NAMPA PUBLIC LIBRARY

REQUEST FOR PROPOSAL

FOR

SELF CHECKOUTS

May 21, 2014

062114

Self Check Out Bid Specifications

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1   Statement of Purpose

This bid specification is to install and enable the management of seven (7) Self Check Out terminals at the Nampa Public Library to work in conjunction with the LYNX! Consortium Integrated Library System (ILS), SirsiDynix Horizon. The Library reserves the right to reduce the number of terminals at the time of purchase.   The system should provide significant productivity gains through reduction in workflow processes and enhanced customer service.

2   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
- ✓   Activities statistics and compilation

3   Background

Nampa Public Library (NPL) had a total circulation of 684,000 items in 2013 and self check usage was 38% with three self checks. 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 and plan to increase self check usage substantially. A diagram of the self check cabinet at the new NPL building with the dimensions of the designated area for seven (7) self checks is included at the end of this document.

4   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.

5   TimeLine

RFP Issued: May 21, 2014

Deadline for Questions: June 4, 2014

Addenda Issued: June 11, 2014

Proposal Opening: June 23 4pm Mountain Time

Board Review and Approval: 7/14/14

Expected Certificate of Occupancy: Undetermined

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

6   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. Mountain time no later than June 4, 2014

An addendum containing responses to all questions will be available via email to all interested vendors on 6/11/14

> Receipt of Proposals Due: 6/23/14 4pm Mountain time
>
> Copies: **4 print, 1 PDF on a thumb drive (replica of print copies)**
>
> 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.

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.

Bid documents received are subject to Idaho Public Records laws. Should the bid proposal documents contain information that the vendor considers to be 'trade secrets' and exempt from disclosure under public records laws, then the vendor will provide a copy of the bid with those sections redacted. If such a document is not received, your full bid document will be provided as required bythe Idaho Public Records Act, I.C. §9-337 through 9-350. .

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

7 Evaluation Criteria

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

- ✓ Vendor reputation, experience and qualifications in the Library Self Check 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

8 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.

9 System Description

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

- ✓ How the Self Checks operate
- ✓ Physical characteristics and a discussion of how the Self Check interacts with the Library's ILS. Provide photographs for all available style options
- ✓ What underlying components make up the system (i.e. Windows-based)?
    - o Who is responsible for maintaining updates for these components?
- ✓ Electrical requirements, including any special filters or configurations required by the Library.

10 Project Implementation/Installation

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

- ✓ Project Personnel, with a brief description of each person's qualifications and experience
- ✓ Details of any materials or labor that the Library will be expected to provide which are outside the provisions of the Vendor's Proposal

11 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.

12 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.

	SELF CHECK REQUIREMENTS	AVAILABLE	COMMENTS
1.	The complete self check system must meet U.S. safety requirements including UL certification. The UL mark shall be displayed on the serial plate of the system.		
2.	All equipment and software must have a minimum 12 month warranty.		
3.	Technical support via a toll free phone number and remote trouble shooting of self check systems must be available M-F 8 AM – 8 PM and Saturday 9 AM – 5 PM. If technical support does not meet this requirement, provide details on availability of technical support.		
4.	Replacement of malfunctioning hardware must be provided by the next business day.		
5.	Vendor must provide on-site staff training upon completed installation of self-check systems.		
6.	Up-to-date user manuals must be provided in hard copy or PDF.		
7.	All system components must be capable of being integrated into library furniture including printer, monitor, desensitizer, and credit/debit card payment hardware.		
8.	Must be wired network capable.		
9.	Must be able to read patron barcodes on ID cards.		

	SELF CHECK REQUIREMENTS	AVAILABLE	COMMENTS
10.	Must be able to read patron barcodes on Smartphone screens.		
11.	Must be compatible with all ISO compliant RFID tags.		
12.	Must desensitize RFID on all media after item has been checked out.		
13.	Must support Spanish. List other languages supported.		
14.	Must provide visual and audible feedback during the transaction.		
15.	Must provide the option to display information from the customer record including # of items checked out, # of items on hold, outstanding fine information, and messages, without compromising customer privacy.		
16.	Must offer patrons the option to receive checkout and payment receipts as either a paper receipt, no receipt, or an e-mail receipt if available from the ILS.		
17.	Must offer an option for library staff to customize check-out and payment receipts including graphics (please list image types).		
18.	Fines and fees instructions must be clear and intuitive.		
19.	During a checkout or renewal session, the self check must notify the patron about the total amount of fines and fees currently owed.		

	SELF CHECK REQUIREMENTS	AVAILABLE	COMMENTS
20.	Must allow patrons to make a partial payment of the total amount of fines and fees owed.		
21.	Must offer patrons the option to renew checked out items that are eligible for renewal according to the parameters set in the ILS.		
22.	Must be able to renew items that are not present or scanned by the patron.		
23.	Self check must have a 17" or larger touch screen.		
24.	Self check payment system must group fine and fee payments as a single transaction for credit/debit cards so that the library is only charged for one card processing fee per customer session.		
25.	Must offer an option to store check-out transactions and transfer the stored transactions to the ILS at a later time so that self check can be used when the library's ILS or library's server is off-line.		

13 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.

14 Support and Maintenance

The Vendor shall supply detailed information on its Support and Maintenance policy for the proposed RFID system that it 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

15 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.

16 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.