

NEW HANOVER COUNTY PUBLIC LIBRARY
REQUEST FOR PROPOSALS
PUBLIC PC TIME & PRINT MANAGEMENT SYSTEM
RFP # 22-0385



COUNTY COMMISSIONERS

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Section 1 – Advertisement

NEW HANOVER COUNTY PUBLIC LIBRARY REQUEST FOR PROPOSALS PUBLIC PC TIME & PRINT MANAGEMENT SYSTEM RFP # 22-0385

The New Hanover County Public Library is soliciting written proposals from qualified firms or individuals for a Public PC Time Management and Print Management System for New Hanover County Public Library's public-use PCs including integrated print management and payment functionality. As a request for Proposal (RFP) this is not an invitation to bid and, although price is very important, other factors will be taken into consideration.

Proposals should be emailed to lbutler@nhcgov.com. Deadline for receipt of Proposals is **2:00 PM EST., Friday, January 14, 2022**. The following information should be included in the subject line of the email "**RFP # 22-0385-PUBLIC PC TIME & PRINT MANAGEMENT SYSTEM.**"

The County will hold a pre-proposal meeting using Microsoft Teams on **Wednesday, December 15, 2021, at 10:00 AM**. County staff will discuss the current system and enhancements desired for the new program. Bidders should submit their first round of questions on or before **Friday, December 10, 2021, at 5:00 PM** by email to lbutler@nhcgov.com.

Questions received will be answered during this online meeting. Additional questions may be submitted using the "CHAT" feature. An addendum summarizing the meeting will be sent to all participants and posted to the County's website.

Microsoft Teams meeting

Join on your computer or mobile app

Or call in (audio only)

[+1 336-218-2051,,494141573#](tel:+13362182051494141573) United States, Greensboro

Phone Conference ID: 259 976 388#

Instructions for submitting Proposals and complete requirements and information may be obtained by visiting the County's website at <https://finance.nhcgov.com/purchasing-solicitation/open-and-closed-bids/>.

New Hanover County reserves the right to accept or reject any or all Proposals and to make the Award which will be in the best interest of the County.

Released: Friday, December 3, 2021

Section 2 – Introduction, Background, and General Information

2.1 – INTRODUCTION

The New Hanover County Public Library is soliciting proposals to replace its current Public PC Time and Print Management System with a new PC Time and Print Management System. The library wishes to acquire a current-generation system with a modern and user-friendly interface that is intuitive for patrons to use; easy for library staff to administer and support; includes an integrated Print Management component providing user-friendly printing controls and an integrated payment solution that includes cash, credit and debit card payment options and facilitates wireless printing from non-Library owned end-user devices including laptops, tablets and smart phones to the library's public printers. The system must be compatible with the library's Integrated Library System (ILS); and be compliant with PCI DSS (Payment Data Security Standard).

2.2 – Background

The New Hanover County Public Library currently provides Public Access PCs, including laptop and desktop PCs, for use by Library patrons. All computers will use Faronics Deep Freeze software to reset each computer to its default state upon restart. The library's public access computers are distributed across four branches: Downtown, Northeast Library, Pine Valley Library, and Pleasure Island Library.

Patrons use their library card number and a password stored in the Library ILS system record to reserve and log in to the Library's Public Access PCs. The current PC Time and Print Management System communicates with the library's Integrated Library System (ILS) via the SIP2 protocol to verify that the user's library card number and passcode are valid, and the user's account is not blocked.

As part of its public access computing environment, the library currently provides public printing stations at each library location. Print requests are sent to these printers from Library PCs over the Library's internal networks. Users interact with a desktop-based print release station to pay for and release their print jobs. The stations are equipped with a card reader that reads the magnetic stripe on the patron library card and deducts the cost of the print job. Cash/coin towers are available at each site that enable patrons to load value onto their library cards. Credit cards are not currently accepted.

