

# Fountaindale Public Library District

Fountaindale Public Library District | 300 West Briarcliff Road | Bolingbrook, IL 60440 | [www.fountaindale.org](http://www.fountaindale.org)

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## Self-Check Request for Proposals

The Fountaindale Public Library District (FPLD) will accept sealed proposals for the following request for Self-Checks and related services. Visit <https://www.fountaindale.org> to view this document online.

### Executive Summary

FPLD is located in Bolingbrook, IL and currently has 13 3M/Bibliotheca Self-Checks located on three floors. FPLD is soliciting proposals to replace all 13 Self-Checks. The selected vendor will be our primary source for the following:

- 13 Self-Checks.
- Installation, configuration and training services for selected equipment and software.
- Maintenance, repair, support, and updates of purchased and installed equipment and software.

### Vendor Information

- The vendor must include the company name, website, company contact with address, telephone and numbers, and brief vendor profile and stability.
- Describe your company's history, size, and stability in terms that most meaningfully communicates its ability to support FPLD requirements on a continuing basis.

### References

In addition to the information highlighted below, the vendor must include three references in designing and installing a Self-Check solution of similar size and complexity. Preferred references are in a library environment. Include the size of the project, a brief overview of the project, and contact information for each reference.

### Solution Scope

This section details our needs and expectations for a Self-Check solution.

Please describe if solution offers additional benefits, features and/or functionality not specifically described. Please specify if solution does not address or support an area listed.

Proposals must include both initial cost of solution and annual pricing for all maintenance, repair, support and updates of equipment and software. Please specify whether the initial cost of solution includes annual pricing for all maintenance, repair, support, and updates of equipment and software.

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On-site support must be available. Please provide costs for support response within standard weekday business hours (after hour or 24 hour support not required) for the following:

- 4 hour service response
- Next Business Day (NBD) service response

FPLD requires that all equipment be standardized. We will not accept proposals that include different models of Self-Check units.

## **FPLD Existing Setup**

FPLD currently has 13 3M/Bibliotheca model 8410 Self-Checks in the following locations;

Circulation Department

Qty: 7

Childrens Services Department

Qty: 2

2nd Floor

Qty: 2

3rd Floor

Qty: 2

## **Integration Components**

FPLD is part of the Pinnacle Library Cooperative (PLC) which uses a hosted Polaris Integrated Library System. PLC is currently running version 6.2 of Polaris and anticipates upgrading to version 6.3 this year.

## **Software and Equipment Requirements**

Proposed solutions must integrate into existing countertop and cabinet structures without changing existing countertops and cabinet structures. Please see below for sample photos.

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CIRCULATION (Wide view)

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CIRCULATION (close up view)



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CHILDRENS

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## 2<sup>ND</sup> & 3<sup>RD</sup> FLOOR

### Proposed solutions must

- Support FPLD's 3M/Bibliotheca RFID and Security Gate (model 9100) system.
- Include a PCI Data Security Standard (PCI DSS) compliant credit card payment system that integrates with the hosted Polaris Integrated Library System, with chipped card support and accepts at least the following credit cards; Visa, Master Card, Discover.
- Provide at least one cash payment station.
- Support industry standard RFID tags, and specifically SLIX/SLIX2 chipsets.

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- Support a mixed checkout environment of RFID and barcode items.
- Provide an operating system supported by the manufacturer for the life of the self-check systems
- Allow patrons to review their library account; displaying overdue amounts with reason along with option to immediately pay the overdue amount directly from the Self-Check unit.
- Allow patrons to view a listing of all items currently checked out on their account along with the option to renew any or all of said items directly from the Self-Check unit, depending on ILS policies.
- Allow the option of printing (to attached receipt printer) or emailing a patron account report directly from the Self-Check unit to the email address associated with their ILS account, or to an email address manually entered directly on the self-check unit.
- Allow the option for a graphic of the library logo to be printed on each patron receipt.
- Allow the option for a library generated message to be printed on each patron receipt.
- Allow the option for other ILS generated patron account information (number of items currently checked out, number of items currently overdue, etc.) to be printed on each patron receipt.
- Allow the following patron receipt options; no receipt, print, or email sent to the email address associated with their ILS account, or to an email address manually entered directly on the Self-Check unit.
- Provide multi language support in the patron interface software with an easy method, such as an on screen button, for patrons to switch languages. When selected, this language change shall also be in effect for all patron print and email options.
- Provide patron accessibility option in the patron interface software with an easy method, such as on screen button, to increase font size for improved readability.
- Provide an “offline” mode for when network/ILS access is unavailable which will allow patrons to check out items while storing transactions locally with an easy to use method of bulk uploading said offline transactions at a later time when network/ILS access is once again available.
- Provide local network remote backend administrative access to each Self-Check unit (i.e. via IP address in a web browser) for accessing all administrative functions and settings the same as physically being at the Self-Check unit.

