Waubonsee Community College

Request for Information

Radio Frequency Identification (RFID) System for Library Collection Management, and Bookstore Inventory Control

Prepared By: Arvind Aggarwal, Sr. Data Center Manager.
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Date: Tuesday, July 14, 2015
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1. **EXECUTIVE SUMMARY**

This Request for Information (RFI) is issued as a means of technical discovery and information gathering. This RFI is for planning purposes only and should not be construed as a solicitation nor should it be construed as an obligation on the part of the college to make any purchases. This RFI should not be construed as a means to pre-qualify vendors. The college may utilize the results of this RFI in drafting a competitive solicitation or Request for Proposal (RFP) for the subject services/products/equipment. Any future contract that may be awarded must comply with college procurement requirements.

1.1 **VISION AND MISSION**

Waubonsee Community College consistently seeks to be on the leading edge of technology. All five of the institution’s core values – Quality, Value, Innovation, Service and Accessibility – are tied to our desire to provide the latest innovations and tools available for students to be successful. Great service and innovation include making information, programs and services accessible to students, all within the convenience of their own community college. The implication to supporting advances in our technology is that it only increases the quality and value of education that we provide, and therefore supporting the Waubonsee’s vision to, “open the door of knowledge, spark imaginations, and enlighten lives through learning. “

Technology has become an integral component of the campus infrastructure and permeates all aspects of the operation from instructional delivery to basic business needs. The mission then for the implementation of a Radio Frequency Identification (RFID) system is to migrate the existing Electromagnetic security system to a more modern Radio Frequency Identification (RFID) system allowing the colleges’ Libraries and Bookstores to better serve the college community.

1.2 **PROJECT RATIONALE AND STRATEGIC VALUE**

Improvements in technology, such as implementing **RFID** can be linked directly to the college’s strategic goals.

- This Request for Information, issued by Waubonsee Community College, is for the supply, installation, and training of a Radio Frequency Identification (RFID) system, which shall work in conjunction with the Library’s Integrated Library System (ILS), SirsiDynix Symphony, and within the College Bookstore Sequoia Retail System (or current POS Technology system).

Among other benefits, the proposed RFID system should provide:

- Reduced material losses;
- Significant productivity gains through reduction in key labor-intensive workflow processes;
- Enhanced customer service;
- Detailed reports and configuration tools;
- Streamlined patron self-checkout;
- Reduced incidents of staff repetitive motion injuries;
- Improved inventory and shelf-reading accuracy;
- Location identification of current stock;
- Inventory audit comparison to our POS reporting system;
- Tracking of merchandise sold at promotional pricing;
- Tracking of textbook rentals and returns;
Streamlined checkout at circulation desk and POS registers, a stack of books can be read simultaneously;
Streamlined cycle counts and year-end inventory;
Increased difficulty in removal of security tags.

The RFID system must be optimized for use both in the library and bookstore environments, be efficient in its design through the elimination of redundant features, and be expandable.

1.3 PROJECT SCOPE

1.3.1 WHAT IS INCLUDED

- Tagging of approximately 60,000 print volumes across three separate library locations.
- Tagging of approximately 10,000 bound serials volumes across three separate library locations.
- Tagging of approximately 1,500 DVD’s across three separate library locations.
- Temporary use of conversion station to aid in re-tagging of materials.
- Temporary tagging of 1,000 current periodicals.
- Installation / Implementation / Training / Testing of Self-Checkout system at the Waubonsee Community College Copley Campus.
- Installation / Implementation / Training / Testing of RFID security gates at all three library locations.
- Installation / Implementation / Training / Testing of RFID staff workstation equipment at all locations.
- New and used textbooks.
- Access codes.
- Backpacks; clothing; electronics.
- Higher end gift items and school supplies.
- 4 sets of gates (one “A” panel and multiple “B” panels) for the 3 Library locations.
- Approximately 125,000 – 200,000 items to be tagged at 2 bookstore locations.

1.3.2 WHAT IS NOT INCLUDED

- Automated Materials Handling system

1.4 PROJECT OBJECTIVES

- Conversion of all circulating and non-circulating library materials to RFID security, excluding physical objects incompatible with RFID technologies.
- Direct integration with existing ILS.
- Staff training on all aspects of operation and routine maintenance.
- Detailed technical documentation.
- Development of end user training documentation and train the trainer.
- RFID system should be able to provide alert event data to the campus monitoring system.
- Direct integration with Sequoia Retail System (or current POS Technology system).

