

KANSAS CITY PUBLIC LIBRARY

REQUEST FOR PROPOSALS FOR PUBLIC PC RESERVATION AND PUBLIC PRINT MANAGEMENT

April 20, 2018



Kansas City Public Library
14 West 10th Street
Kansas City, Missouri 64105

Proposals will be accepted until:

11:00 a.m. (Local Time)
Monday, May 21, 2018

REQUEST FOR PROPOSALS FOR PUBLIC PC RESERVATION AND PUBLIC PRINT MANAGEMENT

Instructions to Proposers

General Instructions

The Kansas City Public Library ("Library") invites qualified applicants to submit proposals for a public PC reservation and public print management solution for the Library.

Submission of Proposal

Proposals may be submitted in hard print copy and/or email, to be received no later than 11:00 am, Monday, May 21, 2018. All correspondence should be marked "**KCPL PC Reservation/Public Print Management**". Please note that if you are submitting your proposal by email, the Library must receive the email no later than 11:00 a.m. (Local Time).

Proposals can be delivered/emailed to the following address:

Reed Beebe
Kansas City Public Library
14 West 10th Street
Kansas City, MO 64105
816-701-3563
reedbeebe@kclibrary.org

Pre-Proposal Meeting

All interested Proposers are welcome to attend a **Pre-Proposal Meeting** at the **Central Library, Helzberg Auditorium, 14 W. 10th Street, Kansas City, MO 64105** on **Tuesday, May 8, 2018 at 10:00 A.M.** Please contact **Reed Beebe** at reedbeebe@kclibrary.org to let the Library know if you would like to attend.

Official Contact

Any questions concerning this Request for Proposals ("RFP") should be submitted via email to Reed Beebe at reedbeebe@kclibrary.org.

All questions concerning this RFP must be received no later than **Monday, May 14, 2018 by 5:00 p.m.**

Ownership of Documents

Any reports, studies, conclusions and summaries prepared by the Proposer shall become the property of the Library.

Confidentiality of Information

Any proprietary information furnished by a Proposer to the Library that is designated confidential shall be treated as confidential to the Library to the extent allowable by law.

RFP Awards

The Library reserves the right to accept or reject any and all proposals, to make a partial award, or to make a multiple vendor award. The acceptance or rejection of any or all proposals and the making of an award or a partial award will be at the sole discretion of the Library. The Library reserves the right to request additional information. The contract shall be awarded to the qualified Proposer(s), whose proposal (which may include and incorporate the outcome of any subsequent negotiations), is determined to be in the best interests of the Library.

Addenda/Cancellation

The Library may modify or cancel the RFP at any time prior to the RFP due date by issuance of an Addendum or Cancellation to all Proposers who are participating in the process at the time the Addendum/Cancellation is issued. Addenda will be made available and Cancellations will be posted on the Library's RFP/RFQ website (currently: <http://www.kclibrary.org/public-notice>). Proposers should monitor the Library's RFP/RFQ website for updates/information/addenda/cancellations. Verbal modifications to the RFP specifications shall not be binding upon the Library.

Clarification of Proposals

The Library reserves the right to obtain clarification of any point in the proposal or to obtain additional information necessary to properly evaluate a particular proposal. Failure of a Proposer to respond to such a request for additional information or clarification could result in rejection of the proposal.

Method of Selection

Award will be made to the most responsive and responsible Proposer offering the best value and most economical proposal as defined by the Library. In general, the following criteria will be used: price, qualifications, service approach, and the experience of the Proposer. Per Library policy, a preference will be given to local vendors and minority/women business enterprises (M/WBE).

After the Library's initial evaluation of proposals, select proposals will undergo a detailed review and evaluation. As part of this detailed review of proposals, selected Proposers may be required to make oral presentations of their proposals to the Library. These presentations provide an opportunity for the Proposers to clarify the proposals.

The Library will negotiate with the selected Proposer(s) for mutually agreeable terms for the Library's public PC Reservation and Print management before making an award. Negotiation could include, but not be limited to, price and the terms and conditions of the RFP.