The printers, cash card loaders, cash/coin towers, and card readers are owned by Systel, which provides and services the equipment at no cost to the library while collecting all income from public printing. The Systel contract ends April 31, 2022, at which time all library printing and copying equipment will be replaced by equipment provided by

CopyPro. The contract with CopyPro is a lease arrangement which will enable the library to establish print prices, offer daily free print quotas, and manage payment options. The current system does not accommodate wireless printing.

The library currently utilizes LS2Staff from TLC. Proposed systems must be compatible with this ILS product.

2.3 – Schedule

Date	Action
December 3, 2021	RFP Released.
December 10, 2021 @ 5:00 Pm	Deadline for First Round of Questions.
December 15, 2021	Proposal Conference held via Microsoft Teams.
January 5, 2022	Deadline for Second Round of Questions.
January 14, 2022 @ 2:00 PM	Deadline for receipt of Proposals.
January 27, 2022	Award bid vendor notification.

2.4 - Proposal Submittal

Bidders are instructed to submit their Proposal via email to: lbutler@nhcgov.com **by 2:00 PM EST on Friday, January 14, 2022**. The subject line of the email should include “**RFP # 22-0385-PUBLIC PC TIME & PRINT MANAGEMENT SYSTEM.**” Proposals received after the time and date for closing will not be accepted.

2.5 – Pre-proposal Meeting

The County will hold a pre-proposal meeting using Microsoft Teams on **Wednesday, December 15, 2021, at 10:00 AM**. County staff will discuss the current program and enhancements desired for the new program. Proposers should submit their first round of questions on or before **Friday, December 10, 2021, at 5:00 PM** by email to lbutler@nhcgov.com.

Questions received will be answered during this online meeting. Additional questions may be submitted using the “CHAT” feature. An addendum summarizing the meeting will be sent to all participants and posted to the County’s website.

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Phone Conference ID: 259 976 388#

2.6 – Second Round of Questions

Following the Pre-proposal meeting, Bidders will have until **Wednesday, January 5, 2022, at 5:00 PM** to submit any additional questions related to this solicitation. An addendum summarizing all additional questions and answers will be posted to the County's website and sent to all participants.

2.7 – Communication

Bidders may not have communications, verbal or otherwise, concerning this RFP with any personnel or boards from New Hanover County, other than the person listed in this section, which is Lena Edwards Butler, Purchasing Supervisor. If any bidder attempts any unauthorized communication, the Proposal will be rejected.

2.8 – Intent to Submit

All Bidders who intend to submit a Proposal on this project should send an email to lbutler@nhcgov.com including pertinent contact information. This will ensure that you receive any addenda issued for this solicitation.

2.9- Cost of Preparation of Response

Costs incurred by prospective Bidders in the preparation of the response to this Request for Proposals are the responsibility of the Bidder and will not be reimbursed by The County.

2.10 – Deadline for Proposals

Proposals will not be opened publicly. The proposal deadline is **Friday, January 14, 2022, at 2:00 PM.**

2.11 - Execution of Agreement

The successful Bidder will be required to enter into a formal agreement that is consistent with the proposal requirements outlined within. The successful Bidder to whom the Contract is awarded by the County shall within ten (10) business days after notice of award and receipt of Agreement from the County, sign and deliver to the County all required copies of said Agreement.

2.12 - Ownership of Documents

All Proposals and accompanying documentation will become the property of New Hanover County at the time the Proposals are opened and as such will not be returned to the bidder.

2.13 - Trade Secret Confidentiality

Upon receipt of your PROPOSAL by New Hanover County, your PROPOSAL is considered a public record except for material which qualifies as "trade secret" under N.C. General Statute 132-1.2. After opening, your PROPOSAL will be provided to County staff and

others who participate in the evaluation process, and to members of the general public who submit public records requests.

To properly designate material as trade secret under these circumstances, each Bidder must take the following precautions: (a) any trade secrets submitted by a Bidder must be submitted in a separate, sealed envelope marked "Trade Secret - Confidential and Proprietary Information - Do Not Disclose Except for the Purpose of Evaluating This PROPOSAL," and (b) the same trade secret/confidentiality designation must be stamped on each page of the trade secret materials contained in the envelope.

