



INVITATION TO BID (Request for Proposal)

4/22/2024

PROJECT

Self-Check Kiosk Upgrade Project

PROJECT DESCRIPTION

The Topeka and Shawnee County Public Library is a 21st-century, landmark library; most recently named the Library Journal's 2016 Library of the Year. The Library features the Alice C. Sabatini Gallery, the Millennium Café, Chandler Booktique (used bookstore), free meeting rooms, computer training and internet access. Located in the heart of Shawnee County, the Library has a collection of about 425,000 items and serves nearly 111,000 cardholders. About 1,500 people walk through the doors daily. Bookmobiles make about 25 stops six days a week traveling across the county and the Library provides services to 40 senior living facilities and 130 homebound individuals. The Digital Branch Library, www.tscpl.org, serves customers' needs 24/7.

The Library is purchasing eight (8) free-standing self-check kiosks to replace our current Bibliotheca kiosks.

BID RECEIVING

Date: July 1, 2024

Time: 3:00 PM CT

Place: Menninger Room (2nd floor), Topeka and Shawnee County Public Library, 1515 S.W. 10th Avenue, Topeka, KS.

Attendance at the bid receiving is not required. Those who do not attend shall ensure the bid is received by the Topeka and Shawnee County Public Library prior to 3:00 PM CT.

TIMELINE OF BID PROCESS

RFP Issued:	April 22, 2024
Submission of Bidder Questions*	June 25, 2024
Mandatory On-Site Demos:	May 1 – June 25, 2024, Coordinated with the Project Coordinator
Bid Receiving:	July 1, 2024, 3:00 PM CT; bids must be received prior to this time.
Board Consideration of Award:	Thursday, July 20, 2024 at 4:00 pm CT; bidders do not need to be present at the Board meeting
Notification of Decision to Bidders:	Friday, July 21, 2024 (via email)
Project Completion Date:	TBD

*Bidder questions must be submitted to the Project Coordinator in writing, preferably by email, and bidders should check the Library's website for the question and answer document after the submission deadline has passed.

OWNER

Topeka & Shawnee County Public Library
1515 S.W. 10th Avenue
Topeka, KS 66604-1374

INSTRUCTIONS TO BIDDERS

Date: 4/22/2024

PROJECT: Self-Check Kiosk Upgrade Project

DEFINITIONS:

Bidding documents include Invitation to Bid, Instructions to Bidders, and Bid Form including any Addenda issued prior to bid receiving.

ADDENDA:

Addenda are written or graphic instruments issued prior to bid receiving which modify or interpret the bidding documents, including specifications, additions, deletions, clarifications, or corrections.

Prior to bid receiving, Addenda will be posted on the Owner's website and each Bidder recorded by the Owner as having received the bidding documents will be notified.

Bidders shall acknowledge receipt of Addenda on the Bid Form.

Any questions or requests for information by interested bidders must be submitted in writing to the Project Coordinator, preferably by email, and will be posted on the Library's webpage as a public document for anyone's review.

EXAMINATION OF BIDDING DOCUMENTS:

Each Bidder shall examine the bidding documents carefully. Any interpretation or correction will be issued as an Addendum by the Owner. ONLY A WRITTEN INTERPRETATION OR CORRECTION BY ADDENDUM SHALL BE BINDING.

ON-SITE VISIT & DEMO (Mandatory):

Each Bidder shall have the opportunity to visit the site and to provide an on-site demo of equipment and software. The site visit will be coordinated with the Project Coordinator and will be held at the Topeka & Shawnee County Public Library. Acknowledge site visit on the BID FORM.

BID PREPARATION

A single bid will be received for the purchase of eight (8) free-standing self-check kiosks to replace our current Bibliotheca kiosks.

The Owner is a political subdivision of the State of Kansas, eligible for government contract prices, and is exempt for the Kansas Retailers' Sales Tax Act and Kansas Compensating Tax Act under the provisions of Kansas Statutes Annotated (K.S.A.) Supplement 79-3606(b).

