

# Check Out Stations Request for Proposals: Questions and Answers

**Question:** How many units are being shipped to each location?

**Answer:**

Library	We Have	We'd Like
AB (Aberdeen)	3	3
AM (Amanda Park)	1	1
CE (Centralia)	3	3
CH (Chehalis)	3	3
EL (Elma)	1	1
HA (Hawks Prairie)	2	2
HO (Hoquiam)	1	1
HP (Hoodsport)	1	1
IL (Ilwaco)	1	1
LA (Lacey)	6	6
MC (McCleary)	1	1
MO (Montesano)	1	1
MV (Mountain View)	1	1
NA (Naselle)	1	1
NM (North Mason)	2	2
OK (Oakville)	1	1
OL (Olympia)	5	5
OP (Ocean Park)	1	2
PA (Packwood)	1	1
RA (Raymond)	2	2
SA (Salkum)	1	1
SB (South Bend)	1	1
SC (Service Center)	1	1
SH (Shelton)	2	2
TE (Tenino)	1	1
TO (Toledo)	1	1
TU (Tumwater)	3	5
WE (Westport)	1	1
WI (Winlock)	1	1
WO (West Olympia)	2	2
YE (Yelm)	3	3

**Question:** In section 3.8 Pricing, the RFP states that “Provide pricing for conveyance as an additional option.” What conveyance is required for this project?

**Answer:** Standard shipping.

**Question:** In the Implementation Vendor Selection, the RFP states that “Once TRL has completed the selection of the equipment they will determine if a separate implementation vendor selection project is necessary.” We implement and configure all solutions with the Library. In order to maintain the warranty on these solutions, they must be implemented and maintained by us. Can you clarify what a separate implementation vendor would do for the check out station project?

**Answer:** We are not going to use a separate implementation vendor.

**Question:** Regarding section 3.9 Vendor Solution Requirements, item #3, can the Library clarify the request for an “application-specific software to incorporate all hardware (detection systems, intake readers) and the circulation RFID tags and barcodes”? To our knowledge detection systems are not in use at TRL.

**Answer:** Correct. We do not use detection systems.

**Question:** For the “application-specific software to incorporate all hardware” – is this central management software that provides a dashboard with health status and alerts? If so, should vendors propose this as an option or include in our base bid?

**Answer:** If it's optional, include it as an option rather than part of the base. If it's not optional, then include it in the base.

**Question:** Can the Library provide a Word version of pages 10 - 14 so that vendors can easily fill out/provide descriptions?

**Answer:** Yes. Fillable document added to RFP website (<https://trl.org/rfp/>).

**Question:** Can the Library please clarify the following as found on page 10, #3: “The proposed system provides application-specific software to incorporate all hardware (detection systems, intake readers) and the circulation RFID tags and barcodes.” To confirm, the Library is only looking for self-check stations (and applicable software/hardware)?

**Answer:** Yes.

**Question:** Per page 12, #12 (“Enable returned items to be identified in the ILS as returned and update the patron account in real time.”); does the Library want the self-check stations to have returns capability (and return bins)?

**Answer:** It is not required, but if possible, please quote.

**Question:** Per page 14, #21 (“Proposed system includes option of a software-only license, able to run on a variety of hardware configurations.”); is the Library looking for software only options? Should vendors quote kiosks or countertop configurations?

**Answer:** If you have a software only option, we would like that quoted. Please provide sample pricing for both countertop and kiosk configurations.

**Question:** Should vendors include state/city/local tax in their quotes?

**Answer:** That would be great but is not required.

**Question:** Does the Library already have existing self-check units installed? If so, will the winning vendor be responsible for removing them?

**Answer:** No.

**Question:** We carry a variety of Self Loan Stations. On question 21 it seems like you are asking for a software only solution. Is this correct?

**Answer:** No. We are asking if you offer a software only version.

**Question:** Or are you looking for pricing for:

- Software Only x 58
- Tabletop Model x 58
- Free Standing Kiosk x 58
- Height Adjustable x 58

**Answer:** Please provide pricing for each possible item you have listed.

**Question:** Question #12 – Returning of items. Is this a required capability or optional? Can you please provide additional information on how this is expected to work. Is this currently used by the Library.

**Answer:** Optional. It isn't currently in use, but we are interested in solutions (if available), particularly interested in how the system would handle holds.

**Question:** Question #15 – Account Information. Generally, SIP2 is limited to what information it responds with. Is the intent to use the standard SIP2 protocol, or will the SirsiDynix extensions to SIP be available?

**Answer:** SIP2 is currently used. If the solution has options for features using web services, that would be good to know.

**Question:** Question #20 – Search Catalog. How do you envision this working? Will there be a keyboard/mouse at each of the self-check stations to do this?

**Answer:** We envision it would launch a browser window with the catalog that could be navigated through touch and using the on-screen keyboard, though we are interested if vendors have other solutions.

**Question:** Does the library plan to have self-service payments on any of the self-checks?

**Answer:** No.