

Request for Proposals  
Radio Frequency Identification Conversion  
Waukesha Public Library

The Board of Trustees at the Waukesha Public Library seeks written proposals for conversion of its collection to Radio Frequency Identification (RFID).

The Library has more than 335,000 physical items in its collection which will be more particularly detailed in the Project Scope. The library currently uses barcode and electromagnetic security strips and requires conversion of its existing collection to RFID and application of RFID on future items as well.

This Request for Proposals consists of one scope that will be awarded to the successful bidder. The Library anticipates purchasing and beginning the conversion process from barcode to RFID by January 4<sup>th</sup>, 2016.

Due date for proposals: September 25<sup>th</sup> 4:00 PM CDT

Send proposals to: John Klima  
Assistant Director  
Waukesha Public Library  
321 Wisconsin Avenue  
Waukesha, WI 53186

Questions regarding this RFP should also be sent to John Klima [jklima@waukesha.lib.wi.us](mailto:jklima@waukesha.lib.wi.us)

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## Facility Overview

### History

The Waukesha Public Library is a 71,566 square foot facility located in picturesque Cutler Park in the geographic center of the city of Waukesha, Wisconsin. Established in 1896, the Library was the 16th Andrew Carnegie-funded institution in Wisconsin in 1903; five additions and renovations followed, with the most recent three in 1988, 2005, and 2010. The latest renovations incorporated a Teen Zone and an Early Learning Center called 321 Alphabet Square.

### Collections

The Waukesha Public Library is committed to serving the intellectual, cultural and artistic needs of all citizens. In order to achieve this goal, it provides a balanced collection that includes print material, e-media, and audio-visual media; a permanent collection of original art from local artists, and free, high-speed access to the Internet. In particular, the Library has developed digital collections that surpass the enhanced collection standard as required by the Wisconsin Department of Public Instruction (DPI).

### Circulation

The Waukesha Public Library annually circulates over one million items to over 50,000 registered patrons, making it one of the most heavily used single site libraries in Wisconsin. Digital media accounted for 38% of total circulation, and children's material made up 39%.

### Services

The Library provides a range of services that include readers' advisory, library tours and instruction, and programming for all ages, including book discussions, cultural and artistic seminars and computer instruction. Program attendance increased to a record high of 41,415 people in 2014. Additionally, the Library is a center for high-speed Internet access and business applications.

### Automation

The Waukesha Public Library is a founding member of Catalog Access For Everyone (CAFE), the integrated Library system (ILS) shared by all sixteen public libraries in Waukesha County and now managed by WCFLS. In 2012, CAFÉ transitioned from the Sirsi/Dynix ILS to Polaris Library Systems and has introduced several new initiatives as a result of new software capabilities.

## Project Scope

Waukesha Public Library recently purchased an automated material handling (AMH) system which will be installed in 2015. To achieve the full benefit of this system the Library desires to convert its collection from barcodes to RFID.

### Requirements of Radio Frequency Identification (RFID) Conversion Proposals:

- a. Detailed costs of book tags for the collection (see detail below).
- b. Detailed costs of tags for new books and media.
- c. Cost of RFID staff workstations (11 total; 5 in technical services and 6 in circulation).
- d. Price for installation and maintenance of new security gates (see detail below), and any other components necessary for a complete and exhaustive RFID-compliant system for the entire Library.
- e. RFID Conversion must accommodate existing 3M self checks which were purchased in 2014.
- f. Sample conversion plan.

Preliminary analysis suggests that 335,000 book tags and 8,500 full-coverage tags will be required to convert our collection from barcode to RFID.

The existing security gate will be replaced with an RFID-enabled gate. There is one triple-aisle gate at the main entrance to the Library.

Optional mobile devices will be considered depending on how effective they are for inventory and stock management functions, as well as multipurpose devices that include the ability to check-out patrons.

Bidders' proposals should provide solutions consistent with the above stated descriptions and quantities.

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

Additional proposal requirements are detailed below and in EXHIBIT C.

