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City of Avondale
Neighborhood & Family Services Department

REQUEST FOR INFORMATION

SOLICITATION SCHEDULE

Solicitation Title: **Library Computer Lab Copy/Print/Time Management System**

Solicitation Number: **NFS 20-013**

Advertisement Date: **Apr. 1 and Apr. 8, 2020 SW Business Gazette
Apr. 2, 2020 AZ Business Gazette**

Release Date: **April 1, 2020**

Non-Mandatory Pre-Submittal Meeting: **April 9, 2020**
9:00 a.m. Arizona time
Join Zoom Meeting
<https://avondaleaz.zoom.us/j/219289742>
Meeting ID: 219 289 742
One tap mobile
+13462487799,,219289742# US (Houston)
+16699009128,,219289742# US (San Jose)
Dial by your location
+1 346 248 7799 US (Houston)
+1 669 900 9128 US (San Jose)
+1 312 626 6799 US (Chicago)
+1 646 558 8656 US (New York)
+1 253 215 8782 US
+1 301 715 8592 US
Meeting ID: 219 289 742

Final Date for Inquiries: **April 16, 2020**

RFI Deadline: **April 23, 2020, Online Submittal, see Section 3.1
5:00 p.m. (local time, Phoenix, Arizona)**

Procurement Agent: **Jill Lin** jlin@avondaleaz.gov
623-333-2047

PART I. RFI PROCESS AND SUBMITTAL FORMAT

1. Intent. . The City of Avondale (the “City”) is offering an opportunity for individuals or business to determine what multifunctional copier system (the “Equipment”) or innovative ideas are available to meet the needs in a library computer lab.

This RFI is not a solicitation. The award of any lease, license, or purchase will be procured only through a formal solicitation.

2. Background: The City has two libraries, Civic Center Library and Sam Garcia Western Avenue Library and see approximately 198,000 visitors and 50,000 computer users annually. The libraries have 70 public computers, 5 public printers, and 2 public copy/fax/scan units between the two locations. The computers VMware HorizonView VDIs running a Windows 10 image. The City currently uses EnvisionWare’s AAM, LPT:One, and PC Reservations applications to manage public computer time management and printing. The City also utilizes RICOH to service the document centers at each library building to handle copying, faxing, and scanning. Payment for services is made through a coin bill acceptor attached to both the print release computer and the document center. Faxing is paid for at the front desk after staff manually unlock the function on the document center and patrons bring their fax confirmation up to the desk to retrieve their IDs and pay for their faxes. The AAM software is housed on a virtual server so that patrons may access their print credits at both locations. The LPT:One print service and PC Reservations database is managed independently at both libraries, one location has a physical PC with the management applications and printer drivers installed and the other location has a virtual server with the management applications and printer drivers installed. The City does not currently offer wireless printing, but we have had patron requests for such a service.

3. Goal: The City is seeking innovative ideas, equipment and research from individuals or business to express an interest to provide solutions that can provide print, time, fax, scan, and wireless print management in one consistent public interface. The use of the products/ should be completely self-service for patrons requiring no intervention from staff for regular functions of the product, including payments. The proposed solution will provide payment options through one coin bill acceptor per building, and ideally include the option for PCI compliant credit card payments using microtransactions to keep costs to the City manageable.

Minimum Requirements

The City desires a print and time management solution that is capable of meeting the needs of a public library system computer lab including but not limited to:

- A. Ability to install the management software on our local server environment running Windows Server 2016/2019 or a Linux appliance. If server install unavailable, a local Windows 10 PC install is required.
- B. Walk-up computer access control and time management.
- C. Interface the system with existing Polaris integrated library system (ILS) for patron authentication.
- D. System must work correctly with VMware HorizonView VDI and Windows 10.

- E. Ability to set user access rules including but not limited to: patron type, expired registration, excessive fees, lost items, system generated blocks, and blocking notes.
- F. Ability to assign computers to different computer areas with different settings like time limits and user access.
- G. Self-service printing to existing PCL 6 driver compatible printers.
- H. Ability to pre-pay for printing and faxing and maintain a credit towards said services.
- I. Self-service payment including coin and bill options.
- J. Ability for patrons to place reservations for next available PC when the lab is full.
- K. Ability to provide guest passes.
- L. Ability for staff to access a management interface to monitor and control computer and print usage as needed.
- M. Ability for patrons to make copies, either through a standard copier or from a scan to print interface.
- N. Ability for patrons to send faxes with integrated payment options.
- O. Ability for patrons to scan documents to a USB drive or scan to email or similar document storage location.
- P. Basic reporting on computer usage by number of hours and patrons.

