



Contract F3818

Library Check-In and Sorting System

1. Introduction

This Request for Proposal is for the purchase, delivery, installation, training and maintenance of a check-in/ sorting system including the equipment and the software for the Brighthouse Branch of the Richmond Public Library.

The system must enhance customer service and provide significant productivity gains through reduction in key labor-intensive workflow processes.

The objective of this request for proposal is to provide the Library with qualified proponents capable of carrying out the work herein defined. The subsequent proponent submissions will form the basis for evaluation, interview and selection.

2. Submission Details

Four (4) copies of proposals marked “**Library Check-In and Sorting System Contract F3818**” addressed to Richmond Public Library, will be received at Administration Reception, Second Floor, Richmond Public Library, 100 – 7700 Minoru Gate, Richmond BC V6Y 2R8, until 12:00 Noon, Monday, December 21, 2009. Submissions received after this time will be returned to the sender.

The Library reserves the right to cancel this Request for Proposal for any reason without any liability to any proponent or to waive irregularities at their own discretion.

Proposals may be withdrawn by written notice only provided such notice is received at the office of the Library’s Administration prior to the date/time set as the closing time for receiving proposals.

Proposals shall be open for acceptance for 90 days following the submission closing date.

All proposals will remain confidential, subject to the Freedom of Information and Privacy Act.

Any interpretation of, additions to, deletions from, or any other corrections to the Proposal document, will be issued as written addenda by the City of Richmond. It is the sole responsibility of the potential Bidders to check with the City of Richmond’s

Website, and / or BC Bid to ensure that all available information has been received prior to submitting a bid.

Except as expressly and specifically permitted in these instructions, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in the RFP, and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim.

3. Enquiries

Clarification of terms and conditions of the proposal process shall be directed in writing to:

Mark Ellis
Richmond Public Library

Telephone: 604-231-6410
E-mail: mark.ellis@yourlibrary.ca

The deadline for questions is **Monday, December 7, 2009 5:00 pm.**

The City, its agents and employees shall not be responsible for any information given by way of verbal communication.

Any questions that are received by City of Richmond Staff that affect the Proposal Process will be issued as addenda by the City of Richmond.

4. Project Background

Richmond Public Library is a four branch system of which the Brighthouse branch located at 100-7700 Minoru Gate in the City of Richmond is the main branch and performs 67% of the circulation system wide. Brighthouse checks-in 8000 - 12,000 items each day of which 90% are locally owned and the remainders are branch items.

Automated library system: VTLS Virtua v. 49.5

Security system: EM security strips

Customers currently self-sort returned material into four categories—Adult, Children, Chinese and AV. Our intent is to maintain self-sorting. Staff will induct all material into the sorting system which will then sub-sort the material into bins and totes, based on four sort profiles corresponding to the four self-sorts.

All material is bar-coded using the Codabar symbology, although we expect to experiment with RFID early on, so the staff induction station must be able to handle a mixture of RFID tagged and bar-coded material at the outset. Items' EM security strips must be re-sensitized at check-in.

5. Project Scope

The system must be able to handle all physical library media including books, periodicals, VHS, CD and DVDs excepting those of extraordinary size and weight. Returning magnetic flagged as such in the server's SIP check-in response must not be re-sensitized.

The system shall handle media with dimensions between (L x W x H) 10 x 10 x .2 cm and 35 x 25 x 9 cm, the system shall be able to handle item weighing up to 4 kg. Media are identified with 14 digit Codabar barcodes, but some will contain RFID tags in the near future.

The system must be able to check-in a mixture of barcoded and RFID tagged items.

Systems must communicate with our VTLIS Virtua ILS via a SIP2 interface. (sockets or telnet)

Technical Requirements

Sorter

The sorting system shall meet the following requirements:

- Sort to 15 output receptacles - eight bins as per bin specification below followed by six totes (L x W x H) 54 x 15 x 24 cm and a single exceptions bin.
- A maximum sort rate of greater than 2000 items/hr.
- A shelf or shelves to support the totes is to be included in the quotation.
- Staff induction unit
- Must be able to feed more than 1000 items onto the sorter per hour.
- Must be easily height adjustable by the operator over a range of at least 80cm to 100cm above the floor level by the operator.
- Must include both a barcode reader and RFID antenna
- Bins
- Twelve (quantity) wheeled, self-levelling bins with an approximate capacity of 150-200 books. The dimensions of the bins are to be compatible with your sorting system.
- Spring tension should be configurable so that self-levelling works with either print or AV material

Sorting software

- Bin assignment must be configurable based on the SIP check-in response's, institution ID (AO), permanent location (AQ), sort bin (CL) and call number (CS)
- It must be possible to change sorting criteria/output profiles within 2 minutes.
- Configuration and monitoring software would preferably be web-based.

6. Project Schedule

The project is to be completed by June 30, 2010, with work commencing as soon as possible in March 2010. A project schedule is to be submitted with the proposal.

