



Updated 6/1/22

ADDENDUM: Intelligent Returns Equipment and AMH RFP Vendor Questions and Answers

1. For smart hold shelves: how does the library envision handling multiple copies of the same title on the same shelf being checked out to the correct hold patron?

KDL Answer: We understand that it is possible to have the same titles on the same shelf and we will try to follow your recommendations on how your other libraries have handled this situation. We are open to learning more about the options and pros & cons of each.

It is important to understand that we expect your smart hold shelves to be integrated with our ILS - SirsiDynix. We know that each item in our Catalog has a unique identifier code – it's a built-in requirement within the SirsiDynix ILS. Thus, even if we have 50 copies of “Avengers: Endgame”, each copy has its own unique RFID tag to be checked out to a patron. With this unique identifier PLUS the patron's library card each item on the hold shelf would be unique. If a slip is generated to place in/around the item, the title and item barcode should be on the slip.

Having said that we also understand Patrons might not be exactly looking in the right location for their book. If multiple copies of their book are on the shelf somewhere, then there is a chance they will just pick it up. When this happens, our ILS will notify them upon checkout that this copy of the book is reserved for a different patron.

2. For smart hold shelves: how does the library envision patrons interacting with these shelves? If a hold checks in and is trapped, how do they envision the interaction with a patron who picks up a hold that is not theirs?

KDL Answer: Not sure what you mean by “trapped”. We have had, in the past, a slip of paper like a receipt that is attached to the item in some way with the patron’s name on it. As mentioned earlier, we anticipate that if a person goes to the Hold Shelf and takes a book that isn’t theirs, when they go to check out the book, our ILS will provide a message indicating that it is reserved for another patron.

3. Pages 12. Could KDL please clarify their envisioned workflow for totes being automatically stacked as they fill?

KDL Answer: We are flexible on how to accomplish this. We are open to learning more about the options your solution offers and the pros & cons of each. In one scenario, we could see the AMH monitoring the weight of each tote and once that weight is reached, the tote would lower, and a new tote manually placed on top. This would cycle through 3 or 4 totes and then a special tote mover or high jack device would slide under the full totes and move them all away to the delivery area (or next step in the process.)

4. Pages 12. Could KDL please clarify their envisioned workflow for the AMH machine automatically managing empty totes?

KDL Answer: We are flexible on how to accomplish this. We are open to learning more about the options your solution offers and pros and cons of each. In one scenario, we could see a conveyor belt for empty totes to be returned to the area where they are needed and then manually be put in the proper place.

5. Page 14. With staff's current intelligent return chutes, do staff feel confident that they will not need to regularly "re-do" the check-in process by hand in order to catch errors? Any insights or explanations would be appreciated.

KDL Answer: KDL does not currently have any intelligent return chutes. We do everything manually today. The situation of redoing the check-in process is what we want to avoid. If your solution has too many errors or an unacceptable % of properly recorded transaction, then we would stay with our manual process. Staff may lose confidence when users notify the library that they returned items and they didn't get checked in. When that happens multiple times in a work shift, staff quickly lose confidence and patrons are quickly frustrated.

6. Page 16. We are wondering if, at the top of page 16, there are a few checklist items that are currently within the "sort assistant" category but are meant to be within a different category.

KDL Answer: YES. Good catch. Sorry for the confusion. The last four bullets under Sort Assistant" was meant for the next section – Automated Material Handler's section

7. Page 17. "Provide options for staff to manually print and place receipts." Is this referring to hold slips?

KDL Answer: YES. If the AMH unit had the ability to print hold slips AND insert them into the books that would be wonderful. Otherwise, we would need a way to know which books have a hold and then manually place the slip inside. Taking this a step further we would need a way to recognize which of our branches have the "Intelligent Hold" shelves and don't have the need for a printed receipt.

8. Page 22. Will emailed proposals be accepted?

KDL Answer: The reason for asking for Thumb Drive copies is to avoid the situation where your email system (or ours) will prevent a very large file from being sent. You are more than welcome to try and submit your proposal via email, but if either your or our email systems reject it because of size, KDL will not move the due date for submission as described within the RFP.

9. How should offerors quote Automated Materials Handlers? Would you prefer options like 3-bin, 5-bin, etc.? For uniformity across bids, how should these be configured? With any returns? How many bin/number sorting options should offerors present?

KDL Answer: As mentioned in the Teleconference, please provide pricing for your base unit with costs to expand. So, if your base AMH is for three bins, please use this configuration PLUS share what the costs would be to expand it to the next level.

KDL will use these prices to help estimate the magnitude of the solutions you are offering. If your company is selected to come on-site to present and visit all our Branches, then you will be given a chance to offer specific pricing based on your professional opinion.

10. Should offerors provide any drawings in support of our bid? General drawings can be provided, but since there are no measurements, they will not be customized at this point.

KDL Answer: As mentioned in the Teleconference, drawings are not needed for the initial RFP response. However, if you feel this makes your offer more understandable, then please provide this information.

If your company is selected to come on-site to present and visit all our Branches, then you will be given a chance to measure everything and then a drawing submitted at that time would be helpful to avoid any misunderstandings.

11. To confirm, offerors should simply quote one (1) of each type of solution/technology we offer, so that KDL can select what fits best for its 20 libraries.

KDL Answer: As mentioned in the Teleconference, please provide pricing for one (1) of your base units with costs to expand. KDL will then be able to extrapolate the potential solution costs.

We would appreciate knowing of any quantity discounts that would apply to your offering. KDL also understands that certain solutions may not be applicable for all Branches (e.g., AMH solutions will not work at every KDL Branch due to space limitations.)

If your company is selected to come on-site to present and visit all our Branches, then you will be given a chance to refine your offering to match the needs of each Branch and Service Center.

12. We would like to request circulation stats for each Branch both pre-pandemic and current.

KDL Answer: If your company is selected to come on-site to present and visit all our Branches, then we will share this information with you so you can help gauge how your offering will stand up to our volumes.