

Monroe County Public Library Request for Proposal
RFID, Conversion, Self-Check and AMH Systems
Issue Date: November 4, 2009
Closing Date and time: November 30, 2009 at noon EST

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1. PURPOSE

This Request for Proposal (RFP) is for the acquisition, delivery, installation, training and maintenance of a Radio Frequency Identification (RFID) and Automated Materials Handling (AMH) library automation system including equipment, software, and RFID tags to work in conjunction with the existing Polaris Integrated Library System (ILS) at the Main Library, Ellettsville Branch and Bookmobile of the Monroe County Public Library (the Library). The Library reserves the right to purchase some of the equipment in 2010, and additional purchases may be made in future years.

The system must enhance customer service, provide significant productivity gains through reduction in key labor-intensive workflow processes, reduce materials losses, and improve inventory accuracy.

Desired features include but are not limited to:

- o Improved security for library materials
- o Security options for AV materials
- o ADA compliant security pedestals
- o Tags that are ISO 15693 and ISO 18000-compliant
- o Tagging options supported by major library materials vendors
- o RFID conversion software for the Library's existing staff circulation and technical services work stations
- o Mobile tagging stations for lease or purchase
- o Real-time integration with the Library's ILS
- o Modification and utilization of existing Polaris self-check-units
- o Patron payment options at self-check stations
- o Circulation compatible in Bookmobile and Outreach van
- o Portable inventory equipment and software to be used to weed, maintain, and inventory the collection
- o Automated Materials Handling system with RFID enabled check-in and multi-bin or cart sorting capacity
- o A renewable service contract

Background Information

Serving a population of just under 129,000, the Library facilities include a 135,000—square--foot Main Library building located in downtown Bloomington, Indiana, a 12,000--square--foot branch library in Ellettsville, a Bookmobile, and Outreach deposit collections at several local

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daycares and nursing homes. In a seven day week, the Main library is open 69 hours and the Ellettsville branch is open 64 hours. The Bookmobile provides service 6 days a week.

Total holdings for the Library are approximately 540,000 items (460,000 at the Main Library, 73,000 at Ellettsville, 6,000 on the Bookmobile and 900 in our Outreach collections). Just over 110,000 of these items are non-print – DVDs, CDs, CD-ROMS and Books on CD. As of late 2009, MCPL no longer holds electromagnetic materials (VHS or audiocassette).

System-wide circulation in 2008 was 2,480,000 with 335,000 holds satisfied.

It is the Library's expectation that all library materials will have both RFID tags and barcodes. Library staff will tag the existing collection. Materials added to the collection will be tagged by Library staff or by the Library's primary vendors, Baker & Taylor and MidWest Tapes.

RFID tags must work with the Library's integrated technology system, Polaris (version 3.5), to handle circulation transactions and provide appropriate security for library materials.

It is anticipated that additional self check-out stations will be installed that are SIP2 compliant and will utilize the barcodes on patron library cards and the RFID tags on materials. We request that existing Polaris self-check stations be upgraded for use with the new system. Plans include at least one staff workstation and multiple self-checks at two locations at the Main Library and at one location at the Ellettsville Branch with one staff workstation on the Bookmobile. For a total of six staff workstations and eleven self-check out stations.

Patrons will return their library materials to unattended returns at either the external drive-up window (Main Library only), external walk-up returns or inside returns. At the Main Library, both the internal and external returns should feed into the AMH system with 9 sorting bins/carts and offering the option of future expansion in the number of bins/carts. A two to three simple sort system should be available for returns at the Ellettsville Branch. The AMH system at both locations should include the following features: total interchangeability, an audible and visible alert when the bins reach capacity, and easy movement and relocation.

The AMH system at the Main Library will be installed in an area currently undergoing renovation. At the Ellettsville Branch it will be retrofitted into an existing area. Improved materials security is a key objective of this project, especially for AV materials. Security gates will be needed at two entrances at the Main Library and one entrance at the Ellettsville Branch.

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RFP Schedule:

RFP Specifications Released	November 4, 2009
RFP Due at 12 noon via OpenRFP.com	November 30, 2009
Review Process	December 2009-January 2010
Vendor Demonstrations, as needed	January-February 2010
Board Approval and Contract Signed	March-April 2010
Begin delivery and conversion	May 2010
Conversion completed	March 2011
Self-check software upgraded	March 2011
Security gates installed	March 2011
AMH installed	April 2011

Evaluation of Proposals

The Library will judge proposals received based upon the criteria defined within this RFP.