Bids shall be made upon the BID FORM included with these specifications. Fill in all blanks on the BID

FORM clearly with typewriter or ink. Erasures or other changes in a bid must be explained or noted over the signature of the Bidder. Signature shall be in longhand by a principal duly authorized to sign contracts. Bids shall contain no alterations or recapitulation of the work.

The Owner reserves the right to: (1) waive any informalities or minor defects in the bids or bidding procedures; (2) reject any or all bids; (3) rebid the project at a later date if bids are rejected; and (4) accept the bid that, in the judgment of the Topeka and Shawnee County Public Library, will be in the best interest of the Library, whether or not said bid is the lowest bid.

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

The Owner may make any investigation it deems necessary to determine the ability of the Bidder to perform the work. Bidders shall furnish information for this purpose to the Owner upon request. The Owner reserves the right to reject any bid if the evidence submitted by, or other investigation of, the Bidder fails to satisfy the Owner that the Bidder 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.

The Bidder shall be paid in accordance with contract agreement upon award.

Bids shall be prepared and submitted in accordance with these INSTRUCTIONS TO BIDDERS.

Mail, deliver or email the BID FORM to: Kim Strube
Chief Financial Officer
Topeka & Shawnee County Public Library
1515 S.W. 10th Avenue
Topeka, KS 66604-1374
kstrube@tscpl.org

If submitting a paper BID FORM, enclose the BID FORM in a sealed opaque envelope bearing the legend:

BID FORM
Project: Self-Check Kiosk Upgrade Project
Bidder: (your company name)
Address: (your company address)

Please note email submission of BID FORMS is not secure, unless initiated in that manner by the Bidder. All documents in an emailed bid must be in read-only pdf format. Please contact Kim Strube if you do not receive an email confirming receipt of your bid form.

COORDINATOR: The Coordinator shall assume general coordination and direction of the project.
The Coordinator is:

David King
Digital Services Director
Voice: 785-580-4601
Fax: 785-580-4496
Email: dking@tscpl.org

BIDDER'S REPRESENTATION:

The Bidder, by responding to this bid, represents that:

1. The Bidder read and understood the INSTRUCTIONS TO BIDDERS.
2. The Bidder carefully examined all bidding documents pertaining to the project.
3. The Bidder acknowledges receipt of Addenda, if any.
4. The Bidder acknowledges the mandatory site visit and demo.

BID RECEIVING:

The Owner will receive and publicly open and read bid proposal forms at the time and place indicated in the INVITATION TO BID.

The bid proposal shall include all costs for eight (8) free-standing self-check kiosks to replace our current Bibliotheca kiosks.

No oral or telephone bids will be considered. Modifications by telephone will be considered only on BID FORMS delivered to Owner prior to time set for bid receiving.

BID WITHDRAWAL:

A Bidder may withdraw a BID FORM in writing, including via email, to Owner prior to time fixed for bid receiving.

Unless otherwise provided in any supplement to these INSTRUCTIONS TO BIDDERS, no Bidder shall modify, withdraw, or cancel the bid, or any part thereof, for thirty (30) calendar days after the date for receiving bids.

AWARD OF CONTRACT:

The approved bidder must be prepared to provide a service/purchase contract upon notification of bid approval. A contract will be awarded as soon as possible to the responsible Bidder submitting the lowest acceptable bid, provided:

1. Evidence of the experience, qualifications and fiscal responsibility of the Bidder and the time of completion are all acceptable to the Owner.
2. The total of acceptable bids is within the Owner's financial budget for the project.
3. The contract is legally acceptable.

REJECTION OF BIDS:

The Bidder acknowledges the Owner's right to reject any and all bids and to waive any formality or irregularity in any bid received. The Bidder recognizes the Owner's right to reject any bid, which fails to submit the data required by the bidding documents or is in any way incomplete or irregular. An award to the lowest Bidder is not required.

