TIMBERLAND REGIONAL LIBRARY

REQUEST FOR PROPOSAL

LIBRARY SELF-CHECKOUT EQUIPMENT

& RFID

May 7, 2019

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Section 1 – Project Overview

Timberland Regional Library (TRL) is requesting proposals for a replacement of library self-checkout equipment, including software, payment terminals, implementation services, ongoing training, and technical support for the system. Additionally TRL is considering implementing RFID with the new self-checkout system. Proposals should also include radio-frequency identification (RFID) equipment, RFID tags, and rental of encoding cart. The desired self-checkout equipment and RFID will have the ability to interface with SirsiDynix Symphony Integrated Library System (Symphony) software system.

TRL is a rural library district in southwest Washington that covers Grays Harbor, Lewis, Mason, Pacific, and Thurston counties with 27 libraries, an Administrative Service Center, and 4 kiosk locations. The library holds a collection of approximately 1.3 million items and has an annual circulation of almost 4 million. TRL serves a population of 489,000 residents.

GENERAL PROPOSAL REQUIREMENTS

- Vendors will be required to submit their proposals on the forms provided by the request for proposal (RFP) and pricing amounts will be detailed by item.
- Pricing should include broken out detail on all costs related to equipment, software, hardware, installation, training, final implementation and annual support costs.
- Vendors selected by TRL shall provide a demonstration of equipment proposed during the post-RFP evaluation process.

TRL will select the successful proposal based upon several evaluation factors: including features as outlined in the RFP; effective integration to Symphony; company stability; training and implementation plan; technical support; and price. The selection of finalists and the final award will be decided based on the proposal submitted by a qualified vendor that best meets the needs of TRL as determined by TRL. TRL reserves the right to reject any or all proposals.

TRL is looking for self-checkout equipment and related software and vendor that will provide:
- full integration with SirsiDynix Symphony Integrated Library System,
- ability to convert from barcode system to RFID,
- ease of use for customer experience,
- processes credit card payments for fines and fees,
- customizable features to promote library news, events, etc.,
- reliable and responsive support, company growth and stability, deployment of software to similar sized library systems,

Section 2– Project Scope

Proposals are sought for hardware, software, shipping, installation, training, project management, and ongoing maintenance--in other words, the proposal is to be for a "turnkey" system. While TRL will be purchasing new self-checkout stations, RFID is still being considered. Should TRL decide to implement RFID, it will occur during a second phase to be determined.

While the proposal is to include RFID-based hardware, it must include minimum specifications for PCs and LAN (local area network) that may be required in conjunction with the operation of the system.

Below is a general outline of the anticipated scope of work. However, the final scope of work will be negotiated with the successful proposer.

1.   Commercial Requirements

    a. Length of Support Contract – one (1) year with option for renewal
    b. Effective Date of Pricing - Upon signing of contract
    c. All guarantees and warranties should be stated in writing and submitted as part of the proposal

2.   Critical Technology Requirements

The vendor of the self-checkout equipment and RFID system proposed 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.

    a. Phase 1 – August 2019

        1) 50-55 Countertop self-service machines
        2) 43-50 credit card terminals

    b.   Phase 2 – TBD

        1) Application of RFID to existing collection
        2) Two mobile conversion stations for the duration of the conversion process
        3) Tagging of a newly acquired item regardless of medium of the item
        4) Real-time interface to automated library system's circulation module, currently Symphony

    c. Phase 2 – TBD

        1) 56-62 staff workstation reader pads
        2) Inventorying with portable RFID appliance
        3) Shelf reading with portable RFID appliance
        4) Activity statistics compilation and display

The objective of this RFP is to solicit proposals from vendors that can provide self-checkout equipment that fully integrates with SirsiDynix Symphony Integrated Library System. Alpha or Beta versions will not be considered.

TRL's Current Annual Activity Level

Item	Activity Level
Number of buildings	28
Estimated number of self-checkout devices	51
Annual circulation	4 million
Number of employees	310

System and Network Requirements

- The system should be capable of running either on Windows Server 2016 or Windows Server 2019 on a virtual server and connect to a shared MS SQL 2016 database server.

- Client software must be able to run on Windows 7 x86/x64 and the latest versions of Windows 10 x64 clients. The system must support a hierarchal security structure with internal security access controls to various modules. The system should be fully integrated with Microsoft Active Directory.

- Preference will be given to systems that are able to run as a whole system in a shared virtual environment using MS SQL and web browser technologies for reporting.

- Please explain additional hardware needs/differences if any with as much detail as possible, as part of the vendor response.

- System should allow backup software to back up the database while in use.