2. COLLEGE OVERVIEW

Waubonsee Community College (WCC), located forty-five miles west of Chicago, Illinois, has served more than 250,000 students since its inception. As one of 48 public community colleges in the Illinois Community College System, WCC is governed by a board of trustees composed of seven community members elected from the district at large and a student trustee selected by the student body. WCC serves 22 municipalities, 12 public high school districts and nine private high schools in...
a five-county, 600-square-mile district with the current district population estimated at 428,120. In order to proactively address student and community needs, WCC has cultivated a learning-centered culture that values, and an infrastructure that advances, continuous quality improvement.

3. RFI REQUIREMENTS PROCESS

Request for Information will be processed using Waubonsee’s online Blackboard system. Vendors will be given logon access where they can download the RFI requirements, submit questions to Waubonsee for clarification and receive responses. All vendors will have access to all questions and answers. When finished, vendors can submit documents directly to Waubonsee’s Blackboard system. All submissions will be private and viewable only to WCC.

3.1 RFI SCHEDULE

RFI key dates are the following:

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
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<tbody>
<tr>
<td>July 15th, 2015</td>
<td>RFI emailed and uploaded to WCC web site (Blackboard).</td>
</tr>
<tr>
<td>July 22nd, 2015</td>
<td>Process “open” to questions and clarifications.</td>
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<tr>
<td>August 18th, 2015</td>
<td>Vendor Responses due to Waubonsee Community College.</td>
</tr>
<tr>
<td>September 1st, 2015</td>
<td>Possible vendors identified.</td>
</tr>
<tr>
<td>September 2nd – 14th, 2015</td>
<td>Vendor reference checks (speak with the vendors prior customers) + Internal Reviews</td>
</tr>
<tr>
<td>September 15th – 15th, 2015</td>
<td>Proposal evaluations and possible product demonstrations + Internal Reviews</td>
</tr>
<tr>
<td>October 25th, 2015</td>
<td>Recommendation finalized, Submit to Board.</td>
</tr>
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</table>

3.2 RFI RELATED QUESTIONS / CLARIFICATIONS / SUBMISSION

All administrative questions related to the RFI process should be directed to:

Arvind Aggarwal, Sr. Data Center Manager
aggarwal@waubonsee.edu

With a CC to:

Judy McCoy, Purchasing Manager
jmccoy@waubonsee.edu

All other questions related to the verbiage within the RFI, or proposal development must be submitted via the Blackboard discussion board. Failure to adhere to this requirement will be considered grounds for non-consideration.

Requests or questions regarding Blackboard access must be directed to Valerie Spizzirri, at vspizzirri@waubonsee.edu.

Please provide your response to this RFI in the following format, and upload to Blackboard no later than August 15th, 2015 at midnight CST.

3.3 LIABILITIES OF INSTITUTION
This RFI is only a request for information about potential products/services and no contractual obligation on behalf of Waubonsee Community College whatsoever shall arise from the RFI process.

This RFI does not commit Waubonsee Community College to pay any cost incurred in the preparation or submission of any response to the RFI.

3.4 CONFIDENTIALITY & PROPOSAL OWNERSHIP

3.4.1 RFI OWNERSHIP
All proposals to the RFI will become the property of Waubonsee Community College and will not be returned.

3.4.2 PUBLIC RECORDS ACT
All materials received or created by the college are considered public records. These records include but are not limited to bid or proposal submittals, agreement documents, contract work product, or other information submitted by a vendor to the college.

3.5 OVERVIEW OF TECHNICAL REQUIREMENTS

3.5.1 CURRENT INTEGRATED LIBRARY SYSTEM (ILS) ENVIRONMENT
- Virtual Windows and Linux Servers.
- SUSE Linux.
- Red Hat Linux.
- SirsiDynix Symphony 3.5.
- SirsiDynix Web Services 2015.04.

3.5.2 CURRENT TECHNICAL ENVIRONMENT
We support both Linux and Windows servers on physical and virtual devices (ESX). We have a high speed IP network infrastructure and are using XIO storage as our SAN provider. This system could use Oracle, MySQL or MS SQL Server as a database engine. Waubonsee prefers a SQL based solution. It should run on Linux or Windows servers or both and connect to the existing SAN disk. It should be able to run on virtual servers.

