

NOTICE TO BIDDERS

Faulkner County will be accepting sealed bids on a Radio Frequency Identification Library System (RFID).

Bid specifications and Submittal forms may be obtained from the Faulkner County Judge's Office. Bids will be accepted until 9:00 am on Thursday, November 7, 2019, at which time they will be opened at the Faulkner County Judge's Office, located at 801 Locust Street Conway AR, 72034. Faulkner County reserves the right to accept or reject any or all bids placed and waive formalities.

Bids should be submitted in total including taxes, for the price to be paid by Faulkner County.

Direct questions and requests for clarifications related to this RFP to John McGraw at 501-327-7482.

Bids may be mailed to:
Faulkner County Judge's Office
Attn: Radio Frequency Identification Library System Bid
801 Locust Street
Conway AR, 72034

Request for Proposal (RFP)

Radio Frequency Identification (RFID)

Library System

Issued by Faulkner County

Bid Receiving Deadline: Thursday, November 7, 2019 at 9:00 am
Place: Faulkner County Judge's Office, 801 Locust, Conway, AR 72034
Attendance not required

Faulkner County Judge's Office
801 Locust Street
Conway AR, 72034

Contact:
John McGraw
Faulkner County Library Director
501-327-7482
john@fcl.org

General Information

The Faulkner County Public Library will receive sealed bids/proposals from qualified companies to furnish the goods and/or services identified in this document.

Scope of Work

The Faulkner County Public Library seeks proposals from qualified vendors on the hardware, software, and support services necessary to install and operate an RFID enabled circulation, self-check, security, and collection management. Automated materials handling system and other solutions may be considered in addition to the required components of the proposal.

Timeline

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

- RFP Issued: October 21, 2019
- BID RECEIVING DATE: November 7, 2019, 9:00 am
- INSTALLATION: April 2020

Statement of Purpose

This Request for Proposal, issued by Faulkner County Public Library is for the supply, installation, and training of a Radio Frequency Identification (RFID) system, which shall work in conjunction with the library's integrated library system (ILS), Library.Solution.

The RFID system must be optimized for use in a library environment and provide significant workflow improvements for both staff and patrons.

Faulkner County Public Library

The Faulkner County Public Library is located at 1900 Tyler St, Conway, AR 72032. There are five branches throughout the county requiring staff stations. All libraries operate on Apple computers only. The system will be on Sirsi-Dynix's Symphony ILS in March 2020.

There are approximately 220,000 print materials in the collection and approximately 20,000 non-print items.

Existing Security and Self-Check

The Main library alone currently uses an electromagnetic security system with 3M Checkpoint gates.

No self-check option is currently available to patrons.

Critical Requirements

The Library is seeking RFID solutions that will include hardware, software, installation, project management, staff training, and on-going support and maintenance.

1. Bidders must be able to demonstrate a proven ability to provide and implement the

following:

- a. Integration with the Library's ILS that streamlines staff and patron workflows;
- b. All tags and devices writing to the tags must conform to ISO- 28560-3 standard;
- c. RFID pads and staff workstation upgrades that enable staff to use either barcode scanners or RFID pads to input barcodes in all ILS modules on Apple computers;
- d. ADA-compliant, effective, and attractive security gates.

Scope of Project

The Library wishes to acquire the following system components:

- 240,000 RFID print media tags;
- 24,000 RFID A/V media tags;
- 18 shielded RFID Antenna/Reader kits for staff stations using Mac OS X 10.10 or later software;
- 1 Double-wide gate, 3 single-wide gates;
- Gate alert management software for Apple device;
- RFID inventory system;
- 3 stand-alone self-check stations;
- Shipping, installation and annual maintenance fees;
- Removal of existing checkpoint gates.

Additional Solutions

The Faulkner County Public Library is very much interested in exploring other technology solutions to enhance the patron experience and improve services and efficiency. Automated Media Handling solutions, reader's advisory/materials discovery software, improved access through on-site or remote vending machines, lockers, or other means are some examples of other technologies that will be considered.

Any optional components, configurations, or equipment that bidders would like to propose may be included as an appendix to the primary proposal response. Each option should clearly delineate all costs associated with that option and include an explanation of the benefits over the proposal provided in bidder's primary response.

Proposal Submission

Proposals are due by Thursday, November 7, 2019, 9:00am, and shall be delivered to: Faulkner County Judge's Office, 801 Locust St, Conway, AR 72034

Proposals may be delivered by hand, U.S. Mail, or overnight courier service. Proposals received beyond the deadline will not be considered.

One copy of the proposal is sufficient.

Responses shall follow the format laid out in the Proposal Format section of this document, joined together with a cover letter signed by a representative authorized to bind the company in contractual agreements, along with any relevant data sheets, drawings, and details.

