Request for Proposal for
RFID/Barcode Self-Checkout System

SCHAUMBURG TOWNSHIP DISTRICT LIBRARY

RFP #: 2020-FE-01-Self-Checkout

Due: June 26, 2020

Schedule of Events

RFP Release:		
	Date:	June 13, 2020
	Time:	10:00am
Deadline for Vendor Questions:		
	Date:	June 20, 2020
	Time:	5:00pm
RFP Opening:		
	Date:	June 26, 2020
	Time:	10:00am
All inquiries and submissions must be sent to:		
	Library:	Schaumburg Township District Library
	Contact:	Jason Santos
	Title:	Director of IT
	Street Address:	130 South Roselle Road
	Address 2:	Bid RFID/Barcode Self-Checkout System - 2020-FE-01-Self-Checkout
	City, State, ZIP:	Schaumburg, IL 60193
	Email	bids@stdl.org

The Library seeks to obtain a proposal on the hardware, software, and support services necessary to install and enable the management of an RFID/Barcode enabled self-checkout kiosk/countertop.

Proposal Submission

The entire proposal must be delivered via pdf to bids@stdl.org with the name of the proposal and the RFP number ("**Bid RFID/Barcode Self-Checkout System - 2020-FE-01-Self-Checkout**"). in the subject line or in a sealed package clearly marked with the name of the proposal and the RFP number ("**Bid RFID/Barcode Self-Checkout System - 2020-FE-01-Self-Checkout**"). Proposals are due at the time and date show in Schedule of Events and shall be delivered in a sealed package to the address shown in the Schedule of Events section or via email as indicated. Proposals may be delivered by email, hand, U.S. Mail, or overnight courier service. Proposals received beyond the deadline may be returned, unopened.

General Information

Introduction

The Schaumburg Township District Library (hereafter STDL or Library) would like implement a RFID/Barcode Self-Checkout System (hereafter self-checkout system or system) that is able to integrate with its SirsiDynix Symphony ILS and be deployed as either a stand-alone kiosk or on a countertop along with other devices.

This self-checkout system is intended to provide a more efficient and user-friendly library experience to our patron as well as reduce person to person interaction experiences during these trying times.

Library Information and Statistics

- 3 Library locations
    - Central Location
    - Hanover Park Branch
    - Hoffman Estates Branch
- 2018-2019 numbers:
    - 2,779,784 items checked out
    - 492,000 total collection
    - 978,249 visitors
    - 106,962 patrons
    - 300 full-time and part-time Staff
- STDL is using SirsiDynix Symphony Version 3.5.2.

Scope of the Project

Proposals are sought for a complete "turnkey" self-checkout system that includes: hardware, software, shipping, installation, training, project management, and ongoing maintenance. In order to help clarify specific

needs, while proposals are sought for all components, some have already been identified by STDL as needed as part of its desired base solution while others have been indentifed as optional. Both types will be detailed below.

Role of the RFP

This RFP represents the minimum functional capabilities, performance characteristics, and hardware desired except for any specification that says MANDATORY, in which case the vendor must have references that can attest to this functionality in a library. These requirements are intended for both the protection of the Library and vendors by reducing the possibility of misinterpretation of STDL's needs.

Questions about the requirements in the RFP should be submitted by e-mail to the name and address listed on the Schedule of Events. All those receiving the RFP will be sent copies of responses to questions.

Exceptions

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

Quantities, Appropriation, and Delivery

Unless otherwise stated, quantities listed are estimates only, and the Library does not guarantee to purchase the quantities specified. The quantities purchased will be limited to the amount of monies budgeted and appropriated for it. Transportation shall be F.O.B. Origin, Prepaid, and charged back with delivery to the central site and/or the facilities where they are to be installed.

Pricing

The prices shall be stated in figures. Prices reflected in the proposal shall include any discounts extended. Unit prices shall be quoted for all

components, hardware, software, installation, 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.

No vendor will be allowed to withdraw and resubmit its proposal, for any reason whatsoever, after the proposals have been opened.

Project Management

The proposal shall include a project manager to oversee the project to ensure that it meets the requirements of the Library and will act as the primary contact for the entire installation.

Installation

Vendor shall install the system as specified in the RFP, by manufacturer trained technicians subject to exceptions made in the response and agreed upon in writing.

