



**CLARKSVILLE-MONTGOMERY COUNTY**  
**PUBLIC LIBRARY**  
*Where Books Are Just The Beginning*

## RFP – North Branch Library Technology

Clarksville-Montgomery County  
Public Library System

Release Date: July 31, 2025

This proposal solicitation document is available in an Adobe Acrobat (pdf) format. Any alterations to this document made by the proposer may be grounds for rejection of proposal, cancellation of any subsequent award, or any other legal remedies available to the Montgomery County Government.

Bid #2025-0805



## **Bid Advertisement – North Branch Library Technology**

Proposals for the Clarksville Montgomery County Public Library (CMCPL) North Branch Library Technology Bid will be received by Elizabeth Black, Purchasing Agent, Montgomery County Purchasing until **9:00 A.M. CST on Thursday, August 14, 2025**, at which time the bids will be opened and read aloud. Sealed bids for the project will be received in person by Elizabeth L. Black Purchasing Agent, Montgomery County Purchasing Temporary Suite at 350 Pageant Lane, Suite 402, Clarksville, TN 37040. A map to the location is included in the bid document. Bids may also be mailed to the Purchasing Department at 350 Pageant Lane, Suite 101-E, Clarksville, TN 37040. Mailed bids must be in a sealed envelope inside another envelope for mailing. Bids may also be received online, please refer to the bid documents for instructions.

The Scope of the bid includes: The CMCPL is seeking vendors to provide proposals for its North Branch Library Technology needs. Those include a RFID Sorter (Automated Materials Handling System), Self Check Machines, and a Point-of-Sale System to be installed at the soon to open North Branch Library, located at 435 Jordan Road, Clarksville, TN.

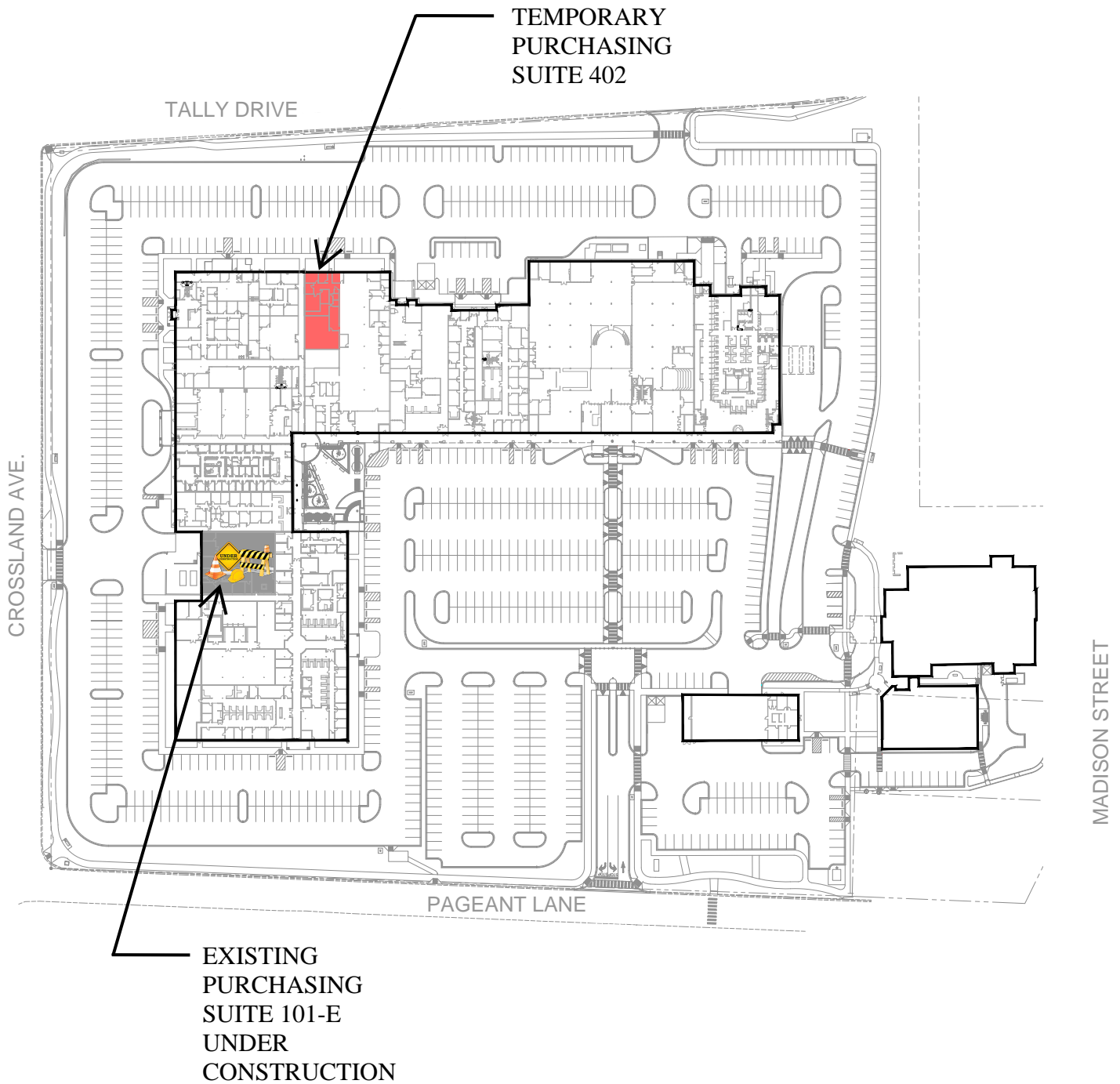
All proposals must be in a sealed envelope (unless submitted online) and provide the following information: the vendor's name, address, and the words "Bid – North Branch Library Technology".

No Proposer may withdraw their proposal for sixty (60) days following the proposal deadline. The right to reject any or all proposals and to wave technicalities is reserved by the owner.

# MAP TO BID OPENING

Bids delivered by hand will be received at Montgomery County Purchasing at 350 Pageant Lane, Clarksville, TN 37040 in TEMPORARY SUITE 402.

Refer to Instructions to Bidders for Bids sent via mail or email.



**RFP INVITATION INSTRUCTIONS  
(READ CAREFULLY)**

**(1) ALTERATIONS-** Any alterations, additions or omissions of required information, changes of the specifications or RFP schedule, are at the risk of the vendor and may result in the rejection of the bid, unless the approver authorizes such changes.

**(2) PROPOSALS-** All proposals must be typed or written legibly in ink. **Vendors, verify bids before submission. No proposal may be withdrawn or changed after the official opening.** Awards for technology needs presented in this RFP may be to a single vendor or multiple vendors.

**(3) DELIVERIES-** Montgomery County Government assumes no liability for merchandise or other materials delivered without written order of the purchasing director.

