



HAMILTON EAST  
PUBLIC LIBRARY

# Request for Proposal (RFP) Physical Security Systems for Hamilton East Public Library (HEPL)

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Issue Date: June 17, 2024

Due Date: August 2, 2024 (**Extended**)

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# 1. General Information

## 1.1 Timeline

The timeline supplied is HEPL's best estimate and is not binding on the Library.

RFP Issued	June 17, 2024
Vendor Site Visits	June 24 - 28, 2024
Deadline for Vendor Questions	July 12, 2024 (Extended)
Proposal Due	August 2, 2024 (Extended)
Library Decision and Recommendation to Library Board of Trustees	August 22, 2024 (Updated)
Selected Vendor Notification	August 27, 2024 (Updated)
Estimated Contract Start	September 18, 2024 (Updated)



## 1.2 Statement of Purpose

This Request for Proposal (RFP), issued by Hamilton East Public Library (hereby referred to as “HEPL”) is to improve the physical security systems for our two branches, including intrusion detection, access control, video surveillance, and public address, to better protect and serve HEPL's patrons, staff members, vendors, library materials, and other HEPL assets.

## 1.3 Questions, Clarifications, and Site Visits

Each qualified vendor will be afforded an individual one-hour site visit at each of HEPL’s two branches to better understand the project including cabling accessibility, component and device needs, installation requirements, working conditions, and other project aspects. Questions and answers provided during each vendor’s site visit will be recorded by an HEPL representative and provided to all other vendors participating in this RFP as indicated below.

Any additional questions must be emailed and directed to our security consultant Roger Goodes, Goodes Security Consulting, [Roger@GoodesSecurity.com](mailto:Roger@GoodesSecurity.com), by 4:00 pm, July 8, 2024. A complete listing of all Vendor questions relating to this RFP along with HEPL responses will be provided to each Vendor via written addendum.

## 1.4 Library Information

Hamilton East Public Library (HEPL) is located in Hamilton County in central Indiana approximately 25 miles north of downtown Indianapolis. The district covers 150 square miles, or about one-third of the total area in Hamilton County, including Delaware, Fall Creek, Noblesville, and Wayne Townships, the City of Noblesville, and the City of Fishers. Hamilton County has experienced tremendous growth in the past few decades.

HEPL has two locations open 72 hours per week and serves approximately 87,000 cardholders. The Fishers Library is 95,000 square feet in size over two floors and welcomes an average of 438,000 visitors through its doors each year. The Noblesville Library, meanwhile, is 105,000 square feet in size over three floors, with an average annual door count of 231,000. Both branches are currently under renovation.



## 1.5 Proposal Evaluation & Selection Criteria

An Evaluation Committee shall review all proposals to determine which Vendors have qualified for consideration.

HEPL reserves the right, at its sole discretion, to request clarifications of proposals or to conduct discussions for the purpose of clarification with any or all Vendors. The purpose of any such discussions shall be to ensure full understanding of the proposal. If clarifications are made as a result of such discussion, the Vendor shall put such clarifications in writing.

The selection of the winning proposal will be based on a numerical scoring system. All proposals will be assigned a score for each item/category as outlined in the following table. Upon receipt of the proposals, an evaluation team will determine the proposals most qualified based on the following criteria:

Suitability of proposal to meet stated goals. The Evaluation Committee will score proposals according to how each individual requested component is met by the proposal. The top three scoring vendors will be presented to the library board with a staff recommendation for the winning vendor. Scoring rubric can be found at the end of this document.	40%
Cost	25%
Vendor experience and capability	25%
Clarity and completeness of the submitted proposal	10%

HEPL reserves the right to select the Vendor deemed most suitable, which may or may not be the lowest cost Vendor.



## 2. Description of Requirements

### 2.1 Security Systems and Components

#### **Project Overview and Scope of Work**

HEPL desires to improve our overall security profile at our two library branches through system upgrading, supplementing, or installing new systems and/or system components.

The security systems covered in the scope of work include the intrusion detection system, access control system, video surveillance system, public address system, and the Communico meeting and study room access system.