PROPOSED SCOPE OF WORK:

Overview:

The Library is purchasing eight (8) free-standing self-check kiosks to replace our current Bibliotheca kiosks:

- Three (3) will have cash, coin, and credit/debit card functionality.
- Five (5) will have credit/debit card functionality only.
- For cards, the kiosks should accept chip & pin and NFC technology.
- All kiosks must work with current library technology, including:
 - The library's RFID tags.
 - Must have the ability to scan the patron library card barcode in the library's Communico mobile app.
 - Must integrate with library software, including Polaris ILS system and Comprise Technologies for payment of print jobs, adding money to a card for printing, or for paying a fee.

On-Site Demo:

This RFP requires an on-site visit. Please show us examples of your self-check kiosks. During the on-site visit, please include a demo of different types of reporting, including financial reporting and the centralized management solution for the self-check kiosks.

References:

Please supply references from other libraries that use your solution, the Polaris ILS system, and Comprise Technologies for payment of copies and printing.

Specifications:

The following sections list key components and features necessary for efficiently achieving the functionality required. Responding vendors should indicate the following and/or provide details where requested:

- Yes: System meets this specification.
- No: System does not meet this specification. If there is an alternate functionality, explain.
- In development/planned: State when the product will be available.

Any exception to the specifications must be stated.

Specifications are grouped in these areas:

- A. Patron-facing Software on Self-Check Kiosks
- B. Self-Check Kiosk System
- C. Central Management Solution
- D. Project Support and Maintenance
- E. Project Implementation
- F. Training and Documentation

A. Patron-facing Software on Self-Check Kiosks:

1. Streamlined workflow requires as few as three steps to complete checkout transaction, providing a faster and more convenient experience for patrons.
2. Staff must have the ability to access self-check units remotely from a web browser to easily customize on-screen features or run reports.

3. The self-check software must meet ADA guidelines, and should include features such as:
 - a. A large touchscreen interface and large type size.
 - b. Software should not use flashing images.
 - c. A hard-of-hearing user can use the self-check to its full capacity as the default setting is to not rely on audio.
 - d. The self-check software can be configured to have a high-contrast interface for patrons with low vision.
4. The self-check software must include instructions that show patrons how to complete a transaction – staff assistance is not required.
5. Self-check software should have the ability to provide a customized interface and receipt message in the patron’s language of choice. Please list languages and the way patrons can select their preferred language at the self-check kiosk.
6. The self-check software should have customizable messages based on patron and item status, should not require the use of technical programming or coding, and must be very easy to use. Please include screenshots of the checkout process.
7. Self-check software should allow staff to customize the patron interface quickly and easily, including on-screen graphics and promotional banners, online event calendar, workflow, etc. This functionality must be centrally managed. Include a screenshot showing the software used by staff to customize the user interface.

B. Self-Check Kiosk System

1. Self-check kiosks must use a touchscreen interface and the ability to design and configure a high-contrast interface.
2. Free-standing self-check kiosks can be customized with a variety of paint color options and graphic wraps of the library’s design. Must include a wrap template with dimensions.
3. Self-check kiosks must have a credit card payment system, and/or cash and coin payment system integrated directly into the main body of the kiosk.
4. The coin / bill payment option must contain the following components:
 - a. Bill / Note Acceptor – for making payments with bills.
 - b. Bill / Note Stacker – to log and maintain notes within the kiosk.
 - c. Bill / Note Recycler – to dispense bills for change as needed.
 - d. Takes \$1, \$5, \$10, and \$20 bills – and gives change in bills.
 - e. Coin Hopper / Recycler – must accommodate nickels, dimes, quarters, dollar coins in the hopper as opposed to use of separate cylinders for each denomination. If possible, must also accept pennies.
 - f. High security – multi-frequency sensing technology.
5. Each kiosk needs accurate and itemized sales reporting. We need to know what was purchased/paid, and with what (cash, coin, card) for each transaction. Reporting must reflect payments in Polaris ILS for fines and fees and in Comprise Technologies for copies, printing, and purchases.
6. Free standing kiosks must be height adjustable, allowing patrons to change the kiosk heights.
7. Self-check kiosks must be UL certified without the need for an on-site inspection.

