

# NOTICE TO BIDDERS

**Date:** November 7, 2016

**BID NUMBER:** 17-02, Radio Frequency Identification (RFID) and Automated Materials Handling (AMH) System

Notice is hereby given that the City of Escondido, hereinafter referred to as "City," is seeking bids for Radio Frequency Identification (RFID) and Automated Materials Handling (AMH) System to include bid price, excluding applicable state and federal taxes, on the items listed on the enclosed bid form. Bid price must include delivery/freight fee (free on board) to the City of Escondido, 239 South Kalmia St., Escondido, California. Bidders shall sign and return one original bid plus two complete copies for the City's Evaluation Team. All submitted bids and information attached will become public record upon their delivery to the City. Bids shall be in a sealed envelope labeled **"Request for Bids #17-02, Radio Frequency Identification (RFID) and Automated Materials Handling (AMH) System"**. Bids should be mailed or hand delivered to the City of Escondido, Yvonne Trabue, Purchasing Supervisor, 201 N Broadway, Escondido, CA 92025, on or before the closing date and time. **Any bids received after the closing date and time will be returned unopened to the bidder.** Bidders not submitting a bid packet should submit the bid form indicating "No Bid" otherwise their name may be removed from the bidders list.

**Bid Closing Date:** November 21, 2016      **Time:** 2:00 p.m.

**Bid Closing Location:** City of Escondido,  
Purchasing Division,  
Finance Conference Room  
201 North Broadway  
Escondido, CA 92025

Each bid shall be in accordance with specifications, instructions, and information contained in this bid package. The City reserves the right to accept or reject any or all bids for any reason it deems necessary and to waive defects or irregularities in any bid at its sole discretion. This bid does not commit the City to award a contract or to pay any costs incurred in the preparation of a response to this request.

Sincerely,

Yvonne Trabue  
Purchasing Supervisor

# **Request for Bid #17-02**

## **Radio Frequency Identification (RFID) and Automated Materials Handling (AMH) Systems**

**Issued by the City of Escondido  
for the Escondido Public Library  
November 7, 2016**

**Due Date for Receipt of Questions Regarding this RFB:  
November 10, 2016, 4:00 p.m. PST**

**Bid Closing Date:  
November 21, 2016, 2:00 p.m. PST**

**Address to:  
City of Escondido  
Yvonne Trabue, Purchasing Supervisor  
201 N. Broadway  
Escondido, CA 92025**

**Contact:  
Yvonne Trabue, Purchasing Supervisor  
ytrabue@escondido.org**

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## General Information

### Notice to Prospective Bidders

Prospective bidders should carefully review this solicitation for defects and questionable or objectionable matter. Comments and questions regarding this Request for Bid, hereinafter referred to as "RFB," should be addressed to Yvonne Trabue, Purchasing Supervisor, as indicated on the cover page by Monday November 21, 2016 2:00 p.m. PST. Communication with any other City employee is prohibited. No City employee other than the Purchasing Supervisor is authorized to provide any information concerning this RFB. Prospective bidders may contact the Purchasing Supervisor solely via e-mail. The City will not accept any questions submitted via FAX or telephone.

A summary of all questions submitted by prospective bidders and City responses to those questions will be sent via email to all respondents who have indicated via email their interest in receiving City responses.

Three (3) print copies of a complete bid must be delivered in a sealed envelope or package and clearly marked as "RFB #17-02, RFID/AMH Systems." Bids should be mailed or hand delivered to the City of Escondido, Purchasing Department, 201 N. Broadway, Escondido, CA 92025, on or before the closing date and time. **Any bids received after the closing date and time will be returned unopened to the prospective bidders.** Complete instructions for bid submission can be found on Page 15.

**Bid Closing Date:**                      **November 21, 2016**                      **Time:**              **2:00 p.m.**

**Bid Closing Location:**              City of Escondido,  
Purchasing Division,  
Finance Conference Room  
201 North Broadway  
Escondido, CA 92025

Each bid shall be in accordance with specifications, instructions, and information contained in this bid package. The City reserves the right to accept or reject any or all bids for any reason it deems necessary and to waive defects or irregularities in any bid at its sole discretion. This bid does not commit the City to award a contract or to pay any costs incurred in the preparation of a response to this request.

Sincerely,

Yvonne Trabue  
Purchasing Supervisor

## Introduction

The City of Escondido, hereinafter referred to as "City," is requesting bids from qualified bidders for the purchase, installation, and support of state-of-the-art Radio Frequency Identification (RFID) and Automated Materials Handling (AMH) systems for the City's Library located at 239 South Kalmia Street, Escondido, CA 92025. The successful bidder who is awarded this project will be required to enter into contracts, agreements, and purchase orders as required to meet the performance, standards, and requirements as set forth in the specifications or equal. The awarded bidder must be prepared to use the City's standard contract form rather than its own contract form. A Model Services Contract is attached as **Appendix B** to this RFB.

The City is issuing this RFB to improve its Library customer service and operational efficiencies by achieving the following goals:

- Increase productivity through improved workflow processes that will reduce the amount of time staff spend handling physical materials, decrease the number of tasks to be performed, reduce the frequency of repetitive motion tasks, and improve inventory accuracy.
- Streamline and simplify patron self-checkout with faster systems that are capable of simultaneously checking out multiple items.
- Enhance the customer experience by reducing the amount of time it takes for checked-in items to be available for subsequent checkout to someone else.
- Provide higher levels of customer self-service with systems that can provide more informative receipts either in paper or by e-mail, display library events and programs, and allow for payments using credit/debit cards or cash.
- Improve materials security through the use of RFID technology and the installation of more sophisticated security gates.
- Provide staff with more accurate and timely statistics and inventory tools to improve staff and system workflows.

The systems chosen will be optimized for use in a library environment and thus provide significant workflow improvements for both staff and patrons.

## Timeline

The following timeline is the City's best estimate for implementing the systems, including necessary construction, and is not binding on the City.

- RFB Issued: November 7, 2016
- Final date for vendor questions: November 10, 2016 4:00 p.m. PST
- Questions answered by: November 16, 2016
- Bid closing date: November 21, 2016 2:00 p.m. PST
- Selection for bidder demonstrations: Week of December 5, 2016
- Bidder demonstrations: Week of December 12, 2016
- Library Decision: By December 23, 2016
- Project Start: Approximately March 2017

## **Library Background**

Escondido Public Library is located 35 miles northeast of the City of San Diego, California. The Library provides full library services to a community of about 147,000 people with about one third being active library card holders. The Library's mission is to empower, enrich, and educate the community with convenient access to high quality information resources in a variety of formats and to provide services that support lifelong learning and promote a more diverse and thoughtful community. The Library is comprised of the main building at 239 South Kalmia Street; the Pioneer Room, the City's local history archive located in the Mathes Community Center adjacent to the main building; and the Library's Literacy Learning Center, located on the Library campus. The Library uses the Sierra ILS system and Encore online catalog from Innovative Interfaces, Inc. The Library does not currently have a RFID or AMH system in place, and the current self-check units are outdated and need to be replaced. Existing 3M security gates are also obsolete and inactive.

## **Library Collection and Statistics**

The Library has an annual circulation of physical materials of about 537,000 items per year. Approximately 70% of those items are checked out on five self-checks units, four in the main lobby and one in the upstairs Children's Room. The collection as of June 30, 2016 consists of the following:

Bibliographic records: 158,456  
Item records: 197,256  
Print materials: 164,595  
Media (A/V) materials: 29,173

Approximately 13,000 items in the Pioneer Room local history archive will not be tagged as part of this project. This, combined with the Library's plan to reduce the number of items in the collection by weeding about 40,000 items by the end of 2016, should reduce the number of items needing to be tagged to approximately 160,000.

## **Project Goals**

The Library desires to provide a consistent, attractive, and intuitive self-service solution for patrons which includes state-of-the-art self-checkout systems. The goal is to increase the current self-checkout rate from 70% to 90% or more by deploying new network isolated self-checkout systems which will support Payment Card Industry (PCI) compliant payment of checkout fees (mainly for DVDs) and fines via credit/debit card or cash. In addition, the self-check systems should allow for easy renewals, placing of holds, and account management.

The goals for the RFID project are to transition from barcoded items to RFID tagged items, which will allow for more streamlined and seamless check-in and check-out of materials, better circulation department workflows, improved collection and management of circulation statistics, and easier management and inventory of collections.

The specific goals are as follows:

1. Replace four existing self-check stations in the main lobby area and one in the Children's Room with new RFID capable self-check units. These should be upright standing systems, not counter top systems. They should be capable of accepting cash, credit, and debit card payments. They should provide paper, e-mail, and SMS receipts. The new self-check stations will be located in the front lobby area, along the east wall just north of the current Customer Services desk.

2. Tag circulating Library print and media collections with state-of-the-art RFID tags meeting all relevant NISO standards.
3. Replace two existing pair of gates, (currently not in service) at the main lobby entrance with two new RFID capable security gates. Also replace two existing gates in the Pioneer Room with two new RFID capable security gates. The new gates should be positioned closer to the doors so that the current system of using ropes to keep people from going around the gates is no longer needed.
4. Install a materials handling system in the current circulation workroom area with a single patron internal induction point, as well as a single staff induction point, located where materials are currently dropped just to the right (east) of the main east entrance door. See photos/plans in Appendix A.
5. Install an eleven (11) bin sorter in the circulation workroom. Eliminate the current outside book drops in the front portico's glass wall in order to provide space to accommodate the sorter system.
6. Sorters will identify single-disc sets that have a matching disc and case so that staff do not have to open them for inspection.
7. Install necessary RFID reading and/or tagging devices on five (5) existing circulation area computer work stations, as well as three (3) computer work stations in the Technical Services area.

## Critical Requirements

The City is seeking a turnkey solution incorporating self-check stations, RFID, and automated materials handling systems that will include tags, hardware, software, installation, project management, staff training, management software, ongoing support and maintenance, and all required accoutrements needed for the system to fully function. All system solutions must be ADA compliant.

This system must comply with all RFID standards as enumerated for RFID technology in U.S. Libraries (March 2012): A Recommended Practice of the National Information Standards Organization (NISO RP-6-2012). This RFB also includes the provision of new self-check machines with integrated PCI compliant point-of-sale technology, security gates, RFID staff workstations, conversion stations, and an automated materials handling system, all of which must work in conjunction with the Library's Integrated Library System (ILS), Sierra from Innovative Interfaces, Inc.

Bidders must be able to demonstrate a proven ability to provide and implement the following:

1. RFID integration with Innovative Interfaces, Inc. Sierra ILS system that streamlines staff and patron workflows.
2. Ability to supply durable, current ISO standards-compliant RFID tags that easily affix to all circulating library items regardless of format, which are guaranteed for the lifetime of the item.
3. Intuitive, customizable, and attractive self-checkout kiosks with the ability to collect checkout payments, fees, and fines using credit/debit cards or cash and provide change. They should also provide the ability to print, e-mail, and SMS receipts and allow patrons to manage their accounts.
4. Network isolated devices with PCI compliance and ability to accept Near Field Communication (NFC) for the integrated payment system. Include a basic network diagram of how this is accomplished.
5. Cost effective RFID peripherals for staff workstations.
6. ADA-compliant, effective, and attractive security gates with built-in people counters. The built-in people counter must produce consistent, accurate data.
7. Sorters configured with the following:
  - a. Printers for Automatic Hold Slip printing (which must be able to accommodate self-adhesive holds wrapper paper similar to HandyHolds or MaxStick EDGE Adhesive paper) and separate sort destination for Holds.
  - b. High capacity, spring-loaded bins that are ergonomically designed to bring material up to a convenient level for unloading items.
8. To ensure ready availability of components, parts, and supplies, all major elements of the system must be warehoused in the U.S.A., or the bidder must demonstrate the ability to have these items available within 24 hours of request.
9. The ability to provide a handheld device for mobile circulation and/or a mobile solution that is compatible with a third party mobile staff service product such as Innovative Interfaces, Inc. Circa device that performs inventory, shelf order, missing items, and off-line checkout.
10. An affordable short-term lease option for mobile tagging stations.

**PLEASE READ CAREFULLY**  
**THESE PROVISIONS ARE A PART OF YOUR BID AND CONTRACT**

Pursuant to the Notice to Bidders advertised in the official City newspaper, the specification requirements and General Provisions are on file with the City, and are subject to all provisions of the Ordinances of the City of Escondido. The person signing the bid further warrants that this bid is genuine and non-collusive, or made in the interest of any person, firm or corporation. A non-collusion affidavit shall be properly completed and returned with the bid documents.

In submitting this bid, the bidder agrees that:

- Bidder has carefully examined the specifications and all provisions relating to the items to be furnished, or the work to be done, and understands the meaning of the requirements, and agrees to the same.
- Bidder will enter into a written contract and furnish the item(s) or complete the work in the time specified, and strictly conform to the City of Escondido specifications.