3.5.2.1 NETWORK ARCHITECTURE AND BANDWIDTH
Waubonsee’s connection to the Internet is via 200MB circuit thru Illinois Century Network (ICN) as ISP.

3.5.2.2 NETWORK HARDWARE
- Cisco 6513 switches are utilized to support the core network.
- All buildings on campus are connected to the core via fiber.
- Waubonsee utilizes firewalls for network security.
- Waubonsee has approximately 3000 devices connected to the network.
- Network hardware independence is required.

3.5.2.3 WIRELESS NETWORK
Waubonsee has deployed wireless Internet access across the campus. At the current time, we have over 100 Access Points installed in throughout the buildings on all campuses.
3.5.2.4 SERVER HARDWARE
- Waubonsee utilizes HP Compaq servers.
- HP Compaq DL580 Series servers.
- A HP Blade/SAN/VMWare solution is currently being implemented. Waubonsee requires any server side system to run on this platform.
- The web environment is based on SUSE Linux Enterprise Server 11.

3.5.2.5 DATABASE ENVIRONMENTS
- MS SQL.
- Oracle.
- MySQL

The college is seeking a SQL Server based solution.

3.5.2.6 WORKSTATIONS ENVIRONMENT
- PCs running Win7 (predominant).
- Mac OS X.

3.5.2.7 NETWORK SECURITY AND AUTHENTICATION ENVIRONMENTS
- User Novell/LDAP/Active Directory authentication.
- Firewall/Cisco Network Security Environment.
- SSL security on Student and Staff Portal.

3.5.3 RFID SPECIFICATIONS
Please see the attached spreadsheet RFID_Requirements.xlsx

4. RESPONSE FORMAT AND REQUIREMENTS

4.1 GENERAL
- Responses are required for ALL sets of requirements. If you do not believe that you can meet any specific requirement, you should respond with your best alternative.
- All proposals must be submitted electronically on Waubonsee’s Blackboard application in Microsoft Word (.docx), Excel (.xlsx) or Adobe (PDF).
- Waubonsee Community College reserves the right to reject any or all proposals or parts thereof.
- All information contained in this RFI and in the RFI responses shall be deemed proprietary information of Waubonsee Community College and the proposing vendors respectively and shall remain the property of Waubonsee Community College.
- The vendor shall not use the college’s name or any RFI information for advertising purposes without the written consent of Waubonsee Community College.
- Waubonsee Community College shall be the interpreter and sole arbiter as to the products and services proposed. The College Board of Trustees reserves the right to accept or reject any response, to waive irregularities, to omit any items identified in the product features and service
expectations, and to accept the response considered to be in the best interest of Waubonsee Community College.

- Vendor agree to hold Waubonsee Community College, its Board of Trustees, employees or agents free and harmless of, from and against, all liability, loss damage, expense or claims of the Vendor, its employees or agents.

4.2 POSTING RFI RESPONSE

Waubonsee will be utilizing the Blackboard application to post the RFI and allow vendors to view the RFI, and post their responses. All vendors should already have logins/passwords for this purpose.

4.3 GROUNDS FOR NON-CONSIDERATION

During this RFI process, and until a vendor is selected, all vendor communications must be through Blackboard. Failure to adhere to this requirement will be considered grounds for non-consideration.

Please provide your response to this RFI in the following format, and upload to Blackboard no later than August 15th, 2015 at midnight CST.

4.4 COMPANY INFORMATION

- Company name with address and telephone. Local is preferable.
- Key contact information with telephone, fax and e-mail.
- Company key management and key personnel that would be assigned to this project.
- Company ownership.

4.5 BACKGROUND

- A brief history of the company, target customers, and strategic direction including planned mergers or acquisitions.
- Length of time providing services to educational institutions and overall length of time in business.

4.6 QUALIFICATIONS

If possible provide at least three (3) higher education reference accounts for which you have provided RFID services in the last year. Please include their names and phone numbers. Community colleges in Illinois would be preferable.

Please tell us how many and what type of RFID tags are in use and what the applications are.

4.7 MANAGEMENT REQUIREMENTS

For the RFID system, Waubonsee will review the qualifications and have final say on all consultant personnel, and may conduct interviews of consultant personnel.