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- Provide centralized command console (preferably cloud based) for aggregate administrative functions and settings for all Self-Check units. Changes made must be able to be applied to any quantity or all of the Self-Check units.
- Provide centralized command console (preferably cloud based) for accessing aggregate statistical tracking and reporting from all Self-Check units, i.e. check out/in transactions, cash/credit card monetary transactions.

## Optional Hardware Equipment and Software Features

- Self-Check units provide Reading Recommendations (based on items currently being checked out) on screen and optionally on receipt and/or via email for print and/or eBook titles (utilizing optional 3<sup>rd</sup> party subscription services like Novelist and Cloud Library) with the option to place a hold on a recommended item directly from the Self-Check unit.
- Self-Check units provide multiple graphical “themes” for patron front-end interface on each unit, including multiple Children specific graphical “themes”. All “themes” to support library customization, i.e. logos, pictures, text, fonts, colors, etc.
- Self-Check units provide the option for displaying library created graphical images onscreen in the patron front-end interface, i.e. “digital signage”, for promoting library programs and events.
- RFID Security Gate System to replace FPLD’s existing 3M/Bibliotheca Model 9100 system. System must provide audible and visual alerts when RFID tagged materials are transported through said gates with an RFID tag’s security bit enabled. System options (i.e. alarm mode, visual alert color, audible alert number/duration, etc.) should be configurable by staff through an easy to use web interface, preferably cloud based. (OPTIONAL) System communicates with Polaris ILS for identification of items that trigger gate alerts and can compile a list/report of such items for staff retrieval.
- *Call out separately in proposal if any of the above Optional items are included along with any associated additional cost.*

## Design and Equipment Considerations

- All Self-Check units to include touch screen monitors for all Self-Check units that will allow patrons to complete all onscreen tasks solely using the touch screen, and all associated hardware; i.e. receipt printer, RFID reader, barcode scanner, credit card reader, etc.



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- Self-Check units must be integrated into existing countertop settings. i.e. CPU, RFID pad, receipt printer mounted below countertop, touch screen monitor with bar code scanner and credit card processing device mounted above countertop.

## Deployment and Installation

It is understood that deployment timing depends on equipment availability and winning vendor's project planning. FPLD will work with winning vendor to develop an appropriate deployment plan. However, the project must be completed before November 1, 2019.

Winning vendor shall provide setup and configuration of all equipment.

## Training

Include in proposal training documentation and two training sessions.

Please indicate if any recorded or online training is available.

## Project Planning and Documentation

Winning vendor will provide project planning, scope of work and deliverable documentation for project.

## Submission Information

Questions must be submitted to [pmills@fountaindale.org](mailto:pmills@fountaindale.org) no later than 3:00 PM on Monday, July 15, 2019. All questions received by the deadline will be posted with an answer to [www.fountaindale.org](http://www.fountaindale.org) by 3:00 PM on Friday, July 19, 2019.

All proposals must be submitted via email and are due no later than 3:00 PM on Friday, July 26, 2019.

Proposals must be emailed to [pmills@fountaindale.org](mailto:pmills@fountaindale.org) with a subject line of "FPLD Self -Check Proposals 2019"

Late proposals shall be rejected and returned to the proposer. This deadline is absolute and proposals received after the due date and time shall not be considered. Proposers must select a method of delivery that ensures proposals will be delivered to the correct location by the due date and time.

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Proposals must be submitted for the entire Self-Check solution. Proposals must include all costs. Proposals must be held firm for 60 days. Delivery must be accomplished within 60 days of award. Proposal documents, information, and answers to questions may be obtained by contacting [pmills@fountaindale.org](mailto:pmills@fountaindale.org)

Proposals will be opened on Monday, July 29<sup>th</sup> 2019 at 9:00 AM in the Board Room on the 2<sup>nd</sup> Floor at 300 West Briarcliff Road, Bolingbrook IL 60440.

The award date will be Thursday, August 15<sup>th</sup> 2019 at the Board Meeting.

Fountaindale Public Library District reserves the right to reject all proposals or to waive any or all technicalities in any proposals in its best interest.

All guarantees and warranties must be stated in writing and submitted as part of the proposal.

The successful respondent(s) will be expected to enter into a contract with the Library pursuant to the documents that include the RFP, the vendor's proposal, the summary of negotiation, and any and all other additional materials submitted by the vendor. The only official answer or position of the Library will be the one stated in writing.

FPLD reserves the right to reject all bids or to waive any or all technicalities in any proposals in its best interest. Vendors shall note that a response to this RFP does not commit FPLD to any course of action resulting from its receipt. This document shall not be construed as a contract between the parties and no communication shall create such a contract with respect to the products or services specified in this RFP. FPLD will select the vendor based upon the best overall solution and value, and is not obligated to select the lowest price proposal. Additionally, this RFP does not commit FPLD to any specific course of action. FPLD reserves the right to not select any vendor or purchase any goods and services resulting from this RFP.