Award of Contract

The Schaumburg Township District Library shall have a period of 90 calendar days after opening of the proposals in which to award the contract, a period during which the prices shall remain firm. The Schaumburg Township District Library reserves the right to waive any immaterial informalities as may be permitted by law.

Selection Criteria

The criteria which will be used in evaluating proposals include:

(1)	Realization of the RFP's functional requirements	30%
(2)	Flexibility of software	5%
(3)	Conformity to standards and interfacing requirements	10%
(4)	Financial viability of vendor	20%
(5)	Past performance of vendor as per customers	5%
(6)	Five-year cost of the system (purchase price plus maintenance)	20%
(7)	Suitability of hardware platform	5%
(8)	Delivery date	5%

Demonstrations

A vendor whose offer has not been rejected may be required to demonstrate its self-checkout RFID/Barcode system at the Library at no additional cost to STDL.

Negotiation

Schaumburg Township District Library reserves the right to enter into negotiation with one or more vendors.

Contract Documents

The documents that shall constitute the contract between the parties shall include the RFP, the vendor's response, the summary of negotiation, and any and all other additional materials submitted by the vendor.

Contractors must clearly understand that the only official answer or position will be the one stated in writing.

Responses to the RFP

Proposals will only be accepted from a single firm, not from joint ventures. When two or more vendors desire to submit a single proposal, they shall do so as prime/subcontractor(s).

Submitted as either one pdf via email or as a printed copy.

Proposal Format

- Cover letter
- Executive Summary describing the system being proposed and any unique attributes that make your company different or unique
- Vendor Information
- Response to Specifications
- Pricing
- References
- Appendix to include sample contract and any language required for contracting, description of Service Level Agreement including any voluntary penalties for failure to perform, product information, and certification documents.

Bidders are required to comply with the quantities, requirements, and format of the pricing section. If the bidder believes that alternate quantities or configurations are recommended, provide an alternate quote and a maximum 2-page justification for the alternate quotation.

Bidders will also provide an OPTIONS quotation with information to explain the added value of each option to the system described in the RFP.

Response Requirements

Vendor Information

Bidder shall provide information that documents their firm's experience and capacity to produce the required outcomes. Bidder is defined as the company, entity, or partnership that is submitting a proposal under this RFP,

not individual companies in a partnership of joint venture. This information shall include:

Background and Qualifications

- Form of ownership.
- Number of years the Bidder has been in business under its current name.
- Corporations shall provide a Certificate of Existence from the Secretary of State showing the company is in good standing.
- Describe the length and nature of the Bidder's experience in providing the products and services requested in this RFP. Bidder should be specific in detailing length of time supplying types of equipment as specified in this bid, and over that period, the source of said equipment.
- Names of all partners or investors and how long each has been in existence.
- Experience and type of relationship with any ILS or other vendor where interoperability of bidder's equipment will be necessary for successful operation.

Financial Information

- Demonstration of the financial strength and stability of the firm.
- State if the Bidder is presently negotiating a sale, acquisition or merger that would alter the Bidder's existing structure.
- Any other information that demonstrates the Bidder's experience, ability and capacity to produce the required outcomes requested in this RFP.

Key personnel involved in the project

- Demonstration of the vendor's ability to complete the project.

Specifications

The vendor of the proposed system must meet the critical requirements of the RFP using the following criteria specified below.

All information submitted by bidders will be made a matter of public record. Vendor should indicate one of the following status':

- **YES** - Feature, function, product, or service is available as requested and is fully operational using the version proposed at one or more Library sites.
- **NO** - Feature, function, product, or service is not available.
- **PLANNED** - Feature, function, product, or service is not currently available, but may be made available in a future release.

Health and Safety

- Bidders shall provide documentation and certification listing numbers of the UL or ETL approval.
- All electronic equipment must be FCC compliant.
- The system must be ADA-compliant.
- Detection or security corridors must be in compliance with relevant ADA requirements.
- All products must comply with internationally recognized standards for RFID-based library self-service systems.

Parts Availability

To ensure ready availability of components, parts, and supplies, all major elements the system must be warehoused in the U.S.A. or the bidder must demonstrate the ability to have parts available within 24 hours of request.

