

Specification

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SPECIFICATION - LIBRARY RADIO FREQUENCY IDENTIFICATION SYSTEM

1 INTRODUCTION

1.1 Scope of Tender

In early 2009 Port Phillip City Council (the Council) called for Expressions of Interest (EOI) to respond to a specification for a Library RFID (Radio Frequency Identification) system. As a next stage in the follow-up to this EOI process the Council is inviting tenders from a select panel of suppliers to provide a Library RFID system according to the specification supplied.

1.2 Contract Requirements

The Council wishes to engage a suitably qualified and experienced supplier to provide a Library RFID (Radio Frequency Identification) system.

A contract for a Library RFID system has not previously been tendered or awarded to a supplier by the Council.

The Contract is for a library RFID system capable of supporting 100% self service (at St Kilda Branch) including hardware, software, RFID tags, installation, commissioning, training and ongoing support for both the hardware and the software components of the system.

The circulation figures (Table 1.) provide a snapshot of the Port Phillip Library Service's branch activity and collection breakdown.

The contract is proposed in two stages to reflect Council's annual budget and planning cycle.

The budget allocation for Stage Two is dependent on budget approval in the 2010/2011 cycle.

The two stages are:

- Stage One – PPLS collection conversion proposed for 2009/2010 and,
- Stage Two – Installation and implementation of self-service units, security and RFID facilitated staff circulation at St.Kilda Library as well as RFID facilitated circulation at other branches proposed for 2010/2011.

2 BACKGROUND

2.1 Port Phillip Library Service

Library services in the City of Port Phillip are provided by 58 staff (42.4 EFT) through five branch libraries as well as a home library service and online services. Currently, there is no security in place for the Port Phillip Library Service (PPLS) collection and no options for self-service loans or returns exist at any of the branches.

Branch size ranges from a single room/single person branch accounting for 2.7% of the loans activity to the library headquarters located in St Kilda accounting for 64% of loans activity. The remaining loans are spread across branches in Port Melbourne, Albert Park, Emerald Hill and the Home Library Service. The following table lists the fixed service points and provides some statistical information:

Table 1. PPLS Circulation figures

| Branches | Annual circulation | Print items | AV items | % of total circulation |
|----------------|--------------------|----------------|--------------|------------------------|
| Albert Park | 151,000 | 36853 | 2696 | 16.6 |
| Emerald Hill | 40,000 | 10822 | 1739 | 4.4 |
| Middle Park | 25,000 | 5283 | 586 | 2.7 |
| Port Melbourne | 111,000 | 28739 | 2580 | 12.2 |
| St Kilda | 582,000 | 96,847 | 11066 | 64 |
| Totals | 909,000 | 178,544 | 18667 | |

- PPLS's current library management system is Spydus version 8.4.6 from Civica.
- PPLS does not utilise technology for self service loans and returns, but has recently introduced a self-service online bookings system for PC and internet access.
- PPLS currently has no effective item security infrastructure in place.

2.2 Library Service Goals

In September 2008 Port Phillip City Council (Council) endorsed a Creative Futures Strategy for the next five years. Libraries along with the City's Arts and Festivals Unit are the key services areas identified to deliver on this cultural agenda for the Council. The strategy is both aspirational and practical and outlines a number of key interventions to be undertaken over the next five years to improve services, spaces and access to technology to meet community expectations and need.

A key priority identified for libraries through this strategy is *'to re-focus service delivery to meet customer expectations for secure, seamless and speedy access to resources while re-focusing staff capacity to develop quality, creative information engagement services and programs.'*

Fundamental to the implementation of the strategy and the achievement of its priorities is the need to investigate ways in which Libraries can re-align existing resources and focus new technologies to make a difference - in terms of services - to the community.

As with other library services across the sector, dealing with the volume of loans and returns continues to be a primary focus for staff at library front desks, limiting time that could be spent on more value adding customer focused activities. The emphasis on manual handling tasks as a large percentage of the staff circulation activity also continues to raise OH&S issues related to physical injury such as repetitive strain.

