Request for Proposals
for
RFID and Automated Materials Handling System

September 21, 2012

City of Sioux Falls, South Dakota

Proposal Request No. 12-0096
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Request for Proposals
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Section 1
Introduction and Instructions

1.01 Purpose of the RFP

This Request for Proposal (RFP) is issued by the City of Sioux Falls (hereinafter referred to as the “City”). The purpose of this RFP is to establish a contract with a qualified firm for RFID and Automated Materials Handling (AMH) System.

1.02 Contact Person, Telephone, Fax Number, and Email

Scott Rust, Purchasing Manager, Finance, is the point of contact for this RFP. Unauthorized contact regarding the RFP with other City employees may result in the vendor being disqualified.

Scott Rust, Purchasing Manager, Finance
Phone: 605-367-8836
Fax: 605-367-8016
Email: srust@siouxfalls.org

1.03 RFP Schedule of Events

This schedule of events represents the City’s best estimate of the schedule that will be followed for this RFP. If a component of this schedule such as the deadline for receipt of proposals is delayed, the rest of the schedule will be shifted by the same number of days.

The approximate RFP schedule is as follows:

- Deadline for questions: October 5, 2012.
- Proposals due: October 18, 2012.
- Notice of award: November 5–9, 2012.
1.04  Return Mailing Address and Deadline for Receipt of Proposals

Proposers must submit one (1) original hard copy (marked “Original”) and four (4) hard copies of the proposal in a sealed envelope or package and one (1) CD or DVD. Proposals should not exceed 50 pages or have extravagant binder covers.

One cost proposal is to be submitted in a separate sealed envelope or package, clearly labeled “Cost Proposal.”

Envelopes or packages containing proposals must be clearly addressed as described below to ensure proper delivery and to avoid being opened by the City before the deadline for receipt. Envelopes or packages must be addressed as follows:

City of Sioux Falls Purchasing Office
Attention: Scott Rust
RFID and Materials Handling System
RFP No. 12-0096
224 West Ninth Street
P.O. Box 7402
Sioux Falls, SD 57117-7402

Proposals must be received by the Purchasing Office at the location specified no later than 2 p.m., Central standard time, on October 18, 2012. Proposals will not be publicly read at the opening.

Proposals may not be delivered orally, by facsimile transmission, by other telecommunication, or electronic means.

Proposers assume the risk of the method of dispatch chosen. The City assumes no responsibility for delays caused by any delivery service. Postmarking by the due date will not substitute for actual proposal receipt by the City. A proposer’s failure to submit its proposal prior to the deadline will cause the proposal to be rejected. Late proposals or amendments will not be opened or accepted for evaluation.

1.05  Questions and Addenda

Questions regarding this RFP shall be submitted in writing to Scott Rust, Purchasing Manager, at srust@siouxfalls.org. Answers to questions will be posted to the City’s website. The deadline for questions is 2 p.m., Central standard time, Friday, October 5, 2012.

If deemed necessary, addenda to the RFP will be issued and will be emailed to the proposers. No addenda will be issued after 5 p.m., Monday, October 8, 2012.

Responding firms are prohibited from communicating in any other manner about this project with any other City employee from the date of issuance of this proposal until the final selection, unless otherwise directed by the Purchasing Manager. Other means of communications or contact may disqualify the submitting firm.
Section 2
Scope of Work

2.01 Introduction

This procurement for an integrated RFID self-check and AMH solution is being made by the City of Sioux Falls, South Dakota, for Siouxland Libraries.

2.02 Scope of Work

Proposals are sought for hardware, software, shipping, installation, training, project management, and ongoing maintenance—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. Siouxland Libraries currently utilizes Horizon 7.5 from SirsiDynix. The library collection of 330,000 items (books and media) will be converted. Annual circulation is ~2M at 12 locations and 1 bookmobile.

2.03 System Requirements

The vendor of proposed system 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. The proposed system and all of its components must be entirely compatible with, and in no manner interfere with, the integrated library system, its computer clients, or other components.

2. The proposed system must provide application-specific software to incorporate all hardware (detection systems, staff station readers, cataloging stations, patron self-check stations, portable handheld reader, and book return system), the circulation RFID tags, and any other RFID-related hardware into the system.

3. The proposed system must interface with the library’s existing automated library system using the SIP, SIP2, or NCIP protocol and interface in real-time for automated check-in. The interface must not use a proprietary ILS connection.

4. The proposed system must not interfere with other equipment, automated library system clients, or PCs that may be nearby.

5. The proposed system must be able to connect through the library’s Ethernet network via an RJ-45 connector and/or secured wireless network.

6. All system components must be UL and FCC Part 15-Certified: SIP2, RS-232, TCP/IP Ethernet 10/100, 802.11n (wireless) compliant. The proposed system must provide UL listing number and FCC certification numbers for complete system; UL mark shall be displayed on the serial plate of the equipment. Include a copy of the UL certificate as an attachment.
7. The RFID system must be ISO 15693 18000-3 Mode 1 compliant and must use Reader Talks First (RTF) Architecture.

8. Vendor must be willing to work with the integrated library system vendor to resolve any RFID-ILS functionality issues.

