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Director of Purchasing

**ADDENDUM NO. 2 ISSUED DECEMBER 31, 2024**  
**RFP 2024-09-1200 RFID for Library**

Your reference is directed to the above-referenced RFP scheduled to open on **January 8, 2025 at 2:00 PM.**

This addendum is being issued to respond to questions received during the inquiry period for this RFP:

1. We understand this RFP is to provide new RFID equipment to the City-Parish's new community branch, which will open in 2025. Through this RFP process, will the City-Parish purchase additional equipment to replace the older mK Solutions equipment found in the other branches?

**Yes.**

2. Scope of Services, RFID Tags, Page 49: Approximately how many RFID tags does the City-Parish want? We understand that pricing in Attachment E is unit pricing, but it helps to know quantities so that we can provide quantity-based discounts.

**It has taken the Library approximately 3 years to use a batch of 150,000 tags.**

3. Scope of Services, RFID Tags, Page 49: Does the City-Library prefer rectangle tags to square tags?

**No preference.**

4. Scope of Services, Self-Check Kiosk, Page 44: The RFP requests an audio-visual case unlocking device. Can we add a line to Attachment E for an audio-visual unlocking device that is separate from the self-check?

**Refer to number 27 under Hardware and software--Self-Check Kiosks. Costs for unlocking device must be included in the kiosk unit cost.**

5. Scope of Services, AMH, Page 48, RFP states: "Automated Materials Handling must be weatherproof and be bright enough to be easily used in direct sunlight and include an exterior door that remains closed until a return is initiated. Include the power needs and screen lumens for the system."

We can provide suggestions to mitigate the sunlight's effects on an AMH touchscreen, however, no vendor can provide a screen that is easily used in direct sunlight. Will the City-Parish consider installing awnings or other structures that protect the AMH touchscreens from the sun?

**Most of the Library's current external touchscreens are under some type of cover. The Library will not be installing additional awnings.**

**The Library currently has exterior screens with a brightness of 1500 nits. These screens are sufficiently bright for their surrounding environment.**

6. Page 6, RFP states: "...Automated Materials Handling which may or may not have an attached sorting system." The RFP does not provide dimensions, drawings or requested layouts for the AMH systems, and some systems may or may not have an attached sorting system. Will the City-Parish provide this information? Is the intent to replace the current AMH solutions with similar systems? Does the City-Parish want to expand any of its AMH systems?

**Dimensions of current AMH systems are provided within this addenda.**

**The Library will assess whether each AMH will be replaced as they reach end of life.**

**The Library does not plan on expanding its AMH systems.**

7. Scope of Services, Security Gates, page 47: The City-Parish requests multiple gate mounting options. Which mounting option should be quoted in Attachment E?

**Each option should be quoted. Attachment E has been revised to include each option.**

8. Scope of Services, Installation Services, page 53: "1. Delivery of all items under this contract shall be made within thirty (30) business days or sooner after receipt of order..."

Please confirm that the City-Parish does not expect custom product configurations, such as AMH, within 30 days after receipt of order.

**The Library maintains the requirement that "Delivery of all items under this contract shall be made within thirty (30) business days or sooner after receipt of order."**

9. Scope of Services, Other Equipment & Services, RFID Lockers, page 55: Does the City-Parish want to see indoor, outdoor or both locker solutions?

**Both.**

10. Proposal Elements, page 28: Does the City-Parish want vendors to put the Proposal Elements from page 28 within the Proposal Response Format, found on page 11?

**Yes.**

11. Should the response to Attachment A Scope of Services go under the RFP Compliance section of the Proposal Response Format, found on page 11?

**Yes.**

12. Please let me know if you received these questions at your earliest convenience.

**Received.**

13. As the answers to some of these questions will affect our proposal preparation, is it possible to receive answers prior to December 17?

**No.**

14. There is no place in the document to quote sorter components behind the induction, regardless of induction type. (inside/outside)

**Attachment E has been revised.**

15. Is the library open to alternative return/check-in solutions?

**The Library is open to any return solutions that meet the requirements of the proposal.**

16. Is it the intent of the library to purchase a new induction and attach it to an existing sorter behind the induction?