## Required Components

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

1. Bidders must be able to demonstrate a proven ability to provide and implement the following:
  - a. Integration with the Library's ILS that streamlines staff and patron workflows;
  - b. All tags and devices writing to the tags must conform to ISO 28560-2 per NISO RP-6-2012;
  - c. Durable, ISO compliant RFID tags that easily affix to all circulating library items regardless of format and which are guaranteed for the lifetime of the item to which they are affixed;
  - d. Interoperability with the Library's existing mk Solutions AMH and 3M self-check stations;
  - e. RFID pads and staff workstation upgrades that enable staff to use either barcode scanners or RFID pads to input barcodes in all ILS modules;
  - f. Shelf-reading and inventory tools that are easy to use and make it viable to inventory the entire collection once per year;
  - g. ADA-compliant, effective, and attractive security gates;
  - h. Easily maneuverable mobile tagging stations (or components) for loan, lease, or purchase;
  - i. Security options, other than locking cases, for audio-visual materials that provide effective theft-deterrence while reducing library handling requirements.
2. To ensure ready availability of components, parts, and supplies, all major elements of the system, including software upgrades, must be warehoused in U.S.A. or the bidder must demonstrate the ability to have these items available within 24 hours of request.

## 2015 REQUEST FOR PROPOSAL - RFID

### Schedule (Subject to Change)

RFP Specifications Published:	August 28 <sup>th</sup> , 2015
Vendor Site Inspection:	September 2 <sup>nd</sup> – 4 <sup>th</sup> , 2015 (by appointment)
Written Questions Due:	September 11 <sup>th</sup> , 2015
Responses to Questions Issued:	September 18 <sup>th</sup> , 2015
RFP Deadline / Sealed Bids Due:	September 25 <sup>th</sup> , 2015 4:00 PM CDT
Review Process Begins:	September 28 <sup>th</sup> , 2015
Vendor Interviews Begin:	October 19 <sup>th</sup> , 2015 (if necessary)
Board of Trustees Approval:	November 12 <sup>th</sup> , 2015
Vendor Selection and Notification:	November 13 <sup>th</sup> , 2015
Begin Delivery and Conversion:	Quarter 1 2015

## Submission Requirements

Respondents must submit seven copies of their response. Proposals must be typed and printed with each page numbered. Electronic submissions without required printed copies will not be considered; vendors are also requested to provide a CD with an electronic (.pdf) version of their proposal for ease of storage and transmittal. Proposals must have a table of contents with components listed and presented in the following order:

### 1. Corporate information

Corporate information should include the vendor's background, including size and organizational structure, names of principal officers, a verified statement of the vendor's financial condition, and the length of time the vendor has been in business assisting libraries convert collections to RFID.

### 2. Experience and References

Describe comparable, relevant projects completed and provide references of three or more public library facilities of similar size and using Polaris Systems integrated library system at which the vendor has performed a successful conversion to RFID and supported RFID at that institution within the past three years. References should include facility name, contact name, telephone number, description of system and components, collection size, annual circulation and date of installation.

### 3. Project Management

Identify the individuals who will be responsible for the successful implementation of this project, including their roles and qualifications.

### 4. Project Approach

Summarize the proposed approach to the project including equipment purchases, location of placement in the Library, the implementation steps or phases, project milestones, key input points, a project timeline, and how the proposed system addresses each of the proposal requirements listed in the RFP (see EXHIBIT C).

### 5. Training

Outline the type, quantity and parameters of on-site training to be included with the system.

## 6. Warranty information and support

Include equipment covered by warranty, qualifications of service providers, guaranteed response times, a clear description of support and costs and the process for requesting service.

## 7. Other Submittals

- a. Completed Submittal Form (see EXHIBIT A)
- b. Literature, cut sheets, and screens shots illustrating hardware components and software interfaces
- c. Completed Proposal Requirements checklist (see EXHIBIT C)

## 8. Cost proposal

Note: Proposed vendor prices for this project must be submitted in a separate, sealed envelope marked "Price Proposal—Do Not Open."

Only one (1) original of the price proposal is required. The vendor shall identify all costs associated with the implementation and ongoing operation and maintenance of the conversion. Optional equipment and necessary APIs should be listed with associated costs, and clearly identified as required or optional. Work that the vendor would not provide and must be provided separately by the Library must also be identified.

Proposals must confirm compliance with, or clearly identify any and all exceptions to, the technical specifications and business terms contained herein. Proposals may include recommendations for individual phases of the implementation process.

Upon submission all proposals become the property of the Library, which retains the right to use any non-proprietary concept or idea presented in any proposal submitted, whether or not that proposal is selected.

Proposals must be signed by an authorized corporate officer with legal authority to extend a formal proposal to the Waukesha Public Library. Submission of a proposal implies acceptance to the terms included in this RFP (See EXHIBIT A: Submittal Agreement).

While cost is a significant factor in the evaluation process, the Library is not bound to accept the lowest cost proposal.



