

Request for Proposals  
Drive-up Book Drop and Automated Handling System  
Waukesha Public Library

The Board of Trustees at the Waukesha Public Library are seeking written proposals for a Drive-Up Book Drop with an Automated Handling System (AMH) including plans for conversion to Radio Frequency Identification (RFID).

The Library purchased its existing drive-up book drop from TechLogic more than ten years ago. Parts are no longer manufactured for that style of book drop and the wear and tear of an annual circulation of more than 1.2 million items warrants a replacement.

This Request for Proposals is written in a series of scopes where one or more will be awarded to the successful bidder. The Library anticipates purchasing and installing a replacement for its drive-up book drop by November 2014.

AMH equipment and RFID conversion requirements (including but not limited to tags, security gates, upgrades to 3M selfcheck stations, and staff RFID stations) may be purchased at that time but also may be purchased in 2015 if at all.

Due date for proposals:        October 30, 2014        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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## **Organizational Values**

### Vision

The Waukesha Public Library is the community's best source for inspiration, ideas, and information.

### Mission

The Waukesha Public Library provides a welcoming and dynamic environment where citizens of all ages can find the inspiration, ideas, and information to reach their full potential.

### Philosophy

We are committed to serving citizens of all ages in a customer-centered and proactive manner.

We will reflect current intellectual, cultural and artistic interests of our community.

We will introduce new technologies, services and collections to present opportunities to gain knowledge and inspire civic engagement.

We are dedicated to providing equal access to all — independent of age, education, ethnicity, language, income, physical limitation or geographic barriers.

## 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 of over 400,000 items that includes print materials, e-media (including electronic books, DVDs, and CDs), 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). The number of total volumes of over 300,000 meets the moderate level for the service population size of over 93,000 citizens, and the materials budget is above the enhanced level. Interestingly, patron demand for e-media has risen 287% over the past two years, so the Library will continue to make this area a primary focus of short- and long-term operations.

### Personnel

The Library currently employs 44.025 FTEs, thirteen of whom hold a Master's Degree in Library Science, and far exceeds the Waukesha County Federated Library System (WCFLS) standards for municipal populations. It currently falls below the basic level of staffing when compared to desirable DPI standards for the service population, but both part-time and full-time positions will continue to be added to the employee base over the next 3-5 years. Volunteers donate an average of nearly 1,300 hours per year as a complement to permanent staff, or more than \$10,000 of significant tax burden relief to citizens.

### Circulation

The Waukesha Public Library annually circulates over one million items to over 60,000 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%. Additionally, the Library shares approximately 22% more material through interLibrary loan than it receives, at just over 73,000 items sent to other libraries in Wisconsin.

### Services

The Library provides a range of services that include reference advisory, Library tours and instruction, and programming for all ages, including book discussions, cultural and artistic seminars and computer instruction. Program offerings increased to a record high of 809 in

2013, and attendance at these events was up over 40% from 2012. Additionally, the Library is a center for high-speed Internet access and business applications.

### Automation

The Waukesha Public Library is the 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 WCLFS. In 2012, CAFE 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 has undergone a recent building study that recommends that the current facility be renovated; however at this time there is no formal approval for a new or renovated facility. Therefore, it should be assumed that an AMH system will be integrated into the current circulation area with minimal modifications. Proposals may recommend possible phases, expansion or extensible configurations for future implementation, including associated costs.

There are three parts of this RFP described in separate scopes: **Drive-Up Book Drop, AMH System**, and **RFID conversion**. Waukesha Public Library reserves the right to award any combination of scopes to any combination of vendors. Further details of the scopes and the RFP at large are detailed in EXHIBIT C.

### Scope One: Drive-Up Book Drop

- The exterior book drop of Waukesha Public Library accounts for 35% of material returned to the Library as part of our 1.3 million annual circulation.
- Despite the interior book drop receiving the majority of material returned at the Library, the exterior book drop is vital to the Library's day-to-day operations as it is available to the public 24/7; if the Library is closed it is the only way that patrons can return material to the Library.
- The exterior intake opening is 18" from the roadway outside the Library, and sits 48" above ground level. After consultation with City of Waukesha Engineering it was determined that the road can not be raised due to roadway design as the path for water drainage on the property. There is a possibility that the intake opening could be moved up to 12" higher and the vendor's RFP should account for the cost of that work.
- Inside the Library, the intake opening is level with the circulation workroom floor. Material must be moved from the circulation workroom floor high enough to be able to be placed into a book bin.
- A system that accommodates this height differential and also accommodates running around the clock without jamming is required. There should also be a plan to account for extended periods of closed time such as a holiday weekend.

