



HAWAII STATE PUBLIC LIBRARY SYSTEM
INVITATION FOR BIDS
No. HSPLS IFB 25-01

RFID Automated Return Shelves

Legal Ad Date: August 26, 2024

Bid Due Date and Time:
September 16, 2024
2:00 PM (HST)

Offerors interested in responding to this electronic solicitation must be a registered user on the State of Hawaii eProcurement System - HlePRO (<https://hiepro.ehawaii.gov/welcome.html>) in order to participate in this procurement. Registration is free. Once registered, Offerors can login to view and respond to the HlePRO solicitation.

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SECTION ONE
INTRODUCTION, TERMS AND ACRONYMS

1.1 INTRODUCTION

The Hawaii State Public Library System (HSPLS) is requesting bids from qualified vendors to conduct the professional services identified in this document.

1.2 TERMS AND ACRONYMS USED THROUGHOUT THE SOLICITATION

CPO	=	Chief Procurement Officer
GC	=	General Conditions, issued by the Department of the Attorney General
GET	=	General Excise Tax
HAR	=	Hawaii Administrative Rules
HRS	=	Hawaii Revised Statutes
HSPLS	=	Hawaii State Public Library System
HST	=	Hawaii Standard Time
IFB	=	Invitation for Bids
Offeror	=	Any individual, partnership, firm, corporation, joint venture, or representative or agent submitting an offer in response to this solicitation.
Procurement Officer	=	The contracting officer for the State of Hawaii, Hawaii State Public Library System
State	=	State of Hawaii, including each departments, agencies, and political subdivisions

SECTION TWO

BACKGROUND AND SCOPE OF WORK

2.1 HSPLS INFORMATION AND INTRODUCTION

The Hawaii State Public Library System (HSPLS) is a statewide system consisting of 51 public libraries located on six major islands (Hawaii, Kauai, Lanai, Maui, Molokai, and Oahu). There are 12 libraries on Hawaii, 6 libraries on Kauai, 1 library on Lanai, 6 libraries on Maui, 1 library on Molokai, and 25 libraries on Oahu. Twelve (12) of these libraries are a combination public and school (P/S) libraries serving both school and general public populations.

HSPLS seeks qualified vendors to submit bids to furnish, deliver and install a RFID-Enabled Automated Return Shelving Unit at seven (7) branch locations:

The units shall be integrated into HSPLS's current suite of RFID technology components in order to streamline a self-service return process for patrons, enhance user satisfaction and save staff time in processing circulating materials.

2.2 SCOPE OF WORK

The Hawaii State Public Library System is seeking quotations to furnish, deliver and install the following at select branch locations of HSPLS. HSPLS does not guarantee to purchase the quantities specified. The quantities purchased will be limited to the amount of monies budgeted and appropriated for it.

Item Type	Quantity
RFID-Enabled Automated Return Shelving Unit	
a. Oahu (2 locations)	2
b. Maui (2 locations)	2
c. Kauai (2 locations)	2
d. Hawaii (1 location)	1
TOTAL:	7

Library Information:

Island	Library	Street Address	City	Zip
Oahu	Manoa Public Library	2716 Woodlawn Dr	Honolulu	96822
Oahu	Waikiki-Kapahulu Public Library	400 Kapahulu Ave	Honolulu	96815
Kauai	Kapaa Public Library	4-1464 Kuhio Hwy	Kapaa	96746
Maui	Kahului Public & School Library	90 School St	Kahului	96732
Maui	Kihei Public Library	35 Waimahaihai St	Kihei	96753
Kauai	Kapaa Public Library	4-1464 Kuhio Hwy	Kapaa	96746
Hawaii	Laupahoehoe Public & School Library	35-2065 Old Mamalahoa Hwy	Laupahoehoe	96764

2.3 TIMELINE

All services and deliverables must be completed by November 29, 2024.

SECTION THREE

OFFEROR AND GENERAL REQUIREMENTS

3.1 GENERAL REQUIREMENTS

Offeror must be able to demonstrate a proven ability to provide and implement the following:

1. Registered and licensed to do business in the State of Hawaii.
2. Past experience providing the proposed services/deliverables with at least three (3) public libraries who are Horizon (Sirsi) customers.
3. Demonstrated understanding of the purpose and scope of this service, as well as the necessary knowledge, skills, abilities, and experience relating to the delivery of the proposed service.
4. Detailed outline of the training program offered to administration, IT staff and branch staff on the proposed systems operation and maintenance.
5. Detailed outline of the installation process, including all electric, network and physical infrastructure requirements necessary for successful installation and use of proposed system.
6. Detailed requirements for optimal placement of equipment, including distances from existing RFID equipment and other items which may interfere with functionality of equipment.
7. Detailed maintenance plan, including warranty coverage and ongoing technical support services. Support should include telephone/online portal support available between 8:00am and 8:00pm HST, 7 days a week. Support must be provided both virtual/on-site as needed by fully trained, factory-authorized and company-certified technicians who are available in the State of Hawaii.

