

**Request for Proposals
for
RFID and Automated Materials Handling System**

The City of Sioux Falls

Guidelines and Requirements for Submittal

Request No. 22-0114

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Purchasing Division
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SECTION ONE INTRODUCTION AND INSTRUCTIONS

1.01 Purpose of the RFP

This Request for Proposal (RFP) is issued by the City of Sioux Falls (hereinafter referred to as the "City"). The purpose of this RFP is to establish a contract with a qualified vendor for an RFID and Automated Materials Handling (AMH) System. The resulting contract from this RFP will provide both equipment and services to the City of Sioux Falls.

1.02 Contact Person, Telephone, Fax Number, and Email

Kara Scherbring, Purchasing Analyst, Finance Department, is the point of contact for this RFP. Unauthorized contact regarding the RFP with other City employees may result in the vendor being disqualified.

Purchasing Purchasing Analyst, Kara Scherbring
Phone: 605-367-8832
Email: kscherbring@siouxfalls.org

1.03 RFP Schedule of Events

This schedule of events represents the City's best estimate of the schedule that will be followed for this RFP. If a component of this schedule, such as the deadline for receipt of proposals is delayed, the rest of the schedule will be shifted by the same number of days.

The approximate RFP schedule is as follows:

- RFP issued: May 20, 2022.
- Questions Due: June 3, 2022.
- Proposals due: June 16, 2022.
- Interviews/presentations, if necessary, held: June 22-23, 2022.
- City issues Notice of Intent to Award a Contract approximately: June 30, 2022.
- City issues contract approximately: July 12, 2022.

1.04 Return Mailing Address and Deadline for Receipt of Proposals

Proposers must submit one (1) original (marked "Original") and one (1) thumb drive of the proposal and cost proposal in a sealed envelope or package.

Envelopes or packages containing proposals must be clearly addressed as described below to ensure proper delivery and to avoid being opened by the City before the deadline for receipt. Envelopes or packages must be addressed as follows:

City of Sioux Falls Purchasing Office
Attention: Kara Scherbring
Request for Proposal (RFID and AMH System)
RFP No. 22-0114
224 West Ninth Street
P.O. Box 7402
Sioux Falls, SD 57117-7402

Proposals must be received by the purchasing agency at the location specified no later than **2 p.m., central time, on June 16, 2022**. Proposals will not be publicly read at the opening.

Proposals may not be delivered orally, by facsimile transmission, by other telecommunication, or electronic means.

Proposers assume the risk of the method of dispatch chosen. The City of Sioux Falls ("City") assumes no responsibility for delays caused by any delivery service. Postmarking by the due date will not substitute for actual proposal receipt by the City. A Proposer's failure to submit its proposal prior to the deadline will cause the proposal to be rejected. Late proposals or amendments will not be opened or accepted for evaluation.

1.05 Notice Provided

The Request for Proposal and any amendments to the RFP will be posted on the following website: www.siouxfalls.org.

SECTION TWO BACKGROUND INFORMATION

2.01 Background Information

In 1995, Siouxland Libraries was created by a merger of the Sioux Falls Public Library and the Minnehaha County Rural Public Library. Siouxland Libraries provides services to the citizens of Sioux Falls and most of Minnehaha County.

Siouxland Libraries currently has five branches within Sioux Falls, SD, eight rural branches located within 20 miles of Sioux Falls, SD, and one Bookmobile.

