Vendor Response Form

The RFP represents the functional capabilities, performance characteristics, and hardware minimums desired. The requirements are intended for the protection of the Library and vendors by reducing the possibility of misinterpretation of the Library's needs.

It is strongly recommended that Vendors respond to every requirement in this section of the RFP.

Use the following criteria specified below in the Vendor Response column:

- **Y YES**. Feature, function, product, or service is available as requested and is fully operational using the version proposed for the Lee County Library System.
- **D IN DEVELOPMENT**. Feature, function, product, or service is under active development and is operating in a test environment.
- **P PLANNED**. Feature, function, product, or service is planned. No development has begun.
- **N NO**. Feature, function, product, or service is not available, in development, or planned.

For any specifications to which the vendor answers other than YES, the vendor must describe:

- The feature, function, product, or service being planned or developed and the date after which it will be available in general release for the system proposed to the Library.
- Whether the Library will incur any added cost for the feature, function, product, or service once it becomes available; either as a direct cost of the feature, function, product, or service, or because the feature, function, product, or service will require replacement of, or additions to, hardware or software originally proposed for initial installation.
- If the feature, function, product, or service is not available, in development, or planned, provide an explanation of how the specification might otherwise be met using alternative features, functions, products, or services available from the vendor, including availability dates for any such alternative and any added costs, either direct or indirect.
- Any such exception taken to any specification must be stated immediately following the specification in question. Vendors are advised that the Library is interested in receiving only proposals for a production Self-Checkout and RFID Security Gate System already installed and in use by a library customer base, and that proposals for systems in an Alpha or Beta phase of development will not be considered. The Library reserves the right to evaluate all proposals solely on the basis of currently existing features, functions, products, or services meeting the specifications as stated.

1: TECHNICAL REQUIREMENTS

Description	Vendor Response	Comments
1. The system must be compatible with Library's standard computers used for circulation, barcode scanners, and receipt printers. Does your system meet these requirements?		
2. The system must use 13.56 MHz ISO 15693-3 and ISO 18000-3 mode 1 RFID technology, Reader Talks First (RTF) Architecture, and be compliant with the most current ISO 28560 standards. Does your system meet these requirements?		
3. System components must be UL, CE, and FCC Part 15-Certified, SIP2, RS232, TCP/IP Ethernet 10/100/1000 and 802.lln (wireless) compliant; and meet the EU RoHS and WEEE Directives. Does your system meet these requirements?		
4. The system must read and work with 14-digit Codabar and Code 39 barcode symbology. Does your system meet this requirement? What other types of barcodes can the system read?		
5. The proposed system must interface with the Library's existing automated library system using the SIP, SIP2, or NCIP protocol. This must not use a proprietary ILS connection. Does your system meet this requirement?		
6. The system must not interfere with other equipment, automated library system clients or PCs that may be nearby. Does your system meet these requirements?		

7. Software functionality is not	
affected by computer security:	
specifically, the software will run	
with non administrator privilagos	
with non-auministrator privileges.	
Does your system meet this	
requirement?	
8. The system and all its components	
must be entirely compatible with,	
and in no manner interfere with	
Innovative Interfaces Polaris, its	
computer clients, or other	
components. Does your system	
most this requirement?	
meet this requirement!	
9. How does your system interface	
with Innovative Polaris products?	
10. To ensure ready availability of	
components, parts, and supplies, all	
major elements of the system should	
be warehoused in the USA. Does	
your system meet this requirement?	
your system meet this requirement.	
11 All system software should be	
11. All system software should be	
supported in the USA. Does your	
system meet this requirement?	
12. Health and safety issues:	
The system, or any of its	
components, must not be harmful	
to, or interfere with, the health and	
wellbeing of patrons and staff, i.e.,	
heart pacemakers, hearing aids, etc.	
The system or any of its	
components must not be barmful	
to or interfere with any materials in	
the Library collection such as CDs	
the Library collection, such as CDS	
and DVDs.	
Detection and security gates must	
follow relevant ADA requirements.	
Does your system meet all of these	
requirements?	

