

**NEW HANOVER COUNTY  
REQUEST FOR PROPOSALS  
SELF-CHECK-OUT PROJECT FOR LIBRARIES**

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**COUNTY COMMISSIONERS**

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**NEW HANOVER COUNTY  
REQUEST FOR PROPOSALS  
SELF-CHECK-OUT PROJECT FOR LIBRARIES**

In accordance with NCGS 143-129.8, sealed proposals addressed to Lena Butler, Purchasing Supervisor, New Hanover County Finance Office, 230 Government Center Drive, Suite 165, Wilmington, North Carolina 28403 and marked “**NHC SELF CHECK-OUT PROJECT**” will be accepted until **5:00 P.M. EST, June 1, 2018**.

A pre-bid site visit will be held on **Monday, May 8, 2018**, at the NHC Main Library located at 201 Chestnut St, Wilmington, North Carolina 28401. Interested vendors may attend this meeting via WebEx if desired.

Instructions for submitting proposals and complete requirements and information may be obtained by visiting the County’s website at <http://www.nhcgov.com/business-nhc/bids>.

New Hanover County reserves the right to accept or reject any or all proposals and to make the award which will be most advantageous to the County.

Lena L. Butler, Purchasing Supervisor

New Hanover County

(910) 798-7190

## Section 2 – Instructions and General Conditions

### 2.1 – Schedule

<b>ACTION</b>	<b>DATE</b>
Release of RFP	April 25, 2018
Pre-proposal Site Visits	May 8, 2018
Deadline for Questions	May 11, 2018
Response to Questions	May 18, 2018
Deadline for Proposals	June 1, 2018 by 5:00 PM

### 2.2 – Preparation of Proposal

Vendors are instructed to submit one (1) original and one (1) electronic copy on CD or USB. Please do not submit a protected electronic copy which can't be copied. The electronic copy allows the information to be copied and distributed among the evaluation team.

All prices and notations shall be written in ink or typed. Changes or corrections made in the proposal must be initialed by the individual signing the proposal. **PROPOSALS NOT SIGNED WILL BE DEEMED NONRESPONSIVE AND REJECTED.**

### 2.3 – Submission of Proposal

The proposer should submit a list of at least three customers who are currently using the product that is being proposed to New Hanover County. The list should include contact information for each of the references. Submit the proposal with any attachments in a sealed envelope properly marked **“NHC SELF CHECK-OUT PROJECT”** and addressed to:

New Hanover County Finance Office  
Attn: Lena Butler, Purchasing Supervisor  
230 Government Center Drive, Suite 165  
Wilmington, NC 28403

2.3.1 Any inquiries, requests for interpretation, technical questions, clarification, or additional information shall be directed to Lena Butler, Purchasing Supervisor by emailing [lbutler@nhcgov.com](mailto:lbutler@nhcgov.com). All questions concerning this proposal shall reference the section number and paragraph. Questions and responses affecting the scope of the services will be provided to Vendors by issuance of an Addendum. All questions shall be received no later than 5:00 P.M., EST, May 11, 2018.

2.3.2 Vendors may not have communications, verbal or otherwise, concerning this RFP with any personnel or boards from New Hanover County, other than the person listed in this section. If any vendor attempts any unauthorized communication, the proposal will be rejected.

2.3.3 All vendors who intend to submit a proposal on this project should send an email to [lbutler@nhcgov.com](mailto:lbutler@nhcgov.com) including pertinent contact information. This will ensure that you receive the WebEx information as well as any addenda issued for this RFP; if applicable.

#### 2.4 – Pre-Bid Site Visit

On May 8<sup>th</sup>, 2018, from 2:00 PM to 5:00 PM EST, an optional pre-bid site visit will be conducted with the NHC Library administrative staff discuss the existing library checkout system. Participants will be able to directly ask library staff questions pertaining to the existing system and goals of the project. Participants must reply by 12:00PM, May 7<sup>th</sup>, 2018 via email to [lbutler@nhcgov.com](mailto:lbutler@nhcgov.com) in order to attend.