1.2 Ideal Solution. The ideal system will also provide the following:

- A. Wireless printing for patrons inside and outside the building including those using mobile devices such as Android and iOS.
 - B. Ability to take self-service payments via a PCI compliant credit card system. The City would prefer that the vendor take full PCI compliancy responsibility and keep all credit processing off of the City's network. Credit card payments will use a microtransaction processor to keep costs low.
 - C. Ability to customize guest pass user IDs.
 - D. Ability to self-service pay and print guest passes.
 - E. Ability to control wireless access in the building.
 - F. Ability to use Guest Passes on the public WiFi.
 - G. Ability to run custom usage reports including hourly usage of PCs, payment reports, and print usage.
 - H. Ability to restrict usage to computer areas by patron age reported from the ILS.
- Ability to pay library fines/fees at the payment kiosk with an integration into the ILS.

2. Informational Intent. This RFI is issued as a means of discovery and information gathering. It is for planning purposes only, should not be construed as a formal procurement solicitation nor does it guarantee or imply that a contract will be awarded for the Program.

3. Preparation/Responsive Submittal. Interested organizations may submit an information packet, which should include the organization's experience, qualifications, program knowledge, recommendations, and the benefits and/or disadvantages of any piece of equipment or innovate ideas to meet the business needs as detailed in this RFI (a "Submittal"). The Submittal should address, in order, the criteria listed in Part II of this RFI. Respondents shall review their Submittals to ensure the following requirements are met.

3.1 Submittal Format. Interested Respondents must be submitted electronically at the following website address: <https://vendorregistry.com/> and shall be attached to the corresponding solicitation project and clearly marked with the RFP number and title.

A. A one-page cover letter on the Respondent's letterhead shall be clearly labeled with the number and title, **(NFS 20-013) Library Computer Lab Copy/Print/Time Management System**. It shall include (i) the date of submission, (ii) Respondent's points of contact, including names, phone and email addresses, (iii) website address, and (iv) the signature of an authorized officer of the company.

B. Pages shall be numbered and have the following characteristics: 8-1/2 x 11 inches, single sided, single-spaced, one inch margins and Times New Roman or Arial font, minimum 11 point.

C. The Submittal is limited to **20** pages maximum, excluding the cover letter and table of contents (optional). Pages over the allowable maximum may not be reviewed.

3.2 Cost of Preparation. The Respondent is responsible for all costs incurred in responding to this RFI. The City does not reimburse the cost of developing, presenting or providing any response to this RFI. Submittals offered for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner. All materials and documents submitted in response to this RFI become the property of the City and will not be returned.

4. Inquiries.

4.1 Written/Verbal Inquiries. Any question related to the RFI shall be directed to the contact name on the cover page of this RFI. Questions shall be submitted by e-mail in writing by the close of business on the Final Date for Inquiries indicated on the cover page of this RFI. Any inquiries related to this RFI shall refer to the page and paragraph in question.

4.2 City Inquiries. The City may contact Respondents to clarify any portion of their Submittal(s). No presentations or in-person meetings are anticipated prior to reviewing written RFI proposals.

5. Public Record; Confidential Information. All Submittals shall become the property of the City and shall become a matter of public record available for review in accordance with applicable law. If a Respondent believes that a Submittal contains information that should be withheld from the public record, a statement advising the City Representative of this fact shall accompany the Submittal and the information shall be clearly identified.

7. Confidential Information. If a Respondent believes that a Specification contains information that should be withheld from the public record, a statement advising the Procurement Agent of this fact shall accompany the submission and the information shall be clearly identified. The information identified by the Vendor or Bidder as confidential shall not be disclosed until the Procurement Agent makes a written determination. The Procurement Agent shall review the statement and information with the City Attorney and shall determine in writing whether the information shall be withheld. If the City Attorney determines that it is proper to disclose the information, the Procurement Agent shall inform the Respondent in writing of such determination.

PART II. REQUIRED ITEMS

Section 1: General Information

A. Provide a one-page cover letter containing the information specified in Part I, Subsection 3.1(A) above.

Section 2: Project Overview

A. Provide a narrative on how your proposed equipment and/or ideas can achieve the goal described in Part I, Section 3.

B. Provide a summary description of the product(s) proposed by the vendor. This summary description shall include:

1. How this solution works for other public libraries of comparable size.
2. How this solution works for PC time management
3. How this solution works for PC and wireless printing
4. How this solution works for faxing
5. How this solution works for scanning
6. How this solution works with a VMware Horizon View VDI environment
7. How this solution works for patron self-service payment options
8. Interface capabilities with library ILS, Polaris
9. Configuration options for the staff and administrative side of the solution
10. Multiple staff user settings and/or limitations
11. Canned and ad-hoc reporting capabilities
12. Training provided by vendor
13. Support provided by vendor

B. Describe any other functionalities or work processes, not identified above, that you believe could enhance the library's computer lab, relative to a multifunctional copier system. Include rationale for alternate approaches.

Section 4: References

Provide a list of at least three organizations that have successfully implemented the Respondent's solution or similar system(s). This list shall include, at a minimum, the following:

1. Name of client/agency
2. Contact information of client/agency
3. Size of client/agency
4. Size of supported population
5. Years of service provided