Acceptance of RFP Terms

A proposal submitted in response to this RFP shall constitute a binding offer. The Proposer shall identify clearly and thoroughly any variation between its offer and this RFP. Failure to do so shall be deemed a waiver of any rights to subsequently modify the terms of performance. Proposer's authorized representative may withdraw proposals only by written request received before the proposal due date.

Proposal Validity Period

Each proposal shall be valid for a period of ninety (90) days from the proposal due date.

Non-Collusion

Proposer(s) certify that this proposal had been arrived at independently and has been submitted without collusion designed to limit independent bidding or competition.

Hold Harmless

The Proposer shall hold harmless, defend and indemnify the Library and the Library's officers, agents, and employees against liability that may be imposed upon them by reason of the Proposer's failure to provide worker's compensation coverage and liability coverage.

General Specifications

INTRODUCTION

It is the purpose of this RFP is to solicit proposals from vendors for a public PC reservation and public print management solution. The Library is accepting proposals for a multi-year contract to meet the equipment, supplies, and service needs of the Library.

SCOPE OF SERVICES

The Library is seeking proposals for a public PC reservation and public print management solution.

The Library has ten patron locations: one Central Library and nine branch locations. A full list of the Library's locations and hours can be found at the following link:

<http://www.kclibrary.org/library-locations>

The Library has a user card base of 224,563 patrons, with approximately 68,000 of those users being active in the last six months.

Last year, the Library was host to 680,776 public computer sessions, 139,275 wireless internet sessions, and had 1.9 million physical visits and 2.1 million virtual visits.

The Library's library cards use 13 digit CODABAR.

The Library's service population according to the 2010 Census was 218,765.

The table below has more information about the Library's number of PC and public printers:

Branch Location	Number of PC's	Number of Public Printers	Number of Print Servers
10	415	15	9

Required Solution Features

Below are the required features for the proposed PC reservation and public print management solution:

Management of PCs across multiple locations and multiple zones within each location
Patrons authenticate against the SirsiDynix Symphony ILS database and ILS database querying and syncing is in real time
Patron access and authentication can be differentiated based on ILS data (i.e. different access based on age)
Guest barcodes/computer sign on and printing
Session time limits can be enforced.
Session time limits are enforceable across the System (i.e. branches) for a user for designated time periods.
Session time limits can be overridden by staff.
Allow for patron auto re-login if computers are open; Patron waiting queues when resources are busy.
An end of day shutdown configurable by physical branch location and zone which can be updated by central administration
Print management features trackable by patron ID/barcode
Payment print accounts
Requires the patron to authorize the number of pages and total cost before the print job is generated.
Printing works with HP printers
Patron data not logged on the local machine
Clean, attractive patron user interface on all front facing

interfaces
Compatible with Microsoft Windows OS, Windows 10
On premise, centralized server operating in a Virtual Server environment or, alternatively, a hosted, centralized operating environment with extensive data security assurances in compliance with the intent of Library Board Policy 105*
Remote rebooting of PCs by IT Admin and by Desk Staff
Full software and maintenance support of the management software, including upgrades
Reporting data on users; machines; locations; pages printed by location, computer, user; file types printed; money banked on user accounts;

***NOTE: Library Policy 105 is listed below:**

105. PUBLIC SERVICES RESPONSIBILITY OF THE LIBRARY DIRECTOR / CONFIDENTIALITY OF LIBRARY RECORDS

The Library Director shall carry forward the policies, goals and objectives adopted by the Board and shall recommend policies and formulate procedures which, in the Director's opinion, will promote the efficiency of the Library in its services to the residents of the District.

(Ref: By-Laws VII3)

The Library specifically recognizes any document, record, or other method of storing information retained, received, or generated by the Library that identifies a person or persons having requested, used, or borrowed library material to be confidential. The Library shall not divulge such information to anyone other than the borrower. Such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power. The Library shall resist the issuance or enforcement of any such process, order, or subpoena until such time as a proper showing of good cause has been made in a court of competent jurisdiction.