**(4) RESPONSIBLE VENDORS-** Failure of a vendor to execute a purchase order awarded to him or to comply with any of the terms and conditions therein may disqualify him from receiving future business.

**(5) PROPOSING FIRM-** The agent of the proposing firm hereby certifies to the best of his knowledge and belief that this bid/proposal submitted to Montgomery County has not been prepared in collusion with any other seller of similar products. The prices, terms and conditions of said bid/proposal have not been communicated by the undersigned nor by any employee or agent of the proposing firm to any other seller of similar products and will not be communicated to any such seller prior to the official opening of said proposal. The affiant further states that no official or employee of Montgomery County Government has promised any personal financial or other beneficial interest, either directly or indirectly in order to influence award of this bid.

**(6) IMPORTANT- To be acceptable,** all bid/proposals must be on the correct form, and each such bid/proposal must be addressed and delivered to the Purchasing Director, Montgomery County, Tennessee, prior to the Bid/Proposal opening. Bid/Proposal envelopes must be **sealed** and **clearly** indicate the words, "BID – North Branch Library Technology". Bids can be mailed to 350 Pageant Lane, Suite 101-E, Clarksville, TN 37040. Hand delivered bids can be brought to the Temporary Purchasing Office at 350 Pageant Lane, Suite 402, Clarksville, TN 37040. Map included. Such bids/proposals delivered to other persons, locations, or on another form will not be acceptable. Electronic is an acceptable submission method via Bonfire. Vendor may register on Bonfire at [www.montgomerytn.gov/purchasing](http://www.montgomerytn.gov/purchasing) to view and respond to open bids. All bids must be received before the deadline.

**All vendors, awarded contracts, agree to the terms and conditions herein set forth.**

The Purchasing Director reserves the right to reject any or all bids.

**Elizabeth L. Black**  
**Purchasing Director**  
**Telephone: (931) 648-5720**  
[elblack@mcgtn.net](mailto:elblack@mcgtn.net)

# REQUEST FOR PROPOSAL

## North Branch Library Technology

### 1. PURPOSE:

The Clarksville-Montgomery County Public Library (LIBRARY) is governed by an appointed nine-member board of trustees. The LIBRARY is soliciting proposals from qualified vendors (VENDOR) to provide the hardware, software and support services necessary to install and operate one RFID Automated Materials Handling System (Sorter), four self-check machines and five Point of Sale staff stations for the North Branch Library that is currently under construction.

### 2. TIMELINE:

**Release of RFP** – July 31, 2025

**Deadline for Questions** – Thursday, August 7, 2025, at 9 a.m. CST All questions must be submitted in writing to Elizabeth Black, Purchasing Director at [mocobids@mcgtn.net](mailto:mocobids@mcgtn.net).

**Answers Provided** – Monday, August 11, 2025

**RFP Deadline/Opening** – Thursday, August 14, 2025, at 9 a.m. CST

Proposals submitted after the deadline will not be opened. Bid/Proposal envelopes must be **sealed** and **clearly** indicate the words, "BID – North Branch Library Technology". Bids can be mailed to 350 Pageant Lane, Suite 101-E, Clarksville, TN 37040. Hand delivered bids can be brought to the Temporary Purchasing Office at 350 Pageant Lane, Suite 402, Clarksville, TN 37040. Map included. Such bids/proposals delivered to other persons, locations, or on another form will not be acceptable. Electronic is an acceptable submission method via Bonfire. Vendor may register on Bonfire at [www.montgomerytn.gov/purchasing](http://www.montgomerytn.gov/purchasing) to view and respond to open bids. All bids must be received before the deadline.

### **ADDENDA:**

The Bidder acknowledges that they have received the following Addendum. The modifications to the Bid Documents noted therein have been considered and all costs thereto are included in the Bid.

Addendum Number \_\_\_\_\_ Date \_\_\_\_\_

Addendum Number \_\_\_\_\_ Date \_\_\_\_\_

Addendum Number \_\_\_\_\_ Date \_\_\_\_\_

Vendors must guarantee that all information included in the proposal will remain valid for a period of at least 90 days from the date of the RFP opening to allow for evaluation of all proposals. Proposals may be withdrawn at any time up until the opening time. A withdrawn RFP may be resubmitted up to the time designated for the receipt of RFPs provided it fully conforms to the same general terms and requirements. **One or multiple vendors may be awarded a contract to fulfill the needs of this bid. It is preferred that a vendor be compatible with all the needed technology in the North Branch.**

Montgomery County is not responsible for any costs incurred by any vendor pursuant to the RFP process. The vendor shall be responsible for all costs incurred in connection with the preparation and submission of its proposal. Montgomery County does reserve the right to reject any and all bids.

VENDOR shall not contact any member of the LIBRARY Board of Trustees or any employee regarding this RFP until such time as the contract is awarded.

All inquiries pertaining to this Request for Proposal must be directed in writing as noted above.

All information submitted will become part of the Project file and, unless otherwise exempt or confidential in accordance with Tennessee law, will become a public record. All proposals and accompanying documentation will become the property of Montgomery County and will not be returned.

### **3. BACKGROUND:**

The LIBRARY serves a community of over 239,000 people with currently one physical location. It offers a variety of diverse educational programs dedicated to customers of all ages and backgrounds.

The LIBRARY is opening a new branch location at 435 Jordan Road Clarksville, TN. The LIBRARY North Branch library will be a 16,000 sq.ft. building with a variety of offerings for our patrons. The branch will have two multipurpose training rooms, one Maker space and one programming room.

The LIBRARY offers a variety of library services, physical and digital materials, public computers, meeting room spaces, and events for the community to learn, grow, and connect. Events and classes are for people of all ages and backgrounds covering topics like early literacy, STEM, live performances, technology, storytelling, adult education, career services, and much more. The North Branch will offer all LIBRARY services, but the branch will also specialize in offering special collaborations with Montgomery County Animal Care and Control, located on the same site.

The children's area will be themed with flora, fauna, and community scenes with play spaces that pay respect to our farming and military community members. The children's area will have interactive features such as sensory/experience walls that will encourage creativity, play, and learning opportunities.

### **Mission, Vision, Value Statement**

#### *Mission:*

The Clarksville-Montgomery County Public Library opens doors to engage, inspire and empower our diverse community to prepare for an ever-changing future.

#### *Vision:*

To be a welcoming, innovative and engaging hub for our community where all are welcomed, learning is championed, lives are enriched, and every story is valued.

#### *Value Statement:*

1. We are community centered and welcoming to all.
2. We actively listen, respond and are accountable to our diverse community.
3. We champion everyone's right to privacy and intellectual freedom.
4. We are innovative and future focused.
5. We are fully invested in our community and promote the public good.