7. Proposal Submissions

All proponents are required to provide the following information with their submissions, and in the order that follows:

- A Corporate profile of your firm outlining its history, philosophy and target market and an executive summary not exceeding two pages which summarizes key points of the quotation. Include information on your firm including size and specialization. Provide background company information including relevant financials. Provide a statement describing the firm's stability, capability and resources.
- A detailed listing of previous experience.

Please provide the names of customers for which you provided library sorting systems from 2005 to present. Include:

1. Total number of library sorting system customers.
 2. Size of customers (total items processed per day per site).
 3. Number and variety of sorting destinations at the site
 4. Number and type of material takeaway units (rolling carts, bins, totes, etc.)
- List three current or recent customers for which similar work is or has been conducted and give the name, title and telephone number of persons who may be contacted for reference concerning the systems and services you provided. Give dates of implementation.
 - Team Composition – a complete listing of all key personnel who will be assigned to this project. This will include their relevant experience, qualifications for this project, roles and responsibilities, leadership, etc., in addition to their availability for this project.
 - Technical Requirements

- Full installation, implementation, training, and maintenance services
 - A sample project plan, milestones, and timelines for installation from contract signing
 - Description of sorting and material conveyance equipment
 - Description of output receptacles
 - Description of integration with the RPL's VTLS Virtua ILS
 - Description of the noise level of operation and ergonomic features of the system
 - Description of statistical reports
 - Description of staff workflow
 - Description of compatibility with both optical barcode scanning and RFID
 - Description of system performance specifications and assurances.
 - Description of system safety features.
 - Describe a typical workflow for each staff position that will be required to operate each solution.
- Price quotations should specify the total system cost including all hardware, software, documentation, implementation services, training, warranties, recommended spares, first year and subsequent annual maintenance charges if applicable in **Canadian dollars**. Quotations should include itemized cost of major system components including the staff induction unit, sorter as specified and bins.
 - Quotations should identify upgrade paths and costs for the addition of a second staff induction station, additional two-way sorts and the addition of a public self-check-in station. Assume that these upgrades are independent of each other.
 - Describe the available maintenance services.
 - Who would perform maintenance services on the system? Where are they located? Are they a contractor or an employee of your firm?
 - Can the library opt to purchase maintenance services on demand rather than through a maintenance contract? If so, at what is the hourly rate?

8. Working Agreement

The successful proponent will enter into a contract for services with the Library based upon the information contained in this request for proposal and the successful proponent's submission and any modifications thereto.

Proponents may include their standard terms of engagement.

9. Evaluation Criteria

Proposals shall be evaluated to determine the best value offered to the Library against conformance to the following criteria:

- Understanding of project objectives/outcomes and vision
- Project Methodology
- Team Composition – Experience and Qualifications of those staff to be assigned to the project.
- Project Deliverables
- Value for Money
- References
- Interview (if required)

Richmond Public Library

Agreement

This Agreement dated the _____, 2009, at the Richmond Public Library in the City of Richmond, in the Province of British Columbia

Between:

Richmond Public Library
100 – 7700 Minoru Gate
Richmond, BC
V6Y 1R8

(the "Library")

And:



(the "Contractor")

Whereas:

- A. The Library issued a Request for Proposal for the supply and delivery of a Check-in and Sorting System;
- B. The Contractor is willing and prepared to deliver a Check-in and Sorting System;

NOW THEREFORE in consideration of the mutual covenants and agreements set out below, the parties covenant and agree as follows:

1. Responsibilities and Duties

- 1.1. The Contractor shall be responsible for the following as per Request for Proposal F3818 and the Contractor's submission dated .
 - a) Delivery
 - b) Installation
 - c) Training

- 1.2. The Contractor agrees to conduct himself professionally and with integrity so as not to embarrass or discredit the Library throughout the performance of the duties and responsibilities set out in this agreement.

2. Performance Standards

2.1. The Contractor agrees to comply with following project deadlines:

Completion – 30th of June, 2010

3. Independent Contractor

3.1. The Contractor is an independent contractor and no agency, joint venture, association, partnership, employer-employee relationship is created between the Library and the Contractor.

4. Assignment And Subcontracting

4.1. The Contractor will not, without the prior written consent of the Library, assign, either directly or indirectly, any right or obligation of the Contractor under this agreement.

4.2. No sub-contract entered into by the Contractor will relieve the Contractor from any of his obligations or impose any obligation or liability upon the Library to any such sub-contractor.

5. Indemnity

5.1. The Contractor agrees to indemnify and hold harmless the Library, its agents, employees, and Board, against any damages, liabilities, or costs, including reasonable attorney fees and defence costs, arising from or allegedly arising from or in any way connected with any act or omission by the Contractor, his employees, officers, volunteers, servants, or agents, or persons for whom the Contractor has assumed responsibility, in the performance or purported performance of this agreement.

6. Insurance

6.1. The Contractor shall, at his own expense, carry and keep in force during the term of this agreement, the following coverage.

a) Professional liability insurance with a minimum limit of \$250,000.00 for each occurrence and \$500,000.00 aggregate.

b) Comprehensive general liability insurance with a minimum limit of \$2,000,000 per occurrence with a cross-liability clause.

