



# **HAWAII STATE PUBLIC LIBRARY SYSTEM**

## **REQUEST FOR PROPOSALS**

**No. HSPLS RFP 26-01**

**Library Automated Materials Handling (AMH) System**

**Legal Ad Date: April 2, 2026**

**Bid Due Date and Time:**

**May 18, 2026**

**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 proposals 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
Offeror	=	Any individual, partnership, firm, corporation, joint venture, or representative or agent submitting an offer in response to this solicitation.
RFP	=	Request for Proposals
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 Hawai'i State Public Library System (HSPLS) is the only statewide public library system in the United States, serving residents across six islands through 51 branches. These include 12 libraries on Hawai'i Island, 6 on Kaua'i, 1 on Lāna'i, 6 on Maui, 1 on Moloka'i, and 25 on O'ahu. Twelve of these locations operate as combined public/school libraries, supporting both students and the general public.

HSPLS holds a collection of approximately 2.7M items and has an annual circulation of over 3.5M. HSPLS has 999,734 cardholders.

HSPLS invites proposals from qualified vendors to furnish, deliver and install an Automated Materials Handling (AMH) system at two locations in the State of Hawai'i. The objective is to improve efficiency, streamline workflows, and enhance service delivery by automating the sorting and delivery preparation of library materials. One AMH system will be deployed at the central sorting facility (approx. 1,200 sq. ft.) Logistics Services Section (LSS) on the island of O'ahu. The other will be deployed at the Hilo Public Library (approx. 744 sq. ft.) on Hawai'i Island. Both sites serve as a hub for processing returned and transiting library materials, supporting statewide delivery and distribution of materials.

Proposals should address product features, installation, recommendations for optimal workflow, staff training, and ongoing support and maintenance. The proposed solution must integrate fully with HSPLS's existing ILS/RFID infrastructure and improve operational efficiency and staff experience.

In evaluating proposals, HSPLS will prioritize:

- **Efficiency and accuracy** of system which should streamline sorting process;
- **Ease of use** for staff along with clear recommendations for optimal workflow;
- **Technical compatibility** and proven integration with existing ILS and RFID systems;
- **Innovation and flexibility**, with features that can adapt to future service expansions;
- **Quality and value of training, support, and maintenance** to ensure consistent, long-term performance.

This initiative aligns with HSPLS's strategic priority to modernize library operations by leveraging technology to enhance workflow productivity, reduce repetitive manual handling, and support consistent service delivery across the library system.

#### 2.2 SCOPE OF WORK

HSPLS is seeking proposals to furnish, deliver and install a **complete Automated Materials Handling solution** at two locations in the State of Hawai'i:

- 1) Logistics Support Section (LSS) [O'ahu Warehouse] NOTE: this facility requires construction buildout prior to AMH installation. Offeror shall coordinate with HSPLS and designated construction contractor during facility build-out to provide electrical load requirements, network specifications, anchoring requirements, and clear space requirements prior to construction completion.

## 2) Hilo Public Library

HSPLS does not guarantee the purchase of any specific quantities, components, or site configurations described in this RFP. Award, if made, may be for one site, both sites, or phased implementation, depending upon funding availability and operational priorities. The quantities and scope ultimately purchased will be limited to the amount of funds budgeted and appropriated for it and may be adjusted prior to contract execution.

The successful vendor will be responsible for providing a complete Automated Materials Handling solution including, but not limited to:

- Staff induction station(s), conveyors, and sorters in quantities appropriate for the O‘ahu centralized sorting facility (LSS) staffing and volume, which processes approximately 7,000 items per day for delivery to 51 library locations across six islands.
- Staff induction station(s), conveyors, and sorters in quantities appropriate for the Hilo Public Library sorting facility staffing and volume, which processes approximately 3,300 items per day for delivery to 12 Hawai‘i Island library locations and interisland deliveries to 5 additional islands.
- Modular, interchangeable sorting containers (bins, totes, etc.) that can be tailored to the workflow of each location and are compatible with loading directly into delivery vehicles to streamline transport operations and reduce handling.
- Preferably, the system includes functionality that enables a one-step check-in or manifest verification process for full bins, allowing branch staff to simultaneously verify and receive all enclosed items in a single transaction. Proposals must clearly describe all required hardware and software components, with a preference for a fully vendor-hosted solution that minimizes local infrastructure requirements.

