Aurora
Public
Library
District

Library Smart Locker
Request for Quotes
December 4, 2023

Objective
The Aurora Public Library District seeks quotes from qualified vendors for the purchase and installation of a library smart locker.

Deadline for receipt
Quotes must be received via email before Monday, December 18, 2023 at 2:00 p.m.
Quotes must be addressed to Heather Sturm, Director of Neighborhood Services, Aurora Public Library District and should be emailed to hsturm@aurorapubliclibrary.org.

Questions
All questions about this RFQ must be submitted via email. Please send questions to hsturm@aurorapubliclibrary.org no later than 2 p.m. on Monday, December 11. Questions will be answered within 5 business days.

Community Profile
The Aurora Public Library District's service area is contiguous with the boundaries of the City of Aurora, Illinois. With a population of 180,582 according to 2020 U.S. Census data, Aurora is the second largest city in Illinois, located 41 miles west of Chicago and stretching across four counties: Kane, DuPage, Kendall, and Will. Aurora is accessible by rail on the BNSF Metra commuter line and by five interchanges on the Interstate 88 East/West tollway corridor. The city is bisected by the Fox River accompanied by the Fox River Trail, which intertwines with the more local Virgil Gilman Trail.

Aurora is diverse by any measure. 42.7% of the population identifies as Hispanic or Latino, 34.9% as non-Hispanic white, 10.5% as African American, and 9.3% as Asian. Similarly, languages besides English are common in Aurora, with nearly 70,000 Spanish-speakers, 1,900 Tagalog, and a significant Urdu speaking population of 1,318. 45.3% of households speak a language other than English at home. 25.6% of Aurora residents are foreign-born.

Median household income is $74,659, above the $68,428 average household income across Illinois. 10% of Aurora's population meets federal poverty guidelines. 72.1% of Aurora's working age population is in the workforce, compared to 65.1% in Illinois as a whole. Nearly 80% of Aurora residents are high school graduates or higher, and 33% have a bachelor's degree or higher. Over 12% of households lack access to robust computing and Internet services for critical functions such as completing online job applications, banking, supporting their child's education, and general information access.

Aurora Public Library District facilities include the Richard and Gina Santori Public Library in the heart of downtown, the Eola Road Branch serving the east side, and the West Branch situated adjacent to

Washington Middle School on the west side of Aurora. In addition, our active Outreach Services Department reaches students in six school districts and various community centers across four counties. The Outreach Services Department includes our Bookmobile, and the library has been serving our community with bookmobiles since 1953.

Project Background

- The library is seeking to install a new smart locker system at the Lakewood Valley Clubhouse located on Dickens Dr., Aurora IL.
- The locker will be installed outside, but under the shelter of the building's front porch. It will be available 24/7 to residents of the Lakewood Valley subdivision and neighboring subdivisions.

Deliverables

- 1 complete locker unit containing a touchscreen and scanner for patron access and a minimum of 16 lockers.
- Each tower should have a mix of small, medium and large lockers to accommodate multiple media types and quantities.
- Locker screen must have an IP65 rating and be capable of displaying digital billboards and announcements when not in use.
- Unit must be ADA compliant, with option for audible instruction and plug-in earphones; layout to include a minimum of 2 ADA compliant lockers for every 10 patron lockers.
- Unit must have an IP54 rating with a temperature of –20 degrees F to 120 degrees F, with anti-corrosion steel finish and wiring. Locker doors must be weatherproof with robust run-off channels around the doors and no gaskets.
- Locker must offer multiple language options for patrons to select from, with the ability to adjust text size for readability.
- Locker must communicate with library ILS via a SIP2 connection.
- Locker must be WiFi ready and UL certified; MIFARE optional.
- Software must integrate with the library's existing system (Polaris) and use patron barcode and PIN to access items held in lockers. Configuration shall include the option for patrons to pick an ADA accessible locker when desired.
- Patron interface and staff management and reporting tools are to match the current customer experience at the library's self-service kiosks, providing a smooth transition for users.
- Patrons must be able to access their library account to view and renew materials.
- Digital receipts required.
- Loan periods must begin when items are retrieved from the locker, not when placed in the locker.
- Staff must be able to remotely monitor and configure the lockers and have the option to receive remote reports and health status updates via text messaging and email.
- Technicians performing maintenance under the vendor's warranty and service agreement must be extensively trained on the proposed solutions they are servicing.
- Lead time of no more than 6 weeks to installation.

Quote Content Requirements

- The following information must be submitted via email to hsturm@aurorapubliclibrary.org as part of your proposal.
  - o A cover letter providing a brief description of the company including the name, email address and phone number for the principal contact
  - o Minimum of three references, preferably for other public library projects
  - o A detailed description of the locker system including dimensions, electrical requirements, and network connectivity requirements

RFQ Standards and Selection Criteria

- No library board or staff member shall have a financial interest in this quote.
- APLD reserves the right to ask for clarification in the quote if the need arises, and to select a company based directly on the proposal or to negotiate further with one or more respondents.
- APLD reserves the right to reject any or all responses to this RFQ.
- The proposal will be evaluated by APLD and will include the following criteria:
  - o Compliance with the requested specifications
  - o Availability/timeline to delivery
  - o Cost

Timeline

- Any questions about this RFQ must be emailed to hsturm@aurorapubliclibrary.org on or before Monday, December 11 by 2p.m.
- Quotes must be received via email to hsturm@aurorapubliclibrary.org before Monday, December 18 at 2 p.m.
- Quotes will be selected and confirmed at the December APLD board meeting.