#### 2.5 - Cost of Preparation of Response

Costs incurred by prospective Vendors in the preparation of the response to this Request for Proposals are the responsibility of the Vendor and will not be reimbursed by The County.

#### 2.6 - Execution of Agreement

The successful Vendor will be required to enter into a formal agreement that is consistent with the bid package outlined within. The successful Vendor to whom the Contract is awarded by The County shall within 15 days after notice of award and receipt of Agreement forms from the County, sign and deliver to the County all required copies of said Agreement.

#### 2.7 - Trade Secret Confidentiality

Upon receipt of your proposal by New Hanover County, your proposal is considered a public record except for material which qualifies as "trade secret" under N.C. General Statute 132-1.2. After opening, your proposal will be provided to County staff and others who participate in the evaluation process, and to members of the general public who submit public records requests.

To properly designate material as trade secret under these circumstances, each Vendor must take the following precautions: (a) any trade secrets submitted by a Proposer must be submitted in a separate, sealed envelope marked "Trade Secret - Confidential and Proprietary Information - Do Not Disclose Except for the Purpose of Evaluating this Bid," and (b) the same trade secret/confidentiality designation must be stamped on each page of the trade secret materials contained in the envelope.

**Do not attempt to designate your entire Proposal as a trade secret, and do not attempt to designate pricing information as a trade secret.** Doing so may result in your Proposal being disqualified.

In submitting a Proposal, each Vendor agrees that the County may reveal any trade secret materials contained in such response to all County staff and County officials involved in the selection process, and to any outside consultant or other third parties who assist the County in the selection process. Furthermore, each Vendor agrees to indemnify and hold harmless the County and each of its officers, employees, and agents from all costs, damages, and expenses incurred in connection with refusing to disclose any material, which the Vendor has designated as a trade secret.

#### 2.8 - Information Technology Goods and Services

In recognition of the complex and innovative nature of information technology goods and services and of the desirability of a single point of responsibility for contracts that include combinations of purchase of

goods, design, installation, training, operation, maintenance, and related services, The County is issuing this RFP as per NCGS 143-128.8.

Contracts for information technology may be entered into under a request for proposals procedure that satisfies the following minimum requirements:

- (1) Notice of the request for proposals shall be given in accordance with G.S. 143-129(b).
- (2) Contracts shall be awarded to the person or entity that submits the best overall proposal as determined by the awarding authority.

Factors to be considered in awarding contracts shall be identified in the request for proposals. The awarding authority may negotiate with any proposer in order to obtain a final product that best meets the needs of the awarding authority. Negotiations allowed under this section shall not alter the contract beyond the scope of the original request for proposals in a manner that: deprives the proposers or potential proposers of a fair opportunity to compete for the contract; and would have resulted in the award of the contract to a different person or entity if the alterations had been included in the request for proposals. Proposals submitted under this section shall not be subject to public inspection until a contract is awarded.

#### 2.9 - Withdrawal of Proposals

Vendors may withdraw or withdraw and resubmit their proposal at any time prior to the closing time for receipt of proposals. NO proposal may be withdrawn after the scheduled closing time for receipt of proposals for a period of ninety (90) days.

#### 2.10 - Equal Opportunity

The non-discrimination clause contained in Section 202 (Federal) Executive Order 11246, as amended by Executive Order 11375, relative to Equal Employment Opportunity for all persons without regard to race, color, religion, sex or national origin, and the implementing rules and regulations prescribed by the Secretary of Labor, are incorporated herein.

The Proposer agrees not to discriminate against any employees or applicant for employment because of physical or mental handicap in regard to any position for which the employees or applicant is qualified. The Proposer agrees to take affirmative action to employ, advance in employment and otherwise treat qualified handicapped individuals without discrimination based upon their physical or mental handicap in all employment practices.

Pursuant to GS 143-48, New Hanover County encourages small contractors, minority contractors, physically handicapped contractors, and women contractors to submit proposals in response to this RFP.