**No.**

17. Where in the document should we describe and price our optional product solutions and "innovative concepts" per the document.

**Refer to section 1.5 Proposal Response Format.**

18. Please name the browser(s) the library uses? If there is more than one browser does the library have a preference?

**Google Chrome, Mozilla Firefox, Microsoft Edge. We have no preference.**

19. Are we able to perform a site visit?

**There will not be enough time for scheduled site visits.**

20. Are you able to provide photos/CAD Drawings/Measurements of the areas?

**Dimensions of current AMH systems are attached.**



21. Can you please confirm that you have received the questions submitted by \_\_\_\_\_ last week?

**Confirmed.**

22. Page 58 states "All supplemental information requested is enclosed or presented in a separate sealed box or envelope." What is considered supplemental information for this RFP (and should therefore be provided separately)?

**This would be for the Proposer to determine in preparation of their response.**

23. Page 63 states "Submit evidence of these Insurance Requirements with all required information set forth in the solicitation documents as your proposal." However, the RFP also states "Contractor shall furnish the City-Parish with certificates of insurance affecting coverage(s) required by the RFP (see Attachment C). The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.

The certificates are to be received and approved by the City-Parish before work commences. The City-Parish reserves the right to require complete certified copies of all required policies, at any time." >>>

To confirm, can offerors provide standard Evidence of Insurance (COI) at the time of bid submission and if they are the winning offeror, they can provide the signed versions (that is, Attachment C)?

**Yes.**

24. Page 66 states "AFFIDAVIT AND CORPORATE RESOLUTION: Consultant shall attest by Affidavit, a sworn statement that this contract was not secured through employment or payment of a solicitor. If Consultant is a corporation, a corporate resolution is furnished as evidence of authority to execute the contract." To confirm, this form needs to be included with the proposal?

**Yes.**

25. Page 79 states "THE CONTRACTOR shall submit a Federal Debarment Certification to assure compliance with the aforementioned regulation." Do offerors need to include this with their submission?

**No.**

26. Beginning on page 11, the solicitation provides a proposal format to follow. However, it does not account for the various forms and other requested information throughout the RFP documents. Can you please confirm where these items should be filed within the response as it pertains to the instructions on page 11+?

**These items should be filed in the RFP Compliance section.**

- a. The multiple forms required to be submitted <<< Is an appendix sufficient?

**Yes.**

- b. Questions requiring a response within Attachment A <<< Appendix?

**Yes.**

27. Building on the above, there are certain elements to be addressed by offerors that are called out in 2.6.2 Qualifications. However, they diverge from the requested format. We wish to confirm that 2.6.2 can be addressed under 1.5, C. Proposer Qualifications and Experience.

**Yes.**

28. On page 11, what does “demonstrated volume of merchants” mean under 1.5, C. Proposer Qualifications and Experience?

**Number of public library systems with a similar or larger scope of services currently being provided.**

29. On page 11, what should offerors submit to satisfy the following requirement: “2) Copies of all relevant licenses required for the tasks outlined in the Scope of Work”?

**The wording of 1.5.C has been amended.**

30. Licenses are requested under C. Proposer Qualifications and Experience. How does this differ from what is requested in D. RFP Compliance: Registration and Licensing: Must be registered with the LA Secretary of State and hold all active licenses necessary to perform the tasks outlined in the Scope of Work.

**The licenses referred to under section 1.5.C are “optional information to include in the proposal to demonstrate qualifications and experience.” The licenses referred to under section 1.5.D are meant to illustrate and describe “all active licenses necessary to perform the tasks outlined in the Scope of Work.”**

**The wording of 1.5.C has been amended.**

31. Where should 2.6.3 Technical be filed within the proposal given the format in Section 1.5?

**All Proposal Elements should be included and formatted according to the Proposal Response Format. For example, the Resumes described under 2.6.3 Technical, would be included in 1.5.C.1.**

32. If the offeror takes no exceptions to Attachment D, is it sufficient to indicate as such in the cover letter?

**Yes.**

33. AMH systems can have multiple bins. The pricing section does not permit detail (e.g., 3-bin, 5-bin) - all of which have different costs. To ensure apples to apples, how can offerors accurately propose a solution?

