



REQUEST FOR PROPOSAL

Kent District Library (KDL) is seeking proposals for
Intelligent Returns Chutes and Other RFID and AMH Equipment

Announcement

Kent District Library, hereinafter referred to as “KDL,” welcomes proposals from qualified firms to provide Intelligent return chutes and Other RFID and Automated Material Handling (AMH) equipment to KDL, in addition to support and implementation services of said equipment. Please review the following Request for Proposal (RFP) for information on KDL’s equipment needs, the process for evaluation, additional information, and the desired terms & conditions. Thank you for your time, consideration, and adherence to the following guidelines.

Process Overview and Key Dates

Complete RFP packages with detailed instructions will be available beginning May 2, 2022, at 12:00 pm on the KDL website (www.kdl.org/rfp) or by requesting a copy via email to Amanda Johnston at <mailto:AJohnston@kdl.org>.

KDL understands and expects that this RFP may need clarification. With that in mind, we have set aside Thursday, May 12 at 9:30 am EST to walk through each section of this document and answer any questions you may have via Teleconference. Each proposer is encouraged to attend and submit at least one person’s contact email from your company to Amanda Johnston above. At the conclusion of this clarification call, KDL will post the answers to all questions asked on our website as an addendum.

Any questions or clarifications regarding this RFP after the clarification call should be emailed only to Amanda through May 24, 2022, at 5:00 pm. Failure to observe this restriction may result in the disqualification of a proposal. (Note: this restriction does not preclude discussions between affected parties for the purpose of conducting business unrelated to this RFP.)

Responses to these questions will be submitted no later than May 27, 2022, at 5:00 pm in the form of an addendum. All interested parties are instructed to visit the website regularly for any additionally issued addenda.

All RFP submissions must be submitted by July 1, 2022, at 5:00 pm and be in accordance with the instructions and dates listed in Section 3. Failure to follow these guidelines may result in the disqualification of a proposal.

All proposals will be evaluated by KDL based on the criteria listed in Section 4.1: Evaluation Criteria. KDL reserves the right, at its sole discretion, to waive minor administrative irregularities contained in this RFP.

Types of Intelligent Returns Equipment Included in Vendor Proposal

KDL does not expect a single vendor to supply every variation of RFID technology we are interested in. Consequently, please check which solutions your company is able to propose. We are open to a best-of-breed solution, which will mean multiple vendors will work together to ensure KDL is providing the best solutions for our Patrons and Staff.

Internal Intelligent Returns Chutes

External Intelligent Returns Chutes

Smart Bins

Smart Return Shelves

Smart Hold Shelves

Sort Assistants

RFID Pads

RFID Wands

Automated Materials Handling Systems

Other Intelligent Returns Solutions (Please briefly describe below)

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Definitions

KDL – Kent District Library in Kent County, Michigan.

Branch – A component part of the overarching district library existing at a different location than other components of the complete library operation, i.e., an individual library location. Currently KDL has 20 branches, a bookmobile, and an administrative office referred to as the KDL Service & Meeting Center.

Library – An institution housing collections of books and other materials made available for public loan or consultation, specifically Kent District Library of Kent County, Michigan.

Proposer – An individual, business, or firm submitting a proposal to Kent District Library.

Vendor (or Contractor or Agent) – Firm, or individual representing a firm, retained by the library to provide knowledge, advice, and services in an area of documented expertise.

Partner – An individual business or firm who demonstrates value above and beyond the act of transacting goods & services. A partner becomes a trusted extension of KDL because they are proactively bringing ideas and solutions that aid in achieving KDL's strategic objectives and ensuring KDL remains relevant and vibrant to our patrons of Kent County.

Patron—a member of the public who utilizes the services of Kent District Library.

End User/Super User—a staff member or patron who will be regularly, and at a high volume, using the equipment requested in this RFP.

Section 1: Introduction and Background

1.1 Kent District Library - History

Kent District Library is a nonprofit governmental unit, which began in 1936 as the Kent County Library System. In 1994, the library began the process of separating from the County to form Kent District Library, a district library and independent taxing agency with governance by a Board of Trustees appointed by the Kent County Board of Commissioners and representing eight geographic regions of the KDL Service Area. The “Kent District Library” officially began on January 1st, 1996. In 2014, voters approved a 10-year, 1.28 millage renewal and increase for library operations. In 2014, KDL was also awarded 501(c)(3) status as a nonprofit charitable organization.

Presently, KDL serves a population of 395,989. It operates 20 branches located throughout 27 municipalities of Kent County, an administrative and central processing facility called the KDL Service and Meeting Center, plus one large bookmobile that travels across the county. KDL’s service population includes all areas of Kent County except the cities of Grand Rapids and Cedar Springs, the Village of Sparta, and Solon and Sparta townships. In February 2021, KDL opened its 20th Branch in Ada, The Amy Van Andel Library and Community Center.

Over 41% of residents in KDL’s service area are library cardholders. For additional statistical information about KDL, please visit our [website](#) and see the [2020 Impact Report](#) and other publications.

1.2 Project Purpose and Intent

The purpose and intent of this RFP is to solicit proposals from qualified firms who are experts in library materials handling utilizing intelligent returns chutes and other RFID and AMH equipment. The vendor will provide implementation services and ongoing support for all users of this equipment throughout the KDL System.

Our primary focus will be on the automation of the material-return process through traditional chutes, bins, hand-held wands, RFID pads/workstations, shelving units, and other tools plus large, Automated Material Handling sorting systems which may also be used for our Collection Services Department.

At the same time, KDL also asks each vendor to provide additional insight into other RFID products and capabilities including self-checkout kiosks, large, free-standing indoor and outdoor book dispensers (24-Hour Library), and other complimentary RFID and AMH products.

In addition, KDL is looking for a vendor who values partnerships and great customer service. It is important to KDL to understand your total value proposition for future consideration if this is going to turn into a long-term relationship. KDL is looking for a vendor who is open, direct, and

knowledgeable, especially regarding proposed solutions for Intelligent Return Equipment and other systems not currently utilized throughout the KDL enterprise. Such a vendor should be mindful of the library community which KDL supports. KDL expects the vendor to demonstrate how best to implement their solution(s) in a way which will position KDL to meet and exceed the existing needs of all of our patrons.

1.3 Initial Project Scope

All twenty (20) KDL branches will need at least one type of Intelligent Return Equipment. Many of our sites already have RFID Pads (or workstations) - see Section 2.1 for details.

The successful proposer shall be prepared to furnish any necessary equipment, labor, materials, and transportation required. The proposer shall provide equipment replacement, installation, and assistance connecting their Intelligent Return Equipment to KDL's network, ILS (Integrated Library System)- SirsiDynix Symphony, and other necessary equipment.

Due to the varying sizes of our branches, we anticipate that the solutions will also vary to accommodate the physical restrictions of each building, the volume of the material returned there, and the unique aesthetics of each building. KDL will permit you to visit all or any of our branches to get proper measurements and helpful insights, if your original proposal response is chosen to proceed to the next step.

KDL is interested in the following solution options:

- External intelligent returns chutes (for our branches that have drive-up returns to the building.)
 - Due to its external location, this equipment should allow patrons to return (and check in) items at any time, day or night.
 - KDL is interested in external return chutes which would allow patrons to return multiple items at once, meaning the proposed chutes must be able to accurately read multiple items simultaneously.
 - This equipment should include an RFID component which would identify the item, check it in through the ILS, removing it from the patron's account.
 - It is ideal, but not required, that this equipment include a security system on the "opening" of the external chute that is activated either by the patron's library card or the RFID tag attached to the library item(s) being returned, allowing the chute to remain locked except for when it is being used by a patron.
 - It would be ideal if this equipment provided the patron with an email receipt.
 - When exceptions occur, the notifications should include the format, title, call number, and item ID of the exception
 - This equipment should be robust, vandal-resistant, and made of stainless steel.