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### Submission Information

Seven proposal copies must be mailed or hand delivered to:

John Klima, Assistant Director  
Waukesha Public Library  
321 Wisconsin Avenue  
Waukesha, WI 53186

Proposals must be received no later than September 25<sup>th</sup>, 2015 4:00 PM CDT. Late submissions will not be accepted.

## Questions

Waukesha Public Library will entertain questions on the intent of components within this RFP. All questions must be submitted in writing by e-mail or mail before September 11<sup>th</sup>, 2015 to:

John Klima, Assistant Director  
Waukesha Public Library  
321 Wisconsin Avenue  
Waukesha, WI 53186  
[jklima@waukesha.lib.wi.us](mailto:jklima@waukesha.lib.wi.us)

-or-

Nancy McGuire, Circulation Supervisor  
Waukesha Public Library  
321 Wisconsin Avenue  
Waukesha, WI 53186  
[nmcguire@waukesha.lib.wi.us](mailto:nmcguire@waukesha.lib.wi.us)

Answers to all questions properly received will be sent to all proposers of record by September 18<sup>th</sup>, 2015.

Site Inspection Requests

Site inspections are welcome and will be arranged by:

John Klima, Assistant Director

[jklima@waukesha.lib.wi.us](mailto:jklima@waukesha.lib.wi.us)

262-524-3688

-or-

Nancy McGuire, Circulation Supervisor

[nmcguire@waukesha.lib.wi.us](mailto:nmcguire@waukesha.lib.wi.us)

262-524-3903

Vendors that do not follow the contact process specified above may be disqualified.

## Evaluation Process

The Library will evaluate proposals based upon the vendor's ability to meet requirements as indicated in this request and detailed in EXHIBIT C by checking off items included/completed. Those that best meet these requirements may be invited to interview.

A contract will be awarded to the vendor or vendors whose response, conforming to the RFP, is most advantageous to the Library. Submission of a proposal by a vendor will be judged as acceptance of the evaluation process and as vendor recognition that some subjective judgments must be made by the Waukesha Public Library.

The Library may require interviews with one or more highest ranked vendors. These interviews must include at least one technical expert in addition to up to two (2) sales staff. The interview will include a complete discussion of the details of any proposed or essential software, hardware or other components included in the proposal and any other aspect of the vendor's proposal.

Vendors should be prepared to meet with Library staff the period of September 2<sup>nd</sup> – September 4<sup>th</sup>, 2015. The Library will not be responsible for any costs incurred by the vendor associated with the interview.

## Terms and Conditions

The Library reserves the right to amend or withdraw this RFP at any time and reject any or all proposals. The Library reserves the right to request additional information throughout the evaluation of proposals. Compliance will be at the vendor's expense. The Library reserves the right to waive any minor irregularities in the proposal request process.

The Library does not guarantee any quantities for the purchase of components. Any quantities mentioned are estimates and are subject to change. Quantities are limited to that which can be afforded by the funds budgeted for this project.

The agreement between the parties shall be by contract. The contract shall incorporate the pertinent provisions of the Request for Proposals, the provisions of the successful vendor's proposal not inconsistent with the provisions of the RFP, the City's Terms and Conditions, and any other provisions and documents the parties mutually agree to.

If the Library elects to obtain post-warranty support/maintenance services from the successful vendor, the pricing included in the proposal shall be used.

Payments will be made upon achievement of agreed-upon project milestones.

Prior to execution of a contract by the City, the successful vendor(s) shall provide a certificate of insurance acceptable to the City Attorney's Office evidencing, at a minimum, the coverage required by the provisions of EXHIBIT B.

The agreement resulting from this RFP shall contain the following language:

"Contractor agrees to indemnify, defend and hold harmless the City and its officers, officials, employees and agents from and against any and all liability, loss, damage expense, costs (including attorney fees) arising out of this agreement, caused in whole or in part by Contractor or anyone for whose acts any of them may be liable, except where caused by the sole negligence or willful misconduct of the City. The contractor, his agents, and employees shall abide by all laws, ordinances and regulations affecting labor, materials, or the conduct of the work, all orders of bodies having authority over the same. The Contractor shall protect and save harmless the City, its officers, and representatives against any claim or liability arising from the violation of any such law, ordinance, regulations, or order."

The Library reserves the right to select the proposal deemed to be in the best interest of the Library regardless of whether it is the lowest priced proposal; and to negotiate final contract terms with the top ranked vendors.

The Library may issue purchase orders for components as needed throughout the implementation process. All such purchase orders shall be considered to contain and be subject to the terms and conditions of the signed contract between the City and the vendor.

The contractor may be required to obtain a payment and performance bond meeting the requirements under §779.14(1)(e) of the Wisconsin Statutes.

