

Request for Proposal & Quotation  
City of Rochester, NH is seeking proposals and quotation for a  
Library RFID System  
BID # 15-16

Proposals must be submitted in a sealed envelope plainly marked: "Sealed RFP & Quotation.  
Library RFID System". "Bid#15-16".

City of Rochester, New Hampshire  
31 Wakefield St. Rochester, NH 03867

Attn: Purchasing Agent.

All bids must be received no later than November 13th, 2014 at 2:15, bids will be opened at 2:30.

Proposal specifications may be obtained from the City of Rochester's website Purchasing link, [www.rochesternh.net](http://www.rochesternh.net), contacting the purchasing agent via email at [purchasing@rochesternh.net](mailto:purchasing@rochesternh.net), calling the Purchasing Agent at 603-335- 7602, or visiting the City Hall Business Office, 31 Wakefield Street, Rochester, NH 03867. Bidders should periodically check our purchasing website for addendums related to this RFP.

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**I. Introduction**

**1. Requirements**

The City of Rochester is seeking a production RFID system for the Rochester Public Library that is installed and in use by a library customer base. The vendor should be in a position to refer to an operational site or sites, and be prepared to give demonstrations, if asked, on the use and functions of the following integrated modules:

- Conversion from barcode to RFID tag regardless of medium of the item
- Tagging of a newly acquired item regardless of medium of the item
- Real-time interface to Innovative Interfaces Millenium circulation module and with Innovative Interfaces Sierra circulation module
- Staff check-out and check-in of all materials
- Performing inventory with a portable RFID reader
- Activity statistics compilation and display
- RFID security gate system to read items not disabled at checkout process

**2. Scope of Project**

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

**3. Background**

a. *Community Demographics:* The City of Rochester is located in the seacoast region of New Hampshire, in Strafford County. Rochester had a population of 29,823 people in the 2012 census.

b. *Library Collection:* As of September 2014, the Library contains ~92,300 items, including ~84,500 print items and ~7,800 media items.

c. *Circulation Statistics:* In FY2014, the Library circulated over 261,000 items, including over 169,000 adult and over 66,000 children's items. The average daily circulation for FY14 was 725 items.

d. *Facilities:* The Library building is 25,000 square feet. The Rochester Public Library has 9 full-time and 16 part-time employees. The library is open 61 hours a week.

e. *Library Computer Specifications:* The system must be compatible with the Library's standard circulation computer configuration:

- Windows 7 Professional 64-bit
- 8Gb RAM
- 500Gb Hard Drive
- CD-RW
- 17" Monitor
- Gigabit NIC
- USB Barcode Scanner
- Epson Receipt Printer (TM-U220)

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**4. Project Timeline**

- Request for Proposal issued: October 16<sup>th</sup>, 2014
- Vendors submit proposals to Library: November 13<sup>th</sup>, 2014
- Notification of winning vendor (Anticipated): December 5<sup>th</sup>, 2014

**5. RFP Responses**

The City of Rochester is interested in receiving proposals for a production RFID System installed and in use by a library customer base. Proposals for systems in an Alpha or Beta phase of development will not be considered. When two or more vendors desire to submit a single proposal, they shall do so as prime/subcontractor(s).

**6. Exceptions**

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

**7. Proposal Preparation and Submission Instructions**

**A. GENERAL INSTRUCTIONS:**

**1. RFP Response:**

In order to be considered for selection, vendors must submit a complete response to this RFP. Please submit one (1) original hard document, (5) hard copies, and (1) electronic copy on either a CD, or USB storage drive. No other distribution of the proposal shall be made by the vendor.

**2. Proposal Preparation:**

a. Proposals shall be signed by an authorized representative of the vendor. All information requested should be submitted. Failure to submit all information requested may result in the purchasing agency requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by the purchasing agency. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.

b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, sub-letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub-letter should be repeated at the top of the next page. The proposal should contain a table of contents which cross-references the RFP requirements. Information which the vendor desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and

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designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

d. Each copy of the proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.

f. Ownership of all data, materials, and documentation originated and prepared for the City of Rochester pursuant to the RFP shall belong exclusively to the City and be subject to public inspection in accordance with the *New Hampshire Right to Know Law*. Trade secrets or proprietary information submitted by a vendor shall not be subject to public disclosure under the *New Hampshire Right to Know Law*; however, the vendor must invoke the protections of § RSA 91-A:5 of the *NH RSA*'s, in writing, either before or at the time the data or other material is submitted. The written notice must specifically identify the data or materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection of the proposal.