- This equipment must be installable in a variety of materials, including brick, stone, and glass.
- This equipment must connect to KDL's ILS software - SirsiDynix Symphony.

AND

- Internal intelligent returns chutes (for our branches that have the space inside their facility to automate the item-return process, the same as an external intelligent return chute.)
 - This equipment should allow patrons to return items as they walk into one of our branches.
 - This equipment should include an RFID pad which would identify the item, check it in through the ILS, removing it from the patron's account.
 - When exceptions occur, the notifications should include the format, title, call number, and item ID of the exception
 - This equipment must be capable of reading and checking in multiple items simultaneously.
 - This equipment must be installable in a variety of materials, including brick, stone, wood, drywall, and glass.
 - This equipment must connect to KDL's ILS software - SirsiDynix Symphony.

AND

- Smart Bins (for our branches that do not have drive-up item return stations and are also tight on space where an automated internal chute and associated peripherals would not fit.)
 - Equipment options must be able to receive multiple items with no constraints other than bin size.
 - This equipment should use algorithm-based technology to automatically read and check in items.
 - Ideally, the bins vary in size from small to large. A maximum capacity of at least 600 items should suffice for the large bin sizes.
 - When exceptions occur, the notifications should include the format, title, call number, and item ID of the exception
 - The bins should have an automated platform which can move up and down as required, thus eliminating the need for library staff to bend far down to retrieve items in the bin.
 - These bins should be positioned with chute access and fit within the KDL designated returns rooms.
 - This equipment must connect to KDL's ILS software - SirsiDynix Symphony.

AND

- Smart Return Shelves (for our branches that want to reimagine the return process AND have additional space within their branch to allocate to an appropriately-sized intelligent return shelf.)
 - Differentiated from the bins and chutes discussed earlier, this equipment would allow patrons to immediately access, take, and borrow returned items placed upon these shelves.
 - KDL is interested in equipment that would reduce the number of times returned items are touched by staff.
 - This equipment must have a notification system that identifies exceptions, such as reserved items, and differentiates them from the rest of the items placed on the equipment. Ideally this technology would be configurable to alert staff that an item with a “hold” has been returned and should be removed from the shelf.
 - This notification system, which would ideally come in the form of a printed receipt or a text notification, must be customizable.
 - When exceptions occur, the notifications should include the format, title, call number, and item ID of the exception
 - This equipment should be able to track all items on the shelves, identify items that are exceptions, read how long items have been on the shelves, and allow for a search function of the items on the shelves.
 - Ideally, these Smart return shelves would easily integrate with KDL’s existing shelving design, accommodate differently sized books (e.g., large picture books) and have plenty of shelving at lower levels for children to access.
 - Additionally, this equipment must be intelligent enough to identify/differentiate an item mistakenly placed on the shelf that is not a return (e.g., patrons casually set down a checked-in item that they picked up from somewhere else in the library and decided not to take) and items that are not in KDL’s collection (e.g., books returned from a neighboring library accidentally).
 - This equipment must connect to KDL’s ILS software - SirsiDynix Symphony.

AND

- Smart Hold Shelves (for our branches that want to reimagine the Patron Hold process AND have additional space within their branch to allocate to an appropriately-sized intelligent hold shelf.)
 - This would be similar to a Return Shelf, but positioned as a Hold Shelf that protects the privacy of what the Patron is picking up. No longer needing to print the Patrons name on a slip of paper and inserting it into a book that sits out in the public area where everyone can see what someone is about to check out.
 - KDL is interested in equipment that would reduce the time staff process hold items (e.g. Printing Hold Slips, Alphabetizing the items, Making space available on the Shelf, etc.)

- This equipment must have a notification system that informs the Patron where their item is located on the hold shelf via email or text per the Patron configuration settings. It would also have the ability to display or print a quick listing of where the Patron's Holds are located, if the Patron didn't bring their notification with them.
- When exceptions occur, the notifications should include the format, title, call number, and item ID of the exception
- This equipment should be able to track all items on the shelves, identify items that are duplicates and alert the Staff to move a duplicate item to another shelf, read how long items have been on the shelves, and allow for a search function of the items on the shelves.
- Ideally, these Smart Hold Shelves would be easily integrable with KDL's existing shelving design, accommodate differently sized books (e.g., large picture books) and have plenty of shelving at lower levels for children to access.
- Additionally, this equipment must be intelligent enough to identify/differentiate an item mistakenly placed on the shelf that is not a hold (e.g., patrons casually set down a checked-in item that they picked up from somewhere else in the library and decided not to take) and items that are not in KDL's collection (e.g., books returned from a neighboring library accidentally).
- This equipment must connect to KDL's ILS software - SirsiDynix Symphony.

AND

- Sort Assistants (for the workrooms of all our branches and potentially for branches that are too small for any of the above items)
 - KDL would like to review equipment options which would allow library staff to process multiple items at their circulation stations (using these Sort Assistants) in a single step. We imagine this technology functioning like a multi-item/multi-media scanning RFID pad.
 - When exceptions occur, the notifications should include the format, title, call number, and item ID of the exception
 - This equipment should include a touch-screen monitor, receipt printer, large RFID pad, sophisticated sorting interface which visually instructs our staff as to the appropriate actions to be taken with the items being returned, and connects to KDL's ILS software - SirsiDynix Symphony.

AND

- RFID Pads (for the workrooms of all our branches and potentially for branches that are too small for any of the above items)
 - Today we utilize RFID Pads and we expect to continue to use them.

- If your firm has RFID Pads, then KDL would like to review this equipment to see how it works similar or different than what we have today.
- When exceptions occur, the notifications should include the format, title, call number, and item ID of the exception
- This equipment should include a touch-screen monitor, receipt printer, large RFID pad, sophisticated sorting interface which visually instructs our staff as to the appropriate actions to be taken with the items being returned, and connects to KDL's ILS software - SirsiDynix Symphony.

AND

- Automated Materials Handlers
 - KDL would like to review equipment options which would allow library staff to sort large quantities of materials at our central facility for delivery to our branches. This equipment should include a touch-screen monitor, height adjustable staff material induction area, RFID technology, and connect to KDL's ILS software - SirsiDynix Symphony, and ability to sort into plastic totes.
 - AMH's would ideally include the ability for totes to be automatically stacked, as they fill, resorting in less lifting for staff
 - The AMH can apply receipts to materials during induction
 - The AMH has a system for managing empty totes
 - The AMH offers a zone sorting option with items being redistributed in bins based on size for maximum loading space capability
 - The AMH would have the ability for the totes to be checked in at the central processing center, placed in transit to the branch location, and checked in at the branch location with the scan of one barcode.
 - When exceptions occur, the notifications should include the format, title, call number, and item ID of the exception

AND

- Other Technologies Not Currently Listed
 - KDL is interested in hearing about any other forms of RFID equipment like wands that may help streamline the item return process. Please make sure that any other equipment you propose satisfies the requirements listed in Section 2.
 - KDL is especially interested in reviewing equipment options which are not similar or identical to KDL's previously deployed Intelligent Returns Fleet. (Please see Appendix A for more details on KDL's previously deployed fleet). For example, KDL is highly interested in technology like the smart bins and Smart return shelves described above.