## 2.3 TIMELINE

RFP Release	Thursday, April 2, 2026
Pre-Proposal Conference (Virtual)	Thursday, April 16, 2026, 9:30am HST
Deadline to Submit Questions	Thursday, April 30, 2026, 2:00pm HST
Answer Publish Date	Tuesday, May 5, 2026, 4:00pm HST
Proposals Due	Monday, May 18, 2026, 2:00pm HST
Estimated Contract Start Date	Wednesday, June 24, 2026
Full installation and beneficial use of system	Monday, May 31, 2027

A non-mandatory pre-proposal conference will be held on Thursday, April 16, 2026 at 9:30am HST via Microsoft Teams. The purpose of this conference is to provide an overview of the project, review key requirements, and respond to questions from prospective offerors. Attendance is optional but strongly encouraged.

Offerors are requested to RSVP to the pre-proposal conference by Friday, April 10, 2026 to Christine Weis ([christine.weis@librarieshawaii.org](mailto:christine.weis@librarieshawaii.org)), including the names and email contact information of attendees.

Statements made at the conference are for informational purposes only and are not binding. All official clarifications or changes to the RFP will be issued in writing via addendum.

## **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 preferably Horizon (Sirsi) customers.
3. Clear demonstration of the proposer's understanding of the service's purpose and scope, supported by a detailed project management plan with defined milestones and reporting mechanisms, and documentation of the knowledge, skills, abilities, and relevant experience essential to performing the proposed service across multiple sites.
4. Detailed engineered layout drawings for each facility, including: footprint dimensions, bin counts, expansion space, electrical/network drops, and operator safety clearances.
5. Detailed outline of the installation process, calibration and acceptance testing of the system. Plan must address all electric (including power protection), network and physical infrastructure requirements necessary for successful installation and use of proposed system.
6. Detailed outline and recommendations for management of sorting process workflow, including: items with holds/transits, slip printing, available modes and any external technology (i.e, printers) which may be required for the workflow.
7. Detailed outline of the training program offered to administration, IT staff and location staff on the proposed systems operation and maintenance.
8. Comprehensive information regarding service levels and system performance, including uptime guarantees with a minimum acceptable uptime threshold of 99.5%, along with a description of remote diagnostic capabilities, monitoring tools, and support processes.
9. Compliance with OSHA standards and applicable building/fire codes. Provide documentation of CE/UL listing or equivalent certification.
10. Detailed logistics plan for shipping to Hawai'i, including crating, freight considerations, staging, and risk mitigation for delayed shipments.

#### **3.2 TECHNICAL REQUIREMENTS AND FEATURES**

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

1. Proposed solution must be entirely compatible with HSPLS's ILS, Horizon version 7.6.1 (Sirsi).

Bidders must provide a detailed outline of the testing procedures required to ensure both compatibility and integration with the existing Horizon ILS and must be willing to work with Sirsi to resolve any integration problems.

2. Proposed solution must support and be entirely compatible with HSPLS's current barcode/RFID tag encoding system.
3. Proposed solution must include a user-friendly software interface for staff use and monitoring of the system.
4. Proposed solution must have a capacity suitable for statewide volume (minimum: 2,000 items/hour) and must demonstrate documented throughput performance under real-world operating conditions, including mixed media (books, DVDs, CDs, kits, irregular items).
5. Proposed solution must include recommended optimal number of sort destinations for each location with expandability options.
6. Proposed solution must have a robust system for error handling (rejects, damaged items).
7. Proposed solution must allow continued limited operation during component failure (e.g., ability to bypass sorter or operate in manual induction mode).
8. Proposed solution must include a web-based, centralized interface which provides information on the status of the equipment, critical system alerts, diagnostics and detailed usage reports.
9. Proposed solution should give opportunities to expand or reconfigure the system with minimal effort, along with ability to reuse components already purchased.
10. Proposed system should not require the use of proprietary sorting container options (bins/totes).
11. Proposed systems must operate reliably in high humidity, salt air, and tropical environmental conditions typical of Hawai'i facilities. Offeror shall specify recommended environmental tolerances and any required climate mitigation measures.