9. The vendor must offer a 12-month 100 percent money-back performance guarantee on all equipment purchased if the equipment does not operate as advertised and covered by 12-month parts and labor warranty.

2.03.1 Self-Checkout Units

1. The proposed system’s RFID self-checkout units must be able to read item-specific identification numbers, communicate to the host circulation system to update the library’s inventory, and turn the RFID security feature off.

2. The proposed system must be dual function—capable of processing RFID tags or item bar codes in the same transaction.

3. The proposed system must use an anticollision algorithm that does not limit the number of tags that can be simultaneously identified and read up to 8 inches high.

4. The proposed system must be able to read bar-coded patron cards currently used in the library.

5. The proposed system must offer the option of a standalone kiosk, custom kiosk, or the ability to build into an RFID friendly counter. The proposed system kiosk must be available with both laminate and solid surface option. A detailed architect guide must be included.

6. The proposed system must utilize a surface-capacitive touch screen that displays instructions for use. Optical, resistive, or surface acoustic wave screens will not be accepted.

7. The proposed system must have the ability to print out all standard information for a patron checkout or check-in transaction on a single receipt. For patron checkout, this includes the item title and due date. For check-in, this includes the item title and date returned. The receipts should be customizable to incorporate library identity, hours, etc. The proposed system’s self-checkout units should have customizable messages based on patron and item status.

8. The proposed system must display ILS system information relating to the patron or item status. The proposed system must have the ability to display select information from the patron record, such as number of items checked out, number of items on hold, and outstanding fine information without compromising patron privacy.

9. The proposed system must have the ability to perform check-in and checkout functions using RFID tags or bar codes without reconfiguration.
The proposed system must provide customer/staff selectable checkout and check-in software features.

10. The proposed system must allow the customer to perform item renewals without being required to have the item physically present.

11. The proposed system must provide visual and audible feedback during the transaction.

12. The proposed system must have customizable instructions.

13. The proposed system must currently display multiple language options on self-check unit banners, instructions, and messages. Proposer must provide a list of the languages available. The system must allow the library to select four languages to be used on one self-checkout system.

14. The proposed system stations must deactivate the theft or security status on the materials when checked out.

15. The proposed system must have the ability to perform off-line transactions and maintain records of all items checked out when the ILS is off-line, and then upload transactions when the ILS is back online.

16. The proposed system must turn on/off the security to allow secure library operation during off-line situations.

17. The proposed system must provide performance statistics that can be accessed through the web. Data must be broken down by day of the week and hour of the day. Data to include number of transactions, type of transactions, and number of successful and unsuccessful transactions.

18. The proposed system must offer the patron the option of email, paper receipt, or no receipt.

19. The proposed system must be capable of checking out or checking in all types of print and nonprint media.

20. The proposed system must only provide one screen for increased usage of self-checkout system.

21. The proposed system must allow multiple item checkouts without first choosing the number of items to be checked out.

22. The proposed system must offer web-based remote monitoring and diagnostics that must include instant email notification, monitoring of check-in and checkout rates, web-based troubleshooting, configuration, and the ability to obtain statistics for each machine from any location. These features should be standard and not require a server.

23. The proposed self-checkout system must provide at least 90 percent first-time user success for the library customers. Please provide data and detail of analysis to support claim.
2.03.2 Centralized Management Software Functionality

General

1. All software features must be Internet browser-based.
2. All centralized management software features must include installation wizards to facilitate quick installation for library staff.
3. The library administrator must be able to determine the access levels varying by individual permissions based on location and feature.
4. All software features must be password-protected.
5. Vendors must be able to provide screen shots, sample reports, and/or online demonstrations of all software features.

2.03.3 Reporting Features

1. Item level self-checkout transactions by day of the week across all self-checkout devices and across multiple locations.
2. Item level self-checkout transactions by hour of day across all self-checkout devices across multiple locations.
3. Item count by item type for all self-checkout devices across multiple locations.
4. Item count by item status for all self-checkout devices across multiple locations.
5. Total item counts across each and every self-checkout device across multiple locations.
6. Patron level transactions by hour of day for all self-checkout devices across multiple locations.
7. Patron level transactions by day of the week for all self-checkout devices across multiple locations.
10. Total credit transactions for all self-checkout devices across multiple locations.
11. All transactions data for all self-checkout devices across multiple locations.
2.03.4 Hardware Status Reporting Feature

1. Real-time detailed monitoring for the following components: SIP connection, printer, bar code scanner, touch screen monitor, and RFID components.

2. Real-time monitoring must work with multiple self-checkout devices at a single location.

3. Real-time monitoring must allow for additional self-checkout devices to be added to the network in the future.

4. The hardware component monitoring must communicate performance changes to library personnel through both a web-based dashboard display that intuitively communicates status changes in real-time and also through email notification.

5. Hardware status reporting must allow other library networked devices to be connected to the server and must validate this connection.

2.03.5 Self-Checkout System Configuration Feature

1. The software configuration feature must allow library staff to copy a configuration from a self-checkout device to multiple self-checkout devices at the same location or across networked locations. User interface must allow “cut-and-paste” processes.

