

# GLENVIEW PUBLIC LIBRARY

## REQUEST FOR PROPOSAL FOR AN RFID SYSTEM

DUE JANUARY 10 , 2022

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LINDSEY DORFMAN, DIRECTOR

GLENVIEW PUBLIC LIBRARY

1930 GLENVIEW ROAD

GLENVIEW, IL 60025

## Schedule of Events

### **1 General Information**

- 1.1 Introduction
- 1.2 Critical Requirements
- 1.3 Scope of the Project
- 1.4 The Role of the RFP
- 1.5 General Background
  - 1.5.1 Library Collection
  - 1.5.2 Circulation Statistics
- 1.6 RFID Goals
- 1.7 Responses to the RFP
  - 1.7.1 Exceptions
- 1.8 Proposal Submission
- 1.9 Quantities, Appropriation, and Delivery
- 1.10 Prices
- 1.11 Project Schedule
- 1.12 Guarantees and Warranties
- 1.13 Installation
- 1.14 Award of Contract
- 1.15 Selection Criteria
- 1.16 Demonstrations
- 1.17 Negotiation
- 1.18 Contract Documents and Requirements

## **2 Company**

- 2.1 Corporate Experience and Capacity
- 2.2 Client References for Similar Work Performed
- 2.3 Health and Safety
- 2.4 Availability

## **3 Response to Specifications**

## **4 Training and Service Requirements**

- 4.1 Hardware and Software Technical Support
- 4.2 Installation Requirements
- 4.3 Warranty and Service Requirements

## **5 Product Configurations and Pricing**

- 5.1 Quantity Required
- 5.2 Pricing
- 5.3 Other Costs
- 5.4 Total Project Cost
- 5.5 Annual Maintenance Costs

### **Section for Vendor Response**

Technical Requirements

RFID Data Format

Self-check Station Requirements

Fine and Fee Payment Requirements

Staff Station Requirements

Detection System

Portable Handheld Reader

Optional Centralized Management Software Functionality

Optional Mobile Staff Workstation

Training and Implementation Service Requirements

Hardware and Software Technical Support

Installation Requirements

Warranty and Service Requirements

Attachment A: Contract for Project

## SCHEDULE OF EVENTS

**RFP Release:** November 10, 2021

**Tour/Site Visit:** December 9, 2021, at 2 PM.

**Deadline for Bidder Questions:** December 13, 2021

**Release of Addendum (Library response to bidder questions):** December 17, 2021

**Bid Submission Deadline:** January 10, 2022

**RFP Opening Date and Time:** to immediately follow Bid Submission Deadline

All inquiries and submissions must be sealed and sent with "LIBRARY RFID REQUEST FOR PROPOSAL" clearly marked on the outer envelope to:

Glenview Public Library  
Library Director Lindsey Dorfman  
1930 Glenview Road  
Glenview IL 60025  
[ldorfman@glenviewpl.org](mailto:ldorfman@glenviewpl.org)  
Telephone: (847) 729-7500 x2110

# 1. GENERAL INFORMATION

## 1.1 INTRODUCTION

The Glenview Public Library seeks to obtain a proposal for the hardware, software, and support necessary to install and manage an RFID system that includes self-check with fines and fees option, collection management, and a security system. Glenview Public Library reserves the right to reject all proposals and not to enter a contract with any vendor.

All information submitted by bidders will be made a matter of public record. No confidential or proprietary information is to be submitted, nor will it be considered for evaluation in this bid.

## 1.2 CRITICAL REQUIREMENTS

The vendor of the RFID system proposed should be able to meet the following critical requirements by the date proposals are due. The Library is interested in a production RFID system that is installed and in use by its library customer base. The vendor should be able to refer to an operational site or sites, and be prepared to give demonstrations, if asked, on the use and functions of the following integrated modules:

- Real-time interface to automated library system's circulation module, Polaris by Innovative Interfaces, Inc.
- Staff check-out and check-in of materials
- Patron self-serve stations providing check-out functions
- Performing inventory with portable RFID appliance
- Shelf reading and collection mass maintenance with portable RFID appliance
- Activity statistics compilation and display on all RFID enabled equipment
- Security gate system with RFIO read of items not disabled by checkout process

The vendor must provide a system with sufficient potential capacity to grow in a modular fashion.

## 1.3 SCOPE OF THE PROJECT

Proposals are sought for a turnkey RFID system consisting of hardware, software, shipping, installation, training, project management, ongoing maintenance, and enhancements. 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.

While the proposal is to include only RFID-based hardware, the proposal must include minimum specifications for PCs and network components that may be required in conjunction with the operation of the system.

## 1.4 THE ROLE OF THE RFP

The RFP represents the functional capabilities, performance characteristics, and hardware minimums desired. The requirements are intended for the protection of the Library and vendors by reducing the possibility of misinterpretation of the Library's needs.

Questions about the requirements in the RFP should be submitted by email to the Department Head of Material Services Karen Kee at [kkee@glenviewpl.org](mailto:kkee@glenviewpl.org). All those receiving the RFP will be sent copies of responses to questions.

## 1.5 GENERAL BACKGROUND

Glenview Public Library consists of one library building with a total square footage of 85,000 square feet.

A barcoded Library card is utilized by patrons.

The Library's Integrated Library Software (ILS) is Polaris from Innovative Interfaces, Inc. It includes modules for acquisitions, cataloging, serials, circulation, interlibrary loan, WebOPAC, and system administration. Glenview Library is part of the CCS consortium, which networks with 28 libraries.

The Library's catalog is searchable in-house via Polaris and also through a Web interface, which makes OPAC and several patron account functions available from home or any other Internet-connected site. The Library is connected to the Internet by a high-speed telecommunications line.

### 1.5.1 LIBRARY COLLECTION

The Library's collection of materials is about 278,000 items. The circulating collection for adults and children includes hardcover and paperback books, DVDs, Blu-rays, video games, CDs

(audiobooks and music), records, AV kits, book/CD kits, and Playaways. The Library typically adds approximately 21,000 items to its collection each year.

### 1.5.2 CIRCULATION STATISTICS

Approximately 813,650 items were checked out from Glenview Public Library in 2019 calendar year. There are approximately 16,000 active patrons. The Library is open seven days a week for a total of 72 hours per week year round.

## 1.6 RFID GOALS

Glenview Public Library plans to implement an RFID system to achieve the following goals:

- Maximize service to the community
- Improve circulation efficiency and shelf accuracy
- Achieve high levels of customer self-service
- Free staff from routine tasks
- Reduce material losses
- Speed up the time from an item's return to its being available on shelf
- Provide an improved inventory control

## 1.7 RESPONSES TO THE RFP

The Library is interested in receiving proposals for an RFID system that could be successfully configured, installed, implemented, and used by its customer base. Proposals for systems in an Alpha or Beta phase of development will not be considered. When two or more vendors desire to submit a single proposal, they must do so as prime/subcontractor(s).

The Library is only interested in receiving proposals from potential Innovative Interfaces Inc. strategic partners.

### 1.7.1 EXCEPTIONS

If the vendor's specifications for furnishing products or equipment are in any respect not the equivalent of the requirements in the RFP, this discrepancy must specifically be called out in the proposal.



## **1.8 PROPOSAL SUBMISSION**

Proposals are due on January 10, 2022. Proposals are to be submitted with sections labeled to match those in this RFP. Vendors must submit the following:

- One copy of the entire proposal in PDF format on a DVD, thumb drive, or other portable electronic storage device
- Two paper copies of the entire proposal on standard 8.5 x 11 paper, with one copy marked "Original," and containing an original signature, delivered in a sealed envelope or package clearly marked "LIBRARY RFID PROPOSAL" by hand, U.S. mail, or overnight courier service to:

**Lindsey Dorfman, Library Director**

**Glenview Public Library 1930 Glenview Road**

**Glenview, Illinois 60025**

Proposals received after 5:00pm CST on January 10, 2022, will be rejected. Proposals submitted by facsimile transmission will be rejected.

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

## **1.9 QUANTITIES, APPROPRIATION, AND DELIVERY**

Unless otherwise stated, quantities listed are estimates only, and the Library does not guarantee to purchase the quantities specified in the RFP. The quantities purchased will be limited to the amount of money budgeted and appropriated for it. Transportation shall be F.O.B. to The Glenview Public Library facility where they are to be installed.

## **1.10 PRICES**

The prices shall be written in the proposal and stated in USO figures. Prices reflected in the proposal must include any discounts extended and must remain effective for one year.

Unit prices shall be quoted for all components, hardware, software, installation, and service. Shipping is to be included. Vendor must include prices of all equipment and any options needed to meet specifications.