- Standard Windows network printers must be supported without requiring specialized drivers. Electronic Forms should be supported on copiers and printers using PCL language.

Section 3– Project Timeline

Tentative Acquisition Timeline

TRL intends to complete the selection process using the following schedule. However, TRL reserves the right to adjust or reschedule milestones as necessary. Any changes to the schedule will be posted on TRL's website.

Release Request for Proposal	May 7, 2019
Vendor questions due	May 14, 2019
Answers to RFP questions e-mails and posted on TRL web-site	May 17, 2019
Vendor proposal responses due	Submittals are to be received by Friday, May 24, 2019
Finalists notified/vendor short list released	May 31, 2019
Vendor demonstrations complete	June 13, 2019
Vendor reference checks complete	June 19, 2019
Final selection	June 21, 2019
Contract awarded/Board approved	June 26, 2019
Installation begins	August 19, 2019

Section 4 – Vendor Instructions

Proposal Responses-TRL must receive responses to this RFP no later than the date specified in Section 3. Proposals received after the due date will not be accepted. No additional time will be granted to any vendor unless by addendum to this RFP. Vendors must submit 1 (one) original with signatures, 4 (four) copies, and 1 (one) electronic version of the Requirements section to the following address:

Eric Lowell
Finance & Business Manager
415 Tumwater Blvd, SW
Tumwater, WA 98501-5799
360-704-4517
elowell@trl.org

Proposal Response Format-The RFP response should adhere to the following format:

Section	Title	Contents
Section 1	Executive Summary	Overview, description of proposed solutions and benefits, vendor experience, and contact information.
Section 2	Requirements	Completed Requirements documents (Section 5). The vendors should provide an answer of "Yes" or "No" with any necessary notes.
Section 3	Pricing	Estimates that include F.O.B. pricing for equipment, software, maintenance, and implementation services, which includes installation, configuration, and training. Use Detailed Bid Response from RFP
Section 4	Implementation Methodology	A summary of implementation methodology that includes a detailed boilerplate implementation plan (limit 15 pages).
Section 5	Support Strategy	Description of strategy to support ongoing training and usability of the system after initial implementation as well as remote support services available.
Section 6	Other Information	A. General Information and Overview (Appendix A) B. Client Reference List (Appendix C) C. Copy of vendor contract to be used for equipment, software license, services, and maintenance.

Vendors that deviate from this format may be deemed unresponsive. Proposals should be prepared simply, providing a straightforward, concise delineation of the capabilities necessary to satisfy the requirements of the RFP. Elaborate promotional materials should not be submitted at this time. Emphasis in the proposals should be on completeness, clarity of content and adherence to the presentation structure required by this RFP and not on volume. Costs for developing proposals in response to the RFP are the obligation of the vendor and are not chargeable to TRL. All proposals and accompanying documentation will become the property of TRL and will not be returned.

Pre-Submittal Questions- There will be no pre-bidders conference. Questions regarding the RFP may be submitted to the TRL by May 13, 2019 (or via email) at elowell@trl.org. The list of submitted questions with their respective answers will be posted to TRL's website by May 17, 2019.

RFP Amendments- TRL reserves the right to request clarification on any proposal or to ask respondents to supply any additional material deemed necessary to assist in the evaluation of the proposal. TRL reserves the right to change the RFP schedule or issue amendments to the RFP at any time. TRL also reserves the right to cancel or reissue the RFP.

Rejection of Proposals- TRL reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of TRL.

Proposal Validity Period- Submission of a proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between TRL and the successful vendor.

Disclaimer- TRL reserves the right to share, with any consultant of its choosing, the RFP and any resultant proposals in order to secure expert opinion.

Non-Obligation- Receipt of proposals in response to this RFP does not obligate the TRL in any way. The right to accept or reject any proposal shall be exercised solely by the TRL. The TRL shall retain the right to abandon the proposal process at any time prior to the actual execution of a contract with a vendor, and the TRL shall bear no financial or other responsibility in the event of such abandonment.

Public Disclosure- All materials provided to the TRL by vendors are subject to State and TRL's public disclosure laws.

Section 5– Vendor and System Requirements

This section includes the vendor, technical, and functional requirements to be evaluated in this RFP. The Requirements section will become Section 2 of your RFP response. This is not a comprehensive list of all of TRL's requirements, but includes the key requirements that will be used to evaluate the RFPs and will be included as part of the signed contracts. Responses to each line item should be concise and straightforward.

TRL expects vendors to respond in a factual manner. Vendors must provide an answer for every item. I f a submitted RFP includes blank responses the document may be considered in violation and rejected. Use the following rating system to complete the RFP and evaluate the requirements and include a brief description of how the software supports the stated requirement.