2.03.6 Fines/Fees

1. The fines and fees system shall be integrated into a self-checkout system.

2. The fines and fees system shall utilize a seamless user interface that is integrated into the self-service process.

3. The fines and fees system must provide both audible and visual feedback when responding to the interaction with the user interface.

4. Library staff must be able to set the fine and/or fee thresholds that will trigger a message and block the patron’s checkout privileges if they exceed the maximum threshold.

5. The fines and fees system shall allow the library to determine minimum, partial, or full payment of the fines or fees.

6. The fines and fees system shall accommodate cash, credit, and/or debit card payment methods.

7. The fines and fees system shall print a credit/debit card receipt separate from the checkout receipt.

8. The fines and fees system shall print a cash receipt separate from the checkout receipt.
9. The fines and fees system shall have the capability to provide the patron with change if cash funds tendered are greater than the outstanding fines and/or fees balance.

### 2.03.7 Circulation Staff Workstations

1. The proposed system must have a thin, low profile (less than 1 inch) reader pad that provides easy installation.

2. The proposed system shall be compatible with library’s standard circulation desk computers, bar code scanners, and receipt printers.

3. System hardware must be attractive and contemporary and be able to be integrated into library’s own furniture. Proposers should submit pictures.

4. The proposed system must be able to mount in, on, or under the circulation work surface (solid surface, laminate, stone, etc.).

5. The proposed system must have an RFID read range of 8 inches minimum for book tags.

6. The proposed system must provide dual function: capable of processing RFID tags or bar codes in the same circulation transaction.

7. The proposed system readers must be able to read tags and display the information contained on the tag.

8. The proposed system must be able to be used for charge and discharge of library materials.

9. The proposed system must simultaneously process multiple RFID-tagged items for check-in/out.

10. The proposed system must provide a displayed count of the number of items processed simultaneously to ensure complete check-in/out transaction processing.

11. The proposed system must use an anticollision algorithm that does not limit the number of tags that can be simultaneously identified and read up to 8 inches high with a book tag.

12. The proposed system must have the ability to read, program, and reprogram RFID tags.

13. The proposed system must not require mouse activations to process most items. (Exceptions made for configuration changes, error handling, or tag reprogramming situations.)

14. The proposed system must allow configuration of item identifier parameters to automatically prevent programming of partially scanned or incorrectly scanned barcodes.

15. The proposed system must be able to work with a weed list (a list of items to be removed from the library), to automatically alert staff to weed an item upon scanning the bar code, before applying an RFID tag on conversion.
16. The proposed system must have a “hot key” feature that can be set up to mimic the Integrated Library System (ILS) F key setup so there is only one key stroke to change the system from checkout to check-in module.

17. The proposed system must have the option to integrate into an ILS circulation client so that it accepts and responds to commands from the ILS client.

18. The proposed system must have the option to allow the ILS circulation client to turn on or off security without requiring any additional steps.

19. The proposed system must be able to process sets and provide a notification if a missing part is detected.

20. The proposed system must be able to block or prompt the user on sets with missing parts prior to sending data to the ILS. This capability must be configurable.

21. The proposed system must permit configuration of RFID reader power to limit read range if desired by the user.

22. The proposed system must permit the operator to access commands to set or reset tag security independent of the ILS.

23. The proposed system must be configurable to turn off the reader transmitter when the ILS is not requesting RFID reads.

24. The proposed system must be able to read multiple tag data formats without impacting performance.

25. The proposed system must be able to block or prompt the user on sets with missing parts prior to sending data to the ILS. This capability must be configurable.

26. The proposed system must permit configuration of RFID reader power to limit read range if desired by the user.

27. The proposed system must permit the operator to access commands to set or reset tag security independent of the ILS.

28. The proposed system must be configurable to turn off the reader transmitter when the ILS is not requesting RFID reads.

29. The proposed system must be able to read multiple tag data formats without impacting performance.

30. The proposed system must be able to block or prompt the user on sets with missing parts prior to sending data to the ILS. This capability must be configurable.

2.03.8 Detection System

1. The proposed system must have a read range of at least 18 inches in either direction of each gate.

2. The proposed system must be able to perform optimally when located within 15 inches of a steel beam.

3. The proposed system must use 13.56 MHz ISO 15693-3/ISO 18000-3 Mode 1 RFID technology.

4. The detection system must be shielded from external factors that would interfere with performance.

5. The proposed detection system must include a patron counter that can be reset by library staff and can display entry counts, exit counts, and total counts for both directions via remote web-based software application.

6. The proposed system must be able to issue visible and audible warnings.

7. Tags with theft or a security status that is “on” must immediately trigger an alarm.
8. The proposed system must have the option to only trigger an alarm when a patron is present in the corridor.

9. The system must have corridor-specific alarming.

10. The proposed system must provide item security even when the library’s Integrated Library System (ILS) host system or network is off-line or not functioning.

11. The proposed system must offer multiple install options, including:
   - Direct mount with ADA-compatible threshold plate.
   - Base plate, only minor floor modification (e.g., drilling required for installation).
   - Buried cables (recessed conduit under finished floor).