#### **General System Capabilities and Requirements:**

- 2.1.1 Enterprise configuration for the current HEPL locations and expandable to future locations
- 2.1.2 Remote access to view, acknowledge, and control the systems and their components
- 2.1.3 Open system architecture
- 2.1.4 Integrate security systems to provide their most effective and efficient use while maintaining as much ease of use by HEPL staff
- 2.1.5 All required licenses for the first year and projected three- and five-year costs
- 2.1.6 Service and support agreements detailing virtual and onsite response costs within various time periods including one-, three-, and five-year options
- 2.1.7 Twenty-four-hour intrusion and fire detection monitoring service agreements including one-, three-, and five-year options



### General Hardware Requirements:

- 2.1.8 Utilize existing hardware and devices where possible
- 2.1.9 All work must comply with all applicable building and fire codes and with professional installation methods and standards
- 2.1.10 No banned equipment or services listed on the United States Federal Communications Commission's Covered Equipment or Services list as part of the The Secure Networks Act shall be used

### General Software Requirements:

- 2.1.11 Software must be compatible with Microsoft Windows operating systems running Windows 10
- 2.1.12 Server based software should be compatible with the latest versions of Microsoft SQL and Microsoft Server
- 2.1.13 Browser based user interfaces should be compatible with Microsoft Edge, Google Chrome, and Firefox
- 2.1.14 Provide system software/firmware updates and upgrades

### Intrusion Detection System Needs:

Each branch currently is equipped with an extensive intrusion detection system.

- 2.1.15 Evaluate interior detection devices, ensure their operability, and provide and replace with new wired devices as needed
- 2.1.16 Use current or provide and install new wired contacts for each exterior door
- 2.1.17 Reuse or provide and install new panels, subpanels, power supplies, equipment boxes, cabling, or other equipment as required
- 2.1.18 Provide and install new keypads as follows:
  - 2.1.18.1 **Noblesville Branch** - Replace two (2) keypads, one inside the north employee entrance and one inside the south employee entrance



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- 2.1.18.2 ***Fishers Branch*** - Replace two (2) keypads, one inside the east entrance and one inside the south entrance. Wire and install one (1) new keypad inside the north employee entrance

Access Control System Needs:

Each branch has a limited access control system which controls a few exterior doors. Provide, install, and program all required access control system equipment, cabling, electric door locks and other needed door hardware, power supplies, readers, software, and other equipment, as needed.

- 2.1.19 Provide and install electric doors locks, magnetic door locks, gates, and associated hardware, cabling, power, readers, and other required equipment as follows:
- 2.1.19.1 ***Noblesville Branch*** - One (1) Vehicle gate controller, gate arm, reader, and other necessary equipment for driveway gate leading to the loading dock area
  - 2.1.19.2 ***Noblesville Branch*** - Five (5) exterior doors
  - 2.1.19.3 ***Noblesville Branch*** - Twenty-one (23) interior doors
  - 2.1.19.4 ***Noblesville Branch*** - One (1) interior emergency stairwell door
  - 2.1.19.5 ***Fishers Branch*** - Two (2) exterior doors
  - 2.1.19.6 ***Fishers Branch*** - Twenty-one (21) interior doors
- 2.1.20 Readers must accept PIN codes, fobs, keycards, and smartphone mobile application credentials
- 2.1.21 Software must have the ability to remotely lock and unlock doors, gates, and other access-controlled areas
- 2.1.22 Software must allow for schedules for programming doors, gates, and other access control areas
- 2.1.23 Software must have event logging for real-time and historical events
- 2.1.24 Software must have reporting capabilities that include scheduled reports and exportation of data to commonly used database programs such as MS Excel





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- 2.1.25 Software must allow multiple users with various levels of authority
- 2.1.26 Software must have the ability to remotely disable credentials in real-time

Video Surveillance System Needs:

Each branch has interior and exterior cameras, some of which are digital and some analog. Our goal is to improve exterior and interior coverage by adding views that will better provide staff with situational awareness and incident investigation capabilities. Provide, install, and program all required equipment, servers, cabling, cameras and other necessary hardware, switches, recorders, power supplies, software, and equipment needed for an advanced technology IP-based video surveillance system.

