

## RFP #001-17

RFID and Self-Check System - Issued October 23, 2017

# Respondent Question & Answer Document

1. Page 6 – “Staff station notification for errors and warnings” – can you please describe what the library wishes to see and where? Or what is intended by this functionality?

**ANSWER:** We are looking for an alert of some kind (popup window, mobile notification, etc.) to display in the staff-side software whenever there is an error on one of the self-check kiosks so that staff know there is a problem and can assist.

2. Page 15 – 2.9 “The proposed system must allow for the option to lock and unlock item bar code number.” – Can you please explain this further?

**ANSWER:** Our intention is to be able to change the barcode number associated with the item, such as if the barcode sticker becomes damaged and a new one needs to be assigned. While changing the barcode on the item itself is handled through our ILS (III Polaris), we need to be able to edit the information on the associated RFID tag, as well.

3. It would appear in some of the specifications that you would like a hybrid system (i.e. RFID and EM), such as page 15, #1.15. Can you please confirm?

**ANSWER:** What we need is to make sure all RFID tags are installed but don't obscure the current EM tags so that we don't have any problems transitioning from the current EM security gates to new RFID security gates. So a hybrid system is not a requirement so much as scheduling tagging and gate installation so that there is no break in security coverage.

**REVISED ANSWER (11/9/2017):** This item has been removed from the RFP. See *Addendum #1*.

4. Page 20 – 5.1 – which media case system do you use? While we offer both, it will help us determine which to quote best for your library.

**ANSWER:** We use 2 different systems: Kwik Cases for our music CDs, and Clear-Vu One-Time security cases for our DVDs. Audiobooks are not in secure cases.

5. Page 20, 6. Fines and Fees, 6.1 “Credit card processing for the proposed system must interface to the Library’s approved credit card vendor.” Who is the library’s approved credit card vendor? Which processor does the library currently use for card payments?

**ANSWER:** We currently use Elavon for processing credit card payments at the circulation desks. We do not currently have a vendor for taking online payments but are investigating options for this service. So at this time we need to make sure the proposed system interfaces with Elavon to process credit card payments.



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**REVISED ANSWER (11/9/2017):** We currently use Elavon for processing credit card payments at the circulation desks. We do not currently have a vendor for taking online payments but are investigating options for this service. While we prefer to use Elavon for processing these payments, we are open to options using alternative processors.