Consultant Team may include:

- Account Manager
- Project Manager
- Technical Staff who will perform the actual migration. Please include their specific experience with RFID implementation and conversion, list of educational institutions (or companies) and size of collection. ..... [List other based on your project]
Describe your project management methodology including the responsibilities of the people in the above roles.

Detail the qualifications and training of the people that will be assigned to the above roles.

Would you plan on utilizing third party implementers? If so, please specify company name, location, number of years you have worked with them, and the number of implementations of RFID technologies they have performed. Reference accounts should include ones where these third party implementers were engaged.

4.8 CHANGE CONTROL (COSTS, SCHEDULE, FUNCTIONALITY)

Describe your methodology for managing changes to the project. Do you have a formal change control process?

4.9 COMMERCIAL REQUIREMENTS

4.9.1 SUBCONTRACTING

Waubonsee must approve the use of any subcontractors. Do you plan on utilizing subcontractors? If so, please provide details of deliverables they will produce or tasks they will perform.

4.9.2 ASSIGNMENT

In general, Waubonsee does not approve the assignment of deliverables or tasks. Do you see any issues with this?

4.9.3 INSURANCE

It is required with exceptions only approved by the college to have insurance written for the duration of the Contract in amounts not less than the following minimum limits or as required by law whichever is greater:

1. Workman's Compensation as required by all applicable laws including employer's liability in the amount of $500,000.00 or as otherwise limited by law.

2. Comprehensive general liability including Contractor's protective liability, Contractual liability, Completed Operations and Products liability. The latter shall be written for a period of one year from the date of acceptance by the Owner. Minimum limits shall be as follows:

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<thead>
<tr>
<th>Bodily and Personal Injury</th>
<th>Each Person</th>
<th>$500,000.00</th>
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<tbody>
<tr>
<td>Each Occurrence</td>
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<table>
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<tr>
<th>Property Damage</th>
<th>Each Occurrence</th>
<th>$500,000.00</th>
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<tr>
<td>Aggregate</td>
<td>$1,000,000.00</td>
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</table>

3. Comprehensive automobile liability including non-ownership and hired car coverage as well as owned vehicles. Minimum limits shall be as follows:

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<thead>
<tr>
<th>Bodily and Person Injury</th>
<th>Each Person</th>
<th>$500,000.00</th>
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<tr>
<td>Aggregate</td>
<td>$1,000,000.00</td>
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</table>
4.9.4 EQUAL EMPLOYMENT OPPORTUNITY

In the event of the contractor's noncompliance with any provisions of this Equal Opportunity Clause, the Illinois Fair Employment Practices Act of the Fair Employment Practices Commission's Rules and Regulations for Public Contracts, the contractor may be declared non-responsible and, therefore, ineligible for future contracts or subcontracts within the State of Illinois or any of its political subdivisions or municipal corporations, and the contract may be canceled or voided in whole or in part, and such other sanctions or penalties may be imposed or remedies invoked as provided by statute or regulation.

During the performance of this contract, the contractor agrees as follows:

1. That it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, or ancestry; and further that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization.

2. That, if it hires additional employees in order to perform this contract or any portion hereof, it will determine the availability (in accordance with the Commission's Rules and Regulations for Public Contracts) of minorities and women in the area(s) from which it may reasonably recruit and it will hire for each job classification for which employees are hired in such a way that minorities and women are not underutilized.

3. That, in all solicitations or advertisements for employees placed by it in its behalf, it will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, national origin or ancestry.

4. That it will send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organizations or representative of the contractor's obligations under the Illinois Fair Employment Practices Act and the Commission's Rules and Regulations, the contractor will promptly so notify the Illinois Fair Employment Practices Commission and the contracting agency and will recruit employees from other sources when necessary to fulfill its obligations thereunder.

5. That it will submit reports as required by the Illinois Fair Employment Practices Commission's Rules and Regulations for Public Contracts, furnish all relevant information as may from time to time be requested by the Commission or the contracting agency, and in all respects comply with the Illinois Fair Employment Practices Act and the Commission's Rules and Regulations for Public Contracts.

6. That it will permit access to all relevant books, records, accounts and work sites by personnel of the contracting agency and the Illinois Fair Employment Practices Commission for purposes of investigation to ascertain compliance with the Illinois Fair Employment Practices Act and the Commission's Rules and Regulations for Public Contracts.