REQUIREMENTS OF EQUIPMENT

		Description	Yes/No	Notes
Over-All System				
	1.	All system components are ETL or UL, and FCC Part 15- Certified; SIP2, RS-232, TCP/IP Ethernet 10/100, 802.11n (wireless) compliant where appropriate; and meet the EU RoHS and WEEE Directives.		
	2.	The proposed system and all of its components is entirely compatible with, and in no manner interfere with, the integrated library system, its computer clients, or other components.		
	3.	The proposed system provides application-specific software to incorporate all hardware (detection systems, staff station readers, processing 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.		
	4.	The proposed system interfaces with the Library's existing automated library system using the SIP, SIP2, or NCIP protocol. The proposed system must not use a proprietary ILS connection.		
	5.	The proposed system does not interfere with other equipment, automated library system clients or PCs that may be nearby.		
	6.	The proposed system is able to connect through the Library's Ethernet network via an RJ-45 connector and/or secured wireless network.		
	7.	The RFID system is ISO Compliant and must use Reader Talks First (RTF) Architecture.		
	8.	Vendor will work with the integrated library system vendor to resolve any RFID-ILS functionality problem.		
	9.	Vendor has multiple self-check form factors available, including built-in, freestanding kiosk, countertop, and height adjustable for ADA requirements.		
	10.	Vendor will respond with all possible product options.		
	11.	The proposed system's RFID self-checkout units are 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.		

	Description	Yes/No	Notes
Self-Checkout Stations			
12.	The proposed system is dual function – capable of processing RFID tags or item bar codes in the same transaction.		
13.	The proposed system uses an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read up to eight inches high.		
14.	The proposed system reads the Code 3 of 9 barcode currently used on patron cards in the library.		
15.	The proposed system has the ability to be built into existing circulation desks with touch screen monitors that display instructions for use.		
16.	The proposed system utilizes a surface capacitive touch screen.		
17.	The volume control for self-checkout devices should be able to be locally adjusted by staff at the location.		
18.	The proposed system has the ability to print out all information for a patron check-out or check-in transaction on a single receipt. The receipt should be customizable to incorporate item, title, check-out date, due date, library name, library hours, and customized message.		
19.	The proposed system has the ability to perform check-in and check-out functions using RFID tags or barcodes without reconfiguration.		
20.	The proposed system allows the customer to perform item renewals without being required to have the item physically present.		
21.	The proposed system is capable of reading item barcodes located in various locations, including inside or outside, top or bottom of the front or back cover, or inside on the top or bottom of the front or back fly page.		
22.	The proposed system's self-checkout units have customizable messages based on patron and item status.		
23.	The proposed system displays ILS system information relating to the patron or item status.		
24.	The proposed system provides visual and audible feedback during the transaction.		

	Description	Yes/No	Notes
25.	The proposed system has the ability to display select information from the patron record, such as number of items checked out, number of items on hold, outstanding fine information without compromising patron privacy.		
26.	The proposed system has customizable instructions that can be modified by library staff.		
27.	The system has the ability to display library created messages/advertising.		
28.	The proposed system has the ability to perform off-line transactions and maintain records of all items checked out when the ILS is offline, and then upload transactions when the ILS is back online.		
29.	The proposed system collects statistics from all self-checkout systems in a central location and can be accessed with a web browser. Data is broken down by day of the week and hour of the day. Data includes: Number of transactions, type of transaction, and number of successful and unsuccessful transactions. Data can be exported in CSV format.		
30.	The proposed system offers the patron the option of email, text, paper receipt or no receipt.		
31.	The proposed system offers web-based remote monitoring and diagnostics which must include instant email notification or text, monitoring of check-in and out rates, web-based troubleshooting, configuration, and the ability to obtain statistics for each machine from any location.		
32.	The proposed self-checkout system provides at least 95% first time user success for the library customers. Please provide data and detail of analysis to support claim.		
33.	Option available to enter patron user ID, PINs, and barcode numbers on the touch screen in addition to scanning library cards, either actual cards or on mobile device.		
34.	The proposed system provides Customer/Staff selectable check-out.		
35.	The proposed system provides UL listing number and FCC certification numbers for complete self-checkout system. Include a copy of the UL certificate as an attachment.		