- 2.1.27 Add new cameras and replace existing cameras to meet HEPL video surveillance objectives
- 2.1.28 Where possible, reduce camera count by using devices with expanded fields of view while maintaining HEPL's video surveillance objectives
- 2.1.29 Provide views of the interior and exterior of each public entrance and employee access points.
- 2.1.30 Provide views of each department's common areas and interior entrances to and from the department
- 2.1.31 Provide and install new cameras in each program room:
  - 2.1.31.1 **Noblesville Branch** - Two (2) rooms, Three (3) cameras total
  - 2.1.31.2 **Fishers Branch** - Two (2) rooms, two (2) cameras total
- 2.1.32 Install cameras in each public elevator:
  - 2.1.32.1 **Noblesville Branch** - Two (2) public elevators
  - 2.1.32.2 **Fishers Branch** - Three (3) public elevators
- 2.1.33 Provide exterior views of all parking areas, loading docks, patron gathering or play areas, and other strategic locations consistent with the branch's location



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- 2.1.34 Provide, install, and program six (6) video monitors in each interior staff location of each branch, but out of public/patron view, including all cabling, and other equipment to provide view-only access to specific camera views.
- 2.1.35 Install new cabling and removal of unused cabling
- 2.1.36 Video analytics for real-time alerts and tracking, and enhanced historical review capabilities
- 2.1.37 Centralized interface and management for both branches, expandable to future locations
- 2.1.38 Remote access and viewing of real-time and historical video feeds
- 2.1.39 Centralized and expandable storage for up to 45-days with onsite network video recorder and cloud-based options
- 2.1.40 Controlled access to system by individual user or group

### Public Address System Needs:

Each branch currently has a public address system that can be accessed by HEPL staff for routine patron and staff announcements. HEPL would like to enhance the system by adding automated messaging that would be integrated with the fire detection system's alerts to provide pre-recorded messaging for patrons and staff to evacuate. HEPL envisions using this system for other pre-recorded automated announcements such as a fifteen- and five-minute advisory announcements that the library is closing.

Additionally, it has been reported that the public address system is not audible in some areas of each branch and speakers need to be added.

- 2.1.41 Evaluate the public address system for functionality throughout each branch
- 2.1.42 Provide, install, and program each branch's public address system with the capability to provide automated announcements
- 2.1.43 Integrate the system with the fire detection system to automatically deliver an evacuation message through the branch
- 2.1.44 System must allow HEPL staff to create messaging and program announcement times and days.



### Patron Meeting and Study Room System Needs:

This section of the RFP should be addressed in a separate section of the proposal from the above requirements and will not be included in the scoring rubric due to the limitation on the required equipment.

HEPL uses the Communico ([www.communico.us](http://www.communico.us)) library software to better serve their patrons in several ways, one of which is to reserve patron meeting and study rooms. HEPL wishes to begin using Communico's Reserve and Broadcast features to further facilitate their room reservation process by adding individual door locks, automatically generated single-use lock codes, and integrated individual room displays. This will help to ensure the rooms are available as reserved by the patron, allow them to receive a single-use access code, and let others view the room's availability on a tablet-sized touchscreen device mounted near the room's door.

Currently, Communico personnel advise their software is compatible with Avigilon and RemoteLock locks. Once the locks and touchscreens are installed, Communico will provide the necessary programming to their system.

2.1.45 Provide and install all locks and connected touchscreen displays and other required equipment, compatible with and to facilitate connectivity to the Communico system

2.1.45.1 ***Noblesville Branch*** - Seventeen (18) interior doors

2.1.45.2 ***Fishers Branch*** - Twenty (24) interior doors

### Project Structure and Proposed Timeline (for each branch location):

The project should achieve the following phase structure and deliverables to be considered complete. Please provide a projected timeline.

2.1.46 Security system design

2.1.47 Security system component and device recommendations

2.1.48 Security system installation

2.1.49 Detailed system and device mapping and naming with HEPL input

2.1.50 Security system user programming as directed by HEPL



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- 2.1.51 Removal of unused current security components and devices
- 2.1.52 Security system testing and completion certification
- 2.1.53 Security system licensing requirements
- 2.1.54 Security system service and support agreements
- 2.1.55 Security system training for HEPL staff

HEPL will entertain creative and innovative ideas that differ from the above structure if the end product is substantially similar.

One (1) electronic PDF copy of the proposal shall be submitted via e-mail to Roger Goodes.

Proposals received beyond the deadline of July 19, 2024, will not be accepted.

**Proposals should be addressed to:**

Roger Goodes  
Goodes Security Consulting  
Roger@GoodesSecurity.com

Responses shall follow the format laid out in Section 3: Proposal Format.