7. That it will include verbatim or by reference the provisions of paragraphs 1 through 7 of this clause in every performance subcontract as defined in Section 2.10 (b) of the Commission's Rules and Regulations for Public Contacts so that such provisions will be binding upon every such subcontractor; and that it will also so include the provisions of paragraphs 1, 5, 6, and 7 in every supply subcontract as defined in Section 2.10 (a) of the Commission's Rules and Regulations for Public Contracts so that such provisions will be binding upon every such
subcontractor. In the same manner as with other provisions of this contract, the contractor will be liable for compliance with applicable provisions of this clause by all its subcontractors; and further it will promptly notify the contracting agency and the Illinois Fair Employment Practices Commission in the event any subcontractor fails or refuses to comply therewith. In addition, no contractor will utilize any subcontractor declared by the Commission to be non-responsible and, therefore, ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations.

4.9.5 PREVAILING WAGE
The successful bidder must pay prevailing wages for the area and follow all other provisions of the Prevailing Wage Act.

4.9.6 SMOKING POLICY
The policy of the Board of Trustees is to have a smoke free college environment. Smoking on college grounds and inside college facilities and college vehicles is prohibited. Smoking is only permitted inside private vehicles.

4.9.7 TAX EXEMPTION
Waubonsee Community College is not subject to Federal Excise Tax or Illinois Retailers Occupational Tax. Exemption certificates will be furnished on request.

4.10 QUALITY REQUIREMENTS

4.10.1 INTERNAL QUALITY PROGRAMS
Describe your internal quality program. How will you ensure that all of Waubonsee’s requirements are met, including cost, schedule and functional requirements?

4.10.2 INTERNAL TRAINING PROGRAM
Describe your internal training program. How do you maintain and upgrade the skills of your functional and technical experts.

4.10.3 TRAINING PROGRAM
Training will be required for a cross-section of Waubonsee’s employees (i.e. executive, administrators, supervisors, etc.) for the purpose of informing them about the suite of software products purchased regarding methods of how they will/could be used.

Describe your customer-training program.

- How will you ensure that Waubonsee’s functional staff is adequately trained?
- How will you ensure that Waubonsee’s technical staff is adequately trained?

4.10.4 CHANGE MANAGEMENT PROGRAM
Do you have a change management program? If so, how do you plan to assist with the transition to the new system for Waubonsee staff?

4.10.5 TESTING PROCESS
Describe your system testing methodology. How will you ensure that system functionality is sufficiently tested before going into production?
4.10.6 IMPLEMENTATION PLAN

Please provide a proposed implementation process outline that starts with initial contract agreement and ends with maintenance of a completed implementation. Include brief descriptions of each phase and projected timeframes.

The college plans on a two-phase approach for implementing the system. The first phase will be limited to implementing the system for the college library system at our Copley Campus followed by implementation at the Sugar Grove Campus. This is subject to change at the College’s discretion.

At a future, yet undetermined date the system will be extended to cover the college bookstore.

The implementation plan must provide a complete work breakdown structure (preferably using MS Project) with estimated time and resources required.

Please include any items such as:

- Consulting Services.
- Training aimed at best practices for system usage.
- Waubonsee Community College resources needed for the project.
- Tasks to be completed by Waubonsee resources.

4.10.7 FUNCTIONAL REQUIREMENTS (SEE SEPARATE SPREADSHEET)

- Must provide data required by the check-in and check-out processes for all applicable library materials.
- Must provide all functionality needed for inventory control and theft management for bookstore daily operations.
- Must be able to handle multiple tag types.

4.10.8 COST ESTIMATES

Please provide the cost to migrate all library and bookstore locations. This cost should include ALL costs associated with the project.

Additionally if you prefer to provide a different cost structure you may provide that in addition to the above.

Please include three years of hardware and software maintenance along with cost of one time use and re-useable tags.

4.10.9 ONGOING SYSTEM MAINTENANCE AND SUPPORT

The vendor shall provide details on its service and support and continued maintenance over the life of the system. Details will include:

- Hours and methods of contact to technical support;
- First year costs, if any, and subsequent years costs;
- How vendor handles/addresses issues;
- Service Level Agreements;
- Escalation Process;
- Any sub-contractors with which the vendor works;
- Any warranties and/or guarantees for the system and/or support and service;
- Guaranteed response times for both remote and on-site support;
- Locations of support technicians;
- System update and upgrade policy;
- Turnaround time required by vendor to acquire replacement parts.