Board Policy 105 (Adopted 11-88/Amended 8-99)

Desirable Solution Features

Although not required in the proposed solution, below is a list of solution features that the Library would desire to see in a solution. Also, vendors are welcome to propose additional solution features not listed below that would enhance the technology offerings of the Library. If a vendor would like to propose some or all of these desired/additional features for the Library's consideration, this should be noted in the proposal and any additional cost should be listed separately.

Patron reservations, remote or on site.
Ability for patrons to request special accommodation seating at sign up (like a touchscreen computer or ADA compliant seating) if that is enabled at the signup kiosk
Ability for administrative IT staff to change language of patron-facing messages (i.e. the dialog box for time requests, log on, etc.)
Ability for patrons to request more time by "chat" or message to the desk
Reporting data on applications used and time used
Internet content filtering based on age of user
Ability for staff to send messages to patrons via "chat"
Ability for patrons to request assistance via "chat"
Ability to centrally end user sessions from any staff point to any user point
Ability for patron to self-serve with adding monies to print cards, via cash, credit, or both.
Wireless Printing in Library from patron devices
Cloud Printing that allows a patron to send a print job to the library to be released on site
Printing payment accounts that interact with ILS accounts so payments can be "banked" on the ILS account as an option, not a requirement
Printing works with Xerox, Toshiba, and Kyocera machines
Capabilities with Chrome OS
Capabilities with Thin Client/Zero Client Install
Compatible with Faronics Deep Freeze
Ability for management software to log computer OS errors and management software application errors, particularly sending this log back to the central server application before machine reboot
Proactive management application that alerts staff when a machine loses connectivity to the central server; ability to log this information at the system server level for reporting and troubleshooting
PCI Compliant eCommerce self-service solutions
PCI Compliant eCommerce staff solutions with payment into ILS for fines and fees
Copy payment management integrated with pc print management systems
Payment account management integration with Bibliotheca SelfCheck 1000 model kiosks

The Library is interested in a multi-year service agreement of either 36 months or 60 months.

Proposal Content & Format

To provide a degree of consistency in review of the written proposals, Proposers are required to prepare their proposals in the format described below:

Proposal Response Form

An individual having full authority to execute the proposal and to execute any resulting contract for services (“authorized representative”) must complete and submit the attached Proposal Response Form (Attachment A) or submit a signed letter of transmittal that contains the same information and statements as indicated in the proposal response form. **Failure to submit Attachment A or an equivalent signed letter of transmittal may result in disqualification from consideration.**

Experience, Expertise and Capabilities

Give a background of the company’s or contractor’s experience and qualifications. This should include a brief history, the date founded, ownership and any subsidiary relationships. Also list the types of services the company or contractor is qualified to perform. Give examples of experience for similar services to other entities. If the company or contractor is a local Kansas City business, or if the company or contractor is a minority/women business enterprise (M/WBE), this should be noted in order to utilize the Library’s preference for local and M/WBE vendors.

Personnel

For Company proposals, provide the names of key personnel who would be directly involved in providing services to the Library. Describe their relationship in the company, the role they would play, their experience, qualifications and years of service with the company.

Use of Subcontractors

The selected Proposer shall be solely responsible for all services as required by the RFP. Subcontractors, if any, will be the responsibility of the Proposer and the role of subcontractors must be clearly identified in the proposal. The Library may factor this information in the evaluation of the service approach of the Proposer. The use of a subcontractor(s) does not relieve the selected Proposer of liability under this contract (see **Indemnity, Licenses & Releases** in the **Terms and Conditions** section).

Service Approach

Submit a clear, concise response to accomplish the scope of services that reflects your understanding of the Library's requirements as described in the Scope of Service. Include information about how solution will address the Library's needs. Also describe your customer service approach and timeline for implementing the solution; **specifically, please include a sample outline of proposed deployment and training (timeline, activities, questionnaires, etc.)** This response should demonstrate an understanding of the Library's needs. Complete the attached Solution Features Checklist (**Attachment D**). **Failure to submit Attachment D or an equivalent document may result in disqualification from consideration.**

Cost/Charges

Submit a detailed breakdown of all costs and charges involved in completing the scope of work. The cost breakdown should clearly list all equipment and services proposed. Please complete and submit **Attachment B**. The Library relies on the Proposer to assure that all charges to complete the scope of work are submitted in the proposal and that there are no hidden costs or charges that will be incurred by the Library.