The Purchasing Supervisor will furnish specifications for all bids. Bids must be submitted in a sealed envelope with the bid number on the outside. **BID SHOULD BE COMPLETE WITH SPECIFICATIONS AS FURNISHED AND MAILED OR HAND DELIVERED TO THE CITY OF ESCONDIDO, PURCHASING DEPARTMENT, 201 N. BROADWAY, ESCONDIDO, CA 92025, PRIOR TO THE TIME SET FOR BID OPENING.**

**1. PRICES**

All prices and notations must be in ink or typewritten. Changes or corrections may be crossed out, typed or written in ink, and must be initialed in ink by the person signing the bid. In the event of a conflict between bidder's unit price and extended price, the unit price will prevail.

**2. SIGNATURE**

All bids must be notarized and signed in the name of the bidder and must bear the original signature in longhand of the persons duly authorized to sign the bid. Obligations assumed by such signature must be fulfilled.

**3. LATE BIDS**

If bids are received after the exact hour and date of the bid opening, those late bids will be rejected and returned to the bidder unopened.

#### **4. NO BIDS**

If a no bid is submitted, the bid response should be clearly marked as "NO BID". If a bidder fails to respond to the bid, the Purchasing Supervisor reserves the right to delete the bidder from the City's vendor file.

#### **5. EXPIRATION OF BID**

All bids shall be considered as firm for a period of sixty (90) calendar days, commencing the day following the date of bid opening and expiring at midnight of the last day unless otherwise stated in the body of the solicitation.

#### **6. FIRM PRICES AND PRICE ADJUSTMENTS**

Prices bid shall be firm for sixty (120) days. In the event the specifications provide for escalation, the maximum limit shall be shown on the bid, or the bid shall not be considered. In the event of a decline in market price(s) below the price(s) bid, the City of Escondido shall receive the benefit of such decline. Manufacturer's general price increases to the trade or industry may be passed on to the City. Prices bid shall be firm for first sixty (60) days on an annual agreement, with a thirty (30) day notification of any price increases thereafter. If any price increase occurs, there will be a one (1) week, or one time, order protection provided at the last effective price. All price increases or notices must be in writing from not only the vendor but also the manufacturer. The City reserves the right NOT to accept the request.

#### **7. AWARD OF CONTRACT**

- a. Bids will be analyzed and the award made to the lowest and most responsive and responsible bidder whose bid conforms to the solicitation and whose bid is considered to be most advantageous to the City, price and other factors considered.
- b. The City reserves the right to reject any item or items therein, to waive any informalities, technical defects and minor irregularities in bids received, and to select the bid(s) deemed most advantageous to the City. The City will, however, consider bids submitted on an "all or nothing" basis if the bid is clearly designated as such.
- c. The City reserves the right to award one or more contracts on the bids submitted whether by award of all items to one bidder or by award of separate items or groups of items to various bidders unless the bidder clearly specifies otherwise in the bid.
- d. Acceptance by the City of Escondido of the bid, proposal, or quote and the issuance of a purchase order to the successful bidder within the time specified shall be deemed to result in a binding contract without further action required by either party. Items are to be furnished as described in the bid and in strict conformity with all instructions, conditions, specifications, and drawings contained in the complete contract.

#### **8. TERMINATION FOR CONVENIENCE**

The Purchasing Supervisor, by thirty (30) day written notice, may terminate this contract in whole or in part when it is the best interest of the City. If this contract is for supplies and is so terminated, the bidder shall be compensated in accordance with any reasonable costs to the point of notification of termination, but shall not be compensated for lost profits. Should this contract be

for services and is terminated, the City shall be liable only for payment in accordance with the payment provisions of this contract for the actual services rendered to the effective date of termination.

## **9. TERMINATION FOR DEFAULT**

- a. The City may, by written notice of default to the bidder (subject to the provisions of paragraph (c) below), terminate the whole or any part of this contract in any one of the two following circumstances:
  1. If the bidder fails to make delivery of the supplies or to perform the services within the time specified herein or any extension thereof; or
  2. If the bidder fails to perform any of the other provisions of this contract or so fails to make progress to endanger performance of this contract in accordance with its terms and in either of these two circumstances does not cure such failure within a period of ten (10) business days after receipt of notice from the Purchasing Supervisor specifying such failure.
- b. In the event the City terminates this contract in whole or in part, as in paragraph (a) of this clause, the City may procure, upon such terms and in such manner as the Purchasing Supervisor may deem appropriate, supplies and services similar to those so terminated and the bidder shall be liable to the City for any excess costs for such similar supplies or services provided that the bidder shall continue the performance of this contract to the extent not terminated under the provisions of this clause.
- c. The bidder shall not be liable for any excess costs, if the failure to perform the contract arises out of causes beyond the control and without the fault or negligence of the bidder. Such causes may include, but are not restricted to, acts of God or of the public enemy, acts of the City in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restriction, strikes, freight embargoes, and unusually severe weather; but in every case the failure to perform must be beyond the control and without the fault or negligence of the bidder.
- d. If after notice of termination of this contract under the provisions of this clause is determined by any reason that the bidder was not in default under the provisions of this clause, or that the default was excusable under the provisions of this clause, the rights and obligations of the bidder shall be the same as if notice of termination for convenience had been issued pursuant to such clause.
- e. The City reserves the right to cancel the contract at any time with thirty (30) days prior written notice of its intent to terminate. This termination does not include any leases that are in place at the time of cancellation.

## **10. QUANTITIES, APPROPRIATION, AND DELIVERY**

Unless otherwise stated, quantities listed are provided as estimates only, and the City does not guarantee to purchase the quantities specified. The quantities purchased will be limited to the

amount of money budgeted and appropriated. Delivery shall be F.O.B. to the main Library site located at 239 South Kalmia Street, Escondido, CA 92025.

#### **11. BID PROTEST**

Any bid protest for City purchases of supplies and equipment must be made in writing to the Purchasing Supervisor (5) five business days prior to the day of such matter comes before City Council for bid award. The Purchasing Supervisor will notify the City Council of the facts and circumstances regarding the bid protest. The City Council will hear and determine the bid protest prior to the bid award; and may continue the matter to obtain additional information as the City Council deems necessary, or may determine the final decision of the bid award.

#### **12. WITHDRAWAL OF BID**

No bidder will be allowed to withdraw and resubmit its bid, for any reason whatsoever, after the bids have been opened. Bids will not be opened until after the specified due date. A bidder may withdraw its bid by written request, at any time *prior* to the scheduled closing time of bid. Such request should be directed to the Purchasing Supervisor.

#### **13. ALTERNATIVE PROPOSALS**

To be a responsive bidder, bidders must submit a bid that meets all specific bid requirements. Bidders may propose "equals" as provided for in accordance with item 13 of these General Provisions. Once bidders have proposed a product which is responsive to the specifications, bidders may thereafter include with their bid any additional proposals or alternative products which are not "equals" but bidder believes may meet or exceed City's requirements, and which offer City additional advantages or benefits based on the state of the art that were not contemplated by City when the requirements were prepared.

The City reserves the right to evaluate and accept or reject such alternatives, as though they were part of the original specifications, without advertising for further bids, or to re-advertise based on such proposed state of the art alternatives when in the best interest of the City. Any awards so made will be based on cost analysis considerations that result in the optimum economic advantage to the City.

#### **14. BRAND NAME**

Whenever a reference to a specific brand name is made in this Request for Bid, it is to be construed as a specification which describes a component that has been tested or evaluated by the City as best meeting the specific operational, design, performance, maintenance, quality or reliability standards as required by the City. An equivalent or "equal" may be offered by the bidder, subject to testing and evaluation at the option of the City prior to bid award.

The City reserves the sole right to reject a substituted component that will not fulfill the requirements. It shall be the sole responsibility of the bidder to provide at bidder's expense any product information, test data, and other information or documents the City may require to fully

evaluate or demonstrate the acceptability of the offered substitute. Where appropriate, independent testing or evaluation at qualified test facilities, at bidder's expense, including destructive testing, may be required as a condition of acceptance.

#### **15. ROYALTIES, LICENSES AND PATENTS**

Unless otherwise specified, the successful bidder shall pay all royalties, license and patent fees. The successful bidder warrants the materials to be supplied do not infringe any patent, trademark or copyright. The successful bidder agrees to defend any and all suits, actions and claims for infringement that are brought against the City and to indemnify and hold harmless the City from all loss or damages whether general, exemplary or punitive, as a result of any claims against the City pursuant to the terms of this contract.

#### **16. CONFIDENTIAL INFORMATION**

Any information deemed confidential or proprietary should be clearly identified by the bidder as such. It will be protected and treated with confidentiality only to the extent permitted by California State Law considering public information. Otherwise, the information shall be considered a public record. Any data to be returned should be so marked and will be returned if not essential to the bid or contract record.

#### **17. PURCHASE ORDER**

All goods and services will be ordered by means of a purchase order. The City will NOT be responsible for articles or services furnished without a purchase order. All payments made pursuant to this contract are not assignable and shall only be made payable to the successful bidder.

#### **18. BIDDER'S INVOICE**

Invoices shall be prepared and submitted in duplicate to: City of Escondido, Accounts Payable, 201 N. Broadway, Escondido, CA 92025. Separate invoices are required for each purchase order. Invoices shall contain the following information: Purchase order number, item number, description of supplies or services, sizes, units of measure, quantities, unit prices and extended totals. All payments made pursuant to this contract are not assignable and shall only be made payable to the seller.

#### **19. LOST AND DAMAGED SHIPMENT**

Risk of loss or damaged items prior to the time of their receipt and acceptance by the City is upon the Bidder. The City has no obligation to accept damaged shipments and reserves the right to return goods at the Bidder's expense even if the damage was not apparent or discovered until after receipt of the items.

#### **20. ATTORNEY FEES**

In the event that the City should prevail in any litigation brought by either party to this bid to enforce any provisions of this bid, the successful bidder shall pay to the City the cost and attorney fees incurred pursuant to said litigation. This bid is governed by the laws of the State of California. Venue for all actions arising from this contract must be exclusively in the state or federal courts located in San Diego County, California.

## **21. BID PREPARATION COSTS**

There is no expressed or implied obligation for the City to reimburse responding companies for any expenses incurred in preparing bids in response to this Request for Bid.

## **22. ASSIGNMENT OF CONTRACT**

This contract shall not be assignable by the Contractor in whole or in part without the written consent of the City. All payments made pursuant to this contract are not assignable and shall only be made payable to bidder.

## **23. INDEMNIFICATION**

The successful bidder shall indemnify and hold harmless the other parties and their officers, employees, directors, shareholders, subsidiaries, contractors and/or agents from and against all suits, actions, losses, damages, claims, or liability of any character type, or description including, but not limited to all expenses of litigation, court costs, penalties.

## **24. LIABILITY INSURANCE REQUIREMENTS**

The bidder will provide evidence of comprehensive general and automobile liability insurance as follows:

- (1) General liability insurance. Occurrence basis with minimum limits of \$1,000,000 each occurrence, \$2,000,000 General Aggregate, and \$1,000,000 Products/Completed Operations Aggregate; and
- (2) Automobile liability insurance of \$1,000,000 combined single-limit per accident for bodily injury and property damage, unless waived; and
- (3) Workers' compensation and employer's liability insurance as required by the California Labor Code, as amended, or certificate of sole proprietorship;
- (4) Professional Liability. Errors and omissions liability appropriate to Contractor's profession with limits of not less than \$1,000,000 per claim. Coverage must be maintained for a period of five years following the date of completion of the work.

Bidder will see to it that the City is named as an ADDITIONAL INSURED ENDORSEMENT for the liability policies as required by this bid. Any liability insurance required by this bid shall be provided by an insurance company admitted in California with A.M. Best's rating of A-rated, class V carrier or better. If the insurance is written by a non-admitted company, the company must be acceptable to the Department of Insurance of the State of California. Such a company must submit a service of suit endorsement as well as an additional insured endorsement. A copy of each certificate of insurance and an additional insured endorsement for the liability policy are to be made available and kept on file in the Library's Office prior to the granting of notice to proceed. The certificates and endorsement must be in a form acceptable to the City Attorney. Bidder shall maintain the policy(ies) in full force and effect during the entire period of this bid.

## **25. PROOF OF COVERAGE**

The successful bidder shall immediately furnish certificates of insurance to the Library's Administration Office, who is administering the contract evidencing the insurance coverage, including the endorsements above required, prior to the commencement of performance of services hereunder, which certificates shall provide that such insurance shall not be terminated or expire without thirty (30) days written notice to the City. The successful bidder shall maintain such insurance from the time the successful bidder commences performance of services hereunder until the completion of such services. Within sixty (60) days of the commencement of this contract, the successful bidder shall furnish certified copies of the policies and all endorsements.