4.10.10 TECHNICAL INFORMATION

Vendor shall supply details regarding technical operations of all aspects of the proposed solution. Details will include:
- Power requirements for stand-alone (non-computer attached) hardware;
- RF power levels of all equipment emitting RF energy;
- Ethernet / wireless connectivity requirements;
- All server and storage specifications.

4.10.11 PROJECT ORGANIZATION AND STAFFING

1. Respondent should include a description of the project structure and an organizational chart, which includes anticipated resources by type of FTE for such a project. Staffing should be sufficient to meet implementation milestones and timelines in the previous section. Briefly describe each role on the project organization chart, including the responsibilities for each role as well as the skills required to fill each role, including WCC personnel.

2. The respondent should identify key resources you expect to assign to this project. Key resources include individuals such as the account manager, project management, key product specialists, and area functional and technical leads. Attach resumes of key resources in a separate appendix. Provide the following information for each key resource:

   - Whether directly employed by your company
   - Number of years’ experience implementing your software
   - ILS component expertise or specific skills
   - Relevant certifications

3. The respondent should provide resumes of representative consultants. Identify whether resources are employed directly by your company or a third party. The following skill categories should be used:

   - Account Manager
   - Project Management
   - Application Development
   - Systems Programming and Database Administration
   - Business Process / Change Management Specialist
   - Functional and Technical Consultants

4. Identify a senior level person (vice president, equivalent, or higher) who will be accessible and responsible for managing the Waubonsee account throughout the life of the contract.

   - What is your average staff turnover during a project?
   - Indicate all physical resource requirements that WCC will be expected to provide.
Contact Information

If a corporation, please provide the following information:

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
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<tbody>
<tr>
<td>President</td>
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<td>Secretary</td>
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<td>Treasurer</td>
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<td>State of Incorporation:</td>
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If a partnership, please provide the following information:

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<th>Name</th>
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<td>Partner</td>
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<td>Partner</td>
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If a joint venture, please provide the following information:

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5. REFERENCES

Please provide a list previous sites where you have implemented RFID. Preference will be given to academic institutional libraries and bookstores.

**Organization #1:**

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<tr>
<th>Company/Institution Name:</th>
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<td>Contact:</td>
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<td>Address:</td>
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<td>Phone:</td>
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<tr>
<td>Years as Client:</td>
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<tr>
<td>Environment:</td>
<td></td>
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<td>No of Gates:</td>
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<td>What ILS is in use at this location?</td>
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<td>What POS is in use at this location?</td>
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<tr>
<td>Software Version implemented and in production:</td>
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<tr>
<td>No and types of Tags in use</td>
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<tr>
<td>Does the system provide security alerts to the building monitoring system? If yes what security system is in use?</td>
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<tr>
<td>Key similarities to Waubonsee:</td>
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**Organization #2:**

<table>
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<th>Company/Institution Name:</th>
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<td>Years as Client:</td>
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<td>Environment:</td>
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<td>No of Gates:</td>
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<td>What ILS is in use at this location?</td>
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<td>What POS is in use at this location?</td>
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<td>Software Version implemented and in production:</td>
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<tr>
<td>No and types of Tags in use</td>
<td></td>
</tr>
<tr>
<td>Does the system provide security alerts to the building monitoring system? If yes what security system is in use?</td>
<td></td>
</tr>
<tr>
<td>Key similarities to Waubonsee:</td>
<td></td>
</tr>
</tbody>
</table>

**Organization #3:**
<table>
<thead>
<tr>
<th><strong>Company/Institution Name:</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact:</strong></td>
<td>--</td>
</tr>
<tr>
<td><strong>Address:</strong></td>
<td>--</td>
</tr>
<tr>
<td><strong>Phone:</strong></td>
<td>--</td>
</tr>
<tr>
<td><strong>Years as Client:</strong></td>
<td>--</td>
</tr>
<tr>
<td><strong>Environment:</strong></td>
<td>--</td>
</tr>
<tr>
<td><strong>No of Gates:</strong></td>
<td>--</td>
</tr>
<tr>
<td><strong>What ILS is in use at this location?</strong></td>
<td></td>
</tr>
<tr>
<td><strong>What POS is in use at this location?</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Software Version implemented and in production:</strong></td>
<td></td>
</tr>
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