**Proposals should include pricing for a 3-bin option, a 5-bin option, and a 7-bin option. Attachment E has been revised to include each option.**

34. Fines and fees are optional. How can we show this on the pricing sheet?

**The Library does not know what fines and fees this question is referring to. The Library is not requesting payment devices or a payment solution as part of this RFP.**

35. Will the Library keep its current cashless payment devices or replace them?

**The Library does not currently plan to keep its current payment devices, nor is there a current plan to replace them.**

36. A/V case unlocking is optional. How can we show this on the pricing sheet?

**An "audiovisual material unlocking device" is included in the first requirement of Self-Check Kiosk described on page 44. Therefore, it must be included in the pricing on the kiosk.**

37. The pricing sheet requests pricing for a dual-aisle security gate; however, the specifications state "1. The security gates must offer multiple install options, including: a. Direct mount with ADA compatible threshold plate; b. Base plate, only minor floor modification (e.g. drilling -required for installation); c. Buried cables (recessed conduit under finished floor)." How can offerors show these options on the pricing sheet?

**Attachment E has been revised to include each option.**



38. To confirm, offerors should submit samples of RFID tags WITH their proposal? (10. Proposers should send two samples of the proposed RFID tags for the library to confirm compatibility with our existing RFID system.)

**Yes.**

39. Page 37 states "BYRD ANTI-LOBBYING ACT - The Contractor will be expected to comply with Federal statutes required in the Anti-Lobbying Act. Contractors who apply or bid for an award shall file the required certification." Can this certification/form be provided?

**This requirement is to make the Proposer aware of this information.**

40. To confirm, the following are the forms to be provided with the submission: Attachment B PROPOSAL FORM; PROPOSER'S ORGANIZATION SHEET; AFFIDAVIT; APPENDIX B-1 PRICING SCHEDULE; CORPORATE RESOLUTION; FAIR CHANCE ORDINANCE; Form 1A Required Participation Questionnaire; Form 2 Good Faith Efforts; STANDARD FEDERAL AWARD CONTRACTOR TERMS AND CONDITIONS; and Attachment E Proposal Form?

**Please provide all required forms in accordance with the RFP.**

41. The RFP states "Proposers are requested to include in their proposal a description of plans for minority participation under this Contract as suppliers or subcontractors." AND "Proposers are requested to include in their proposal a description of plans for minority participation under this Contract as suppliers or subcontractors." Are Form 1A Required Participation Questionnaire and Form 2 Good Faith Efforts sufficient to satisfy this requirement or is more detail required?

**No, this will be provided to the awardee/Yes.**

42. On page 20, it states "Information required of the prime contractor under the terms of the RFP, is also required for each subcontractor..." Can you please clarify what is required of subcontractors for the submission?

**The same information required of the prime contractor.**

43. Regarding no. "30. The software must provide the option to use NoveList Select for the self-checkout kiosk to display recommended reads to patrons as they check out items. The NoveList feature must support the option for patrons to place a hold on a recommended title." Please note that vendor Bibliotheca has an exclusive agreement with EBSCO for NoveList Select. This excludes any other vendor from this RFP. Is the Library willing to accept alternate recommendation reads/solutions from vendors like Syndetics / Syndetics Unbound?

**The Library is willing to consider and evaluate alternate solutions.**

44. Building on our question below (#14), are there any preferences in regards to payment processors? What is the preferred connectivity - via Cellular or Ethernet?

**The Library is not requesting payment devices or a payment solution as part of this RFP.**

45. Building on our question below (#17), does the vendor also have to provide sample tags if the same Identiv tags will be proposed the library is currently using?

**Proposers should send two samples as outlined in the requirement.**

46. Are there specific technical specifications or preferences for the RFID hardware (e.g., frequency range, durability)?

**The specifications and preferences are described in Attachment A Scope of Services.**

47. Will the proposed system need to operate in multiple locations simultaneously, and are there unique challenges for any branch?