13. Hardware and software must be compatible with the most up-to-date standards of ISO 15693, ISO 18000-3 Mode 1, and ISO 28560- 2; and must use Reader Talks First Architecture. Does your system meet this requirement?	
14. The proposed system must provide application-specific software to incorporate all hardware (detection systems, staff station readers, cataloging stations, patron self-check stations, and portable inventory devices), circulation RFID tags and any other RFID-related hardware into the system. Does your system meet this requirement?	
15. The proposed system must be able to connect through the Library's Ethernet network via an RJ-45 connector and/or secured wireless network. Does your system meet this requirement?	
16. Vendor must be willing to work with Innovative Interfaces Inc. to resolve any RFID-ILS functionality problem. Does your system meet this requirement?	
17. System must be compatible with mobile staff workstations. Does your system meet this requirement?	
18. System must offer an optional mobile staff workstation where items can be checked in or out, or security turned off with a staff mobile, hand-held device. Does your system meet this requirement?	
19. System must be compatible with an optional self-checkout app for patrons using a mobile device. Does your system meet this requirement?	

20. The entire Self-Check and		
Security System, including all parts,		
must be new and not refurbished.		
Does your system meet this		
requirement?		

2: RFID DATA FORMAT

Description	Vendor	Comments
	Response	
1. The proposed system must use		
RFID tags that conform to ISO 15693		
and ISO 18000-3 standards and		
complies with current ISO 28560		
data models. Does your system meet		
this requirement?		
2. The proposed system must work		
with the Library's current RFID		
tagged materials and must not		
require Library staff to convert		
existing RFID tags. Does your system		
meet this requirement?		
3. The proposed system must be able		
to read multiple published tag data		
formats at the same time to ensure		
interoperability with neighboring		
libraries. Describe the formats read		
by your system and attach tag data		
formats to your proposal.		

3: SELF-CHECKOUT STATION REQUIREMENTS

Description	Vendor Response	Comments
1. The proposed system's RFID self- checkout units must be able to read item-specific identification numbers, communicate to the host circulation system to update the Library's inventory, and turn the security status off. Does your system meet these requirements?		
2. The proposed system must be capable of processing RFID tags and item barcodes in the same transaction. Does your system meet this requirement? Describe how the proposed system can perform check-out functions using RFID tags and barcodes.		
3. The proposed system must have the ability to perform check-out functions using RFID tags or barcodes without reconfiguration. Does your system meet this requirement?		
4. The proposed system must use an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified. Does your system meet this requirement?		
5. The proposed system must simultaneously process multiple RFID-tagged items during check-out and check-in. Does your system meet this requirement?		
6. The proposed system must be successful at checking in or checking out multiple RFID tagged, stacked items. Does your system meet this requirement?		

 7. The proposed system must be able to read no less than eight inches high while not reading more than one inch below or to the sides of the RFID pad. Does your system meet this requirement? 8. The proposed system must have ample surface space for library materials and patron belongings. Does your system meet this 	
9. The proposed system may have an optional choice that self- checkout stations can be built into existing desks, with touch screen monitors that display instructions for use. Does your system meet these requirements?	
10. The proposed system may have an option choice that self-checkout stations are independent, functionally complete, movable kiosks. Does your system meet these requirements?	
11. The proposed system must utilize a surface capacitive touch screen. Optical, resistive, surface acoustic wave screens will not be accepted. Does your system meet this requirement?	
12. The proposed system must provide Customer/Staff selectable check-out software feature. Does your system meet this requirement?	
13. The proposed system must have the ability to print out all information for a patron's check-out transactions on a single receipt. Such receipt should be customizable to incorporate Library identity,	

hours, etc. Does your system meet these requirements?	
14. The proposed system must allow the customer to perform item renewals on their account by touch screen without being required to have the items physically present. Does your system meet this requirement?	
15. The proposed system must provide the ability for patrons to request help from the self-check-out machines. Does your system meet this requirement?	
16. The proposed system must be capable of reading item RFID tags located in various locations on the item. These locations may include inside or outside of item, top or bottom of the front or back cover, and the top or bottom of the item's front page. Does your system meet this requirement?	
17. The proposed system's self- check-out units should allow for customizable messages based on patron or item status. Does your system meet this requirement?	
18. The proposed system must display ILS system information relating to the patron or item status. Does your system meet this requirement?	
19. The proposed system must provide visual and audible feedback during the transaction with volume controls for the audible feedback. Does your system meet this requirement?	