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

### **1.11 PROJECT SCHEDULE**

The proposal must include an example of a detailed project schedule from a previous project of the same size and scope as Glenview Library for the first phase of the implementation, which consists of installation of hardware, loading of software, and delivery of self-checkout, staff stations, portable handheld reader, and security gates. The proposal must identify a project manager who will be the key contact for the entire installation and oversee the project to ensure that it meets Library requirements.

### **1.12 GUARANTEES AND WARRANTIES**

All guarantees and warranties should be stated in writing and submitted as part of the proposal.

The vendor must warrant that the system will meet the reliability and performance requirements set forth in the RFP and will continue to do so if the system remains under vendor maintenance.

### **1.13 INSTALLATION**

Vendor must install the system as specified in the RFP by manufacturer- trained technicians.

### **1.14 AWARD OF CONTRACT**

Glenview Public Library shall have a period of up to 90 calendar days after opening the proposals in which to award the contract, a period during which the prices must remain firm. Glenview Public Library reserves the right to waive any immaterial informalities as may be permitted by law. Glenview Public Library reserves the right to reject all proposals and not to enter a contract with any vendor.

## **1.15 SELECTION CRITERIA**

The criteria that will be used in evaluating proposals to identify the responsible vendor that meets the Library's specifications shall include the following:

- Ease of use of patron and staff stations
- Responsiveness to the functional requirements
- Financial viability of vendor as explained in section 2.1
- Five-year cost of the system hardware (purchase price plus maintenance)
- Ease of use of software
- Expansion of hardware
- Conformity to standards and interfacing requirements
- Past performance of vendor as per installed customers
- Ease of use and ease of installation of hardware platform
- Delivery date
- Availability of fully trained, factory-authorized, and company-certified service technicians in the Chicago area for onsite hardware support and service
- Acceptance of the contractual requirements

## **1.16 DEMONSTRATIONS**

A vendor whose offer has not been rejected may be required to demonstrate its RFID system at no additional cost to the Library.

## **1.17 NEGOTIATION**

Glenview Public Library reserves the right to enter negotiation with one or more vendors.

## **1.18 CONTRACT DOCUMENTS AND REQUIREMENTS**

The documents that shall constitute the contract between the parties must include the RFP, the vendor's response, the summary of negotiation, and all other additional materials submitted by the vendor.

All vendors should be aware of the contractual requirements described in Attachment A. Contract for RFID System which will be incorporated into the final contract document and should price their proposals accordingly.

By submitting a proposal, contractors indicate they understand that the only official answer or position of Glenview Public Library will be the one stated in writing.

## 2 COMPANY

### 2.1 CORPORATE EXPERIENCE AND CAPACITY

Vendors must provide information that documents their firm's experience and capacity to produce the required outcomes. "Vendor" is defined as the company, entity, or partnership that is submitting a proposal under this RFP, not individual companies in a partnership or joint venture. This information shall include:

- Form of ownership.
- Number of years the vendor has been in business under its current name.
- All previous company names, and years in business as such.
- Duration and nature of the vendor's experience in providing the products and services requested in this RFP. Vendor should be specific in detailing length of time for supplying types of equipment as specified in this proposal, and over that period, the source of said equipment.
- Demonstration of the financial strength and stability of firm by confirming that they have a D & B Credit Class score of a 1 or 2.
- Year and state of incorporation.
- Nature and duration of any partnerships submitting proposals, and names of all partners, if applicable.
- Experience and type of relationship with Innovative Interfaces, Inc., or other company where equipment interoperability will be necessary for successful operation.
- All sales negotiations, acquisitions, or mergers that would alter the vendor's existing business structure.
- Any other information that demonstrates the vendor's experience, ability, and capacity to successfully produce the required outcomes stated in this RFP.

### 2.2 CLIENT REFERENCES FOR SIMILAR WORK PERFORMED

Vendor must submit a complete listing of all previous customers during the past six years for all work similar in size and scope to the work described in this RFP. The services provided to these clients must have characteristics as similar as possible to those requested in this RFP.

Information provided for each client must include the following:

- Client's name

- Brief explanation of contract
- Time period of the project or contract
- Size of the project
- Contact person
- Title
- Address
- Phone number
- Email address

Failure to provide the above information may result in the vendor being disqualified and its proposal not considered.

Glenview Public Library reserves the right to contact all references to obtain, without limitation, information regarding the vendor's performance on the listed jobs and ratings for the following performance indicators:

- Vendor's efforts in providing equipment/materials as specified in this RFP
- Overall knowledge and skills of vendor
- Satisfaction with the equipment and materials
- Satisfaction with the service provided by vendor
- Satisfaction with the vendor's assumption of responsibility in working with Library's ILS vendor, Innovative Interfaces
- Satisfaction with the vendor's compatibility with existing systems
- Likelihood of purchasing equipment from this vendor in the future
- Percentages of checkouts using the self-check station
- Effectiveness of the portable inventory device for shelf reading
- Ease of use of the staff workstation
- Ease of use of the self-checkout stations for patrons

## 2.3 HEALTH AND SAFETY

The following are system and equipment health and safety requirements

- The complete system components, including monitors, computers, and scanners, must meet worldwide safety requirements, including UL (USA), cUL (Canada), CE (Europe), and CB Scheme certification (Europe and Asia).
- All equipment must be UL-approved for adequate fire and safety compliance. That compliance must be for complete units (i.e., self-check systems, detection units, mobile

inventory device, etc.) in a system, and not for individual electrical components or pieces. Vendors must provide documentation and certification listing numbers of UL approval.

- All equipment must be FCC compliant.
- The UL, cUL, CE, and C-tick marks must be displayed on the serial plate of the system.
- System must be in compliance with ADA guideline 4.15.4 for wheelchair clearance and ADA guideline 4.34.3 for reach range standards.
- Detection and security corridors must be in compliance with relevant ADA requirements
- All products must comply with internationally recognized standards for RFID-based library self-service systems, such as utilizing the ISO 18000-3 Mode 1 interface, ISO 15693, and most current ISO 28560 standards
- All equipment must meet the EU RoHS (Reduction of Hazardous Substance) Directive.
- All equipment must meet the EU WEEE (Waste, Electrical, and Electronic Equipment) Directive.

## 2.4 AVAILABILITY

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

# 3 RESPONSE TO SPECIFICATIONS

The RFP represents the functional capabilities, performance characteristics, and hardware minimums desired. The requirements are intended for the protection of the Library and vendors by reducing the possibility of misinterpretation of the Library's needs.

Vendors must respond to every requirement contained in these sections of the RFP:

- Technical Requirements
- RFID Data Formats
- Self-check Station Requirements
- Fine and Fee Payment Requirements
- Staff Station Requirements
- Detection System
- Portable Handheld Reader
- Optional Centralized Management Software Functionality
- Optional Mobile Staff Workstation
- Training and Implementation Service Requirements
- Hardware and Software Technical Support
- Installation Requirements
- Warranty and Service Requirements

Use the following criteria specified below in the Vendor Response column beginning on Page 21 when appropriate:

- **Y - YES.** Feature, function, product, or service is available as requested and is fully operational using the version proposed for Glenview Public Library.
- **D - IN DEVELOPMENT.** Feature, function, product, or service is under active development and is operating in a test environment.
- **P - PLANNED.** Feature, function, product, or service is planned. No development has begun.
- **N - NO.** Feature, function, product, or service is not available, in development, or planned.

For any specifications to which the vendor answers other than YES, the vendor must describe:

- The feature, function, product, or service being planned or developed and the date after which it will be available in general release for the system proposed to the Library.



- Whether the Library will incur any added cost for the feature, function, product, or service once it becomes available; either as a direct cost of the feature, function, product, or service, or because the feature, function, product, or service will require replacement of, or additions to, hardware or software originally proposed for initial installation.
- If the feature, function, product, or service is not available, in development, or planned, provide an explanation of how the specification might otherwise be met using alternative features, functions, products, or services available from the vendor, including availability dates for any such alternative and any added costs, either direct or indirect.
- Any such exception taken to any specification must be stated immediately following the specification in question. Vendors are advised that the Library is interested in receiving only proposals for a production RFID system already installed and in use by a library customer base, and that proposals for systems in an Alpha or Beta phase of development will not be considered. The Library reserves the right to evaluate all proposals solely on the basis of currently existing features, functions, products, or services meeting the specifications as stated.

# 4 TRAINING AND SERVICE REQUIREMENTS

The Library seeks to train key personnel, including staff members from circulation, technical services, and public services in the use of all equipment. The total number of staff to be trained is approximately twenty-four (24).