**Yes, the system must operate at all locations simultaneously.  
Proposers should assume there are no unique challenges at any branch.**

48. Can you confirm whether the new ILS (to be implemented in 2025) will have requirements beyond SIP2 protocol for RFID integration?

**No, the RFP for a new ILS has not been released, therefore the Library cannot confirm if the selected vendor will have requirements beyond SIP2.**

49. Will there be opportunities to collaborate with the ILS vendor during this transition?

**Ideally, there would be collaboration between the ILS vendor and the RFID vendor, but we cannot confirm until an ILS vendor has been selected.**

50. What level of training is expected for library staff, and are there specific roles (e.g., IT versus operational) that require advanced training?

**Refer to Staff Training section under Related Services in Attachment A Scope of Work.**

51. How should the proposal address long-term support for hardware and software, especially as equipment ages?

**Proposers may describe the plan to address long-term support, but maintenance and support costs will only be evaluated for the first five years, as indicated in Attachment E.**



52. Are there preferred response times or SLAs for resolving technical issues?

**Yes, as stated under the first requirement of Support & Maintenance, “The library seeks and RFID vendor that excels in communication, minimizes downtime, and reduces the effort and involvement of staff in the troubleshooting, repair, and maintenance of RFID equipment.”**

53. Can you provide more details on usage patterns or specific requirements for high-traffic branches?

**No.**

54. Is there a defined budget range or cap for the initial implementation or ongoing maintenance?

**The budget for this project has not and will not be formally established in advance of receipt of proposals.**

55. Can you elaborate on the process and timeline for Phase 3 (Presentations, Interviews, and Additional Review)?

**Formal presentations will be scheduled over the course of one week, with a recommendation being made the following week. Tentative dates for formal presentations are February 3 – 7, but these dates are subject to change.**

56. What innovative features or concepts have the highest priority or interest for the library system (e.g., mobile compatibility, user analytics)?

**There is currently no priority for any specific feature or concept.**

57. Are there minimum participation thresholds for Disadvantaged Business Enterprises (DBEs)?

**No, there is a goal of 25% for this RFP.**

58. Will bonus points or special considerations be provided for exceeding DBE goals?

**No.**

59. Are there any physical constraints or unique site conditions at the branches that bidders should be aware of for installation?

**No.**

60. Are there specific security or data privacy requirements for RFID systems, especially in relation to patron information?

**Refer to the Privacy section and the Hosting requirements in Attachment A Scope of Services**

61. What are the critical milestones and deadlines aside from the overall project completion date (e.g., pilot implementations, mid-project reviews)?

**These will be determined once a vendor is selected.**

62. Can you clarify whether references should include only public libraries or if other public-sector projects will suffice?

**References should only include public libraries.**

63. Will there be an opportunity to conduct a site visit or direct engagement with stakeholders before the proposal deadline?

**No.**

64. Are there specific quantities of equipment (e.g., kiosks, gates, handheld devices) required per library branch?

**No.**

65. What is the anticipated budget range for the initial implementation and annual recurring costs?

**The budget for this project has not and will not be formally established in advance of receipt of proposals.**

66. Can the library provide historical data on transaction volumes or equipment usage to help estimate the scale of required infrastructure?

**No.**

67. Should proposals include an allowance for additional licenses or equipment in the upcoming 2025 branch opening?

**No, only unit prices should be provided.**

68. Are there constraints on vendor hardware installation timelines (e.g., phased deployment deadlines)?

**This will be determined at a later date with the selected vendor.**

69. What are the detailed specifications for RFID tags (e.g., durability, ISO compliance)?

**Refer to the RFID Tags section in Attachment A Scope of Services.**

70. What frequency is required for the tags and Hardware? 13.56mhz or UHF RFID ?

**Refer to the RFID Tags section in Attachment A Scope of Services.**

71. Does the centralized administrative software need specific reporting or analytics features beyond those outlined?

**Not beyond what is specified in the proposal.**

72. How many system users (staff or administrators) will need training and software licenses?

**Refer to the Staff Training section in Attachment A Scope of Services.**

73. Are there preferred equipment brands or legacy systems vendors should integrate with?

**Vendors must integrate with the Library's current ILS, V-smart.**



74. Will the vendor be responsible for building structural modifications for installations (e.g., kiosks, gates)?

**No.**

75. Can we offer a cloud-based solution or should the software be installed on premise?

**Refer to the Hosting section under Attachment A Scope of Services.**

76. \_\_\_\_\_ is your current vendor, are you currently on their bronze level of support? Would you like vendors to quote Bronze, Silver, or Gold Level Support?