12. System must have multiple finish options available to better match the décor of the library.

13. System must have multiple alarm light color configuration options.

14. System must have the capability to read three or more tag data formats.

15. The proposed system must use ISO 15693-3 Standard RTF (Reader Talks First) Architecture.

16. The proposed system must display that it is functioning correctly.

17. The proposed system must have a low power consumption mode.

18. The proposed system should only require a single data connection for up to four corridors.

19. The proposed system must have an option to connect to the network wirelessly.

20. System must have the option to only alarm when a patron is exiting the library.

21. The audible alarm volume must be adjustable by staff.

22. System must have an on/off key switch.

23. The alarm duration is adjustable.

### 2.03.9 RFID Tags

1. The proposed system tag must be guaranteed for the life of the item on which it is originally affixed.

2. The proposed system must provide tags that operate at a frequency of 13.56 MHz.

3. The proposed system must provide RFID tags with 1,024 bits of memory.
4. All data other than the SID on the rewritable RFID tag, including the item identifier field, must be fully rewriteable.

5. The proposed system tags must enable the AFI security status to be stored directly on the tag and must trigger an immediate alarm if an item not charged is read by the detection system.

6. The vendor should provide the option of custom printing blank tags with a bar code or library logo during converting materials.

7. The proposed system tags must provide both security and inventory control functionality.

8. The proposed system tags must use an anticollision algorithm that does not limit the number of tags that can be simultaneously identified and read.

9. The proposed system tags must be adhesive-backed and one piece to adhere to library materials without addition of an adhesive cover label.

10. The proposed system tags must use a low acid, or neutral pH, adhesive.

11. The proposed system tags must be easily applied in one step with no need for mouse clicks, keyboard input, or touch screen entries for most item conversion.

12. The proposed system shall be fully compliant with ISO 18000-3 Mode 1 and include both mandatory and optional commands specified in ISO 15693-3.

13. The proposed RFID tags must have an operating range of -25°C to 70°C (-13°F to 158°F).

14. The vendor must show the test methods used to test RFID tags for long-term reliability and results of testing.

15. The proposed system shall not lock the data on the tag.

2.03.10 ISO RFID Tag Format Data Compliance

1. The RFID system must offer a clear migration path to the ISO tag data format standard when it is announced.

2. The RFID system must provide a product that can read multiple published tag data formats at the same time.

3. The RFID vendor must attach their tag data format in the bid response.

4. The RFID system must allow for simultaneous reading of existing vendor-supplied tag data format as well as the new ISO tag data standard when it is announced so the library can migrate their system to the new ISO tag data standard.

5. The vendor must show participation on the U.S. NISO working group for library RFID standards.
6. The vendor must be able to demonstrate, upon request, how they can read and write to multiple tag data formats.

2.03.11 Portable Handheld Reader Option

1. The portable handheld reader and any accessories must meet all the specifications in this section and must be a cordless, one-piece design to be held in one hand.

2. The total weight of the portable handheld reader must weigh less than 2 pounds, including battery, RFID reader, antenna, display and computing unit, and any other components that must be carried by the user.

3. The proposed portable handheld reader must accommodate data collection simultaneously with other functions. These other functions must include shelf reading, inventory, identifying items on search lists, and items with incorrect security.

4. The proposed portable handheld reader must accommodate shelf order checking to locate items that are out of place on the shelves. This capability must be sensitive enough to locate items that are out of place by as little as 5 inches.

5. The proposed system must accommodate searching to identify items on multiple user-defined search lists.

6. The proposed system must accommodate secure status checking to allow a user to identify individual items that have not been properly checked out and have caused an alarm of the detection system.

7. Secure status checking capability must also allow the user to scan items on library carts or shelves to identify individual items that have not been properly checked in before reshelving.

8. The proposed portable handheld reader must have the ability to upload bar codes to the library’s circulation system in various text file formats that can be customized to match the circulation system requirements.

9. The proposed system must accommodate finding to allow a user to quickly enter search criteria directly into the device, then search for items which meet that criteria and must display the title of item on the device.

10. The proposed system must accommodate shelving to assist a user with shelving an item.

11. The portable handheld reader must feature a color touch screen display and use a removable memory card or some other method to transfer data.

12. The portable handheld reader must be easily set down on a library shelf or cart when necessary to free the user’s hands.

13. The portable handheld reader must incorporate an ergonomic design to aid user in reading shelves at all levels.
14. The portable handheld reader battery life must allow the user to work for at least four hours before charging or changing batteries is required.

15. The portable handheld reader must have built-in diagnostics for troubleshooting.

16. The portable handheld reader must use an anticollision algorithm that does not limit the number of tags that can be simultaneously identified and read.

17. The portable handheld reader must have the capacity to download at least 500,000 items from the library’s automation system onto the portable handheld reader memory medium.

18. The portable handheld reader system must have the capacity to read multiline, fixed length field, or delimited field records from an electronic file containing shelf or search lists and create a portable database for use in a portable handheld RFID reader.

19. The handheld reader must direct the user to items on “pull” lists and provide a method to keep track of which items have been found and which have not been found.

20. The proposed portable handheld reader must accommodate data collection to collect and store identifiers of items scanned and store those items in user-defined categories for upload.