*Brand Promise:*

Information - Technology - Community

#### **4. SOLICITATION CANCELLATIONS:**

The LIBRARY reserves the right to accept or to reject all proposals and to re-advertise the RFP or elect not to proceed with the PROJECT at any time. The LIBRARY also reserves the right to reject the proposal of any VENDOR who has previously failed in the proper performance of an award or to deliver contracts of a similar nature on time or who, in the LIBRARY'S opinion, is not in a position to perform properly under this award. The LIBRARY reserves the right to inspect all facilities and equipment of VENDOR in order to make a determination as to the foregoing. The LIBRARY reserves the right to waive any irregularities and technicalities and may, at its discretion, reissue the RFP.

The LIBRARY reserves the right to request clarification of information submitted and to request additional information of one or more VENDORS after the deadline for receipt of responses to this RFP.

The LIBRARY reserves the right to cancel a solicitation at any time prior to approval of the award by LIBRARY'S Board of Trustees when such approval is required. The decision to cancel a solicitation cannot be the basis for a protest.

#### **5. SCOPE OF WORK: (1) Sorter, (4) Self-Checks and (5) Point-of-Sale Systems**

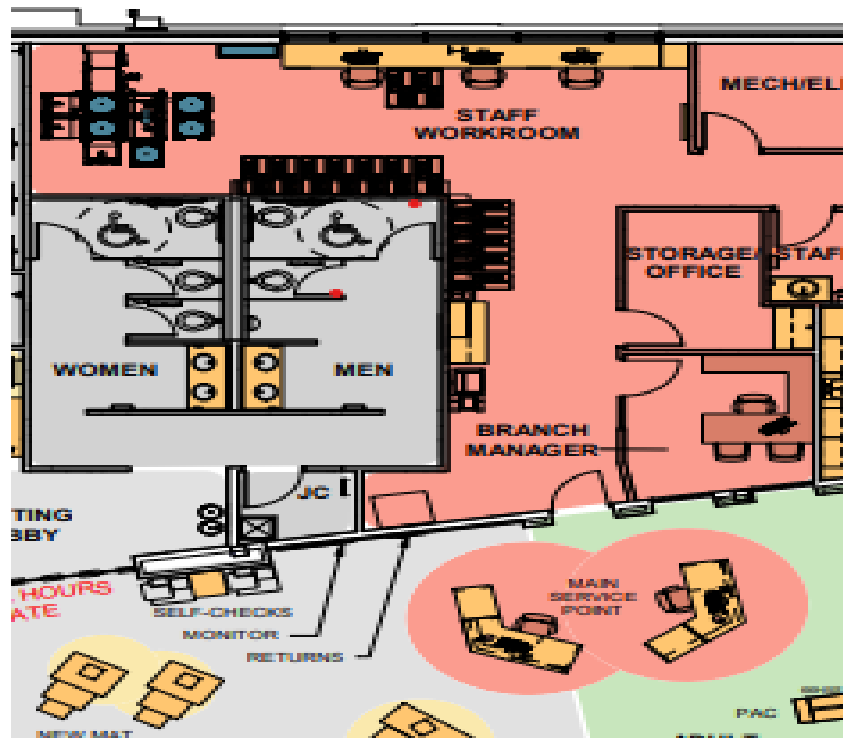
The LIBRARY is requesting proposals from qualified vendors to provide one-five bin AMH sorter to secure materials, installation and training, which must work with the library's integrated library system(ILS), Library Solution(TLC) at the CMCPL North Branch library. The LIBRARY needs the exact specs required for installation within this bid proposal. We may need the awarded VENDOR to ensure they can meet requirements in a timely nature due to the building being completed in August and the GRAND opening on September 13<sup>th</sup>, 2025. Bidder shall install the system as specified in the RFP, by manufacturer-trained technicians subject to exceptions made in the response and agreed upon in writing. The North Branch Library requires all items be installed by September 10<sup>th</sup> with the exception of the sorter being installed within at most 90 days of September 13<sup>th</sup> unless another date is agreed upon with the Library.

Vendors must provide pricing and descriptions for the following:

1. One (1) AMH system with sorting functionality
2. Four (4) RFID-enabled self-check stations
3. Five (5) RFID-enabled POS stations four (4) with cash drawers
4. All related software, licenses, and middleware
5. Installation services and testing
6. Staff training (in-person or remote)
7. Documentation and support manuals
8. One-year full warranty with support
9. Optional ongoing maintenance/service contract

## AMH/Sorting System

1. The AMH system will be located at the circulation workroom of the North Branch Library and should transport/move media gently; and be safe, durable, and low maintenance. The system must be modular and expandable. Transport must also be suitable for "light" media (e.g. magazines). Please include (via an attachment to this completed proposal form) a detailed description and visual documentation of the proposed AMH system.
2. Capability of distributing returned items into separate bins, totes, trolleys or trucks according to criteria established by the Library. Five (5) separate divisions are needed, and any combination of bins, totes, trolleys or trucks should be considered to maximize use of available space.
3. Include one exterior patron induction station and one staff induction station.
4. Sort items for re-shelving at the North Branch Library or delivery to branches.
5. The book trolleys/bins/totes/trucks should be ergonomic and equipped with an automatically adjustable bottom.
6. The filling of the bins is always monitored. If a book trolley/bin/tote/truck is full, a message will be shown at the staff screen(s) as well as alerted by a signal lamp. Furthermore, on the staff display, a message is displayed by text and graphics. Messages can also be sent via email or SMS. Please describe how this function operates when a bin is full.
7. Describe whether a hold slip will be printed automatically or via batch print at a dedicated hold slip printer.
8. Describe how the system can stay operational if the ILS is offline.
9. Configuration changes must be possible from the centralized location. It must be easily reconfigured for additional or modified sorting arrangement.
10. Provide continuous automated check-in without an operator and without jamming for 24 hours a day, 365 days a year. Can be automatically turned on and off. Can adjust during night hours as some carts fill, and others are empty.
11. The software must allow for remote diagnosis and automatically send email or SMS message to staff in case of disturbances.
12. Describe capacity of items per hour with one patron induction and one staff induction.
13. Require no more than one staff member to operate the AMH system.
14. Operate at a sound level within OSHA requirements.
15. Not utilize a compressor. Information is needed on the system architecture. Please provide a diagram and description of the proposed system. Describe options for vendor to connect to Library network for application of security patches.