#### 2.11 - Indemnity

The successful Proposer Vendor shall indemnify and hold the County, its agents and employees, harmless against any and all claims, demands, causes of action, or other liability, including attorney fees, on account of personal injuries or death or on account of property damages arising out of or relating to the work to be performed by the Successful Bidder hereunder, resulting from the negligence of or the willful act or omission of the Contractor, his agents, employees and subcontractors.

## 2.12 – E-Verify

Pursuant to Session Law 2013-418, Contractor shall fully comply with the U.S. Department of Homeland Security employee legal status E-Verify requirements for itself and all its subcontractors. County requires an affidavit attesting to Contractor's compliance. Violation of the provision, unless timely cured, shall constitute a breach of contract.

## 2.13 - Insurance

Before commencing any work, the Contractor shall procure insurance in the Contractor's name and maintain all insurance policies for the duration of the contract of the types and in the amounts listed in this Agreement. The insurance shall provide coverage against claims for injuries to persons or damages to property which may arise from operations or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees, or subcontractors, whether such operations are done by himself/herself or anyone directly or indirectly employed by him/her.

### **Minimum Scope and Limits of Insurance**

#### **2.13.1 Commercial General Liability (CGL)**

2.13.1.1 Contractor shall maintain CGL and if necessary, Commercial Umbrella Liability insurance with a total limit of not less than \$1,000,000 each occurrence for bodily injury and property damage. If such CGL insurance contains a general aggregate limit, it shall apply separately to this project/location or the general aggregate shall be twice the required limit.

2.13.1.2 CGL insurance shall be written on Insurance Services Office (ISO) "occurrence" form CG 00 01 covering Commercial General Liability or its equivalent and shall cover the liability arising from premises, operations, independent contractors, products-completed operations, personal and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).

2.13.1.3 The County, its officers, officials, agents, and employees are to be covered as additional insured under the CGL by endorsement CG 20-10 and CG 20-37 or an endorsement providing equivalent coverage as respects to liability arising out of activities performed by or on behalf of the Contractor, products and completed operations of the contractor, premises owned, leased or used by the contractor, and under the commercial umbrella, if any. The coverage shall contain no special limitations on the scope of protection afforded to The County, its officers, officials, agents, and employees.

2.13.1.4 The statutes of The County as an additional insured under a CGL obtained in compliance with this agreement shall not restrict coverage under such CGL with respect to the escape or release of pollutants at or from a site owned or occupied by or rented to The County.

2.13.1.5 There shall be no endorsement or modification of the CGL or Umbrella Liability limiting the scope of Coverage for liability arising from pollution, explosion, collapse, underground property damage, employment-related practices, or damage to the named insured's work.

2.13.1.6 The Contractors CGL insurance shall be primary as respects The County, its officers, officials, agents, and employees. Any other insurance or self-insurance maintained by The County, its officers, officials, and employees shall be in excess of and not contribute with the Contractor's insurance.

#### **2.13.2 Workers Compensation and Employers Liability Insurance**

2.13.2.1 Contractor shall maintain Workers' Compensation as required by the General Statutes of the State of North Carolina and Employer's Liability Insurance.



2.13.2.2 The Employer's Liability; and if necessary, Commercial Umbrella Liability insurance shall not be less than \$500,000 each accident for bodily injury by accident, \$500,000 each employee for bodily injury by disease, and \$500,000 policy limit.

2.13.2.3 The insurer shall agree to waive all rights of subrogation against the County, its officers, officials, and employees for losses arising from work performed by the Contractor for the County.

**2.13.3 Business Auto Liability**

2.13.3.1 Contractor shall maintain Business Auto Liability; and if necessary, Commercial Umbrella Liability insurance with a limit of not less than \$1,000,000 each accident.