## **26. PREVAILING WAGES**

If applicable, pursuant to Section 1770 et seq. of the Labor Code, successful bidder agrees that a prevailing rate and scale of wages, in accordance with applicable State and Federal Law, will be paid in the carrying out of this Agreement. Successful bidder shall keep itself informed of and comply with all applicable federal, state, and local laws, statutes, codes, ordinances, regulations, and rules pertaining to the payment of prevailing wages. The prevailing rate and scale to be paid shall be the same as the 'General Prevailing Wage Rates' approved by the Department of Industrial Relations as of the date of the execution of this Agreement. Said rates and scales are herein referred to and adopted in this Agreement as though fully and completely set forth herein, and said scale as adopted by the Department is made a part of this Agreement by reference. Copies of the prevailing rate of per diem wages are available on the Internet at (<http://www.dir.ca.gov/DLSR>). Neither CITY, nor any elected nor appointed boards, officers, officials, employees, or agents of CITY, shall be liable, at law or in equity, as a result of any failure of successful bidder to comply with this section.

## **27. DEPARTMENT OF INDUSTRIAL RELATIONS COMPLIANCE**

This project is subject to compliance monitoring and enforcement by the Department of Industrial Relations. Successful bidder shall post any job site notices required by regulation. Successful bidder, as well as any subcontractors, shall be registered pursuant to Cal. Lab. Code § 1725.5 to be qualified to bid on, be listed in a bid, (subject to the requirements of Section 4104 of the Public Contract Code) or engage in the performance of any public work contract that is subject to the requirements of Chapter 1, Part 7, Division 2 of the California Labor Code. Neither CITY, nor any elected nor appointed boards, officers, officials, employees, or agents of CITY, shall be liable, at law or in equity, as a result of any failure of successful bidder to comply with this section.

## **Bid Submission**

Bids are due by November 21, 2016 at 2:00 p.m. PST and shall be delivered in a sealed package to:

City of Escondido  
Yvonne Trabue, Purchasing Supervisor  
201 N. Broadway  
Escondido, CA 92025

Three (3) printed copies of the entire bid must be delivered in a sealed envelope or package and clearly marked as RFID/AMH RFB #17-02. One copy must be marked as "Original" and must contain an original version, with a notarized signature on the Non-Collusion Affidavit (see page 39). Also, include an electronic version of the entire bid on a USB drive. Bids may be delivered by hand, U.S. Mail, or overnight courier service. Bids received beyond the deadline will be returned, unopened.

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

Bids should include all necessary information on hardware, software, shipping, installation, training, and on-going maintenance associated with the purchase of the systems. Bids should include the minimum specifications for computer workstations and networking requirements to operate in conjunction with the bidder's software. Any costs associated with the preparation and delivery of this bid will be borne solely by the bidder.

## **Responses to the RFB**

Bids will only be accepted from a single firm, not from joint ventures. When two or more bidders desire to submit a single bid, they shall do so as prime/subcontractor(s). Bidders are invited to visit the Escondido Public Library to assist in the preparation of their responses.

Bidders may not use omissions or errors in the Specifications or other contract documents to their advantage. The City reserves the right to issue new instructions correcting any such errors or omissions, and any new instructions shall be treated as if originally included.

The City may make any investigation it deems necessary to determine the ability of the bidder to perform the work. Bidders shall furnish information for this purpose to the City upon request. The City reserves the right to reject any bid if the evidence submitted by, or other investigation of, the Bidder fails to satisfy the City that the bidder has the proper qualifications, experience, equipment, manpower, or financial and managerial capability to carry out the obligations of the contract agreement or to perform the work as specified.

## **Exceptions**

If the bidder's specifications for furnishing products or equipment are in any respect not the equivalent of the requirements in the RFB, this discrepancy must specifically be identified in the bid. Notwithstanding anything to the contrary in this RFB, bidders are invited to propose, and the Library will consider, any system that is the functional equivalent, or better, system than identified in this RFB.

## **Guarantees and Warranties**

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

## **Bidder Demonstrations**

Prior to contract award, the City may require bidders to demonstrate its solution to the selection committee at no cost to the City. The bidder demonstrations will occur on the dates noted on the RFB timeline. Each invited bidder will have one half-day for demonstrations which will include a scripted portion that addresses the RFB requirements, as well as an opportunity for bidder to demonstrate products not otherwise called out in the scripted portion. Time will be allocated the night before and the morning of the demonstration for set-up and break-down.

## **Contract Documents**

Each bidder shall examine the bidding documents carefully. Any interpretation or correction will be issued as an Addendum by the City. Only a written interpretation or correction by Addendum shall be binding. Addenda are written or graphic instruments issued prior to bid receiving which modify or interpret the bidding documents, including specifications, additions, deletions, clarifications or corrections. Prior to bid receiving, Addenda will be posted on the City's website and notification given to each bidder recorded by the Library as having received the bidding documents.

The successful responder will be expected to enter into a contract with the City pursuant to the documents that include the RFB, the bidder's bid, and any and all other additional materials submitted by the bidder. The only official answer or position of City will be the one stated in writing. After review of bids and selection of vendor, said vendor has 30 days to submit a detailed/itemized contract to include item brands, part and/or model numbers, and pricing for all materials and services to be provided per the bid. Contract terms and specific elements must be provided in an itemized list and not as a lump sum total. A Model Services Contract is attached as **Appendix B** to this RFB.

## **Prices**

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

Unit prices will be quoted for all components, hardware, software, installation, and service. Indicate any volume discounts that would be available if quantities ordered were modified.

Bidders must include prices of all equipment, installation charges, and any options needed to meet specifications.

Bidders must provide details of any materials the City will/may be expected to provide which are outside the provisions of the Bidder's bid.

**Project Schedule**

The bid shall include a detailed project schedule for the entire project from conversion to installation, configuration, and training. The bid shall identify a project manager and appropriate supervisor's contact information to oversee the project to ensure that it meets the requirements of the City and to be the key contact for the entire installation.

**Installation**

The selected bidder shall install the system as specified in the RFB, by manufacturer-trained technicians subject to exceptions made in the response and agreed upon in writing.

## **Bid Format**

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

### **Executive Summary**

Provide a one to two page summary of the benefits that the bidder will be providing to the Library as part of its proposed solution. In this section, please list any exceptions the bidder may have to the stated specifications.

### **Description of the Proposed Solution**

The bidder shall fully describe and illustrate the products and systems which comprise its RFID and AMH solutions. Descriptions must include:

- a. How the hardware and software will benefit the Library in the areas of staff circulation activities, patron self-service, collection management, improved patron services, material security, and staff ergonomics.
- b. How the bidder will assist the Library in its goal to increase the levels of self-service checkout and improve Library services and workflow efficiencies.
- c. Full details of how the cash and credit payment systems will function and specifically how PCI compliance is met when isolated from the rest of the City's network with the proposed credit card payment solution. Include a basic network diagram depicting the solution.
- d. How the bidder will offer on-going support and maintenance.
- e. How the bidder will ensure Library staff understanding of the system and aid in the acceptance of the systems through effective, hands-on training and clear, concise documentation.

## Technical Requirements

The bidder must respond to every requirement contained in the Technical Requirements sections of the RFB using the following criteria specified below:

**YES** - Feature, function, product, or service is available at the time of installation as requested and is fully operational using the version proposed at one or more public library customer sites.

**NO** - Feature, function, product, or service is not available, not in development, and is not planned.

Also please provide complete descriptions that may be requested in any given question.

The City reserves the right to evaluate all bids solely on the basis of currently existing features, functions, products, or services meeting the specifications as stated in the RFB.

### 1- General

1. The proposed system shall be fully compliant with ISO 28560-2:2014 which specifies ISO tags compliant with ISO/IEC 15962. All devices writing to the tags must conform to standard ISO 28560-2:2014.

YES \_\_\_\_\_ NO \_\_\_\_\_

2. Bidder must demonstrate experience (may identify current customers) working with ISO 28560-2 in libraries.

YES \_\_\_\_\_ NO \_\_\_\_\_

3. The proposed system and all of its components must be entirely compatible with, and in no manner interfere with, Innovative Interfaces, Inc. Sierra ILS, its computer clients, or other components.

YES \_\_\_\_\_ NO \_\_\_\_\_

4. Bidder must be willing to work with Innovative Interfaces, Inc. or any other third-party vendors utilized by the Library to resolve any integration issues.

YES \_\_\_\_\_ NO \_\_\_\_\_

5. The bidder must offer a 12-month, 100% money-back performance guarantee on all equipment purchased and covered by a 12-month warranty or service agreement.

YES \_\_\_\_\_ NO \_\_\_\_\_

The requirements in the following sections are grouped by component. Each question within the section refers to the functionality for the specific component named in that section.

### 2- RFID Tags

1. Tags must be guaranteed for the life of the items from the date affixed to the item to the date the Library discards the item. Please provide test documentation as an appendix.

YES \_\_\_\_\_ NO \_\_\_\_\_

2. Bidder must identify the tag manufacturer for the tags to be provided and describe any quality assurance guarantees included.

YES \_\_\_\_\_ NO \_\_\_\_\_

3. All data on the RFID tag, including the item identifier field, must be fully rewriteable.  
 YES \_\_\_\_\_ NO \_\_\_\_\_
4. Tags must support the option to lock selected fields on the tag (e.g. bar code number). Describe locking and password protection options.  
 YES \_\_\_\_\_ NO \_\_\_\_\_
5. Tags must enable the AFI setting to be stored directly on the tag as defined in ISO 28560-2.  
 YES \_\_\_\_\_ NO \_\_\_\_\_
6. Bidder must provide custom printing option for tags to be imprinted with a bar code or the Library's logo as well as blank tags. If there is an additional cost for custom tags, please itemize.  
 YES \_\_\_\_\_ NO \_\_\_\_\_
7. Tags must provide both security and inventory control capability.  
 YES \_\_\_\_\_ NO \_\_\_\_\_
8. Tags must use a low acid, or neutral pH, adhesive.  
 YES \_\_\_\_\_ NO \_\_\_\_\_
9. Tags must operate at 13.56MHz with a minimum storage capacity of 1KB.  
 YES \_\_\_\_\_ NO \_\_\_\_\_
10. The proposed system must be capable of reading multiple published tag data formats simultaneously.  
 YES \_\_\_\_\_ NO \_\_\_\_\_
11. Given the size and composition of the Library's collection, the bidder must be willing to recommend the quantity and type of RFID tags.  
 YES \_\_\_\_\_ NO \_\_\_\_\_
12. The ability to provide a portable, handheld device for mobile circulation and/or a mobile solution that is compatible with a third-party mobile staff service product such as Innovative Interfaces, Inc. Circa device that performs inventory, shelf order, missing items, and off-line checkout.  
 YES \_\_\_\_\_ NO \_\_\_\_\_
13. The portable handheld device must be ergonomic in design, easy to use, not weigh more than 2 pounds, and be able to scan shelves in a single motion without the need to check items individually.  
 YES \_\_\_\_\_ NO \_\_\_\_\_
14. The portable handheld device must be able to read multi-line, fixed-length or delimited field digital files and create digital output files of similar characteristics regarding items found or not found during shelf inventories.  
 YES \_\_\_\_\_ NO \_\_\_\_\_
15. The portable handheld device must be able to identify and direct users to items on "pull," "weed," "missing," or other specific lists and track items found or not found.  
 YES \_\_\_\_\_ NO \_\_\_\_\_

16. The portable handheld device must have an audible tone and visible signals that indicate when specific items being searched for are identified.

YES \_\_\_\_\_ NO \_\_\_\_\_

### 3- Conversion Stations

1. Bidder must describe its tagging software and the process for converting Library material (all material formats).

YES \_\_\_\_\_ NO \_\_\_\_\_

2. Conversion of the existing collection must require no more than a computer, bar code scanner, and RFID reader/antenna in addition to software, all of which can be placed on a mobile cart, so that the complete operation can be performed in the Library stacks.

YES \_\_\_\_\_ NO \_\_\_\_\_

3. Bidder can provide mobile conversion stations integrally designed on a compact cart with wheels to support easy conversion in narrow library aisles. The mobile conversion station or parts of it shall be available for lease to the Library. Please describe station leasing options.

YES \_\_\_\_\_ NO \_\_\_\_\_

4. The mobile conversion stations must function in standalone mode, not requiring an interface with the integrated library system.

YES \_\_\_\_\_ NO \_\_\_\_\_

5. The mobile system must be easy to use and able to convert at a rate of at least 250 items per hour with two (2) people per conversion station. Please provide an example of a library in which this number was achieved, with contact information.

YES \_\_\_\_\_ NO \_\_\_\_\_

6. Any proposed system must provide both audible and visual cues in real time to indicate when the tag has been successfully converted or if there is an error. Please describe options.

YES \_\_\_\_\_ NO \_\_\_\_\_

7. During the tagging process, any conversion system must automatically interrupt if the bar code scanner fails to scan all digits in the barcode.

YES \_\_\_\_\_ NO \_\_\_\_\_

8. Tag programming application should perform an immediate confirmation read of a programmed tag to ensure that the tag has been written exactly as intended.

YES \_\_\_\_\_ NO \_\_\_\_\_

9. Any proposed system must include the ability to log all items that have been programmed by an identification (ID) number. The system must have the option to save a cumulative list of all item ID numbers written to RFID tags in a file and download or export that file.