General Requirements

1. The proposed system and all of its components must be entirely compatible with, and in no other manner interfere with, STDL's SirsiDynix Symphony Version 3.5.2 integrated library system, its computer clients, or other components.

2. The proposed system must interface with the Library's existing automated library system using the SIP2. In other words, the self-checkout system must not soley use a proprietary ILS connection for its core functionality. However, SIP2 enhancements that provide a superset of the core functionality will be weighted positively.

3. The proposed system must provide application-specific software to incorporate all hardware (staff station readers, cataloging stations, patron self-check stations), and any other RFID/Barcode-related hardware into the system.

4. The RFID system must follow the ISO/IEC 15693 and ISO/IEC 18000-3 Mode 1 standard with the NISO standard ISO-28560-2 tag data format.

5. All system components must be ETL or UL, and FCC Part 15-Certified; SIP2, TCP/IP Ethernet 10/100, and 802.11n (wireless) compliant.

6. The proposed system must not interfere with other equipment, automated library system clients, or PCs that may be nearby.

7. The proposed system must be able to connect through the Library's Ethernet network via an RJ-45 connector and/or secured wireless network.

8. Vendor must be willing to work with the integrated library system vendor to resolve any ILS functionality problem.

    a. List all custom development between vendor and ILS company.
    b. Identify how any custom development applies to the proposed system.

9. Vendor must provide FCC and UL information for all relevant equipment proposed.

Self-Service:

Self-Checkout Units

1. The proposed system's self-checkout units must be able to read item-specific identification numbers, communicate to the host circulation

system to update the Library's inventory, and turn the RFID security feature off.

2. The proposed system must be capable of processing tags or item barcodes in the same transaction.

3. The proposed system must read RFID tags up to eight inches high.

4. The system must be able to read and interpret RFID tags encoded according to the ISO-28560-2 standard, Danish Data Model, and the proprietary models used by US vendors prior to the standard adoption.

5. When using RFID, it must not be necessary to configure the system to read specific data models.

6. The support of multiple data models must have no impact to performance.

7. The proposed system must read the type of barcode patron cards currently in the Code39.

8. The proposed system must utilize a touch screen.

9. The proposed system must display animation for each step in the process to illustrate how patrons are to interact with the system. The animation must mimic the actual hardware being proposed.

10. The proposed system must have the ability to print out all information for a patron check-out or check-in transaction on a single receipt.

11. Receipts must be printed in the language selected by the patron.

12. The system must provide browser-based preference setup for receipt header and footer text that can be consistently applied to all languages offered.

13. The proposed system must have the ability to perform check-in and check-out functions using RFID tags or barcodes without reconfiguration.

14. The proposed system must allow the customer to perform item renewals without being required to have the item physically present.

15. The proposed system must be capable of reading item barcodes located in various locations, including inside or outside, top or bottom

of the front or back cover, or inside on the top or bottom of the front or back fly page.

16. The proposed system's self-checkout units should have customizable messages based on patron and item status.

17. The system must provide a means of remapping messages from the ILS so that the Library can customize the text in each of the languages supported by the system.

18. The proposed system must display ILS system information relating to the patron or item status.

19. All text on screens and buttons must be customizable in all languages supported.

20. Customized text must persist through upgrades to new versions.

21. The proposed system must provide visual and audible feedback during the transaction.

22. The proposed system must have the ability to display select information from the patron record, such as number of items checked out, number of items on hold, and outstanding fine information without compromising patron privacy.

23. The proposed system must have customizable instructions.

24. The proposed system must identify when an item can be checked out, but the security status cannot be changed.

25. The system must display an alert that blocks completion of the transaction until a patron acknowledges the message if any item fails to properly check out.

26. The proposed system must currently display multiple language options on self-check unit banners, instructions, and messages.

27. Bidder must offer a wide variety of languages (minimum 7) to meet the current and future needs of our community and demonstrate this by providing a list of the languages we can currently choose from.

28. At minimum, the system must provide translations for:

    a. English
    b. Arabic

c. Chinese – Hong Kong
　　　　d. Chinese – Simplified
　　　　e. Chinese – Traditional
　　　　f. French
　　　　g. German
　　　　h. Hindi
　　　　i. Italian
　　　　j. Maori
　　　　k. Portuguese
　　　　l. Polish
　　　　m. Somali
　　　　n. Spanish
　　　　o. Tagalog
　　　　p. Vietnamese

29. The system must allow the library to select from all of the supported languages to be used on one self-checkout system.