1.4 Future RFID/AMH Opportunities

Please note that KDL is also interested in working with a partner which can offer equipment and equipment management services beyond the realm of Intelligent Returns, such as self-contained item dispensers that could be located inside shopping malls or outside under a shelter in rural areas of the County (24-Hour Libraries), self-checkout stations that would be located within the branches, and reservation pick-up solutions to aid in curbside processing.

As noted earlier, KDL is truly looking for a partner that demonstrates they can successfully implement the appropriate solutions. It is KDL's hope that this may also grow into a larger partnership for future opportunities.

Please include a section in your RFP response that highlights additional RFID capabilities and services your company offers that may be of value to KDL down the road.

Section 2: Service and Equipment Performance Requirements

2.1 Performance Requirements

KDL is seeking increased performance in any Intelligent Return Equipment. Below are the guidelines to consider when proposing your solution. Each of these items must be demonstrated to KDL and proved to work:

- Multimedia – Check if your solution can identify and appropriately handle the following:
 - Books of varying sizes and shapes
 - Magazines and newspapers
 - CD's, vinyl records, bookbags, playaways, and other media items
 - DVD's, Blu-Rays, video games, and other electronic items (including a Hotspot with case)
 - Non-KDL items from neighboring libraries (both RFID & legacy)
 - Items that are shiny, reflective or metallic
 - Items that are not related to the library's collection at all (e.g., shoes, trash, lobsters, etc.)
 - Multiple items at one time

- Accuracy – 100% accuracy would be ideal. However, most importantly, your solution must be consistently and highly accurate enough so that staff feel confident they will not need to regularly "re-do" the check-in process by hand in order to catch errors. Consequently, we require you to provide a % accuracy guarantee and demonstrate that your solutions can and will achieve this level of accuracy with regularity.
 - For intelligent returns chutes, demonstrate and prove that your solution can accommodate items passing through the following. Also indicate your percent accuracy for each condition in the blank to the right.
 - One at a time: _____%
 - Three at a time: _____%
 - Five at a time: _____%
 - Ten at a time: _____%
 - Quickly tossed in: _____%

 - For smart bins, check if your solution can perform the following:
 - Check in materials without missing items or double counting them
 - Accommodate a full bin (e.g., 200, 250, and up to 600 items) without missing items or double-counting them
 - Simultaneously read 1 – 10 items correctly

- Adjust the depth of bin floors in response to the weight/quantity of the items inside. For example, full bins would have a deeper floor in response to the increased weight of the items inside. As items are removed and the weight decreases, the bin floor should rise accordingly, like a spring, so staff need not bend far to reach the items within.
- For smart return shelves, check if your solution can perform the following:
 - Handle a full shelf without missing items or double counting them
 - Handle 1 – 10 items correctly on that shelf
 - Handle an item being taken off the shelf, then put back on the shelf (e.g., initially returned, then a new patron browsed it, but decided to put it back) without creating errors.
 - Accommodate large picture books and include low, child-friendly shelves
 - Have a quick way to identify staff of exceptions
- For wands, check if your solution can perform the following:
 - Handle scanning a cart or shelf of books without missing or double-counting items
 - Handle 1 – 10 items correctly without an abnormal speed adjustment to the swiping motion
 - Show a 98% accuracy with picture books
 - Handle alerts of various types as the wand scans an item (e.g., missing book, holds, and other exceptions) without creating errors
 - Demonstrate how the battery within the wands gets charged and periodically swapped out.
 - Connect directly to the ILS
 - Can read items on both metal and plastic shelving and carts without having to adjust the items
 - Demonstrated durability over a 3-year period
- For sort assistants, check if your solution can perform the following:
 - Handle 1 – 10 items correctly on the scanning pad
 - Handle an item being taken on and off the scanning pad without creating errors
 - Provide visual notifications for what to do when an exception is detected
 - Be accompanied by technology to scan a barcode on the bin to place into delivery without needing to scan each individual item upon arrival
 - Show cover art of the flagged items (exceptions) material on the screen
 - Indicate why the item is an exception on the screen (ex: Missing, Hold, Claims Returned, etc.)

- Adjust the depth of bin floors in response to the weight/quantity of the items inside.
 - Easy to access mechanical parts to troubleshoot errors
 - Emergency stop safety feature (sleeve caught, hair caught, etc.)
 - A variety of return solutions based on the size of the branch and volume of items circulated at the library location
- For Automated Material Handling Systems (AMHs), check if your solution can perform the following:
- Easy to access mechanical parts to troubleshoot errors
 - Emergency stop safety feature (sleeve caught, hair caught, etc.)
 - Be accompanied by technology to scan one barcode on the bin or tote to place all items into delivery or check-in without needing to scan each individual item upon arrival. This batch processing is further explored below:
 - Indicate which of the following situations is addressed in your “batch processing” feature or capability to reduce the transaction interactions with the staff and ILS system:
 - Transit Items Only (e.g. scan one bar code and the system recognizes the other 20 items in the box and thus transacts all 20 items as being received or moved from one branch to another branch or distribution warehouse to branch), OR
 - Transit and Hold Items (e.g. same comment as above PLUS multiple patrons have holds going to the same transit destination that is receiving other items to stock the shelves. The scan of one bar code effectively handles not only the transit items, but also notifies the patron that their item is now ready for pickup), OR
 - None of the above, we don’t have this batch processing feature, OR
 - Something different than above described below:
 - _____
 - _____
 - _____
 - Technology for checking in totes provides real time information about item status changes while in-transit
 - Provide the option for additional modules to be added in the future for new branch locations
 - Demonstrate or prove that the sorting machine will accurately sort materials into the correct bin

- Provide options for removing bins from the module safely and with limited physical strain on staff
 - Provide options for staff to manually print and place receipts
 - Add adhesive pre-printed customizable hold slips to items as they move through the initial staff induction area
 - Customizable to floor plan
 - Accommodate ____ items per day with room for growth in daily circulation volume
 - Network Capabilities – KDL operates on a wide area network and all its locations are connected via fiber. As a result, any and all devices MUST be able to be monitored remotely from any KDL location, regardless of their physical location. Check if your solution can perform the following:
 - Ability to monitor all devices from one central location or screen is desired.
 - At a minimum, the device must be directly accessible via the internet and be secured or encrypted to prevent unauthorized access. An example would be entering the IP address of the device into any URL bar, one can view important equipment information such as number of items detected, successful check-ins, exceptions, bin capacity, etc.)
- Integration with our ILS – SirsiDynix Symphony: check if your solution can meet the following requirements:
- Demonstrate that your solutions can communicate with KDL'S ILS and visually display the status/appropriate staff instructions for each item that passes through. This information should be printable on receipt paper, including ability to adjust format and font size, for each of the following instances:
 - Patron Hold Slips for reserved items at the current branch. Printed information should include patron name and barcode number, call number, item ID number, title, and date to be pulled
 - Transit Slips for items reserved by patrons at another KDL branch. Printed information should include branch location, call number, item ID number and title
- Staff Hold for Review notifications (e.g., an item might need to be pulled for special attention by the staff before it is ready for circulation again). Printed information should include call number, item ID number, title, staff member name or department & location for review
- Have a back-up system process in case of power AND network failures. For example, if the Network was out, how would the system store locally the transactions or returns

and then when the Network connection is re-established, the system would “forward” all stored transactions to the ILS.