Do not attempt to designate your entire PROPOSAL as a trade secret, and do not attempt to designate pricing information as a trade secret. Doing so will result in your PROPOSAL being disqualified.

In submitting a PROPOSAL, each Bidder agrees that the County may reveal any trade secret materials contained in such response to all County staff and County officials involved in the selection process, and to any outside consultant or other third parties who assist the County in the selection process. Furthermore, each Bidder agrees to indemnify and hold harmless the County and each of its officers, employees, and agents from all costs, damages, and expenses incurred in connection with refusing to disclose any material, which the Bidder has designated as a trade secret.

2.14 - Withdrawal of Proposals

Bidders may withdraw or withdraw and resubmit their PROPOSAL at any time prior to the closing time for receipt of Proposals. NO PROPOSAL may be withdrawn after the scheduled closing time for receipt of Proposals for a period of ninety (90) days.

2.15 - Equal Opportunity

The non-discrimination clause contained in Section 202 (Federal) Executive Order 11246, as amended by Executive Order 11375, relative to Equal Employment Opportunity for all persons without regard to race, color, religion, sex or national origin, and the implementing rules and regulations prescribed by the Secretary of Labor, are incorporated herein.

The Bidder agrees not to discriminate against any employees or applicant for employment because of physical or mental handicap in regard to any position for which the employees or applicant is qualified. The Bidder agrees to take affirmative action to employ, advance in employment and otherwise treat qualified handicapped individuals without discrimination based upon their physical or mental handicap in all employment practices.

Pursuant to GS 143-48, New Hanover County encourages small, minority, physically handicapped, and women firms to submit Proposals in response to this RFB.

2.16 - Indemnity

The successful Bidder shall indemnify and hold the County, its agents and employees, harmless against any and all claims, demands, causes of action, or other liability, including attorney fees, on account of personal injuries or death or on account of property damages arising out of or relating to the work to be performed by the Successful Bidder hereunder, resulting from the negligence of or the willful act or omission of the Bidder, his agents, employees and subcontractors.

2.17 - E-Verify

Pursuant to Session Law 2013-418, Contractor shall fully comply with the U.S. Department of Homeland Security employee legal status E-Verify requirements for itself and all its subcontractors. County requires an affidavit attesting to Contractor's compliance. Violation of the provision, unless timely cured, shall constitute a breach of contract.

2.18 - Insurance

Before commencing any work, the Bidder shall procure insurance in the Bidder's name and maintain all insurance policies for the duration of the contract of the types and in the amounts listed in this Agreement. The insurance shall provide coverage against claims for injuries to persons or damages to property which may arise from operations or in connection with the performance of the work hereunder by the Bidder, his agents, representatives, employees, or subcontractors, whether such operations are done by himself/herself, or anyone directly or indirectly employed by him/her.

Limits of insurance required are detailed in the DRAFT CONTRACT.

2.19 - Addendum

The Proposal package constitutes the entire set of instructions to the bidder. The County shall not be responsible for any other instructions, verbal or written, made by anyone. Any changes to the specifications will be in the form of an Addendum which will be sent to all known Bidders who are listed with the Finance Office and posted on the County's website.

You may visit our website at <https://finance.nhcgov.com/purchasing-solicitation/open-and-closed-bids/>, or email lbutler@nhcgov.com to check for the issuance of any addenda before submitting your proposal.

2.20 - Compliance with Proposal Requirements

Failure to comply with these provisions or any other provisions of the General Statutes of North Carolina will result in rejection of proposal.

2.21 – Federal Uniform Guidance

If the source of funds for this contract is federal funds, the following federal provisions apply pursuant to 2 C.F.R. § 200.326 and 2 C.F.R. Part 200, Appendix II (as applicable): Equal Employment Opportunity (41 C.F.R. Part 60); Davis-Bacon Act (40 U.S.C. 3141-3148); Copeland “Anti-Kickback” Act (40 U.S.C. 3145); Contract Work Hours and Safety Standards Act (40 U.S.C. 3701-3708); Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387); Debarment and Suspension (Executive Orders 12549 and 12689); Byrd Anti-Lobbying Amendment (31 U.S.C. 1352); Procurement of Recovered Materials (2 C.F.R. § 200.322); and Record Retention Requirements (2CFR § 200.324).