3. Oral Presentations- Demonstrations:

Vendors who submit a proposal in response to this RFP may be required to give an oral presentation/demonstration of their proposal to the agency. This provides an opportunity for the vendor to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. The City of Rochester will schedule the time and location of these presentations. Web-based presentations demonstrations will be considered.

**B. SPECIFIC PROPOSAL INSTRUCTIONS:**

Proposals should be as thorough and detailed as possible so that the City may properly evaluate your capabilities to provide the required goods/services. Vendors are required to submit the following items as a complete proposal:

1. Return the RFP cover sheet with addendum acknowledgments, if any, signed and filled out as required.
2. Vendor Data Sheet and Pricing Schedule shall be included as an attachment to the RFP, as well as any other specific items or data requested in the RFP.
3. A written narrative statement to include:
  - a. Experience in providing the goods/services described herein.
  - b. Names, qualifications, and experience of personnel to be assigned to the project.
4. Specific plans for providing the proposed goods/services including:
  - a. List of proposed equipment/goods/etc. including operating parameters, illustrations, etc.
  - b. What, when and how the service will be performed.
  - c. Provide for on-site training,

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- d. Schedule for completion on or before April 30, 2015  
5. Proposed Price. Indicate in Section VI of the RFP.

**8. Prices**

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

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

**9. Guarantees and Warranties**

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

**10. Installation/Tagging of Collection**

Vendor must install the system as specified in the RFP, subject to exceptions made in the response and agreed upon in writing. The proposal must include a bid for labeling services. The proposed system must be installed according to a schedule determined in coordination with library staff.

**11. Insurance Requirements**

Winning bidder will be required to present to the City a certificate of insurance, with a minimum of One Hundred Thousand Dollars (\$100,000) General Liability and One Hundred Thousand Dollars (\$100,000) Workmen's Compensation.

**12. Award of Contract**

If a contract is to be awarded, the award will be made to the lowest responsible and qualified bidder whose proposal complies with all the requirements prescribed as soon as practical after the bid opening. No bid shall be withdrawn for a period of sixty (60) days subsequent to the opening of bids, without the consent of the City of Rochester. The successful bidder will be notified by mail sent to the address provided that the bid has been accepted and that they have been awarded the contract. The City reserves the right to award multiple firms if in the best interest of the City. Upon completion of the City's approval process the contract will proceed through the implementation, installation and support of the system.

**13. Cancellation of Award**

The City reserves the right to cancel the award of any contract at any time before the execution of such contract by all parties without any liability against the City. The City also reserves the right to cancel the award as a result of non performance by winning bidder related to any of the terms, conditions, and specifications identified in the bid. Notice of intent to cancel due to non performance issues will be delivered in writing.

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**14. Selection Criteria**

Vendor selection will be based on the following criteria, listed in order of importance:

1. Ease of use of staff stations
2. Design functionality and suitability of the proposed solution
3. Five-year cost of system (purchase price + maintenance)
4. Past performance of the system with the Innovative Interfaces Millennium ILS
5. Past performance of vendor, as per installed customers
6. Vendor reputation, experience and qualifications in the library RFID field
7. Response time in hardware and software maintenance and service
8. Financial viability of the vendor
9. Conformity to standards and interfacing requirements
10. Clarity and completeness of the submitted proposal

**15. Negotiation**

The City of Rochester reserves the right to enter into negotiations with one or more vendors.

**II. Vendor Information**

**1. Corporate History**

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

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

**2. Client References**

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

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clients must have characteristics as similar as possible to those requested in this RFP.

Information provided for each client must include the following:

- a. Client's name
- b. Brief explanation of contract
- c. Time period of the project or contract
- d. Size of the project
- e. Contact person
  - Title
  - Address
  - Phone number
  - Email address

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

City of Rochester reserves the right to contact any and all references to obtain, without limitation, information regarding the vendor's performance on the listed jobs and ratings for the following performance indicators:

- a. Vendor's efforts in providing equipment/materials as specified in this RFP
- b. Overall knowledge and skills of vendor
- c. Satisfaction with the equipment and materials
- d. Satisfaction with the service provided by vendor
- e. Satisfaction with the vendor's assumption of responsibility in working with Library's ILS vendor
- f. Satisfaction with the vendor's compatibility with existing systems
- g. Likelihood of purchasing equipment from this vendor in the future
- h. Effectiveness of the portable inventory device for shelf reading
- i. Ease of use of the staff workstation