- Integration with our existing Bibliotheca/3M RFID Pads. These are the RFID pads located at staff stations we use to scan books and other items. Below are some important components to be aware of:
 - (38) Bibliotheca RFID Pad model 200 series
 - (58) 3M RFID Pad model 895 series
 - (11) 3M RFID Pad model P12 series
 - (68) Epson Receipt Printer TM-T88IV
 - (51) Epson Receipt Printer TM-T88V
 - **NOTE:** In future, KDL might consider fully migrating to your solution, including RFID pads, if the equipment proves to duplicate and/or improve on the functionality of our current RFID pads; *however*, there is an equal chance we will keep using the current pads until they break down and need to be replaced, as we have invested heavily in them.

- Integration with existing (51) Bibliotheca Series-1000 Self-Checkout Stations, in both free-standing and desktop models. It is expected that KDL will retain the use of these stations as both staff and patrons are quite pleased with the ease of operation and the vendor support currently provided.

2.2 Additional Requirements

The additional requirements identified in this section apply to all intelligent returns equipment solutions. The proposer must address all requirements below in their proposal response.

- All intelligent returns equipment shall be “new” as defined below:
 - Equipment (including all components within the entire structure) has never been used past initial testing by the original manufacturer; final assembly has not been used previously and is being actively marketed. Remanufactured, reconditioned, or refurbished equipment shall not be accepted by KDL.
 - Equipment shall be a high-end business grade (not consumer grade).
 - Equipment shall be state-of-the-art in design and functionality.
 - Equipment shall be Energy Star compliant.
 - Equipment shall have low noise level per OSHA requirements.
 - If proposed equipment has been tested by Buyers Laboratory Inc., please include a copy of the test results in your response.
 - **NOTE:** Do NOT propose any discontinued products, even though “new in box” is possible.

- All intelligent returns equipment (chutes, bins, shelves, wands, workstations, etc.) shall have a stated % success rate of reading returned items and KDL shall have the ability to return such equipment with full refund of purchase price if not working at the stated % success rate.
- All equipment shall be “user friendly” with uncomplicated interfaces and accessories.
- Provider shall supply any ancillary equipment that may be required to use the intelligent returns equipment at no additional cost to KDL.
- The device must be capable of being monitored and managed through KDL’s network and appropriate remote access software.
- The device must be capable of being remotely monitored by both KDL IT staff and KDL branch staff.
- The device must be able to measure space capacity and somehow alert KDL IT staff and KDL branch staff before a bin or shelf is filled to capacity.
- The device must have a back-up system for when there is a temporary loss of internet connection. For example, the device must have the ability to “store-forward,” or continue functioning independent of an internet connection, and be capable of updating all systems with current information once an internet connection is re-established.
- Statistical reporting from the proposed system should be flexible and configurable by the user or KDL administrator. Reports should be available for export as Microsoft Excel, CSV, or other commonly used data exports.
- Must provide remote ability to monitor current bin count via portal or custom interface. Ability to receive alerts (via SMS, email, etc.) when set threshold is reached is preferred.

Section 3: Timeline & Instructions to Proposers

3.1 Timeline and Schedule of Events

KDL reserves the right to amend this timetable, as necessary. Depending on the number of proposers and the type of solutions being considered, we may be able to go faster.

Schedule of the RFP for Intelligent Return Equipment and Management Services	
RFP for Intelligent Returns Chutes and Other RFID and AMH Equipment and Management Services Posted on KDL's Website	May 2, 2022 at 12:00 pm
Recommended Clarification Teleconference	May 12, 2022 at 9:30 am
Deadline for the Proposers' Questions	May 24, 2022 at 5:00 pm
Addendums Posted to KDL's Website	May 27, 2022 at 5:00 pm
Deadline for RFP Submission	July 1, 2022 at 5:00 pm
Bid Opening	July 5, 2022 at Noon
First Proposer Interviews	July 18 – 28, 2022
Second Proposer Interviews (if needed)	July 25 – August 5, 2022
Selected Propers to Visit KDL Locations to Refine Quotes, and Present Company Information, Demonstrate Solutions, and Discuss Value Proposition	August 29 – September 29, 2022 (or sooner)
Revised Quotes Due	2 Weeks after site visit
Follow-up Vendor Questions and Internal Selection Team Discussions	October 17 – 28, 2022 (or sooner)
Selection of Proposer(s) for the Pilot Program or Off-Site Working Visit	October 28, 2022 (or sooner)

Pilot Program Implementation or Off-Site Working Visit for AMH options or large heavy to transport solutions.	November 1 – 30, 2022 (or sooner)
KDL Staff Feedback and Recommendation	December 1 – 7, 2022 (or sooner)
Final Vendor Discussions and Notifications	December 12 – 16, 2022 (or sooner)
First Reading by Board of Trustees	January 19, 2023 (or sooner)
Second Reading by Board of Trustees	February 16, 2023 (or sooner)
Contract Finalized	February 28, 2023 (or sooner)

3.2 Procedure for Submission of Proposals

In addition to the submission requirements listed earlier, please review and follow the procedure guidelines listed below.

1. Complete RFP packages may be accessed on the KDL [website](#) beginning **May 2, 2022 at 12:00 pm**.
2. Proposers should acknowledge receipt of addendum(s) on their proposal's Signature Page (Appendix E).
3. All proposals must be submitted by **July 1, 2022 at 5:00 pm**. Any proposals submitted after this point will be marked as late and may be disqualified from further consideration.
4. In order to be "green" and not waste paper, we encourage submission of all proposals in electronic form. Because of the file size, we encourage you to send your thumb drive by mail or courier service, or to personally deliver it in an envelope marked with the name, address, contact information of the proposing firm, and the words "Intelligent Returns Chutes and Other RFID and AMH Equipment Proposal, to be mailed to the address below:

Kent District Library Service Center

Attn: Amanda Johnston (IT Administrative Assistant)

814 West River Center Dr. NE

Comstock Park, MI 49321

Email: ajohnston@kdl.org

5. Proposals faxed will **NOT** be accepted.

3.3 Further Instructions and Requirements

- All statements and requirements listed within this RFP must be addressed, all questions in this RFP must be answered, and all instructions outlined in this RFP must be followed.
- The proposer must confirm, in writing, within their proposal that they have met the requirements outlined herein and clearly define all deviations where your solution differs from our requirements.
- Review the following requirements as they relate to various aspects of the proposal.
 - Cover Letter
 - The cover letter shall be in the form of a standard business letter and shall be signed by an individual authorized to legally bind the proposer.
 - It must include all of the following:
 - A statement clearly indicating which intelligent returns equipment types and models you are proposing.
 - A statement verifying that all cost/pricing data presented is accurate and valid for nine months from the date of submission.
 - A statement specifying if proprietary data has been included in the proposal and describing how proprietary data has been identified in the proposal.
 - A statement that the proposed services and equipment will satisfy the function, performance, and services listed in this RFP.
 - A statement indicating the proposer's agreement to specified terms and conditions addressed in Section 2 of this RFP.
 - A list of any exceptions should be included as an attachment to your cover letter and be identified clearly.
 - Executive Summary
 - Proposers shall provide an executive summary of your solution including items/products covered in the proposal, implementation approach, and why your solution should be considered.
 - Proposed Approach to Scope of Services
 - Proposers shall clearly provide their recommended approaches to the scope of services as required in this RFP.
 - Key Personnel (Management Summary)
 - Proposers shall provide a brief summary of their organization along with key personnel.
 - Additional Information