Selection will be based on the weighted results from the online RFP, onsite demonstrations, completeness of the proposal, quality of provided references, and pricing. The team will forward recommendations to the Board of Trustees for approval and execution.

All responding vendors will be notified of the award selection.

2. VENDOR INQUIRIES

All inquiries related to this RFP shall be submitted via e-mail to:

Pamela Wasmer, Collection Services Manager
Monroe County Public Library
303 E. Kirkwood Avenue
Bloomington, Indiana 47408

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Telephone: 812-349-3070
FAX: 812-349-3071
E-mail: pwasmer@mcpl.info

All responses to inquiries will be posted on the Ringgold OpenRFP website by November 20, 2009.

All inquiries and all responses thereto, unless in the form of a formal amendment to this RFP, are not a part of this document and, as such, cannot have any legal or contractual basis.

3. PROPOSAL SUBMISSION

This RFP does not constitute a commitment to procure any of the products or services proposed. All Responses submitted become the property of the Library and will not be returned. Any system or system-related ideas presented by vendors may be used without compensation.

Confidentiality

It is the responsibility of the vendor to identify any information in its proposals that is considered to be confidential. To the extent that the Library agrees with that designation, such information will be held in strict confidence. All other information will be considered public.

In the event any information is considered confidential pursuant to the foregoing and any person makes such a request for disclosure of such information, The Library shall notify the bidder submitting such information that such a request has been made. Unless the bidder immediately agrees to assume the defense of such request and pay all costs associated therewith (including any attorney's fees which might be awarded to the prevailing party), the Library shall have no further obligation to the bidder to retain the information as confidential. Further, the bidder shall expressly agree to indemnify the Library against any such costs resulting from non-disclosure of the information.

4. VENDOR RESPONSE

This RFP uses the response submission service of Ringgold, Inc., found on its website at www.openrfp.com. Although the vendor response will be available to Ringgold, Inc., Ringgold will not redistribute or publish the individual responses without permission.

Vendors responding to this request must utilize Ringgold's OpenRFP web process. Vendors who have not previously used the service should contact Dr. Ralph M. Shoffner (Ralph.Shoffner@ringgold.com, 1.503.645.3502). A secure login will be provided to each interested vendor for use to prepare and release the vendor's response.

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To be complete, a vendor response to this RFP must have:

1. OpenRFP website – vendor’s response to RFP functional specifications
2. Vendor Response Workbook – vendor’s pricing, timeline and references
3. Vendor Electronic Signature – vendor’s cover document verifying the pricing

Vendors may optionally provide:

4. Vendor Standard Contract
5. Vendor Supplementary Materials

4.1 OpenRFP website – RFP Functional Specifications

Vendors will receive instructions for preparing their responses to the RFP Functional Specifications along with their logins.

4.2 Vendor Response Workbook

Vendors must complete the Vendor Response Workbook in Excel® format, downloaded from the OpenRFP site, and return it via email. The vendor may encrypt the workbook prior to returning it and separately supply the decryption tools to the Library.

4.3 Vendor Electronic signature

Vendors must provide one electronic signature document verifying the pricing and return it via email.

4.4 Vendor Standard Contract

Vendors may elect to include an electronic copy of their standard purchase, software, and maintenance contracts.

4.5 Vendor Supplementary Materials

Vendors may elect to provide additional materials, e.g., product brochures and corporate promotional materials.

5. EVALUATION PROCESS

All proposals will be given thorough review. Finalists may be selected for a best and final round of negotiations. However, vendors are encouraged to present their best offers with their initial submission to insure their selection for the final round.

The Library reserves the right to change, without notification, the relative weighting of the factors used for its evaluation of vendor responses.

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Weights table

Function Group	Weights
Self-service	100
RFID	100
AMH	100
Vendor Support	100
Functionality Total	400
System Factors	Weights
Functionality	100
Cost of ownership – 5 years	100
Vendor reputation, history, vision	50
Vendor product demonstration	50
Vendor references, site visits	75
System Factors Total	375

6. CONTRACT

Contract negotiation will follow selection of the preferred vendor. The content of the RFP and of the vendor's response will become an integral part of the contract, but may be modified by the provisions of the contract. If a contract cannot be negotiated for any reason, another vendor may be selected.