YES \_\_\_\_\_ NO \_\_\_\_\_

10. The proposed system must be able to read, program, reprogram, and display information on the RFID tags.

YES \_\_\_\_\_ NO \_\_\_\_\_

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

YES \_\_\_\_\_ NO \_\_\_\_\_

12. Any proposed system must be able to handle varying barcode locations and orientations.

YES \_\_\_\_\_ NO \_\_\_\_\_

13. Bidder must provide screen shots for examples of the user interface which guides the tag station operator in the place of tags and how items are identified during the tagging process.

YES \_\_\_\_\_ NO \_\_\_\_\_

14. Bidders must provide CSA or UL listing number and FCC listing for the mobile conversion system.

YES \_\_\_\_\_ NO \_\_\_\_\_

15. Conversion stations must be fully functional during open hours. As such, state what specific uptime guarantee you will include in your contract and what specific rebates or penalties will apply should you fail to meet your uptime guarantee.

YES \_\_\_\_\_ NO \_\_\_\_\_

#### **4- Staff Workstations**

1. RFID client software must be capable of running on Windows 10, 64-bit, at a non-administrative level.

YES \_\_\_\_\_ NO \_\_\_\_\_

2. The proposed system hardware must be able to mount in, on, or under the work surface of a circulation station even when positioned under slate, granite, wooden or laminate-topped desks.

YES \_\_\_\_\_ NO \_\_\_\_\_

3. The proposed system should provide for multiple installation options such as antennas with side shielding, full shielding, and/or extra-large antennas with full shielding.

YES \_\_\_\_\_ NO \_\_\_\_\_

4. The proposed system must include readers with a read range of nine inches (9") minimum for book tags.

YES \_\_\_\_\_ NO \_\_\_\_\_

5. The proposed system must be capable of processing RFID tags or bar codes in the same circulation transaction.

YES \_\_\_\_\_ NO \_\_\_\_\_

6. The proposed system must be able to read tags and display (on the staff workstation screen) the information on the tags including any or all of the programmed data elements. Describe how this works with the Sierra ILS.

YES \_\_\_\_\_ NO \_\_\_\_\_

7. The proposed system must support efficient staff processing of both check-in and checkout transactions as well as modifying patron records and item records. Please describe the workflow at a typical staff circulation workstation that performs both check-in and checkout of library materials,

including describing any function keys required, and indicators on the staff screen that alert staff items have been checked-in (and out) and the security setting applied properly.

YES \_\_\_\_\_ NO \_\_\_\_\_

8. The proposed system must secure items within one second of checking-in the item.

YES \_\_\_\_\_ NO \_\_\_\_\_

9. The proposed system should support efficient handling of holds. The bid should include a holds label printer at the AMH holds bin that can accommodate self-adhesive holds wrapper paper similar to HandyHolds or MaxStick EDGE Adhesive paper. Describe what happens when an item being checked-in triggers a hold.

YES \_\_\_\_\_ NO \_\_\_\_\_

10. The proposed system must have the ability to read, program, and reprogram RFID tags. Describe the keystrokes involved for reprogramming tags during a typical staff check-in or check-out transaction.

YES \_\_\_\_\_ NO \_\_\_\_\_

11. The proposed system must not require mouse actions to process most items. Describe any situations where mouse actions are required.

YES \_\_\_\_\_ NO \_\_\_\_\_

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

YES \_\_\_\_\_ NO \_\_\_\_\_

13. The proposed system must be able to block and/or prompt the user on DVD sets with missing parts prior to sending check-out data to the ILS. This capability must be configurable.

YES \_\_\_\_\_ NO \_\_\_\_\_

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

YES \_\_\_\_\_ NO \_\_\_\_\_

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

YES \_\_\_\_\_ NO \_\_\_\_\_

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

YES \_\_\_\_\_ NO \_\_\_\_\_

17. The proposed system should be able to work with a weed list (a list of items to be removed from the Library collection), to automatically alert staff to weed an item upon scanning the barcode.

YES \_\_\_\_\_ NO \_\_\_\_\_

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

YES \_\_\_\_\_ NO \_\_\_\_\_

19. When tag programming errors occur, the system must react in real-time using optional sound and/or visual alerts.

YES \_\_\_\_\_ NO \_\_\_\_\_

20. Bidder must provide a CSA or UL listing number for a complete staff workstation.

YES \_\_\_\_\_ NO \_\_\_\_\_

21. RFID pads may be rotated out to semi-protected environments (e.g., bookmobile or other outside locations). As such, pads should be able to withstand daylong periods in air with high temperatures and varying levels of humidity. Note if this is not the case.

YES \_\_\_\_\_ NO \_\_\_\_\_

22. Staff work stations must be fully functional during open hours. As such, state what specific uptime guarantee you will include in your contract and what specific rebates or penalties will apply should you fail to meet your uptime guarantee.

YES \_\_\_\_\_ NO \_\_\_\_\_

## 5- Self-Checkout Stations

1. The proposed self-check software must be capable of running on Windows 10.

YES \_\_\_\_\_ NO \_\_\_\_\_

2. The checkout station must be able to check out multiple items in a stack of three (3) items (or more) of up to nine (9") inches in thickness and support efficient workflows for patrons. Describe how the checkout process works from the patron's point of view when checking out multiple items of various types (e.g. books, DVDs, periodicals) simultaneously. Provide screen shots.

YES \_\_\_\_\_ NO \_\_\_\_\_

3. Minimally, the proposed system's RFID self-checkout units must be able to read item-specific identification numbers (barcodes), communicate with the Sierra ILS to update the Library's inventory, and turn security off when materials are checked out.

YES \_\_\_\_\_ NO \_\_\_\_\_

4. The proposed system must interface with the Library's existing Sierra ILS using the SIP2 protocol. Please specify the quantity of SIP licenses required for your solution.

YES \_\_\_\_\_ NO \_\_\_\_\_

5. The proposed system must use a methodology that does not limit the number of tags which can be simultaneously identified.

YES \_\_\_\_\_ NO \_\_\_\_\_

6. The proposed system must use a surface capacitive or similar touch screen.

YES \_\_\_\_\_ NO \_\_\_\_\_

7. The proposed system must be able to connect through the Library's local area network via an Ethernet connection and/or secured wireless network.

YES \_\_\_\_\_ NO \_\_\_\_\_

8. The proposed system must be capable of processing RFID tags or item barcodes in the same transaction regardless of their placement on the material.

YES \_\_\_\_\_ NO \_\_\_\_\_

9. The proposed system must read the current type of library card used by the Library which is a 30 mil, CR80, Codabar imaged barcode, and should be able to facilitate a migration to other technologies under consideration by the Library (e.g. RFID or NFC based patron cards).

YES \_\_\_\_\_ NO \_\_\_\_\_

10. Self-check units must be able to read barcodes from phone screens or other mobile/portable device screens.

YES \_\_\_\_\_ NO \_\_\_\_\_

11. The proposed system must provide a way for patrons to enter barcodes and PINs via the touchscreen if they do not have their card to scan.

YES \_\_\_\_\_ NO \_\_\_\_\_

12. The proposed system must have the ability to print all information for a patron checkout or check-in transaction on a single receipt. Such receipt should be customizable to incorporate number of items checked out, items on hold, fine information, library name, hours, etc. Staff members must be able to make these changes easily without going back to the bidder for adjustment. Describe the ways the receipt may be customized by the Library and how this is accomplished.

YES \_\_\_\_\_ NO \_\_\_\_\_

13. Self-checkout units must have the ability to be remotely monitored. Describe the options for remotely monitoring each check-out station.

YES \_\_\_\_\_ NO \_\_\_\_\_

14. Patrons can renew items at the self-checkout stations without having the items in hand.

YES \_\_\_\_\_ NO \_\_\_\_\_

15. The proposed system must display Sierra ILS system information relating to the patron or item status. Describe whether your system simply passes through all messages from the ILS or if the Library can customize each message or if there are a limited number of messages that the system can display.

YES \_\_\_\_\_ NO \_\_\_\_\_

16. The proposed system must be able to process sets and provide a notification to the patron, before completing the check-out transaction, if a missing part is detected.

YES \_\_\_\_\_ NO \_\_\_\_\_

17. If unable to detect an RFID tag in an item at checkout, the system software must automatically request that the patron scan the item barcode to complete the checkout.

YES \_\_\_\_\_ NO \_\_\_\_\_

18. The system software must provide an onscreen receipt of which items have been successfully checked out and an alert for items which have not successfully checked out, and provide a total count of items successfully checked out.

YES \_\_\_\_\_ NO \_\_\_\_\_

19. The self-checkout system software and hardware must meet ADA guidelines, and include features, such as a large touch screen interface, user-selectable high contrast interface, and large type size. Describe all attributes that address ADA requirements.

YES \_\_\_\_\_ NO \_\_\_\_\_

20. The proposed system must have customizable instructions and graphics that can be configured by Library staff without going back to the bidder. Describe how the Library can modify these instructions and graphics.

YES \_\_\_\_\_ NO \_\_\_\_\_

21. The proposed system software should provide a way for the Library to integrate external content into the display.

YES \_\_\_\_\_ NO \_\_\_\_\_

22. Patrons can choose and alternate between a number of themes and options to enhance self-checkout usage. Themes also include easy-to-use steps for children. Please elaborate on whether or not this is available and provide the cost associated with each option.

YES \_\_\_\_\_ NO \_\_\_\_\_

23. The station must block both patrons and items that are blocked by the Library's Sierra ILS system. Describe how the patron and staff are notified when a patron encounters a block and describe what messages will be displayed and which can be customized by the Library.

YES \_\_\_\_\_ NO \_\_\_\_\_

24. Each self-check unit must be able to display in English and Spanish banners, instructions, messages, and receipts. Please list languages currently available and how these can be configured on each self-check.

YES \_\_\_\_\_ NO \_\_\_\_\_

25. Patrons must have the option to print a receipt, print no receipt, have the receipt emailed, and sent via SMS.

YES \_\_\_\_\_ NO \_\_\_\_\_

26. 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. Describe how this would work.

YES \_\_\_\_\_ NO \_\_\_\_\_

27. The proposed system must turn on/off the security feature on RFID tags to allow secure Library operation during offline situations.

YES \_\_\_\_\_ NO \_\_\_\_\_

28. The proposed system must be capable of running on two completely separate network connections. One for the operation of the self-check system and another network connection that only handles communications related to credit/debit card payments. Include a basic network diagram of how this is accomplished.

YES \_\_\_\_\_ NO \_\_\_\_\_

29. The self-check systems must be fully functional during open hours. As such, state what specific uptime guarantee you will include in your contract and what specific rebates or penalties will apply should you fail to meet your uptime guarantee.

YES \_\_\_\_\_ NO \_\_\_\_\_

30. Self-checkout station form factors can be customized with a variety of colors or other options. Please elaborate on whether or not this is available and provide the cost, if any, associated with each option.

YES \_\_\_\_\_ NO \_\_\_\_\_

31. The self-check stations must integrate with the Library's online catalog and digital collections and be able to promote/display both print and digital items similar to items the patron has checked out by at least providing the ability to browse those items.

YES \_\_\_\_\_ NO \_\_\_\_\_

32. The proposed system must provide CSA or UL listing number and FCC certification numbers for the complete self-checkout system.

YES \_\_\_\_\_ NO \_\_\_\_\_

33. Payment and credit card processing functionality must be fully integrated into the standalone self-check stations.

YES \_\_\_\_\_ NO \_\_\_\_\_

## **6- Fines and Fees**

1. The system must support payments associated with loaning certain material types. This fee is charged at time of checkout and the system must support a requirement for payment at checkout. Describe how your system would support this requirement.

YES \_\_\_\_\_ NO \_\_\_\_\_

2. Credit/debit card payment system is PCI compliant by the PCI Security Standards Council and will be compliant with any new standards in place when the system is installed. Provide documentation attesting to this fact.

YES \_\_\_\_\_ NO \_\_\_\_\_

3. The payment system must be able to accept cash in \$20, \$10, \$5 and \$1 denominations, as well as nickels, dimes, quarters, and one dollar coins.

YES \_\_\_\_\_ NO \_\_\_\_\_

4. Fines and fees payment systems provide alerts to staff when they require attention (e.g. replace receipt paper roll, paper jam). Describe which alerts are available and how staff are notified.

YES \_\_\_\_\_ NO \_\_\_\_\_

5. The Library is able to manage fine and fee thresholds within the provided software and not rely totally on blocks set in the ILS. Please describe options.

YES \_\_\_\_\_ NO \_\_\_\_\_

6. The system must support partial payments of fines and fees. Describe the process for making partial payments at the self-checkout station.

YES \_\_\_\_\_ NO \_\_\_\_\_

7. Bidder shall detail all applicable rates and fees associated with how their partners process credit card transactions. This includes authorization fees, item fees, communication fees, address verification (AVS) fees, gateway fees, etc.

YES \_\_\_\_\_ NO \_\_\_\_\_

8. If support for the payment system is provided by a third-party vendor, the bidder shall disclose this and provide contact information for the support agency.