2.22 - Certificate of Authority

Subject to several statutory exceptions, a business entity incorporated or organized in a state other than North Carolina must obtain a certificate of authority from the North Carolina Secretary of State prior to transacting business in the State. See [G.S. 55-15-01\(a\)](#) (business corporations); [G.S. 55A-15-01\(a\)](#) (nonprofit corporations); [G.S. 57D-7-01\(a\)](#) (limited liability companies); [G.S. 59-902\(a\)](#) (limited partnerships); [G.S. 59-91\(a\)](#) (Registered limited liability partnerships); [G.S. 55B-16\(a\)](#) (professional corporations). When the requirement applies, the foreign entity transacting business in the State is responsible for obtaining a certificate of authority—not the domestic (i.e., North Carolina) corporations, public entities, or individuals with whom the foreign entity might contract.

2.23 - Right to Reject Proposals

New Hanover County reserves the right to accept or reject any or all Proposals and to make the award which will be most advantageous to the County.

Section 3 – Scope of Service

The library anticipates that the Contract will commence in mid to late 2022 with an initial three (3) year term with an option for single year extensions through to 2027.

1. Vendor will be responsible for working directly with IT and library staff to install and configure all aspects of the system including installation and configuration of the hardware and software necessary to implement the proposed solution, including, but not limited to server software, PC client software, telephony interface cards, network interface cards or other required hardware, print station release interfaces (kiosks), card swipes or other electronic payment processing devices.
2. If more than one (1) option is available for a specified service, the Proposer should identify one (1) best and one (1) recommended option to propose based on the proposer's assessment of the library's needs and objectives. Additionally, Proposer should make explicit in the proposal any expectations of library or IT personnel's role in, or responsibility for, software or hardware installation and/or configuration during the system implementation process.
3. Vendor will be responsible for working with IT to develop an implementation plan that minimizes any downtime to New Hanover County Public Library's public access computers by considering the open hours of the four Library locations when developing the implementation plan, and scheduling work during closed hours as much as possible. The implementation plan will provide critical dates for the project including when significant milestones (phases or components of work) are to be completed.
4. Vendor will provide staff training for both technical and public service staff.
5. Vendor will provide system documentation.
6. Vendor will provide telephone, email, remote on-line session, and on-site maintenance and support services for the selected system through the life of the contract.

Vendor must provide references of successful public library installation and usage of software and hardware solution.

General Requirements and Specifications

PC Time Management—General

1. Accommodates up to two hundred (200) Library-owned end-user devices (PCs, laptops).
2. Supports Windows/PC clients running Windows 10 and later.
3. Compatible with LS2Staff from TLC including the ability to communicate to the ILS using the SIP2 protocol to verify patron barcodes, passwords, and match against other PatronRecord fields.
4. The client User Interface (UI) has customizable elements such as a choice of color scheme and graphics and can display custom announcements to users (e.g., a special events, upcoming holidays, or scheduled system maintenance).
5. Has a mechanism to require users to agree to “Terms of Service” customized by the library during the login process.
6. Patron ability to reserve computer time on site when all stations in use.
7. Sends reservation confirmation emails and/or SMS texts.
8. Session time remaining notifications, preferably including an on-screen countdown timer.
9. Is compatible with screen readers and Microsoft Ease of Access features.
10. Proven to successfully work with Deep Freeze to ensure user data is cleared from client PC at the end of a session, or has solution built in that clear client data at end of session.
11. Offline option for use of Microsoft products/apps when internet is down.

PC Time Management—System Administration

Easy to use, web-based administrative interface for library staff which supports:

1. Modifying existing reservations, including extending a session, or moving a reservation to a different PC using a web-based interface that does not require software to be installed on staff computers.
2. Sending text-based messages to patrons on any workstation.
3. Ability to manage a patron session underway remotely to include extending/shortening session or terminating session.
4. Ability to create unique schedules reflecting open/closed hours for multiple locations.
 - This should include ability to schedule exceptions for holidays, and unexpected or one-off library closures (e.g., closing early due to weather event).
 - Ability to create customizable workstation types with different length of reservation, (i.e., express computers).