		Description	Yes/No	Notes
36.		The proposed system is capable of checking out or checking in all types of print and non-print media. System should recognize non-circulating items and disallow checkout.		
37.		The proposed system allows multiple item check-outs without first choosing the number of items that you want to check-out.		
38.		After being unable to detect an RFID tag in an item, the station automatically requests that the customer scans the item's barcode.		
39.		Customers can choose and alternate between a number of themes and options to enhance self-check use. (e.g. children's theme)		
40.		The proposed system allows payment of library fines and fees using credit card/debit card.		
41.		The proposed system's user interface has second language options.		
Hardware Status Reporting Feature				
42.		Real-time detailed monitoring for the following components: SIP Connection, Printer, Bar Code Scanner, Touch Screen Monitor, RFID, Coil (EM).		
43.		Real-time monitoring works with multiple self-checkout devices at a single location.		
44.		Real-time monitoring allows for additional self-checkout devices to be added to the network in the future.		
45.		The hardware component monitoring communicates 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.		
Self-Checkout System Configuration Feature				
46.		The self-checkout devices no matter the location should get configurations from a centrally managed server. Configurations should not have to be done manually to each self-checkout device.		
Fines/Fees				
47.		The proposed system uses the fines and fees system set up in the ILS.		
48.		The fines and fees system utilizes a seamless user interface that is integrated into the self-service process.		

		Description	Yes/No	Notes
49.		The fines and fees system provides both audible and visual feedback when responding to the interaction with the user interface.		
50.		The proposed system uses the fine and/or fee thresholds from the ILS to trigger a message and block the patron's checkout privileges if they exceed the maximum threshold.		
51.		The fines and fees system allows the library to determine minimum, partial, or full payment of the fines or fees.		
52.		The fines and fees system accommodates credit/debit card payment methods.		
53.		The fines and fees system prints a credit/debit card payment receipt separate from the checkout receipt.		
54.		The fines and fees system emails a credit/debit card receipt to the patron.		
55.		The proposed system reconciles daily fines and fees received with the Symphony customer accounts.		
56.		The proposed system has the ability to accept donations to the library.		
Training				
57.		Training will be performed by vendor and will take place at the Administrative Service Center in Tumwater, WA.		
58.		Vendor will supply hard copy and digital user manuals, plus any other materials that are typically distributed during training.		
59.		Vendor will supply manuals in electronic format with unlimited distribution within the Library and supplied free of charge.		
60.		Vendor sales staff and technical support staff during installation planning, the installation phase and follow-up will interact with library staff at each site immediately after such installation.		
61.		Introductory operator / user / staff training will be provided at no charge.		
Installation				
62.		Vendor will install the system as specified in the RFP, by manufacturer trained technicians subject to exceptions made in the response and agreed upon in writing.		

	Description	Yes/No	Notes
63.	The proposed system will be installed according to a schedule determined in coordination with Library staff to minimize disruption.		
64.	Vendor will be available for consultation on placement of hardware to accommodate network infrastructure, power and ventilation requirements, building restrictions, etc., and to maximize the workflow, staffing and patron convenience issues.		

Warranties

	Description	Yes/No	Notes
65.	The circulation RFID tags are 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.		
66.	The vendor will provide an all-inclusive 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.		
67.	The vendor will offer a 12-month 100% money-back performance guarantee on all equipment purchased and covered by 12-month extended warranty or service agreement.		
68.	Software warranty: Software patches and service pack releases are be supplied at no additional charge to the Library.		
69.	Service technicians are equipped with parts normally required to service the equipment and reduce downtime.		
70.	Service Agreements to extend the warranty period on parts and labor is available for a period of 12, 24, 36, or 48 months.		
71.	Failure of vendor to meet specified standards may result in termination of service contract.		

Customer Service

	Description	Yes/No	Notes
72.	The proposal will include a project manager to oversee the project to ensure that it meets the requirements of the library and to be the key contact for the entire installation.		
73.	To ensure ready availability of components, parts, and supplies, all major elements of the system are warehoused in the U.S.A. or the proposer must demonstrate the ability to have parts available within 24 hours of request.		

	Description	Yes/No	Notes
74.	Toll-free telephone assistance on system use and troubleshooting are available between 7:00 A.M. to 6:00 P.M. PST. Monday through Friday		
75.	Service technicians are local, fully factory trained, factory authorized and certified by the manufacturer to perform service.		
76.	Service technicians are equipped with parts normally required to service the equipment and reduce downtime		
77.	The Service Agreement must be renewable on an annual basis.		
78.	The Service Agreement must include remote maintenance for expert technical consultation and software support.		