### Scope Two: Automated Material Handling (AMH) System

- The AMH system will be integrated into the current circulation area with minimal modifications.
- The preference is to have the AMH system connect to the exterior book drop but it could also connect to the interior book drop.
- If connected to the exterior book drop, the AMH system must be able to accommodate extended closed periods.
- The AMH system must have a minimum of five sorting bins.
- The AMH system will have to initially work with the Library's barcode system and after a conversion of Waukesha Public Library to RFID, be modifiable to handle barcoded material from remaining libraries in the Waukesha County Federated Library System who are not using RFID.

- The AMH system requires, at a minimum, two staff induction stations.

Scope Three: Radio Frequency Identification (RFID) Conversion

- RFID Conversion must detail the costs of tags for 300,000 books and 70,000 media items (DVDs and CDs).
- RFID Conversion must also include cost of modifying staff stations and self-check stations from barcode to RFID.
- RFID Conversion must include price for installation and maintenance of new security gates, and any other components necessary for a complete and exhaustive RFID-compliant system for the entire Library.

## Required Components

The Library is seeking proposals for the implementation of a **drive-up book drop, AMH system**, and **RFID conversion** that provide the following solutions:

1. A means to move material up 84" from the drive-up intake to a book bin.
2. Continued handling during days that the Library is closed.
3. Ability to process a high volume of materials that are not RFID compliant.
4. Interoperability with 3M products.
5. A customer-centered and user-friendly intake.
6. A method for processing returns from inside and outside the Library, as well as a staff induction point inside the Circulation workspace.
7. Improved efficiency for circulation processes.
8. Dependably high accuracy in checking in and sorting regardless of material format or owning Library.
9. A method for allowing returns in case of electrical/mechanical failure.
10. The ability to expand and/or reconfigure equipment for greater functionality (including, but not limited to, RFID implementation) in the future.
11. A simple routine maintenance and repair protocol, manageable by Library staff.
12. Responsive and effective technical support.
13. A renewable service contract with a clear rapid response time.



**Schedule (Subject to Change)**

RFP Specifications Published:	October 1, 2014
Written Questions Due:	October 10, 2014
Responses to Questions Issued:	October 17, 2014
Vendor Site Inspection:	October 20 - 24, 2014 (by appointment)
RFP Deadline / Sealed Bids Due:	October 30, 2014 at 4:00 PM CDT
Review Process:	October 30 - no later than November 21, 2014
Vendor Interviews:	November 17 - 20, 2014 (if necessary)
Board of Trustees Approval:	November 13, 2014
Begin Delivery and Installation:	November 21, 2014

## Submission Requirements

Respondents must submit at least 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; however, proposing firms 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 selling or manufacturing the proposed Drive-up Book Drop and Automated Handling System component(s). If the vendor is a dealer of this equipment and not the manufacturer, both parties must submit this information including entities roles and responsibilities.

### 2. Experience and References

This section shall include descriptions of comparable, relevant projects completed and references of at least three public Library facilities of similar size and using **Polaris Systems** integrated Library system at which the vendor's Drive-up Book Drop and Automated Handling System components have been successfully installed and supported within the past three years. References should include facility name, contact name, telephone number, description of system and components provided, collection size, annual circulation and date of installation.

### 3. Project Management

This section shall include the identity(ies) of the individual(s) which would be responsible for the successful implementation of this project, including their role(s) and qualification(s).

### 4. Project Approach

In this section, summarize the proposed approach to the project including what equipment to purchase, where it will be placed in the Library, the implementation steps or phases, project milestones, key input points, a project timeline, and how the proposed system(s) address(es) each of the proposal requirement 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(s).

### 6. Warranty information and support

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

7. Other Submittals

- a. Completed Submittal Form (see EXHIBIT A)
- b. Literature, cut sheets, 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 should identify all costs associated with the implementation and ongoing operation and maintenance of the system. Each scope—Drive-Up Book Drop, AMH System, and RFID Conversion—must be clearly priced individually as well as included in the total price of the RFP. 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.

Prices should be submitted for purchases made in 2014.