30. Language selection must appear on each screen during the checkout process.

31. The proposed system stations must deactivate the theft or security status on the materials when checked out.

32. The proposed system must have the ability to perform off-line transactions and maintain records of all items checked out when the ILS is offline, and then upload transactions when the ILS is back online.

33. The system must support the use of Barcode patron cards.

34. Vendor must provide an option to remotely view and interact with self-checkout stations without interfering with patron operations.

35. The proposed system must turn on/off the security to allow secure Library operation during offline situations.

36. The proposed system must provide performance statistics that can be accessed at each station. Data must be presented for each media type.

37. The proposed system must provide a method for storing transaction data in a central database.

38. Centrally stored data must include the ability to report on:

a. The length of a checkout session
b. Number of items checked out during a session
c. Media type
d. Language used
e. Menu options selected
f. Assistance requested use

39. The proposed system must offer the patron the option of email, printed receipt, or no receipt.

40. The proposed self-checkout system must provide at least 90% first time user success for the library customers.

41. The proposed system must offer the option of a stand-alone kiosk, countertop system, a component type model, and the option for software-only to be installed on library-provided computers.

42. The proposed system must provide a menu that lets customers enable/disable multiple options including:

a. Check-out
b. View / Print Holds
c. View / Print items checked out on the patron account
d. Print ILS account status

43. The proposed system must be capable of checking out or checking in all types of print and non-print media.

44. The proposed system must allow multiple item check-outs without first choosing the number of items that you want to check-out.

45. The proposed system must support the option for a patron to request staff assistance by pressing a button on screen.

46. The system must offer the ability to update the patrons email address in the ILS when emailing a checkout receipt.[1]

47. The system must show the hold priority on the View Holds display.

48. The proposed system must be configurable to show the My Account screen at all times or only when the patron is blocked.

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[1] SirsiDynix Symphony.

49. The proposed system must incorporate an RSS viewer to display library website updates or event information feeds.

50. The proposed system must support the ability to display a series of custom, rotating graphic images for program promotion.

51. The proposed system must support JPG, PNG, and/or animated gifs to promote library programs.

52. The proposed system must allow preference-based customization of colors – no file editing.

53. The system must offer check-in on the same station using the same software.

54. The check-in feature must provide a configurable option to direct patrons where to place items that are returned so that hold items can be placed in a bin and other items are directed to placement on a cart.

55. The system must provide a patron control to increase the font size on all screens.

56. The change to the font size must be returned to the default at the end of a session.

57. Any change to the font must timeout and reset to the default setting when the user walks away.

58. The system must provide a patron control to change the system display to a high contrast mode.

59. All user controls must be below 48 inches above the floor when a countertop is installed on a 30" height surface and for all free-standing kiosks. The system can provide an option to lower screen controls to meet this requirement.

60. The system must offer the option to print the SIP2 screen message and the SIP2 print line message on the checkout receipt.

61. The software must offer a staff mode to use the application for rapid staff returns. The software must print hold slips and display information about the item destination.

62. The software must offer the ability to designate a starting screen from either a menu or the patron ID entry screen.

63. The software must support the ability to scan a library card and start the checkout process from the menu screen without needing to select checkout.

64. Countertop systems must be fully integrated and one-piece, offering a choice of portrait or landscape screen orientation.

65. Countertop systems must offer the option for installation in locations where space is limited by offering a form factor that requires no more than 13 inches of space for the width of the system.

66. All systems must be supplied with shielded RFID readers to control reading below and to the sides to within 3 inches in all directions except above the surface.

67. The combination of the shielded RFID reader and the countertop width must support the ability to install 1 countertop systems in a 48- inch width counter.

68. The countertop system must have an internal receipt printer with auto-cut feature.

69. A free-standing kiosk must be a fully integrated, one-piece, free-standing kiosk with screen, computer, barcode scanner, RFID reader/antenna, and receipt printer.