21. The search capability must be active during order checking, data collection, sorting, pulling, and finding functions with option to turn it off if desired.

22. The proposed system must validate item identifier (bar code) data from input lists and provide a log of errors found.

23. The proposed system must process results of data collection sessions or pull sessions, reading these results from the memory card and creating PC files containing lists of collected data, lists of items pulled, and lists of items not pulled.

24. The proposed portable handheld reader must have an audible tone and visible indicators to verify item has been identified. The audible tones shall be adjustable by the user.

2.03.12 Mobile Conversion Units

1. The proposed system must utilize a surface-capacitive touch screen. Optical, resistive, or surface acoustic wave screens will not be accepted.

2. The proposed system must have a high-efficiency laser scanner to ensure accurate reading of all bar codes including damaged and worn bar codes.

3. The proposed system must be integrally designed on a compact cart with wheels for easy conversion in the narrow library aisles. The narrow dimension of the cart shall not exceed 18 inches wide at any point in its profile.

4. The proposed system must be able to automatically dispense tags.
5. The proposed system must function in standalone mode, not requiring an interface with the integrated library system.

6. The proposed system must be easy to use and able to convert book tags at a rate of at least 500 items per hour.

7. The proposed system must have a visible scan line to facilitate correct placement of material on the conversion station.

8. The proposed system must be able to handle varying bar code locations and orientations.

9. The proposed system must allow configuration of item identifier parameters to automatically prevent programming of partially scanned or incorrectly scanned bar codes.

10. The proposed system must be able to convert items from a list (when an optical bar code is unavailable or unreliable).

11. The proposed system must be able to work with a weed list (a list of items to be removed from the library) to automatically alert staff to weed an item upon scanning the bar code, rather than applying an RFID tag.

12. The proposed system must be able to program a tag in less than one second.

13. The proposed system software should have two sets of counters showing the number of items converted. One level is used for staff to show the count for the session, and one level is for administration to show the overall count that the system has converted.

14. The proposed system must provide visual and audible feedback when the tag has been successfully programmed.

15. The proposed system software must keep a log file of all converted items by date and item ID.

2.03.13 Automated Materials Handling

1. The proposed system must provide application-specific software to incorporate all hardware proposed.

2. The system must be capable of supporting multiple induction units and be expandable.

3. The system must interface with the library’s existing automated library system using the SIP, SIP2, SIP2 plus extensions, or NCIP protocol.

4. The system must not use a proprietary ILS connection.

5. The system must not interfere with other equipment, automated library system clients, or PCs that may be nearby.

6. The system must be able to connect through the library’s Ethernet network via an RJ-45 connector and/or secured wireless network.
7. RFID used in the system must be ISO 15693 18000-3 Mode 1 compliant and must use Reader Talks First (RTF) Architecture.

8. The AMH system must provide a touch screen intuitive user interface that guides users through the return process.

9. The user interface optional display must provide animation to illustrate the proper way to insert materials.

10. Based upon a configurable option, the display should provide user feedback when the AMH rejects an item.

11. The system must provide real-time check-in of all items returned.

12. The system must read item-specific identification numbers, communicate to the host circulation system to update the library’s inventory, and turn the security feature on all in one easy step.

13. Each induction point in the system must have its own user interface with a “staff mode” or “staff mode switch” accessible from the rear of that particular device.

14. In the staff mode, the user may access, upload, and print statistics for each induction point and the sorter or modify configuration for that device.

15. The system must provide a configurable option so that the borrowers can select to print a receipt.

16. The system must have an option that supports user-selected language options selected by the library.

17. The system shall provide the option to sort unknown items into an exception bin.

18. The default language is to be English.

19. The system must provide an emergency stop button.

20. The system shall have the ability to notify the staff when a bin is full or missing.

21. The system shall have the ability to notify the staff when receipt printer is out of paper.

22. The system shall have the ability to notify the staff when the system is out of service.

23. The system must support email messaging to alert staff or administration when the system requires attention.

24. The system must provide a built-in receipt printer with high-capacity paper. Please list specific length of paper roll.

25. The receipt must be configurable so that the library can easily determine content. The content must support item number, title, library name and location, time, and date formatted according to the operating system and a customized footer.
26. The library staff must be able to easily edit, update, and otherwise control the content of the printed receipts without vendor intervention.

27. The receipt print must provide an autocut capability.

28. The system must have the ability to print out a cumulative receipt with customer library information as determined by the library.

29. The system must provide the ability to identify items not found in the library catalog and print them as “unknown” on the patron receipt and screen.

30. The system must provide library staff with the ability to print an exception receipt for items that are on holds or are exceptions as defined by the library.

31. The system must identify location codes, item types, transit locations, holds, request status, or by one or more combinations of the above and sort items accordingly.

32. The system must support SIP, SIP2, SIP2 plus extensions, or NCIP connections to the ILS for check-in and holds.

33. To ensure future interoperability, the system must support socket connections.

34. The system must be dual function—capable of processing RFID tags and the item bar codes in the same transactions.

35. The system must be able to read bar codes in multiple locations.

36. The system must be capable of enabling RFID security.

37. The system must automatically store transactions during off-line situations and when connection is restored automatically forward all transactions.