2.13.3.2 Such insurance shall cover liability arising out of any auto, including owned, hired, and non-owned autos.

2.13.3.3 Business Auto coverage shall be written on ISO form CA 00 01, or a substitute form providing equivalent liability coverage. If necessary, the policy shall be endorsed to provide contractual liability coverage equivalent to that provided in ISO form CA 00 01.

**2.13.4 Cyber Liability**

Bidder shall maintain cyber liability insurance in the amount of \$1,000,000 each occurrence and insuring against liability to cover expenses associated with data breaches, including; notification costs, credit monitoring, costs to defend claims by state regulators, fines and penalties and loss resulting from identity theft.

**2.13.5 Professional Liability (Not Required For This Project)**

2.13.5.1 Contractor shall maintain in force for the duration of this Contract professional liability or errors and omissions liability insurance appropriate to Contractor's profession. Coverage as required in this paragraph shall apply to liability for a professional error, act, or omission arising out of the scope of Contractor's services as defined in this Contract. Coverage shall be written subject to limits of not less than \$1,000,000 per loss.

2.13.5.2 If coverage in this Contract is on a claims-made basis, Contractor warrants that any retroactive date applicable to coverage under the policy precedes the effective date of this Contract, and that continuous coverage will be maintained or an extended discovery period will be exercised for a period of two (2) years beginning from the time that services under the Contract is complete.

**2.13.6 Deductibles and Self-Insured Retentions**

2.13.6.1 Any deductibles or self-insured retentions must be declared to and approved by The County. At the option of The County, either the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects The County, its officers, officials, agents, or employees or the Contractor shall procure a bond guaranteeing payment of deductibles of self-insured retentions.

2.13.6.2 The Contractor shall be solely responsible for the payment of all deductibles to which such policies are subject, whether or not The County is an insured under the policy.

**2.13.7 Miscellaneous Insurance Provisions**

2.13.7.1 The policies are to contain or be endorsed to contain the following provisions:

2.13.7.2 Any failure to comply with reporting provisions of the policies listed in this agreement shall not affect coverage provided to The County, its officers, officials, and employees.

2.13.7.3 Each insurance policy required by this contract shall be endorsed to state that coverage shall not be canceled by either party except after thirty (30) days prior written notice has been given to The County, 230 Government Center Drive, Suite 128, Wilmington, NC 28403.

2.13.7.4 If Contractor's liability policies do not contain the standard ISO separation of insured provision, or a substantially similar clause, they shall be endorsed to provide cross-liability coverage.

**2.13.8 Acceptability of Insurers**

2.13.8.1 Insurance is to be placed with Insurers licensed to do business in the State of North Carolina with an A.M. Best's rating of no less than A VII unless The County has granted specific approval.

**2.13.9 Evidence of Insurance**

2.13.9.1 The contractor shall furnish The County with a certificate(s) of insurance, executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements prior to commencing the work, and thereafter upon renewal or replacement of each certified coverage until all operations under this contract are deemed complete.

2.13.9.2 Evidence of additional insured status shall be noted on the certificate of insurance as per requirements in this agreement.

2.13.9.3 With respect to insurance maintained after final payment in compliance with requirement, an additional certificate(s) evidencing such coverage shall be provided to The County with final application for payment and thereafter upon renewal or replacement of such insurance until the expiration of the period for which such insurance must be maintained.

**2.13.10 Subcontractors**

Contractor shall include all subcontractors as insured under its policies or shall furnish separate certificate for each subcontractor. All coverage for subcontractors shall be subject to all of the requirements stated herein.

**2.13.11 Conditions**

2.13.11.1 The insurance required for this contract must be on the forms acceptable to The County.

2.13.11.2 Where circumstances warrant, The County may, at its discretion subject to acceptance by the Risk Management and/or Finance Department accept letters of credit or custodial accounts in lieu of specific insurance requirements.

2.13.11.3 The Contractor shall provide that the insurance contributing to satisfaction of insurance requirements in this agreement shall not be canceled, terminated, or modified by the Contractor without prior written approval of The County.