Any costs associated with the preparation and delivery of this proposal will be borne solely by the Vendor.

## 2.2 Liability

Any contract for services shall include the following indemnification language. Vendors acknowledge that submitting a proposal indicates their willingness and ability to contract with HEPL under these terms:

*Contractor agrees to indemnify and hold harmless Hamilton East Public Library and its officers, officials, employees and volunteers from and against all claims, damages, losses and expenses including attorney's fees arising out of the performance of the work described herein caused by any negligence, recklessness, or willful misconduct of the Contractor, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable.*



The parties expressly agree that any payment, attorney's fee, costs or expense HEPL incurs or makes to or on behalf of an injured employee under HEPL's self-administered workers' compensation is included as a loss, expense or cost for the purposes of this section, and that this section will survive the expiration or early termination of this Agreement.

## 2.3 Responses to the RFP

Proposals will only be accepted from a single firm, not from joint ventures. When two or more Vendors desire to submit a single proposal, they shall do so as prime/subcontractor(s). Vendors are invited to visit HEPL to assist in the preparation of their responses.

Vendors may not use omissions or errors in the Specifications or other contract documents to their advantage. HEPL reserves the right to issue new instructions correcting any such errors or omissions, which new instructions shall be treated as if originally included.

HEPL may make any investigation it deems necessary to determine the ability of the Vendor to perform the work. Vendors shall furnish information for this purpose to HEPL upon request. HEPL reserves the right to reject any proposal if the evidence submitted by, or other investigation of, the Vendor fails to satisfy HEPL that the Vendor has the proper qualifications, experience, equipment, manpower, or financial and managerial capability to carry out the obligations of the contract agreement or to perform the work as specified.

A Vendor may withdraw a proposal in writing to HEPL prior to deadline for proposal receiving.

## 2.4 Negotiation

The Vendor acknowledges HEPL's right to reject any and all proposals and to waive any formality or irregularity in any proposal received. The Vendor recognizes HEPL's right to reject any proposal which fails to submit the data required by the RFP or is in any way incomplete or irregular. An award to the lowest Vendor is not required. Library reserves the right to enter into negotiation with one or more Vendors. Library reserves the right to waive any informality as may be permitted by law. Library reserves the right to award multiple contracts for different portions of the work or commodities, or to reject all proposals.



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### 2.5 Contract Documents

Each Vendor shall examine the RFP carefully. Any interpretation or correction will be issued as an Addendum by HEPL. Only a written interpretation or correction by Addendum shall be binding. Addenda are written or graphic instruments issued prior to proposal receiving which modify or interpret the RFP, including specifications, additions, deletions, clarifications or corrections. Prior to proposal receiving, HEPL will send any Addenda to each Vendor in writing.

The successful responder will be expected to enter into a contract with Library pursuant to the documents that include the RFP, the Vendor's proposal, the summary of negotiation, and any and all other additional materials submitted by the Vendor. The selected Vendor may be requested to submit copies of their applicable standard contract forms.

The only official answer or position of Library will be the one stated in writing.

### 2.6 Prices

Vendor will also provide a detailed quote sheet using the format provided in Section 3.4. Prices reflected in the proposal should include any discounts.

Unit and extended prices must be quoted in U.S. Dollars for each line item specified on the Cost Worksheets.

Unit and extended prices must be quoted in U.S. Dollars for any additional and necessary or recommended services.

No Vendor will be allowed to modify or resubmit its proposal, for any reason whatsoever, after the proposals have been opened. Proposals will not be opened until the specified due date.

## 3 Proposal Format

Proposals must be structured, presented, and labeled as described in this section.

Failure to follow the specified format, to label the responses correctly, or to address all of the subsections may, at HEPL's sole discretion, result in the rejection of the Proposal.



Proposals should be printable on standard 8 1/2" x 11" paper. All proposal pages should be numbered.