3.2 TECHNICAL REQUIREMENTS AND FEATURES

Offeror must be able to demonstrate a proven ability to provide and implement the following:

8. Proposed Automated Return Shelving Unit must be entirely compatible with, and in no other manner interfere with, HSPLS's ILS, Horizon version 7.5.6 (Sirsi), its computer clients or other components. Bidders must provide a detailed outline of the testing procedures required to ensure compatibility with the existing Horizon ILS.
9. Proposed Automated Return Shelving Unit must be fully compatible and/or integrable with current HSPLS RFID hardware/software solutions (Bibliotheca staffConnect Link, Gate, Conversion and Library Connect, which allows for statistics management, monitoring health of equipment and remote control of equipment and settings).
10. Proposed Automated Return Shelving Unit must be fully compatible with current HSPLS RFID tags and must comply with ISO 28560-2 and 18000-3 Mode 1 RFID standards.
11. Proposed solution must provide a simple, self-service return process for patrons.

12. Proposed solution must automatically check in item, instantly clear patron account and enable RFID tag security when items placed on shelves.
13. Proposed solution must provide a browsable collection of recent returns which are immediately eligible for checkout.
14. Proposed solution must immediately alert staff of any returned items requested for holds.
15. Proposed solution must be scalable and expandable with detailed specification and measurements of the entire self-service unit.

SECTION FOUR

BID PREPARATION AND SUBMISSION

4.1 BID PREPARATION COSTS

Any and all costs incurred by the Offeror in preparing or submitting a bid shall be the Offeror's sole responsibility and shall not be reimbursed by the Hawaii State Public Library System.

All bids become the property of the State of Hawaii.

4.2 SUBMISSION OF BIDS

To be considered responsive, the Offeror's bid shall respond to and include all items specified in this IFB and any subsequent Addenda. Any bid offering any other set of terms and conditions that conflict with the terms and conditions set forth herein or in any subsequent Addenda may be rejected without further consideration.

1. **Offer Form, Page OF-1.** Offeror is required to submit its offer using Offer Form, OF-1 using Offeror's exact legal name as registered with the Department of Commerce and Consumer Affairs, if applicable, and to indicate exact legal name in the appropriate space on Offer Form, OF-1 (Attachment 1). Failure to do so may delay proper execution of the Contract.
2. **Offer Form, Page OF-2.** Offeror is required to submit Offer Form, OF-2, a Questionnaire with the following elements:
 - a. Proposed Detailed Project Work Plan
 - b. Proposed Budget and Expenditure Plan
 - c. Demonstration of Offeror's Past Performance
 - d. Qualifications of Key Personnel
 - e. References
3. **Bid Quotation.** Bid prices shall include all material, labor, applicable taxes, shipping, handling, and all expenses to provide the goods and services specified.

Bidder shall answer/address all requested elements of the Questionnaire on Offer Form, OF-2 for HSPLS to determine if the bidder can meet all requirements as specified in the solicitation. Failure to meet the minimum requirements will result in rejection of the bid.

4. Electronic Submission

- a. **Offer Forms OF-1 and OF-2 shall be received electronically** through the Hawaii State eProcurement called HlePRO. Offers received outside of the HlePRO shall be rejected and not be considered for award. To register for HlePRO, please go to <http://hiepro.hawaii.gov>. If you need assistance in registering or submitting your offer, please call (808) 695-4620 or go to the HlePRO website and click on Help-Chat online.
- b. Bidders are responsible to ensure all forms requested are attached when submitting an offer. Failure to submit the required documentation shall deem your offer non-responsive.

- c. Offeror is encouraged to submit a typewritten offer. If handwritten, it should be clearly printed. Offeror is cautioned that evaluation committee members may automatically reject illegible bids to avoid misinterpretation.
- 5. The Offeror may modify or withdraw a bid before the Offer due date and time.

SECTION FIVE
EVALUATION CRITERIA AND CONTRACTOR SELECTION

Evaluation criteria and the associated points are listed below. The award will be made to the most responsible Offeror whose bid is determined to be the most advantageous to the HSPLS based on the evaluation criteria listed in this section.

5.1 EVALUATION OF MANDATORY REQUIREMENTS – (Pass / No Pass)

The evaluation of the mandatory requirements shall be on a “pass/no pass” basis. No points shall be assigned for these requirements. The purpose of this phase is to determine whether an Offeror’s bid is sufficiently responsive to the IFB to permit a complete evaluation. Each bid will be reviewed for responsiveness. Failure to meet the minimum, mandatory requirements (“no pass”) will be grounds for deeming the bid nonresponsive to the IFB and rejection of the bid. Only those bids meeting the following mandatory requirement (“pass”) will be considered in the Criteria Evaluation.