C. Central Management Solution:

1. Central management must be available via a web-hosted, browser-based application that displays connected product information in real time.
2. Central management application provides detailed patron, item and device reports that can be viewed by the entire system or broken down into branch-level, equipment-based or time interval statistics.

3. Central management application does not require the library to request statistics and reports from the vendor. Statistics and reports are easily retrieved from the central management solution.
4. Central management application allows users to schedule reports to be sent automatically via email.
5. Central management report formats must include PDF, CSV, XML, HTML or Word.
6. Copying configurations is accomplished easily by allowing the library staff to cut and paste configurations quickly from any remote location that has network access. Configurations can be pushed out to multiple machines simultaneously.
7. Central Management administrator can set varying levels of access based on a library staff member's role in the library and desired functionality.
8. Central Management application can push email or SMS text notifications to staff to alert them to attend to self-checkout kiosks. For example, receipt paper is low, empty cash and coin system, etc.
9. Central Management system should be accessible in multiple languages, including English, German, French, Spanish, Italian and Portuguese, so users can choose their preferred language.
10. Central management application should be accessible via a single sign-in solution.
11. Receipts should have centralized receipt management.

D. Project Support and Maintenance:

1. Describe your recommended support and maintenance package. The recommended package must be the same as the one found in the vendor's cost proposal. If you provide multiple tiers of support and maintenance, the vendor must distinguish which one is included in the cost proposal.
2. Vendor must provide an online support portal that is accessible 24/7.
3. Describe your remote support.
4. Describe your on-site support.
5. How many manufacturer-trained and certified on-site technicians are located within 50 miles of the library?
6. On-site technicians must be factory-trained on the vendor's equipment.
7. On-site technicians must complete training in the field with experienced on-site technicians or product experts before repairing Library equipment.
8. On-site technicians must not be general computer repairpersons. Describe your on-site technicians' qualifications and training.

E. Project Implementation

1. The vendor shall provide a comprehensive project implementation plan. This plan will include:
 - a. Project implementation timeline for each major part of the implementation.
 - b. Details of any materials that the library will be expected to provide that are outside the provisions of the vendor's proposal.

F. Training and Documentation

1. The vendor shall provide information on training materials, topics covered, training approach, and training schedule.
2. Vendor will supply training to the library as part of the implementation process. Describe the training process.
3. Vendor must provide at least one on-site training for staff that includes IT back-end training, Circulation staff training, and Finance-specific training.
4. Vendor must provide digital product documentation to the library.

BID FORM – Single Contract

Owner: Topeka & Shawnee County Public Library, 1515 S.W. 10th Avenue, Topeka, KS 66604-1374

Bidder Name: _____

In compliance with the invitation and instructions to Bidders, the undersigned proposes to provide eight (8) free-standing self-check kiosks to replace our current Bibliotheca kiosks.

Item	Quantity	Unit Cost	Total
A. Hardware			
B. Software			
C. Installation			
D. Training			
Total Base Bid:			

ADDENDA

Receipt is acknowledged of Addenda numbers _____.

MANDATORY SITE VISIT AND DEMO: A representative visited. YES _____ NO _____ .

TIME OF COMPLETION

The undersigned agrees to deliver the specified equipment within _____ calendar days from the date of the award of Contract. It is the Owner's desire that the project be completed rapidly. Time of Completion will be given strong consideration during the evaluation of bids.

DECLARATION

The undersigned hereby declares the bid 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 any other factors of interest to the Owner may be a consideration in making the award. The Owner reserves the right to reject any or all proposals, to accept or reject alternate proposals and unit prices, and waive technicalities concerning the bid proposals received as it may be in the Owner's best interest to do so.

Authorized Representative's Signature

Date

Title

Phone

Company

Fax

Street Address

Email

City/State/Zip