### 3.1 Cover Letter

The proposal must include a cover letter that provides the following:

- 3.1.1 Vendor's legal name and corporate structure
- 3.1.2 Vendor's primary contact to include name, address, phone, and email
- 3.1.3 Identification of any subcontractors and scope of work to be performed by subcontractors
- 3.1.4 Identification of any pending litigation against the Vendor
- 3.1.5 Disclosure of any bankruptcy or insolvency proceedings in last ten (10) years
- 3.1.6 Statement of the Vendor's credentials to deliver the services sought under the RFP
- 3.1.7 Statement indicating the proposal remains valid for at least 180 days
- 3.1.8 Statement that the Vendor or any individual who will perform work for the Vendor is free of any conflict of interest
- 3.1.9 Signature of a company officer empowered to bind the Vendor to the provisions of this RFP and any contract awarded pursuant to it
- 3.1.10 The proposal cover letter should be concise and brief and not exceed two (2) pages

### 3.2 Table of Contents

All pages are to be numbered and figures, tables, charts, etc. must be assigned index numbers and identified in the Table of Contents.

### 3.3 Overview of Services

Provide a brief and concise synopsis of the proposal and a description of the Vendor's credentials to deliver the services sought under the RFP.



### 3.3.1 General Project Plan

- 3.3.1.1 **WORK PLAN** Provide a detailed narrative on how your company plans to facilitate a new strategic plan for HEPL including a project plan that specifically describes how the Vendor intends to successfully complete the project. The project plan should clearly identify all of the tasks and activities the Vendor will complete to successfully provide the services requested in this RFP.
- 3.3.1.2 **PROJECT PLANNING AND MANAGEMENT** Describe the planning and management skills your company will employ to ensure the prompt meeting of deadlines as they pertain to the project phases defined above.
- 3.3.1.3 **PERFORM IMPLEMENTATION** Describe how your company will promptly meet the development and deployment phases.
- 3.3.1.4 **PROJECT TIMELINE** Provide a project timeline and schedule for completion of all activities.

### 3.3.2 Deliverables and Completion

The proposal should address how the Vendor proposes to meet each deliverable and project component in section 2.1 or propose alternatives as outlined in Section 3.3.3.

### 3.3.3 Exceptions

If the Vendor's specifications for providing services are in any respect not the equivalent of the website components in the RFP, please provide a description of those exceptions. Vendors are invited to propose, and HEPL will consider, reasonable modifications to the project deliverables and components. Please note any impact to pricing that the proposed modifications will effect.

If the Vendor is able to provide all requirements as specified in section 2.1, note "None."





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### 3.4 Pricing, Payment, and Cost Schedule

Vendor will provide a Cost Proposal that shall present a total fixed price to perform all of the requirements of the RFP. The Proposer must include details in the Owner's Cost Proposal template supporting any and all costs. These details must include, at a minimum, detailed descriptions and/or specifications of the goods and/or services to be provided, quantities, and unit costs.

The payment schedule for the project is tied to specific dates and deliverables as outlined in the awarded contract. Invoices may be submitted by the Vendor on specific dates based on the completion and acceptance of related deliverables. No invoice will be approved unless the associated deliverables have been approved by the Owner's designee. A percentage of the total contract cost may then be invoiced based on the schedule.

### 3.5 References

The Vendor must supply three references for similar work it has undertaken over the past five years, preferably within a library, school, public/government building or other community space.

Provide the company/organization name; contact name(s); email address; telephone number; and a brief description of the work performed.

Failure to provide the above information may result in the Vendor being disqualified and its proposal not considered. Library reserves the right to contact any and all references to obtain information without limitation and regardless of the Vendor's performance on the listed jobs.



### 3.6 Declaration and Signature

**DECLARATION:**

The undersigned hereby declares the proposal specifications have been carefully examined and this proposal is submitted in compliance therewith. The undersigned understands that competence and responsibility, time of completion, as well as other factors of interest to HEPL may be a consideration in making the award. HEPL reserves the right to reject any and all proposals, to accept or reject alternate proposals and unit prices, and waive technicalities concerning the proposals received as it may be in HEPL’s best interest to do so.

**AUTHORIZED REPRESENTATIVE:**

Authorized Representative’s Name	Title
Authorized Representative’s Signature	Date
Company	Telephone
Street Address	E-Mail
City/State/Zip	Fax



## Addendum A - Scoring Rubric

<b>Meeting Project Requirements</b>	<b>Maximum Points</b>	<b>Points Awarded</b>	<b>Staff Comments</b>
General System Capabilities	10		
General Hardware Requirements	10		
General Software Requirements	10		
Intrusion Detection System Needs	20		
Access Control System Needs	20		
Video Surveillance System Needs	20		
Public Address System Needs	10		
<b>Totals</b>	<b>100</b>		