20. The proposed system must have	
the ability to display select	
information from a patron record	
(such as number of items checked	
out number of items on hold or	
outstanding fine information)	
without compromising patron	
without compromising patron	
privacy. Does your system meet this	
requirement?	
21 The proposed system must have	
customizable instructions. Does	
vour system most this requirement?	
your system meet this requirement:	
22. The proposed system must be	
able to scan patron library card	
barcodes from their library cards or	
smart phones. Does your system	
meet this requirement?	
23. The proposed system must	
display multiple language options on	
self-check unit banners, instructions,	
and messages. The system must	
allow the Library to select up to 4	
(four) languages to be used on one	
self-checkout system. Is your system	
capable of meeting these language	
requirements?	
24. The proposed system's stations	
must deactivate the theft or security	
status on the materials when	
checked out. Does your system	
meet this requirement?	
25. The proposed system must have	
the ability to perform offline	
transactions and maintain records of	
all barcodes checked out when the	
ILS is offline, and then upload	
transactions when the ILS is back	
online. Does your system meet this	
requirement?	
26. The proposed system must have	
the ability to perform offline	

transactions and maintain records of all barcodes checked out when the Library's internet is down, and then upload transactions when the Library' internet is back. Does your system meet this requirement?	
27. The proposed system must turn on/off the security feature on RFID tags to allow secure Library operation during offline situations. Does your system meet this requirement?	
28. Describe how the system notifies staff when connection to the ILS has been disconnected.	
29. Describe how the system notifies staff when connection to the ILS has been reestablished.	
30. Describe how the system notifies staff as to the number of items that were processed offline.	
31. The proposed system must provide performance statistics that can be accessed via the Internet. Data must be broken down by day of the week and hour of the day. Data available is to include number of transactions, type of transaction, number of successful and unsuccessful transactions, and patron and item data. Does your system meet these requirements?	
32. The proposed system must offer web-based remote monitoring and diagnostics which must include instant email notification, monitoring of check-in and out rates, web-based troubleshooting, configuration, and the ability to obtain statistics for each machine	

from any location. Does your system meet this requirement?	
33. The proposed system must offer the patron the option of an emailed receipt, a paper receipt, or no receipt. Does your system meet this requirement?	
34. Does your system capture all the patron items checked out on the receipt?	
35. Describe how the system notifies staff when a receipt printer is out of paper.	
36. The proposed self-checkout system must provide at least 90% first time user success for the Library patrons. Does your system meet this requirement? Please provide data and detail of analysis to support claim.	
37. Library staff should be able to minimize the self-service session and access the computer and other programs when needed. Staff should be able to reestablish the self- service session with the touch of a button. Does your system meet this requirement?	
38. The self-service software should allow patrons to be able to alert staff when they require help, the ILS is down, or paper is out at a self- service station. Please describe how staff would be alerted, what information they would see, and how management can view a history of alerts.	
39. Staff should be able to view, control, and provide assistance with self-service sessions from remote	

staff computer(s). Does your system meet this requirement?	
40. The proposed system should: register a patron's library card, and then unlock One-Time brand audiovisual cases. Next, the patron should check out these audiovisual items. Does your system meet this requirement? Describe the unlocking of cases procedure.	
41. Patrons must be able to enter their library card number with a touch screen keypad. The system must have an option to use a password or pin. Does your system meet this requirement?	
42. The proposed system must restrict an item on the hold shelf for a patron to be checked out only to that patron. Does your system meet this requirement?	
43. The proposed system must let patrons check out an item from the Library's browsing shelf even if there are other holds on that item. Does your system meet this requirement?	
44. The proposed system must be capable of checking out or checking in all types of print and non-print media. Does your system meet this requirement?	
45. The proposed system must be able to process sets and provide a notification on the screen if a missing part is detected. Does your system meet this requirement?	
46. The proposed system must alert patrons to the number of pieces in the item to be checked out. Does your system meet this requirement?	