2.13.11.4 The Contractor shall promptly notify the Property Management Department at (910) 798-4330 and the Risk Management Office at (910) 798-7497 of any accidents arising in the course of operations under the contract causing bodily injury or property damage.

2.13.11.5 The County reserves the right to obtain complete, certified copies of all required insurance policies, at any time.

2.13.11.6 Failure of The County to demand a certificate of insurance or other evidence of full compliance with these insurance requirements or failure of The County to identify a deficiency from evidence that is provided shall not be construed as a waiver of Contractor's obligation to maintain such insurance.

2.13.11.7 By requiring insurance herein, The County does not represent that coverage and limits will necessarily be adequate to protect the Contractor and such coverage and limits shall not be deemed as a limitation of Contractor's liability under the indemnities granted to the County in this contract.

2.13.11.8 If Contractor fails to maintain the insurance as set forth herein, The County shall have the right, but not the obligation, to purchase said insurance at the Contractor's expense.

- 2.13.11.9 The Contractor or his engineer may apply to The County for approval of higher deductibles based on financial capacity and quality of the carrier affording coverage.
- 2.13.11.10 The County shall have the right, but not the obligation of prohibiting Contractor or any subcontractor from entering the project site or withhold payment until such certificates or other evidence that insurance has been placed in complete compliance with these requirements is received and approved by The County.

#### 2.14 - Addendum

The proposal package constitutes the entire set of instructions to the bidder. The County shall not be responsible for any other instructions, verbal or written, made by anyone. Any changes to the specifications will be in the form of an Addendum which will be sent to all known Proposers who are listed with the Finance Office and posted on the County's website.

You may visit our website at <http://www.nhcgov.com/Finance/Pages/CurrentBids.aspx>, call Lena Butler at (910) 798-7190, or email [lbutler@nhcgov.com](mailto:lbutler@nhcgov.com) or call Tamara Matthews at (910) 798-7402 or email [tmatthews@nhcgov.com](mailto:tmatthews@nhcgov.com) to check for the issuance of any addenda before submitting your bid proposal.

#### 2.15 - Compliance With Proposal Requirements

Failure to comply with these provisions or any other provisions of the General Statutes of North Carolina will result in rejection of bid/proposal.

#### 2.16 - Successful Vendor

The Vendor who is not currently set up as a vendor in The County's vendor file will be required to submit a completed Vendor Application, W-9 and EFT form in order to be entered into the County's vendor database.

#### 2.17 - Right To Reject Proposals

New Hanover County reserves the right to accept or reject any or all proposals and to make the award which will be most advantageous to the County.

## Section 3 – Introduction

### 3.1 Summary and Background

New Hanover County Public Libraries (herein known as NHCPL) is currently accepting proposals to acquire, implement, and utilize a new solution for their self-checkout and Radio Frequency Identifier (RFID) needs. In conjunction with the opening of a new library in early 2019, NHCPL will be using this solution as a standard model at each library with the goal of automating patron tasks in order to grant library staff more flexibility to focus on their day to day tasks within the library system.

The purpose of this request is to solicit proposals from various library solution companies, conduct a thorough and fair evaluation based on the criteria listed herein, and select a candidate that will serve as our vendor for the future NHCPL technology model.

New Hanover Count (NHC) is located in southeastern North Carolina and the public library system is a vital service to our community. Featuring a wide range of clientele, including two accredited colleges, a large public school system, and a population that is surging in growth every day, NHC is one of North Carolina's fastest growing communities. According to the United State Census Bureau (2016), the estimated population is at 223,483 residents, which is a 10.3% increase since 2010.

RFID is a major component of our borrower model. Acquiring a system that is flexible and reliable when it comes to our tagging and management systems is paramount to NHC's goal. NHCPL staff is technology driven and eager to move from behind the desk and interact with the people of our community.

### 3.2 Scope of Project

NHCPL's current technology model is several years old and requires frequent maintenance and is increasingly difficult to support. Current self-checkout stations do not support Payment Card Industry (PCI) compliance and cannot allow the patron to process payments for late fees or other services. Additionally, existing RFID circulation pads are not Windows 10 compatible.