The Library reserves the right to award one or more of the scopes of this proposal to the successful proposal. While it is preferable to procure all system components from one firm, Waukesha Public Library reserves the right to select from individual components that best suit the Library's needs.

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. Any confidential or proprietary information should be clearly marked. This information will be considered supplemental and will have limited use in the evaluation process.

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.

### **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 October 30, 4:00 PM CDT. Late submissions will not be accepted.

Waukesha Public Library may require on-site interviews with one or more highest ranked vendors. These interviews should include at least one technical expert in addition to up to two (2) sales staff. Vendors should be prepared to meet with Library staff the period of November 17 - November 20, 2014. The Library will not be responsible for any costs incurred by the vendor associated with the interview.

## 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 October 10, 2014 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-

Jim LaPaz, Building & Operations Supervisor  
Waukesha Public Library  
321 Wisconsin Avenue  
Waukesha, WI 53186  
[jlapaz@waukesha.lib.wi.us](mailto:jlapaz@waukesha.lib.wi.us)

Answers to all questions properly received will be sent to all proposers of record by October 17, 2014.

### 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 vendors ability to meet requirements in EXHIBIT C. Those that best meet these requirements will be invited to interview.

Contract(s) will be awarded to the vendor or vendors whose response, conforming to the RFP, will be 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 highest ranked vendors may be required to interview on-site at the Waukesha Public Library between November 17 and November 20, 2014. Interview costs are the vendor's expense.

If a vendor is selected, an interview shall include a complete discussion of:

- a. Details of any proposed or essential software, hardware or components
- b. The proposed layout and to-scale floor plan for placement of Drive-up Book Drop and Automated Handling System component(s) and all related peripherals
- c. Any other aspects of the vendor's proposal

## **Acceptance**

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 the deficiencies.



## 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 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(s), 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. Upon discovery, the contractor shall report in writing to the Assistant Director any apparent conflict between the contract documents and any such law, ordinance, regulation or order. He 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 rank firm(s).

The Library may issue purchase orders for requirements 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 shall be required to obtain a payment and performance bond meeting the requirements under §779.14(1)(e) of the Wisconsin Statutes.

**EXHIBIT A**

DRIVE UP BOOK DROP / AMH / RADIO FREQUENCY IDENTIFICATION PROJECT

SUBMITTAL AGREEMENT  
(Complete and include with Proposal)

I/We herewith offer to supply the Waukesha Public Library, on or before the stated delivery date, in accordance with the specifications, if issued a bona fide contract within 90 days of this offer, the items called for in the attached specifications.

I/We 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:      October 30, 2014      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 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 DamageOR
  - \$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 identity(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, where it will be placed in the Library, 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

- System is capable of processing a high volume of materials that are not RFID compliant, for example barcodes
- System is capable of continued materials handling while Library is closed
- All AMH system components work with the Library's ILS: Polaris 4.1R2 build 1139 and 3M equipment
- All system components are new and the manufacturer's most recent version
- 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
- A method is given for handling returns in case of electrical/mechanical failure
- System is capable of expansion/modification/greater functionality in the future
- System components are ergonomic
- System has a patron-friendly intake
- Overall plan has three intakes: an inside return, an outside return, and a staff workroom induction point

#### Training

- Introductory training will occur on site and be provided by the vendor. The successful vendor(s) will train key circulation, technical services, system administrator, and public service staff in the use of all System equipment and software
- Training will be provided by both vendor sales staff and technical 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

- Product training will be available for upgrades and new releases
- Samples of training documentation were provided for all components in this proposal

### Installation Plan

- Proposal includes layout and to-scale floor plan for placement of drive-up book drop and AMH equipment and all related peripherals
- Proposal recommends possible phases, expansion or extensible configurations for future implementation including associated costs.
- Vendor's proposal includes a method to process materials returned inside and outside the Library
- Proposal provides a recommended installation timetable including a training plan
- The timetable identifies installation responsibilities
- Vendors would 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

- The system's components have effective troubleshooting methods
- Proposal includes a guarantee of dependably high accuracy in processing and sorting materials
- Simple routine maintenance and repair is manageable by Library staff
- 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

## 2014 REQUEST FOR PROPOSAL - BOOK DROP / AMH / RFID

- Vendor has provided a complete cost proposal that includes annual maintenance agreement plans at all levels offered
- Each scope—Book Drop, AMH System, and RFID Conversion—are clearly priced individually as well as part of the total cost
- 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
- 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 identified