- Include any other information in this section of the proposal that you believe to be pertinent but which is not required by this RFP.
- Vendor Contact Information
 - In this section of the proposal, provide the name, phone number, and e-mail address of a point of contact for the proposal.
- References (Prior Experience)
 - Proposers must provide the Kent District Library with at least three (3) business references who have received similar services from your company. Use the References page (Appendix B).
- Pricing Sheet
 - All costs to be incurred and billed to the library should be included within the Pricing Sheet. Costs must be clearly labeled as to be transparent in layers of fees and services included with each layer.
 - Kent District Library is a non-profit organization and exempt from Michigan sales tax. The library will not pay any amount identified as insurance or taxes of any kind (the liability of such items remains with the proposer). The proposed price quoted must include all other costs so there are no surprises.
 - By submitting a proposal, the proposer certifies that, if selected, they will execute such agreement(s) without further addition of costs or terms.
 - KDL reserves the right to negotiate the terms and costs of any proposed agreement.
- Mandatory Response Checklist
 - As the second-to-last item of the proposal, proposers shall include the completed Mandatory Response Checklist (Appendix C) to ensure that everything was covered and submitted.
- Signature Page
 - A fully completed Signature Page (Appendix E) is the final component of a proposal. This must be included in a separate envelope from the proposal. Failure to include a Signature Page may result in disqualification of the proposal.
 - At the bottom of the Signature Page, the proposer must acknowledge receipt of any addendum(s) to the RFP.

Section 4: Evaluation Process

4.1 Evaluation Criteria

Proposals will be evaluated by KDL based upon the completeness of their responses, the quality of the candidate's proposed equipment, the candidates' ability to meet KDL's needs, their approach to service, the cost of services, and the strength/weakness of prior performance reflected in reference responses. KDL reserves the right, at its sole discretion, to waive minor administrative irregularities contained in this RFP.

In addition to the above stated criteria, KDL will use the criteria in the table below to aid in evaluation of each proposal. To determine the preferred bidder(s), KDL will rate bids on an overall scale of 0% -100% using this table. A final decision will be made in the best interest of the library and its patrons.

Evaluation Criteria for Intelligent Return Equipment and Management Services RFP	
Factor	Weight
Fulfills Criteria Set Forth in the RFP	20%
Prior Experience/Skills, Knowledge, and Resources	20%
Performance During the Pilot Process and Reference Checking/Participation	35%
Price of the Eligible Products and Services	15%
Commitment to Timetable & KDL Satisfaction	10%
Total	100%

4.2 Proposal Review, Site Visit, Solution Demonstration, and Quote Refinement

- Proposals will be reviewed and discussed by an evaluation team comprised of library staff, managers, and IT personnel. Appropriate questions may be asked of proposers to clarify RFP statements. KDL reserves the right to reject all proposals for any reason.
- After review and evaluation of the RFP submissions, KDL will select the appropriate vendor(s) to visit our facilities and present/demonstrate how their solution(s) works.
 - While onsite at KDL, you will be given access to our 20 locations to procure measurements and determine first-hand what solutions would work best at each unique location.
 - You will be given access to our central service center materials sorting area to procure measurements and determine first hand solutions for that location
 - KDL understands that some RFID and AMH equipment may be too large to transport for an onsite presentation. In this case, we will arrange to visit your location of choice (e.g., corporate office, other library where your product is in use, etc.)
 - All presentations will be recorded and made available to KDL staff via TEAMS or some other video conferencing platform to ensure appropriate KDL personnel can hear, see, and evaluate your solution.
- Upon completion of the product demonstrations, all proposers will be asked to refine their quotes based on their professional recommendation after seeing our facilities and interacting with our staff.
- Refined quotes must be submitted two weeks after completion of the on-site visit.
- Upon receipt of all refined quotes, KDL may directly contact any proposers' references as we determine valuable. The Reference Checking and Side-by-Side Peer Working Visit is described below.

4.3 Reference Checking and Side-by-Side Peer Working Visit

- KDL will contact the references you provided to discuss their experiences with your products & services.
- If possible, KDL would like to arrange to visit, and even work side-by-side, with a library of your choice to see firsthand your solution in active use.
- At the end of the Reference Checking step and upon receipt of all refined quotes, KDL may select one or two proposers to participate in a pilot process to confirm that the proposed solution works as desired in our environment (e.g., with our staff, our patrons, and with our collection).

4.4 Pilot Process

The pilot process will be a full “test drive” of your solution. This purchase is too important to KDL to rely solely on statements made through the sales cycle. We need to be sure your product will perform as claimed. Ideally, KDL will select a single vendor to partner with to provide RFID technology solutions. However, we understand that some products are either not available from a single vendor or are not as functional. Consequently, the pilot process may include multiple vendors.

- The pilot process will be performed at no cost to KDL and will function as a live implementation to demonstrate/prove that your solution works as desired. The pilot process requirements are as follows:
 - KDL will identify one or more branches/locations at which to pilot the various RFID or AMH equipment. These locations may be the same or different depending on the various RFID or AMH equipment being tested.
 - The criteria determining a successful pilot process will vary, subject to the RFID or AMH Equipment used. For example:
 - External and Internal Chute Solutions
 - Meet or exceed the % accuracy submitted with the RFP in Appendix C
 - Effectively handle two weeks' worth of check-in items, including
 - KDL materials (e.g., books, DVD's, video games, etc.)
 - Other library materials (e.g., Lakeland, GRPL, etc.)
 - Non-library items (e.g., shoes, junk, etc.)
 - Staff involved with the pilot process can see and understand how the patron experience will be improved and/or our internal processes will improve by using your solution
 - Smart Bin Solutions
 - Meet or exceed the % accuracy submitted with the RFP in Appendix C
 - Effectively handle two weeks' worth of check-in items, including
 - KDL materials (e.g., books, DVD's, video games, etc.)
 - Other library materials (e.g., Lakeland, GRPL, etc.)
 - Non-library items (e.g., shoes, junk, etc.)
 - Accurately handle a simulated “full bin” that may occur during a holiday weekend
 - Notify staff when the bin is “almost” full
 - Staff involved with the pilot process can see and understand how the patron experience will be improved and/or our internal processes will improve by using your solution

- Smart Shelf Solutions
 - Meet or exceed the % accuracy submitted with the RFP in Appendix C
 - Effectively handle two weeks' worth of check-in items, including
 - KDL materials (e.g., books, DVD's, video games, etc.)
 - Other library materials (e.g., Lakeland, GRPL, etc.)
 - Non-library items (e.g., shoes, junk, etc.)
 - Accurately handle a simulated "full shelf" that may occur during busy times
 - Notify staff when the shelf is "almost" full
 - Notify staff if an item has an active patron hold
 - Notify staff if an item should be pulled for internal review
 - Properly handle books that were mistakenly discarded on the smart shelf by patrons but are not returns
 - Staff involved with the pilot process can see and understand how the patron experience will be improved and/or our internal processes will improve by using your solution

- Wand Solutions
 - Meet or exceed the % accuracy submitted with the RFP in Appendix C
 - Effectively handle two weeks' worth of check-in items, including
 - KDL materials (e.g., books, DVD's, video games, etc.)
 - Other library materials (e.g., Lakeland, GRPL, etc.)
 - Non-library items (e.g., shoes, junk, etc.)
 - Accurately perform a search for lost or misplaced items
 - Accurately demonstrate how to scan the library shelves for as needed inventory tracking or item locator services
 - Accurately identify items with RFID tags turned off or inactive like a checked-out book would be
 - Staff involved with the pilot process can see and understand how the patron experience will be improved and/or our internal processes will improve by using your solution

- Automated Materials Handlers
 - Provide references of other libraries featuring your products so that site visits can be conducted

- KDL staff responsible for the delivery process will have an opportunity to work directly with the equipment at reference site location
 - Other solutions unfamiliar to KDL
 - KDL will identify a branch to pilot any other interesting solution presented.
 - Additional pilot criteria will be created at that time.
- KDL will allow the vendor to properly install all equipment on-site prior to the kick-off of all pilot processes. We will also allow vendors to make necessary adjustments to equipment during the pilot process. However, as stated, to be successful, your solution must run as promised for one solid month without the need for vendor adjustment or intervention. Consequently, KDL encourages vendors to allot appropriate time for installation and adjustments prior to all “official” pilot commencements.
- At the end of the pilot, KDL will make a final decision on which vendor/solution, if any, will move to the next step.