**No, we are currently on their silver level of support.**

**Vendors should propose a level of support that meets the requirements in the Support & Maintenance section in Attachment A Scope of Services.**

The following updates are being made to the RFP:

1. Please refer to **Page 11, under 1.5 Proposal Response Format**, letter C. **Proposer Qualification and Experience** the following change is being made:

FROM: “2) Copies of all relevant licenses required for the tasks outlined in the Scope of Work”

TO: “2) Copies of any licenses relevant to the tasks outlined in the Scope of Work”

2. For additional information the AMH System Dimensions by Library are as stated below:

<b>AMH SYSTEM DIMENSIONS BY LIBRARY</b>			
<b>Branch</b>	<b>Length</b>	<b>Width</b>	<b>Height</b>
Bluebonnet	10' 6"	6' 8"	4' 3"
Central	11' 1"	6' 8"	4' 3"
Greenwell Springs	16' 9"	6' 8"	4' 3"
Jones Creek	13' 6"	6' 8"	4' 3"
Main (Exterior)	12' 5"	6' 8"	4' 3"
Main (Interior)	14' 6"	6' 8"	4' 3"
Zachary	12' 5"	6' 10"	4' 3"

3. Please refer to Attachment E as written and REMOVE and REPLACE in its ENTIRETY Attachment E\_rev01. (Attached)  
The document has been revised based on the inquiries received during the Inquiry Period.

The addendum is hereby officially made part of the referenced solicitation and should be attached to the bidder's bid or otherwise acknowledged therein.

If you have already submitted your bid and this addendum causes you to revise your original bid, please indicate changes herein and return to Purchasing prior to the Bid Opening in an envelope marked with the file number, bid opening date and time. If this addendum does not cause you to revise your bid, please acknowledge receipt of the addendum by signing your name and company below and returning it in accordance with the provisions above.

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Signature

Date

Company

# Attachment E Proposal Form

<b><u>Hosted Solution</u></b>	<b><u>Total</u></b>
Initial cost	
Annual maintenance and support, Year 1	
Annual maintenance and support, Year 2	
Annual maintenance and support, Year 3	
Annual maintenance and support, Year 4	
Annual maintenance and support, Year 5	
<b><u>RFID Pads</u></b>	<b><u>Total</u></b>
Unit cost of RFID pad	
Unit cost of RFID pad software license	
Annual hardware maintenance and support, Year 1	
Annual software maintenance and support, Year 1	
Annual hardware maintenance and support, Year 2	
Annual software maintenance and support, Year 2	
Annual hardware maintenance and support, Year 3	
Annual software maintenance and support, Year 3	
Annual hardware maintenance and support, Year 4	
Annual software maintenance and support, Year 4	
Annual hardware maintenance and support, Year 5	
Annual software maintenance and support, Year 5	
<b><u>Self-checkout Kiosk</u></b>	<b><u>Total</u></b>
Unit cost of kiosk	
Unit cost of kiosk software license	
Annual hardware maintenance and support, Year 1	
Annual software maintenance and support, Year 1	
Annual hardware maintenance and support, Year 2	
Annual software maintenance and support, Year 2	
Annual hardware maintenance and support, Year 3	
Annual software maintenance and support, Year 3	
Annual hardware maintenance and support, Year 4	
Annual software maintenance and support, Year 4	
Annual hardware maintenance and support, Year 5	
Annual software maintenance and support, Year 5	