- All training will be performed by vendor at The Glenview Public Library.
- At least two copies of user operation manuals, plus any other materials, will be distributed before or during training. User operation manuals must be provided with the equipment.
- All manuals will also be available in electronic format with unlimited distribution within the Library and must be supplied free of charge.
- Vendor sales staff and technical support staff will interact with the Library during installation planning, the installation phase, and follow-up immediately after such installation.
- Introductory operator/user/staff training must be provided at no charge.
- Options and pricing for additional staff training periods and topics will be indicated in the Other Costs area of the Product Configuration and Pricing section below.

## 4.1 HARDWARE AND SOFTWARE TECHNICAL SUPPORT

Toll-free telephone assistance on system use and troubleshooting must be available between 8:00am and 9:00pm CST on Monday through Friday; 8:00am to 6:00pm CST on Saturday; and 11:00am to 6:00pm CST on Sunday.

## 4.2 INSTALLATION REQUIREMENTS

- The proposed system must be installed according to a schedule determined in coordination with Library staff to minimize disruption.
- Vendors should recommend an installation plan. The Library anticipates installing the RFID self-checkout, staff stations, portable handheld reader, and detection system in April, 2022.
- Vendor must also be available for consultation with the Library regarding placement of hardware to accommodate network infrastructure, power and ventilation requirements, building restrictions, and to maximize workflow, staffing, and patron convenience.

### 4.3 WARRANTY AND SERVICE REQUIREMENTS

- Vendor must provide an all-inclusive 12-month 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.
- Software patches and service pack releases must be supplied at no additional charge to the Library for the life of the system.
- Service technicians must be fully trained, factory-authorized, and certified by the manufacturer to perform service.
- Vendor must have fully factory-trained technicians in the Chicago area for onsite hardware support and service.
- Technicians must be centrally dispatched.
- The Library shall be able to request service on a 24-hour basis using a toll-free telephone number and email.
- Technical software phone support must be provided via a toll-free telephone number and email.
- Service technicians must be equipped with parts normally required to service the equipment and reduce downtime.
- Average response time must be eight hours or less.
- Service agreements to extend the warranty period on parts and labor must be available for a period of 12, 24, 36, or 48 months.
- Failure of vendor to meet specified standards may result in termination of service contract.
- The service agreement must be renewable on an annual basis for a negotiable fee.
- The service agreement must include remote maintenance for expert technical consultation and software support.
- Warranty and service requirements apply to both standard and optional system components.

# 5 PRODUCT CONFIGURATIONS AND PRICING

## 5.1 QUANTITY REQUIRED

Equipment is expected to include, but is not limited to, the following:

Self-check stations with unlocking device and fines and fees options	Staff workstations	Handheld Inventory Device	Detection System (single panel)
4	10	3	3

## 5.2 PRICING

Please complete the following chart. Prices should include installation and delivery but exclude service and maintenance.

Product	Number required	Price per unit	Total price
Self-check stations with unlocking device and fines and fees options	4		
Circulation staff workstations	10		
Portable handheld reader	3		
Detection system panels (single panels)	3		
<b>TOTAL for RFID solution (excluding service)</b>			

### 5.3 OTHER COSTS

Please list in detail. Include options and pricing for post-implementation staff training.

### 5.4 TOTAL PROJECT COST

Do not include maintenance.

### 5.5 ANNUAL MAINTENANCE COSTS

Please complete the following chart: include parts, labor, and travel for maintenance.

After initial 12-month warranty period	Price
Year 2 maintenance	
Year 3 Maintenance	
Year 4 maintenance	
Year 5 Maintenance	
Year 6 Maintenance	

# SECTION FOR VENDOR RESPONSE

## TECHNICAL REQUIREMENTS

In the Vendor Response column, when appropriate, please use the notations explained above to indicate the status of the feature or function as currently implemented in your RFID solution:

**Y - Yes**

**D - In development**

**P - Planned**

**N - No**

Description	Vendor Response	Comments
1. The system must be compatible with Library's standard computers used for circulation, barcode scanners, and receipt printers. Does your system meet these requirements?		
2. The system must use 13.56 MHz ISO 15693-3 and ISO 18000-3 mode 1 RFID technology; must use Reader Talks First (RTF) Architecture, and most current ISO 28560 standards compliant. Does your system meet these requirements?		
3. System components must be UL, CE, and FCC Part 15-Certified, SIP2, RS-232, TCP/IP Ethernet 10/100/1000 and 802.11n (wireless) compliant; and meet the EU RoHS and WEEE Directives. Does your system meet these requirements?		

<p>4. The system must read and work with 14-digit Codabar symbology. Does your system meet this requirement? What other types of barcodes can the system read?</p>		
<p>5. The proposed system must interface with the Library's existing automated library system using the SIP, SIP2, or NCIP protocol. This must not use a proprietary ILS connection. Does your system meet this requirement?</p>		
<p>6. The system must not interfere with other equipment, automated library system clients or PCs that may be nearby. Does your system meet these requirements?</p>		
<p>7. Software functionality is not affected by computer security; specifically, the software will run with non-administrator privileges. Does your system meet this requirement?</p>		
<p>8. The system and all its components must be entirely compatible with, and in no manner interfere with Innovative Interfaces Polaris, its computer clients, or other components. Does your system meet this requirement?</p>		

<p>9. How does your system interface with Innovative Polaris products?</p>		
<p>10. To ensure ready availability of components, parts, and supplies, all major elements of the system should be warehoused in the USA. Does your system meet this requirement?</p>		
<p>11. All system software should be supported in the USA. Does your system meet this requirement?</p>		
<p>12. Health and safety issues:</p> <ul style="list-style-type: none"> <li>• The system, or any of its components, must not be harmful to, or interfere with, the health and wellbeing of patrons and staff, i.e., heart pacemakers, hearing aids, etc. Does your system meet this requirement?</li> <li>• The system, or any of its components, must not be harmful to, or interfere with, any materials in the Library collection, such as CDs and DVDs. Does your system meet this requirement?</li> <li>• Detection and security gates must follow relevant ADA requirements. Does your system meet this requirement?</li> </ul>		



<p>13. Hardware and software must be compatible with the most up-to-date standards of ISO 15693, ISO 18000-3 Mode 1, and ISO 28560-2:2011; and must use Reader Talks First Architecture. Does your system meet this requirement?</p>		
<p>14. The proposed system must provide application-specific software to incorporate all hardware (detection systems, staff station readers, cataloging stations, patron self-check stations, and portable inventory device), the circulation RFID tags and any other RFID-related hardware into the system. Does your system meet this requirement?</p>		
<p>15. The proposed system must be able to connect through the Library's Ethernet network via an RJ-45 connector and/or secured wireless network. Does your system meet this requirement?</p>		
<p>16. Vendor must be willing to work with Innovative Interfaces Inc. and with Cooperative Computer System (<b>CCS</b>) to resolve any RFID-ILS functionality problem. Does your system meet this requirement?</p>		

<p>17. System must be compatible with mobile staff workstations. Does your system meet this requirement?</p>		
<p>18. System must offer an optional additional mobile staff workstation where items can be checked in or out, or security turned off with a staff mobile, hand-held device. Does your system meet this requirement?</p>		
<p>19. System must be compatible with an optional self-checkout app for patrons using a mobile device. Does your system meet this requirement?</p>		
<p>20. Entire RFID system, including all parts, must be new and not refurbished. Does your system meet this requirement?</p>		

## RFID DATA FORMAT

In the Vendor Response column, when appropriate, please use the notations explained above to indicate the status of the feature or function as currently implemented in your RFID solution:

**Y - Yes**

**D - In development**

**P - Planned**

**N - No**

Description	Vendor Response	Comments
<p>1. The RFID system must natively encode tags using the non-proprietary open source 28560, or a similar publicly available RFID Data Model that is available to all RFID systems and not created by a vendor. Does your system meet this requirement?</p>		
<p>2. The RFID system must natively offer a clear migration path to the ISO tag data format without requiring staff to re-encode existing RFID tags. Does your system meet this requirement?</p>		
<p>3. The RFID system must be able to read multiple published tag data formats at the same time to ensure interoperability with neighboring libraries. Describe the formats read by your system and attach tag data formats to your proposal.</p>		
<p>4. If the RFID vendor uses a non-standard data model, the vendor must make its data model freely available to all RFID vendors at the request of the Library to ensure system interoperability. Do you agree to this requirement?</p>		

## SELF-CHECK STATION REQUIREMENTS

In the Vendor Response column, when appropriate, please use the notations explained above to indicate the status of the feature or function as currently implemented in your RFID solution:

**Y - Yes**

**D - In development**

**P - Planned**

**N - No**

Description	Vendor Response	Comments
<p>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 security status off. Does your system meet these requirements?</p>		
<p>2. The proposed system must be capable of processing RFID tags or item barcodes in the same transaction. Does your system meet this requirement?</p> <p>Describe how the proposed system can perform check-out functions using RFID tags and barcodes.</p>		
<p>3. The proposed system must have the ability to perform check-out functions using RFID tags or barcodes without reconfiguration. Does your system meet this requirement?</p>		
<p>4. The proposed system must use an anti-collision algorithm that does not limit the number of tags which can be</p>		

simultaneously identified. Does your system meet this requirement?		
5. The proposed system must simultaneously process multiple RFID-tagged items during check-out and check-in. Does your system meet this requirement?		
6. The proposed system must be successful at checking in or checking out multiple RFID tagged, stacked items. Does your system meet this requirement?		
7. The proposed system must be able to read no less than eight inches high while not reading more than one inch below or to the sides of the RFID pad. Does your system meet this requirement?		
8. The proposed system must read the type of barcode currently used in the Library. Does your system meet this requirement?		
9. The proposed system may have an option choice that self-checkout stations can be built into existing desks, with touch screen monitors that display instructions for use. Does your system meet these requirements?		
10. The proposed system may have an option choice that self-checkout stations are independent, functionally		

complete, movable kiosks. Does your system meet these requirements?		
11. The proposed system must utilize a surface capacitive touch screen. Optical, resistive, surface acoustic wave screens will not be accepted. Does your system meet this requirement?		
12. The proposed system must provide Customer/Staff selectable check-out software feature. Does your system meet this requirement?		
13. The proposed system must have the ability to print out all information for a patron's check-out transactions on a single receipt. Such receipt should be customizable to incorporate Library identity, hours, etc. Does your system meet these requirements?		
14. The proposed system must allow the customer to perform item renewals on their account by touch screen without being required to have the items physically present. Does your system meet this requirement?		
15. The proposed system must provide the ability for patrons to request help from the self-check-out machines. Does your system meet this requirement?		
16. The proposed system must be capable of reading item RFID tags located in various locations on the item. These		

locations may include inside or outside of item, top or bottom of the front or back cover, and the top or bottom of the item's front page. Does your system meet this requirement?		
17. The proposed system's self-check-out units should allow for customizable messages based on patron or item status. Does your system meet this requirement?		
18. The proposed system must display IL.S system information relating to the patron or item status. Does your system meet this requirement?		
19. The proposed system must provide visual and audible feedback during the transaction with volume controls for the audible feedback. Does your system meet this requirement?		
20. The proposed system must have the ability to display select information from a patron record (such as number of items checked out, number of items on hold, or outstanding fine information) without compromising patron privacy. Does your system meet this requirement?		
21. The proposed system must have customizable instructions. Does your system meet this requirement?		

<p>22. The proposed system must be able to scan patron library card barcodes from their library cards or smart phones. Does your system meet this requirement?</p>		
<p>23. The proposed system must display multiple language options on self-check unit banners, instructions, and messages. The system must allow the Library to select up to 4 (four) languages to be used on one self-check-out system. Is your system capable of meeting these language requirements?</p>		
<p>24. The proposed system's stations must deactivate the theft or security status on the materials when checked out. Does your system meet this requirement?</p>		
<p>25. The proposed system must have the ability to perform offline transactions and maintain records of all barcodes checked out when the ILS is offline, and then upload transactions when the ILS is back online. Does your system meet this requirement?</p>		
<p>26. The proposed system must have the ability to perform offline transactions and maintain records of all barcodes checked out when the Library's internet is down, and then upload transactions when the Library' internet is back. Does your system meet this requirement?</p>		



<p>27. The proposed system must turn on/off the security feature on RFID tags to allow secure Library operation during offline situations. Does your system meet this requirement?</p>		
<p>28. Describe how the system notifies staff when connection to the ILS has been disconnected.</p>		
<p>29. Describe how the system notifies staff when connection to the ILS has been reestablished.</p>		
<p>30. Describe how the system notifies staff as to the number of items that were processed offline.</p>		
<p>31. The proposed system must provide performance statistics that can be accessed via the Internet. Data must be broken down by day of the week and hour of the day. Data available is to include number of transactions, type of transaction, number of successful and unsuccessful transactions, and patron and item data. Does your system meet these requirements?</p>		
<p>32. The proposed system must offer web-based remote monitoring and diagnostics which must include instant email notification, monitoring of check-in and out rates, web-based troubleshooting, configuration, and the ability to obtain statistics for each</p>		

<p>machine from any location. This feature should be standard and not require a server. Does your system meet this requirement?</p>		
<p>33. The proposed system must offer the patron the option of an emailed receipt, a paper receipt, or no receipt. Does your system meet this requirement?</p>		
<p>34. Does your system capture all the patron items checked out on the receipt?</p>		
<p>35. Describe how the system notifies staff when a receipt printer is out of paper.</p>		
<p>36. The proposed self-checkout system must provide at least 90% first time user success for the Library patrons. Does your system meet this requirement? Please provide data and detail of analysis to support claim.</p>		
<p>37. Staff should be able to scan a secure card that will allow the self-service session to be minimized. This gives staff access to other workstation programs (such as the ILS circulation client) in order to expand the usefulness of these workstations. Staff should be able to re-establish the self- service session with the touch of a button. Does your system meet this requirement?</p>		
<p>38. The self-service software should allow patrons to be able to alert staff when they require help, the ILS is down, or</p>		

<p>paper is out at a self-service station. Please describe how staff would be alerted, what information they would see, how the responding staff member would notify all other alerted staff that responsibility has been claimed, and how management can view a history of alerts.</p>		
<p>39. Staff should be able to view, control, and provide assistance with self-service sessions from remote staff computer(s). Does your system meet this requirement?</p>		
<p>40. The proposed system should: register a patron's library card, and then unlock One- Time brand audiovisual cases. Next, the patron should check out these audiovisual items. Does your system meet this requirement? Describe the unlocking of cases procedure.</p>		
<p>41. Patrons should be able to enter their library card number with a touch screen keypad. System must have the option that a password is then required. Does your system meet this requirement?</p>		
<p>42. The proposed system must restrict an item on the hold shelf for a patron to be checked out only to that patron. Does your system meet this requirement?</p>		
<p>43. The proposed system must let patrons check out an item from the Library's</p>		

<p>browsing shelf even if there are other holds on that item. Does your system meet this requirement?</p>		
<p>44. The proposed system must be capable of checking out or checking in all types of print and non-print media. Does your system meet this requirement?</p>		
<p>45. The proposed system must be able to process sets and provide a notification on the screen if a missing part is detected. Does your system meet this requirement?</p>		
<p>46. The proposed system must alert patrons to the number of pieces in the item to be checked out. Does your system meet this requirement?</p>		
<p>47. The proposed system must allow multiple item check-outs without first choosing the number of items that you want to check- out. Does your system meet this requirement?</p>		
<p>48. Does your system "time out" so a patron account is not left open?</p>		
<p>49. The proposed system must provide UL listing number and FCC certification numbers for complete self-checkout system. Does your system meet this requirement? Include a copy of the UL certificate as an attachment.</p>		

## FINE AND FEE PAYMENT REQUIREMENTS

In the Vendor Response column, when appropriate, please use the notations explained above to indicate the status of the feature or function as currently implemented in your RFID solution:

**Y - Yes**

**D - In development**

**P - Planned**

**N - No**

Description	Vendor Response	Comments
1. The fines and fees system shall be integrated into a self-checkout system. Does your system meet this requirement? Describe how the fines and fees system would be integrated seamlessly into a self- service checkout system.		
2. The fines and fees system must provide both audible and visual feedback when responding to the interaction with the user interface. Does your system meet this requirement?		
3. Does your system set the fine and/or fee thresholds that will trigger a message and block the customer's check-out privileges if they exceed the maximum threshold?		
4. The fines and fees system must allow for minimum, partial, or full payment of the fines or fees as determined by the Library.		

Does your system meet this requirement?		
5. The fines and fees system shall accommodate credit and/or debit card payment methods. Does your system meet this requirement?		
6. The fines and fees system must print a credit card receipt separate from the check-out receipt. Does your system meet this requirement?		