**REQUIRED COMPONENTS** The AMH will be in the circulation workroom of the North Branch area with one patron induction drive through location. It will include the following features/functionality:

1. Interoperability with TLC ILS via SIP2, encrypted SIP2 or API connection
2. AMH design must fit within the current architectural design.
3. One manual staff induction unit that reads RFID/barcodes from both above and below items
4. One patron induction unit that reads RFID/barcodes from both above and below item
5. Five sorting bins
6. Must be a flexible design that would allow for future growth and the addition of bins.
7. Allows staff to choose between two or more sorting strategies, depending on need
8. Operating system and other applications included in the Vendor's solution are kept up to date at no cost to the library
9. Ability to route items for return to dedicated tote by return location
10. System provides management reports and analytical tools to understand its use and provide actionable intelligence regarding system settings

**CRITICAL REQUIREMENTS** Vendors must demonstrate a proven ability to provide and implement the following:

Technical Requirements: Patron Induction

1. Patron stations must receive material from customers and feed items into the sorting system compatible with RFID and barcodes. \* It is preferred that more than one item can be returned at one time.
2. Provide security against the introduction of potentially hazardous foreign materials. Indicate how fire suppression is controlled.
3. Must be compatible with various material formats and ADA compliant.
4. Enable returned items to be identified in the ILS as having been returned and update the customer account in real time.

5. Ability to process Library materials without danger of damaging or erasing magnetic media such as CDs and DVDs.
6. Provide “store and forward” capability that will capture information when the ILS is down for relay after service has been restored.
7. Provide customer interface indicating system overload or emergency shut down.
8. Capability to provide statistical reports of items checked in accessible via web-based software.
9. Capability of accommodating one exterior check-in chute and one staff induction station feeding into the same sorting system.

Vendor commits to maintain ongoing security: Maintenance and Service Level Agreements include relevant security policies, service level agreements, and maintenance agreements. Identify any maintenance tasks not performed by the vendor. Identify any preventative maintenance plan. The vendor provides 24 months’ notice prior to terminating support for a product or product version of the AMH.

### **Installation**

1. The proposed system must be installed according to a schedule determined in coordination with Library staff to minimize disruption.
2. Vendors should recommend an installation plan.
3. Vendor must also be available for consultation on placement of hardware to accommodate network infrastructure, power and ventilation requirements, building restrictions, etc., and to maximize the workflow.

### **Additional Requirements:**

1. Ability to deliver components, parts, and supplies, and begin onsite service within 4 hours of request at no additional cost to the County or as specified within the system maintenance timelines.
2. Monthly downtime in excess of 6 staff working hours will result in monetary penalties, to be detailed in the contract.
3. Warranty and support contract that provides predictable costs, ongoing training, and reduces workload of the internal staff for system maintenance and support.
4. Vendor exclusive contract and relationship: for telephone support, no third parties, subcontractors, or partners. (We understand that subcontractors will be required for some on-site services.)
5. Minimum of 97% check-in accuracy for all library material inducted into the system
6. Technical Platform and system maintenance service levels provide a highly reliable and secure solution.
7. The Library expects to call one toll-free telephone number to obtain all support, including software and hardware service, for all elements of the system and all transaction assistance with the payment systems.
8. The vendor must provide an all-inclusive 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.
9. The vendor must offer a 12-month 100% money-back performance guarantee on all equipment purchased and covered by 12-month extended warranty or service agreement
10. Software patches and service pack releases must be supplied at no additional charge to the Library while under maintenance.

11. Feature updates and new software versions must be included at no additional charge while under maintenance.
12. Service technicians for hardware and software must be fully trained, factory authorized and certified by the manufacturer to perform service and shall be centrally dispatched. They should be located throughout the country for quick response.
13. The Library shall be able to request service on a 24-hour basis.
14. Service technicians will be equipped with parts normally required to service the equipment and reduce downtime.
15. Describe the process for obtaining night or weekend support.
16. Service Agreements to extend the warranty period on parts and labor must be available for a period of 12, 24, 36, or 48 months.
17. Failure of vendor to meet specified standards may result in penalties.
18. The vendor must provide, upon request, the results of an annual customer service satisfaction survey that demonstrates the offered service meets satisfaction by a minimum of 90% of respondents.
19. The Service Agreement must be renewable on an annual basis.
20. State the maximum maintenance escalation from one year to the next for the life of the product.
21. The Service Agreement must include remote maintenance for expert technical consultation and software support.
22. Warranty and Service requirements apply to both standard and optional system components. Pricing equipment is expected to include, but is not limited to, the following: Description, Quantity, Unit Price, and Extended Manufacture Warranty.

**The AMH System will provide exportable reports that, at a minimum, show:**

1. Number of items sorted within a given timeframe.
2. Number of exceptions, and the reasons for the exceptions.
3. Number of items that were shelved at each location.
4. Number of items that filled a hold and where the hold was filled.
5. Tracking of a single item through the sorting process.

**Other Required capabilities of the hardware/software:**

1. Sort items into multiple bins and provide a reason for any exceptions.
2. Check in items that can be shelved and identify items that have holds on them.
3. Sort at least 2,000 items per hour.
4. Detect where linked material may have one or more missing items.  
For example, DVDs where a case may have a missing disc or a disc that is not in the correct case.  
Discharge items that are from a floating collection (i.e., materials that are not housed permanently at any one location but instead are shelved where most recently returned).
5. Allow for two concurrent users, without deterioration in system performance.
6. AMH system that is appropriate to the collection size, circulation, building size, and with a minimum of five bins.
7. The library can contact their sales consultant for advice and pricing for expansion or changes.
8. AMH equipment should be easy to manage and operate on a day-to-day basis and allows for basic troubleshooting and maintenance to be performed by library staff.
9. AMH equipment should be OSHA certified.
10. AMH equipment should have emergency stopping procedures and fire suppression mechanisms.

11. New equipment (original OEM) and manufactured within the past two (2) years. No refurbished, recycled, or repaired equipment will be accepted.
12. The life expectancy of the AMH system is a minimum of five (5) years and should be scalable and adaptable. Vendors must include all anticipated costs for System Software/Licenses, including Support and Maintenance for Year 1 - Initial Term.

### **Point-of-Sale System**

Point of Sale System shall authenticate Library Customer account (not be case sensitive), retrieve, and update detailed billing information in the Library's ILS.

- System shall provide a configurable Library Staff/Administrator Interface (centralized management interface) for managing all POS activity (stations/configurations). "It is preferred that the system identify unique transaction types and handle distinct entity types: For example, but not limited to: Fines/Fees, Merchandise, and other line items, as desired."
- System shall accept the payment types of: Cash (bills/coins), Credit Card, and Checks/ACH.
- System shall provide protection capability to hide numbers when Credit Card or ACH (eCheck) is needed for payment. (i.e., the Credit Card number) is hidden with asterisks as the Library Customer enters the number.
- System shall allow partial payment for Fines/Fees transactions. System shall show remaining balance after partial or total transaction is processed/completed. "System shall sync with Library's ILS and reflect in the display to the Library Customer: date, title and reason for amount owed OR Summary (reason, total)." System shall reconcile all transactions. Deposits, POS totals (in-person and online), and symphony totals must match (i.e., daily deposits and merchant account bank statements).
- System shall sync with and reconcile Library's cash register transaction types: For example, but not limited to: gift fund, cash copier, gift fund credit card printer, cash printer, credit card fines/fees, cash fines/fees, credit card, and other line items, as desired. System shall provide Administrator/Library Staff the ability to view specific transactions and have the ability to credit/research each transaction. Customer credit card number and info (i.e., name, address, etc.) shall not be stored in the solution system.

