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Automated Materials Handling (AMH) System and Related Installation, Training, and Support Services

Date Issued: September 12, 2024

Response due by: October 15, 2024, at 12pm CDT

The Addison Public Library invites proposed solutions for the purchase of an automated materials handling (AMH) system and related installation, training, and support services.

Inquiries and responses must be sent to Brooke Sievers, Assistant Director, at:

Addison Public Library
Attn: Brooke Sievers
4 Friendship Plaza
Addison, IL 60101
630.458.3309
sievers@addisonlibrary.org

Inquiries and submissions may be sent via email, delivered in person, or mailed. The Addison Public Library does not accept faxed proposals.

Request for Proposal (RFP) Release

9/12/2024
9am CDT

Deadline for Vendor Questions

10/1/2024
9am CDT

RFP Due Date

10/15/2024
12pm CDT

Award to selected Vendor

on or before 12/30/24



General Information

Introduction

The Addison Public Library (APL) seeks proposals from Vendors to obtain information and pricing for implementing an Automated Materials Handling (AMH) system including installation, training, support services, and removal of existing AMH.

About the Addison Public Library

APL is in northeastern DuPage County and serves 36,000 residents. We have one location which had 160,307 visitors in FY24. We circulated almost 200,000 physical items plus 30,000 digital titles including audiobooks, eBooks, comics, movies, and magazines during that same time. Our current physical collection size is 148,000 items and we offer APL cardholders over 1,000,000 digital titles. APL abides by all policies required and offers reciprocal borrowing cards to all eligible patrons.

APL currently uses the SirsiDynix Symphony integrated library system as a member of the SWAN consortium. SWAN facilitates easy interlibrary loaning for patrons among member libraries. Of the 100 libraries in SWAN, 20 members (including APL) have their collections RFID tagged. This means we often have items returned to APL's AMH that do not have RFID. There is also no standard in SWAN for barcode placement.

APL is undergoing a major renovation with construction beginning in January 2025 and taking about 12 months to complete. We expect the current AMH to be removed in March 2025 and the new AMH to be installed in June 2025.

Scope of Service

APL is seeking an AMH to be installed. 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 Vendor'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. The induction should not have a screen or receipt printer. The induction needs to accept multiple items at once.
- External, book-drop style patron induction with sufficient aperture to accept most oversized books. The induction should not have a screen or receipt printer. The induction needs to accept multiple items at once and function during inclement weather (e.g., rain, snow, ice, wind).
- A height-adjustable staff induction with a barcode scanner and RFID reader.
- Description of bin system based on the recommendation of the Vendor. Include options for 7 and 9 bins. Include options for spring-loaded bins and bins that use electric power to raise the bin floor.
- Allows staff to choose between two or more sorting strategies depending on need.
- Ability to send notifications via email when the AMH is not functioning as expected or a bin is full.
- System provided transaction logs and detailed statistics reporting.
- Ability to separate stacked items. Specify the separation accuracy for the proposed layout(s).

General and Technical Requirements

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

- Interoperability with SirsiDynix Symphony via SIP2 or API connectivity.
- Ability to print hold and transit slips at the staff induction without the item needing to be sorted into a bin.
- Ability to add length for additional bins in the future.
- Use of remotely accessible cameras by Vendor used in the proposed solution.
- The operating system and other applications included are updated by Vendor and serviced at no cost to APL.
- 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.
- AMH equipment must be UL listed, OSHA certified.
- The proposed system must not interfere with the other equipment, automated library system clients, or PCs that may be nearby.

Project Plan

Detail the Vendor'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 the removal of current AMH and the design, manufacture, delivery, and installation of the proposed solution. This should include shipping charges, training fees, and any other nonrecurring costs.

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

Pricing plans should include maintenance options.

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 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 Vendor.

State if the Vendor is presently negotiating a sale, acquisition, or merger that would alter the Vendor's existing structure.

Any other information that demonstrates the Vendor'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 Vendor must demonstrate the ability to have parts available within 24 hours of request.

Maintenance and Support

APL 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. APL 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/email-based support and support response times.

Describe any preventative maintenance plans for the proposed solution that the Vendor recommends including recommended APL staff cleaning and maintenance tasks.

Warranty and Service Requirements

APL 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 Vendor 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 Midwest (US)?

The Vendor 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 Vendor 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.

References

Vendors 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. 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

Failure to provide the above information may result in the Vendor being disqualified and its proposal not considered. APL reserves the right to contact all references to obtain, without limitation, information regardless of the Vendor’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 APL.

Vendor requirements

The selected Vendor will have a proven track record of working collaboratively with public libraries, an ability to provide a high level of customer service, project management skills, and considerable expertise in RFID technologies.

Vendor must pay its employees the applicable prevailing wage rate for DuPage County Illinois, in accord with the requirements of the ILLINOIS PREVAILING WAGE ACT, 820 ILCS 130; and also be compliant with:

- The PUBLIC WORKS EMPLOYMENT DISCRIMINATION ACT, 775 ILCS 10/0.01; and
- The ILLINOIS HUMAN RIGHTS ACT, 775 ILCS 5/1-101; and
- The EMPLOYMENT OF ILLINOIS WORKERS ON PUBLIC WORKS ACT, 30 ILCS 570; and
- ARTICLE 33E. PUBLIC CONTRACTS, 720 ILCS 5/33E-1, 5/33E-3, 5/33E-4, 5/33E-7, 5/33E-8 – Interference with Public Contracting – Proposal Rigging and Rotating
- Kickbacks-Bribery; and
- DIVISION 42.1 PUBLIC CONTRACTS 65 ILCS 5/11-42.1-1 Delinquent Taxpayers

Evaluation of Proposals

The responses of the RFP will be evaluated by the AMH Selection Committee. The Committee will make a recommendation to the Library Board of Trustees at the December 17, 2024, regular Board meeting.

Selection Criteria	Weight
Five-year cost of the system (purchase price plus maintenance)	25%
Realization of the RFP’s functional requirements	25%
Ability of Vendor to deliver desired features	25%
Ability of Vendor to deliver responsive maintenance and support	20%
Delivery date	5%

Demonstrations

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



Negotiation

APL reserves the right to negotiate with one or more Vendors.

Contract Documents

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

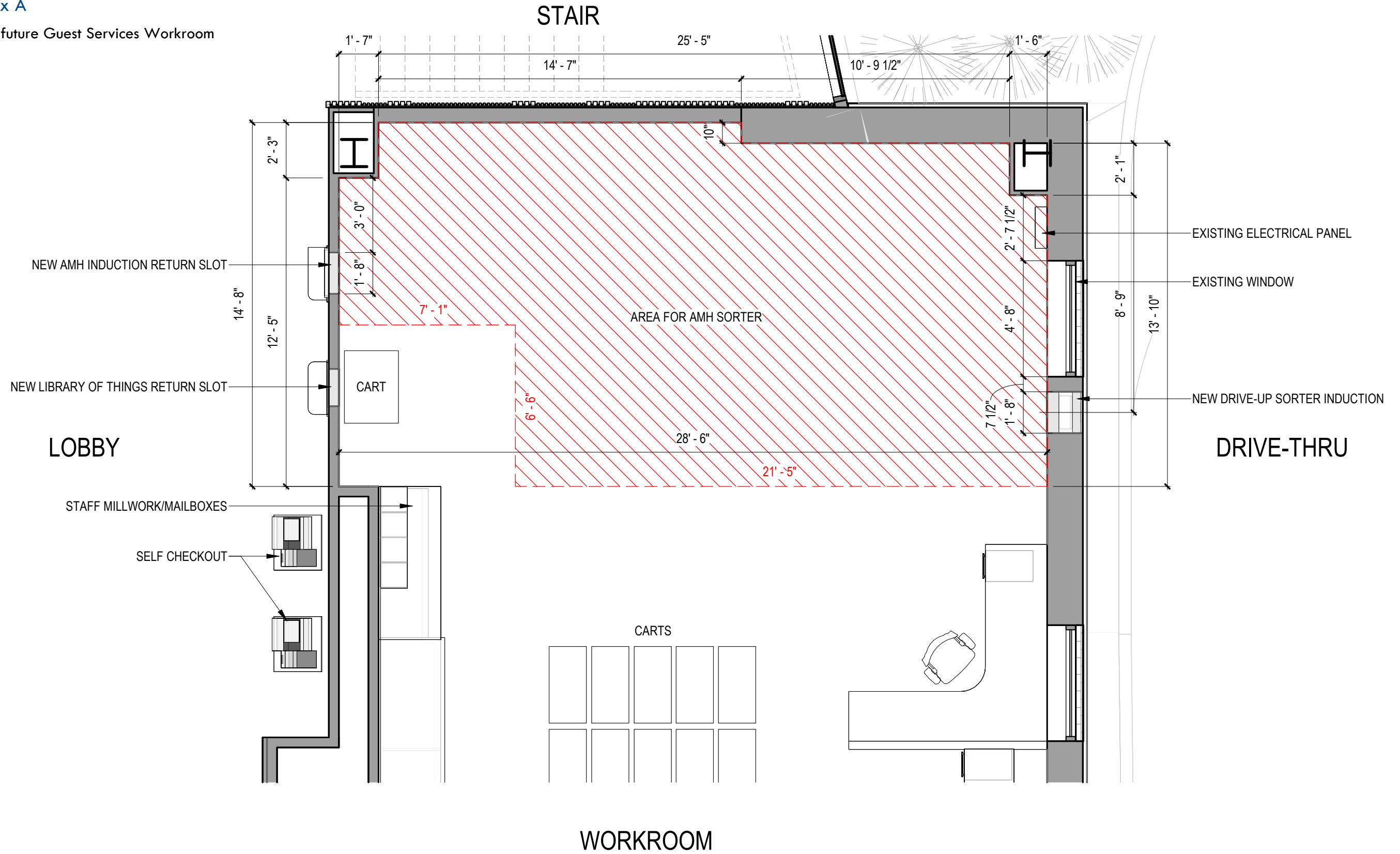
Vendors must clearly understand that the only official answer or position will be the one stated in writing.

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

Layout of future Guest Services Workroom



AMH Sorter

Addison Public Library

product architecture + design

08/13/2024