4.5 Selection Process

- At the end of the pilot, KDL will make a final decision on which vendor/solution, if any, will be awarded our business.
- Prior to signing contracts, KDL will work closely with the chosen vendor to examine the exact quantity of proposed intelligent returns equipment by type.
- The selected proposer(s) will meet with the contract administrator to prepare a contractual agreement between the library and the proposer as soon as is reasonable after the final selection is made. Failure to negotiate a mutually agreeable contract may result in the cancellation of any award.
 - Contract Administrator: the following individual, or their designee, shall serve as the interpreter of the conditions of the contract and shall use all powers under the contract to enforce its faithful performance: Kurt Stevens, Director of IT.
 - KDL reserves the right to award the total proposal, to reject all proposals in whole or in part, to award parts of the proposal to separate vendors, and to waive any informality or technical defects if, in KDL’s sole judgment, the best interests of KDL will be so served.
 - No action will be binding on the library until a contract has been executed by both parties and approved by the Kent District Library Board of Trustees.
- All those submitting proposals will be notified of the results.

Section 5: Delivery, Installation, and Training

5.1 Delivery and Installation Requirements

- Delivery for all items under this contract shall be made within thirty (30) business days or sooner after receipt of order. Deliveries must be made between the hours of 7:15 a.m. and 3:45 p.m. on a regular KDL business day, unless other arrangements have been made by the purchase order originator. KDL may authorize the vendor to expedite delivery for a critical item through air freight, UPS, transit bus, or other on an exceptional basis.
- Depending on the item/product purchased, it may be delivered directly to the branch for immediate installation or delivered to the KDL Service Center for temporary storage until ready for use at a branch. See kdl.org/locations for a listing of all branch locations.
- The vendor shall be responsible for providing any and all start-up supplies upon installation of any machine at no additional cost to KDL.
- Upon delivery/installation of all equipment, the vendor shall conduct a demonstration of the equipment in front of KDL's representative to verify that all equipment is fully operational and in compliance with the contract specifications. Any deficiencies shall be promptly and permanently corrected before final acceptance of the equipment.
- Clear and concise physical operating manuals shall be delivered with the equipment (one per machine type per site.)
- All equipment shall be clearly labeled with a unique identification number. Such labels shall be affixed where they are easily visible and shall be made of tamperproof materials. All written and verbal correspondence affecting equipment obtained under this resulting contract shall be identified using this number.
- The vendor shall guarantee the availability of parts and supplies for the entire period of the lease and/or support contract.
- The vendor shall ensure the equipment works on KDL's network.
- The delivered system should be able to track usage and tracking should be configurable by KDL staff, as deemed necessary.

5.2 Training

- For Automated Material Handlers, end user training for all department personnel shall include but not be limited to the following:
 - General use, available functions, and how to deal with minor equipment malfunctions
 - Setting or configuration changes
- End user training for each branch personnel shall include but not be limited to the following:
 - General use, available functions, and how to deal with minor equipment malfunctions
 - Processing the hold slips and the transit slips
 - Confirming the check-in counts are accurate
 - Resetting the counts
 - Resolving “error” warning messages
 - Handling software updates
 - Setting or configuration changes
- Technician/super user training shall be provided for up to five (5) KDL technicians and super users and shall include but not be limited to the following:
 - An in-depth review of the intelligent return equipment and automated materials handlers and management functions necessary to ensure a good working relationship between KDL’s technical team and the intelligent returns equipment management and or/ Automated Materials vendor selected
 - Resolving common and rare “error” warnings
 - Identifying and handling software updates
 - No prerequisite testing of KDL technicians to attend this training
 - Vendor supplies all technical publications and literature
- Both levels of training shall be
 - Made available to KDL staff on-site where the equipment resides.
 - Provided per the manufacturer’s requirements.
- Selected vendor will work in concert with KDL’s Project Management Office and Training Coordinator to ensure all training activities meet or exceed KDL’s standards. Some specifics include:
 - Training schedule created and provided to the branch managers at least 3 weeks before it is delivered to staff
 - Training topics/outline created and available for staff to follow along
 - Additional resources such as manuals, videos, checklists, etc. prepared and provided by vendor at time of training
 - Some form of training exercises or student workbook for staff to practice what was covered

- Technical updates and associated functional training are to be provided to KDL technicians as they are released by the manufacturer at no cost to KDL.
- Furthermore, a minimum of one additional user training session shall be made available each year for each type of user.

Section 6: Service and Guarantees

6.1 Full Service and Maintenance Support Requirements

Vendors should have a service organization mindset and capabilities which include, but are not limited to, the following:

- Full service and maintenance shall be included for all equipment during the duration of the contract. This shall include preventive maintenance, all parts, materials and labor, and all operating supplies. Note: KDL reserves the right to procure additional (or future) intelligent returns equipment of the same make & model from other sources if the price is lower than your proposal. We expect your intelligent returns equipment management services to still cover these new devices.
- All warranty or maintenance services to be performed on contract products as well as any associated hardware or software shall be performed by manufacturer-authorized technicians. Proof of manufacturer's authorization shall be provided to KDL upon request.
- The vendor must maintain an adequate supply of spare components to minimize downtime of the equipment.
- Response to request for service shall be made within eight (8) hours after notification by KDL. This response might be just investigation/confirmation of the issue reported. Necessary maintenance or repairs shall be performed at a mutually agreeable time (normal business hours or closed hours.)
- Repairs to the equipment shall be completed within twenty-four (24) hours after the initial arrival of a service technician to the site. When this is not possible, the vendor shall provide a "temporary automated solution" until the repairs are completed.
- The vendor shall provide a toll-free or local telephone number for technical assistance. The vendor shall schedule preventative maintenance (PM) service calls thirty (30) days in advance throughout the warranty period for each piece of equipment. The scheduled PM shall include but not be limited to routine cleaning, necessary adjustments, and replacement of unserviceable (worn) parts.
- The vendor shall keep a service log that will be jointly maintained by service technicians and KDL IT staff. Service technicians shall sign the log when service has been completed, with a KDL designee countersigning. This log will serve as the basis for any complaint of excessive downtime, slow response to requested service, and inactive operation. The service log should include the following details for all equipment repairs:
 - model number
 - serial number
 - date of installation
 - date and time of service call
 - Length of time between service request and service call

- service requested
- cause of breakdown or downtime
- time it took for repairs to be completed

Operator error shall not be a factor in determining unsatisfactory machine performance.