### **Self-Check: Patron Self Service Kiosks**

Self-Service: Self-Checkout Units

1. The proposed system's 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 RFID security feature off.
2. The proposed system must be capable of processing tags or item barcodes in the same transaction.
3. The proposed system must read RFID tags up to eight inches high.
4. The system must be able to read and interpret RFID tags encoded according to the ISO-28560-2 standard, Danish Data Model, and the proprietary models used by US vendors prior to the standard adoption.
5. When using RFID, it must not be necessary to configure the system to read specific data models. Some integration with Ill Sierra may require other protocols.
6. The support of multiple data models must have no impact to performance.
7. The proposed system must read the type of barcode patron cards currently in the TLC.
8. The proposed system must utilize a touch screen.

9. The proposed system must display animation for each step in the process to illustrate how patrons are to interact with the system. The animation must mimic the actual hardware being proposed.
10. The proposed system must have the ability to print out all information for a patron check-out or check-in transaction on a single receipt.
11. Receipts must be printed in the language selected by the patron.
12. The system must provide browser-based preference setup for receipt header and footer text that can be consistently applied to all languages offered.
13. The proposed system must have the ability to perform check-in and check-out functions using RFID tags or barcodes without reconfiguration.
14. The proposed system must allow the customer to perform item renewals without being required to have the item physically present.
15. The proposed system must be capable of reading item barcodes located in various locations, including inside or outside, top or bottom of the front or back cover, or inside on the top or bottom of the front or back fly page.
16. The proposed system's self-checkout units should have customizable messages based on patron and item status.
17. The system must provide a means of remapping messages from the ILS so that the Library can customize the text in each of the languages supported by the system.
18. The proposed system must display ILS system information relating to the patron or item status.
19. All text on screens and buttons must be customizable in all languages supported.
20. Customized text must persist through upgrades to new versions.
21. The proposed system must provide visual and audible feedback during the transaction.
22. The proposed system must have the ability to display select information from the patron record, such as number of items checked out, number of items on hold, and outstanding fine information without compromising patron privacy.
23. The proposed system must have customizable instructions.
24. The proposed system must identify when an item can be checked out, but the security status cannot be changed.
25. The system must display an alert that blocks completion of the transaction until a patron acknowledges the message if any item fails to properly check out.
26. The proposed system must currently display multiple language options on self-check unit banners, instructions, and messages.
27. Bidder must offer a wide variety of languages to meet the current and future needs of our community and be able to demonstrate this. At minimum, the system must provide translations for: a. English b. Arabic c. Chinese – Hong Kong d. Chinese – Simplified e. Chinese – Traditional f. French g. German h. Hindi i. Italian j. Maori k. Portuguese l. Polish m. Somali n. Spanish o. Tagalog p. Vietnamese
28. The system must allow the library to select from all of the supported languages to be used on one self-checkout system.
29. Language selection must appear on each screen during the checkout process.
30. The proposed system stations must deactivate the theft or security status on the materials when checked out.
31. The proposed system must have the ability to perform off-line transactions and maintain records of all items checked out when the ILS is offline, and then upload transactions when the ILS is back online.
32. The system must support the use of barcode and RFID patron cards that are encoded according to the ISO-28560 standard for patron cards.

33. The system must support RFID patron cards that have not been properly encoded according to the ISO-28560-2 standard for patron cards.
34. Vendor must provide an option to remotely view and interact with self-checkout stations without interfering with patron operations.
35. The proposed system must turn on/off the security to allow secure Library operation during offline situations.
36. The proposed system must provide performance statistics that can be accessed at each station. Data must be presented for each media type.
37. The proposed system must provide a method for storing transaction data in a central database.
38. Centrally stored data must include the ability to report on:
  - a. The length of a checkout session
  - b. Number of items checked out during a session
  - c. Media type
  - d. Language used
  - e. Menu options selected
  - f. Assistance requested use
39. The proposed system must offer the patron the option of email receipt, printed receipt, or no receipt.
40. The proposed self-checkout system must provide at least 90% first time user success for the library customers.
41. The proposed system must offer the option of a stand-alone kiosk/ countertop system, a component type model, and the option for software-only to be installed on library-provided computers.
42. The proposed system must provide a menu that lets customers enable/disable multiple options including:
  - a. Check-out
  - b. Check-in
  - c. Query account
  - d. Pay fines
  - e. Add funds to library account
  - f. Reserve a computer
  - g. Release printing
  - h. Make copies
  - i. View / Print Holds
  - j. View / Print items checked out on the patron account
  - k. Print ILS account status
43. The proposed system must be capable of checking out or checking in all types of print and non-print media.
44. The proposed system must allow multiple item check-outs without first choosing the number of items that you want to check-out.
45. The proposed system must support the option for a patron to request staff assistance by pressing a button on screen.
46. The system must offer the ability to update the patrons email address in the ILS when emailing a checkout receipt.
47. The system must show the hold priority on the "View Holds" display.
48. The proposed system must be configurable to show the "My Account" screen at all times or only when the patron is blocked.