YES \_\_\_\_\_ NO \_\_\_\_\_

9. Payment of fines and fees must be fully functional during open hours. As such, state what specific uptime guarantee you will include in your contract and what specific rebates or penalties will apply should you fail to meet your uptime guarantee.

YES \_\_\_\_\_ NO \_\_\_\_\_

## 7- Reporting, Management, & Configuration Tools

1. Bidder offers a comprehensive messaging and monitoring solution that allows staff to receive alerts including:

- Real-time activity at self-check-out stations and security gates
- Real-time monitoring of SIP connection and ILS connectivity for all connected devices
- Ability to control personalized alerts for pertinent staff

YES \_\_\_\_\_ NO \_\_\_\_\_

2. The system must provide customer and item transactions by day of the week, customer and item transactions by hour of day, item count by item type, item count by item status, total item counts across each and every unit, and fine/fee transactions (whether by card or cash) at all self-checkouts, whether in one location or across a system.

YES \_\_\_\_\_ NO \_\_\_\_\_

3. The proposed system must provide performance statistics. Describe available reporting features, how they are generated, what statistics can be seen and what formats are available for report export. As part of the bid, bidder shall provide a complete set of examples for all the statistical data available through reports, dashboards, and other means. If reports for the payment system are independent from the system-generated reports produced by the previous item, the bidder shall include a complete set of examples in the bid.

YES \_\_\_\_\_ NO \_\_\_\_\_

4. An administrator must be able to set up alerts for selected staff associated with devices within their area of responsibility. Describe options for distributing management and alerts for multiple users.

YES \_\_\_\_\_ NO \_\_\_\_\_

5. Authorized staff must be able to configure individual or multiple network attached devices within a site or system-wide by logging in to a web interface on any staff station, with these changes being pushed to all units across the system.

YES \_\_\_\_\_ NO \_\_\_\_\_

6. Authorized staff must be able to run and view diagnostic logs for each network attached device to ensure they are operating properly by logging in to a web interface from any staff station.

YES \_\_\_\_\_ NO \_\_\_\_\_

7. The system must provide financial reporting functionality for self-check payment transactions. The reporting will need to include payment breakdown by both fines and fees and by location.

YES \_\_\_\_\_ NO \_\_\_\_\_

## 8- Security Gates and Detection System

1. The system will be capable of detecting either AFI or EAS secured items.

YES \_\_\_\_\_ NO \_\_\_\_\_

2. The proposed system must have a read range of no less than eighteen inches (18") in either direction of each gate, and be shielded from interference from lights, motors, metal shelving or beams, etc., such that Library material can be shelved as close as two feet away.

YES \_\_\_\_\_ NO \_\_\_\_\_

3. The proposed system must have the option to only trigger an alarm when a patron is exiting the Library.

YES \_\_\_\_\_ NO \_\_\_\_\_

4. The security system must perform bi-directional patron counting.

YES \_\_\_\_\_ NO \_\_\_\_\_

5. The proposed system should be approved by CSA or UL for safety to Library patrons and staff. The entire system (not various components) shall be approved. As verification of CSA or UL certification of the entire device, the CSA/UL mark shall be displayed on the serial plate of the equipment.

YES \_\_\_\_\_ NO \_\_\_\_\_

6. The proposed system must be able to issue visible and audible warnings which are adjustable in duration. Describe options.

YES \_\_\_\_\_ NO \_\_\_\_\_

7. The proposed system must provide software alerts for staff, in real-time, indicating the reason gates are alarming. Describe where these alerts may be displayed and what information can be displayed (e.g. title of book).

YES \_\_\_\_\_ NO \_\_\_\_\_

8. The proposed system gate software must provide comprehensive reporting tools. Please describe.

YES \_\_\_\_\_ NO \_\_\_\_\_

9. The proposed system must provide item security even when the Library's ILS or network is off-line or not functioning. It should not require contact with the ILS to verify every item passing through the gate is checked out.

YES \_\_\_\_\_ NO \_\_\_\_\_

10. In order to conserve energy when the gates are not in use, the gate systems must have an energy saving mode when inactive for a period of time. The gate systems must activate to full power when a person or tag enters the detection zone. Describe the inactivity time period and whether the energy saving mode can be configured and/or disabled.

YES \_\_\_\_\_ NO \_\_\_\_\_

11. The minimum distances at which the security gates must be installed from other RFID or electronic items and/or metal shelving or beams so as not to incur interference should be no more than 2 feet.

YES \_\_\_\_\_ NO \_\_\_\_\_

12. The proposed system provides a software method for managing the security gates remotely.

YES \_\_\_\_\_ NO \_\_\_\_\_

13. The proposed system must display that it is functioning correctly and, if not, be easy for staff members to tune/calibrate without calling bidder or a technician.

YES \_\_\_\_\_ NO \_\_\_\_\_

14. The proposed system only requires a single data connection for multiple pedestals.

YES \_\_\_\_\_ NO \_\_\_\_\_

15. The proposed system has a guaranteed detection level. Please describe that level and provide any studies that substantiate your ability to meet these guarantees. What guarantee will you include in your contract and what specific rebates or penalties will apply should you fail to meet your guarantee.

YES \_\_\_\_\_ NO \_\_\_\_\_

16. Integrated, bi-directional people counters should record with a success rate of over 95%. If meeting this standard requires any add-on products or management tools please describe the equipment and costs. Provide any studies/tests that substantiate your ability to meet this standard. Also state what specific success rate you will guarantee in your contract and what specific rebates or penalties will apply should you fail to meet your success rate guarantee.

YES \_\_\_\_\_ NO \_\_\_\_\_

## **9- Automated Check-in Systems (AMH)**

1. The AMH system software must be capable of running on Windows 10.

YES \_\_\_\_\_ NO \_\_\_\_\_

2. The patron induction will feed directly into the circulation workroom for sorting. The sorter must be able to sort to any bin.

YES \_\_\_\_\_ NO \_\_\_\_\_

3. The AMH system must have the option for a dedicated staff check-in.

YES \_\_\_\_\_ NO \_\_\_\_\_

4. The AMH system must be able to send email and SMS receipts to patrons upon check-in. Please describe the conditions that must be met for this to work (e.g. must already have an email address on patron record for email, can enter SMS number on screen) and how quickly receipts are sent out. If a patron can enter a mobile phone number on the screen, indicate whether that information is saved in the patron record.

YES \_\_\_\_\_ NO \_\_\_\_\_

5. The AMH system must be capable of supporting 99% check-in accuracy of RFID-tagged items. Please provide documentation to support your system's ability to meet this requirement. Also state what specific success rate you will guarantee in your contract and what specific rebates or penalties will apply should you fail to meet your check-in rate guarantee.

YES \_\_\_\_\_ NO \_\_\_\_\_

6. All patron returns must have an intuitive touch screen interface, preferably with an optional animation that illustrates the proper way to insert materials. Provide screen shots showing the user interface from the patron's point of view during a typical transaction.

YES \_\_\_\_\_ NO \_\_\_\_\_

7. The AMH system must provide displayed feedback when the system rejects an item.

YES \_\_\_\_\_ NO \_\_\_\_\_

8. The proposed system must be able to print hold slips and accommodate self-adhesive holds wrapper paper similar to HandyHolds or MaxStick EDGE Adhesive paper.

YES \_\_\_\_\_ NO \_\_\_\_\_

9. All patron returns must have the option to add a receipt printer. Please describe costs involved for adding a receipt printer and provide your recommendations.

YES \_\_\_\_\_ NO \_\_\_\_\_

10. All patron returns must prevent patrons from returning material when a part is missing. Describe how your system meets this requirement and what options the Library has for dealing with missing parts on returned items.

YES \_\_\_\_\_ NO \_\_\_\_\_

11. All patron returns must accept items quickly. Describe how many items a patron can induct in ten (10) seconds (assuming no excessive delays from the ILS and no other induction activity).

YES \_\_\_\_\_ NO \_\_\_\_\_

12. The AMH system must have a "maximum throughput per hour" that is at least 99% accurate. Please describe what that maximum throughput would be for one (1) staff induction and one (1) patron induction with eleven (11) bins.

YES \_\_\_\_\_ NO \_\_\_\_\_

13. Sort programs must be easily programmable by staff. Please describe the staff interface for managing the sort programs.

YES \_\_\_\_\_ NO \_\_\_\_\_

14. The sort program must be able to identify location codes, item types, transit locations, hold statuses, or combinations of these, and sort and distribute items accordingly.

YES \_\_\_\_\_ NO \_\_\_\_\_

15. Sorters must be quiet. Please describe the loudest noise made by the sorter, when the loudest noise occurs, and how many decibels is it?

YES \_\_\_\_\_ NO \_\_\_\_\_

16. Apart from the loudest noise described in item 15 in this section, other consistent noise(s) must be below fifty (50) decibels (normal conversation). Please describe any other common noises and their decibel levels.

YES \_\_\_\_\_ NO \_\_\_\_\_

17. The sorters must handle a wide variety of materials gently. Describe how the sorter moves items on the conveyor and places them into bins in a way that ensures magazines don't get caught or ripped, large books are not damaged or dropped, covers are not bent, and media cases are not broken.

YES \_\_\_\_\_ NO \_\_\_\_\_

18. The AMH systems must be fully functional during open hours. Describe how you will support and service the AMH system. Include information about locally available technicians, dial-in support, spare parts, etc.

YES \_\_\_\_\_ NO \_\_\_\_\_

19. The AMH systems must be fully functional during open hours. As such, state what specific uptime guarantee you will include in your contract and what specific rebates or penalties will apply should you fail to meet your uptime guarantee.

YES \_\_\_\_\_ NO \_\_\_\_\_

20. The proposed system must automatically go into a local operation mode to store check-in information when the system or network connection is down.

YES \_\_\_\_\_ NO \_\_\_\_\_

21. The proposed system must turn on the security feature of RFID tags upon check-in whether the ILS system is online or offline.

YES \_\_\_\_\_ NO \_\_\_\_\_

22. The proposed system must read tags or barcodes in multiple locations on or inside the item.

YES \_\_\_\_\_ NO \_\_\_\_\_

23. The sorters must provide the ability to sort specific types of items or unknown items into an exceptions bin.

YES \_\_\_\_\_ NO \_\_\_\_\_

24. The sorters can route single disc media items to an exceptions bin after a customizable number of circulations (e.g. 10) so staff can check them for condition. Please describe how your system accomplishes this or could accomplish this in cooperation with the Sierra ILS.

YES \_\_\_\_\_ NO \_\_\_\_\_

25. The AMH system must provide notification to staff when a bin is full or missing, when the system jams or any other event occurs that prevents normal system operation.

YES \_\_\_\_\_ NO \_\_\_\_\_

26. The AMH system must provide an emergency stop button.

YES \_\_\_\_\_ NO \_\_\_\_\_

27. Bidder must provide a schematic of the proposed AMH systems that shows dimensions of components and required clearances.

YES \_\_\_\_\_ NO \_\_\_\_\_

28. The Library seeks a vendor partner committed to expanding communications standards between the ILS and AMH/RFID systems. Is your company committed to working within the Library Communication Framework should any custom development be required to meet the Library's needs integrating ILS and AMH/RFID communications?

YES \_\_\_\_\_ NO \_\_\_\_\_

29. The AMH system supports the use of high capacity, floating bottom, ergonomic bins.

YES \_\_\_\_\_ NO \_\_\_\_\_

30. The patron return must be ADA compliant.

YES \_\_\_\_\_ NO \_\_\_\_\_

31. All system components must operate using standard 110V or 220V power outlets.

YES \_\_\_\_\_ NO \_\_\_\_\_

## **Bidder Experience and Capability**

The bidder shall provide information on its experience and qualifications, which enable it to provide a suitable solution for the Library. Please provide a short paragraph in response to each of the requests below.

### **Corporate History**

The bidder shall provide a brief history of the company, including incorporation and ownership, and experience installing the products and services requested in this RFP. It is desired that the bidder only comment on the history and experiences of its library division for the purposes of this RFP. Also include the following:

- Details of any parent company, partners, and suppliers as well as the nature of the bidder's relationship to them.
- Details of any sale, acquisition, or merger anticipated by the bidder.
- Details of any litigation instigated against the bidder or cancellation of contract for nonperformance of the bidder in the past five years.
- Details of any litigation with another bidder, supplier, or manufacturer in the industry.
- Demonstrable financial viability of bidder.

### **Commitment to Standards and Interoperability**

The bidder shall demonstrate their commitment to standards and interoperability by describing any participation in NISO bodies or other national or international standards bodies. If you provide any APIs to your customers, please list them and state whether they are publicly available to non-customers as well.

### **Health and Safety**

The bidder shall provide information pertaining to the safety and accessibility of their equipment. Specifically:

1. All equipment must be CSA- or UL- or ETL-approved for adequate fire and safety compliance. That compliance must be for complete units in the system and not for individual components or pieces.
2. Bidders shall provide documentation and certification numbers of the CSA, UL, or ETL approval.
3. All RFID equipment must be FCC compliant. Provide documentation.

4. The system must be in compliance with ADA guidelines for wheelchair clearance and for reach range standards.
5. Detection or security corridors must be in compliance with relevant ADA requirements.