Authorized Representative

Include the name, title and contact information of the person in your organization authorized to negotiate contract terms and render binding decisions on contract matters.

References

Submit information regarding three (3) comparable projects that the vendor has completed as the prime contractor within the last five (5) years. The projects shall indicate the start and completion dates, services and equipment provided, project costs, contract term, warranty, and benefits to the owner. Please provide contact information for each reference.

Terms and Conditions

Contract Term

The term of this contract will begin from the date of award and continue through the negotiated contract term.

Contract Components

This RFP, the successful proposal's response thereto, and any additional written modifications and/or stipulations mutually agreed upon by the Library and the successful proposal will constitute the final contract. During the contractual period, any changes to the conditions outlined in these materials must be approved in writing with the signatures of representatives from each selected proposal(s) and the Library

Disclosure of Confidential Information

Proposer acknowledges that, in and as a result of the consulting hereunder, Contractor will be making use of, acquiring and/or adding to confidential information of a special and unique nature and value relating to such matters as Library's systems, procedures, manuals, confidential reports, or other similar data, as well as the nature and type of processes and/or other services rendered by Library, hereinafter collectively referred to as the "Confidential Information". As a material inducement to Library to enter into this Contract, and to continue to engage Contractor hereunder and to pay to Contractor the compensation referred to herein, Contractor covenants and agrees that Contractor shall not, at any time during or following the cessation of his engagement hereunder, for whatever reason, directly or indirectly, divulge or disclose, for any purpose whatsoever, any of such Confidential Information which has been obtained by or disclosed to Contractor. Upon cessation of this Contract for whatever reason, all Confidential Information, whether in the form of documents, records, notebooks, invoices, statements or correspondence, including copies thereof, relating to the business of the Library then in Contractor's possession or control, whether prepared by Contractor or others, shall remain Library's exclusive property and will be delivered to and left with the Library.

Indemnity, Licenses & Releases

Contractor agrees to indemnify, defend, and hold harmless Library, its representatives and customers from and against any and all suits, demands, liabilities, claims, actions, expenses, losses, and damages of any kind or nature whatsoever arising out of any negligent acts or omissions in connection with the Contract, caused by Contractor, its employees, agents, subcontractors, or caused by others for whom Contractor is liable, in the performance of the Services under this Contract.

Contractor will obtain and pay for all permits and licenses required by law that are associated with the Contractor's performance of Services.

Termination

Either party may terminate this Contract without cause upon sixty (60) days prior written notice to the other party. Library reserves the right to cancel, for cause, this Contract without prior written notification. Cause for termination shall include the following: (1) violation by Contractor of any applicable federal, state, or local law, regulation or ethical code; (2) Contractor's substantial under performance, as determined by Library; or (3) failure to comply with the provisions of this Contract. Library shall, where permitted by law, have the right to terminate the Contract immediately and without other cause or prior notice to Contractor in the event that Contractor does any of the following: (1) makes written admission of its inability to pay its debts or obligations as they become due; (2) files a voluntary petition in bankruptcy; (3) is adjudicated as bankrupt or insolvent; (4) seeks, consents to or acquiesces in the appointment of any trustee, receiver or liquidator of all or any substantial part of its business assets; (5) fails to actively operate its business for a period of more than seven (7) consecutive days without the prior written consent of Library; or (6) fails to maintain the insurance coverage required in this Contract. The Contract shall terminate

immediately if it is no longer permitted by applicable laws, rules or regulations, or if Library decides to limit or discontinue their operation for any reason.

Modification of Contract

No waiver or modification of this Contract or of any covenant, condition, or limitation herein contained shall be valid unless in writing and duly executed by the party to be charged therewith and no evidence of any waiver or modification shall be offered or received in evidence of any proceeding, arbitration, or litigation between the parties hereto arising out of or affecting this Contract, or the rights or obligations of the parties hereunder, unless such waiver or modification is in writing, duly executed as aforesaid, and the parties further agree that the provisions of this Section may not be waived except as herein set forth.

