NB. Replies should be given, taking account of the required features described in the technical specifications.

Reminder:
Your offer must respect the four following compulsory criteria:

1. Interoperability with the Alma ILMS.

2. Compatibility of materials, software and tags

3. Compliance with the ISO standards indicated

4. Compliance with the General Data Protection Regulation (GDPR)

These four criteria must be applied to all of the materials and services implemented for the RFID solution as well as for additional products and services.

The numbering refers to the points of the technical specifications, annex I.

**3.1 Interoperability**

***Question 1*** *Please provide at least 3 recent examples where your RFID solution was installed in libraries using the Alma ILMS; please indicate the names of people who can be contacted at those libraries.*

**3.4 Software**

***Question 2*** *Can you provide the technical data for this software, the version numbers of any API or other communication protocols required (such as SIP2, NCIP) and the standards established for each piece of software?*

***Question 3*** *Can you assure us that there will be no interference between the RFID system and any wireless access points or other radio devices on the site? YES / NO*

***Question 4*** *Can you provide details of the ‘administration’ modules to be made available to the library for the required products?*

***Question 5****Are you proposing a full web-based solution* *hosted in the cloud? YES / NO*

***Question 6*** *Are licences annual or perpetual?*

**5.1 Anti-theft security gate**

**Questions on the various types of gate:**

***Question 7*** *Regardless of the type of gate, will your security gates have visitor counters integrated into the floor? YES / NO If yes, please indicate their technical characteristics.*

***Question 8*** *Please specify the technical characteristics of the gates: dimensions, weight, power consumption, detection range, maximum dimensions between the two gates.*

***Question 9*** *Please specify the reading speed and successful detection rates of the security equipment proposed for the books. What is the maximum number of documents that can be read simultaneously?*

***Question 10*** *Are there any technical prerequisites for their installation? YES / NO If yes, what are they?*

***Question 11****Please describe the administration module to which the library will have access, and its functions.*

***Question 12*** *Will the gate be connected to the computer system for access to the administration module and remote maintenance operations? YES / NO*

***Question 13*** *Can the gate be customised? YES / NO If yes, please illustrate with examples.*

***Question 14*** *Can the gate be disconnected / rebooted / configured? YES / NO*

***Question 15*** *How does the gate work if the local area network fails?*

**5.2 Visitor counter**

**Questions on the various types of visitor counter:**

***Question 16*** *What types of counter are you proposing? Integrated into the floor? Integrated into the gate? Into the ceiling? Other? Can you provide their technical characteristics?*

***Question 17*** *Please specify the reading speed and successful detection rates of your counter.*

***Question 18*** *How does the counter count groups of visitors?*

***Question 19****Please describe the administration module to which the library will have access in order to view the counter data.*

***Question 20*** *Are there any technical prerequisites for its installation? YES / NO If yes, what are they?*

***Question 21*** *Please specify the technical characteristics of the counter: dimensions, weight, maximum distance between the two gates, power source needed.*

***Question 22*** *For the visitor counter in the ceiling: Are there any limits on the ceiling height? YES / NO If yes, what are they?*

**5.3 Encoding and lending/return pad**

***Question 23*** *Please specify the technical details of each model.*

***Question 24*** *What are the weight and dimensions not to be exceeded when placing documents on the pad?*

***Question 25*** *What is the response time (for reading and display, and for writing information)?*

***Question 26*** *What is the maximum number of documents that can be processed in a single (read, write) operation and the maximum height of the pile, taking into account the various types of media?*

***Question 27*** *What types of connection are used for connecting the pad to the computer and how is the pad connected to Alma?*

***Question 28*** *Please describe the software and/or the protocol for communicating with Alma.*

***Question 29*** *Can you guarantee that the pad is capable of converting barcodes into RFID tags? YES / NO Is the reverse operation also possible? YES / NO*

***Question 30*** *Can you specify whether a visual element indicates that the pad is working? YES / NO*

***Question 31*** *How are errors managed when processing several documents? What information is provided to staff (description of the problem, title and type of document, identification number)?*

***Question 32*** *What ‘automatic standby’ or shutdown method is used to prevent random reading when other operations are being carried out by staff at professional workstations?*

**5.4 Self-service lending/return kiosk**

***Question 33*** *What types of screen are you proposing for interacting with users? Touchscreen? Other?*

***Question 34*** *If the kiosk develops a fault, how is the administration system informed?*

***Question 35*** *Please specify the technical details of the various kiosk models proposed: size, weight, dimensions, screen size, rules applied, reading range. Please add photos.*

***Question 36*** *Please describe the administration module connected to Alma to which the library will have access.*

***Question 37*** *Can the kiosk simultaneously carry out a transaction, manage the anti-theft system and inform Alma in real time? YES / NO*

***Question 38*** *Is the kiosk capable of simultaneously reading several documents? YES / NO*

***Question 39*** *Can the information on the screen be customised? YES / NO If yes, can you give us examples?*

***Question 40*** *Please give details of the limitations of your kiosks, such as books with metal covers, or restrictions due to the size or weight of the document.*

**5.5 RFID return box**

***Question 41*** *Please specify the technical characteristics of the return box proposed: size, weight, dimensions, rules applied. Please add photos.*

***Question 42*** *Which method is proposed for determining that the box is full?*

***Question 43*** *How are staff informed that a reserved work has been returned?*

***Question 44*** *Please give details of the limitations of your return box, such as books with metal covers, or restrictions due to the size or weight of the document.*

**5.6 RFID hand-held reader**

***Question 45*** *Please describe the technical characteristics: weight, dimensions, battery life, battery charging time, reading range, reading performance, detection rate.*

***Question 46*** *What are the proposed functions (stocktaking, lending, return, document search, etc.)? Can you guarantee that the reader has the capacity to carry out each of these operations? YES / NO*