The Library shall inspect equipment and supplies upon receipt and test for successful installation. The Library shall advise the selected vendor of acceptance or deficiencies requiring correction. Acceptance will be made upon correction of any deficiencies.

EXHIBIT A

RADIO FREQUENCY IDENTIFICATION CONVERSION PROJECT  
SUBMITTAL AGREEMENT  
(Complete and include with Proposal)

I herewith offer to supply the Waukesha Public Library, on or before the stated delivery date, in accordance with the specifications, upon execution of a contract, the items called for in the attached specifications.

I understand that the price quoted is the total cost for providing all requirements according to these specifications and standard conditions as originally provided by the agency. It is expressly understood that the city reserves the right to correct any and all deviations if the supplier fails to correct such deviations after due notice.

I hereby certify that I am authorized to make this offer on behalf of the named company and to bind said company to all conditions of this quotation.

VENDOR: \_\_\_\_\_  
STREET: \_\_\_\_\_  
CITY AND STATE: \_\_\_\_\_  
SIGNATURE: \_\_\_\_\_  
PRINT NAME: \_\_\_\_\_  
TITLE: \_\_\_\_\_  
PHONE: \_\_\_\_\_  
FAX #: \_\_\_\_\_  
EMAIL: \_\_\_\_\_  
DATE SUBMITTED: \_\_\_\_\_

Due date for proposals: September 25<sup>th</sup>, 2015 4:00 PM CDT

Send proposals to: John Klima, Assistant Director  
Waukesha Public Library  
321 Wisconsin Avenue  
Waukesha, WI 53186

**PROPOSALS MUST BE PAPER COPIES. NO PROPOSALS RECEIVED EXCLUSIVELY VIA EMAIL, FAX OR IN DIGITAL FORMAT WILL BE ACCEPTED.**

EXHIBIT B

INSURANCE REQUIREMENTS  
FOR CITY OF WAUKESHA  
"SMALL EXPOSURE JOBS"

It is hereby agreed and understood that the insurance required by the City of Waukesha is primary coverage and that any insurance or self insurance maintained by the City of Waukesha, its officers, council members, agents, employees or authorized volunteers will not contribute to a loss. All insurance shall be in full force prior to commencing work and remain in force until the entire job is completed or the length of time that is specified in the contract.

1. GENERAL LIABILITY COVERAGE

A. Commercial General Liability

- i. \$1,000,000 general aggregate
- ii. \$1,000,000 products - completed operations aggregate
- iii. \$500,000 personal injury and advertising injury
- iv. \$500,000 each occurrence limit

B. Claims made form of coverage is not acceptable.

C. Insurance must include:

- i. Premises and Operations Liability
- ii. Blanket Contractual Liability
- iii. Personal Injury
- iv. Explosion, collapse and underground coverage
- v. Products/Completed Operations
- vi. The general aggregate must apply separately to this project/location

2. BUSINESS AUTOMOBILE COVERAGE

A. Limits - \$250,000 each person/\$500,000 each accident for Bodily Injury and \$100,00 for Property Damage

OR

\$500,000 Combined Single Limit for Bodily Injury and Property Damage each accident

B. Must cover liability for "Any Auto" - including Owned, Non-Owned and Hired Automobile Liability

3. WORKERS COMPENSATION AND EMPLOYERS LIABILITY - If required by Wisconsin State Statute or any Workers Compensation Statutes of a different state.

A. Must carry coverage for Statutory Workers Compensation and Employers Liability limit of:



\$100,000 Each Accident  
\$500,000 Disease Policy Limit  
\$100,000 Disease - Each Employee

4. BUILDER'S RISK/INSTALLATION FLOATER

- A. City of Waukesha will not assume responsibility for loss, including loss of use, for damage to property, materials, tools, equipment, and items of a similar nature which are being either used in the work being performed by the contractor or are to be installed or erected by the contractor.

If coverage is desired for this exposure, the contractor may, at his own cost, procure insurance to cover same.

5. ADDITIONAL PROVISIONS

\* Additional Insured - On the General Liability Coverage, Comprehensive Automobile Coverage and Umbrella Coverage. City of Waukesha, and its officers, council members, agents, employees, and authorized volunteers shall be Additional Insureds.

\* Endorsement -

The Additional Insured Policy endorsement must accompany the Certificate of Insurance.

\* Certificates of Insurance -

A copy of the Certificate of Insurance must be on file with the City Clerk.

\* Notice -

NOTE: City of Waukesha requires 30 day written notice of cancellation, non-renewal or material change in the insurance coverage.