MANDATORY REQUIREMENTS FOR THE BID

- Offer Form OF-1
- Offer Form OF-2

5.2 EVALUATION CATEGORIES AND THRESHOLDS

Evaluation Categories	Possible Points
Written Project Work Plan that responds to both the Scope of Work defined in Sec. 2.2 as well as all Requirements defined in Sec. 3.1-3.2	60%
Proposed budget and expenditure plan	15%
Demonstration of offeror’s past success	10%
Qualifications of key personnel	10%
References	5%
Total Possible Points	100%

SECTION SIX

SPECIAL PROVISIONS

6.1 SCOPE

All materials acquisition services provided to HSPLS shall be in accordance with this IFB, including the special provisions in this section, the Scope of Work specified herein, and the Department of Attorney General, General Condition (GC) included by reference and available on the Internet at <http://hawaii.gov/forms/department-of-attorneygeneral/internal-forms/aq008/view>.

6.2 CONTRACT ADMINISTRATOR

For the purposes of this contract, Mallory C. Fujitani, Special Assistant to the State Librarian or her appointed representative is designated the Contract Administrator. She may be reached at mallory.fujitani@librarieshawaii.org.

6.3 BIDDERS QUALIFICATIONS

Offeror shall meet all of the qualifications required by this IFB. Failure to meet the qualifications as specified in Section Three – Offeror and General Requirements will likely have an adverse effect on Offeror’s bid evaluation and will not be considered for award.

6.4 CONFIDENTIAL INFORMATION

If a person believes that any portion of a bid, offer, specification, protest, or correspondence contains information that should be withheld as confidential, then the Contract Administrator named on this IFB should be so advised in writing and provided with justification to support confidentiality claim. Price is not considered confidential and will not be withheld.

An Offeror shall request in writing nondisclosure of designated trade secrets or other proprietary data considered confidential. Such data shall accompany the bid, be clearly marked, and shall be readily separable from the bid in order to facilitate eventual public inspection of the non-confidential portion of the bid.

Pursuant to HAR §3-122-58, the head of the purchasing agency or designee shall consult with the Attorney General and make a written determination in accordance with HRS Chapter 92F. If the request for confidentiality is denied, such information shall be disclosed as public information, unless the person appeals the denial to the Office of Information Practices in accordance with HRS §92F-42(12).

6.5 OFFER ACCEPTANCE PERIOD

The HSPLS’ acceptance of an offer, if any, will be made within sixty (60) calendar days after the opening of bids. Prices or commissions quotes by the Offeror shall remain firm for a sixty (60) day period.

6.6 AWARD OF CONTRACT

Method of Award. Award will be made to the responsible Offeror whose bid is determined to be the most advantageous to the HSPLS based on the evaluation criteria set forth in the IFB.

Only those offers that meet all of the IFB’s Specifications, Special Provisions, General Conditions, and any other IFB requirement(s) will be considered for award. Any offer that

proposes terms, conditions, or requirements that are contrary to those specified herein or does not meet the qualification requirements of the IFB, as solely determined by the HSPLS and as provided for herein, may be considered non-responsive and will be rejected as provided for herein.

Responsibility of Offeror. Pursuant to HRS §103D-310(c), the selected Offeror shall at the same time of award be compliant with all laws governing entities doing business in the State. The HSPLS will verify compliance on Hawaii Compliance Express (HCE).

Hawaii Compliance Express. The HCE is an electronic system that allows vendors/contractors/service providers doing business with the State to quickly and easily demonstrate compliance with applicable laws. It is an online system that replaces the necessity of obtaining paper compliance certificates from the Department of Taxation, Federal Internal Revenue Service; Department of Labor and Industrial Relations, and Department of Commerce and Consumer Affairs.

Vendors/contractors/service providers should register with HCE prior to submitting an offer at <https://vendords.hawaii.gov>. The annual registration fee is \$12.00 and the 'Certificate of Vendor Compliance' is accepted for the execution of contract and final payment.

Timely Registration on HCE. Vendors/contractors/service providers are advised to register on HCE as soon as possible. If a vendor/contractor/service provider is not compliant on HCE at the time of award, an Offeror will not receive the award.

6.7 PAYMENT

Payment will be made to the contractor upon receipt of services and on the original invoice provided for services received.

HRS §103-10, provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of the contract to make payment. For this reason, the HSPLS will reject any offer submitted with a condition requiring payment within a shorter period. Further, the HSPLS will reject any offer submitted with a condition requiring interest payments greater than that allowed by HRS §103-10, as amended.