Proposals should include all necessary information on hardware, software, shipping, installation, training, and on-going maintenance associated with the purchase of the RFID system. Proposals should include the minimum specifications for existing PCs and the Local Area Network (LAN) to operate in conjunction with the bidder's software.

Any costs associated with the preparation and delivery of this proposal will be paid by the bidder.

Quantities, Appropriation, and Delivery

Unless otherwise stated, quantities listed are estimates only, and the Library does not guarantee to purchase the quantities specified. The quantities purchased will be limited to the amount of monies budgeted and appropriated for it. Delivery shall be included to the central site and/or the facilities where they are to be installed.

Installation

Bidder shall install the system as specified in the RFP, by manufacturer- trained technicians subject to exceptions made in the response and agreed upon in writing. The bidder shall also be responsible for removing existing checkpoint gates.

Guarantees and Warranties

All guarantees and warranties should be stated in writing and submitted as part of the proposal. The bidder shall warrant that the system will meet the reliability and performance requirements set forth in the RFP and will continue to do so as long as the system remains under bidder maintenance.

Contract Documents

The successful responder will be expected to enter into a contract with the library pursuant to the documents that include the RFP, the bidder's proposal, the summary of negotiation, and any and all other additional materials submitted by the bidder.

The only official answer or position of the library will be the one stated in writing.

Prices

Bidder will also provide a detailed quote sheet. Prices reflected in the proposal shall include any discounts. Annual maintenance and support costs shall be included showing actual costs of proposed solution over five years.

Unit prices will be quoted for all components, hardware, software, installation, and service. Indicate any volume discounts that would be available if quantities ordered were modified. Bidder must include prices of all equipment and any options needed to meet specifications.

No bidder will be allowed to withdraw and resubmit its proposal, for any reason whatsoever, after the proposals have been opened.

Project Schedule

The proposal shall include a detailed project schedule for the entire project from conversion to installation, configuration, and training.

The proposal shall include a project oversight manager to oversee the project, including a minimum number of days on-site to ensure that it meets the requirements of the library and to be the key contact for the entire installation.

Proposal Format

All submissions shall use the Proposal Format specified in this section.

Cover Letter

The bidder shall provide the name and address of the primary contact person, along with a telephone number and email address. The bidder should also acknowledge receipt of any addenda.

Furthermore, the bidder shall summarize its understanding of the project, and provide a statement indicating its ability to provide services and equipment described herein and meet the requirements detailed in this RFP. The cover letter must be signed by an authorized representative of the company. Bids that are not signed will be disqualified.

In this section, please list any exceptions the bidder may have to the stated specifications.

Description of the Proposed Solution

The bidder shall fully describe and illustrate the products and systems which comprise its RFID solution.

Training and Documentation

Bidder will supply adequate training free of charge to the library as part of the implementation process. Adequate training is defined by the following:

1. Training key circulation, technical services, system administration, and public services staff in the use of all equipment. Total number of staff to be trained is approximately 30-40.
2. Training will be performed by the bidder and will take place at the library. Training software should be Mac-compatible.

Additional training requirements include:

1. The library requires user manuals, plus any other materials that are typically distributed during training.
2. The library requires that manuals be available in electronic format with unlimited distribution within the Library, and shall be supplied free of charge.
3. The library requires unlimited interaction with the bidder sales staff and technical support staff during installation planning, the installation phase, and follow-up immediately after such installation.
4. Introductory operator/user/staff training shall be provided at no charge.

Project Support & Maintenance

The bidder shall provide details on its service and support and continued maintenance over the life of the system. Details will include:

- Normal operating hours for tech support, and procedures for obtaining assistance during off hours;
- First year costs, if any, and subsequent years' costs;
- Any sub-contractors with which the bidder works;
- Any warranties and/or guarantees for the system and/or support and Service;
- Guaranteed response times for both remote and on-site support;
- Locations of support technicians;
- System update and upgrade policy;
- Turnaround time guaranteed by bidder to acquire and install replacement Parts;
- Qualifications of key support team personnel;
- Sample sales, software, and support agreements.

Bid

Bids should be submitted in total, for the price to be paid by Faulkner County FOB Conway, Arkansas **including all taxes.**

Name of Vendor _____

Name of Individual Representing Vendor _____

Radio Frequency Identification Library System Specifications:

- 240,000 RFID print media tags
- 24,000 RFID A/V media tags
- 18 shielded RFID Antenna/Reader kits for staff stations
- 1 Double-wide gate, 3 single-wide gates
- Gate alert management software
- RFID inventory system
- 3 stand-alone self-check stations
- Shipping, installation and annual maintenance fees
- Removal of existing checkpoint gate

Total bid price: _____

Bidder name, address, and phone number:

Signature: _____ Date: _____

Name: _____