The current trends of libraries are to automate a large portion of client facing workflows and NHCPL will follow this trend, allowing NHCPL staff more time to focus on helping patrons and to offer more programs for the community.

NHCPL's current RFID technology operates with software last updated in 2011 and some hardware is considerably older. Materials in the collection may have tags dating back as far as 2000. The Library seeks a 21<sup>st</sup> century solution with greatly enhanced speed and flexibility, and which ideally incorporates display and e-resource functionality in addition to circulation and security functions.

In order to succeed with NHCPL's vision, we must have a system that does the following:

- Allows patrons to check out multiple items at once.
- Allows patrons to renew items not on hand.
- Allows swift response time for staff functions, including multiple-item check-in and checkout.
- Allows patrons to manage their account from the station.
- Meets PCI compliance standards outlined in I.3.
- Includes security gates tied into the checkout system.

- Includes built-in people counters within the security gates.
- Provides self-checkout stations that are sturdy, easy to maintain and operate, with a user friendly interface.
- Provides ability to remotely update software and configure user options.
- Functions with NHCPL's existing Integration Library System (ILS), The Library Corporation (TLC)

In addition, these features are highly desirable:

- Station screens provide remotely configurable, location-specific display options to publicize library events, materials, and services.
- Stations facilitate eBook selection and delivery to patron owned devices such as cellular phones or tablets.
- Compatible with multiple generations of older RFID tags, or if not, compatible with a handheld scanning device able to quickly identify incompatible tags.

### 3.3 PCI Compliance

Credit card payment system (hardware/software) must be a PCI Standards Council Validated solution with preference for a validated Point to Point Encryption (P2PE™) solution. Where relevant, any third party service providers must have and maintain PCI compliance as required by the PCI Data Security Standards (DSS). Some common examples of service providers include:

- Independent Sales Organizations (ISOs)
- Transaction processors
- Payment gateways
- Web hosting companies
- Managed Security Services Providers (MSSPs)
- Third party marketing firms
- Vendors that perform Point of Sale (POS) maintenance

### 3.4 Library Overview

#### 3.4.1 Library Collection

As of December 2017, the library contains over 350,000 items, including:

324,300 books  
 17,710 DVDs  
 1,443 audiobooks  
 2,897 music CDs  
 86 literacy kits

#### 3.4.2 Circulation Statistics

Items Circulated, FY 16-17: 1,300,420  
 Item Transactions, FY 16-17: 2,186,112 (includes checkouts, renewals, check-ins, and in-house use)  
 Borrowers active during FY16-17: 34,807  
 Total borrowers with active accounts: 86,486  
 Total borrowers registered: 132,131

### 3.4.3 Facilities

New Hanover County Public Libraries has four locations for servicing our patrons. This includes the Main Library located at 201 Chestnut St in Downtown Wilmington, the Northeast branch at 1241 Military Cutoff Rd, the Pleasure Island branch at 1401 Lake Park Blvd., and the Myrtle Grove branch at 5155 S College Rd, which is set for replacement by the new Pine Valley branch in January 2019.

### 3.4.4 Library Computer Specifications

The system must be compatible with the library's standard circulation computer configuration:

- Windows 7 and 10, 32- or 64-bit
- 4Gb RAM
- 250Gb Hard Drive
- CD-RW
- 17" Monitor
- Gigabit NIC
- USB Barcode Scanner
- Epson TM-88IV Receipt Printer

### 3.5 RFP Timeline

- Request for Proposal issued April 25th, 2018
- Pre-bid site visits for vendors May 8th, 2018
- Deadline for questions from vendors May 11th, 2018
- Responses to vendor questions sent by May 18th, 2018
- Deadline for vendor proposals to NHC June 1, 2018

### 3.6. 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.

### 3.7 Installation

Vendor must install the system as specified in the RFP, subject to exceptions made in the response and agreed upon in writing. The proposed system must be installed according to a schedule determined in coordination with library staff. Installation is anticipated to begin at our Pleasure Island branch in October of 2018 with the new Pine Valley location completed by mid-November, 2018. The Northeast and Main branches will follow with installations completed during the 1<sup>st</sup> quarter of calendar year 2019.