\*The insurance coverage required must be provided by an insurance carrier with the "Best" rating of "A-VII" or better. All carriers shall be admitted carriers in the State of Wisconsin.

## EXHIBIT C

### Proposal Requirements

#### General

- ❑ Vendor has provided corporate information
- ❑ Vendor has provided descriptions of comparable, relevant projects completed and references of at least three libraries of similar size using a Polaris Systems ILS.
- ❑ Vendor has provided indenty(ies) and qualifications of individual(s) responsible for project management.
- ❑ Vendor has provided a summary of the proposed approach to the project including what equipment to purchase, the implementation steps or phases, project milestones, key input points, and project timeline.
- ❑ Vendor has completed Submittal Form (EXHIBIT A) and Vendor Checklist (EXHIBIT C)

#### Technical

- ❑ All equipment will work in Waukesha Public Library's current environment with minimal modifications
- ❑ The system's components conform to all existing federal, state, and local regulations concerning ADA accessibility
- ❑ System is interoperable with all other vendors' components
- ❑ Options are provided for all materials, regardless of format or owning Library

#### Training

- ❑ Introductory training will occur on site and be provided by the vendor. The successful vendor(s) will train key circulation, technical services, assistant director, and public service staff in the use of all System equipment and software
- ❑ Training will be provided by vendor staff
- ❑ All training for components included in this proposal will occur on-site at the Waukesha Public Library
- ❑ All training shall be provided at no additional charge
- ❑ Both print and electronic user manuals will be provided. Electronic copies will allow for unrestricted distribution within the Library
- ❑ Samples of training documentation were provided for all components in this proposal

#### Conversion Plan

- ❑ Proposal provides a recommended conversion timetable including a training plan

- The timetable identifies installation responsibilities
- Vendors will be available for consultation on placement of hardware to accommodate network infrastructure, power and ventilation requirements, building restrictions, and other conditions, and to maximize the workflow, staffing, and patron convenience issues

Warranty, Support, Maintenance, Upgrades

- Proposal provides at minimum, a 12-month all-inclusive warranty on equipment, software, and components
- Equipment and software warranties begin the day received by the Library, or if installation by the successful vendor(s) is required, the day following the successful installation date
- All warranty services are provided by a service provider that is fully trained and certified by the manufacturer
- Software upgrades, patches and replacement for defective equipment are supplied at no additional charge to the Library
- Post warranty maintenance services are available, renewable on an annual basis
- All proposed maintenance/service contracts are subject to negotiation by the Library
- Vendor provides remote maintenance for expert technical consultation and software support 24 hours a day, every day of the year. Initial response time will be within two hours of the Library reporting the problem
- Resolution of problems shall be achieved within the shortest timeframe possible with vendor communicating anticipated timeframes, limitations and expectations.
- Vendor will maintain an inventory of parts that will permit resolution in accordance with the above provisions
- Vendor will provide a clear process for reporting problems, guaranteeing response time
- Vendor will address in writing problems that require longer response time including anticipated solution and date
- Vendor provides a clear description of support and costs for disaster-related emergencies
- Vendor will have the risk of loss until delivery and inspection by the Library

Cost information

- Vendor has provided a complete cost proposal that includes annual maintenance agreement plans at all levels offered
- Cost information was provided in a separate, sealed envelope marked "Price Proposal-Do Not Open"
- All costs associated with the implementation and ongoing operation and maintenance of the system are identified
- The costs of optional equipment is provided and clearly identified as optional

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- Any required APIs not provided by the vendor, but required to make the system work effectively, are identified and explained
- Work that the vendor does not provide but must be provided separately by the Library is clearly identified

CONFIDENTIALITY OF PROPOSALS, CONTRACTS, AND SUPPORTING MATERIALS

## Notice

### **Confidentiality of Proposals, Contracts, and Supporting Materials**

Be aware that Wisconsin's Open Records law requires that all records kept by the City be available for inspection by the public, with only very limited exceptions. "Records" include bids, proposals, supporting materials such as plans and specifications, contracts, and all other documents submitted in response to the City's Requests for Proposals.

Please remember that the materials you submit in response to the City's RFP will be public record, and after a contract is awarded they will be available to the public, including competing bidders. **Marking them "confidential" will have no effect.** If you must submit materials that you feel are trade secrets and cannot be disclosed, then you must get the City Attorney's written approval of the materials as confidential before submission. Approval will be granted only if the materials qualify as trade secrets as defined in Wis. Stats. §134.90(1)(c).