Phase II

Circulation Staff Workstations

	Description	Yes/No	Notes
79.	The proposed system has a thin (less than 5/8″) reader pad that provides easy installation.		
80.	The proposed system is compatible with Library's standard circulation desk computers, barcode scanners, and receipt printers.		
81.	The proposed system is able to mount in, on, or under the work surface of a circulation station.		
82.	The proposed system readers function when positioned under existing Library slate, granite, wooden or laminate-topped desks.		
83.	The proposed system has an RFID read range of 8 inches minimum for book tags.		
84.	The proposed system provides dual function: capable of processing RFID tags or bar codes in the same circulation transaction.		
85.	The proposed system readers is able to read tags and display the information contained on the tag.		
86.	The proposed system is able to be used for charge and discharge of library materials.		
87.	The proposed system can simultaneously process multiple RFID-tagged items for check-in/out.		
88.	The proposed system provides a displayed count of the number of items processed simultaneously to ensure complete check-in/out transaction processing.		

	Description	Yes/No	Notes
89.	The proposed system uses an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read up to 8 inches high with a book tag.		
90.	The proposed system has the ability to read, program, and reprogram RFID tags.		
91.	The proposed system does not require mouse activations to process most items. (Exceptions made for configuration changes, error handling, or tag reprogramming situations.)		
92.	The proposed system allows configuration of item identifier parameters to automatically prevent programming of partially scanned or incorrectly scanned barcodes.		
93.	The proposed system is 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 barcode, before applying an RFID tag on Conversion.		
94.	The proposed system has 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 check- out to check-in module.		
95.	The proposed system has the option to integrate into an ILS circulation client so that it accepts and responds to commands from the ILS client.		
96.	The proposed system has the option to allow the ILS circulation client to turn on or off security without requiring any additional steps.		
97.	The proposed system is able to process sets and provide a notification if a missing part is detected.		
98.	The proposed system is able to block or prompt the user on sets with missing parts prior to sending data to the ILS. This capability must be configurable.		
99.	The proposed system permits configuration of RFID reader power to limit read range if desired by the user.		
100.	The proposed system permits the operator to access commands to set or reset tag security independent of the ILS.		
101.	The proposed system is configurable to turn off the reader transmitter when the ILS is not requesting RFID reads.		
102.	The proposed system is able to read multiple tag data formats without impacting performance.		

	Description	Yes/No	Notes
103.	Vendor will provide UL listing number for vendor supplied staff workstation components. Include a copy of the UL certificate as an attachment.		
104.	RFID client software must be capable of running in Windows 7 or higher, 64-bit, at a non-administrator user.		
RFID Tags			
105.	The proposed system tag is guaranteed for the life of the item on which it is originally affixed.		
106.	The proposed system provides tags that are operate at a frequency of 13.56 MHz.		
107.	The proposed system provides RFID tags with at least 1024 bits of memory.		
108.	All data other than the SID on the re-writable RFID tag, including the item identifier field, is fully rewriteable.		
109.	The proposed system tags provide both security and inventory control functionality.		
110.	The proposed system tags are adhesive-backed and one piece (tag and label integrated into one piece) to adhere to library materials without addition of an adhesive cover label.		
111.	The proposed system tags use a low acid, or neutral pH, adhesive.		
112.	The proposed system tags are a one-step application, with no need to apply a cover label over the tag inlay.		
113.	Recognizing that there is no library RFID tag or tag map standard today, the library wants to go as far as is reasonably possible to try to enhance its chances for interoperability in the future. The proposed system will be fully compliant with ISO, and include both mandatory and optional commands specified in ISO.		
114.	The proposed system tags are easily applied in one step, with no need for mouse clicks, keyboard input, or touch screen entries for most item conversion.		
115.	The proposed RFID tags have an operating range of -25°C to 70°C (-13°F to 158°F).		
116.	The proposed system offers RFID Tags that utilize the RTF (Reader Talks First) Architecture.		
117.	The vendor will test tags for long term reliability using accelerated aging testing and show the data.		
118.	The vendor will show the test methods used to test RFID tags for long term reliability.		

	Description	Yes/No	Notes
119.	The vendor will show 15 weeks of accelerated aging test data for the RFID tag being proposed.		
120.	The vendor will demonstrate the data in both graphical and numerical formats.		
121.	The proposed system does not lock the data on the tag.		
ISO RFID Tag Format Data Compliance			
122.	The RFID system offers a clear migration path to the ISO tag data format standard when it is announced.		
123.	The RFID system provides a product that can read multiple published tag data formats at the same time.		
124.	The system is able to simultaneously read country specific (Danish, Dutch, Finnish, French) and selected RFID vendor tag data formats.		
125.	The RFID vendor will attach their tag data format in the proposal response.		
126.	The RFID system allows 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.		
127.	The vendor can show participation on the U.S. NISO working group for library RFID standards. The vendor must give the name of participants and number of meetings attended.		
128.	The vendor can demonstrate, upon request, how they can read and write to multiple tag data formats.		
Multipurpose Portable Handheld Reader			
129.	The portable handheld reader and accessories are cordless, one- piece design, to be held in one hand.		
130.	The total weight of the portable handheld reader weighs less than 28 ounces, including battery, RFID reader, antenna, display and computing unit, and any other components that must be carried by the user.		
131.	The proposed portable handheld reader accommodates data collection simultaneously with other functions. These other functions include shelf reading, inventory, and identifying items on search lists.		