In an environment where increasing staff numbers is not the most desirable option it is necessary to investigate alternatives around the introduction of new technologies such as RFID to assist with re-focusing staff resources to more customer-engaged activities.

The primary **purpose** and **benefit** anticipated from RFID at PPLS is significant enhancements to the service delivered to library users. This service enhancement would be reflected in several contexts:

- The liberation of staff time from circulation based processes would allow for greater professional interaction with users in ways that add value to their visits to the library.
- Providing library users with expanded opportunities to spend time face-to-face with library staff will result in greater customer satisfaction with the service provided by the Council.
- The liberation of staff time from circulation based processes would also permit the library service to put increased resources into web based services, training and program delivery expanding the means by which the library's services are delivered; and
- Also, the self-service context is seen as desirable by many users who prefer the privacy and speed provided by modern circulation equipment. A similar phenomenon is reflected in the widespread adoption of banking services delivered by ATMs as well as online services.

As PPLS has no borrower self-service component at any service point, the potential productivity advantage from migrating to a borrower-facilitated circulation model is expected to be considerable.

3 DEFINITIONS

The following definitions apply to this specification:

ACMA

Australian Communications and Media Authority

Council

The Port Phillip City Council

Creative Futures Strategy 2008

A strategy endorsed by Council in September 2008 that brings Libraries and the Arts and Festivals together to deliver on the cultural agenda for the City.

EMC

Electro-magnetic compliance

Library Customer Service Staff:

Council staff employed to deliver customer service and information services to members of the community.

LMS

Library management system.

PPLS

Port Phillip Library Service

Service User

People within the target group who are users of Council's home delivered or centre-based meals service.

SLA

Service level agreement

Supervisor

The officer appointed by Council for the purpose of administering the contract with the Contractor.

USC

Urban Studies Centre

4 CONTRACT TERM

The Contract Term shall be for three (3) years with the option, solely at the discretion of Council, to extend the contract for a further two (2) years, in two (2) twelve (12) month increments.

Each extension will be at the Council's absolute discretion and the decision will be based on satisfactory performance and price.

5 RESPONSIBILITIES OF PARTIES

Each of the parties to the Contract will have distinct operational responsibilities to ensure the success of the contract including but not limited to the following:

5.1 The Council will be responsible for:

- a) Strategic planning and policy development for Council's Library service;

- b) Modifications to existing furniture.
- c) Provision of required power and data services.
- d) Hosting of supplied RFID hardware.
- e) Assist with the relationship between the LMS vendor and successful supplier
- f) Providing access for supplier to library sites.
- g) Providing basic system support to facilitate integration of RFID system into council infrastructure.
- h) 1st level of technical support for library staff.
- i) Monitoring and fault reporting of system to supplier.
- j) Responding as required to service user feedback and complaints.
- k) Monitoring the quality of RFID system to ensure adherence to industry standards.
- l) Undertaking annual and periodic service user satisfaction surveys;
- m) Monitoring the performance of the Contractor;

5.2 The Contractor will be responsible for:

- a) Providing and installing all equipment required for the RFID system;
- b) Modifications to supplied hardware and software to meet council requirements.
- c) Providing and testing software required for the RFID system;
- d) Seamless integration of relevant RFID software with the existing LMS
- e) Providing expert advice regarding RFID implementation in libraries.
- f) Participating in and building a positive relationship with the supplier of the LMS
- g) Development and delivery of staff training program according to library requirements and within an agreed timeframe with supporting documentation that includes troubleshooting and configuration etc.
- h) Timely maintenance of equipment and software according to Service Level Agreement (SLA).
- i) Proactive monitoring of RFID system.
- j) Communicating and acting on RFID developments that may have an impact on council staff and users
- k) Ensuring that the RFID system meets safety, patron privacy and information security guidelines.

- l) Ensuring that the operation of RFID system is in accordance with the terms of the Contract;
- m) Employing suitably qualified support and maintenance staff,
- n) Providing instructions for service users in a format and language which can be easily understood regarding the use of RFID self issue/returns systems
- o) Delivering project items within the time parameters specified;
- p) Tracking and communicating responses to requests for system enhancements/modifications
- q) Related matters as they arise.

