SAMPLE RFP REQUIREMENTS

In this chapter are the assembled requirements from several requests for proposals (RFPs) to procure an RFID system. Not all RFID systems described in this report meet all the requirements.

Before using the RFPs, read the report and decide whether to evaluate one or more RFID systems even though the requirements are not met as written. If so, the requirements should be rewritten or the vendors of those systems should be invited to bid, but they should indicate the exceptions and how the intent of the library can be achieved using a different approach than that specified.

The instructions to bidders that are an important part of any RFP are not included here because most libraries, or their parent organizations, have their own boilerplate. As possible, variants are included.

1. **Introduction**

   a. **The procurement**

      The ABC Library wishes to purchase a complete RFID (radio frequency identification) system that includes tags, conversion station, staff workstations, patron self-charging stations, exit sensors, bookdrop readers, and inventorying wands. A quotation for a five-bin sorter is sought as an option.

   b. **Objectives**

      The objectives of the library are to improve staff productivity at circulation, simplify patron self-charging, provide security at the library's exits, and facilitate electronic inventorying and shelf-reading.

   c. **Automated library system interface**

      The RFID system must interface with the library's existing XYZ automated library system.

2. **General requirements**

   a. **The system components must not be harmful** to persons or library materials, including patrons with hearing aids or pacemakers and audiovisual materials.

   b. **The system must conform** to all applicable standards and regulatory requirements, including those of underwriters laboratories, FCC Part 15, Americans with Disabilities Act, local fire codes, SIP2, RS-232, and TCP/IP Ethernet 10/100.

3. **Functional requirements**

   a. **Tags**

      1) The tags must be read-write, 13.56 MHz passive tags.

      2) Tags must be preprogrammed with an identification number that cannot be altered, but also must be programmable at the library so information can be added and modified.

      3) The tags must have a minimum memory of 256 bits. [Change to 74 bits if only an identification number is to be encoded on the tags].

4) The tags must include a theft or security bit that can be turned on and off, and that triggers an immediate alarm if an item not charged is read by the exit sensors.

5) The tags must work with all materials formats, including print, audiotape, videotape, CD/CD-ROM, and DVD.

6) Printing a barcode or library logo on the tags or on a cover label must be possible. Indicate which.

b. **Conversion-programming workstations**

1) The conversion-programming workstations must be able to read, program, and reprogram RFID tags.

2) The workstations must be able to print a barcode or library logo on the RFID label or label cover. Indicate which.

3) Indicate whether the workstations interface with the automated library system or are standalone.

4) Is a mobile model available for use in the stacks?

5) Indicate whether the workstations also can be used as staff workstation for charge and discharge of library materials. If not, is the circulation-programming workstation available on rental?

c. **Staff workstations**

1) The staff workstations must be able to read tags and display the information thereon.

2) They must be able to charge and discharge library materials.

3) They must have a short read range (no more than 14 inches) so nearby tags are not read unintentionally.

4) They must be able to read several tags presented in a stack of items. Indicate maximum number of items or maximum height of stack.

5) Reading _____ symbology barcodes in the format of the library's automated library system vendor must be possible.

6) Placing the workstations on a countertop or recessed in a countertop must be possible.

7) The readers must interface with the library's existing automated library system using the SIP2 protocol.

d. **Patron self-charging stations**

1) The patron self-charging stations must be menu-based, with customizable prompts.

2) The library prefers a touch screen.

3) At the option of the library, the stations must accept a patron card with a barcode, magnetic stripe, RFID tag, or a smart card.

4) The stations must have a base, but they also must be able to be placed on a table or countertop.

5) The patron must be able to read one item at a time or a stack of items. Indicate the maximum number of items or the maximum height of the stack.

6) The stations must accommodate all materials types. Indicate if additional steps are required for media.

7) The screen should display the information on the tag for the patron to review.

8) How does the patron know that a tag has not been read or that no tag is on one or more items?

9) The stations should issue receipts that give the same information as the screen display, and the due dates.

10) The stations must interface with the library's existing automated library system using the SIP2 protocol. The library will order the appropriate interfacing software from its automated library system vendor.