6.2. The Library may require a dedicated limit of the Contractor's professional liability policy be allocated to cover the Contractor's work while contracted by the Library.

6.3. The Library shall be added as an additional insured under the Contractor's comprehensive general liability insurance.

6.4. All insurance policies shall provide that they cannot be cancelled, lapsed or materially changed without at least 30 days' notice to the Library.

- 6.5. Prior to the commencement of the services hereunder, the Contractor shall file with the Library a copy of each insurance policy and certificate required. All such insurance shall be maintained until final completion of the service.

7. Confidentiality

- 7.1. The Contractor shall not disclose any information provided by the Library, specifically proprietary, sensitive, personal or confidential information or that developed resulting through the performance of this agreement to any other party without the express written consent of the Library. All information provided to the Contractor or developed by the Contractor pursuant to this agreement shall be returned to the Library upon the expiration of this agreement. The Contractor acknowledges that the Library is subject to the Freedom of Information and Protection of Privacy Act of British Columbia.

8. Related Companies

- 8.1. The Contractor shall not during the term of this agreement, perform a service for or provide advice to any person, firm or corporation where the performance of the service or the provision of the advice may or does, in the opinion of the Library, give rise to a conflict of interest between the obligations of the Contractor to the Library under this agreement and the obligations of the Contractor to such other person, firm or corporation.

9. Term

- 9.1. This agreement is valid for the period commencing the 1st of March, 2010 and ending the 30th of June, 2010 (the "Expiration Date"), or such later date as may be mutually agreed upon.

10. Termination

- 10.1. Notwithstanding any other provisions of this agreement, either party may terminate this agreement at any time upon at least two (2) weeks' written notice delivered to the Parties at the addresses shown on the first page of this agreement, or such shorter time and in such a manner as may be agreed upon by the parties.
- 10.2. Notwithstanding the provisions of subsection 10.1, if in the opinion of the ☼, the Contractor has breached a material covenant, the Library may cancel this Agreement immediately without notice.

11. Notices

- 11.1. Any notices or other communications required or permitted hereunder shall be sufficiently given if delivered, or if sent by prepaid regular mail, to the addresses of the parties set out on the first page of this agreement, or to such other addressees as shall have been specified by notice in writing by either party to the other. Any such notice or communication shall be deemed to have been given, if delivered, and if mailed in Canada, on the fourth business day after the date of mailing.

12. Feminine/Masculine

12.1. Wherever the singular or masculine is used throughout these Terms the same shall be construed as meaning the plural, the feminine or body corporate or politic where the context or the parties hereto so require and vice versa.

13. General

13.1. This Agreement may be amended upon mutual agreement of the parties in writing.

13.2. This Agreement and the rights and obligations of the parties hereunder shall be governed by and construed in accordance with the laws of British Columbia.

13.3. This Agreement sets out the entire agreement of the parties and no representations, warranties or conditions have been made other than those expressed or implied herein. No agreement collateral hereto shall be binding upon the Library unless made in writing and signed by the Library.

The Library and the Contractor Agree to these Terms the day and year first above written.

Contractor

Richmond Public Library



Note: Receipt of this completed form will assist us in calling for future bids. Please complete and submit this form prior to the closing date and time as shown on the Request for Quotation/Proposal/Tender form.
Please remember to include Quotation/Proposal/Tender No. at right.

Quotation/Proposal/Tender No.
F3818

A Quotation/Proposal/Tender is not being submitted for the following reason(s):

- | | |
|--|--|
| <input type="checkbox"/> We do not manufacture/supply the required goods/services | <input type="checkbox"/> Cannot obtain raw materials/goods in time to meet delivery requirements |
| <input type="checkbox"/> We do not manufacture/supply to stated specifications | <input type="checkbox"/> Cannot meet delivery requirements |
| <input type="checkbox"/> Specifications are not sufficiently defined | <input type="checkbox"/> Cannot quote/tender a firm price at this time |
| <input type="checkbox"/> Insufficient information to prepare quote/proposal/tender | <input type="checkbox"/> Insufficient time to prepare quote/tender. |
| <input type="checkbox"/> Quantity too small | <input type="checkbox"/> We are unable to competitively quote/tender at this time. |
| <input type="checkbox"/> Quantity too large | <input type="checkbox"/> We do not have facilities to handle this requirement |
| <input type="checkbox"/> Quantity beyond our production capacity | <input type="checkbox"/> Licensing restrictions (please explain) |
| <input type="checkbox"/> Cannot meet packaging requirements | <input type="checkbox"/> Agreements with distributors/dealers do not permit us to sell directly. |
| <input type="checkbox"/> Cannot handle due to present plant loading | <input type="checkbox"/> Other reasons or additional comments (please explain below) |

| | | |
|---|---|---|
| I / We wish to quote / tender on similar goods / services in future <input type="checkbox"/> Yes <input type="checkbox"/> No | Authorized Company Official – Signature and Title | Date |
| This space for City of Richmond Comments | | Firm Name |
| | | Address |
| | | |
| | | City |
| | | Province Postal Code |
| | | Telephone Number |