49. The proposed system must incorporate an RSS viewer to display library website updates or event information feeds.
50. The proposed system must support the ability to display a series of custom, rotating graphic images for program promotions.
51. The proposed system must support animated gifs to promote library programs.
52. The proposed system must allow preference-based customization of colors – no file editing.
53. The software must provide the option to use NovelList Select for self-checkout to display recommended reads to patrons as they checkout items.
54. The NovelList feature must support the option to print a synopsis on the checkout receipt
55. The NovelList feature must support the option for patrons to place a hold on a recommended title.
56. The system must offer check-in on the same station using the same software.
57. The check-in feature must provide a configurable option to direct patrons where to place items that are returned so that hold items can be placed in a bin and other items are directed to placement on a cart.
58. The system must provide a patron control to increase the font size on all screens.
59. The change to the font size must be returned to the default at the end of a session.
60. Any change to the font must time out if the user walks away.
61. The system must provide a patron control to change the system display to a high contrast mode.
62. All user controls must be below 48 inches above the floor when a countertop is installed on a 30" height surface and for all free-standing kiosks. The system can provide an option to lower screen controls to meet this requirement.
63. The system must offer the option to print the SIP2 screen message and the SIP2 print line message on the checkout receipt.
64. The software must offer a staff mode to use the application for rapid staff returns. The software must print hold slips and display information about the item destination.
65. The software must offer the ability to designate a starting screen from either a menu or the patron ID entry screen.
66. The software must support the ability to scan a library card and start the checkout process from the menu screen without needing to select checkout.
67. Countertop systems must be fully integrated and one-piece, offering a choice of portrait or landscape screen orientation.
68. Countertop systems must offer the option for installation in locations where space is limited by offering a form factor that requires no more than 13 inches of space for the width of the system.
69. All systems must be supplied with shielded RFID readers to control reading below and to the sides to within three (3) inches in all directions except above the surface.
70. The combination of the shielded RFID reader and the countertop width must support the ability to install up to three (3) countertop systems in a 48-inch width counter.
71. The countertop system must provide a means of attaching a credit card reader to the unit.
72. The countertop system must have an internal receipt printer with autocut feature.
73. A free-standing kiosk must be a fully integrated, one-piece, freestanding kiosk with screen, computer, barcode scanner, RFID reader/antenna, and receipt printer.
74. The free-standing kiosk must provide an option to mount a credit card reader.
75. The free-standing kiosk must be available with integrated cash acceptance systems.

76. The free-standing kiosk must incorporate an LED light system with colors that can be easily customized by the Library.
77. The integrated cash acceptance system must provide real-time diagnostic alerts via email.
78. The integrated cash acceptance system must provide scheduled delivery of reconciliation data each day via email.
79. The integrated cash acceptance system must be protected by a separate panel with a different lock so that staff that access the receipt printer and other components may not have access to any of the cash devices or receptacles.
80. The receipt printer must use standard 80mm paper available from any office supply store.
81. The receipt printer must provide auto-feed for simple loading of paper.
82. Describe the process of loading new receipt paper and provide a photo or photos.
83. The system must provide a configurable option to print one receipt per item.

### **System Status Features**

1. Real-time detailed monitoring for the following components: SIP2 Connection, printer status, and help requests.
2. Real-time monitoring must work with multiple self-checkout devices at a single location.
3. Real-time monitoring must allow for additional self-checkout devices to be added to the network in the future.
4. Monitoring must permit routing of alerts based on alert type and station to which an alert is sent.
5. Monitoring feature must be enterprise-based to facilitate centralized, browser-based management and reporting.

### **Self-checkout System Configuration Feature**

1. The software configuration option must allow library staff to perform the copying of a configuration from a self-checkout device to other self-checkout devices at the same location and across any networked locations remotely.
2. Configuration copying software features should have a user interface that allows library staff to 'cut and paste' configurations quickly from any remote location that has network access.
3. Configuration of the system must be performed in a browser – no editing of configuration files.
4. Configuration system must display the current version of the application for each station.
5. System must offer the ability to define a custom name for each station.
6. Configuration system must provide the ability to search for a computer by NetBIOS name or friendly name.
7. The configuration system must be a hosted solution so that no local server is required.

### **Fines/Fees**

1. The fines and fees system shall be integrated into a self-checkout system, using the native user interface of the self-checkout system.
2. The fines and fees system shall be integrated into the self-service process so that a blocked patron is presented with the option to pay fines and continue once blocks are cleared.
3. The fines and fees system must provide both audible and visual feedback when responding to the interaction with the user interface.

4. The fines and fees system shall allow the library to determine minimum, partial, or full payment of the fines or fees.
5. The fines and fees system shall accommodate cash, credit, and/or debit card payment methods.
6. The fines and fees system must use PCI-compliant credit card terminals.
7. The fines and fees terminal must support swipe, chip, and contactless cards.
8. The fines and fees system must allow charging a convenience fee.
9. Convenience fees must support the option to configure a flat amount or percentage of sale.
10. The fines and fees system must provide the ability to pay fines via the web.
11. The fines and fees web system must be fully integrated.
12. The fines and fees system must be capable of integration with print management, public scanning system, and use with a copier for paying for copies.
13. The fines and fees system must support use of a library deposit account hosted in a library database.
14. The fines and fees system must support use of the ILS-based credit account that can be used for fines/fees via kiosks, web, print stations, copiers, and scanning systems .
15. The fines and fees system shall print a credit/debit card receipt, and/or cash receipt, separate from the checkout receipt.
16. The system must support the option to print or email a receipt.
17. The fines and fees system shall have the capability to provide the patron with change if cash funds tendered are greater than the outstanding fines and/or fees balance.
18. The fines and fees system must offer the option to calculate and display the minimum payment amount required to clear a patron's checkout block.

### **Media Security**

1. The disc security system must be electronically integrated into the self-checkout by a USB connection.
2. The system must ensure that the item ID of the item checked out is the same as the item ID of the item that is unlocked, so that items cannot be switched or replaced during the unlocking process.
3. The automated unlocking solution will checkout and unlock the case in a single step if the item is not already checked out.
4. The automated unlocker must utilize an RFID reader to read and validate the disc ID.
5. The unlocking solution will be automated so that patrons are not required to put force on the security case during the unlocking process.
6. The disk media system will accommodate all ClearVu OneTime cases including multi-disc CD sets and PlayAways.
7. The disc media device will have instructions clearly displayed on the device and lights to prompt the user when unlocking and checkout is completed.
8. The disc device will not require insertion of cases into the system, but instead use only the locking section of the case for insertion.
9. The disc system control logic and RFID reader must be connected to the checkout station using a single USB cable.

## **Installation Requirements**

Vendor shall install the system as specified in the RFP, by manufacturer trained technicians subject to exceptions made in the response and agreed upon in writing.

1. The proposed system must be installed according to a schedule determined in coordination with Library staff to minimize disruption.
2. Vendors should recommend an installation plan.
3. Vendor must also be available for consultation on placement of hardware to accommodate network infrastructure, power ventilation requirements, building restrictions, etc., and to maximize the workflow, staffing and patron convenience issues.