47. The proposed system must allow multiple item check-outs without first choosing the number of items that you want to check- out. Does your system meet this requirement?	
48. Does your system "time out" so a patron account is not left open if they walk away?	
49. The proposed system must have accessibility options including the ability for the patron to adjust font size, contrast, and language. Does your system meet this requirement?	
50. The proposed system must provide UL listing number and FCC certification numbers for complete self-checkout system. Does your system meet this requirement? Include a copy of the UL certificate as an attachment.	

4: FINE AND FEE PAYMENT REQUIREMENTS

Description	Vendor	Comments
	Response	
1. The fines and fees system shall be integrated into a self-checkout system. Does your system meet this requirement? Describe how the fines and fees system would be integrated seamlessly into a self- service checkout system.		
2. The fines and fees system must provide both audible and visual feedback when responding to the interaction with the user interface. Does your system meet this requirement?		

3. Does your system set the fine and/or fee thresholds that will trigger a message and block the customer's check-out privileges if they exceed the maximum threshold?	
4. The fines and fees system must allow for minimum, partial, or full payment of the fines or fees as determined by the Library. Does your system meet this requirement?	
5. The fines and fees system shall accommodate credit and/or debit card payment methods. Does your system meet this requirement?	
6. Credit card payment systems must be PCI-DSS compliant and certified. Cardholder data can never be stored or exposed on the library's systems. Does your system meet this requirement? Describe the security model.	
7. The fines and fees system must print a credit card receipt separate from the check-out receipt. Does your system meet this requirement?	

5: STAFF STATION (RFID PAD) REQUIREMENTS

Description	Vendor	Comments
	Response	
1. The proposed system must have a thin, fully shielded reader pad that is easily installed. Does your system meet this requirement? Describe the size and thickness of the reader pad in the proposed system.		
1. The proposed system must have a thin, fully shielded reader pad that is easily installed. Does your system meet this requirement? Describe the size and thickness of the reader pad in the proposed system.		

2. The proposed system must be compatible with Library's standard circulation desk computers, barcode scanners, and receipt printers. Does your system meet these requirements?	
3. The proposed system must have an RFID tag read range of 8 inches minimum above the pad and no more than 1 inch on any side or under pad for item tags. Does your system meet this requirement?	
4. The proposed system must provide dual function processing capabilities: it must be capable of processing RFID tags and barcodes in the same circulation transaction. Does your system meet this requirement?	
5. The proposed system readers must be able to read tags and display the information contained on the tag. Does your system meet this requirement?	
6. The proposed system must be able to be used for check-out and check-in of Library materials. Does your system meet this requirement?	
7. The proposed system must simultaneously process multiple RFID-tagged items for check-in and check-out. Does your system meet this requirement?	
8. The proposed system must provide a displayed count of the number of items processed simultaneously to ensure complete check-in and check-out transaction processing. Does your system meet this requirement?	

 9. The proposed system must use an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read up to 8 inches above RFID pad. Does your system meet this requirement? 10. The proposed system must have 	
the ability to read, program, and reprogram RFID tags. Does your system meet this' requirement?	
11. The proposed system must not require mouse activations to process most items. (Exceptions will be made for configuration changes, error handling, or tag reprogramming situations.) Does your system meet this requirement?	
12. The proposed system must allow for a configuration to automatically prevent programming of partially scanned or incorrectly scanned barcodes. Does your system meet this requirement?	
13. The proposed system must have a "hot key" feature that can be set up to mimic that of the Integrated Library System (ILS)'s; this feature would allow the user to switch between system modules, like from check-in to check-out. Does your system meet this requirement?	
 14. The proposed system must have the option to integrate into the Innovative Interfaces Inc. Polaris circulation client so that it accepts and responds to commands from the ILS client. Does your system meet this requirement? 15. The proposed system must have 	
the option to allow the Innovative Interfaces Inc. Polaris circulation	