### **3.3 SERVICE, MAINTENANCE AND TECHNICAL SUPPORT**

1. Proposals must include a comprehensive and detailed maintenance and support plan for the proposed Automated Materials Handling (AMH) system. The plan must clearly describe warranty coverage, preventative maintenance, corrective maintenance, software support, parts replacement, labor, defined response times and ongoing technical services beyond the first year of operation.
2. 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. Full system warranty shall cover all equipment, hardware components, conveyors, sorters, induction units, scanners, sensors, control systems, electrical components, and associated peripherals. Software warranty shall include bug fixes, security patches, and version updates.
4. Provide a detailed preventative maintenance schedule specifying: frequency of on-site visits; inspection of belts, rollers, motors, sensors, diverters, bins, and conveyor systems; cleaning and lubrication requirements; calibration of scanners and RFID equipment; recommended on-site spare parts inventory list.
5. Software support and updates shall include: software maintenance agreements, security updates, bug fixes, as well as minor and major version upgrades. Confirmation that updates do not incur additional licensing fees, along with compatibility assurances with current ILS and RFID systems. Provide details on support for future operating system updates and hardware refresh cycles.
6. Provide a detailed cost projection for warranty and support services for Years 2–5, clearly itemizing all components of service, identifying any annual cost increases, and outlining available tiered service levels, if applicable.
7. Vendor shall disclose product lifecycle roadmap and minimum years of parts availability.

## **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 RFP 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, with the following elements:
  - a. Proposed Detailed Project Work Plan
  - b. Proposed Budget and Expenditure Plan
  - c. Demonstration of Offeror's Past Performance
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 RFP 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 RFP 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 POINTS**

<b>Evaluation Categories</b>	<b>Possible Points</b>
Technical Solution and System Design	35
Implementation and Project Management Plan	15
Workflow Optimization & Operational Efficiency	10
Service, Maintenance & Support (Years 1–5)	20
Cost Proposal & Long-Term Value	15
Experience, Past Performance & Key Personnel	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 RFP, 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](mailto:mallory.fujitani@librarieshawaii.org).

#### **6.3 BIDDERS QUALIFICATIONS**

Offeror shall meet all of the qualifications required by this RFP. 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 RFP 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 RFP.

Only those offers that meet all of the RFP's Specifications, Special Provisions, General Conditions, and any other RFP 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 RFP, 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.

#### **6.8 WARRANTY**

Warranty start date shall occur upon successful completion of installation, testing, staff training, and written acceptance by HSPLS following Site Acceptance Testing.

**SECTION SEVEN**  
**ATTACHMENTS**

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

**OFFER FORM (OF-1)**  
**Library Automated Materials Handling (AMH) System**  
**HSPLS RFP 26-01**

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 (OF-2)**  
**Library Automated Materials Handling (AMH) System**  
**HSPLS RFP 26-01**

**1. Proposed Project Work Plan**

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. 3.1-3.3 of this RFP. Responses to each item should appear in the same order as in this RFP and should be designated by heading and paragraph the item to which the response applies. Offeror shall provide a clearly marked list of any exceptions or deviations from this RFP.

Technical Solution and System Design	35 Points
Implementation and Project Management	15 Points
Workflow Optimization	10 Points
Service, Maintenance and Support	20 Points

**2. Proposed Budget and Expenditure Plan**

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.

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.

Cost Proposal and Long-Term Value	15 Points
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**3. Demonstration of Applicant's Past Performance**

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.

Experience, Personnel and References	5 Points
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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.