6.2 Performance Guarantee

- The intelligent returns equipment shall operate satisfactorily at the agreed upon % effectiveness noted during the RFP and contract signing process.
- If at any time, the accuracy falls below the agreed upon levels, KDL will notify the vendor and they will have 30 days to remedy the problem.
 - a. If after 30 days, the accuracy rate has not improved, the vendor will submit a refund for whatever % they are off from the original agreement. This discount will be in effect for the next 60 days while the problem is remedied.
 - b. If after 90 days, the accuracy can't be corrected, then the vendor will refund 100% of KDL's purchases or lease fees to date and take their product back.
- The intelligent returns equipment failure or malfunctions shall not become a constraint to KDL's process. Machines that develop a trend of requiring an excessive number of service calls (3 service calls in three months) shall be reported by the user to the contract administrator for compliance with this provision. Only service calls due to machine malfunction shall be counted, not calls due to operator error or preventative maintenance.
- If the vendor fails to comply with the performance requirements of this section, the vendor shall replace the non-compliant machine with a new machine within ten (10) business days (Monday through Friday, 8:00am-5:00 pm, excluding holidays). The replacement machine must match all requirements of the non-compliant machine.
- Failure to replace the machine when required by this section may result in the cancellation of the entire agreement, refund of KDL's money paid, the machine removed immediately from KDL's premises at the vendor's cost, and no penalty charges assessed to KDL.

6.3 Performance Review Process

The following employees of KDL are identified to use all powers under the contract to enforce its faithful performance **after** the contract is awarded:

- The Director of IT, or appointed KDL staff member, will meet with selected vendor representatives on a regular basis or as determined necessary to review progress and provide necessary guidance to the vendor in solving problems that may arise.
- The selected vendor will notify the Director of IT, or appointed KDL staff member, of any significant deviation from the previously agreed-upon proposal.

Section 7: Payment Considerations

7.1 Desired Lease, Rental, or Purchase Conditions

KDL recognizes that there may be many payment approaches utilized by different vendors and is open to considering all viable lease/purchase options. Please specify if your pricing varies based on which payment approach used. See below for KDL's current desired terms on three different approaches:

- Rental Option – A minimum of forty-eight (48) months (60 months preferred) with an additional equivalent renewable term to be executed at KDL's option. Additionally, KDL would like the option of a month-to-month rental agreement to take effect at the end of the rental contract, should the need arise.
- Lease Option – A minimum of forty-eight (48) months lease-to-own (60 months preferred).
- Purchase Option – what financing options are available and how do those options compare to a single cash payment?

Other desired contract considerations include:

- In all cases, the support contracts and, if applicable, the equipment rentals and leases must be co-terminus. Future acquisitions (rentals, leases, and support contracts) will be written to expire or become due on the same date, so invoicing is easier to process and track.
- Regardless of the payment structure selected, all equipment shall have Full Service and Maintenance Support contracts.
- At its discretion, KDL shall have the ability to cancel the equipment and support contract prior to the contract end date by informing the vendor in writing at least 60 days prior to the desired contract termination date.

7.2 Expiration and Renewal of Agreement

In the case of a rental agreement,

- the vendor shall send KDL written notification of the impending end of term at one-hundred-twenty (120) days, ninety (90) days, and sixty (60) days before the end of the rental term.
- At the conclusion of a rental agreement, KDL and the vendor will agree upon a date for the rented equipment to be picked up. If this date is beyond the rental contract, KDL and the vendor will agree upon a month-to-month fee to be paid by KDL until the equipment is removed.
- The vendor shall remove the equipment at their own expense. KDL shall not be responsible for pickup, shipping, or transportation charges to return the equipment to the vendor.

In the case of a lease-to-own or a direct purchase,

- KDL will work with the vendor to ensure that all the Support and Maintenance contracts are current. However, KDL reserves the right to cancel the Support and Maintenance contracts if we are not satisfied with the value they provide.

7.3 Model Upgrades, Downgrades, Additions, and Subtractions

- To meet end-users' changing needs and requirements, flexibility for upgrading and downgrading equipment performance capabilities with the same provider throughout the resulting contract(s) shall be allowed without it constituting a new rental or lease agreement.
- Additional intelligent return device acquisitions or subtractions can be made throughout the contract period without it constituting a new rental, lease, or purchase agreement. If additional units are acquired, we ask that these new items conform to the same end-date for support and maintenance as the existing units.
- The addition of options/accessories to already-in-place rental or lease equipment shall not be considered the start of a new lease or rental agreement.
- The vendor shall provide all manufacturer-issued operating software upgrades and patches free of charge as they become available throughout the rental, lease, or purchase agreement period.

Section 8: Additional Terms and Conditions

8.1 Rights of the Library

- The library reserves the right to reject all proposals received in response to this RFP.
- If a proposal is selected, it will be done in accordance with the process outlined in this RFP. The library will not award a contract based entirely on any one element in the proposal.
- The library reserves the right to consider requests for modifications to pricing or contractual obligations at any time before a contract is awarded.
- Specific negotiations would be undertaken with a proposer whose proposal is deemed to best meet the library's specifications and needs.
- The library reserves the right to waive or not waive RFP informalities or irregularities in proposals or proposing procedures.
- The library reserves the right to accept or further negotiate costs, terms, and conditions of any proposal, as best suits the interests of the library.
- The library reserves the right to negotiate any alterations to bid specifications due to oversight, error, or quantity changes.
- The library reserves the right to seek clarification about a firm's proposal during the evaluation process.
- The library will not pay for any information requested herein, nor will it be liable for any costs incurred by the proposer in preparing or executing a proposal, submitting or presenting a proposal, or from interviews and/or demonstrations.
- Proposals must be signed by an official authorized to bind the proposer to its provisions for nine (9) months after bid submission.
- If it becomes necessary to revise any part of this RFP, addenda will be provided. Deadlines for submission of this RFP may be adjusted to allow for revisions. In the instance of a revision, the proposer's entire proposal document with any amendments should be resubmitted.
- Proposals should be prepared simply and economically, providing a straightforward, concise description of the proposer's ability to meet the requirements of the RFP.
- The anticipated selection date expresses the present intention of the library to award a contract as noted in the Section 3.1 Timeline & Schedule of Events; however, this is not a representation, agreement or promise that, in fact, the library will award any contract on that date or at any other time.

8.2 Indemnification

- All proposers hereby expressly agree that they will hold harmless and indemnify the library, its officers, agents, and employees from liability of any nature or kind connected with the RFP process.

8.3 Confidential and Proprietary Information

- Proposals submitted in response to this RFP and any resulting contract(s) are subject to the provisions of the Michigan Open Records Act (Public Act No. 442). Any restrictions on the use or inspection of material contained within the proposal and any resulting contract shall be clearly stated in the proposal itself.
- Confidential or proprietary information must be readily identified, marked, and separated from the rest of the proposal. Co-mingling of confidential or proprietary information with other information is NOT acceptable.
- Neither a proposal in its entirety nor proposal price information will be considered confidential or proprietary. Any information included in any resulting contract cannot be considered confidential.