## References

The bidder must supply three (3) references for similar work it has undertaken over the past five (5) years, preferably at least one being a comparable public library in Southern California and one that uses the Sierra ILS from Innovative Interfaces, Inc. Please provide the library name; the ILS in use; contact name(s); email address; telephone number; and a brief description of the work performed, including products provided and the installation year. Bidder must have a proven and traceable record of providing similar systems to libraries for a minimum of five (5) years.

Failure to provide the above information may result in the bidder being disqualified and its bid not considered. The City reserves the right to contact any and all references to obtain information without limitation and regardless of the bidder's performance on the listed jobs. A uniform sample of references will be checked for each bidder.

## Project Personnel & Qualifications

- Provide experience, qualifications, and role for each person who will be participating in the project. That is, state the background of each team member, years of experience, length of employment with your firm, and experience providing the products requested in this document.
- Include a list of relevant and successfully completed projects by these team members.
- Provide the name of the person who will direct the overall project throughout the duration of the contract and key responsibilities. Include any subcontractors.
- Include an organizational chart for the proposed project team, identifying the team leader, and all roles and areas of responsibility.

## Training & Documentation

The bidder will supply adequate training onsite, at no additional cost to the City as part of the implementation process on all aspects of the system as described in the RFP's goals and critical requirements. Adequate training is defined by the following:

1. Training key circulation, technical services, system administration, and public services staff in the use of all equipment. The total number of staff to be trained is approximately twenty five (25).
2. Training will be performed by the bidder and will take place at the Library.

Additional training requirements include:

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

## Service, Support, and Warranties

### Support & Maintenance

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

- Normal West Coast operating hours including weekends from 8:00 a.m. – 5:00 p.m. PST for technical support, and procedures for obtaining assistance during off hours.
- Any sub-contractors with which the bidder works.
- Any warrantees and/or guarantees for the system and/or support and service.
- Guaranteed response times and associated costs for both remote and on-site support.
- Locations of locally available support technicians.
- System update and upgrade policy.
- Turnaround time guaranteed by bidder to acquire and install replacement parts.
- Qualifications of key support team personnel.
- Sample sales, software, and support agreements.

### Guarantees & Warranties

The bidder shall provide details of all guarantees and warranties that accompany its solution. Bidders must respond to every requirement contained in the Guarantees and Warrantees section of the RFB using the following criteria specified below:

STANDARD - Service is available as requested and is included for all customers at no additional charge.

OPTIONAL - Service is available but there is an additional fee associated. Describe the exact terms of your service offering, as well as any costs involved (years 1-5).

NO - Service is not available as requested.

1. Bidder provides an all-inclusive, 12-month extended warranty on equipment, software, and components and offers a maintenance/service contract thereafter.

STANDARD \_\_\_\_\_ OPTIONAL \_\_\_\_\_ NO \_\_\_\_\_

2. Bidder offers a 12-month, 100% money-back performance guarantee on all equipment purchased and covered by a 12-month extended warranty or service agreement. If any system does not perform to the level of performance outlined in the specification document for the product, the bidder must either make the system meet the specified performance level or refund the entire purchase price and remove the system at no charge to the City.

STANDARD \_\_\_\_\_ OPTIONAL \_\_\_\_\_ NO \_\_\_\_\_

3. Software warranty, Software patches, and upgrades. Bidder must warrant that software patches and upgrades are supplied free of charge to the City and are performed by the bidder's trained technicians. Describe how often patches and upgrades are applied and how they are scheduled with the City.

STANDARD \_\_\_\_\_ OPTIONAL \_\_\_\_\_ NO \_\_\_\_\_

4. Tag Guarantee. Bidder must warrant that provided tags have passed quality control inspection and any defective tags are clearly marked and replacement tags have been proactively provided. Describe the warranty available on RFID tags including replacement policy.

STANDARD \_\_\_\_\_                      OPTIONAL \_\_\_\_\_                      NO \_\_\_\_\_

5. Tag Performance Guarantee. Bidder provides performance guarantee (e.g. read range) of provided tags, antennas and readers. Describe the terms of your performance guarantee for each component.

STANDARD \_\_\_\_\_                      OPTIONAL \_\_\_\_\_                      NO \_\_\_\_\_

6. Local Authorized Service Technicians. Bidder must warrant that service technicians will be stationed within 100 miles, are fully-trained and certified by the manufacturer to perform service on any related hardware or software. Specify location of nearest such service technician.

STANDARD \_\_\_\_\_                      OPTIONAL \_\_\_\_\_                      NO \_\_\_\_\_

7. 24-Hour Support Line. The Library can request support 24 hours a day using a toll-free number.

STANDARD \_\_\_\_\_                      OPTIONAL \_\_\_\_\_                      NO \_\_\_\_\_

8. On-Site Support. The bidder guarantees to be on-site within 24 hours of being notified that a unit (self-service unit, security gate, workstation, AMH, handheld) is out-of-service.

STANDARD \_\_\_\_\_                      OPTIONAL \_\_\_\_\_                      NO \_\_\_\_\_

9. Phone Support. Bidder guarantees to respond to all service calls within two (2) open library hours (e.g. if the bidder gets a service call overnight, the Library should receive a callback no later than 8:30 a.m. PST the next morning.) Describe guaranteed remote support response time.

STANDARD \_\_\_\_\_                      OPTIONAL \_\_\_\_\_                      NO \_\_\_\_\_

10. Parts. Local service technicians are equipped with parts normally required to service the equipment and reduce downtime.

STANDARD \_\_\_\_\_                      OPTIONAL \_\_\_\_\_                      NO \_\_\_\_\_

11. Bidder agrees that their failure to meet specified standards may result in termination of the service contract.

STANDARD \_\_\_\_\_                      OPTIONAL \_\_\_\_\_                      NO \_\_\_\_\_

12. The service agreement must be renewable on an annual basis.

STANDARD \_\_\_\_\_                      OPTIONAL \_\_\_\_\_                      NO \_\_\_\_\_

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

STANDARD \_\_\_\_\_                      OPTIONAL \_\_\_\_\_                      NO \_\_\_\_\_

14. The bidder shall provide sample sales, software, and support agreements.

STANDARD \_\_\_\_\_                      OPTIONAL \_\_\_\_\_                      NO \_\_\_\_\_

15. The bidder guarantees to have a resolution in place for outages related to their solution within 24-hours of the initial onsite visit. For outages that can be resolved remotely, the resolution will be within 24-hours from the initial callback.

STANDARD \_\_\_\_\_                      OPTIONAL \_\_\_\_\_                      NO \_\_\_\_\_

## **Project Implementation**

The bidder shall provide a comprehensive project implementation plan. This plan will include:

- Project implementation timeline for each major part of the implementation
- Project management and technical support personnel, with a brief description of each person's qualifications and experience;
- Details of any materials that the City will be expected to provide which are outside the provisions of the bidder's bid;
- A training schedule including topics covered and how training will be delivered.

## **System Pricing**

Pricing information shall be provided using the forms provided below. The bidder shall supply the amount needed, unit prices, and extended prices for the proposed solution, including all hardware, software, installation, shipping, and training. Clearly identify any optional services or equipment proposed and include pricing on a separate Price Sheet for Optional Services/Equipment. Shipping and any applicable taxes should be listed separately. Prices must be guaranteed for 120 days following bid due date.

## **Pricing Sheets and Cost Bid**

Please provide cost information using the RFID Tags & Workstation Pricing Worksheet, Self-Check Stations Pricing Worksheet, AMH Pricing Worksheet, Security Gates Pricing Worksheet, and Options Pricing Worksheet below. All products proposed and the pricing indicated in the Pricing Sheets must comply with all the Critical and Technical Requirements mentioned earlier in this document. Prices should be F.O.B. to the main Library and include training, installation, and any other items necessary for complete system operation.

The bidder should recommend an estimate of the number of tags required based on the bidder's assessment of the collection size, breakdown of specific formats in the collection, and the bidder's experience with how many tags may not work properly or need to be replaced due to incorrect application.

## RFID TAGS & WORKSTATION - PRICING WORKSHEET

PRODUCTS	QUANTITY	UNIT PRICE	TOTAL PRICE
ISO 28560-2 Compliant RFID Book Tags	215,000		
ISO 28560-2 Compliant Full Coverage RFID Disc/Media Tags	35,000		
RFID Conversion Station - lease	4		
RFID Staff Workstations	5		
Handheld/Mobile Device for Inventory	1		
Other (add lines as necessary)			
Tax			
Installation			
Shipping			
Training			
Support			
Hardware and Software Maintenance for System - First Year			
Hardware and Software Maintenance for Staff Workstations - First Year			
<b>Total RFID Cost - First Year</b>			
Estimated Annual Hardware and Software Maintenance Costs for RFID - Year Two			
Estimated Annual Hardware and Software Maintenance Costs for RFID - Year Three			
Estimated Annual Hardware and Software Maintenance Costs for RFID - Year Four			
Estimated Annual Hardware and Software Maintenance Costs for RFID - Year Five			
<b>Total RFID Cost Over Five Years</b>			

**SELF-CHECK STATIONS - PRICING WORKSHEET**

Self-checkout stations (kiosk style)	5		
Credit Card and cash management equipment	5		
Other (add lines as necessary)			
Tax			
Installation			
Shipping			
Training			
Support			
Hardware and Software Maintenance for Self-Check Stations and Credit Card Payments - First Year (itemize the self-check maintenance separately from the credit card payment maintenance)			
<b>Total Self-Check Cost - First Year</b>			
Hardware and Software Maintenance for Self-Check Stations and Credit Card Payments – Year Two (itemize the self-check maintenance separately from the credit card payment maintenance)			
Hardware and Software Maintenance for Self-Check Stations and Credit Card Payments – Year Three (itemize the self-check maintenance separately from the credit card payment maintenance)			
Hardware and Software Maintenance for Self-Check Stations and Credit Card Payments – Year Four (itemize the self-check maintenance separately from the credit card payment maintenance)			
Hardware and Software Maintenance for Self-Check Stations and Credit Card Payments – Year Five (itemize the self-check maintenance separately from the credit card payment maintenance)			
<b>Total Self-Check Cost Over Five Years</b>			

**AMH - PRICING WORKSHEET**

<b>Required Components</b>	<b>Vendor Description - Model Number (Units)</b>	<b>Unit Price</b>	<b>Total Price</b>
AMH Sorter and equipment with 11 sort destinations			
Receipt printer at patron return			
Printer configured to automatically print hold slips located near staff induction			
13 high capacity, floating bottom bins			
One internal patron induction - RFID and barcode			
One staff induction - RFID and barcode			
Other (add lines as necessary)			
Tax			
Installation			
Shipping			
Training			
Support			
Hardware and Software Maintenance for System - First Year			
<b>Total AMH Cost - First Year</b>			
Estimated Annual Hardware and Software Maintenance Costs for AMH - Year Two			
Estimated Annual Hardware and Software Maintenance Costs for AMH - Year Three			
Estimated Annual Hardware and Software Maintenance Costs for AMH - Year Four			
Estimated Annual Hardware and Software Maintenance Costs for AMH - Year Five			
<b>Total AMH Cost Over Five Years</b>			

### SECURITY GATES - PRICING WORKSHEET

Double aisle security gates for main library (two) and Pioneer room (one), including people counter	3		
Single aisle security gate for Pioneer room	1		
Security gate management software			
Other (add lines as necessary)			
Tax			
Installation			
Shipping			
Training			
Support			
Hardware and Software Maintenance for Security Gates - First Year			
<b>Total Security Gates Cost - First Year</b>			
Estimated Annual Hardware and Software Maintenance Costs for Security Gates - Year Two			
Estimated Annual Hardware and Software Maintenance Costs for Security Gates - Year Three			
Estimated Annual Hardware and Software Maintenance Costs for Security Gates - Year Four			
Estimated Annual Hardware and Software Maintenance Costs for Security Gates - Year Five			
<b>Total Security Gates Cost Over Five Years</b>			

### OPTIONS PRICING WORKSHEET

PRODUCTS	QUANTITY	UNIT PRICE	TOTAL PRICE
Conversion Station (purchase)			
Alternative Bins/Trolleys/Carts for sorters			

### **Cost of Proposed Solution**

In addition to the above Pricing Worksheets, bidders must provide a clear summary of all costs that make up their proposed solution. As above, prices should include taxes, shipping, training, installation, and any other items necessary for complete system operation. All unit prices should match the information provided in the Pricing Sheets.

### **Staff Time**

As noted above, one of the critical requirements of the project is to allow the Library to expand the service offerings by freeing up staff to work with patrons in new ways. Please provide metrics and a calculation of the Library's ability to recover staff hours based on what you are proposing and what you have observed with other customers implementing similar technologies.

### **Bidder Bid Appendices**

The City has been fairly specific about the equipment desired, quantity of each item, and how the systems should work. However, we would like to hear from bidders about solutions we may not have considered or suggestions you might have to improve upon what we have envisioned.

