



# **REQUEST FOR PROPOSAL**

12/20/2023

For

**AUTOMATED MATERIALS HANDLING (AMH)  
SYSTEM FOR SCHAUMBURG TOWNSHIP  
DISTRICT LIBRARY  
RFP #2023-AMH-CP02**

Date Issued: 12/20/2023

Response due: 01/24/2024

Schedule of Events

RFP (REQUEST FOR PROPOSAL) Release:

Date: 12/20/2023

Time: 8:00 am CST

Deadline for Vendor Questions:

Date: 01/02/2024

Time: 12:00 pm CST

RFP Opening:

Date: 01/24/2024

Time: 10:00 am CST

All inquiries and submissions must be sent to:

Library:	Schaumburg Township District Library
Contact:	Aaron Bock
Title:	Director of Access Services
Street Address:	130 South Roselle Road
Address 2:	RFP Response 2023-AMH-CP02
City, State, ZIP:	Schaumburg, IL 60193
Email:	<a href="mailto:bids@stdl.org">bids@stdl.org</a>

## **General Information**

### **Introduction**

Schaumburg Township District Library (STDL) seeks proposals from Vendors to obtain information and firm bids for implementing an Automated Materials Handling (AMH) system including installation, training, and support services.

### **About Schaumburg Township District Library**

STDL is located in the Village of Schaumburg in northern Cook County and serves 130,000 residents in Elk Grove Village, Hanover Park, Hoffman Estates, Roselle, the Village of Schaumburg, and Streamwood. STDL'S facilities consist of the Central Library in Schaumburg and branches in Hanover Park and Hoffman Estates. We have over 1 million visitors come through the doors of our three branches every year.

STDL's Central Library and its branches work to make access to services as easy as possible for all STDL users. Van service makes transfer of materials from one branch to another fast and efficient, allowing library users to request a book from any branch to be delivered to the library location that is most convenient for them.

STDL provides online research databases and 24/7 access to a digital library of downloadable audiobooks, eBooks, music, and movies available to all district patrons with a current library card. STDL abides by all policies required and offers reciprocal borrowing cards to all eligible patrons.

STDL currently uses the SirsiDynix Symphony integrated library system. STDL houses a collection of over 440,000 items, and an e-media collection of over 200,000 items.

### **Scope of Service**

STDL is seeking an AMH to be installed at the Central location for the district. Size, location, and desired systems can be found further in this Request for Proposal.

## **Proposal Requirements**

### **Company Information & Executive Summary**

Vendors shall provide information that documents their firm's experience and capacity to produce the required outcomes. A 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:

- Form of ownership.
- The number of years the Vendor has been in business under its current name.

- Corporations shall provide a Certificate of Good Standing from the Secretary of State, or equivalent documentation, showing the company is fully compliant with its filing requirements and is in good standing with the state in which it is incorporated.
- Describe the length and nature of the Bidder's experience in providing the products and services requested in this RFP.
- Names of all partners or investors and how long each has been in existence.

### **Description of Proposed Solution**

The proposed solution must include the following:

- Internal, book-drop style patron induction with sufficient aperture to accept most oversized books. This will take the place of the current internal book return space.
- Total number of bins and induction that would fit this space included in Appendix A (page 9).
- Description of tote or bin system based on the recommendation of the Bidder.
- Ability to choose between two or more sorting strategies.
- Potential option to add an RFID (Radio Frequency Identification) enabled external book drop that would fit Appendix A (page 14).

### **General and Technical Requirements**

Please indicate whether the proposed solution includes the following features/functionality:

- Interoperability with SirsiDynix BlueCloud/Symphony, III Polaris, or KOHA integrated Library Services via SIP2 or API connectivity.
- Automated printing and application of hold and transit slips.
- Allows staff to choose between two or more sorting strategies depending on need.
- Availability of ILS-based or software-based tool to sort or distribute materials based on need and capacity.
- Automated unloading of bins, totes, or cartons.
- Automated destacking of materials.
- The operating system and other applications included are updated by Bidder and serviced at no cost to STDL.
- Description of how adjustments are made to the sorting software and System.
- The AMH system must be compatible with the ISO/IEC 15693 and ISO/IEC 18000-3 Mode 1 standard and with the NISO standard ISO-28560-2 tag data format.
- The proposed system must not interfere with the other equipment, automated library system clients, or PCs that may be nearby.

### **Project Plan**

Detail the Bidder's anticipated project plan. Include design, manufacture, delivery, installation, testing, and training.

## **Training**

Please describe Library staff training offered by the Vendor. Please include whether the training is virtual or on-site. Describe all documentation and how it is accessible to Library staff.

## **Pricing**

Please provide detailed pricing for design, manufacture, delivery, and installation of the proposed solution. This should include shipping charges, training fees, and any other non-recurring costs. Please provide pricing for conveyance as an additional option.

Pricing plans should include purchase and leasing options for the required hardware.

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

## **Financial Information**

Demonstration of the financial strength and stability of the Bidder.

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 in the RFP.

## **Parts Availability**

To ensure ready availability of components, parts, and supplies, all major elements of 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.

## **Maintenance and Support**

STDL prefers that Vendor support be available during most Library open hours with a response time of four hours or less for critical hardware and software issues. STDL prefers to contact Vendors via telephone or web/email-based ticketing system for support requests.

Please describe ongoing maintenance and support offered by the Vendor, including availability of telephone or web-based support and support response times.

Describe any preventative maintenance plans for the proposed solution that the Vendor recommends.

## Warranty and Service Requirements

STDL 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.

- Does the Bidder directly provide all hardware and software support for all items proposed? If not, who provides the service?
- How many full-time support technicians are available in the United States?

The Bidder must provide an all-inclusive 12-month extended warranty on equipment, software, and components. A maintenance / service contract must be offered and are subject to negotiation by the Library.