## STAFF STATION REQUIREMENTS

In the Vendor Response column, when appropriate, please use the notations explained above to indicate the status of the feature or function as currently implemented in your RFID solution:

**Y - Yes**

**D - In development**

**P - Planned**

**N - No**

Description	Vendor Response	Comment
1. The proposed system must have a thin (less than 5/8") reader pad that provides easy installation. Does your system meet this requirement? Describe the size and thickness of the reader pad in the proposed system.		
2. The proposed system must be compatible with Library's		

<p>standard circulation desk computers, barcode scanners, and receipt printers. Does your system meet these requirements?</p>		
<p>3. The proposed system must have an RFID tag read range of 8 inches minimum above the pad and no more than 1 inch on any side or under pad for item tags. Does your system meet this requirement?</p>		
<p>4. The proposed system must provide dual function processing capabilities: it must be capable of processing RFID tags or barcodes in the same circulation transaction. Does your system meet this requirement?</p>		
<p>5. The proposed system readers must be able to read tags and display the information contained on the tag. Does your system meet this requirement?</p>		
<p>6. The proposed system must be able to be used for check-out and check-in of Library materials. Does your system meet this requirement?</p>		

<p>7. The proposed system must simultaneously process multiple RFID-tagged items for check-in and check-out. Does your system meet this requirement?</p>		
<p>8. The proposed system must provide a displayed count of the number of items processed simultaneously to ensure complete check-in and check-out transaction processing. Does your system meet this requirement?</p>		
<p>9. The proposed system must use an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read up to 8 inches above RFID pad. Does your system meet this requirement?</p>		
<p>10. The proposed system must have the ability to read, program, and reprogram RFID tags. Does your system meet this' requirement?</p>		
<p>11. The proposed system must not require mouse activations to process most</p>		



<p>items. (Exceptions will be made for configuration changes, error handling, or tag reprogramming situations.) Does your system meet this requirement?</p>		
<p>12. The proposed system must allow for a configuration to automatically prevent programming of partially scanned or incorrectly scanned barcodes. Does your system meet this requirement?</p>		
<p>13. The proposed system must have a "hot key" feature that can be set up to mimic that of the Integrated Library System (ILS)'s; this feature would allow the user to switch between system modules, like from check-in to check-out. Does your system meet this requirement?</p>		
<p>14. The proposed system must have the option to integrate into the Innovative Interfaces Inc. Millennium circulation client so that it accepts and responds to commands from the ILS client. Does your system meet this requirement?</p>		

<p>15. The proposed system must have the option to allow the Innovative Interfaces Inc. Millennium circulation client to turn on or off security without requiring any additional steps. Does your system meet this requirement?</p>		
<p>16. The proposed system must be able to process sets and provide a notification if a missing part is detected. Does your system meet this requirement?</p>		
<p>17. 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. Does your system meet this requirement?</p>		
<p>18. The proposed system must permit configuration of RFID reader power to limit read range if desired by the user. Does your system meet this requirement?</p>		
<p>19. The proposed system must permit the operator to access commands to set or</p>		

reset tag security independent of the ILS. Does your system meet this requirement?		
20. The proposed system must beconfigurable to turn off the reader transmitter when the ILS is not requesting RFID reads. Does your system meet this requirement?		
21. The proposed system must be able to read multiple tag data formats without impacting performance. Does your system meet this requirement?		
22. Vendor must provide UL listing number for complete staff workstation. Include a copy of the UL certificate as an attachment. Does your system meet this requirement?		

## DETECTION SYSTEM

In the Vendor Response column, when appropriate, please use the notations explained above to indicate the status of the feature or function as currently implemented in your RFID solution:

**Y - Yes**

**D - In development**

**P - Planned**

**N - No**

Description	Vendor Response	Comments
1. The proposed system must have a read range of at least eighteen inches (18") in either direction of each gate. Does your system meet this requirement?		
2. The proposed system must use the most current non-proprietary open-source ISO standards, i.e., ISO 18000-3 Mode 1 and ISO 28560-2:2011 RFID technology. Does your system meet this requirement?		
3. The proposed system must use ISO 15693-3 Standard RTF (Reader Talks First) Architecture. Does your system meet this requirement? Describe the RTF (Reader Talks First) Architecture of your system.		
4. The detection systems must be shielded from external interference from light fixtures, elevator motors, etc. Does your system meet this requirement?		
5. The proposed detection system must include a reliable patron counter which counts incoming counts, outgoing counts, and total counts for both directions, which can be reset only by Library staff and is easily accessible to staff. Does		

your system meet this requirement?		
6. The proposed system must be able to provide incoming, outgoing and total patron count data via a remote web-based software application. Does your system meet this requirement?		
7. The proposed system must have the option to only trigger an alarm when a patron is present in the corridor. Does your system meet this requirement?		
8. The proposed system must be able to issue visible and audible warnings. Does your system meet this requirement?		
9. The audible alarm volume must be adjustable by staff. Does your system meet this requirement?		
10. Tags with theft or a security status that is "on" must immediately trigger an alarm. Does your system meet this requirement?		
11. System must have the option to only alarm when a patron is exiting the library. Does your system meet this requirement?		
12. System must have the capability to read 3 or more tag data formats. Does your system meet this requirement?		
13. The proposed system must provide item security even when the Library's integrated library system (ILS) host system or network is offline or not functioning. Does your system meet this requirement?		

14. The proposed system must display that it is functioning correctly. Does your system meet this requirement?		
15. System must have an on/off key switch. Does your system meet this requirement?		
16. The alarm duration must be adjustable. Does your system meet this requirement?		
17. The proposed system must have a low- power consumption mode. Does your system meet this requirement?		
18. The proposed system should only require a single data connection for up to 4 corridors. Does your system meet this requirement?		
19. The proposed system must have an option to connect to the network wirelessly. Does your system meet this requirement?		
20. Describe the system's use of self-diagnostics.		
21. Describe the installation, ADA compliance, and floor modifications necessary for your system.		
22. Notification of detection alarms should display at select staff computers with a history being available by date range. Please describe how staff would be notified.		
23. Items triggering alarm must be identified by barcode and item description. Describe location of screen where items triggering alarm can be read.		
24. The proposed system must be able to perform optimally		

<p>when located within 15 inches of a steel beam. Does your system meet this requirement?</p>		
<p>25. The proposed system should be approved by UL for safety to Library patrons and staff. The entire system (not various components) shall be approved. As verification of UL certification of the entire device, the UL mark shall be displayed on the serial plate of the equipment. Bidder shall provide a copy of the UL certificate and FCC listing for the complete detection system.</p>		
<p>26. The proposed system panel shall have a depth of no more than 7 inches. Does your system meet this requirement?</p>		
<p>27. System must have multiple alarm light color configuration options. Does your system meet this requirement?</p>		
<p>28. The proposed system must offer multiple install options, including:</p> <ul style="list-style-type: none"> <li>a. Direct mount w/ ADA compatible threshold plate</li> <li>b. Base plate, only minor floor modification (e.g., drilling -required for installation)</li> <li>c. Buried cables (recessed conduit under finished floor)</li> </ul> <p>Does your system meet this requirement?</p>		

## PORTABLE HANDHELD READER

In the Vendor Response column, when appropriate, please use the notations explained above to indicate the status of the feature or function as currently implemented in your RFID solution:

**Y - Yes**

**D - In development**

**P - Planned**

**N - No**

Description	Vendor Response	Comments
<p>1. The portable handheld reader and any accessories needed to meet all the specifications in this section must be a cordless, one-piece design, to be held in one hand and easily set down on a Library shelf or cart when necessary to free the user's hands. Does your system meet these requirements?</p>		
<p>2. The total weight of the portable handheld reader must be less than 28 ounces, including battery, RFID reader, antenna, display and computing unit, and any other components that must be carried by the user. Does your system meet these requirements?</p>		
<p>3. The proposed portable handheld reader must accommodate data collection simultaneously with other functions. These other functions must include shelf reading, inventory, identifying</p>		



<p>items on search lists, and items with incorrect security. Describe all functions of the portable handheld reader.</p>		
<p>4. The proposed portable handheld reader must accommodate shelf order (sort) 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. Does your system meet this requirement?</p>		
<p>5. The vendor must state different options for portable handheld readers.</p>		
<p>6. The proposed system must accommodate searching for items on multiple, user-defined search lists, (e.g., missing, claims returned, billed, and paid, lost, weed, etc.) Does your system meet this requirement?</p>		
<p>7. The proposed system must accommodate secure status checking: to allow a user to identify individual items which have not been properly checked out and have caused an alarm of the detection</p>		

system. Does your system meet this requirement?		
8. The secure status checking capability must also allow the user to scan items on Library carts or shelves to identify individual items which have not been properly checked in. Does your system meet this requirement?		
9. The proposed portable handheld reader must have the ability to upload barcodes to the Library's circulation system that can be customized to match the circulation system requirements. Does your system meet this requirement?		
10. The proposed system must accommodate pulling: to assist the user with finding items on hold (reserve) or weed lists, or other user-defined lists available from the circulation system. Does your system meet this requirement?		
11. The proposed system must accommodate shelving: to assist a user with shelving an item. Does your system meet this requirement?		