## **Warranty and Service Requirements**

1. The Library expects to call one toll-free telephone number to obtain all support including software and hardware service for all elements of the system and all transaction assistance with the payment systems.
2. The circulation RFID tags must be guaranteed to be effective for the life of the item to which they are originally affixed and, if found to be defective, they must be replaced at no cost to the Library.
3. Vendor must provide a means of uploading diagnostic information about computers via a simple desktop command at any station.
4. Vendor must provide a means of automatically gathering diagnostic logs and uploading software diagnostic logs directly from a computer to a support record.
5. The vendor must provide an all-inclusive 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.
6. The vendor must offer a 12-month 100% money-back performance guarantee on all equipment purchased and covered by 12-month extended warranty or service agreement.
7. Software patches and service pack releases must be supplied at no additional charge to the Library while under maintenance.
8. Feature updates and new software versions must be included at no additional charge while under maintenance.
9. Service technicians for both hardware and software must be fully trained, factory authorized and certified by the manufacturer to perform service. Technicians must be located throughout the country for quick service response.
10. Service technicians will be equipped with parts normally required to service the equipment and reduce downtime.
11. Please list which of the following the bidder provides as an online service:
  - a. Submitting support tickets
  - b. Tracking tickets
  - c. Tracking enhancement requests and defects
  - d. That allows the Library to view product release details for at least the current and prior software versions
  - e. For obtaining documentation
  - f. For downloading patches and new versions of software

- g. Engaging in a chat session from any workstation
  - h. Providing remote access without having to log into any system
  - i. Viewing the status of installation projects
  - j. Viewing details about software and hardware maintenance costs
  - k. Paying maintenance online with a credit card
  - l. Joining a customer to customer forum
12. What is the guaranteed onsite response time after receipt of a call?
13. Describe the process for obtaining night or weekend support.
14. Service Agreements to extend the warranty period on parts and labor must be available for a period of 12, 24, 36, or 48 months.
15. The vendor must provide, upon request, the results of an annual customer service satisfaction survey that demonstrates the offered service meets satisfaction by a minimum of 90% of respondents
16. The Service Agreement must be renewable on an annual basis.
17. State the maximum maintenance escalation from one year to the next for the life of the product.
18. The Service Agreement must include remote maintenance for expert technical consultation and software support.
19. Warranty and Service requirements apply to both Standard and Optional system components.

**Our library uses the LS2 ILS supported by TLC.**

The LIBRARY needs the exact specs required for installation within the proposal. We may need the awarded VENDOR to ensure delivery of materials that can be met in a timely nature due to the building being completed in August with a grand opening of September 13<sup>th</sup>. The sorter is the only items that can be delivered, installed and tested after the opening date of September 13<sup>th</sup>.

**6. MINIMUM QUALIFICATIONS TO SUBMIT BID:**

VENDOR(s) desiring to submit a proposal in response to this RFP for the Project, as described herein, shall have the following Minimum Qualifications:

1. VENDOR must be licensed to do business in the State of Tennessee.
2. VENDOR must have no unresolved litigation against the LIBRARY.
3. VENDOR must submit three (3) references from owners of other similar projects as described in the Scope of Work section listed above.
4. VENDOR must identify and appoint an experienced and capable Project Manager for the Project.
5. VENDOR must have no conflicts of interest with the LIBRARY.

## **7. PROPOSAL SUBMITTAL INSTRUCTIONS:**

### **Content Requirements:**

#### 1. Introduction

- a. Cover letter with name, address, email, and phone number of key contact person signed by a company representative with authorizing authority to bind the VENDOR to the contents of the proposal.
- b. A concise written statement to demonstrate the vendor's understanding of the project and scope of services being sought by the LIBRARY.
- c. Description of the general approach to the planning process and implementation of the project.
- d. Proposed completion date and a timeline for the project.
- e. Execution of the LIBRARY's provided Vendor Acknowledgements form.

#### 2. Company History

- a. Number of years in business.
- b. Type of ownership, name(s) of owner(s).
- c. Type of organization.
- d. Geographical area of operations.
- e. Professional affiliations.

#### 3. Personnel

- a. List the principals in your organization.
- b. Describe the size and composition of your organization.
- c. Identify and provide description of experience of the project manager and key personnel who would be assigned to this project, including an organizational chart.

#### 4. Experience and References

- a. Identify and describe three (3) similar projects that the vendor has completed within the past five (5) years.
  - i. Name and address of client.
  - ii. Name, telephone number, and email address of contact person.
  - iii. Summary of project, including year completed and cost.
- b. Please include any other pertinent information that you feel makes you the best qualified for the proposed project.

#### 5. Other Documentation

A detailed schedule of costs that includes the delivery, installation and training and other costs associated with the project. The LIBRARY relies on the vendor to assure that all charges to complete the scope of work are submitted in the proposal and that there are no hidden costs or charges that will be incurred by the LIBRARY. Provide full cost and install on items separately and

then any discounts if multiple items are purchased, if applicable. The Library reserves the right to award to one or multiple vendors.

## **8. SELECTION CRITERIA:**

All proposals meeting the RFP requirements will be evaluated and scored using the following criteria. The LIBRARY may request additional material or information from some or all the vendors submitting proposals.

The Library may ask for clarification regarding responses and/or ask specific questions from proposers.

Proposals will be evaluated using the following criteria:

1. **Scope of Work** - Up to 50 points

Demonstrated ability to understand the scope, meet specifications, and perform the services described in the RFP. This is demonstrated via the responsiveness and completeness of the Proposal.

2. **Qualifications & Experience** - Up to 20 points

The qualifications, experience and expertise of the VENDOR. This is demonstrated via VENDOR's company reputation, and company years in business. This is demonstrated via subcontractor(s) company reputation(s), company(ies) years in business, and references.

3. **Review of References** - Up to 15 points

This is demonstrated via the quality, timeliness, and satisfaction of a minimum of three (3) references by the VENDOR.

4. **Project Schedule** - Up to 5 points

This is demonstrated via the timeliness of work as verified by examples or references.

5. **Cost & Fees**- Up to 10 points

Cost and fees relative to the scope of the service.

The selection criteria for the "ranking" is listed directly above and shall be the basis for an award.

## **9. LATE DELIVERY AND INSPECTION:**

Late delivery, as determined by the LIBRARY to be thirty (30) days after the agreed upon delivery deadline, shall be cause for liquidated damages of \$150 per calendar day.

Extreme late delivery, as determined by the LIBRARY to be ninety (90) days after the agreed upon Delivery Deadline, shall be cause for contract cancellation and/or monetary damages in addition to the liquidated damages. Exceptions shall be considered for delays caused by: strike, work stoppage, act of God, or sole act or acts of third parties over which the successful respondent has no control or authority.

RFID Technology for CMCPL North Branch Library  
For the Clarksville-Montgomery County Public Library

**VENDOR'S ACKNOWLEDGEMENTS**

By submitting a proposal to the RFP, the VENDOR:

- a) Acknowledges he/she has received, reviewed, and understood the Specifications.
- b) Acknowledges that all prices and delivery dates stated are firm.
- c) Acknowledges that the LIBRARY is not subject to Tennessee state or local sales, use or excise taxes and no such taxes are included in the prices submitted.
- d) Acknowledges that all other taxes are included in the prices submitted.
- e) Acknowledges that the VENDOR's proposal shall be considered accepted only when the LIBRARY executes a contract.
- f) Acknowledges that the contract will incorporate all terms and conditions contained in the Specifications and this RFP.
- g) Acknowledges the proposal is binding for 90 calendar days.
- h) Is aware that comparison of proposals is a subjective process requiring evaluation of multiple factors including price, references, recommendations, and input from third parties.