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

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

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

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

STDL expects to have access to a service that offers support tickets, ticket tracking, software release details including the current and prior software versions, remote access, and downloading of patches / new versions of software.

## 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. STDL reserves the right to contact all references to obtain, without limitation, information regardless of the Bidder's performance on the listed jobs.

### **Anything not covered**

Please use this area to describe any services and/or products not already mentioned in the proposal that may be of interest to STDL.

## **Evaluation of Proposals**

### **Selection Criteria**

	Realization of the RFP's functional requirements	30%
	Financial viability of the Bidder	20%
	Conformity to standards and interfacing requirements	10%
	Flexibility of software and hardware	10%
	Five-year cost of the system (purchase price plus maintenance)	20%
	Suitability of the hardware platform	5%
	Delivery date	5%

### **Demonstrations**

A Bidder whose offer has not been rejected may be required to demonstrate its AMH system for STDL at no additional cost to STDL.

### **Negotiation**

STDL reserves the right to negotiate with one or more Bidders.

### **Contract Documents**

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

Bidders 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 partnerships or joint ventures. When two or more vendors desire to submit a single proposal, they shall do so as prime/subcontractor(s).

Submit as either one pdf via email to: [bids@stdl.org](mailto:bids@stdl.org) or as a printed copy.

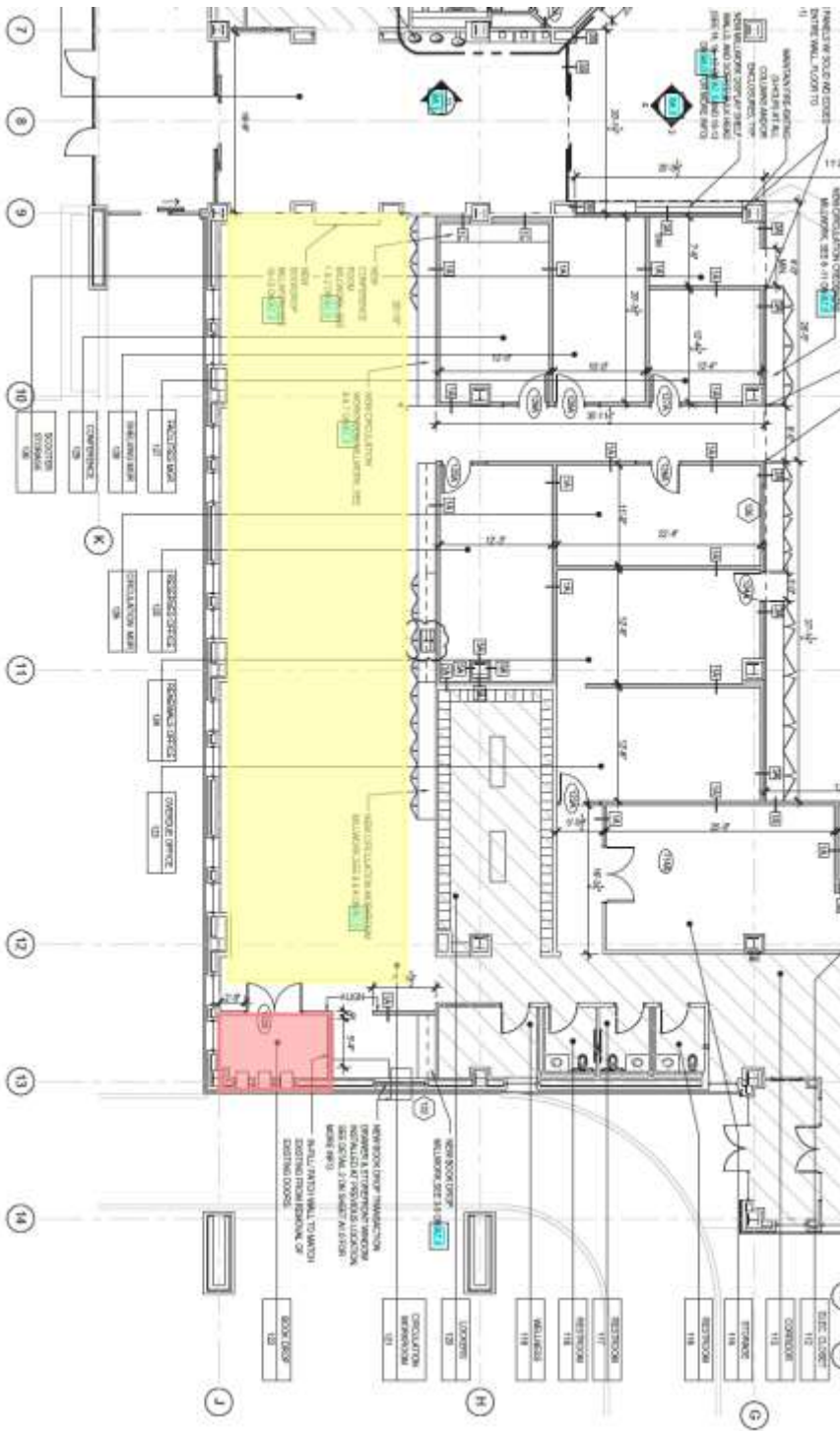
## **Proposal Format**

- 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.



# Appendix A

## Floor Plan



## Images with general layout

General outline for internal book return:

Dropbox opening space lengthwise is: 117”.

The length from the wall to an open hallway is 240” long and 132” wide.







Interior patron side book drop.

Width: 75"

Height: 94"



**Optional:**

Drive-up book return exterior:

Width: 80"

Length of single drop box: 13" x 20"



Drive-up book return interior:

Width: 84"

Depth: 66"

Length of single drop box: 13" x 20"