Any such recommendations or options that differ from what has been requested should be included in a separate appendix. Each option should clearly delineate all costs associated with that option and include an explanation of the benefits over the bidder's primary bid.

Documentation requested in the General and Technical Requirements that should be provided as an appendix include:

- Tag performance guarantee and related documentation
- FCC Part 15 certificate showing compliance
- CSA or UL Listings for staff workstations, self-service machines, security gates, patron inductions, staff inductions, and sorters

### **Public Agency Clause**

It is intended that any other public agency (i.e., city, district, public authority, public agency, municipal utility and other political subdivision or public corporation of California) located in the State of California shall have the option to participate in any award made as a result of this solicitation. The City of Escondido shall incur no financial responsibility in connection with purchase by another public agency. The public agency shall accept sole responsibility for placing order or payments to the vendor. This option shall not be considered in bid evaluation. Indicate below whether said option is or is not granted.

YES \_\_\_\_\_

NO \_\_\_\_\_

**NON-COLLUSION AFFIDAVIT**  
**MUST BE EXECUTED BY BIDDER AND SUBMITTED WITH BID**

(Public Contract Code Section 7106)

STATE OF CALIFORNIA                    )  
  ) ss.  
COUNTY OF SAN DIEGO                )

\_\_\_\_\_, being duly sworn, deposes and says that he or she  
is \_\_\_\_\_ of

\_\_\_\_\_, the party making the foregoing bid; that the bid is not made in the interest of, or on the behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the bid is genuine and not collusive or sham; that the vendor has not directly or indirectly induced or solicited any other vendor to put false or sham bid, and has not directly or indirectly colluded, conspired, connived, or agreed with any vendor or anyone else to put in a sham bid, or that anyone shall refrain from proposing; that the vendor has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the vendor or any other vendor, or to fix any overhead, profit, or cost element of the bid price, or of that of any other vendor, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the bid are true; and, further, that the vendor has not, directly or indirectly, submitted his or her bid price or any breakdown thereof, or contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid.

Subscribed and sworn to (or affirmed) before me this \_\_\_\_\_ day of \_\_\_\_\_,  
20\_\_\_\_\_.

[NOTARY SEAL]

\_\_\_\_\_  
Signature of officer

\_\_\_\_\_  
Typed name of officer

\_\_\_\_\_  
Office

**Declaration and Signature**

ADDENDA: Receipt is acknowledged of Addenda numbers \_\_\_\_\_

OPTIONAL SITE VISIT: A representative chose to visit: YES \_\_\_\_ NO \_\_\_\_

**TIME OF COMPLETION:**

The undersigned agrees to deliver the specified equipment according to the Library schedule as documented in Attachment A.

**DECLARATION:**

The undersigned hereby declares the bid specifications have been carefully examined and this bid is submitted in compliance therewith.

**AUTHORIZED REPRESENTATIVE:**

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Authorized Representative's Name	Title
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Authorized Representative's Signature	Date
---------------------------------------	------

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Company	Telephone
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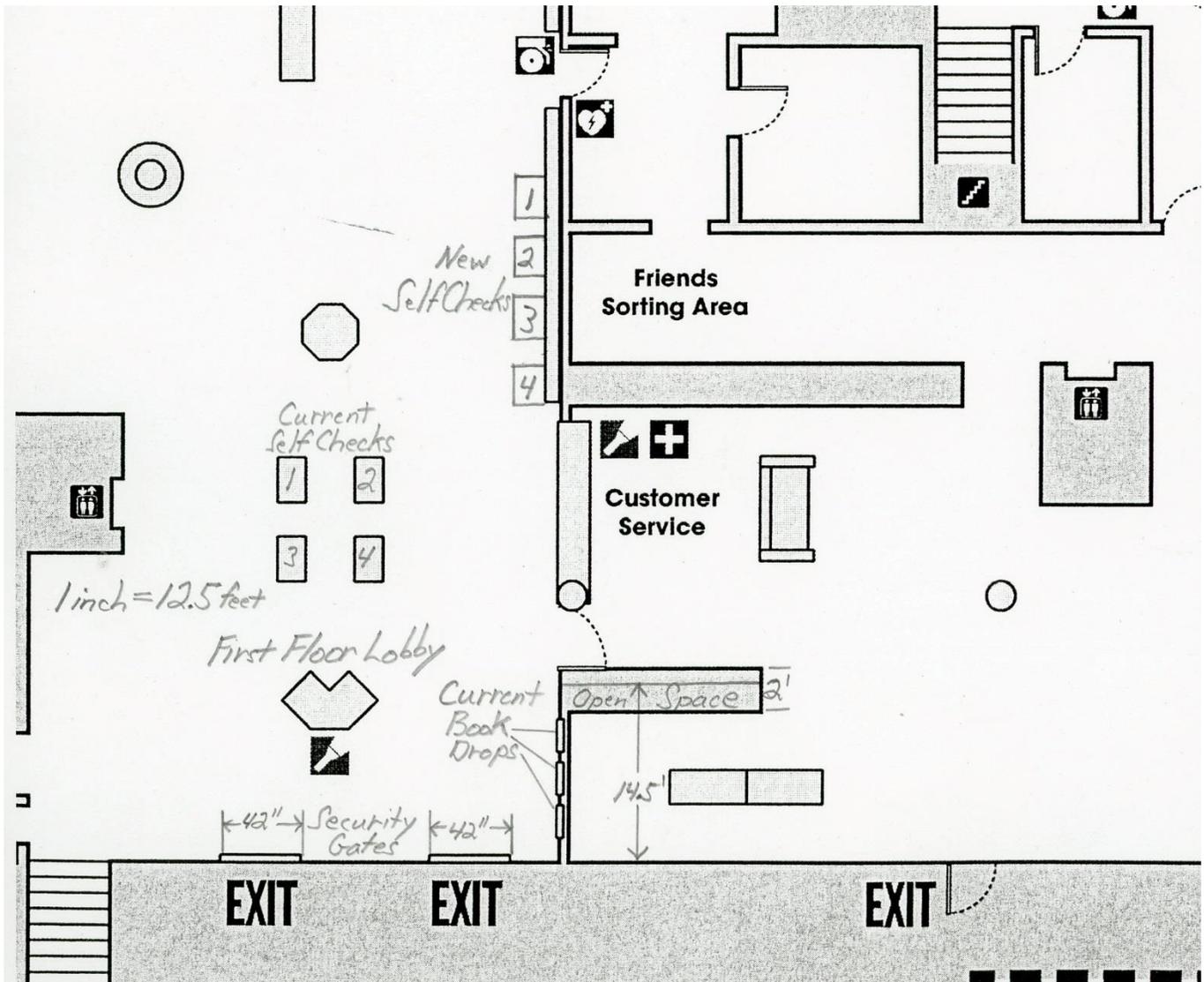
Street Address	E-Mail
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City/State/Zip	Fax
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Appendix A  
Escondido Public Library Diagrams and Photos

1- Library Lobby and Circulation Workroom

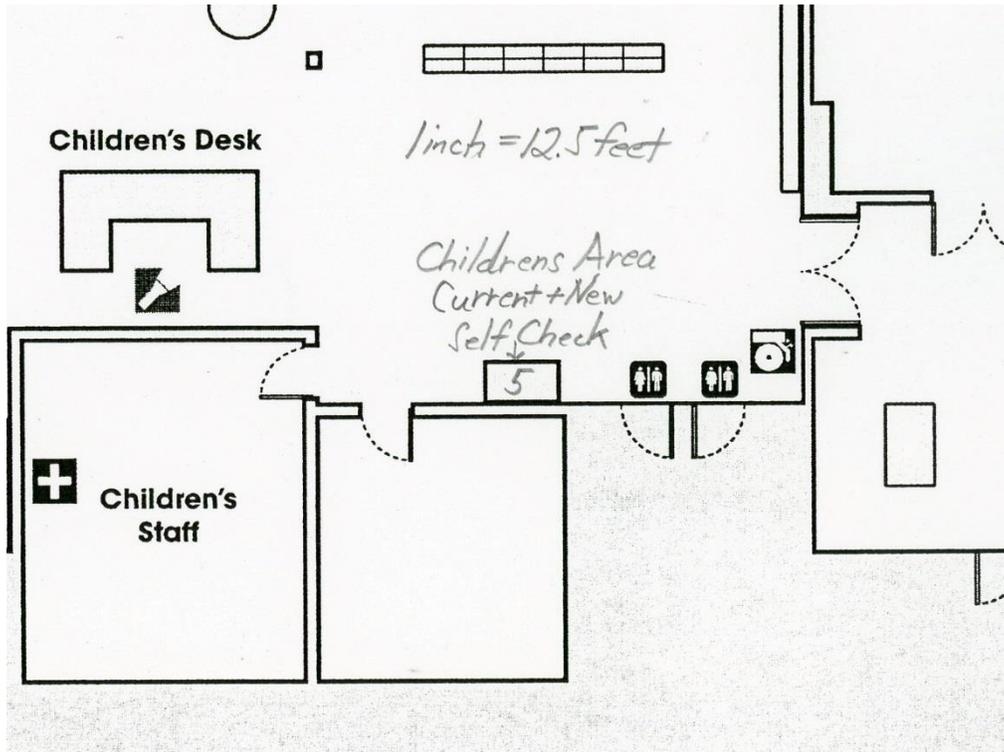


1a - Library Lobby and Circulation Workroom Photos





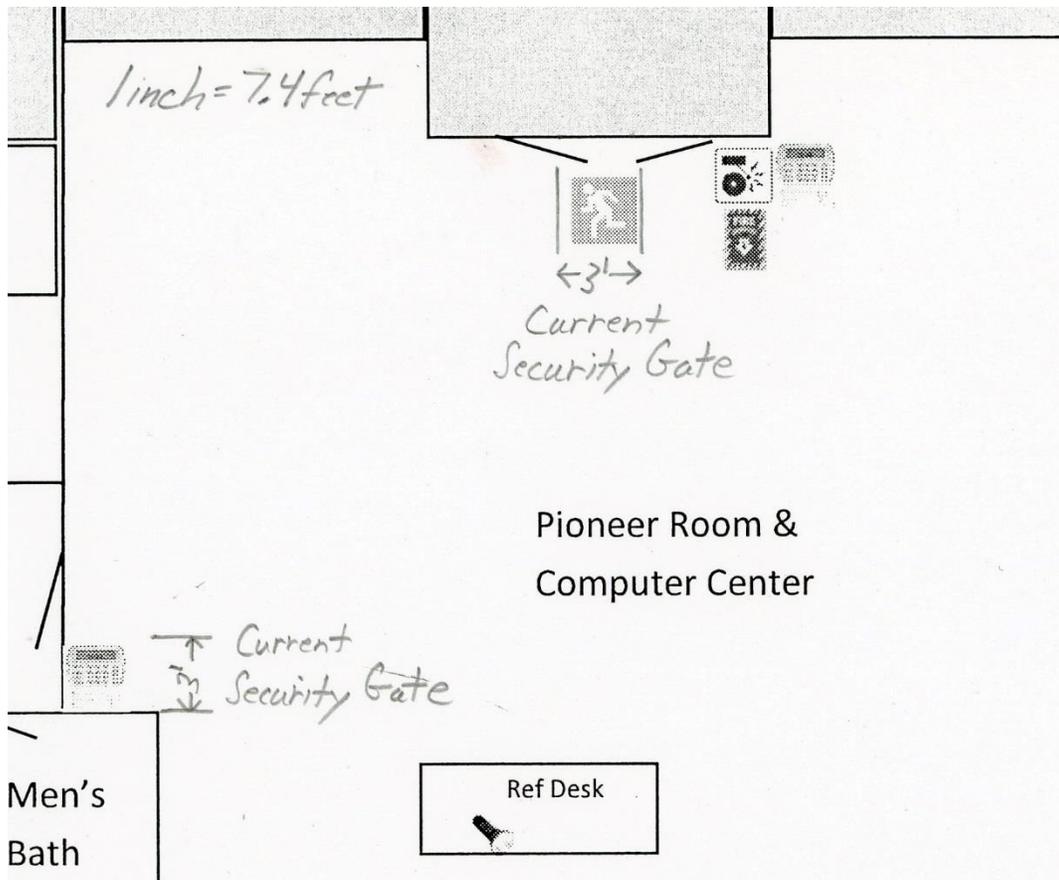
## 2- Children's Area Showing Location of Self Check



## 2a – Children's Area Self-Check Photo



### 3- Pioneer Room Showing Location of Security Gates



### 3a- Pioneer Room Main Entrance Security Gate Photo



# Appendix B

## EXAMPLE

THE CITY WILL COMPLETE THIS AGREEMENT FOR THE SUCCESSFUL BIDDER TO EXECUTE. THE AGREEMENT MUST BE COMPLETED PRIOR TO COMMENCING THE WORK.

CITY OF ESCONDIDO

### PUBLIC SERVICES AGREEMENT

This Agreement is made this [redacted] day of [redacted], 20[redacted].