client to turn on or off security without requiring any additional steps. Does your system meet this requirement?	
16. The proposed system must be able to process sets and provide a notification if a missing part is detected. Does your system meet this requirement?	
17. The proposed system must be able to block or prompt the user on sets with missing parts prior to sending data to the ILS. This capability must be configurable. Does your system meet this requirement?	
18. The proposed system must permit configuration of RFID reader power to limit read range if desired by the user. Does your system meet this requirement?	
19. The proposed system must permit the operator to access commands to set or reset tag security independent of the ILS. Does your system meet this requirement?	
20. The proposed system must be configurable to turn off the reader transmitter when the ILS is not requesting RFID reads. Does your system meet this requirement?	
21. The proposed system must be able to read multiple tag data formats without impacting performance. Does your system meet this requirement?	
22. Vendor must provide UL listing number for complete staff workstation. Include a copy of the	

UL certificate as an attachment.		
Does your system meet this		
requirement?		

6: DETECTION SYSTEM/SECURITY GATES

Description	Vendor	Comments
1. The proposed system must have a read range of at least eighteen inches (18") in either direction of each gate. Does your system meet this requirement?		
2. The proposed system must use the most current nonproprietary open-source ISO standards, i.e., ISO 18000-3 Mode 1 and ISO 28560-2 RFID technology. Does your system meet this requirement?		
3. The proposed system must use ISO 15693-3 Standard RTF (Reader Talks First) Architecture. Does your system meet this requirement? Describe the RTF (Reader Talks First) Architecture of your system.		
4. The detection systems must be shielded from external interference from light fixtures, elevator motors, etc. Does your system meet this requirement?		
5. The proposed detection system must include a reliable patron counter which counts incoming counts, outgoing counts, and total counts for both directions, which can be reset only by Library staff and is easily accessible to staff. Does your system meet this requirement?		
6. The proposed system must be able to provide incoming, outgoing, and total patron count data via a		

remote web-based software application. Does your system meet this requirement?	
7. The proposed system must have the option to only trigger an alarm when a patron is present in the corridor. Does your system meet this requirement?	
8. The proposed system must be able to issue visible and audible warnings. Does your system meet this requirement?	
9. The audible alarm volume must be adjustable by staff. Does your system meet this requirement?	
10. Tags with theft or a security status that is "on" must immediately trigger an alarm. Does your system meet this requirement?	
11. System must have the option to only alarm when a patron is exiting the library. Does your system meet this requirement?	
12. System must have the capability to read 3 or more tag data formats. Does your system meet this requirement?	
13. The proposed system must provide item security even when the Library's integrated library system (ILS) host system or network is offline or not functioning. Does your system meet this requirement?	
14. The proposed system must display that it is functioning correctly. Does your system meet this requirement?	

15. System must have an on/off key switch. Does your system meet this requirement?	
16. The alarm duration must be adjustable. Does your system meet this requirement?	
17. The proposed system must have a low-power consumption mode. Does your system meet this requirement?	
18. The proposed system should only require a single data connection for up to 4 corridors. Does your system meet this requirement?	
19. The proposed system must have an option to connect to the network wirelessly. Does your system meet this requirement?	
20. Describe the system's use of self-diagnostics.	
21. Describe the installation, ADA compliance, and floor modifications necessary for your system.	
22. Notification of detection alarms should display at select staff computers with a history being available by date range. Please describe how staff would be notified.	
23. Items triggering alarm must be identified by barcode and item description. Describe location of screen where items triggering alarm can be read.	
24. The proposed system must be able to perform optimally when located within 15 inches of a steel	

beam. Does your system meet this requirement?	
25. The proposed system should be approved by UL for safety to Library patrons and staff. The entire system (not various components) shall be approved. As verification of UL certification of the entire device, the UL mark shall be displayed on the serial plate of the equipment. Bidder shall provide a copy of the UL certificate and FCC listing for the complete detection system.	
26. System must have multiple alarm light color configuration options. Does your system meet this requirement?	
27. The proposed system must offer multiple install options, including: a. Direct mount w/ ADA compatible threshold plate b. Base plate, only minor floor modification (e.g., drilling -required for installation) c. Buried cables (recessed conduit under finished floor) Does your system meet this requirement?	