The State will not recognize any requirement established by the Contractor and communicated to the HSPLS after award of the contract, which requires payment within a shorter period or interest payment not in conformance with statute.

SECTION SEVEN
ATTACHMENTS

- OFFER FORM, OF-1
- OFFER FORM, OF-2

OFFER FORM OF-1
RFID Automated Return Shelves
HSPLS IFB 25-01

Hawaii State Public Library System
Fiscal Services Office
44 Merchant St.
Honolulu, Hawaii 96813

Dear Sir or Madam:

The undersigned has carefully read and understands the terms and conditions specified in the Specifications, Scope of Work and the General Conditions (Form AG-008) attached hereto; and hereby submits the following offer to perform the work specified herein, all in accordance with the true intent and meaning thereof.

The undersigned further understands and agrees that by submitting this offer,

- 1) he/she is declaring his/her offer is not in violation of Chapter 84, Hawaii Revised Statutes, concerning prohibited State contracts, and
- 2) he/she is certifying that the price(s) submitted was (were) independently arrived at without collusion.

The undersigned represents: **(Check one only)**

- A **Hawaii business** incorporated or organized under the laws of the State of Hawaii; or
 A **Compliant Non-Hawaii business** not incorporated or organized under the laws of the State of Hawaii, but registered at the State of Hawaii Department of Commerce and Consumer Affairs Business Registration Division to do business in the State of Hawaii.

State of incorporation: _____

Offeror is: Sole Proprietor Partnership *Corporation Joint Venture Other

Federal I.D. No.: _____ Hawaii General Excise Tax License I.D. No.: _____

Payment address (other than street address below): _____

City, State, Zip Code: _____

Business address (street address): _____

City, State, Zip Code: _____

Respectfully submitted,

Date: _____

(x) _____

Authorized Signature (Original)

Telephone No.: _____

Name and Title (Please type or Print)

Fax No.: _____

E-mail Address: _____

* _____

Exact Legal Name of Company (Offeror)

*If Offeror is a "dba" or a "division" of a corporation, furnish the exact legal name of the corporation under which the awarded contract will be executed.

OFFER FORM – 2

Questionnaires RFID Automated Return Shelves HSPLS IFB 25-01

1. **Proposed Project Work Plan (60 points)**

Please provide a detailed written Project Work Plan with clearly defined tasks and services that responds to the Scope of Work defined in Sec. 2.2 as well as all Requirements defined in Sec. 3.1-3.2 of this IFB and includes these specific elements:

- Demonstrated understanding of the purpose and scope of this service, as well as the necessary knowledge, skills, abilities, and experience relating to the delivery of the proposed product
- Demonstrated ability to successfully provide responsive, skilled and local support technicians for the proposed product Timeline with milestones
- Capacity for rapid delivery, installation, and full implementation of product to meet expedited timeline
- Capacity for training of HSPLS administrative, IT and branch staff as necessary on proposed product
- Demonstrated experience providing a central management portal for the proposed product which includes: robust reporting features, system alerts and equipment configuration.

2. **Proposed Budget and Expenditure Plan (15 points)**

Please provide a proposed budget that includes costs for each element of the Project Work Plan and an accompanying expenditure plan; must include all applicable taxes and any/all anticipated hard costs.

The total cost of all items must not exceed \$312,000.00. Offeror will be responsible for staying within the budget presented in the bid and as outlined in a contract. It will be expected that the successful applicant will be able to achieve all the goals set out in the bid and within the approved timeframe without the need for additional monies.

3. **Demonstration of Applicant's Past Performance (10 points)**

Please describe your firm's experience in providing product for other public library projects. Specifically cite your firm's roles and responsibilities for each project or contract. Please list the following:

- Project title, location, year completed and scope
- Client's name
- Relevance to this project
- Successful project elements
- Project challenges and how they were overcome including corrective actions and other responses to notices of deficiencies, if any
- How successes or lessons learned can apply to this contract

4. Qualifications of Key Personnel (10 points)

Identify key employee(s) who will conduct the proposed Work Plan that responds to the Scope of Work defined in Sec. 2.2 of this IFB. Include:

- Name, title, resume
- Role and responsibilities for this project
- Describe their experience in providing the services required in this IFB; include:
 - Project title
 - Location
 - Year completed
 - Scope

If offeror is selected, offeror will be obligated to staff the project with those key employee(s) listed unless they are no longer employed by your firm, and their replacement shall be subject to HSPLS approval.

5. References (5 points)

Please provide a listing of at least three public library clients with which you currently have or have had contracts of similar scope; include the name, address, telephone number, and email address of the contact person.