# Attachment E Proposal Form (continued)

<u>Handheld Inventory Device</u>	<u>Total</u>
Unit cost of handheld inventory device	
Unit cost of handheld inventory device software license	
Annual hardware maintenance and support, Year 1	
Annual software maintenance and support, Year 1	
Annual hardware maintenance and support, Year 2	
Annual software maintenance and support, Year 2	
Annual hardware maintenance and support, Year 3	
Annual software maintenance and support, Year 3	
Annual hardware maintenance and support, Year 4	
Annual software maintenance and support, Year 4	
Annual hardware maintenance and support, Year 5	
Annual software maintenance and support, Year 5	
<u>Security Gates</u>	<u>Total</u>
Unit cost of dual-aisle gate - direct mount	
Unit cost of dual-aisle gate - base plate	
Unit cost of dual-aisle gate - buried cables	
Unit cost of dual-aisle gate software license	
Annual hardware maintenance and support, Year 1	
Annual software maintenance and support, Year 1	
Annual hardware maintenance and support, Year 2	
Annual software maintenance and support, Year 2	
Annual hardware maintenance and support, Year 3	
Annual software maintenance and support, Year 3	
Annual hardware maintenance and support, Year 4	
Annual software maintenance and support, Year 4	
Annual hardware maintenance and support, Year 5	
Annual software maintenance and support, Year 5	

# Attachment E Proposal Form (continued)

<b><u>Automated Materials Handling (AMH)</u></b>	<b><u>Total</u></b>
Unit cost of exterior-facing AMH with no sorter	
Unit cost of interior-facing AMH with no sorter	
Unit cost of exterior-facing AMH with 3-bin sorter	
Unit cost of interior-facing AMH with 3-bin sorter	
Unit cost of exterior-facing AMH with 5-bin sorter	
Unit cost of interior-facing AMH with 5-bin sorter	
Unit cost of exterior-facing AMH with 7-bin sorter	
Unit cost of interior-facing AMH with 7-bin sorter	
Unit cost of AMH software license	
Annual hardware maintenance and support, Year 1	
Annual software maintenance and support, Year 1	
Annual hardware maintenance and support, Year 2	
Annual software maintenance and support, Year 2	
Annual hardware maintenance and support, Year 3	
Annual software maintenance and support, Year 3	
Annual hardware maintenance and support, Year 4	
Annual software maintenance and support, Year 4	
Annual hardware maintenance and support, Year 5	
Annual software maintenance and support, Year 5	
<b><u>RFID Tags</u></b>	<b><u>Total</u></b>
Unit cost of a single RFID tag	
<b><u>Central Administrative Software</u></b>	<b><u>Total</u></b>
Initial cost	
Annual maintenance and support, Year 1	
Annual maintenance and support, Year 2	
Annual maintenance and support, Year 3	
Annual maintenance and support, Year 4	
Annual maintenance and support, Year 5	



# Attachment E Proposal Form (continued)

<b><u>Project Management</u></b>	<b><u>Total</u></b>
Hourly rate, Year 1	
Hourly rate, Year 2	
Hourly rate, Year 3	
Hourly rate, Year 4	
Hourly rate, Year 5	

<b><u>Installation Services</u></b>	<b><u>Total</u></b>
Hourly rate, Year 1	
Hourly rate, Year 2	
Hourly rate, Year 3	
Hourly rate, Year 4	
Hourly rate, Year 5	

<b><u>Staff Training</u></b>	<b><u>Total</u></b>
Hourly rate, Year 1	
Hourly rate, Year 2	
Hourly rate, Year 3	
Hourly rate, Year 4	
Hourly rate, Year 5	

<b><u>Support &amp; Maintenance (if not included in annual maintenance &amp; support)</u></b>	<b><u>Total</u></b>
Annual onsite preventative maintenance, Year 1	
Annual onsite preventative maintenance, Year 2	
Annual onsite preventative maintenance, Year 3	
Annual onsite preventative maintenance, Year 4	
Annual onsite preventative maintenance, Year 5	
Weekend & After-hours support (hourly rate), Year 1	
Weekend & After-hours support (hourly rate), Year 2	
Weekend & After-hours support (hourly rate), Year 3	
Weekend & After-hours support (hourly rate), Year 4	
Weekend & After-hours support (hourly rate), Year 5	



**Attachment E**  
**Proposal Form**  
(continued)

<u>Additional costs to meet requirements of RFP (describe below)</u>	<u>Total</u>