Codes, Laws and Regulations

Contractor will comply with all applicable codes, laws, regulations, standards, and ordinances in force during the term of this Contract.

Adjustment of Services

The Library reserves the right to eliminate, reduce or otherwise adjust the scope of services provided by the Contractor.

Assignability

Neither this Contract nor any rights hereunder may be assigned by the Contractor without Library's prior written consent.

Governing Law

It is understood and agreed that the construction and interpretation of this Contract shall at all times and in all respects be governed by the laws of the State of Missouri. The parties agree that any legal action brought in connection with this Contract is to be maintained only in the Circuit Court of Jackson County, Missouri.

Insurance

Contractor shall purchase and maintain, at its own expense, for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the work by the Contractor, its agents, representatives, or employees.

Coverage Required	Limits per Occurrence
General Liability	\$1 million minimum coverage per occurrence and \$2 million aggregate, written on an occurrence basis.
Automobile Liability	\$1 million per occurrence, covering owned, hired and non-owned automobiles
Worker's Compensation	Statutory

Contractor understands and agrees that the Library cannot save and hold harmless and/or indemnify the Contractor or its employees against any liability incurred or arising as a result of any activity of the Contractor or any activity of the Contractor's employees related to the Contractor's services under this Agreement. Therefore, the Contractor must acquire and maintain adequate liability insurance in the form(s) and amount(s) sufficient to protect the Library, its employees, its clients and the general public against any such loss, damage and/or expense related to the services performed under this Agreement. The insurance coverage shall include general liability insurance in an amount of at least \$1,000,000 per occurrence and \$2,000,000 in the aggregate with endorsements including but not limited to risks of false imprisonment, malicious prosecution, libel, slander and violation of right of privacy as well as the Missouri statutory requirements for works compensation insurance. Written evidence of the insurance shall be provided by the Contractor to the Library, the initial written evidence being attached hereto and marked as Exhibit A. The evidence of insurance shall include, but not necessarily be limited to: effective dates of coverage, limits of liability, insurer's names, policy numbers and endorsement by representatives of the insurance company. Evidence of self-insurance coverage or of another alternative risk financing mechanism is not permitted.

Insurance policies required of Contractor by the Agreement shall:

- Be issued by insurance companies licensed to do business in the state of Missouri with general policyholder's ratings of at least A and a financial rating of at least XI in the most current *Best's Insurance Reports* available on the date the Contractor obtains or renews the insurance policies. If *Best's* ratings are changed or discontinued, the parties shall agree to an equivalent method of rating insurance companies;
- Name the Library as an additional insured as its interest may appear on the policy;
- Provide that the insurance not be cancelled or materially changed in the scope or amount of coverage unless thirty (30) days' advance notice is given to the Library;
- Be primary policies;
- Be permitted to be carried through a "blanket policy" or "umbrella" coverage;
- Have deductibles not greater than \$1,000;
- Be written on an "occurrence" basis; and
- Be maintained during the entire Term and any extension Terms.

By the date of award and upon each renewal of its insurance policies, Contractor shall give such certificates of insurance to the Library.

Independent Contractor.

It is specifically agreed by the parties that the relationship of Contractor to Library is that of an independent contractor and that Contractor is not an agent, partner, or employee of the Library. Contractor acknowledges that Contractor is not entitled to receive from Library any tax withholding, workers' compensation, unemployment compensation, or any employee benefits, statutory or otherwise.

Access to Records.

Contractor shall maintain all fiscal records and any other records relating to this Contract in such a manner as to clearly document the Contractor's performance hereunder. Library or any of its duly authorized representatives shall have access to any books, documents, papers and records of the Contractor which are directly pertinent to this Contract for the purpose of making audits, examinations, excerpts and transcriptions.

Federal, State, and Local Taxes, Licenses, and Permits

The Contractor will comply with all laws and regulations on taxes, licenses, and permits.