Appendix A: Current & Previous Hardware Specifics Including Volumes for Central Services Processing of items that we desire the KDL Intelligent Returns Chutes, Automated Materials Handler and Other RFID Equipment

Previously, KDL had the following Bibliotheca Self-Check-in Equipment:

- Self-check-in chutes (19 total)
 - Sixteen (16) external chutes and two (3) internal chutes
 - Equipment models:
 - Flex Retro C-Series Chute Kits
 - Located at nine (9) of our branches
 - Flex Chutes
 - Located at two (2) of our branches

Currently, KDL has the following RFID Wands:

- CircTrak Handheld Wands (8 total)
- [FEIG RFID Wand Spec Sheet](#)
 - CircTRAK software Functions:
 - Inventory
 - Manual Search
 - Check Shelf Order
 - Check Item Security
 - ILS Search
 - Technical specifications:
 - Hardware
 - KDL would like it to be rechargeable and able to be docked
 - Currently the battery has locking tab that is easily broken and cost prohibitive to replace
 - Should support current Wi-Fi standards
 - High durability for heavy usage applications
 - Software
 - Windows-based
 - Prefer it to be app-based standalone
 - Direct ILS Connection
 - Networked via our Staff Wi-Fi and integrated with our SirsiDynix Workflow ILS
 - All CircTrak Wands are connected to a windows-based device.
 -

Currently, KDL has the following RFID components:

- RFID Pads (105 total)
 - Used for checking in and out library collection items with RFID tags and other circulation tasks (e.g., installing the RFID tag on new materials)
 - Fifty-five (55) used at staff workstations in workroom areas
 - Twenty-eight (28) used at reference desks
 - Twenty-two (22) used in collection-sorting area
 - Equipment models
 - Bibliotheca RFID Pad model 200 series (32 total)
 - 3M RFID Pad model 895 series (57 total)
 - 3M RFID Pad model P12 series (14 total)
 - FEIG RFID Pad model ISC ANT 340/240 (2 total)
 - Integrated with our SirsiDynix Workflow ILS
 - All RFID Pads are connected via USB to Microsoft Surface, Lenovo ThinkPads, or HP DeskPro 600 G5 & G3 series PC workstations.

The information provided below reflects the volume our Collection Services team handles. Estimated daily delivery materials volumes (currently processed manually) to be handled by proposed central AMH equipment (in items, including books & AV, unless otherwise specified):

- Current average daily delivery volumes:
 - Existing items moving between branches (approx. 84%) 3,061
 - Newly added materials (approx. 13%) 474
 - MeLCat (interlibrary loan) items (books only) (approx. 3%) 109
- Peak daily delivery volume (from the past 15 months): 6,925
- We anticipate future growth in general circulation & delivery volume in response to both internal project goals and outreach efforts, as well as through the addition of new, future KDL branches and locations. Additionally, we hope to experience greater circulation volume via an increased return of patrons to active library usage post-pandemic.
 - Pre-pandemic average daily delivery volume (2018): 3,236
 - Current internal project circulation increase goal: 10% by 2023

Appendix B: References (Prior Experience)

Proposers must provide KDL with at least three (3) business references from organizations that have received products and services from your company for similar projects. Please be sure to list all products each reference is currently using AND a few specific items as described below:

- First Reference - Briefly describe how you helped automate and improve this client's materials handling processes. Verify that they are willing to host 1–3 KDL staff members for a week-long site visit to work side-by-side with their team performing materials handling activities using your equipment. KDL will cover 100% of the cost of our employees who are assigned to work at this reference site.
- Second Reference - Briefly describe how you worked through a misunderstanding, mistake, or issue with this client that ended positively and ultimately turned them into a reference for your organization.
- Third Reference - Briefly describe how this client used to work with another provider/vendor and how you were able to not only acquire their business but ultimately make them a reference for your organization.

Failure to complete this form may result in the proposer's bid being deemed non-responsive and rejected without further evaluation. If necessary, please attach additional pages to this section.

1. **Name of Contracting Organization ("Client"):** _____

Client Contact: _____ Title: _____

Client E-mail Address: _____ Client Phone #: _____

Contract Start/Expiration Dates: _____ Willing to host KDL staff? _____

How much lead-time would this client require if selected to host KDL staff? _____

List all of your products used by this client:

Describe the type of services performed (including deliverables) for this reference:

List the major improvements or benefits this client has gained due to your products and services:

2. Name of Contracting Organization (“Client”): _____

Client Contact: _____ Title: _____

Client E-mail Address: _____ Client Phone #: _____

Contract Start/Expiration Dates: _____

Briefly describe how you successfully worked through a misunderstanding, mistake, or issue with this client that ultimately made them a reference for your organization:

List all of your products used by this client:

Describe the type of services performed (including deliverables) for this reference:

List the major improvements or benefits this client has gained due to your products and services:

3. Name of Contracting Organization (“Client”): _____

Client Contact: _____ Title: _____

Client E-mail Address: _____ Client Phone #: _____

Contract Start/Expiration Dates: _____

Briefly describe how this client used to work with another provider/vendor and how you were able to not only acquire their business but ultimately made them a reference for your organization:

List all of your products used by this client:

Describe the type of services performed (including deliverables) for this reference:

List the major improvements or benefits this client has gained due to your products and services:

Appendix C: Pricing & Performance Guarantee Sheet

In this section, please include the following two (2) key pieces of information:

- The price per each (1 unit) for each of the intelligent return devices and other RFID and AMH equipment proposed. As noted previously, the vendors selected for an on-site visit to KDL will be given the opportunity to evaluate specific quantities of each type of device proposed for all KDL locations. Consequently, it is understood that a more accurate solution proposal will be submitted after these visits.
- The Guaranteed Accuracy percentage for each piece of equipment proposed. As referenced in this RFP, the consistent accuracy of your devices is critical to KDL. We will be validating this percentage throughout the demonstration and pilot processes, and ultimately when these tools are used in a live production environment. Any failures to meet the Guaranteed Accuracy percentage will be considered a defect which could result in not being selected as the winning vendor or, if selected, refund and removal of the defective units after purchase.

Embed your pricing sheet in this area or fill out the sample pricing sheet provided below. More data rather than less is encouraged.

Product Make/Model	Purpose	Physical Specifications: Size, Speed, etc.	Guaranteed Accuracy Percentage	Price Per Unit

Appendix D: Mandatory Response Checklist

This checklist must be submitted as part of your proposal. Please complete the checklist by providing a checkmark in the Check Here column to the left of each item below, thus indicating inclusion of the item in the proposer’s response to the library’s RFP.

Check Here	Item
Mailed paper copy or electronic copy of this filled-out RFP, also including:	
	<ul style="list-style-type: none"> • Cover Letter
	<ul style="list-style-type: none"> • Executive Summary
	<ul style="list-style-type: none"> • Proposed Equipment and Services
	<ul style="list-style-type: none"> • Key Personnel (Management Summary)
	<ul style="list-style-type: none"> • Proposed Timeline for Entire Project
	<ul style="list-style-type: none"> • Vendor Contact Information
	<ul style="list-style-type: none"> • Appendix B: References (Prior Experience)
	<ul style="list-style-type: none"> • Appendix C: Pricing Sheet
	<ul style="list-style-type: none"> • Appendix D: Mandatory Response Checklist
	<ul style="list-style-type: none"> • Appendix E: Signature Page
	<ul style="list-style-type: none"> • Acknowledgment of receipt of addendum(s) [if applicable] (see bottom of Appendix E: Signature Page)

Appendix E: Signature Page

The individual listed below is authorized to sign on behalf of the vendor submitting this proposal. This proposal is valid for nine months from the date of signing. If selected, the proposer will be required to sign a separate, mutually agreed upon contract at a future date. This form must be signed and submitted with the proposal. Proposals submitted with an unsigned Signature Page will not be considered.

Signature

Date

Print Name

Title

Company Name

Company Address (Street)

Company Address (City, State, Zip)

Telephone #

Fax #

E-mail Address

Federal Tax #ID

**Proposing firm acknowledges receipt of
Addendum(s): _____ (if applicable)**