Siouxland Libraries maintains a circulation of over 2 million items which include books, DVDs, CDs, board games, and kits (items grouped in tubs.) The combined libraries see around 100,000 physical visitors per year and 250,000 visits to our website. The pandemic has had an effect on these statistics but we have been steadily rebounding. 2019 Annual Circulation by location is as follows:

- a. Caille Branch - 2019 circulation – 371,119
- b. Downtown Library - 2019 circulation – 376,504
- c. Oak View Branch - 2019 circulation – 139,615

- d. Prairie West Branch - 2019 circulation – 275,800
- e. Ronning Branch - 2019 circulation – 414,086

2.02 Current Equipment/Products

The City’s current system is comprised of:

Products:	Qty:
Automated Materials Handling system	
5-bin sort/staff induction	1
5-bin sort/patron induction	1
5-bin sort/staff and patron induction	2
11-bin sort/staff and patron induction	1

The locations of these products are as follows:

- a. Caille Branch 4100 Carnegie Cir. Sioux Falls, SD 57106 – one five bin AMH unit with both patron and staff induction.
- b. Downtown Library 200 N. Dakota Ave Sioux Falls, SD 57104 - one 11 bin AMH unit with both patron and staff induction.
- c. Oak View Branch 3700 E. 3rd St Sioux Falls, SD 57103 - one five bin AMH unit with staff induction.
- d. Prairie West Branch 7630 W. 26th St. Sioux Falls, SD 57106 - one five bin AMH unit with both patron and staff induction.
- e. Ronning Branch 3100 E. 49th St. Sioux Falls, SD 57103 - one five bin AMH unit with both patron and staff induction.

**SECTION THREE
SCOPE OF WORK**

3.01 Introduction

This procurement is for an integrated Automated Materials Handling (AMH) solution to replace exiting RFID AMH systems.

3.02 Scope of Work

Proposals are sought for hardware, software, shipping, removal of existing equipment, installation of new equipment, training, project management, and ongoing maintenance. The proposal is to be for a “turnkey system.” While proposals are sought for all components, this RFP differentiates between those components to be included as a base solution and components to be offered as options. Siouxland Libraries currently uses Polaris from Innovative.

3.03 General System Requirements

The Proposer should provide a proposal that affirms their ability to meet the following critical requirements:

1. The proposed system and all of its components must be entirely compatible with, and in no manner interfere with, the Integrated Library System, its computer clients, or other components.
2. The proposed system must interface with the Library's existing automated library system using the SIP, SIP2, or NCIP protocol and interface in real-time for checkout and check-in. The interface must not use a proprietary ILS connection.
3. The proposed system must not interfere with other equipment, automated library system clients, or PCs that may be nearby.
4. The proposed system must be able to connect through the Library's Ethernet network via an RJ-45 connector and/or secured wireless network.
5. All system components must be UL and FCC Part 15-Certified: SIP2, RS-232, TCP/IP Ethernet 10/100, 802.11n (wireless) compliant. The proposed system must provide UL listing number and FCC certification numbers for complete system; UL mark shall be displayed on the serial plate of the equipment. Include a copy of the UL certificate as an attachment.
6. The RFID system must be ISO 15693 18000-3 Mode 1 compliant and must use Reader Talks First (RTF) Architecture.
7. Vendor must be willing to work with the Integrated Library System vendor to resolve any RFID-ILS functionality issues.
8. The vendor must offer a 12-month 100 percent money-back performance guarantee on all equipment purchased if the equipment does not operate as advertised and covered by 12-month parts and labor warranty.
9. All products must be able to work seamlessly with the current detection system in place. Five locations are currently using RFID security gates from Bibliotheca originally supplied by 3M Library Systems.
10. All products must be able to work seamlessly with the current RFID Tags. All materials are currently tagged.

Proposers shall have available for review an operational site or sites to showcase the functionality listed above.

3.04 Automated Materials Handling (AMH) Requirements:

1. Siouxland Libraries is looking for automated materials handling options that will fit with a variety of sizes of libraries and space constraints. Please explain what

options you can provide and how those options can streamline work for Library staff.