11) The stations should deactivate the theft or security bits on the materials.

12) Indicate whether the station also can support patron self-discharge.

e. **Exit sensors**

1) Dual-aisle exit sensors must create an opening of at least 42 inches.

2) Tags with theft or security bits that are on must immediately trigger an alarm.

3) The alarm must be both audible and visible.

4) The exit sensors must transmit the information on the tags to the automated library system so the library will know what has been taken.

5) The exit sensors must be shielded from external interference from light fixtures, elevator motors, and so on.

6) The exit sensors must not interfere with the operation of automated library system clients or PCs that may be nearby. Indicate the minimum distance recommended to assure noninterference.

f. **Bookdrop readers**

1) The bookdrop readers must be able to read tags up to a minimum of 12 inches as they drop past the readers into the bin.

2) The readers must communicate with the automated library system protocol to discharge the returned items.

3) The readers must turn on the theft or security bits.

4) At the option of the library, ensure adding a receipt printer to the bookdrop readers is possible.

5) Installing the bookdrop readers in a counter or in a wall, including an exterior building wall, must be possible.

g. **Portable inventory reader**

1) The portable inventory readers must be wireless.

2) The portable inventory readers must not only be capable of inventorying, but also shelf-reading and searching for specific items. Indicate if these capabilities can be undertaken concurrently.

3) The readers must interface online with the automated library

system. If not, Indicate what information can be downloaded to the reader, and what is read and uploaded to the automated library system.

    4) At what distance can the tags be scanned?

    5) What is the weight of each reader?

h. Server

    1) The system must have a server to accommodate the RFID applications software. If there is no server, how is this accommodation accomplished?

    2) The server must interface with the automated library system to update that system's database.

    3) Indicate what information is retained by the RFID system (such as identification of items leaving the library without having been properly charged, activity counts, and so on).

    4) Indicate whether the system can store information on items leaving the library when the automated library system is down.

i. Conveyors and sorters

    1) Describe the available conveyors and sorters.

    2) What is the maximum distance between bookdrops and sorters using conveyors, both horizontal and vertical?

    3) The library initially wishes to consider a two-bin or five-bin system.

    4) What is the maximum number of bins?

4. Training and documentation

a. Training

    1) Vendor shall train up to 10 people in the use of each piece of equipment.

    2) Vendor shall train two people in troubleshooting of the RFID system.

b. Documentation

    1) The vendor shall provide two copies of all documentation, including technical specifications, at least one copy of which shall be in electronic format.

    2) The library shall have right of reproduction for internal use.

5. Warranties and technical support

a. Warranties

    1) All hardware warranties shall be for a minimum of one year from installation. Indicate if an extended warranty is available, and on what terms.

    2) All software warrantees shall be for a minimum of one year from installation.

    3) Vendor shall guarantee 98% uptime, with remedies to be negotiated in case of deteriorated performance.

b. **Technical support**

1) The vendor shall maintain a toll-free troubleshooting desk at least 15 hours a day on weekdays and 10 hours a day on weekends.

2) Remote software support shall be available during all troubleshooting desk hours.

3) Field service shall be available Monday through Friday, 8:00 a.m. to 5:00 p.m. library time.

4) The vendor shall quote maintenance rates for other levels of service.

5) Indicate whether vendor provides its own field service or contracts with a third party. If the latter, identify the third party.

c. **System enhancements**

The library shall be entitled to all software enhancements for the components that it has purchased as long as it is paying for current maintenance.

d. **Quantities**

The quantity requirements for all components (tags and hardware) are set forth in the appendix to these requirements.

e. **Delivery, installation, and startup**

1) Delivery shall be FOB library within 90 days of signing.

2) Installation shall be completed within 30 days of delivery.

3) Startup shall occur after training, but no more than 30 days after installation.

f. **Prices**

1) Quote unit prices for all components.

2) Quote maintenance rates for all components.

3) Quote delivery price for system.

4) Quote installation price for system.

5) Quote training price for system.

g. **Product literature**

Include current product literature with the response to the requirements.