5. Ability to configure to automatically allow extension of current active sessions exceeding patron's current time limit during periods of low demand and high availability.
6. Ability to generate and print one-time use credentials (guest pass) for making reservations without a library card.
7. Ability for the Library to easily disable/pause any endpoint system restrictions imposed by the reservation software for the purposes of running updates or performing computer maintenance.
8. Option to have workstations restart between sessions.
9. Ability to disable specific users for policy violations.
10. Ability to troubleshoot service (i.e., restart system) without IT intervention.
11. Ability to reserve a block of PCs.

Print Management

1. Compatible with the Library's existing printers.
2. Offers automated print job payment options (Credit Card, NFC, bills, coins).
3. All system hardware and software are PCI DSS (Payment Card Industry Data Security Standard) compliant. Vendor must provide proof of PCI compliance annually or at any time on request of the library.
4. Provides a public facing Print Management user interface integrated into cash/card/coin tower to allow patrons to manage and pay for print jobs.
5. The Print Management user interface provides patrons secure options for retrieving print jobs such as by library card barcode, via scanning the barcode and/or manual entry of barcode, or by entering in a temporary one-time system generated user number if a library card was not used to login to the library's public PC.
6. Patron funds are tied to library account not library card number so funds are still available if card is lost.
7. The Print Management user interface offers patrons:
 - a. Clear onscreen printing instructions.
 - b. Print preview on release station.
 - c. Ability to select which pages to print.
 - d. Ability to select the number of copies they wish to print.
 - e. Ability to view the total cost for the print job based on the number of pages and copies specified.
 - f. Ability to delete selected print job without printing.
 - g. Ability to choose double-sided printing.

- h. Ability to print using a guest pass.
- 8. Provides a staff administrative interface which includes:
 - a. Ability to perform full or partial refunds to a patron's creditcard account with an e-mail confirmation generated automatically.
 - b. Staff override of account funds.
 - c. Ability for staff to re-route print jobs to other print queues during printer system failure(s).
 - d. Ability for staff to "override" print requests for patrons free of charge, or alternately apply credits to a patron's account at the library's discretion.
 - e. Ability for staff to "search" for print requests if patron is unable to retrieve request at end-user kiosk.
 - f. Including Reprint capability.
 - g. Scheduled automatic clearing of print queue with staff ability to manually clear print jobs and queues.
- 9. The Print Management system allows the library to provide patrons with a specified number of "free" pages that can be printed each day per patron at no cost and resets daily.
- 10. Wi-Fi/ remote print solution that allows printing from PC, Mac, smartphone, and tablets outside of library network that allows patrons to:
 - a. Log into an account and upload/process several print jobs at once.
 - b. Has zero delay job release (one minute or less).
 - c. Allows print requests wirelessly from devices that do not have the Proposer's software client installed.
- 11. Offers a hosted FAX solution.

Payment Management Software and Hardware

- 1. Payment terminals that accept coin and cash for integration with multifunction copy/scan/fax ~~station~~ (pay for fax).
- 2. Payment terminals that accept cash, coin, credit cards, swipe, chip, and NFC payment types for integration with print release stations.
- 3. Credit cards must be processed via a separate and isolated cellular connection to maintain PCI compliance.

System Administration

- 1. Provides out of the box statistical reports such as daily, weekly, monthly and annual session statistics, equipment utilization, number of unique users, application usage, print requests, total pages printed, total free pages printed, basic accounting report.
- 2. Provides for ad-hoc report creation on criteria selected by Library.

3. Ability to export reports to Excel, CSV.
4. Ability to customize staff access, administrative staff access, establish super user and staff.
5. Ability to maintain clean database with the ability to purge customer data for privacy and security reasons.
6. Ability to customize guest passes with Library branded text.
7. If hosted solution is proposed; Vendor provides all software and firmware security updates to all components that addresses any public Common Vulnerabilities and Exposure (CVE's) identified and as soon as they are available.
8. Web-based staff portals with centralized management and troubleshooting tools for all locations.
9. A secure web-based staff online portal to view and manage credit and debit card payments, and in real time.