2. Are there options with your system beyond the standard bins for sorting? Describe how those options might streamline the work for staff.
3. Explain the processes that customer can use when interacting with the AMH System. Include explanation of any options available for providing animation to illustrate the proper way to insert materials.
4. Discuss how the system responds when the AMH rejects an item for both Library staff and the customer. What options are available for the Library to customize the rejection of items?
5. Discuss how unknown items are sorted.
6. Describe the check process, the timing of the process, and enabling RFID security.
7. Provide information on what language options are available and how these options are offered to the customer.
8. What system safety measures are available including fire suppression mechanisms? Describe their use/function.
9. Describe all options for sort matrix and the ability to have more than one matrix. Describe the steps to change from one matrix to another.
10. Share how offline transactions are performed, including information on validation during offline. Share the process for uploading transactions to the ILS.
11. Explain how the system handles sets of items with RFID tags.
12. Describe the system's ability to accommodate small and large items. Provide dimensions to demonstrate acceptable sizes.
13. Describe the power needs for the AMH system.
14. The Library is looking for a system that is quiet for both customers and staff. Submit any support documentation including, but not limited to, sound tests to demonstrate.

3.05 Installation

1. The vendor shall be responsible for removing and disposing of existing equipment as a part of the installation process including any and all City-required permits and inspections. Vendors should contact Building Services at 605-367-8670 to verify if any permits or inspections will be required.
2. The proposal system must be installed according to a schedule determined in coordination with Library staff to minimum disruption to library services. Discuss

your proposed approach and plan for project implementation, project management and installation.

3. Discuss how the system will be tested upon completion of the installation, including the testing of all interfaces and data exchanges, to ensure the system is operating error free.
4. The vendor must consult Library staff on placement of hardware to accommodate network infrastructure, power and ventilation requirements, building restrictions, etc., and to maximize the workflow, staffing, and patron convenience issues.

3.06 Training and Service

1. Discuss the training program you propose for the City with the installation of your system keeping in mind any proposed training should take place at an agreed upon Siouxland Libraries location. Vendor should provide the number of training days planned/suggested for training in their response.
 - a. The Library requires user manuals, plus any other materials, that are typically distributed during training be provided by the vendor. The vendor should also make user manuals available in electronic format with unlimited distribution within the library at no additional cost.
2. Discuss the customer service program proposed for the City including the number of customer service reps available, standard response time, and live support available hours.
3. Discuss how current customer service satisfaction is measured and provide the current customer service satisfaction rating for the proposed systems.
4. How many library customers currently use the proposed self-checkout and AMH systems?
5. How many customers have removed the proposed self-checkout and AMH systems in the last two years?
6. How many installations for the proposed systems do you complete, on average, per year?

3.07 Hardware/Software Technical Support

The vendor must provide live toll-free telephone assistance on system use and troubleshooting between 8 a.m. to 6 p.m., CST, Monday through Friday.

The Library should be able to request service on a 24-hour basis using a toll-free number in addition to the minimum live assistance time period.

3.08 Warranty and Service Requirements

1. The vendor must provide an all-inclusive minimum 12-month extended warranty on equipment, software, and components and offer a maintenance/service contract thereafter. All proposed maintenance/service contracts are subject to negotiation by the Library.
2. The vendor must offer a 12-month 100 percent money-back performance guarantee on all equipment purchased and covered by 12-month warranty that includes all parts, labor, shipping, and surcharges.
3. Vendor must provide software patches and service pack releases at no additional charge to the Library.
4. Service technicians must be fully trained, factory authorized, and certified by the manufacturer and able to respond on site within eight hours. Discuss the availability of components, parts, and supplies, all major elements of the system and the ability to have these items available within 24 hours of request.
5. Service technicians will be equipped with parts normally required to service the equipment and reduce downtime.
6. Discuss what service agreement options, including any remote options available for technical and software support, are available for your proposed system including the length of coverage available and the services covered by the agreement. Include optional pricing for each of your service agreement options in your sealed price proposal.
7. Warranty and service requirements apply to both standard and optional system components.

3.9 Experience and Qualifications

Proposers must describe the experience of their firm in delivery of a RFID and AMH System.