6 SCOPE OF LIBRARY RFID SYSTEM

6.1 General requirements

The scope of the Library RFID system is proposed for implementation in two stages in line with Council's annual budget and planning cycle.

The two stages overall would include tagging all PPLS stock with deployment of RFID self-service equipment and security at the St Kilda branch library. There would be limited implementation of RFID at all other branches. This would be in the form RFID facilitated staff circulation activities.

Port Phillip Library Service, like many public libraries across the sector, utilizes standard metal library shelving to house its collection of over 200,000 items. It would be expected that suppliers take this into consideration when responding to the requirements of this specification particularly in relation to the performance of an RFID system in this context.

At this stage bulk materials sorting is not anticipated but the Council would like to partner with a supplier able to provide solutions in this area should these be required at a future date.

Therefore, the response to this Request for Tender for the library RFID system should address the following areas:

Stage One – PPLS Collection Conversion:

- RFID tags complying with ISO 15693 or ISO 18000-3 standards.
- RFID tags with 'life-of-item' guarantee.
- Conversion from barcode to RFID tag options.
- Lockable and robust (flexible plastic) CD/DVD/PC games cases with an ability to offer solutions for multiple disc housing.

- Tagging and conversion methodology/program for library collections including proposed schedule according to special requirements and timing according to this specification.
- Staff training in the conversion of library items to ensure to the most efficient use of staff time and resources during this phase.
- Interface to the Spydus LMS as implemented by Civica.
- Staff RFID check-out and check-in to facilitate conversion process across library sites, including a small number of CD/DVD manual case unlockers.
- Hand-held, battery-operated inventory device able to capture, store, identify, and forward lists of item IDs for multiple purposes

Stage Two – Implementation of 100% self-service at St.Kilda Library and limited implementation at other branches:

- Self-service RFID checkout and check-in for all formats, including video/audio tape and CD/DVD.
- Attempted theft detection by exit sensors on gates for all formats, including video/audio tape and CD/DVD formats
- Training, documentation, implementation, installation and on-going support services
- Ability to read patron cards using current barcodes and future potential identifiers such as mag-stripe and smart cards etc
- Automated check-in of library materials
- Additional staff RFID check-out and check-in at branches.
- CD/DVD case unlockers
- Hardware and software components.

Functionality

Respondents to this Request for tender are requested to provide information regarding the functionality of their library RFID systems in at least the following equipment areas:

Self Service Loans / Returns Equipment
 Staff Workstations
 Security gates
 Collection Management device
 RFID tags
 Retrospective conversion equipment
 Smart chutes / bins & sorting equipment

Technical Support / Maintenance

As PPLS's intent is to implement a totally borrower-facilitated circulation model at its largest branch, technical support for key equipment is critical. Respondents are asked to outline clearly their support capabilities and SLA in areas such as:

Local presence in Melbourne.
 Number of technicians.

Help desk facilities including proposal for the type of support to made available (via phone, on-site etc.) and estimates for response times.

Local spare parts holdings.

Time-frame for delivery on replacement parts

Experience with similar installations.

Willingness to explore risk-mitigation strategies such as hot-swappable units etc

Future options

The Council is interested in exploring all areas for achieving productivity gains and reducing manual handling tasks through the implementation of RFID. In particular there are two areas that Council is interested investigating as follows

- **Automated library materials handling and sorting**

In the medium term, this may translate to a trial installation of an RFID-equipped returns chute or bin to determine the net process improvement and therefore the equipment's capacity to increase staff productivity.

In the longer term, automated materials handling and sorting equipment may be appropriate at some locations and therefore respondents that can demonstrate a solutions pathway in these areas will be preferred.

- **Inventory control for the Port Phillip City Art and Heritage Collection**

The Port Phillip City Collection is a highly valued and valuable asset. The collection is located across a number of different sites on display and in storage. In addition to formats that may be familiar within the library environment, the collection also includes paintings, sculptural pieces and furniture. Therefore, Council is interested in respondents that may be able to offer advice and potential RFID collection management solutions for this type of collection into the future.