38. The system must turn on the security feature to allow secure library operations during off-line situations.

39. The system must be configurable to accept all items.

40. The system must be able to handle sets of items with RFID tags.

41. The RFID vendor must attach their tag data format in the bid response.

42. The RFID system must allow simultaneous reading of existing vendor-supplied tag data format as well as the new ISO tag data standard when it is announced so the library can migrate their system to the new ISO tag data standard.

43. The vendor must show participation on the U.S. NISO working group for library RFID standards.

44. The vendor must be able to demonstrate, upon request, how they can read and write to multiple tag data formats.

45. The system shall incorporate up to 15 sort locations.
46. The system must be capable of round-robin sorting.
47. The system must be capable of sequential sorting.
48. The system should be able to provide an environmentally protected external patron return for future expansion.
49. The system must be able to provide interior wall-mounted patron return flush with the wall and must include fire suppression mechanism.
50. The system must accommodate items as small as .21 inches thick by 4.5 inches by 4.5 inches.
51. The system must accommodate items as large as 3 inches thick by 12.5 inches by 13 inches.
52. The system must be capable of operating in staff and public areas without causing interference to normal library operations.
53. The system must operate with quiet, sealed electric motors, not air compressors, to control noise and to eliminate introduction of pneumatic hoses and devices in a public space.
54. The system must operate below normal conversation levels.
55. The system must not require any special wiring.
56. All sorter components must operate using standard 110V or 220V power.
57. The maximum power required for sorter must not exceed the normal power available from a standard 110V 1P 60 Hz electrical outlet or 220V 1P 50 Hz electrical outlet.

2.04 Training and Service Requirements

The library seeks to train key circulation, technical services, system administrator, and public services staff in the use of all equipment.

1. Training will be performed by vendor and will take place at Siouxland Libraries. Vendors shall note the number of training days planned for training in their response.

2. The library requires user manuals, plus any other materials, that are typically distributed during training.

3. The library requires that manuals be available in electronic format with unlimited distribution within the library and shall be supplied free of charge.

4. The library requires interaction with the vendor sales staff and technical support staff during installation planning, the installation phase, and follow-up immediately after such installation at no additional charge.
2.05 Hardware/Software Technical Support

1. Vendor must provide live toll-free telephone assistance on system use and troubleshooting between 8 a.m. to 6 p.m., CST, Monday through Friday.

2. The library must be able to request service on a 24-hour basis using a toll-free number.

2.06 Installation Requirements

1. The proposed system must be installed according to a schedule determined in coordination with library staff to minimize disruption. The contractor shall provide a structured approach and plan for project implementation.

2. Vendor must consult library staff on placement of hardware to accommodate network infrastructure, power and ventilation requirements, building restrictions, etc., and to maximize the work flow, staffing, and patron convenience issues.

3. Vendor shall perform all testing of interfaces and data exchanges after install to ensure the system is operating error-free.

4. Vendor will be responsible for any and all City-required permits and inspections. Vendor should contact Building Services at 605-367-8670 to verify if any permits or inspections will be required.

2.07 Warranty and Service Requirements

1. The circulation RFID tags must be guaranteed to be effective for the life of the item to which they are originally affixed and, if found to be defective, they must be replaced at no cost to the library.

2. The vendor must provide an all-inclusive minimum 12-month extended warranty on equipment, software, and components and offer a maintenance/service contract thereafter. All proposed maintenance/service contracts are subject to negotiation by the library.

3. The vendor must offer a 12-month 100 percent money-back performance guarantee on all equipment purchased and covered by 12-month warranty that includes all parts, labor, shipping, and surcharges.

4. Vendor must provide software patches and service pack releases at no additional charge to the library.

5. Service technicians must be fully trained, factory authorized and certified by the manufacturer, and able to respond on site within eight hours.

6. Service technicians will be equipped with parts normally required to service the equipment and reduce downtime.
7. Service agreements to extend the warranty period on parts and labor must be available for a period of 12, 24, 36, or 48 months.

8. The service agreement must include remote maintenance for expert technical consultation and software support.

9. The vendor shall provide with their RFP the results of customer service satisfaction survey that demonstrates the offered service meets satisfaction by a minimum of 95 percent of respondents.

10. Warranty and service requirements apply to both standard and optional system components.

2.08 Place of Manufacture

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

2.09 Estimated Products Required/Desired

<table>
<thead>
<tr>
<th>Products</th>
<th>No. Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Self-checkout kiosks</td>
<td>12</td>
</tr>
<tr>
<td>Self-checkout counter or desktop</td>
<td>2–3</td>
</tr>
<tr>
<td>Circulation staff workstations</td>
<td>22</td>
</tr>
<tr>
<td>Circulation staff workstation—USB</td>
<td>4</td>
</tr>
<tr>
<td>Detection system (2-corridor)</td>
<td>4</td>
</tr>
<tr>
<td>RFID book tags</td>
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<tr>
<td>RFID media tags</td>
<td>24,000</td>
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<tr>
<td>Portable handheld reader (optional)</td>
<td>1</td>
</tr>
<tr>
<td>Mobile conversion unit services/provision</td>
<td>2–4</td>
</tr>
<tr>
<td>Automated Materials Handling system</td>
<td></td>
</tr>
<tr>
<td>5-bin sort/staff induction</td>
<td>2</td>
</tr>
<tr>
<td>5-bin sort/staff and patron induction</td>
<td>1</td>
</tr>
<tr>
<td>11-bin sort/staff and patron induction</td>
<td>1</td>
</tr>
<tr>
<td>Centralized management software</td>
<td>1</td>
</tr>
</tbody>
</table>