Proposers must provide three reference names and phone numbers for similar projects the Proposer's firm has completed. References should be in Library systems similar in size to Siouxland Libraries and with multiple locations. The City reserves the right to contact any references provided by the Proposer. Proposers are invited to provide letters of reference from previous clients.

If a Proposer intends to use subcontractors, the Proposer must identify in the proposal the names of the subcontractors and the portions of the work the subcontractors will perform. Proposers are responsible for all work performed by their subcontractors

3.10 Cost Proposal

Include a detailed cost proposal to provide and install a fully functional AMH system able to perform as detailed within this RFP. This cost proposal should include the

required 12-month warranty noted in Section 3.09. Also include the cost for extended warranty and service agreements in a minimum of 12, 24 and 48 month increments separate from the cost of the equipment. Proposals must include in applicable sales and use taxes. Questions regarding applicable sales and use taxes should be directed to the South Dakota Department of Revenue. Any additional optional equipment suggested for consideration may be listed separately and noted as optional for review.

Please note, South Dakota State Law requires the receipt of goods and/or services prior to payment so prepayment requirements will not be accepted as a part of any proposal.

SECTION FOUR EVALUATION CRITERIA AND CONTRACTOR SELECTION

THE TOTAL NUMBER OF POINTS USED TO SCORE THIS CONTRACT IS 100

4.01 Evaluation Criteria and Contractor Selection

- Ability to provide and install a system the best meets the City's needs **30 points**
- Product Support and Customer Service **30 points**
- Experience and Qualifications **25 points**
- Reasonableness of the Cost Proposal **15 points**

Upon review of the proposals, the City will score the proposals and may short list and **may** request a presentation from the highest ranking Vendors. Upon completion of the interviews (if necessary), the highest ranking Vendor may be asked to enter into contract negotiations with the City. If an agreement cannot be reached with the highest ranked Vendor, the City may move to the next highest ranked Vendor. The same process will be repeated with the other ranked Vendors if no such agreement can be reached. The City of Sioux Falls reserves the right to not select a Vendor as part of this process if an agreement cannot be reached or for any other reason.

If presentations are needed, they will be held virtually. The City will schedule a date and time with each of the Proposer if necessary. Proposer will be responsible for all costs associated with providing the demonstration.

SECTION FIVE PROPOSAL FORMAT AND CONTENT

5.01 Submittal Requirements

The City discourages overly lengthy and costly proposals; however, in order for the City to evaluate proposals fairly and completely, Proposer must follow the format set out in this RFP and provide all information requested. Proposals shall include, at a minimum, the following information in order to demonstrate the Proposer's qualifications:

1. Proposals must include the complete name and address of Proposer's firm and the name, mailing address, and telephone number of the person the City should contact regarding the proposal.
2. Provide a comprehensive response to each heading within Section 3. Responses should generally be in the same sequence as they appear in Section 3 where possible. If necessary, Proposer must provide supporting narrative and documentation when required in response to the requirements of this section.
3. Provide as Cost Proposal as detailed in Section 3.

SECTION SIX STANDARD PROPOSAL INFORMATION

6.01 Authorized Signature

An individual authorized to bind the Proposer to the provisions of the RFP must sign all proposals.

6.02 City Not Responsible for Preparation Costs

The City will not pay any cost associated with the preparation, submittal, presentation, or evaluation of any proposal.

6.03 Conflict of Interest

Proposer must disclose any instances where the firm or any individuals working on the contract has a possible conflict of interest and, if so, the nature of that conflict (e.g., employed by the City of Sioux Falls). The City reserves the right to cancel the award if any interest disclosed from any source could either give the appearance of a conflict or cause speculation as to the objectivity of the Proposer. The City's determination regarding any questions of conflict of interest is final.