### 3.8. Selection Participants

**Evaluation Team-** the Evaluation Team will be responsible for the evaluation and rating of the proposals and demonstrations and for conducting interviews. The Evaluation Team is responsible for evaluating software functionality, technology architecture, implementation capabilities, costs, and other selection criteria.

**County Stakeholders-** County Stakeholders consist of subject matter experts from various county departments. County Stakeholders will support the Evaluation Team during the procurement process.

Selection Criteria will be used to assist in determining the finalist. The vendor’s proposal will be evaluated based on the criteria below.

### 3.9 Selection Criteria

Vendor selection will be based on scoring in the following criteria:

Percentage	Criteria
50%	Design functionality and suitability of the proposed solution, conformity to standards, flexibility with existing NHCPL system and proposed migration plans
30%	Hardware and software maintenance, service and support, along with total cost of ownership
10%	Vendor reputation, experience, financial viability, and qualifications in the library RFID field
10%	Clarity and completeness of the submitted proposal together with evaluation of on-site demonstration

### 3.10. Demonstrations

A vendor whose offer has not been rejected will be required to demonstrate its RFID system at a designated NHCPL location at no additional cost to the library, scheduled in July 2018.

## Section 4 – Vendor Information

### 4.1 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 Dun & Bradstreet 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 The Library Corporation or other company where equipment interoperability will be necessary for successful operation. Please note whether the company is a certified partner of The Library Corporation.
- i. All sales negotiations, acquisitions, or mergers that would alter the vendor’s existing business structure.

### 4.2 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 clients must have characteristics similar to those requested in this RFP. Failure to provide the below information may result in the vendor being disqualified and its proposal not considered. 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



NHCPL 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, TLC.
- f. Satisfaction with the vendor's compatibility with existing systems.
- g. Likelihood of purchasing equipment from this vendor in the future.
- h. Percentages of checkouts using the self-checkout station.
- i. Ease of use of the staff workstation.
- j. Ease of use of the self-checkout stations for patrons.

#### 4.3 Health and Safety

All units must meet the following requirements:

- a. The complete system components, including monitors, computers, and scanners, must meet Underwriters Laboratories (UL) safety requirements
- b. All equipment must be Federal Communications Commission (FCC) compliant
- c. System must be in compliance with ADA guideline 4.15.4 for wheelchair clearance and Americans with Disabilities Act (ADA) 4.34.3 for reach range standards
- 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 latest International Organization for Standardization guidelines

## Section 5 –Responses

### 5.1 Response to Specifications

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, where:

Initial	Meaning	Definition
Y	Yes	Feature, function, product, or service is available as requested and is fully operational using the version proposed for NHCPL.
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 (FFPS) being planned or developed and the date after which it will be available in general release in operation in the system proposed to the library.
- b. Whether the library will incur any added cost for the FFPS once it becomes available; either as a direct cost of the FFPS or because the FFPS will require replacement of, or addition to, hardware or software originally proposed for initial installation.
- c. If the FFPS is not available, in development, or planned, an explanation of how the specification might otherwise be met using alternative FFPS available from the vendor, including availability dates for any such alternative and any added costs, either direct or indirect.

### 5.2 Exceptions

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

## Section 6 – Training and Service

The library seeks to train key 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 20.