Section 3
General Requirements

3.01 Indemnification

To the fullest extent permitted by law, the provider, its subcontractors, agents, servants, officers, or employees, shall indemnify and hold harmless the City of Sioux Falls, including, but not limited to, its elected and appointed officials, officers, employees, and agents, from any and all claims brought by any person or entity whatsoever, arising from any act, error, or omission of the provider during the firm’s performance of the agreement or any other
agreements of the firm entered into by reason thereof. The firm shall indemnify and defend the City of Sioux Falls including, but not limited to, its elected and appointed officials, officers, employees and agents, with respect to any claim arising or alleged to have arisen from negligence and/or willful, wanton, or reckless acts or omissions of the firm, its subcontractor, agents, servants, officers, or employees, and any and all losses or liabilities resulting from any such claims including, but not limited to, damage awards, costs, and reasonable attorney’s fees. The indemnification shall not be affected by any other portions of the agreement relating to insurance requirements. The firm agrees that it will procure and keep in force at all times at its own expense insurance in accordance with these specifications.

3.02 Insurance Requirements

The firm shall secure the insurance specified below. All insurance secured by the firm under the provisions of this section shall be issued by insurance companies acceptable to the City. The insurance specified in this section may be in a policy or policies of insurance, primary or excess. Certificates of all required insurance shall be provided to the City upon execution of this agreement.

1. Workers’ compensation insurance providing the statutory limits required by South Dakota law. In addition, it shall provide Coverage B, Employer’s Liability Coverage, of not less than $1,000,000 each accident, $1,000,000 disease–policy limits. The required limit may be met by excess liability (umbrella) coverage.

2. Commercial general liability insurance providing occurrence form contractual, personal injury, bodily injury, and a property damage liability coverage with limits of at least $1,000,000 per occurrence, $2,000,000 general aggregate, and $2,000,000 aggregate products and completed operations. The required limit may include excess liability (umbrella) coverage. The policy shall name the City and its representatives as an additional insured. If "occurrence form" insurance is not available, "claims-made" insurance will be acceptable. The policy shall be maintained for three years after completion of this agreement.

3. Automobile liability insurance covering all owned, nonowned, and hired automobiles, trucks, and trailers. The coverage shall be as broad as that found in the standard comprehensive automobile liability policy with limits of not less than $1,000,000 combined single limit each occurrence. The required limit may include excess liability (umbrella) coverage.

The firm will provide the City with at least 30 days’ written notice of an insurer’s intent to cancel or not renew any of the insurance coverage. The firm agrees to hold the City harmless from any liability, including additional premium due because of the firm’s failure to maintain the coverage limits required.

The City’s approval or acceptance of certificates of insurance does not constitute the City’s assumption of responsibility for the validity of any insurance policies nor does the City represent that the above coverages and limits are adequate to protect any individual/group/business, its consultants’ or subcontractors’ interests, and assumes no liability therefore.
3.03 Cost Proposal

Proposer shall submit a detailed cost proposal with a breakdown of the cost of the equipment and labor needed to complete the project as described in Section 2.02 Scope of Work and Section, 2.03 System Requirements, and Section 2.09 Estimated Products Required/Desired. Firms will be required to hold pricing firm for 90 days.

3.04 Contract Award

It is the City’s intent to enter into a contract with a firm who best demonstrates the ability to provide and install an RFID/Automated Materials Handling System (or Solution) for the City of Sioux Falls, Siouxland Libraries. After review of the proposals, if the City decides to not enter into a contract, the City will notify all firms.

3.05 Performance Bond Requirements

At the time of the execution of the contract, the successful bidder shall furnish a security bond in the sum equal to the amount of the contract for the faithful performance of the contract, with the additional obligation that all persons supplying material and labor in the progression of the work shall be promptly paid. The bond shall be issued by a surety authorized to do business in the state of South Dakota.

Section 4
Proposal Format and Content

4.01 Submittal Requirements

In addition to detailed methodology and pricing, as outlined in Sections 2.02 through 2.07, the submittal must contain the following information:

1. **Cover Letter.** Provide name and address of the proposer and project contact person with address, telephone number, and email address. Acknowledge receipt of any addenda if applicable. Summarize your understanding of the project. Provide a statement indicating your ability to provide timely installation services, equipment, and meet the requirements of this RFP. Acknowledge your acceptance of the requirements of this RFP and list any exceptions. Provide a one-page summary of the benefits the City would receive from selecting your firm.