<p>12. The portable handheld reader battery life must allow the user to work for at least 4 hours before charging or changing batteries is required. Does your system meet this requirement?</p>		
<p>13. The portable handheld reader must have built-in diagnostics for troubleshooting. Does your system meet this requirement? Describe the portable handheld reader's built-in diagnostics for troubleshooting.</p>		
<p>14. The portable handheld reader must use an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read. Does your system meet this requirement?</p>		
<p>15. The portable handheld reader must have the capacity to download at least 1 million items from Library's automation system onto the portable handheld reader memory medium. Does your system meet these requirements? Describe the download procedure from the Library's automation system to the portable handheld reader.</p>		

<p>16. The portable handheld reader must feature a color touch screen display and use a removable memory card. Does your system meet this requirement?</p>		
<p>17. The portable handheld reader must incorporate 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. Does your system meet this requirement?</p>		
<p>18. The portable handheld reader must 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 reader. Does your system meet this requirement?</p>		
<p>19. The system must validate barcode data from input lists and provide an error log. Does your system meet this requirement?</p>		
<p>20. The system must process results of data collection/pull sessions, read results from memory card, and create Excel-</p>		

<p>compatible files of collected data and items pulled or not pulled. Does your system meet this requirement?</p>		
<p>21. The portable handheld reader must be multi-functional to provide efficient collection management. Does your system meet this requirement?</p>		
<p>22. 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 must allow storage of up to 1 million items prior to upload. Does your system meet this requirement?</p>		
<p>23. The search capability must be active during order checking, data collection, sorting, pulling, and finding functions, with option to turn it off if desired. Does your system meet this requirement?</p>		
<p>24. The portable handheld reader must upload barcodes to the Library's ILS in compatible formats. Does your system meet this requirement?</p>		

<p>25. The proposed system must validate item identifier (barcode) data from input lists and provide a log of errors found. Does your system meet this requirement?</p>		
<p>26. The portable handheld reader must produce an audible tone and visible indicators when an item has been identified. The audible tones must be adjustable by the user. Does your system meet these requirements?</p>		
<p>27. The proposed portable handheld reader must be cordless. Does your system meet this requirement?</p>		
<p>28. The vendor must provide UL listing number and FCC listing for complete portable handheld reader. Include a copy of the UL certificate as an attachment.</p>		

## OPTIONAL CENTRALIZED MANAGEMENT SOFTWARE FUNCTIONALITY

In the Vendor Response column, when appropriate, please use the notations explained above to indicate the status of the feature or function as currently implemented in your RFID solution:

**Y - Yes**

**D - In development**

**P - Planned**

**N - No**

Description	Vendor Response	Comments
1. Vendors must be able to provide screen shots, sample reports, and/or online demonstrations of all optional software features. Does your system meet this requirement?		
2. The vendor must provide the option for the Library to purchase additional software. Does your system meet this requirement?		
3. All optional software features must be internet browser based. Does your system meet this requirement?		
4. All optional Centralized Management software features must include installation wizards to facilitate quick installation for Library staff. Does your system meet this requirement?		
5. The Library administrator must be able to determine the access		

levels varying by individual permissions based on location and feature. Does your system meet this requirement?		
6. All optional software features must be password protected. Does your system meet this requirement?		
7. Reporting features must include item level self-checkout transactions by day of the week across all self-checkout devices. Does your system meet this requirement?		
8. Reporting features must include item level self-checkout transactions by hour of day across all self-checkout devices. Does your system meet this requirement?		
9. Reporting feature must include item count by item type for all self-checkout devices. Does your system meet this requirement?		
10. Reporting feature must include item count by item status for all self-checkout devices. Does your system meet this requirement?		



<p>11. Reporting feature must include total item counts across each self-checkout device. Does your system meet this requirement?</p>		
<p>12. Reporting feature must include patron level transactions by hour of day for all self-checkout devices. Does your system meet this requirement?</p>		
<p>13. Reporting feature must include patron level transactions by day of the week for all self-checkout devices. Does your system meet this requirement?</p>		
<p>14. Reporting feature must include fines/fees transactions for all self-checkout devices. Does your system meet this requirement?</p>		
<p>15. Reporting feature must include all transactions data for all self-checkout devices. Does your system meet this requirement?</p>		
<p>16. Reporting feature must include real-time detailed monitoring for the following components: Sf P Connection, Printer, Bar Code Scanner, Touch Screen Monitor, RFID, Coil (EM). Does your system meet this requirement?</p>		

<p>17. Real-time monitoring must work with multiple self-checkout devices. Does your system meet this requirement?</p>		
<p>18. Real-time monitoring must allow for additional self-checkout devices to be added to the network in the future. Does your system meet this requirement?</p>		
<p>19. 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 through email notification. Does your system meet this requirement?</p>		
<p>20. Hardware status reporting must allow other library networked devices to be connected to the server and must validate this connection. Does your system meet this requirement?</p>		
<p>21. The software configuration feature must allow Library staff to copy a configuration from a self-checkout device to multiple self checkout devices. Does</p>		

your system meet this requirement?		
22. The software configuration feature must allow Library staff to perform the copying of a configuration from a self-checkout device to other self-checkout devices across any networked locations remotely. Does your system meet this requirement?		
23. Configuration copying software features should have a user interface that allows Library staff to 'cut and paste' configurations quickly from any remote location that has network access. Does your system meet this requirement?		

## OPTIONAL MOBILE STAFF WORKSTATION

In the Vendor Response column, when appropriate, please use the notations explained above to indicate the status of the feature or function as currently implemented in your RFID solution:

**Y - Yes**

**D - In development**

**P - Planned**

**N - No**

Description	Vendor Response	Comments
<p>1. Mobile staff workstation must read ISO 15693 and ISO 18000-3 Mode 1 and ISO 28560-2 :2011 standard RFID encoded tags. Does your system meet this requirement?</p>		
<p>2. Mobile staff workstation must have the functionality to check out and check in items and print a receipt for patrons. Does your system meet this requirement?</p>		
<p>3. Mobile staff workstation must integrate in real time with the Library's ILS, Innovative Interface's Millennium. Does your system meet this requirement?</p>		
<p>4. Mobile staff workstation must have the functionality to perform a query on a patron account. Does your</p>		

system meet this requirement?		
5. Mobile staff workstation must have the functionality to change the security status of an item that may have caused an alarm. Does your system meet this requirement?		

## TRAINING AND IMPLEMENTATION SERVICE REQUIREMENTS

In the Vendor Response column, when appropriate, please use the notations explained above to indicate the status of the feature or function as currently implemented in your RFID solution:

**Y - Yes      D - In development      P - Planned      N - No**

Description	Vendor Response	Comments
1. Describe the training procedures offered by the vendor to be conducted at the Library.		
2. The Library requires user operation manuals, as well as any other materials that are typically distributed during training. User operation manuals must be provided with the equipment and be supplied free of charge. Does your system meet these requirements?		
3. The Library requires that manuals also be available in electronic format with unlimited distribution within		

<p>the Library, and must be supplied free of charge. Does your system meet these requirements?</p>		
<p>4. The Library requires interaction with the vendor's sales staff and technical support staff during installation planning and the installation phase; follow-up is also required immediately after such installation. Does your system meet these requirements?</p>		
<p>5. Introductory operator/user/staff training must be provided at no charge. Does your system meet this requirement?</p>		
<p>6. Indicate options and pricing for additional staff training periods and topics.</p>		
<p>7. Follow-up training must be provided at three months post-installation at no additional cost. Does your system meet this requirement?</p>		

## HARDWARE AND SOFTWARE TECHNICAL SUPPORT

In the Vendor Response column, when appropriate, please use the notations explained above to indicate the status of the feature or function as currently implemented in your RFID solution:

**Y - Yes**

**D - In development**

**P - Planned**

**N - No**

Description	Vendor Response	Comments
<p>1. Toll-free telephone assistance on system use and troubleshooting must be available from:</p> <p>8:00 AM to 9:00 PM CST on Monday thru Friday</p> <p>8:00 AM to 5:00 PM on Saturday</p> <p>12:00 AM to 5:00 PM on Sunday</p>		
<p>2. Describe support options including response time guarantees.</p>		
<p>3. Describe after-hours technical support.</p>		

## INSTALLATION REQUIREMENTS

In the Vendor Response column, when appropriate, please use the notations explained above to indicate the status of the feature or function as currently implemented in your RFID solution:

**Y - Yes**

**D - In development**

**P - Planned**

**N - No**

Description	Vendor Response	Comments
<p>1. The proposed system must be installed according to a schedule determined in coordination with Library staff to minimize disruption. Do your installation procedures meet these requirements?</p>		
<p>2. The vendor should recommend an installation plan. Do your installation procedures meet this requirement?</p>		
<p>3. The vendor must be available for consultation on placement of hardware to accommodate network infrastructure, power, and ventilation requirements, building restriction, etc., and to oversee the workflow, staffing, and patron convenience issues. Do your installation procedures meet these requirements?</p>		



## WARRANTY AND SERVICE REQUIREMENTS

In the Vendor Response column, when appropriate, please use the notations explained above to indicate the status of the feature or function as currently implemented in your RFID solution:

**Y - Yes**

**D - In development**

**P - Planned**

**N - No**

Description	Vendor Response	Comments
4. The vendor must provide an all-inclusive 12-month 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. Does your system meet these requirements?		
5. Software patches and service pack releases must be supplied at no additional charge to the Library for the life of the system. Does your system meet these requirements?		
6. Service technicians must be fully trained, factory authorized, and certified by the manufacturer to perform service. Does your system meet these requirements?		
7. The vendor must have fully factory-trained technicians stationed in the Chicago area for onsite hardware		

support and service. This would enable response time to be within eight hours of a service call. Does your system meet this requirement?		
8. Technicians must be centrally dispatched. Does your system meet this requirement?		
9. The Library must be able to request service on a 24-hour basis using a toll-free telephone number and email. Does your system meet this requirement?		
10. Technical software phone support must be provided via a toll-free telephone number and email. Does your system meet this requirement?		
11. Service technicians must be equipped with parts normally required to service the equipment and reduce downtime. Does your system meet this requirement?		
12. Service agreements to extend the warranty period on parts and labor must be available for a period of 12, 24, 36, 48, or 60 months and be renewable. Does your system meet this requirement?		

<p>13. The maintenance agreement must be itemized. Does your system meet this requirement?</p>		
<p>14. The service agreement must include remote maintenance when needed for expert technical consultation and software support. Does your system meet this requirement?</p>		
<p>15. Warranty and service requirements apply to both standard and optional system components. Does your system meet this requirement?</p>		

# CONTRACT FOR RFID SYSTEM

*This agreement, made this **XXth** day of **Month**, 2021 between the Glenview Public Library, Glenview, Illinois, hereinafter referred to as "Library" and **Contractor**, hereinafter referred to as "Contractor."*

## WITNESSETH

That the Library and Contractor, for the consideration hereinafter named, agree as follows:

### Section I-Contract Documents

The Contract documents consist of this document ("the Contract"), the RFID Proposal, RFP, and other documents issued by the Library dated November 10, 2021 and the completed proposal packet, including the completed bid form and any addenda thereto, all of which are attached hereto. These documents represent the entire agreement between the parties, and no statement, promise or inducement made by either party to the other that is not contained therein shall be binding. The terms or conditions of this contract may not be modified, except in writing signed by all the parties.

### Section II- Contract Work

The Contractor shall provide the materials, services, and equipment to fully execute the Work described in the Contract Documents. The Work shall be furnished and completed in accordance with the Contract Documents.

### Section III- Date of Commencement and Final Completion

The Work shall commence upon issuance of Notice to Proceed, expected to be released in **Month** 2021.

The Contractor shall be completed with the work by **Month XX, 2021**.

Time is of the essence for all matters concerning this Contract.

### Section IV- Contract Sum

The Library agrees to pay the Contractor for the performance of the Contract Work the sum of **dollar amount in words (\$X,XXX.XX)**. Payment shall be made to the Contractor by the Library only after the Contractor has fully performed the Contract Work.

### Section V- Additional Terms

1. The contractor, subcontractors, and suppliers shall perform all work required for the Project in a good and workmanlike manner.
2. Contractor shall comply with the Illinois Prevailing Wage Act and shall pay, and require every Subcontractor to pay, the prevailing rates of wages as established by the Illinois Department of Labor for each craft or type of work needed to execute the contract in accordance with 820 ILCS 130/01 et seq. Contractor shall prominently post the current schedule of prevailing wages at the Contract site and shall notify immediately in writing all of its Subcontractors, of all changes in the schedule of prevailing wages. Any increases in costs to Contractor due to changes in the prevailing rate of wage during the terms of any contract shall be at the expense of Contractor and not at the expense of the Glenview Library. Change orders shall, however, be computed using the prevailing wage rates applicable at the time the change order

work is scheduled to be performed. Contractor shall be solely responsible to maintain accurate records as required by the Prevailing Wage Act and to obtain and furnish all such certified records to Department of Labor as required by Statute or Regulation, including certified payroll. Contractor shall be solely liable for paying the difference between prevailing wages and any wages actually received by laborers, workmen and/or mechanics engaged in the Work and in every way defend and indemnify Glenview Library against any claims arising under or related to the payment of wages in accordance with the Prevailing Wage Act. The Glenview Library agrees to notify the Contractor or Subcontractor of the pendency of any such claim, demand, lien or suit.

The Contractor is advised that the Department revises the prevailing wage rates and the Contractor/subcontractor has an obligation to check the Department's web site for revisions to prevailing wage rates. For information regarding current prevailing wage rates, please refer to the Illinois Department of Labor's website: <http://www.illinois.gov/idol/Laws-Rules/CONMED/Pages/Rates.aspx>.

The Contractor shall also:

- (1) Insert into each subcontract and the project specifications for each subcontract, a written stipulation that the subcontractor shall not pay less than the prevailing rate of wages to all laborers, workers, and mechanics performing work under the contract.
  - (2) Require each subcontractor to insert into each lower-tiered contract and the project specifications for each lower tiered subcontract, a stipulation that the subcontractor shall not pay less than the prevailing rate of wages to all laborers, workers, and mechanics performing work under the contract.
3. Contractor shall comply with all applicable laws, regulations, and rules promulgated by any Federal, State, County, Municipal and or other governmental unit or regulatory body now in effect during the performance of the work, and the orders and decrees of any courts or administrative bodies or tribunals in any manner affecting the performance of this Contract. By way of example, the following are included within the scope of the laws, regulations and rules referred to in this paragraph, but in no way to operate as a limitation on the laws, regulations and rules with which Contractor must comply, are all forms of Workers Compensation Laws, all terms of the Equal Employment Opportunity Clause of the Illinois Fair Employment Practices Commission, the Illinois Preference Act, Illinois Substance Abuse Prevention on Works Projects Act, the Social Security Act, Statutes relating to contracts let by units of government, all applicable Civil Rights and Anti-Discrimination Laws and Regulations, and traffic and public utility regulations.
  4. Any and all documents and improvements subject to this agreement are, at all times, property of the Library.
  5. Contractor will be required to file a written substance abuse prevention program with the Library for the prevention of substance abuse among its employees prior to the commencement of work.
  6. Contractor shall provide a Surety Bond (guaranteeing both faithful performance and payment to subcontractors and material suppliers for labor and materials), naming the Glenview Library as Obligee, for not less than one hundred percent (100%) of the contract amount will be required prior to beginning construction and in a form approved by the Library Attorney. Such bonds shall include the provision guaranteeing the faithful performance of the Prevailing Wage Act. The surety on the bond shall be a company that is licensed by the Department of Insurance authorizing it to execute surety bonds and the company shall have a financial strength rating of at least A- as rated by A.M. Best Company, Inc., Moody's Investors Service, Standard & Poor's Corporation, or a similar rating agency.

7. Contractor shall submit a Certificate of Insurance complying with the terms, per the Project Manual dated **Month XX, 2021**, prior to mobilization.

## **Section VI- Insurance**

1. Contractor shall procure and maintain for the duration of this Agreement, insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the Contractor's operation and use of the premises. The cost of such insurance shall be borne by the Contractor.
2. Minimum Scope of Insurance.  
Coverage shall be at least as broad as:
  - i. Professional Liability Insurance.
  - ii. Broad Form Comprehensive General Liability, or the most recent revision.
  - iii. Worker's Compensation insurance as required by statute and Employers Liability insurance.
  - iv. Contractors' Pollution Legal Liability and/or Asbestos Legal Liability and/or Errors and Omissions (if project involves environmental hazards).
3. Minimum Limits of Insurance.  
Provider shall maintain limits no less than:
  - a. Professional Liability Insurance: CONTRACTOR shall obtain and maintain, at his own expense, CONTRACTOR's professional liability insurance in the amount of no less than Five Hundred Thousand Dollars (\$500,000.00) (including a broad form contractual liability coverage with all coverage retroactive to the earlier date of this Agreement of the commencement of CONTRACTOR's services in relation to the project) for each claim with respect to negligent acts, errors and omissions in connection with professional services to be provided under the contract with a deductible not to exceed \$50,000 without prior written approval. Said coverage shall be maintained for a period of three (3) years after the date of final payment.
  - b. General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. If Commercial General Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this location or the general aggregate limit shall be twice the required occurrence limit.
  - c. Workers' Compensation and Employers Liability: Workers' Compensation limits as required by statute and Employers Liability limits of \$1,000,000 per accident and \$1,000,000 per disease.
  - d. Contractors' Pollution Legal Liability and/or Asbestos Legal Liability and/or Errors and Omissions (if project involves environmental hazards) with limits no less than \$1,000,000 per occurrence or claim, and \$2,000,000 policy aggregate.
4. Deductibles and Self-Insured Retentions.  
Any deductible or self-insured retentions must be declared to, and approved by, the Library. At the option of the Library, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the Library, its officers, elected and appointed officials, employees, volunteers, and agents; or the contractor shall procure a bond guaranteeing payment of losses and related

investigations, claim administration and defense expenses.

