

Answers to vendor questions for RPF: Library Self-Checkout Equipment & RFP

Question #1: Does TRL prefer RFID or barcode references?

Answer: We prefer barcode references, but would also welcome references from clients who have transitioned from barcode to RFID.

Question #2: Does TRL require pricing for Phase 2 and Phase 3 in the proposal?

Answer: Yes

Question #3: Who is TRL's merchant bank? Does TRL require a merchant account for each location?

Answer: TRL's current merchant bank is ProPay. We do not require a merchant account for each location.

Question #4: On the evaluation page, section 6, we noticed the following statement:

Implementation Vendor Selection- Once TRL has completed the selection of the equipment they will determine if a separate implementation vendor selection project is necessary. TRL reserves the right not to select the implementation partner that responds to the RFP or demonstrates the equipment on behalf of the vendor.

We also see that TRL is looking for a turnkey solution on the same page, and the pricing requires vendors to include installation.

Pricing- Estimates that include F.O.B. pricing for equipment, software, maintenance, and implementation services, which includes installation, configuration, and training. Use Detailed Bid Response from RFP

Most RFID vendors install self-checkout and payment equipment themselves as this is part of the equipment warranty. Can TRL confirm that for vendors providing a turnkey solution that vendors should include installation as part of the project?

Answer: TRL is seeking a turnkey solution, but will receive proposal from vendor who use third parties. Vendors providing a turnkey solution need to include installation as part of the project. Should a vendor use a third party, those costs should be included as well.

Question #5: If all answers to questions are posted on the proposed date of May 17, that only gives vendors 5 business days to complete and ship the RFP. Would the library consider an extension to the proposal due date?

Answer: No

Question #6: During the RFID conversion process, does the Library anticipate it will be weeding a substantial number of items? If so, how many RFID tags does the Library anticipate it will need as a part of phase 2 of this project?

Answer: TRL will be weeding its collection. TRL anticipates it will need between 950,000 to 975,000 RFID tags.

Question #7: Can the Library speak to its strategy for how it will tag items – specifically media items? (Book Tag on Media Case, Overlay Tag on Disc, Buddy Tag system with RFID tag on case and media item)

Answer: Tag on media case.

Question #8: Does the Library currently use locking cases for their media items (QuickCase or ClearVU One Time)? If so, is the Library looking to continue to utilize this technology?

Answer: Two of our library use locking cases.

Question #9: Phase 2 and 3 are currently listed as TBD. Can the Library speak to the timing of these Phases?

Answer: We cannot.

Question #10: Should vendors submit individual prices for each of the phases, or one combined price for all three phases?

Answer: Vendors should submit itemized prices grouped by phases.

Question #11: Item 9 requests the vendor offer “multiple self-check form factors, including built-in, freestanding kiosk, countertop, and height adjustable for ADA requirements.” The Phase 1 Requirements listed in Section 2, Project Scope only mention “50-55 Countertop self-service machines.” Can the Library verify that it is seeking only a countertop form-factor, or that it is seeking multiple form factors. If seeking multiple form factors, can the Library indicate the breakdown of form factors for the 50-55 SCO terminals?

Answer: TRL is seeking countertop devices.

Question #12: Can the Library define what they mean by “Customer/Staff selectable check-out”?

Answer: Staff are able to switch from check-out to check-in mode.

Questions #13: The Library requests for “Real-time detailed monitoring” with one of the elements being a coil for EM security. EM Security is not listed anywhere else in this RFP. Can the Library please verify whether this was listed in error, or if they are seeking hybrid EM, RFID security systems as part of this RFP.

Answer: TRL is not seeking a coil. This was listed in error.

Question #14: Can the Library supply the vendors with the specs of their current “standard circulation desk computers, barcode scanners, and receipt printers”?

Answer: Staff Desktops

Dell Optiplex 5050 Desktops

Processor = Intel Core i3-7100

Memory = 8GB

Hard Drive = 500GB 2.5” SATA 7200rpm

OS=Windows 10 Pro

Dell Optiplex 5060 Desktops

Processor = Intel Core i3-8100

Memory = 8GB
Hard Drive = 500GB 2.5" SATA 7200rpm
OS=Windows 10 Pro

Dell Optiplex 5040 Desktops
Processor = Intel Core i3-6100
Memory = 8GB
Hard Drive = 250GB 2.5" SATA 7200rpm
OS=Windows 10 Pro

Dell Optiplex 7020 Desktops
Processor = Intel Core i3-4160
Memory = 8GB
Hard Drive = 500GB 3.5" SATA 7200rpm
OS=Windows 10 Pro

Scanners

Honeywell 1900GSR-2USB

Receipt Printers

Epson TM-T88V

Question #15: Can the Library clarify what they mean by “Countertop self-service machines”? That is, is the Library seeking a Desktop Kiosk solution (so all componentry is housed in a single unit) or is the Library open to a Component based solution (individual components of PC, Touchscreen, Barcode Scanner, Receipt Printer installed at a desk or countertop)? Or a combination of both?

Answer: TRL is seeking a single desktop unit.

Question #16: The instructions on page 7 state vendors should provide pricing by using the "Detailed Bid Response from RFP". Is there supposed to be a price table included on that sheet or shall vendors communicate pricing via the vendor's standard methods under that heading? As currently published, page 28, APPENDIX B: VENDOR BID(PRICING SHEET) is blank.

Answer: Vendors should communicate their pricing via their standard methods grouping itemized costs by Phase 1, Phase 2, and Phase 3.

Question #17: Inventory and Shelf Reading Wands – How many units is the Library looking to deploy? (One per branch? One per Regional Branch? Multiple per branch?)

Answer: TRL is seeking 10 wands.

Questions #18: Would the Library please provide a breakdown of the current collection (books vs. media) so that we may more accurately price encoding services?

Answer: There are approximately 800,000 books and 150,000 CD/DVDs.