- a. All training will be performed by vendor at a New Hanover County location.
- b. At least two copies of user manuals, plus any other materials, will be distributed before training.
- c. Operation manuals must be provided with the equipment.
- d. All manuals will also be available in electronic format with unlimited distribution within the library, and shall be supplied free of charge.
- e. Vendor, sales staff, and technical support staff will interact with the library during installation planning, the installation phase, and follow-up immediately after such installation.
- f. Introductory operator/user/staff training shall be provided at no charge.
- g. 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 8am to 6pm 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 must provide an installation plan.
- c. Installation recommendations for the NHCPL branches will need to include guidance on network drop placement as well as power outlets.
- d. Vendor must be available for consultation on the placement of hardware to accommodate network infrastructure, power and ventilation requirements and building restrictions in an effort to maximize workflow, staffing, and patron convenience.

### 3. **Warranty and Service Requirements**

- a. Vendor must provide an all-inclusive 12-month warranty on equipment, software, and components and offer a maintenance/service contract thereafter. All proposed maintenance/service contracts are subject to negotiation by New Hanover County.
- b. Vendor must offer a 12-month, 100% money-back performance guarantee on all equipment purchased and covered by 12-month warranty or service agreement.
- c. Software patches and service pack releases must be supplied at no additional charge to New Hanover County.
- d. Service technicians must be fully trained, factory-authorized, and certified by the manufacturer to perform service.

- e. Vendor must have fully factory-trained technicians for onsite hardware support and service.
- f. New Hanover County shall be able to request service using a toll-free number.
- g. Warranty and service requirements apply to both standard and optional system components.
- h. Service technicians will be equipped with parts normally required to service the equipment and reduce downtime.
- i. Service agreements to extend the warranty period on parts and labor must be available.
- j. Failure of vendor to meet specified standards may result in termination of service contract.
- k. The service agreement must be renewable on an annual basis.

## Section 7 – Product Configuration and Pricing

### 1. Quantities and Pricing

Equipment is expected to include, but is not limited to, the quantities listed in the pricing table below. 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.

### 2. Other Costs

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

### 3. Total Project Cost

Do not include maintenance.

Product	Number Required	Price per Unit	Shipping & Installation	Total Price
Self-checkout stations with fines & fees payment option	16			
Circulation staff workstations	12			
Detection system for two door entry (Assuming each unit is comprised of two RFID gates).	5			
<b>TOTAL for RFID solution (excluding service)</b>				

### 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:

**SIGNATURE FORM (EXECUTION)**  
**SELF-CHECK-OUT PROJECT**  
**DUE DATE: MAY 25, 2018 BY 5:00 PM EST**

In compliance with this Request for Proposals, and subject to all the conditions herein, the undersigned Vendor offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices set for each item within the time specified herein. By executing this proposal, the undersigned Vendor certifies that this proposal is submitted competitively and without collusion (N.C.G.S. 143-54), that none of its officers, directors, or owners of an unincorporated business entity has been convicted of any violations of Chapter 78A of the North Carolina General Statutes, the Securities Act of 1933, or the Securities Exchange Act of 1934 (N.C.G.S. 143-59.2), and that it is not an ineligible Vendor as set forth in N.C.G.S. 143-59.1. False certification is a Class I felony. Furthermore, by executing this proposal, the undersigned certifies to the best of Vendor’s knowledge and belief, that it and its principals are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any Federal or State department or agency. As required by N.C.G.S. §143-48.5, the undersigned Vendor certifies that it, and each of its sub-contractors for any Contract awarded as a result of this RFP, complies with the requirements of Article 2 of Chapter 64 of the NC General Statutes, including the requirement for each employer with more than 25 employees in North Carolina to verify the work authorization of its employees through the federal E-Verify system.

VENDOR:		
STREET ADDRESS:	P.O. BOX:	ZIP:
CITY & STATE & ZIP:	TELEPHONE NUMBER:	TOLL FREE TEL. NO:
PRINCIPAL PLACE OF BUSINESS ADDRESS IF DIFFERENT FROM ABOVE (SEE INSTRUCTIONS TO VENDORS ITEM #10):		
PRINT NAME & TITLE OF PERSON SIGNING ON BEHALF OF VENDOR:		FAX NUMBER:
VENDOR’S AUTHORIZED SIGNATURE:	DATE:	E-MAIL: