



**360 East Deerpath Road, Lake Forest, IL 60045**  
**Request for Proposal for Radio Frequency Identification System**

**Introduction**

The Lake Forest Library (hereinafter “the Library”) is requesting proposals from qualified vendors (hereinafter “Vendor”) with experience providing Radio Frequency Identification (hereinafter “RFID”) implementation, maintenance, and support services to public libraries. The technology must be compatible with the Library’s existing Integrated Library System (ILS), Polaris, currently hosted through the Cooperative Computer Services (CCS) consortium. The system should provide:

Current Needs

- Significant productivity gains through reduction in labor-intensive workflows and handling.
- Enhanced customer service.
- Ability to provide self-check services.
- Improved inventory accuracy.
- Efficient use of staff time regarding collection management.

Future Needs

- Ability to adapt and innovate in a changing library environment.
- Ability to provide/integrate with cross platform mobile technologies.
- Ability to provide/integrate with cross platform standalone vending technologies.
- Ability to provide/integrate with cross platform Automated Material Handling (AMH) Systems
- Ability to provide/integrate with cross platform security systems (specifically security/inventory control gates).

The Vendor that is ultimately awarded the contract will have a proven track record of supporting libraries and will need to demonstrate an ability to provide a high level of service and expertise in a variety of areas. The Vendor will also need to work in partnership with the Library by providing timely feedback on a schedule to be determined and support on both projects and ongoing maintenance. As for future needs previous mentioned, the Library may choose products or services offered by the winning vendor of this bid or obtain compatible services from another provider through the RFP process. Adaptability of the underlying technology is a key factor.

All questions regarding this proposal should be sent to Ed Finn, Head of Operations, at [efinn@lakeforestlibrary.org](mailto:efinn@lakeforestlibrary.org).

**Current Environment**

The Lake Forest Library serves a community of 19,375 with 52 staff in a 32,000 square foot – 4 level – facility. The original building was constructed in 1931 and three additional wings were



**360 East Deerpath Road, Lake Forest, IL 60045**  
**Request for Proposal for Radio Frequency Identification System**

added to the building in 1978. Prior to the COVID-19 pandemic, the Library was open 69 hours per week and typically had over 1200 visits a day. As curbside only, the Library is open 40 hours per week and approximately 1000 visits per week.

The Library is a member of Cooperative Computer Services, a consortium that provides an integrated library system (ILS) for the online catalog, circulation of materials and inventory control. While staff handle the day-to-day operations of the ILS, the vendor will be expected to assist with upgrades and interoperability between their systems and the hosted ILS.

As of January 2021, the collection consists of approximately:

- 100,843 books
- 2,324 periodicals
- 5,737 CDs
- 11,839 Blue Ray/DVDs and video games
- 1,507 Playaways
- 360 Launchpads and Views
- 3,540 audiobooks on CD
- 2,894 STEAM kits, audio kits, puppets, etc.
- 340 pieces of equipment (circulating tech)

### **Ongoing Needs and Expectations**

The Library seeks to better understand and address changing patron needs, specifically surrounding circulation and collection management, and is interested in a vendor that can assist us in providing supporting technologies appropriate for our community demographics and library size. We need a responsive vendor willing to promptly answer questions and engage in a constructive dialogue.

The ideal vendor will have a quick response time, excellent customer service, and can be relied upon to assist us in creating and maintaining a strong circulation and collection management infrastructure, while keeping up to date on emerging technologies.

The Library is looking for a vendor to assist with and perform the following:

- Assess and coordinate circulation and collection management technology that serve the staff and general public, including all equipment, software, and virtual systems.
- Create a technology plan that details our current infrastructure and identify future needs. This plan would also include an equipment replacement timeline with costs for budgeting purposes.
- Assist in staff training and development as needed.



**360 East Deerpath Road, Lake Forest, IL 60045**

**Request for Proposal for Radio Frequency Identification System**

- Provide written documentation and instructions to be stored at the Library in both digital and in hard copy formats and updated whenever a change occurs.
- Serve as both on-site and offsite support for handling emergencies and regular maintenance of provided equipment.
- Prepare project lists, reports, and statistics for the Library's administration and Board of Trustees as required.