6.04 Proposer's Certification

By signature on the proposal, the Proposer certifies that it complies with:

1. The laws of the state of South Dakota.
2. All applicable local, state, and federal laws, codes, and regulations.

3. All terms, conditions, and requirements set forth in this RFP.
4. A condition that the proposal submitted was independently arrived at without collusion.
5. A condition that the offer will remain open and valid for the period indicated in this solicitation, and any condition that the firm and/or any individuals working on the contract do not have a possible conflict of interest (e.g., employed by the City of Sioux Falls).

If any Proposer fails to comply with the provisions stated in this paragraph, the City reserves the right to reject the proposal, terminate the contract, or consider the Contractor in default.

6.05 Offer Held Firm

Proposals must remain open and valid for at least **90 days** from the deadline specified for submission of proposals.

6.06 Right of Rejection

The City reserves the right to reject any proposals, in whole or in part. Proposals received from debarred or suspended vendors will be rejected. The Purchasing Division may reject any proposal that is not responsive to all of the material and substantial terms, conditions, and performance requirements of the RFP.

The Purchasing Division may waive minor informalities that:

- Do not affect responsiveness.
- Are merely a matter of form or format.
- Do not change the relative standing or otherwise prejudice other offers.
- Do not change the meaning or scope of the RFP.
- Are insignificant, negligible, or immaterial in nature.
- Do not reflect a material change in the work.
- Do not constitute a substantial reservation against a requirement or provision.

The City reserves the right to reject any proposal determined to be nonresponsive and to reject the proposal of any Proposer determined to be nonresponsive. The City also reserves the right to refrain from making an award if it determines it to be in its best interest.

6.07 Clarification of Offers

In order to determine if a proposal is reasonably susceptible for award, communications by the Purchasing Division or the proposal evaluation committee are permitted with any Proposer to clarify uncertainties or eliminate confusion concerning the contents of a

proposal and determine responsiveness to the RFP requirements. Clarifications may not result in a material or substantive change to the proposal. The initial evaluation may be adjusted because of a clarification under this section.

6.08 Contract Negotiation

After final evaluation, the Purchasing Division may negotiate with the Proposers of the highest-ranked proposals. Negotiations, if held, will be within the scope of the request for proposals and limited to those items that would not have an effect on the ranking of proposals. If any Proposer fails to provide the necessary information for negotiations in a timely manner, or fails to negotiate in good faith, the City may terminate negotiations and negotiate with the Proposer of the next highest-ranked proposal.

Part of all of this RFP and the successful proposal may be incorporated into the contract.

6.09 Contract Approval

This RFP does not, by itself, obligate the City. The City's obligation will commence when the Mayor signs the contract. Upon written notice to the Contractor, the City may set a different starting date for the contract. The City will not be responsible for any work done by the Contractor, even work done in good faith, if it occurs prior to the contract start date set by the City.

6.10 Failure to Negotiate

If the selected Proposer:

- Fails to provide the information required to begin negotiations in a timely manner.
- Fails to negotiate in good faith.
- Indicates it cannot perform the contract within the budgeted funds available for the project.
- If the Proposer and the City, after a good-faith effort, cannot come to terms.

The City may terminate negotiations with the Proposer initially selected and commence negotiations with the next highest-ranked Proposer.

6.11 Notice of Intent to Award—Proposer Notification of Selection

After the completion of contract negotiations, the Purchasing Division will issue a written Notice of Intent to Award and send copies to all Proposers. The Notice of Intent Award will set out the names and addresses of all Proposers and identify the proposal(s) selected for award. The scores and placement of other Proposers will not be part of the Notice of Intent to Award.

Successful Proposers named in the Notice of Intent to Award are advised not to begin work, purchase materials, or enter into subcontracts relating to the project until both the successful Proposer and the City sign the contract.

Any bidder who is aggrieved in connection with the award of a contract may protest. The protesting bidder shall file a written statement with the Purchasing Division during normal business hours within seven calendar days of the date the Mayor signed the bid award document.