Scope – Detailed hardware and software requirements

Stage 1

PPLS Collection Conversion using collection conversion equipment and program

Introduce limited RFID staff circulation to facilitate conversion program across library sites.

| Item | Qty. |
|---|-------------|
| RFID Tags - <ul style="list-style-type: none">• Minimum 1024 bits user memory• Compliance with ISO 15693 or ISO18000-3 standards. | 140,000 |

| | |
|---|---------------|
| • 'Life-of-item' guarantee. | |
| CD/DVD lockable cases as follows: | |
| • Music CD cases (multiple up to 6) | 700 |
| • Music CD cases (singles) | 4000 |
| • Console Games (DVD size singles) | 750 |
| • DVD cases (singles) | 7000 |
| • DVD cases (multiple up to 6) | 2200 |
| Cost of hire: | |
| • Per single retrospective conversion unit per month. | 1 or multiple |
| • For total number proposed to complete conversion program according to this specification. | |
| RFID staff pads | 5 |
| (Staff) Manual CD/DVD case un-locker | 2 |
| Thermal printer/tag encoder (eg. Zebra) | 1 |
| Portable collection management device | 1 |

| |
|---|
| Project Management costs |
| Software licenses |
| Delivery charges |
| Any consumables required |
| Installation & commissioning costs |
| Staff training |
| • Cost per staff session |
| • Cost per staff program |
| Maintenance costs |
| • Annual maintenance cost. |
| • Maintenance costs over 5-year cycle |
| Any other required costs (please specify) |

Stage 2

- Implementation of 100% self-service @ St.Kilda Library
- Security @ St.Kilda Branch

- Complete RFID facilitated staff circulation at St.Kilda and across PPLS branches

| Item | Qty |
|--|-----|
| Self service units with: <ul style="list-style-type: none"> • Integrated CD/DVD case un-locker • Disability access compliance • Customization • Unicode compliance. Base Languages – Russian, Chinese, Greek, Polish, Hebrew, German • Children’s self-issue terminal options • Conform to council IT infrastructure security requirements - SOE | 6 |
| Security Gates – dual aisle <ul style="list-style-type: none"> • 3D, • Integrated people counter, • Individual item alert identification capacity. | 2 |
| RFID staff pads | 5 |
| (Staff) Manual CD/DVD case un-locker | 4 |

| |
|---|
| Project Management costs |
| Software licenses |
| Delivery charges |
| Any consumables required |
| Installation & commissioning costs |
| Staff training <ul style="list-style-type: none"> • Cost per staff session • Cost per staff program |
| Maintenance costs <ul style="list-style-type: none"> • Annual maintenance cost • Maintenance cost over 5-year cycle |
| Any other required costs (please specify) |
| Equipment and or software to enable bulk item returns @ St. Kilda and possibly for other branches. |

7 PARTICULAR REQUIREMENTS TO BE ATTAINED.

7.1 RFID system implementation

The implementation for the RFID system is proposed in two stages to reflect Council's annual budget and planning cycle.

The budget allocation for Stage Two is dependent on budget approval in the 2010/2011 cycle.

The two stages are:

- Stage One – PPLS collection conversion including limited staff circulation to facilitate conversion process proposed for 2009/2010 and,
- Stage Two – Implementation of self-service, security and RFID facilitated staff circulation at St.Kilda Library. And RFID facilitated staff circulation across other library sites proposed for 2010/2011.

7.2 RFID tags

A quantity of RFID tags has been pre-purchased.

Tenderers will need to demonstrate an ability to deal with the printing and encoding of RFID tags with the following specification:

- NXP SLI Chip
- Size = 54x86mm,
- ISO 15693, ISO 18000-3
- 13.56Mhz, 1024 bit Capacity
- Label with aluminium antennae and RFID chip

7.3 Conformance with Council IT infrastructure security requirements

Council maintains a strict security standard for PCs and other infrastructure located on the corporate network.