	Description	Yes/No	Notes
132.	The proposed portable handheld reader accommodates shelf order checking: to locate items that are out of place on the shelves. This capability is sensitive enough to locate items that are out of place by as little as 5 inches.		
133.	The proposed system accommodates searching: to identify items on multiple, user-defined search lists, (e.g. missing, claims returned, billed and paid, lost, weed, etc.)		
134.	Secure status checking capability allows the user to scan items on library carts or shelves to identify individual items which have not been properly checked in, before re-shelving.		
135.	The proposed portable handheld reader has the ability to upload barcodes to the Library's circulation system in various text file formats that can be customized to match the circulation system requirements.		
136.	The proposed system accommodates finding: to allow a user to quickly enter search criteria directly into the device, then search for items which meet that criteria.		
137.	The proposed system allows display of the title of item on the device.		
138.	The proposed system accommodates sorting: to assist a user with sorting items on a shelf or cart.		
139.	The proposed system accommodates pulling: to assist the user with finding items on hold (reserve) or weed lists, or other user-defined lists available from the circulation system.		
140.	The proposed system accommodates shelving: to assist a user with shelving an item.		
141.	The portable handheld reader features a color touch screen display and use a removable memory card.		
142.	The portable handheld reader is easily set down on a library shelf or cart when necessary to free the user's hands.		
143.	The portable handheld reader incorporates an ergonomic design, to aid user in reading shelves at all levels easy to use and be relatively non-stressful to wrist, arm, shoulder and elbow.		
144.	The portable handheld reader battery life allows the user to work for at least 4 hours before charging or changing batteries is required.		

	Description	Yes/No	Notes
145.	The portable handheld reader has built-in diagnostics for troubleshooting.		
146.	The portable handheld reader uses an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read.		
147.	The portable handheld reader has the capacity to download at least 1 million items from Library's automation system onto the portable handheld reader memory medium.		
148.	The portable handheld reader system has the capacity to read multi-line, 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.		
149.	The handheld reader directs 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.		
150.	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. This capability allows storage of up to 1 million items prior to upload.		
151.	The search capability is active during order checking, data collection, sorting, pulling, and finding functions, with option to turn it off if desired.		
152.	The proposed system validates item identifier (barcode) data from input lists and provide a log of errors found.		
153.	The proposed system processes 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.		
154.	The proposed portable handheld reader has an audible tone and visible indicators to verify item has been identified. The audible tones are adjustable by the user.		
155.	The proposed portable handheld reader is cordless.		

	Description	Yes/No	Notes
156.	The vendor will provide UL listing number and FCC listing for complete portable handheld reader. Include a copy of the UL certificate as an attachment.		
157.	The portable handheld reader supports barcode scanning.		
Mobile Conversion Station			
158.	The proposed system utilizes a surface capacitive touch screen.		
159.	The proposed system has a high efficiency laser scanner to ensure accurate reading of all bar-codes including damaged and worn barcodes.		
160.	The proposed system is integrally designed on a compact cart with wheels for easy movement. The narrow dimension of the cart shall not exceed 18″ wide at any point in its profile.		
161.	The proposed system is able to automatically dispense tags.		
162.	The proposed system functions in standalone mode, not requiring an interface with the integrated library system.		
163.	The proposed system is easy to use and able to convert book tags at a rate of at least 400 items per hour. **Include a list of references as an attachment where these rates have been achieved and sustained for a multiple week period.**		
164.	The proposed system has a visible scan line to facilitate correct placement of material on the conversion station.		
165.	The proposed system is able to handle varying barcode locations and orientations.		
166.	The proposed system allows configuration of item identifier parameters to automatically prevent programming of partially scanned or incorrectly scanned barcodes.		
167.	The proposed system is able to convert items from a list (when an optical bar code is unavailable or unreliable).		
168.	The proposed system is 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 barcode, rather than applying an RFID tag.		