***Question 47*** *How will the reader interface with the Alma ILMS, including the type of connection to workstations and the method of connecting to the Alma ILMS?*

***Question 48*** *Is there an alarm or warning if the reader has a problem reading a chip? YES / NO*

***Question 49*** *How is a detailed stocktake carried out using the hand-held reader?*

***Question 50*** *How is the anti-theft system managed? Can you confirm that the RFID reader will allow the document anti-theft system to be automatically activated or deactivated? YES / NO*

***Question 51*** *Can the reading distance be configured? YES / NO*

**5.7 Supply of RFID tags**

***Question 52*** *Please specify the technical characteristics of the proposed RFID tags: shape, dimensions, type of chip, size of antenna, memory capacity, electrical specification, and standards observed. Please add photos.*

* *Passive RFID tags for pre-encoded monographs*
* *Passive RFID tags for non-encoded monographs*
* *Passive RFID tags for pre-encoded CDs/DVDs*
* *Passive RFID tags for non-encoded CDs/DVDs*

***Question 53*** *Can you confirm that you can supply High Frequency (HF) tags with a frequency of 13.56 MHz that comply with ISO 15693? And the same for UHF tags? YES / NO*

***Question 54*** *Do temperature and humidity levels have an impact on the correct operation of the tags? YES / NO*

***Question 55*** *Can the tags be customised, such as with the library’s logo or name or with barcodes? YES / NO*

**5.8 User identification**

***Question 56*** *Which user authentication methods are you proposing for accessing the self-service lending/return kiosk and the pick-up lockers? Please list them and detail their technical prerequisites.*

***Question 57*** *Do the self-service lending/return kiosk and pick-up lockers have an integrated barcode reader? YES / NO Do they have an integrated smart card reader? YES / NO*

**6. Services**

***Question 58*** *Please provide an estimated delivery and installation timetable, and also indicate your approach to implementing and monitoring the project.*

**6.2 Encoding service for existing collections**

***Question 59*** *How long will this operation take (in working days) for the quantity estimated in annexes IX and XI?*

***Question 60*** *Please indicate the technical data of the software and/or other communication protocols and standards that will be used during the conversion.*

***Question 61*** *Please detail the process for converting barcodes to RFID tags for our current collection.*

***Question 62*** *What quality controls will be carried out after conversion?*

***Question 63*** *Please describe the administration module to which the library will have access.*

**6.3. Helpdesk/Support (for all products supplied)**

***Question 64*** *Can you confirm that you will offer a technical service by email/internet? YES / NO*

***Question 65*** *Can you describe how your customer service will operate?*

***Question 66*** *Can you specify the average response times?*

***Question 67*** *How do you deal with updates, maintenance and the troubleshooting of faults or breakdowns? Please describe your proposed solutions.*

**6.4. Training**

***Question 68*** *How will you organise the training?*

***Question 69*** *Are you able to organise online training, if necessary, for members of the library? YES / NO*

***Question 70*** *Can you provide a detailed description of the trainer’s skills and qualifications? YES / NO*

**6.5. Warranty and maintenance**

***Question 71*** *Do you offer a support helpline? YES/NO If yes, please indicate the hours of availability*

***Question 72*** *Will you offer a warranty extension beyond the two-year minimum? YES / NO If yes, under what conditions?*

***Question 73*** *What is the nature of the services provided? Please provide a description and response times according to the nature of the problem (critical, major, moderate, minor).*

***Question 74*** *What are the maintenance conditions and what do they cover during the lifetime of the contract?*

***Question 75*** *What are the procedures for reporting problems and the types of response for their solution and monitoring (response forms and tickets, etc.)? Please detail them.*

***Question 76*** *How are new software versions distributed?*

**7. Equipment & Additional services (optional)**

**7.1. Pick-up lockers**

***Question 77*** *Please specify the technical characteristics of the proposed lockers: size, weight, dimensions, rules applied, power source needed. Please add photos.*

***Question 78*** *Please describe the software and/or the protocol for communicating with Alma.*

***Question 79*** *Can the lockers manage the lending of reserved works and/or the return of works? YES / NO*

***Question 80*** *What are the prerequisites for their installation?*

***Question 81*** *Can the lockers be customised? YES / NO Can the number of lockers be chosen? YES / NO*

***Question 82*** *How is the supply of lockers managed and how are staff informed?*

***Question 83*** *Can lockers offer sockets for charging tablets, mobiles or PCs? YES / NO*

***Question 84*** *How are fault and return prevention problems managed?*

**7.2 Other miscellaneous equipment and services**

***Question 85*** *Can you support the RFID Multi-scan function that is now available with the Alma ILMS? YES / NO*

*https://knowledge.exlibrisgroup.com/Alma/Release\_Notes/2020/Alma\_2020\_Release\_Notes*

***Question 86*** *Are you proposing RFID return shelves? YES / NO If yes, please provide their technical and functional characteristics.*

***Question 87*** *Are you proposing systems to control the number of users in the library? YES / NO If yes, please explain how they work.*

***Question 88*** *Connected with the previous question: can you guarantee that the systems comply with the General Data Protection Regulation? YES / NO*

***Question 89*** *Can you offer us other services not mentioned in these technical specifications? YES / NO If yes, please indicate them.*

**7.3. Smartphone application**

***Question 90****Are you proposing an existing smartphone application allowing users to manage their account via a barcode? YES / NO If yes, can you describe its functions?*

**7.4 Space and seat booking software**

***Question 91*** *Are you proposing space and seat booking software? YES / NO If yes, please explain how it works.*

**7.5 Access to the library outside of opening hours**

***Question 92*** *Do you offer a system allowing access to the library outside of opening hours? YES/NO. If yes, please explain how it operates.*