The vendor must provide a list of their system specifications including but not limited to:

- Supported Operating Systems
- Supported Hardware
- Required windows Services
- Required Communications infrastructure
- Any specific requirements of the vendors proposed solution

The vendor must provide assurances that their solution does not provide any unsecured access ports on their hardware.

The vendor must provide assurances that their solution will work with all Commercially Available Enterprise level Endpoint Security systems

Any software to be installed onto Council's hardware will be required to function within Council's Standard Operating Environment (SOE) at the discretion of Council.

Provide a plan for implementation including proposal for remote management of self-service units in Stage Two of the project.

8 PERFORMANCE TO BE ACHIEVED

8.1 General

To enable the Council to assess the Contractor's performance with respect to payments and on a longer-term basis with respect to services, performance-monitoring methods will be applied to all work components. The general methods to be employed by Council will include the following:

- Six monthly meetings between the Contract Manager and Contractor in order to provide mutual feedback on Contract performance relative to standards;

8.2 Key Performance Indicators.

These indicators will measure the success of the performance and relationship of the Contract itself.

The Contractor must agree with the Contract Manager a range of measures for all components of the Key Performance Indicators (KPIs). These will generate and provide data and information and will demonstrate satisfactory performance and achievement against all approved KPIs, through agreed periodic reporting.

KPIs will continue to be enhanced by both parties as a measure of the success of the Contract.

The Contractor's performance outcomes for this contract shall be measured against the criteria shown in *Table 2*:

| Performance Area | Indicator | Methodology | Target |
|-------------------------|--|---|--|
| Collections | <ul style="list-style-type: none"> • Collection conversion completed within agreed timeframe • Seamless and efficient process for collection | <ul style="list-style-type: none"> • Inventory via collection management device. • Staff feedback | <ul style="list-style-type: none"> • Early 2010 |

| | | | |
|-----------------------|---|--|--|
| | conversion within allocated staffing hours. | | <ul style="list-style-type: none"> Positive feedback |
| Software | <ul style="list-style-type: none"> Seamless integration with LMS including full testing phase. Speed of SIP2 transaction processing Ease of use. | <ul style="list-style-type: none"> Use current processing times as baseline. Staff/public feedback | <ul style="list-style-type: none"> Less than current time taken to process returns/issues |
| Communication | <ul style="list-style-type: none"> Positive relationship with external vendor – in managing ongoing integration with LMS. | <ul style="list-style-type: none"> Amount of intervention required by libraries to keep communications flowing between vendors | <ul style="list-style-type: none"> Minimum intervention |
| Hardware | <ul style="list-style-type: none"> Delivery of hardware within agreed timeframe Stage 1 and Stage 2 | <ul style="list-style-type: none"> | <ol style="list-style-type: none"> October 2009 TBC |
| Helpdesk/support | <ul style="list-style-type: none"> Timely and appropriate response to service and maintenance requests Response time for developing patches to fix identified software faults | <ul style="list-style-type: none"> Number of requests/faults recorded and resolution time recorded Time between a fault reported and a patch being developed | <ul style="list-style-type: none"> Depending on degree of severity. If severe (halting library circulation) solution should be available within 1 working day. See SLAs |
| Staff training | <ul style="list-style-type: none"> Staff confident and familiar with RFID functionality. Staff able to confidently communicate and assist library users. | <ul style="list-style-type: none"> Staff feedback/evaluation | <ul style="list-style-type: none"> |
| Pro-active innovation | <ul style="list-style-type: none"> Number of suggestions from Contractor personnel Number of suggested enhancements to product from COPP staff that are incorporated into product development | <p>Contract management records</p> <ul style="list-style-type: none"> Records of innovative practices undertaken | <ul style="list-style-type: none"> Positive feedback from COPP |

Table 2

* Minimum performance targets shall be based on the qualitative and evidenced assessment of the Supervisor.

During the Contract Term, the Council shall reserve the right to develop and implement alternative or additional performance measures for the

Service. Accordingly, the Contractor shall, as requested, collect, interpret and convey to the Council any such information and data required for the purposes of measuring the performance of the hardware, software and help-desk and maintenance services.