70. The free-standing kiosk must incorporate an LED light system with colors that can be easily customized by the Library

71. The receipt printer must use standard 80mm paper available from any office supply store.

72. The receipt printer must provide auto-feed for simple loading of paper.

73. Describe the process of loading new receipt paper and provide a photo or photos.

74. The system must provide a configurable option to print one receipt per item.

System Status Features

1. Real-time detailed monitoring for the following components: SIP2 Connection, printer status, and help requests.

2. Real-time monitoring must work with multiple self-checkout devices at a single location.

3. Real-time monitoring must allow for additional self-checkout devices to be added to the network in the future.

4. Monitoring must permit routing of alerts based on alert type and station to which an alert is sent.

5. Monitoring feature must be enterprise-based to facilitate centralized, browser-based management and reporting.

Self-checkout System Configuration Feature

1. The software configuration option must allow library staff to copy a configuration from a self-checkout device to multiple self-checkout devices at the same location or at different sites.

2. The software configuration option must allow library staff to perform the copying of a configuration from a self-checkout device to other self-checkout devices across any networked locations remotely.

3. Configuration copying software features should have a user interface that allows library staff to 'cut and paste' configurations quickly from any remote location that has network access.

4. Configuration of the system must be able to be performed remotely using a browser – no editing of configuration files.

5. Configuration system must display the current version of the application for each station.

6. System must offer the ability to define a custom name for each station.

7. Configuration system must provide the ability to search for a computer by NetBIOS name, or friendly name.

8. The configuration system must be a hosted solution so that no local server is required.

Disc Media Security

1. The disc security system must be electronically integrated into the self-checkout by a USB connection.

2. The system must ensure that the item ID of the item checked out is the same as the item ID of the item that is unlocked so that items cannot be switched or replaced during the unlocking process.

3. The automated unlocking solution will checkout and unlock the case in a single step if the item is not already checked out.

4. The automated unlocker must utilize an ISO-15693 RFID reader to read and validate the disc id.

5. The unlocking solution will be automated so that patrons are not required to put force on the security case during the unlocking process.

6. The disk media system will accommodate all ClearVu OneTime cases including multi-disc CD sets and PlayAways.

7. The disc media device will have instructions clearly displayed on the device and lights to prompt the user when unlocking and checkout is completed.

8. The disc device will not require insertion of cases into the system but instead use only the locking section of the case for insertion.

9. The disc system control logic and RFID reader must be connected to the checkout station using a single USB cable.

Installation Requirements

Vendor shall install the system as specified in the RFP, by manufacturer trained technicians subject to exceptions made in the response and agreed upon in writing. The project shall not be considered complete until approval is provided by STDL staff.

1. The proposed system must be installed according to a schedule determined in coordination with Library staff to minimize disruption

2. Vendors should recommend an installation plan.

3. Vendor must also be available for consultation on placement of hardware to accommodate network infrastructure, power and ventilation requirements, building restrictions, etc., and to maximize the workflow, staffing and patron convenience issues.

Warranty and Service Requirements

1. The Library expects to call one toll-free telephone number to obtain all support including software and hardware service for all elements of the system and all transaction assistance with the payment systems.

   a. Does the bidder directly provide all hardware and software support for all items proposed? If not, who provides the service?

   b. Does the bidder provide all support for the financial software and hardware? If not, who provides the service?

   c. Does the bidder develop the self-checkout and fine/fee payment software? If not, who develops each application?

   d. Does the bidder provide all support for the financial / credit transactions? If not, who provides the service?

   e. How many full-time support technicians are available in the US?

2. Vendor must provide a means of uploading diagnostic information about computers via a simple desktop command at any station.

3. Vendor must provide a means of automatically gathering diagnostic logs and uploading software diagnostic logs directly from a computer to a support record.

4. The vendor must provide an all-inclusive 12-month extended warranty on provided equipment, software, and components and offer a maintenance / service contract thereafter. All proposed maintenance / service contracts are subject to negotiation by the Library.

5. The vendor must offer a 12-month 100% money-back performance guarantee on all equipment purchased and covered by 12-month extended warranty or service agreement

6. Software patches and service pack releases must be supplied at no additional charge to the Library while under maintenance.

7. Feature updates and new software versions must be included at no additional charge while under maintenance.

8. Service technicians must be fully trained, factory authorized and certified by the manufacturer to perform Service.

9. The bidder must have fully factory-trained technicians stationed throughout the country for onsite hardware support and service.