	Description	Yes/No	Notes
169.	Vendor will provide UL listing number and FCC listing for complete conversion system. **Include a copy of the UL certificate as an attachment.**		
170.	The proposed system is able to program a tag in less than one second.		
171.	The proposed system software has 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.		
172.	The proposed system provides visual and audible feedback when the tag has been successfully programmed.		
173.	The proposed system software keeps a log file of all converted items by date and Item ID.		

Section 6 - Evaluation of Proposals

TRL's project team will evaluate the RFPs. The evaluators will consider how well the proposed solution meets TRL's requirements as described in the RFP. It is important that the responses be clear and complete to ensure that the evaluators can adequately understand all aspects of the proposal.

Evaluation Factors. Selection of finalists will be primarily evaluated according to the following criteria:

- Quality, clarity, and completeness of the proposal. Adherence to requirements for RFP preparation, vendor viability, and strength
- Ability to meet TRL's functional and technical requirements
- Equipment ease of use
- Compatibility and integration with existing hardware and software
- Vendor's experience on similar projects
- Company's financial stability
- Ongoing support
- Ability to provide local service and support
- Price
- Proven reliability of service
- Software demos
- Total cost of ownership

The evaluation factors identified above reflect a wide range of considerations. While cost is important, other factors are also significant. TRL may select other than the lowest cost solution. The objective is to choose a vendor capable of providing a reliable and integrated solution within a reasonable budget. All proposals will be evaluated using the same criteria.

Criteria	Weight Given
1. Responsiveness of the written proposal to the purpose and scope of service	10%
2. Equipment Quality and Features: Ability of the vendor to meet the Section 5 - Vendor and System Requirements	30%
3. Vendor's Experience and Technical Support: Experience in successful implementation and maintenance, as well as dedicated resources and technical support during and after implementation.	25%
4. Cost: Amount of Proposed cost of system, installation, conversion, training, licensing, and annual software maintenance.	35%

Notification- Based on the evaluation of the RFP's TRL will select a Short List of three or four vendors and invite them to participate in Equipment Demos. The selected vendors will be notified in writing or email by the date indicated in Section 3.

Pre-Demo Meetings- Once the Short List of vendors has been identified they will be invited to participate in a Pre-Demo Meeting with the Project Team. The purpose of this meeting will be to allow the vendor time to acquire additional information about the scope of the project and to review any questions about the Demo Script presented to the vendors. Customer references may be requested prior to the software demonstrations.

Scripted Demos- The functional and technical product Demos will be presented to TRL by the top three to four Short Listed vendors according to a pre-defined script issued by TRL. All vendors must follow this script

during their Demo process. The evaluation criteria for the Demo process will include adherence to the script as well as the ability to successfully demonstrate the product's ability to meet the functional and technical requirements. TRL reserves the right to request additional information, interviews, follow-up demonstrations, or any other type of clarification of proposal information it deems necessary to evaluate the final vendors.

Post-Demo Technical Evaluation- In addition to scripted functional demonstrations, TRL may request a more extensive technical Demo. This Demo will be scheduled on an as-needed basis for the Short Listed applications.

Implementation Vendor Selection- Once TRL has completed the selection of the equipment they will determine if a separate implementation vendor selection project is necessary. TRL reserves the right not to select the implementation partner that responds to the RFP or demonstrates the equipment on behalf of the vendor.

Site Visits- TRL may choose to conduct site visit(s) to the vendor's headquarters and/or vendor's clients as part of the evaluation process. The site visits may be used to determine the successful vendor, and will be conducted following scheduled equipment demonstrations of the Short Listed vendors. Evaluation of the vendor client sites will be based on the following:

- Assessment of the vendor's service during system implementation.
- Assessment of the quality of vendor's ongoing support.
- Overall user satisfaction with the system.

Contract Award and Execution- TRL reserves the right to make an award without further discussion of the proposal submitted. TRL shall not be bound or in any way obligated until both parties have executed a vendor contract. TRL also reserves the right to delay contract award and/or not to make a contract award.

Turn-Key Project- TRL is seeking a turn-key implementation of the equipment contemplated by this RFP. The Vendor shall provide all labor, equipment, materials, supplies, transportation and services necessary for, or reasonably incidental to, the complete performance of any agreement resulting from this RFP. Vendor must include in its price all design, engineering, system and application database development (including in-depth user interviews for user feature configurations), integration, delivery, installation, testing, training and warranty costs associated with all elements of the proposed system.

Section 7– TERMS ANDCONDITIONS

The following terms and conditions apply to this RFP and are not inclusive of all terms and conditions in the final contract.

Business License and Taxation- The successful vendor and all subcontractors must hold valid business and professional licenses and registrations that may be required by the State of Washington and TRL.