6.12 Insurance Requirements

The Vendor shall secure the insurance specified below. All insurance secured by the Firm under the provisions of this section shall be issued by insurance companies acceptable to the City. The insurance specified in this section may be in a policy or policies of insurance, primary or excess. Certificates of all required insurance shall be provided to the City upon execution of this agreement.

1. Workers' compensation insurance providing the statutory limits required by South Dakota law. In addition, it shall provide Coverage B, Employer's Liability Coverage, of not less than \$1,000,000 each accident, \$1,000,000 disease-policy limits. The required limit may be met by excess liability (umbrella) coverage.
2. Commercial general liability insurance providing occurrence form contractual, personal injury, bodily injury, and a property damage liability coverage with limits of at least \$1,000,000 per occurrence, \$2,000,000 general aggregate, and \$2,000,000 aggregate products and completed operations. The required limit may include excess liability (umbrella) coverage. The policy shall name the City and its representatives as an additional insured. If "occurrence form" insurance is not available, "claims made" insurance will be acceptable. The policy shall be maintained for three years after completion of this agreement.
3. Automobile liability insurance covering all owned, non-owned, and hired automobiles, trucks, and trailers. The coverage shall be as broad as that found in the standard comprehensive automobile liability policy with limits of not less than \$1,000,000 combined single limit each occurrence. The required limit may include excess liability (umbrella) coverage.
4. Professional liability insurance providing occurrence basis coverage for the claims that arise from the errors of the Firm or its consultants, omissions of Firm or its consultants, failure to render a service by the Firm or its consultants, or the negligent rendering of the service by the Firm or its consultants in the amount of \$1,000,000 each occurrence and \$1,000,000 annual aggregate. If occurrence form insurance is not available, claims made coverage shall be maintained for two years after final completion of the services. The City does not represent that the above coverages and limits are adequate to protect the Firm or its consultant's interest and assumes no responsibility therefor.

The Vendor will provide the City with at least 30 days' written notice of an insurer's intent to cancel or not renew any of the insurance coverage. The Vendor agrees to

hold the City harmless from any liability, including additional premium due to because of the Vendor's failure to maintain the coverage limits required.

The City's approval or acceptance of certificates of insurance does not constitute the City's assumption of responsibility for the validity of any insurance policies nor does the City represent that the above coverages and limits are adequate to protect any individual/group/business, its consultants' or subcontractors' interests, and assumes no liability therefore.

6.13 Civil Rights Requirements

The successful Vendor shall be subject to the provisions of Chapter 98 of the Code of Ordinances of Sioux Falls, SD. It is declared to be discrimination for the successful bidder, because of race, color, sex, creed, religion, ancestry, national origin, or disability, to fail or refuse to hire, to discharge an employee, or to accord adverse, unlawful, or unequal treatment to any person or employee with respect to application, hiring, training, apprenticeship, tenure, promotion, upgrading, compensation, layoff, discharge, or any term or condition of employment.

If the successful Vendor is guilty of discrimination, this invitation for bid may be terminated in whole or in part by the City and the successful bidder shall be liable for any costs or expense incurred by the City in obtaining from other sources the work and services to be rendered or performed or the goods or properties to be furnished or delivered to the City under the invitation for bid so terminated or canceled.

Should the Sioux Falls Human Relations Commission in a proceeding brought as provided by the Code of Ordinances of Sioux Falls, SD, find that the successful Vendor has engaged in discrimination in connection with this invitation for bid and issue a cease and desist order with respect thereto, the City shall withhold up to 15 percent of the contract price until such time as the Commission's order has been complied with or the successful Vendor has been adjudicated not guilty of such discrimination.

The successful Vendor will permit access to any and all records pertaining to hiring and employment and to other pertinent data and records for the purpose of enabling the Commission, its agencies or representatives, to ascertain compliance with the above provisions.

This section shall be binding on all subcontractors or suppliers.

SECTION SEVEN ATTACHMENTS

7.01 Attachments

1. Photographs of existing equipment