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Vendor's printed name and title

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Vendor's signature and date



## PURCHASING

Elizabeth L Black  
Purchasing Director

350 Pageant Lane, Suite 101-E  
Clarksville, Tennessee 37041

Email: [elblack@mcgtn.net](mailto:elblack@mcgtn.net)  
Phone: (931) 648-5720

### Prohibited Contract Clauses or Provisions

Montgomery County is not allowed to waive or limit liability, nor waive or limit the legal rights it would have under existing law to recover its losses under Tennessee law by contract. Powers to do so simply are not granted by the State to a county. In part, it is impermissible for counties to agree to limitations on liability and indemnification clauses because it appropriates money and nullifies governmental immunity without the consent of the legislature. Unless there is a specific statute that allows a county to waive or allow a limitation on liability and indemnification clauses, it cannot agree to such terms. The general existing applicable law regarding duties and liability cannot be waived.

Generally, contract clauses in derogation of the County's prohibitions are found in the list below and are not acceptable.

- Provisions requiring the County to pay taxes that we are exempt from paying under Tennessee law.
- Provisions requiring the County to pay cancellation fees, incidental or consequential damages, or punitive or exemplary damages. County is liable for actual damages only.
- Provisions requiring the County to pay punitive damages, attorney fees, collection costs, or costs of litigation .
- Provisions requiring the County to agree to assume the risk of liability which might otherwise fall on other parties are void as both an unauthorized attempt to abrogate sovereign immunity and an unauthorized attempt to lend the County's credit (Tenn. Const. I, § 17; Tenn. Const. art. II, § 31).
- Provisions requiring the County to insure, guarantee, or indemnify or hold harmless the Vendor or any party from claims which may arise out of the Agreement or be brought by third parties (OAG 93-1, OAG No. 99-095, OAG 04-065).
- Provisions that limit or cap the total liability of any other party.
- Provisions requiring the County to purchase or obtain liability, property, or other insurance or a performance bond. The County self-insures its exposures in general liability.

- Provisions designating the governing law of a state other than Tennessee.
- Provisions designating the Venue for any claim brought against the County other than Tennessee.
- Provisions requiring confidentiality and nondisclosure that violate the Tennessee Open Records Act (T.C.A. § 10-7-101, *et seq.*). Except as otherwise provided by statute, all County records are public records and open to inspection by any citizen of this State (T.C.A. § 10-7-503).
- Provisions providing for a limitation of time in which the County may bring suit (T.C.A. § 28-1-113).
- Provisions limiting the Vendor's maximum liability. The County cannot waive its right to recover from the vendor what the law would provide under otherwise governing applicable legal principles.
- Provisions that simply attempt to restate the existing law.

The above is not an exhaustive list. Different contract clauses may set out prohibited duties and rights, and/or limitations/waivers differently.

**All proposed contracts for Montgomery County's review must be delivered as a WORD document for use to exchange suggested revisions.**



# Montgomery County Government

## Purchasing

350 Pageant Lane  
Suite 101-E  
Clarksville, Tennessee 37041

Elizabeth L Black  
Purchasing Director

Phone: (931) 648-5720  
elblack@mcgtn.net

### **IRAN DIVESTMENT ACT Certification of Non-inclusion**

**NOTICE:** Pursuant to Divestment Act, Tenn. Code Ann. 12-12-106 requires the State of Tennessee Chief Procurement Officer to publish, using creditable information freely available to the public, a list of persons it determines engage in investment activities in Iran, as described in 12-12-105. Inclusion on this list makes a person ineligible to contract with the State of Tennessee; if a person ceases its engagement in investment activities in Iran, it may be removed from the list. A list of entities ineligible to contract in the State of Tennessee Department of General Services or any political subdivision of the State may be found here:

[https://www.tn.gov/assets/entities/generalservices/cpo/attachments/List of persons pursuant to Tenn. Code Ann. 12-12-106, Iran Divestment Act-July.pdf](https://www.tn.gov/assets/entities/generalservices/cpo/attachments/List%20of%20persons%20pursuant%20to%20Tenn.%20Code%20Ann.%2012-12-106,%20Iran%20Divestment%20Act-July.pdf)

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to T.C.A. 12-12-106.

Vendor Name (Printed)	Address
By (Authorized Signature)	Date Executed
<i>Printed Name and Title of Person Signing</i>	



*Montgomery County Government*

**Purchasing**

350 Pageant Lane  
Suite 101-E  
Clarksville, Tennessee 37041

Elizabeth L. Black  
Purchasing Director

Phone: (931) 648-5720  
elblack@mcgtn.net

**Non-Boycott of Israel Act  
TCA 12-4-1**

Concerning the Non-Boycott of Israel Act (TCA 12-4-1 et seq.), by submission of this bid/quote/proposal, it is certified by each supplier and each person signing on behalf of any supplier. In the case of a joint bid/quote/proposal, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each supplier is not boycotting Israel pursuant to § 12-4-1 and will not during the term of any award. **Note: Applicable only to contracts of \$250,000 or more and to suppliers with 10 or more employees.**

The undersigned hereby acknowledges receipt of these affidavits and certifies that submittal in response to this solicitation is in full compliance with the listed requirements. Failure to give proper acknowledge to issues concerning the above is grounds for bid rejection and may subject the signer to penalties as directed by the appropriate laws.

\_\_\_\_\_  
Organization Representative/Designee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Organization Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Phone



## Montgomery County Government Purchasing

Elizabeth L. Black  
Purchasing Agent

Phone: (931) 648-5720  
elblack@mcgtn.net

350 Pageant Ln.  
Suite 101-E  
Clarksville, TN 37040

\_\_\_\_\_  
Contract Number

It is the policy of Montgomery County Government not to discriminate on the basis of race, color, national origin, age, sex, or disability in its hiring and employment practices; or in admission to, access to, or operation of its programs, services, and activities. With regard to all aspects of this contract, Contractor certifies and warrants it will comply with this policy.

Please Print:

\_\_\_\_\_  
Contractor's Name

\_\_\_\_\_  
Street Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip Code

\_\_\_\_\_  
Contractor's Phone Number

I, \_\_\_\_\_, hereby agree to abide by the  
aforementioned non-discrimination statement and included Title VI regulations.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

For Title VI compliance, we ask for voluntary disclosure of the following information:

Ownership Type (please check all that apply):

- Woman-Owned Business
- Woman Minority-Owned Business
- African American-Owned Business
- Native American-Owned Business
- Hispanic-Owned Business
- Asian-Owned Business
- Veteran-Owned Business
- Business Owned by a Person with a Disability
- Other Option : \_\_\_\_\_