the future. Please indicate when it will be developed and be available as a generally-released product.

# a General

| Requirement | Available | Comment |
| --- | --- | --- |
| 1. System must use industry standard RFID hardware available from multiple RFID manufacturers.
 |  |  |
| 1. RFID hardware and related software architecture must be compatible with RFID tags that are ISO compliant.
 |  |  |
| 1. Vendor must demonstrate an ability to read tags programmed with multiple tag formats, including those of competitors’ products to allow for maximum interoperability.
 |  |  |
| 1. System must interface with the library’s ILS using SIP2.
 |  |  |
| 1. System must be FCC Part 15 certified and ADA-Compliant.
 |  |  |

# b Automated Sorting Equipment

| Requirement | Available | Comment |
| --- | --- | --- |
| 1. Items must be checked into the circulation system in real time.
 |  |  |
| 1. System must accommodate two or more customer book return stations.
 |  |  |
| 1. Automated sorting equipment must be capable of distributing returned items into separate bins according to criteria established by the library using information provided from the library’s database or from the RFID tag.
 |  |  |
| 1. Sorting targets (destinations) can be defined and adjusted easily by staff at any time.
 |  |  |
| 1. A staff induction station is available as an option.
 |  |  |
| 1. The system does not require a separate staff induction station and allows staff to place items into the system for check in without going through a drop.
 |  |  |
| 1. In the return/sort process, tags’ security bits must be reactivated.
 |  |  |
| 1. Sorting software must separate holds from other items.
 |  |  |
| 1. Hold ticket must generate for each sorted hold, and print the item title and requesting patron information.
 |  |  |
| 1. System must have an option for printing transit tickets for each item that belongs to one library but is routing to a different library.
 |  |  |
| 1. Sorting software must direct items that have no RFID tag or damaged RFID tags into a separate bin.
 |  |  |
| 1. System must be capable of handling up to 2,000 items per hour. (if No, detail handling rate in comment column)
 |  |  |
| 1. System must not require use of proprietary bins.
 |  |  |
| 1. System must provide bin-full lights and/or alarm/email/text
 |  |  |
| 1. System must be expandable, allowing the additional sorting bins in the future.
 |  |  |
| 1. The system shall operate below normal conversation levels, approximately a 55dB level. Note your systems dB level in comments.
 |  |  |
| 1. All sorter components shall operate using 30A 208V circuits, (3 available).
 |  |  |
| 1. Sorting bins are available in different dimensions.
 |  |  |
| 1. Sorting bins are ergonomic and easy to use. The bottom of bins is retractable through springs or electronic adjustment.
 |  |  |
| 1. One or more emergency stop buttons will be provided.
 |  |  |
| 1. System shall incorporate barcode readability in at least one location for non-RFID materials.
 |  |  |
| 1. System must automatically store transactions during offline situations, and when connection is restored, automatically process all transactions.
 |  |  |
| 1. The system shall provide an option for a monitor which visually shows the sorter layout and visually indicates when a bin is missing, full, identifies which emergency stop has been activated, or other error conditions.
 |  |  |
| 1. The system shall support overflow bins. When primary sort bins fill, the system will start filling designated overflow bins without staff intervention.
 |  |  |
| 1. In addition to RFID sorting, the system can also sort bar coded items. (Add alternate)
 |  |  |
| 1. The system is designed to accommodate an additional patron interior return point. (Add alternate for the installation of this item during initial installation).
 |  |  |
| 1. The exterior return is equipped with fire suppression. (Add alternate).
 |  |  |
| 1. The exterior return hardware will be made available for installation during early construction phase.
 |  |  |
| 1. Patron interaction with the return can be customized by the library.
 |  |  |

# Training and Documentation

The Vendor will supply adequate training free-of-charge as part of the implementation process for up to 10 staff members and 2 system administrators. Please state whether the training will be on-site, via web conference, or by some other means.

Please include pricing for additional training as part of the Cost Proposal.

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 and how often it is updated.

# Support and Maintenance

The Vendor shall supply detailed information on its Support and Maintenance policy for the proposed RFIDsystem that is sells. Information should include the following:

* Vendor live telephone support hours of operation
* Methods of logging support requests
* Response times for both remote and on-site support
* System update and upgrade policy
* A sample Support and Maintenance Agreement
* A sample Service Level Agreement
* Description of remote support capabilities designed into the system

# Guarantees and Warranties

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

# Cost Proposal

The Vendor shall supply unit and extended prices for all RFID equipment, software, installation, implementation and training included in the proposed solution. Pricing for additional recommended options shall be included in the response.

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

Shipping costs shall be listed separately.

Prices must be guaranteed for ninety days following proposal due date.