   The cover letter must be signed by a duly authorized official of the proposer. Consortiums, joint ventures, or teams submitting proposals must establish contractual responsibility rests solely with one company or one legal entity. Each submittal should indicate the entity responsible for execution on behalf of the proposal team.

2. **Project Team Experience Qualifications**

   Provide résumés or a listing of information for each person in your firm participating in this project. State the educational background of each individual, years of experience,
length of employment with your firm, and experience providing the RFID and Automated Materials Handling System.

3. **References.** Proposer shall provide a list with contact information of agencies that have recently installed your RFID and Automated Materials Handling System.

4. **Experiences.** Each proposer shall supply three (3) recent examples of similar projects where a firm has installed a RFID and Automated Materials Handling System in multiple libraries.

**Section 5**

**Review of Proposals and Selection of Finalists for Interviews**

5.01 **Selection Criteria**

Upon receipt of the proposals, an evaluation team will determine the best proposal deemed most qualified based on the following criteria:

The evaluation team will rely on the qualitative information contained and presented in the proposals, the reference checks made, and the ability to meet the needs of the City as described in Sections 2.02, 2.03, and 2.04. Selection criteria will be based on:

**Evaluation Criteria (100-Point Potential Score)**

- Capability of the firm to meet the requirements listed in Sections 2.02–2.04: 20 pts.
- Qualifications and experience of the firm: 20 pts.
- Qualifications and experience of key project and operational support personnel: 15 pts.
- Technical solution and approach to the project: 20 pts.
- Project cost: 25 pts.
  - Cost evaluation will be calculated as follows:
    - \[ \text{Price of Lowest Cost Proposal} \]
    - \[ \text{Price of Proposal Being Rated} \times \text{Total Points Available for Cost} = \text{Awarded Points} \]

Upon review of the proposals, the City will score the proposals and may short list and interview the highest ranking firms. Upon completion of the interviews, the highest ranking firm may be asked to enter into contract negotiations with the City of Sioux Falls. If an agreement cannot be reached with the highest ranked firm, the City may move to the next highest ranked firm. The same process will be repeated with the other ranked firms if no such agreement can be reached. The City of Sioux Falls reserves the right to not select a firm as part of this process if an agreement cannot be reached or for any other reason.
5.02 Special Conditions

Excluding proprietary information, the successful firm’s proposal and contract are deemed public records and shall be available to the public upon request. In addition, the City shall maintain a “Register of Proposals for This Contract,” which shall contain the names of companies who submitted a proposal and the name of the company who was awarded the contract; however, the proposals of the submitting firms not awarded the contract are nonpublic records and will remain confidential.

Section 6
Standard Proposal Information

6.01 Authorized Signature

An individual authorized to bind the proposer to the provisions of the RFP must sign all proposals.

6.02 City Not Responsible for Preparation Costs

The City will not pay any cost associated with the preparation, submittal, presentation, or evaluation of any proposal.

6.03 Proposal as Part of Contract

Part or all of this RFP and the successful proposal may be incorporated into the contract.

6.04 Conflict of Interest

Proposers must disclose any instances where the firm or any individuals working on the contract has a possible conflict of interest and, if so, the nature of that conflict (e.g., employed by the City of Sioux Falls). The City reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the proposer's proposal. The City’s determination regarding any questions of conflict of interest is final.

6.05 Proposer’s Certification

By signature on the proposal, the proposer certifies that it complies with:

- The laws of the state of South Dakota.
- All applicable local, state, and federal laws, codes, and regulations.
- All terms, conditions, and requirements set forth in this RFP.
- A condition that the proposal submitted was independently arrived at without collusion.
• A condition that the offer will remain open and valid for the period indicated in this solicitation and any condition that the firm and/or any individuals working on the contract do not have a possible conflict of interest (e.g., employed by the City of Sioux Falls).

If any firm fails to comply with the provisions stated in this paragraph, the City reserves the right to reject the proposal, terminate the contract, or consider the contractor in default.

6.06  No Contact Policy

Any contact with any City representatives, related officials, or representatives other than those outlined in the RFP is prohibited. Such unauthorized contact may disqualify your firm from this procurement.

6.07  Special Conditions

The City of Sioux Falls reserves the right to reject any and all proposals, to waive formalities, and to select the proposal and developer(s) that in the City’s sole discretion are in the best interests of the City of Sioux Falls, South Dakota.

The City reserves the right to:

   a) Amend, modify, or withdraw this RFP.
   b) Revise any requirements under this RFP.
   c) Require supplemental statements of information from any responding party.
   d) Extend the deadline for submission of responses hereto.
   e) Negotiate or hold discussions with any bidder to correct insufficient responses that do not completely conform to the instructions contained herein.
   f) Waive any nonconformity with this RFP.
   g) Cancel, in whole or in part, this RFP if the City deems it is in its best interest to do so.
   h) Request additional information or clarification of information provided in the response without changing the terms of the RFP.
   i) Waive any portion of the selection process in order to accelerate the selection and negotiation with the top-ranked firm.
   j) Not award a contract as a part of or result of this RFP process.

The City may exercise the foregoing rights at any time without notice and without liability to any bidder, or any other party, for expenses incurred in the preparation of responses hereto or otherwise.