Between: CITY OF ESCONDIDO  
a Municipal Corporation  
201 N. Broadway  
Escondido, California 92025  
Attn: [redacted]  
760-[redacted]  
("CITY")

And: [Name]  
[Street address]  
[City, state, zip code]  
[Attn: (name of contact)]  
[Insert telephone number]  
("CONTRACTOR")

WHEREAS, the CITY and CONTRACTOR desire to enter into this Agreement for the performance of services;

NOW, THEREFORE, it is mutually agreed as follows:

1. Description of Services. CONTRACTOR will furnish all of the services described in "Attachment A," which is attached and incorporated by this reference. CONTRACTOR agrees to diligently perform such services to their completion, with professional quality and technical accuracy.

2. Compensation. The CITY will pay and CONTRACTOR will accept in full payment for the above work, the sum of \$ [REDACTED]. Any breach of this Agreement will relieve CITY from the obligation to pay CONTRACTOR, if CONTRACTOR has not corrected the breach after CITY provides notice and a reasonable time to correct it. If this Agreement is amended at any time, additional compensation of CONTRACTOR contained in subsequent amendment(s) shall not exceed a cumulative total of ten percent (10%) of the maximum payment provided for in this Section 2.
  
3. Term and Time of Performance. CONTRACTOR must start working within one (1) week from City's notice to begin. CONTRACTOR must diligently perform and complete the work by [REDACTED]. Extension of terms or time of performance may be made only upon the City's written consent.
  
4. Scope of Compensation. CONTRACTOR will be responsible for performance of the tasks specified in the Description of Services in "Attachment A." No compensation will be provided for any other tasks without specific prior written consent from the CITY.
  
5. Performance. CONTRACTOR must faithfully perform in a proficient manner, to the satisfaction of the CITY, all the work or services described in the Description of Services, above.
  
6. City Property. All original documents, drawings, electronic media, and other material prepared by CONTRACTOR under this Agreement immediately becomes the exclusive property of the CITY, and may not be used by CONTRACTOR for any other purpose without prior written consent of the CITY.
  
7. Insurance Requirements.
  - a. The CONTRACTOR shall secure and maintain at its own cost, for all operations, the following insurance coverage, unless reduced by the City Attorney:
    - (1) General liability insurance. Occurrence basis with minimum limits of \$1,000,000 each occurrence, \$2,000,000 General Aggregate, and \$1,000,000 Products/Completed Operations Aggregate; and
    - (2) Automobile liability insurance of \$1,000,000 combined single-limit per accident for bodily injury and property damage, unless waived as provided in 7(b) below; and
    - (3) Workers' compensation and employer's liability insurance as required by the California Labor Code, as amended, or certificate of sole proprietorship; and
  
  - b. It is the parties' understanding that the use of a motor vehicle is not a primary subject of this Agreement. CONTRACTOR acknowledges that operating a motor vehicle is outside the scope of this Agreement and occurs only at the convenience of CONTRACTOR. A waiver of automobile liability insurance is only effective if both sets of initials appear below, otherwise such insurance is required.
 

Acknowledged by CONTRACTOR \_\_\_\_\_

Waiver appropriate by CITY \_\_\_\_\_
  
  - c. Each insurance policy required above must be acceptable to the City Attorney.
    - (1) Each policy must provide for written notice within no more than thirty (30) days if cancellation or termination of the policy occurs. Insurance coverage must be provided by an A.M. Best's A- rated, class V carrier or better, admitted in California, or if non-admitted, a company that is not on the Department of Insurance list of unacceptable carriers.

- (2) All non-admitted carriers will be required to provide a service of suit endorsement in addition to the additional insured endorsement.
  - (3) Both the General Liability and the Automobile Liability policies must name the CITY specifically as an additional insured under the policy on a separate endorsement page. The endorsement must be ISO Form CG2010 11/85 edition or its equivalent for General Liability endorsements and CA 20-01 for Automobile Liability endorsements.
  - (4) The General Liability policy must include coverage for bodily injury and property damage arising from CONTRACTOR's work, including its on-going operations and products-completed operations hazard.
  - (5) The General Liability policy must be primary and noncontributory and any insurance maintained by CITY is excess.
- d. In executing this Agreement, CONTRACTOR agrees to have completed insurance documents on file with the CITY within fourteen (14) days after the date of execution. Failure to comply with insurance requirements under this Agreement will be a material breach of this Agreement, resulting in immediate termination at CITY's option.
8. Indemnification. CONTRACTOR (which in this paragraph 8 includes its agents, employees and subcontractors, if any) agrees to indemnify, defend, and hold harmless the CITY from all claims, lawsuits, damages, judgments, loss, liability, or expenses, including attorneys' fees, for any of the following:
- a. Any claim of liability arising out of the negligence or any acts or omissions of CONTRACTOR in the performance of this Agreement;
  - b. Any personal injuries, property damage or death that CONTRACTOR may sustain while using CITY-controlled property or equipment, while participating in any activity sponsored by the CITY, or from any dangerous condition of property; or
  - c. Any injury or death which results or increases by any action taken to medically treat CONTRACTOR.

Stormwater Indemnification. CONTRACTOR shall further indemnify, defend, and hold harmless CITY and its officers, employees, and agents from and against any and all liabilities, claims, actions, causes of action, proceedings, suits, administrative proceeds, damages, fines, penalties, judgments, orders, liens, levies, costs and expenses of whatever nature, including reasonable attorney's fees and disbursements, arising out of any violation, or claim of violation of the San Diego Municipal Storm Water Permit (Order No. R9-2007-0001), as amended or renewed, of the California Regional Water Quality Control Board Region 9, San Diego, which CITY might suffer, incur, or become subject by reason of or occurring as a result of or allegedly caused by the construction of the Project or the Improvements.

9. Anti-Assignment Clause. Since the CITY has relied on the particular skills of CONTRACTOR in entering this Agreement, CONTRACTOR may not assign, delegate, or sublet any duty or right under this Agreement, or any portion of the Description of Services. Any such purported assignment, delegation, or subletting will void this entire Agreement, unless the CITY has previously approved such action in writing. Unless CONTRACTOR assigns this entire Agreement, including all rights and duties herein, to a third party with the CITY'S written consent, CONTRACTOR shall be the sole payee under this Agreement. Any and all payments made pursuant to the terms of this Agreement are otherwise not assignable.

10. Costs and Attorney's Fees. In the event that legal action is required to enforce the terms and conditions of this Agreement, the prevailing party will be entitled to reasonable attorneys' fees and costs.
11. Independent Contractor. CONTRACTOR is an independent contractor and no agency or employment relationship is created by the execution of this Agreement.
12. Merger Clause. This Agreement and its Attachments, if any, are the entire understanding of the parties, and there are no other terms or conditions, written or oral, controlling this matter. In the event of any conflict between the provisions of this Agreement and any of its Attachments, the provisions of this Agreement must prevail.
13. Anti-Waiver Clause. None of the provisions in this Agreement will be waived by CITY because of previous failure to insist upon strict performance, nor will any provision be waived because any other provision has been waived by CITY, in whole or in part.
14. Severability. The invalidity in whole or in part of any provision of this Agreement will not void or affect the validity of any other provisions of this Agreement.
15. Choice of Law. This Agreement is governed by the laws of the State of California. Venue for all actions arising from this Agreement must be exclusively in the state or federal courts located in San Diego County, California.
16. Multiple Copies of Agreement/Counterparts. Multiple copies and/or counterparts of this Agreement may be executed, including duplication by photocopy or by computerized scanning device. Each duplicate will be deemed an original with the same effect as if all the signatures were on the same instrument. However, the parties agree that the Agreement on file in the office of the Escondido City Clerk is the copy of the Agreement that shall take precedence should any differences exist among copies or counterparts of the document.
17. Provisions Cumulative. The foregoing provisions are cumulative and in addition to and not in limitation of any other rights or remedies available to the CITY.
18. Notices to Parties. Any statements, communications or notices to be provided pursuant to this Agreement must be sent to the attention of the persons indicated below. Each party agrees to promptly send notice of any changes of this information to the other party.
19. Business License. The CONTRACTOR is required to obtain a City of Escondido Business License prior to execution of this Agreement.
20. Compliance with Applicable Laws, Permits and Licenses. CONTRACTOR shall keep itself informed of and comply with all applicable federal, state, and local laws, statutes, codes, ordinances, regulations, and rules in effect during the term of this Agreement. This shall include, but not limited to, all California Labor Code laws regarding payment of prevailing wages and all OSHA regulations. CONTRACTOR shall obtain any and all licenses, permits, and authorizations necessary to perform the services set forth in this Agreement. Neither CITY, nor any elected nor appointed boards, officers, officials, employees, or agents of CITY, shall be liable, at law or in equity, as a result of any failure of CONTRACTOR to comply with this section.
21. Prevailing Wages. If applicable, pursuant to Section 1770 et seq. of the Labor Code, CONTRACTOR agrees that a prevailing rate and scale of wages, in accordance with applicable State and Federal Law, will be paid in the carrying out of this Agreement. CONTRACTOR shall keep itself informed of and comply with all applicable federal, state, and local laws, statutes, codes, ordinances, regulations, and rules pertaining to the payment of prevailing wages. The prevailing rate and scale to be paid shall be

the same as the 'General Prevailing Wage Rates' approved by the Department of Industrial Relations as of the date of the execution of this Agreement. Said rates and scales are herein referred to and adopted in this Agreement as though fully and completely set forth herein, and said scale as adopted by the Department is made a part of this Agreement by reference. Copies of the prevailing rate of per diem wages are available on the Intranet at (<http://www.dir.ca.gov/DLSR>). Neither CITY, nor any elected nor appointed boards, officers, officials, employees, or agents of CITY, shall be liable, at law or in equity, as a result of any failure of CONTRACTOR to comply with this section.

- 22. Department of Industrial Relations Compliance. This project is subject to compliance monitoring and enforcement by the Department of Industrial Relations. CONTRACTOR shall post any job site notices required by regulation. CONTRACTOR, as well as any subcontractors, shall be registered pursuant to Cal. Lab. Code § 1725.5 to be qualified to bid on, be listed in a bid proposal, (subject to the requirements of Section 4104 of the Public Contract Code) or engage in the performance of any public work contract that is subject to the requirements of Chapter 1, Part 7, Division 2 of the California Labor Code. Neither CITY, nor any elected nor appointed boards, officers, officials, employees, or agents of CITY, shall be liable, at law or in equity, as a result of any failure of CONTRACTOR to comply with this section.
  
- 23. Immigration Reform and Control Act of 1986. CONTRACTOR shall keep itself informed of and comply with the Immigration Reform and Control Act of 1986. CONTRACTOR affirms that as a licensed Contractor and employer in the State of California, all new employees must produce proof of eligibility to work in the United States within the first three days of employment and that only employees legally eligible to work in the United States will be employed on this public project. CONTRACTOR agrees to comply with such provisions before commencing and continuously throughout the performance of this Agreement.

IN WITNESS WHEREOF, the parties below are authorized to act on behalf of their organizations, and have executed this Agreement as of the date set forth below.

CITY OF ESCONDIDO

Date: \_\_\_\_\_

\_\_\_\_\_

Signature

\_\_\_\_\_

Department or Division Head

\_\_\_\_\_

(Contractor name)

Date: \_\_\_\_\_

\_\_\_\_\_

(Contractor signature)



Title

APPROVED AS TO FORM:

OFFICE OF THE CITY ATTORNEY  
JEFFREY R. EPP, City Attorney

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

THE CITY OF ESCONDIDO DOES NOT DISCRIMINATE AGAINST QUALIFIED PERSONS WITH DISABILITIES.

IN WITNESS WHEREOF, the parties below are authorized to act on behalf of their organizations, and have executed this Agreement as of the date set forth below.

CITY OF ESCONDIDO

Date: \_\_\_\_\_

\_\_\_\_\_

Graham Mitchell  
City Manager

\_\_\_\_\_

(Contractor name)

Date: \_\_\_\_\_

\_\_\_\_\_

(Contractor signature)

\_\_\_\_\_

Title

APPROVED AS TO FORM:

OFFICE OF THE CITY ATTORNEY  
JEFFREY R. EPP, City Attorney

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

THE CITY OF ESCONDIDO DOES NOT DISCRIMINATE AGAINST QUALIFIED PERSONS WITH DISABILITIES.

IN WITNESS WHEREOF, the parties below are authorized to act on behalf of their organizations, and have executed this Agreement as of the date set forth below.

CITY OF ESCONDIDO

Date: \_\_\_\_\_

\_\_\_\_\_

Sam Abed  
Mayor

Date: \_\_\_\_\_

\_\_\_\_\_

Diane Halverson  
City Clerk

\_\_\_\_\_

(Contractor name)

Date: \_\_\_\_\_

\_\_\_\_\_

(Contractor signature)

\_\_\_\_\_

Title

*(The above signature must be notarized)*

APPROVED AS TO FORM:

OFFICE OF THE CITY ATTORNEY  
JEFFREY R. EPP, City Attorney

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

THE CITY OF ESCONDIDO DOES NOT DISCRIMINATE AGAINST QUALIFIED PERSONS WITH DISABILITIES.