**3. Health and Safety**

- a. The complete system components, including monitors, computers, and scanners, must meet UL safety requirements.
- b. All equipment must be FCC compliant.
- d. Detection and security corridors must be in compliance with relevant ADA requirements
- e. All products must comply with internationally recognized standards for RFID-based library self-service systems, such as utilizing the ISO 18000-3 Mode 1 interface, ISO 15693, and ISO 28560-2:2014 standards

**4. Availability**

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

**III. Response to Specifications**

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

Vendors must respond to every requirement contained in the Technical Requirements section of the RFP using the following criteria specified below:

Y - YES. Feature, function, product, or service is available as requested and is fully operational using the version proposed for the City of Rochester.

D - IN DEVELOPMENT. Feature, function, product, or service is under active development and is operating in a test environment.

P - PLANNED. Feature, function, product, or service is planned. No development has begun.

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

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

- a. The feature, function, product, or service being planned or developed and the date after which it will be available in general release in operation in the system proposed to the City of Rochester.
- b. Whether the City will incur any added cost for the feature, function, product, or service once it becomes available; either as a direct cost of the feature, function, product, or service, or because the feature, function, product, or service will require replacement of, or addition to, hardware or software originally proposed for initial installation.
- c. If the feature, function, product, or service is not available, in development, or planned, an explanation of how the specification might otherwise be met using alternative features, functions, products, or services available from the vendor, including availability dates for any such alternative and any added costs, either direct or indirect.

Any such exception taken to any specification must be stated immediately following the specification in question. Vendors are advised that the City of Rochester is interested in receiving only proposals for a production RFID system already installed and in use by a library customer base, and that proposals for systems in an Alpha or Beta phase of development will not be considered. The City reserves the right to evaluate all proposals solely on the basis of currently existing features, functions, products, or services meeting the specifications as stated.

**IV. Technical Requirements**

<b>Description of Requirement</b>	<b>Vendor Response</b>	<b>Comments</b>
<i>General System Requirements</i>		

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All system components must be UL compliant. System must be ISO15693 and ISO 18000-3 Mode 1 compliant and must use Reader Talks First (RTF) architecture.		
System must provide application-specific software to incorporate all hardware (security gates, staff station readers, cataloging stations, inventory wand), the RFID tags, and any other RFID-related hardware.		
System must not interfere with other equipment or nearby PCs. Vendor must work with Innovative Interfaces to resolve any RFID-ILS functionality problem.		
<i>Staff Workstations</i>		
System must process RFID tags and barcodes in the same transaction.		
System must be compatible with staff computers, barcode scanners, and receipt printers.		
System must use an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified, up to eight inches high.		
System must have the ability to read, program, and re-program RFID tags.		
System hardware must be integrated into Library's new or existing furniture.		
<i>Security Gates</i>		
System must have a read range of at least 18 inches on either side of the gate.		
System must use 13.56 MHz ISO 15693-3 Standard RTF and ISO 18000-3 mode 1 RFID technology.		
System must be shielded from interference from elevator motors, light fixtures, etc.		
System should include a patron counter that may be reset by library staff. (Optional)		
Tags with security reads that are activated must immediately trigger an alarm.		
System must offer multiple installation options that are ADA-compliant and can be		

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integrated with the library's new or existing lobby design.		
Gates should offer directional tag reading and only issue an alarm when items leave the building (optional)		
<i>RFID Tags</i>		
System shall be fully compliant with ISO 18000-3 Mode 1, and include both mandatory and optional commands specified in ISO 15693-3.		
System must natively encode tags using the non-proprietary open source 28560-2:2014, or a similarly publically available RFID Data Model that is available to all RFID systems and not created by a vendor.		
System must provide 13.56 MHz tags. Tags must be guaranteed for the life of the item on which it is originally affixed.		
All data on the RFID tag, including item identifier field, must be fully rewriteable.		
Tags must provide both security and inventory control functionality.		
Tags must be one-piece (tag and label integrated into one piece) and adhesive-backed to adhere to library materials without the addition of a cover label.		
Media tags should be transparent or semi-transparent and not obstruct identifying marks on the item.		
Tags should be customizable with a logo, text, or image. (Optional)		
<i>Portable RFID Reader</i>		
RFID reader must be ergonomically designed, with a weight of less than 2 pounds.		
RFID reader battery life must be at least 2 hours.		
RFID reader must use an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read.		
RFID reader must facilitate data collection through shelf reading, inventory, identifying items on search lists, and indicating items with security disabled.		