5. Other Insurance Provisions.

The policies are to contain, or be endorsed to contain, the following provisions:

a. General Liability.

i. The Library, its officers, elected and appointed officials, employees, volunteers and agents are to be covered as additional insureds as respects: liability arising out of premises owned, occupied, or used by the contractor and/or arising out of activities performed on or on behalf of the contractor. The coverage shall contain no special limitations on the scope of protection afforded to the Library, its officers, elected and appointed officials, employees, volunteers, or agents.

ii. The contractor's insurance coverage shall be primary insurance as respects the Library, its officers, elected and appointed officials, employees, volunteers, and agents. Any insurance or self-insurance maintained by the Library, its officer, elected and appointed officials, employees, volunteers, or agents shall be excess of the Contractor's insurance and shall not contribute with it.

iii. Any failure to comply with reporting provisions of the policies shall not affect coverage provided to the Library, its officers, elected and appointed officials, employees, volunteers, or agents.

iv. Coverage shall state that the contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

6. Worker's Compensation and Employers Liability Coverage.

The insurer shall agree to waive all rights of subrogation against the Library, its officers, elected and appointed officials, employees, volunteers, and agents for losses arising from the use of the premises.

7. All Coverages.

Each insurance policy required by this clause shall not be suspended, voided, canceled, reduced in coverage or in limits except after thirty (30) days prior written notice by certified mail, return receipt required, has been given to the Library.

8. Acceptability of Insurers.

Insurance is to be placed with insurers licensed to do business in Illinois.

9. Verification of Coverage.

Contractor shall furnish the Library with certificates of insurance and with original endorsements if applicable effecting coverage required by this clause. The certificates and endorsements for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf. All certificates and endorsements are to be received and approved by the Library before the premises are occupied. The Library reserves the right to require complete certified copies of all required policies, at any time.

10. Indemnification Clause.

Contractor shall, to the fullest extent permitted by law, waive any and all rights of contribution against the Library and shall indemnify the Library and its officers, elected and appointed officials, employees, volunteers and agents from and against all claims, damages, losses and expenses, including, but not limited to, legal fees (attorney's and paralegal's fees, expert fees and court costs) arising out of or resulting from the performance of the Contractor's work, provided that any such claim, damage, loss or expense is attributable to bodily injury, sickness, disease or death, or injury to or destruction of property,

other than the work itself, including the loss of use resulting therefrom, or is attributable to misuse or improper use of trademark or copyright protected material or otherwise protected intellectual property, to the extent it is caused by any wrongful or negligent act or omission of the Contractor, any Subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable. Such obligation shall not be construed to negate, abridge or otherwise reduce any other right to indemnity that the Library would otherwise have. The Contractor shall similarly, protect, and indemnify the Library, its officers, elected and appointed officials, employees, volunteers and agents against and from any and all claims, costs, causes, actions and expenses, including, but not limited to, legal fees, incurred by reason of Contractor's breach of any of its obligations under, or Contractor's default of any provisions of the Contract. The indemnification obligations under this paragraph shall not be limited in any way by any limitation on the amount or type of damages, compensation, or benefits payable by or for the Contractor or any subcontractor under Workers' Compensation or Disability Benefit Acts or Employee Benefit Acts. The rights and obligations of this Subsection 10 shall survive the voluntary or involuntary termination of this Contract.

### **Section VII- Assignment**

This Contract is nonassignable in whole or in part by either party, and an assignment shall be void without the prior written consent of Library, whose consent shall not be unreasonably withheld.

### **Section VIII- Contractor Status**

Contractor acknowledges that it is an independent contractor; that it alone retains control of the manner of conducting its activities in furtherance of this Contract; that it as well as any persons or agents as it may employ are not employees of the Library; and that neither this Contract, nor the administration thereof, shall operate to render or deem either party hereto the agent or employee of the other.

### **Section IX- Waiver of Terms**

Waiver of any of the terms of this Contract shall not be valid unless it is in writing and signed by all parties. The failure of claimant to enforce the provisions of this Contract or require performance by opponent of any of the provisions shall not be construed as a waiver of such provisions or affect the right of claimant to thereafter enforce the provisions of this Contract. Waiver of any breach of this Contract shall not be held to be a waiver of any other or subsequent breach of the Contract.

### **Section X- Compliance with Freedom of Information Act.**

Contractor agrees to maintain, without charge to the Library, all records and documents for projects of the Library in compliance with the Freedom of Information Act, 5 ILCS 140/1 et seq. In addition, Contractor shall produce records which are responsive to a request received by the Library under the Freedom of Information Act so that the Library may provide records to those requesting them within the time frames required. If additional time is necessary to compile records in response to a request, then Contractor shall so notify the Library and if possible, the Library shall request an extension so as to comply with the Act. In the event that the Library is found to have not complied with the Freedom of Information Act due to Contractor's failure to produce documents or otherwise appropriately respond to a request under the Act, then Contractor shall indemnify and hold the Library harmless, and pay all amounts determined to be due including but not limited to fines, costs, attorneys' fees and penalties.



## **Section XI – Human Rights Act**

Pursuant to Section 2-105 of the Illinois Human Rights Act (775 ILCS 5/1-101 et seq.) (“Rights Act”), all Contractors/Vendors and Subcontractors must have in force and effect a written sexual harassment policy which includes at a minimum the following provisions:

1. a statement of illegality of sexual harassment;
2. the definition of sexual harassment under Illinois law;
3. a description of sexual harassment utilizing examples;
4. an internal complaint process, including penalties;
5. the legal resource, investigative and complaint process available through the Illinois Department of Human Rights (“Department”) and the Illinois Human Rights Commission (“Commission”);
6. directions on how to contact the Department and the Commission; and
7. protection against retaliation as provided by Section 6-101 of the Rights Act.

The Contractor understands, represents and warrants to the Library that Contractor and its subcontractors (for which the Contractor takes responsibility to ensure that they comply with the Rights Act) are in compliance with Section 2-105 of the Rights Act and will remain in compliance with Section 2-105 of the Rights Act for the entirety of the work. A violation of Section 2-105 is cause for the immediate cancellation of this Contract. However, any forbearance or delay by the Library in canceling this Contract shall not be construed as, and does not constitute, Library’s consent to such violation and a waiver of any rights the Library may have, including without limitation, cancellation of this Contract.

## **Section XII - Other Applicable Laws**

This contract shall be governed by the laws of the State of Illinois, which are incorporated herein. Any suit brought to enforce the provisions of this suit shall be filed in the Circuit Court for Cook County, Illinois, but only after exhausting all possible administrative remedies. In any suit or action arising under this Contract, the prevailing party shall be entitled to an award of reasonable attorney’s fees and costs of litigation. No suit or action shall be maintained by the Contractor, its successors or assigns, against the Library on any claim based upon or arising out of this Contract or out of anything done in connection with this Contract unless such action shall be commenced within one year of the voluntary or involuntary termination of this Contract.

## **Section XIII – Further Assurances**

Contractor agrees to sign, execute and deliver, or cause to be signed, executed and delivered, and to do or make, or cause to be done or made, upon written request of the Library, all agreements, instruments, papers, acts or things, supplemental, confirmatory or otherwise, as may be reasonably required by the Library for the purpose of or in connection with goods and services described in the Contract.

IT IS MUTUALLY UNDERSTOOD AND AGREED that the Contractor shall have the full control of the ways and means of performing the work referred to above and that the Contractor or its employees, representatives or subcontractors are in no sense employees of the District, it being specifically agreed that the Contractor bears the relationship of an independent contractor to the District.

IN WITNESS WHEREOF the parties hereto have set their respective hands and seals the day and year first above written.

GLENVIEW PUBLIC LIBRARY

By: \_\_\_\_\_  
Glenview Public Library

CONTRACTOR

By: \_\_\_\_\_

Contractor  
Company