Multifunction Copy/Scan/Fax Solution

1. Ability for patrons to scan documents for print, email, fax, or saving.
2. Ability to create document files: .doc, .jpg, .png, .tiff, .gif, .pdf
3. Ability to save to external USB drive.
4. Ability to integrate into Proposer's Print Management software for payment and print release.

Section 4– PROPOSAL CONTENT

A. Proposal Content:

Proposals should contain the following information:

- Cover letter presenting the bidder’s understanding of the project, a summary of the approach to be undertaken to perform the services, as well as a summary of the costs to provide the services. It should be signed by an individual authorized to execute binding legal documents on behalf of the bidder and include the name, address, telephone number and fax number of the bidder along with the name, title, address, telephone, and fax numbers of the executive that has the authority to contract and the Company Point of Contact with the county.
- The bidder shall submit an executive summary, which shall, at a minimum, include an identification of the proposed project team, responsibilities of the project team, and a summary of the proposed services.
- Bidder shall include information concerning experience with similar print and session management projects. Describe why you feel that your services, from a technical and functional perspective, make it superior or unique in addressing the needs of the county.
- Describe how your organization shall fulfill the county’s requirements for a program designed to meet the current and future needs.
 - a. If applicable, define each model of payment processing machine proposed including:
 - Manufacturer
 - Model
 - Picture of the proposed device
 - b. Describe how changes to the contract including machine additions and deletions would be handled administratively and operationally.
 - c. Describe the approach your company will take to training end users on the system.
 - d. Describe the approach your company will take to implement the system across the county.
 - e. Describe the approach your company will take to resolve service issues with equipment under the contract.
 - f. Describe how funds are added and managed within user accounts.
 - g. Describe how your scanning solution will work.
 - h. Describe how your faxing solution will work.
 - i. Describe how your network printing solution will work.
 - j. Describe your tools for managing the devices and how the Local Government Point of Contact and IT personnel could utilize these tools.
 - k. Describe the security features of the products you are proposing in relationship to denying access to the County’s network for each of the functions it performs.

Section 5 – SELECTION CRITERIA

1. Prior Experience in performing similar work (15 points)
2. Management and Financial Capability (10 points)
3. Quality and Reliability of Solution, System and Services being offered to meet our needs (35 points)
4. Quality of Implementation and Transition Plan (10 points)
5. Cost of proposed System and Services (30 points)

Based on the initial evaluation, the County may request oral presentations. Thereafter, the County will conduct negotiations with the bidder deemed to have submitted the most advantageous proposal.

Individuals representing the bidder during negotiations shall have the authority to negotiate and contractually bind the company to a contract.

Section 6 – Minority & Women Business Enterprise (MWBE) Program

**Minority & Women Business Enterprise (MWBE) Program
FORM**

A. Authorized Representative

I HEREBY AFFIRM THAT:

I am [name] _____, [title] _____,
and the duly authorized representative of [Business Name] _____
and that I possess the legal authority to make this statement on behalf of myself and the
Business for which I am acting.

B. Affirmation Regarding MWBE Program Acknowledgement and Compliance

I FURTHER AFFIRM THAT:

I am aware of and intend to comply with the County’s MWBE Program. As such [check one]:

_____ The Business is certified as a woman- or minority-owned business by an accepted
agency. (Attach proof certification)

_____ The Business is a woman- or minority-owned business but has not been certified by an
accepted agency. (Attach document of ownership such as articles of incorporation, current
business license, K-1 of the most recent business tax return.)

_____ The Business is not a woman- or minority-owned business; however, the bidder
acknowledges the MWBE policy and if it should become necessary to subcontract some portion
of the work at a later date or obtain materials or services in conjunction with this
solicitation, the bidder will institute good faith efforts to comply with all requirements of the
MWBE program in providing equal opportunities to MWBEs.

Signature: _____

Date: _____