7: CENTRALIZED MANAGEMENT SOFTWARE REQUIREMENTS

Description	Vendor	Comments
	Response	
1. The vendor must provide the		
option for the Library to purchase a		
centralized management software		

to configure, monitor, and report upon all the RFID equipment in the proposed system. Does your system	
meet this requirement?	
2. The vendor must be able to	
provide screen shots, sample	
demonstrations of centralized	
management software options and	
features. Does your system meet	
this requirement?	
3. The centralized management	
software must be able to manage	
and monitor all RFID equipment in	
system meet this requirement?	
Describe how your centralized	
management software interfaces	
with self-checkout hardware and	
security gates.	
4. All optional centralized	
management software features	
must include installation wizards to	
Library staff. Does your system meet	
this requirement?	
5. The Library's ILS administrator	
must be able to assign various levels	
of access permissions, so the library	
when using the system. Does your	
system meet this requirement?	
6. All reports must be exportable in	
CSV, Excel, PDF, Word, and XML file	
requirement?	
7. Reporting features must include	
Item level self-checkout transactions	
and over a custom length of time	
across all self-checkout devices.	

Does your system meet this requirement?	
9 Deporting feature must include	
item count by item type and by item	
status for all self-checkout devices.	
Does your system meet this	
requirement?	
9. Reporting feature must include	
checkout device. Does your system	
meet this requirement?	
10. Reporting feature must include	
day, by hour of day, and over a	
custom length of time for all self-	
checkout devices. Does your system	
meet this requirement?	
11. Reporting feature must include	
fines/fees transactions for all self-	
checkout devices. Does your system	
meet this requirement?	
12. Reporting feature must include	
all transactions data for all self-	
checkout devices. Does your system	
meet this requirement?	
13. Reporting feature must include	
real-time monitoring of all RFID	
equipment in the proposed system.	
requirement?	
14. Real-time monitoring must	
with the option to view devices	
individually, by department, by	
branch, and entire Library system.	
Does your system meet this	
requirement?	
15. The hardware component	
monitoring must communicate real-	
time performance changes and	

 issues to Library staff through the software, and through email notification. Does your system meet this requirement? 16. The software configuration feature must allow Library staff to access, modify, and manage settings and configurations of self-checkout devices remotely. Does your system meet this requirement? 	
17. The software configuration feature must allow Library staff to make real-time modifications to the settings and configurations of one self-checkout device, multiple devices, all branch devices, or to all devices across the system. Does your system meet this requirement?	
18. Modifications made by Library staff should not interrupt a patron session and must not require re- starting the self-checkout device. Does your system meet this requirement?	
19. Library staff must be able to upload logo and image files for the patron interface on the self- checkout devices, as well as update an event promotion or announcement section. Does your system meet this requirement?	
20. Library staff must be able to push out software updates to all equipment from within the centralized management software. Does your system meet this requirement?	

8: PORTABLE HANDHELD INVENTORY READER

Description	Vendor Response	Comments
 The portable handheld reader and any accessories needed to meet all the specifications in this section must be a cordless, to be held in one hand and easily set down on a Library shelf or cart when necessary to free the user's hands. Does your system meet these requirements? The total weight of the portable 		
handheld reader must be less than 28 ounces, including battery, RFID reader, antenna, display and computing unit, and any other components that must be carried by the user. Does your system meet these requirements?		
3. The portable handheld reader battery life must allow the user to work for at least 8 hours before charging or changing batteries is required. Does your system meet this requirement?		
4. The portable handheld reader must incorporate an ergonomic design to aid user in reading shelves at all levels, be easy to use and be relatively non-stressful to wrist, arm, shoulder, and elbow. Does your system meet this requirement?		
5. The portable handheld reader must produce an audible tone and visible indicators when an item has been identified. The audible tones must be adjustable by the user. Does your system meet these requirements?		
6. The portable handheld reader must have built-in diagnostics for		