10. Technicians shall be centrally dispatched to any of the Library's three locations.

11. The Library shall be able to request service on a 24-hour basis

12. A technician will answer calls at all hours, not an answering service.

13. Service technicians will be equipped with parts normally required to service the equipment and reduce downtime.

14. Which of the following does the bidder provide as an online service?

    a. submitting support tickets.

    b. tracking tickets

    c. tracking enhancement requests and defects

    d. That allows the Library to view product release details for at least the current and prior software versions.

    e. For obtaining documentation.

    f. For downloading patches and new versions of software

    g. Engaging in a chat session from any workstation

    h. Providing remote access without having to log into any system

    i. Viewing the status of installation projects

    j. Viewing details about software and hardware maintenance costs

    k. Paying maintenance online with a credit card

    l. Joining a customer to customer forum

15. What is the guaranteed onsite response time after receipt of a call?

16. Describe the process for obtaining night or weekend support.

17. Service Agreements to extend the warranty period on parts and labor must be available for a period of 12, 24, 36, or 48 months.

18. Failure of vendor to meet specified standards may result in penalties.

19. The vendor must provide, upon request, the results of an annual customer service satisfaction survey that demonstrates the offered service meets satisfaction by a minimum of 90% of respondents

20. The Service Agreement must be renewable on an annual basis.

21. State the maximum maintenance escalation cost from one year to the next for the life of the product.

22. The Service Agreement must include remote maintenance for expert technical consultation and software support.

23. Warranty and Service requirements apply to both Standard and Optional system components.

Pricing

Pricing

Equipment is expected to include, but is not limited to, the following:

Description	Quantity	Unit Price	Extended	Manufacturer
Self-Checkout Countertop Hardware	5			
Self-Checkout Kiosk Hardware	3			
Disc Media Unlocker Hardware	7			
Self-Checkout Software				

Description	Quantity	Unit Price	Extended	Manufacturer
Subtotal HW/SW				
Installation				
Training				
Freight				
Subtotal Services/Freight				
TOTAL				

Total for RFID/Barcode Self-Checkout Solution:

$_____

PAYMENT TERMS/Discount: _____

Alternate Proposal (if any)

Other Costs (Please list in detail)

Total Project Cost (Excluding maintenance after year 1)

$ _____

Annual Maintenance Costs
(Includes: parts, labor and travel for maintenance)

Year 1 is included in pricing.

Year 2 _____- after 12-month warranty period

Year 3 _____- after 12-month warranty period

Year 4 _____- after 12-month warranty period

Year 5 _____- after 12-month warranty period

Year 6 _____- after 12-month warranty period

Total Cost of Ownership for 6 years – all purchase costs plus all maintenance.

$_____

References

Bidders shall submit a list of at least three references for whom they have done work similar to that described in the scope of this RFP. The services provided to these clients must have characteristics as similar as possible to those requested in this RFP. Information provided for each client must include the following:

- Client's name
- Brief explanation of what the contract covered
- Size of the library
- Contact person
- Title
- Address
- Phone number
- E-mail address
- List all of bidders products used at client site

Failure to provide the above information may result in the Bidder being disqualified and its proposal not considered. The Library reserves the right to contact any and all references to obtain, without limitation, information regardless of the Bidder's performance on the listed jobs.

The Library reserves the right to contact any and all references to obtain, without limitation, ratings for the following performance indicators:

- How would you rate the firm's efforts in providing equipment/materials as requested in this RFP?
- How would you rate the overall knowledge and skills of the team in the requirements of the project?
- How satisfied were you with the equipment and materials?

- How satisfied were you with the service provided by this company?
- Were you satisfied with this company's assumption of responsibility and their ability to work with other vendors in the library (ILS)?
- How satisfied where you with compatibility with your existing systems?
- Would you purchase equipment/materials from the vendor again in the future?
- Does the delivered solution meet 100% of the vendor's commitments stated in the RFP?
- What percentages of your items are checked out using the self-service system?
- What services did the vendor provide to help your library achieve high self-checkout rates?
- Did the vendor provide information during a demonstration that was inconsistent with the installation and performance results?

A uniform sample of references will be checked for each Bidder. Bidders will be scored on a scale of 1 to 10, with additional positive weighting being given to positive references from customers whose self-checkout projects were most like ours (i.e. size of Library, ILS, etc.)