9 SEQUENCE OF OPERATIONS RELATIVE TO OTHER WORK

9.1 Implementation of the Creative Futures Strategy 2008.

Two key priorities for PPLS in the implementation of the Creative Futures Strategy (2008) that need to be considered in the context of supplying an RFID system are as follows:

- Develop the Urban Studies Centre as a venue providing authoritative information services and resources to help inform people about heritage, local history and the challenges and possibilities for future urban life.
- Upgrade St Kilda Library as a key cultural hub and lifelong learning centre in St Kilda, increasing opportunities for people to interact, exchange ideas and connect with Council services within a new civic precinct on Carlisle Street.

9.2 Urban Studies Centre (USC) and Collection Conversion

- The (USC) is to be located at the current Emerald Hill Library site.
- Limited implementation of RFID is proposed for this site in the form of RFID facilitated staff check-in and check-out.
- There is no self-service check-in, check-out or security proposed for this site.
- The Emerald Hill Library is due to close in late September 2009 to start construction of the USC.
- The collection size at Emerald Hill is approximately 13,000 items.
- It is proposed that a large proportion of the collection will be stored off-site during the twelve (12) month period for construction.
- The timing and/or means of conversion of the EH collection to RFID will need to be considered in line with the opening of the USC.

9.3 Upgrade to St.Kilda Library

- The Council is currently assessing concept design options for the upgrade to St.Kilda Library.
- The upgrade will provide an opportunity to refurbish the space within the context of the RFID system.
- It is proposed that 100% self-service check-in and check-out will be implemented at St.Kilda branch with full security.
- RFID facilitated staff check-in and check-out will also be implemented for Technical service activities and returns.
- The timing and implementation of Stage Two of the RFID project will be dependent on the schedule of works proposed for the St.Kilda site.

10 TIMING REQUIREMENTS

The scope of the Library RFID system is proposed for implementation in two stages in line with Council's annual budget and planning cycle.

An indicative timeline would be:

| DATES | ACTIVITY |
|---|--|
| September 2009 | Tender evaluation |
| October 2009 | Contract sign-off and commencement. |
| Late October – March 2010 July / August 2010 | Stage One – Conversion of PPLS collection <ul style="list-style-type: none">• Conversion of St Kilda Library collection and other sites (according to available staff resources).• Conversion of Emerald Hill Library collection prior to opening of USC |
| February/March 2010 | Preparation of budget bid for Stage two – Implementation of 100% Self-Service and security at St Kilda branch. |
| June 2010 | Notification of budget approval for Stage Two. |
| August – June 2010 | Commencement of Stage Two based on budget approval including: <ul style="list-style-type: none">• Staff training• RFID facilitated staff circulation across other library branches• Installation and implementation of RFID self-service and security to St.Kilda Library dependent on schedule of capital works. |

11 STANDARDS OF QUALITY OF WORK

11.1 General

All goods and services shall comply with federal, state and local statutory requirements and are to be approved by the Council.

The tenderer must be committed to the provision of a quality goods and maintenance services to the Council.

11.4 Compliance with legislation, policies and procedures

The Contractor must comply with all legislative requirements, Council policies, which are applicable to the provision of the required service. These include, but are not limited to:

- Disability Act, 2006
- Occupational Health and Safety Act 2004
- Information Privacy Act 2000
- Equal Employment Opportunity Act 1985

12 OH&S REQUIREMENTS

The Contractor must comply with all State and Federal laws regarding Occupational, Health and Safety including relevant Australian safety standards for power levels generated by RFID readers.

13 RISK MANAGEMENT

In consultation with Council the contractor is expected to identify any risks that may affect the provision of quality goods and services by them to Council.

The Contractor is expected to develop a risk management plan that will ensure that these risks do not impact on the ongoing provision of quality goods and services to PPLS.

The Risk Management Plan must be in fully operational within four (4) weeks of the commencement of the contract.

Failure to implement an approved Risk Management Plan within the required time frame or submission of subsequent reports will be considered a breach of contract.