troubleshooting. Does your system meet this requirement? Describe the portable handheld reader's built-in diagnostics for troubleshooting.	
7. The portable handheld reader must use an anti-collision algorithm that does not limit the number of tags which can be simultaneously identified and read. Does your system meet this requirement?	
8. The portable handheld reader must be able to connect to, sync with, and update Polaris in real-time via Wi-Fi. Does your system meet this requirement?	
9. The portable handheld reader must be able to automatically update the last seen date of items scanned. Does your system meet this requirement?	
10. The portable handheld reader must be able to switch the security status of items to on (or off) without the need to remove items from the shelving area. Does your system meet this requirement?	
11. The proposed portable handheld reader must accommodate data collection simultaneously with other functions. These other functions must include shelf reading, inventory, identifying items on search lists, and items with incorrect security. Describe all functions of the portable handheld reader.	
12. The proposed portable handheld reader must accommodate shelf order (sort) checking: to locate items that are out of place on the shelves. This capability must be sensitive enough to locate items that are out	

of place by as little as 5 inches. Does your system meet this requirement?	
13. The proposed system must accommodate searching for items on multiple, user-defined search lists, (e.g., missing, claims returned, billed, lost, weeding). Does your system meet this requirement?	
14. The proposed system must accommodate pulling: to assist the user with finding items on hold (reserve) or weed lists, or other user- defined lists available from the circulation system. Does your system meet this requirement?	
15. The search capability must be active during order checking, data collection, sorting, pulling, and finding functions, with option to turn it off if desired. Does your system meet this requirement?	
16. The vendor must provide UL listing number and FCC listing for complete portable handheld reader. Include a copy of the UL certificate as an attachment.	

9: HARDWARE AND SOFTWARE TECHNOCAL SUPPORT REQUIREMENTS

Description	Vendor	Comments
	Response	
1. Toll-free telephone assistance on		
system use and troubleshooting		
must be available from: 8:00 AM to		
8:00 PM EST on Monday thru Friday,		
and 8:00 AM to 5:00 PM on		

Saturday. Does your system meet	
these requirements?	
2 Describe support options	
including response time and issue	
resolution time guarantees.	
3. Describe after-hours technical	
support.	
4. The yander must provide an all	
4. The vehicle must provide an all-	
equipment, software, and	
components and offer a	
maintenance/service contract	
thereafter. All proposed	
maintenance/service contracts are	
subject to negotiation by the	
Library. Does your system meet	
these requirements:	
5. Software patches and service	
pack releases must be supplied at	
no additional charge to the Library	
for the life of the system. Does your	
system meet these requirements?	
6. Service technicians must be fully	
trained, factory authorized, and	
certified by the manufacturer to	
perform service. Does your system	
meet these requirements?	
7. The wonder must have fully	
7. The vehicle filles have fully factory-trained technicians available	
for next-day onsite hardware	
support and service. Does your	
system meet this requirement?	
8. The Library must be able to	
request service on a 24-hour basis	
using a toll-free telephone number,	
email, or support portal. Does your	
system meet this requirement?	
9. Technical software support must	
be provided via a toll-free telephone	

number and email. Does your system meet this requirement?	
10. Service technicians must be equipped with parts normally required to service the equipment and reduce downtime. Does your system meet this requirement?	
11. Service agreements to extend the warranty period on parts and labor must be available for a period of 12, 24, 36, 48, or 60 months and be renewable. Does your system meet this requirement?	
12. The maintenance agreement must be itemized. Does your system meet this requirement?	
13. The service agreement must include remote maintenance when needed for expert technical consultation and software support. Does your system meet this requirement?	
14. Warranty and service requirements apply to both standard and optional system components. Does your system meet this requirement?	

10: INSTALLATION REQUIREMENTS

Description	Vendor	Comments
	Response	
1. The proposed system must be		
installed according to a schedule		
determined in coordination with		
Library staff to minimize disruption.		

Do your installation procedures meet these requirements?	
2. The vendor should recommend an installation plan. Do your installation procedures meet this requirement?	
3. The vendor must be available for consultation on placement of hardware to accommodate network infrastructure, power, and ventilation requirements, building restriction, etc., and to oversee the workflow, staffing, and patron convenience issues. Do your installation procedures meet these requirements?	