Insurance Requirement- The vendor awarded the contract will be subject to TRL's requirements for insurance reflecting the minimum amounts and conditions as defined by TRL.

Workers' Compensation- The vendor shall procure and maintain for the life of the Contract/Agreement Workers' Compensation Insurance covering all employees with limits meeting all applicable state and federal laws. This coverage shall include Employer's Liability with limits meeting all applicable state and federal laws. This coverage shall extend to any subcontractor that does not have their own Workers' Compensation and Employer's Liability Insurance.

Proposals – Public Information- TRL will attempt to protect legitimate trade secrets of the Vendor. Any proprietary information contained in the Vendor's proposal must be clearly designated and shall be labeled with the words "Proprietary Information". Marking the entire proposal or any one or more of the major sections as proprietary will neither be accepted nor honored.

The Vendor should be aware that TRL is required by law to make certain records available for public inspection with certain exceptions. The Vendor, by submission of materials marked proprietary, acknowledges and agrees that TRL will have no obligation or liability to the Vendor in the event that TRL must disclose these materials.

Copyright and Confidentiality- Selected vendor shall maintain strict privacy of all TRL records, data and files (regardless of media), including any copyrighted material received from TRL.

Prime Vendor- It is recognized that multiple Vendors may wish to combine their resources in responding to this Request for Proposal. A Proposal with such a combination is acceptable, provided that the complete Proposal contains all required information, and indicates which Vendor shall be responsible for each of the components that make up the complete system. In addition, one of the Vendors shall be designated as responsible for the complete definition, delivery, integration, implementation, and maintenance of the system, referred to as the prime vendor.

Bidders must warrant to TRL that software specifications, capabilities, and performance characteristics are as stated in the proposal and accompanying documentation. Submission of a Proposal will represent your agreement to these conditions.

Litigation/Jurisdiction/Venue- Should either party bring any legal or equitable action, the prevailing party in such action shall recover, in addition to all other relief, its reasonable attorney's fees and court costs to be fixed by the court. Any and all such court action shall take place and be vested solely in the Superior Court of Washington.

Payment-TRLwillpayinvoicessubmittedbytheselectedvendorasprogressismadeontheimplementationproject and agreed upon service stipulated in the final agreement. Prior to payment, invoices will be reviewed to determine if billing is reflective of actual agreed upon project progression and performance. Upon acceptance of the billing by TRL's Project Manager the payment will be processed and submitted to the vendor. Payment terms must adhere to the State of Washington codes and regulations.

Satisfaction of TRL Attorney- The acceptance and subsequent award of a submitted proposal shall be at the review and satisfaction of TRL's Attorney and TRL's Project Manager.

Choice of Laws- The contact/agreement shall be subject to and interpreted pursuant to the laws of the State of Washington.

Warranties- All warranties must be clear, concise, and in writing. Warranties shall be specific as to what is and is not covered along with the exact term (in calendar days) of each covered item. Warranties shall cover all individual modules, supplied or created interfaces, and any ancillary product that is purchased from the awarded vendor. In addition, the awarded vendor will warrant and guarantee the seamless integration and interface of modules proposed herein. Bidders must warrant to TRL that software specifications, capabilities, and performance characteristics are as stated in the proposal and accompanying documentation. Submission of a Proposal will represent your agreement to these conditions.

Software Versions- TRL will not accept Beta versions of the software. All applications are to have a referenceable install base and thorough testing.

Section 8– APPENDICES: VENDOR BID RESPONSE FORMS

APPENDIX A: GENERAL INFORMATION AND OVERVIEW

Company Name:		Address:	
City:		State:	
Zip:		Contact Name:	
Telephone Number:		E-mail Address:	
Web Site Address:		Total Number of Employees:	
Annual Sales 2018:			
2017:			
2016:			
2015:			
2014:		Number of Years in Business:	
Product Name:		Version:	
Total Number of WA State Users:		Total Number of Users:	

General Warranty Information:

APPENDIX B: VENDOR BID(PRICING SHEET)

Appendix C: User Reference list

Provide three user references that most closely reflect similar users to the TRL's scope of work within the past five years. Reference sites should be fully implemented and live on the current version of the software.

Name of User		Population Served:	
Contact Name/Title:		Telephone #:	
Equipment Installed:			
Installation Date:			
Other Comments:			

Name of User		Population Served:	
Contact Name/Title:		Telephone #:	
Equipment Installed:			
Installation Date:			
Other Comments:			

Name of User		Population Served:	
Contact Name/Title:		Telephone #:	
Equipment Installed:			
Installation Date:			
Other Comments:			