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<i>Labeling Services</i>		
Collection must be tagged on-site without undue disruption to Library operations		

**V. Training and Service**

The City seeks to train key Library personnel, including staff members from circulation, technical services, system administrator, and public services in the use of all equipment. Total number of staff to be trained is approximately 30.

- a. All training will be performed by vendor at the Rochester Public Library.
- b. At least three copies of user manuals, plus any other materials, will be distributed before training. Operation manuals must be provided with the equipment.
- c. All manuals will also be available in electronic format with unlimited distribution within the Library, and shall be supplied free of charge.
- d. Vendor, sales staff, and technical support staff will interact with the Library staff during installation planning, the installation phase, and follow-up immediately after such installation.
- e. Introductory operator/user/staff training shall be provided at no charge.
- f. Options and pricing for additional staff training periods and topics will be indicated in the “pricing” section below.

**1. Hardware and Software Technical Support**

Toll-free telephone assistance on system use and troubleshooting shall be available between 8:00 a.m. to 6:00 p.m. EST, Monday through Friday.

**2. Installation Requirements**

- a. The proposed system must be installed according to a schedule determined in coordination with Library staff.
- b. Vendors should recommend an installation plan. The City anticipates starting the retrospective conversion-tagging project by February 1<sup>st</sup> 2015 and anticipates going live on RFID by April 30<sup>th</sup>, 2015.
- c. Vendor must also be available for consultation with City on placement of hardware to accommodate network infrastructure, power and ventilation requirements, building restrictions, and to maximize workflow, staffing, and patron convenience.

**3. Warranty and Service Requirements**

- a. Tags must be guaranteed to be effective for the life of the item to which they are originally affixed and, if found to be defective, must be replaced at no cost to the City.
- b. Vendor must provide an all-inclusive 12-month warranty on equipment, software, and components and offer a maintenance/service contract thereafter.
- c. Vendor must offer a 12-month, 100% money-back performance guarantee on all equipment purchased and covered by 12-month warranty or service agreement.
- d. Software patches and service pack releases must be supplied at no additional charge to

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the Library.

- e. Service technicians must be fully trained to perform service.
- f. Vendor must have fully factory-trained technicians for onsite hardware support and service.
- h. Library staff shall be able to request service on a 24-hour basis using a toll-free number.
- i. Technical software phone support will be provided via a toll-free number.
- j. Service technicians will be equipped with parts normally required to service the equipment and reduce downtime.
- k. Average response time must be 48 hours or less.
- l. Service agreements to extend the warranty period on parts and labor must be available for a period of 12, 24, 36, or 48 months.
- m. Failure of vendor to meet specified standards may result in termination of service contract.
- n. Vendor must provide results of a recent customer service satisfaction survey demonstrating the offered service is deemed satisfactory by a minimum of 90% of respondents.
- o. The service agreement must be renewable on an annual basis for a negotiable fee.
- p. The service agreement must include remote maintenance for expert technical consultation and software support.
- q. Warranty and service requirements apply to both standard and optional system components.

**VI. Product Configurations and Pricing**

**1. Quantities and Pricing**

Equipment is expected to include, but is not limited to, the quantities listed in the pricing schedule below. A separate pricing table is included for labeling services. Unit prices shall be quoted for all components, hardware, software, installation, training and service. Vendor must indicate whether or not shipping is included. Vendor must include prices of all equipment and any options needed to meet specifications.

<b>Product</b>	<b>Number Required</b>	<b>Price per Unit</b>	<b>Shipping &amp; Installation</b>	<b>Total Price</b>
Standard RFID Tags <sup>1</sup>	84,500			
Hub Tags for CDs	N/A			
Stingray Tags for DVDs	7,800			
Circulation staff workstations	13			
Portable handheld readers	2			

<sup>1</sup> - The number of tags/stingray tags are estimates and are subject to change

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Detection system for two-door entry	2			
Technical Services tagging stations	6			
<b>Total</b>				

<b>Labeling Services</b>	<b>Number required</b>	<b>Price Per unit</b>		<b>Total</b>
Price per tag applied				
Rental of conversion stations				
<b>Total</b>				

2. Other Costs

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

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3. Total Project Cost: \_\_\_\_\_

Do not include maintenance.

4. Annual Maintenance Costs

Include parts, labor, and travel for maintenance.

Year 1 (After 12-month warranty period)	
Year 2	
Year 3	
Year 4	
Year 5	