**Essential Requirements**

- Real-time integration with the Library's ILS, Polaris, as well as real-time integration as part of any possible migration to a future ILS.
- Conversion from barcode to RFID tag regardless of medium of the item.
- Tags for all physical materials in the library collection and tags for all newly acquired items regardless of medium.
- Tags for media that can be linked with the tag on the case that houses the item.
- Staff stations that can also be used as tagging stations for the conversion of the existing collection or tagging stations available for lease.
- RFID conversion for the Library's existing staff circulation stations both check-in and checkout.
- Patron self-serve check-out stations.
- Performing accurate inventory with a portable RFID reader.
- Activity statistics compilation and display.
- RFID security/inventory control gate system to read items not disabled at checkout process.
- A system capable of complete integration and full functionality with self-check machines from other vendors.

**Scope of Work**

The Library is looking to purchase:

- Six (6) staff units. These should all be capable of doubling as tagging stations. This should also include the option for two (2) handheld portable readers.
- Two (2) tagging stations available for lease.
- Two (2) dual aisle security gate.
- Five (5) free standing self-checkout stations

Proposals should include hardware, software, shipping, installation, training, project management, and ongoing maintenance and enhancements. The proposal must include



**360 East Deerpath Road, Lake Forest, IL 60045**  
**Request for Proposal for Radio Frequency Identification System**

minimum specifications for existing PCs and Local Area Network, installation, and maintenance service that may be required in conjunction with the operation of the system.

Please note, quantities listed are estimates only and the Library does not guarantee purchase of the specified quantities above.

**Project Timeline**

- Request for Proposal issued January 22, 2020 12:00 pm CDT
- Availability for vendors to tour library premises January 25 – February 5, 2021.
- Deadline for questions from vendors February 8.
- Addenda Issued February 15, 2021.
- Deadline for vendor proposals to February 26, 2021.
- Virtual interviews begin March 8, 2021.
- In person interviews begin March 29, 2021.
- Notification to successful bidder (anticipated) April 2021.
- Tagging to begin (anticipated) May 2021.
- Installation of gates and checkout stations (anticipated) June 2021

*Timeline provided represents Library's best estimate and is not binding on the part of the Library.*

**General Requirements for Proposals**

All proposals must include an explanation as to how the systems have been integrated through using their own systems and those of competitors with examples and references of full integration.

**References**

Vendor shall provide a list of at least three clients, libraries or other, similar in size and scope to the Library. Information provided for each client reference must include the following:

- Client's name;
- Brief explanation of what the project or contract covered (clearly identify if work is on-going contract or project);
- Date of the project or contract (should be in the past three years); and
- Contact person, title, email, and phone information.

**Proposal Requirements**

Proposals must include the following to be considered:

- Discussion on scope of work outlined above.
- Transition plan;
- Contact name and title;



**360 East Deerpath Road, Lake Forest, IL 60045**  
**Request for Proposal for Radio Frequency Identification System**

- Address; Phone number; and email address;
- Name of company;
- Corporations required to provide the year and state of incorporation;
- Partnerships shall provide the names of partners and the length of existence;
- Statement if Vendor is presenting negotiating or entertaining a sale, acquisition, or merger that would alter the Vendor's current structure;
- Description of Vendor's financial strength;
- Number of employees and titles of all employees;
- Number of contracted workers and their titles/roles (if any);
- Explanation of what and how services will be provided for ongoing support based on information provided above;
- Annual fee for the period May 1, 2020-April 30 2021; and May 1, 2021-April 2022.
- Identification of any work considered outside the fixed fee;
- Cost and hour breakdown for support for work outside the fixed fee which includes what level of staff would be responsible for which type of support;
- Breakdown of what support will be provided on-site and off-site;
- References as outlined above.

Include your standard contract that responds to the Library's environment and requirements as outlined in this RFP. Contract to include provision that the Library or Vendor can cancel contract with sixty (60) days written notice with or without cause and without penalty.

Failure to provide the above information may result in the Vendor's disqualification and its proposal not considered. Further the Library's Board of Trustees reserves the right to reject any proposal.

***The proposal must be submitted as a searchable PDF by 5:00 p.m. on Friday, February 26, 2021*** to Ed Finn, Head of Operations at [efinn@lakeforestlibrary.org](mailto:efinn@lakeforestlibrary.org). Printed copies can be sent to Lake Forest Library, Attn: Ed Finn, Head of Operations, 360 East Deerpath Road, Lake Forest, IL 60045. Other formats will not be accepted. **Vendors selected for an on-site interview will be required to provide 10 hard copies of the proposal.**