Contractor's Personnel

The Contractor shall provide appropriately skilled and trained personnel, adequate in number, as necessary to perform the workload required to efficiently and effectively provide the Scope of Services under this contract.

All Contractor personnel employed by Contractor for copier services at the Library shall have undergone full and complete background screening including abuse or sex offender registry and eligibility to work in the United States under I-9 regulations. Under no circumstances will Contractor hire convicted sex offenders, regardless of what job they are being considered for, if they are to be assigned to work on-site at any Library site.

While providing copier services, the Contractor's employees shall be respectful and courteous to all persons with whom they come in contact, and shall observe acceptable standards of appearance, hygiene, and conduct.

Other Considerations**Disputes**

Should any doubt or difference of opinion arise between the Library and the successful proposal awarded this Contract as to the items to be furnished hereunder or the interpretation of the provisions of this RFP, the decision of the Library shall be final and binding upon all parties.

Prohibition of Public Benefits to Illegal Aliens

Pursuant to State of Missouri's RSMO 285.530 (1), No business entity or employer shall knowingly employ, hire for employment, or continue to employ an unauthorized alien to perform work within the state of Missouri. Selected vendors shall comply with the provisions of Section 285.525 through 285.550 of the State of Missouri statutes and execute the notarized affidavit attached hereto as **Attachment C**, Affidavit of Work Authorization before the Agreement can be finalized.

Attachment A
PROPOSAL RESPONSE FORM

DATE _____

Proposal of: _____, (herein after
called Vendor), a Corporation/Partnership/an Individual doing business as
_____.

TO: The Kansas City Public Library (hereinafter called the Owner).

The Proposer, in compliance with your Request for Proposal for Public PC Reservation and Print Management and having examined the RFP and Scope of Services with related documents and being familiar with all of the conditions surrounding the work, hereby agrees to perform the work required by the project in accordance with the contract documents, within the time set forth in the Instructions to Proposers, and at the price stated therein. These prices are to cover all expenses incurred in performing the work required by the contract documents, of which this proposal is a part.

Proposer acknowledges receipt of the following addenda in the event subsequently issued.

Proposer agrees to lease copiers as described in the RFP Scope of Services.

Submitted by authorized representative:

_____ Firm	_____ FEI/SSN
_____ Signature	_____ Typed Name & Title
_____ Address	_____ City, State, Zip Code
_____ Telephone	_____ Fax Number

Attachment B

Cost/Charges

For the Library's consideration, please provide pricing for both a 36 month and a 60 month contract term.

Please indicate the frequency of billing (annual, monthly, etc.) Please include any one-time implementation costs.

Pricing for desirable, but not required features, should be listed separately for the Library's consideration, if the pricing is not part of your base pricing. Also, if you are proposing any additional features, other than those listed in this RFP as required or desirable features, pricing should be provided separately for the Library's consideration.

The Library relies on the Proposer to assure that all charges to complete the scope of services are submitted in the proposal and that there are no hidden costs or charges that will be incurred by the Library.

Attachment C

AFFIDAVIT OF WORK AUTHORIZATION

I. _____, of lawful age and being first duly sworn my oath, state as follows to the Kansas City Urban Public Library District, a political subdivision of the State of Missouri:

1. In accordance with R.S.Mo. § 285.530(2) _____ (“Consultant/Contractor”) is enrolled and will continue to participate in a federal work authorization program in respect to employees that will work in connection with the contracted service _____ (the “Project”) for the duration of the contract.

2. I also affirm that Consultant/Contractor does not and will not knowingly employ any person who is an unauthorized alien in connection with the contracted services related to the Project for the duration of the contract, if awarded.

3. Furthermore, I also affirm that all subcontractors working on this contract for services to the Kansas City Urban Public Library District shall affirmatively state in writing in their contracts with Consultant/Contractor that they are not in violation of R.S.Mo. § 285.530(1), and shall not thereafter be in violation. Alternatively, the subcontractor shall submit to the Consultant/Contractor a sworn affidavit under penalty of perjury attesting that all employees are lawfully present in the United States.

FURTHER AFFIANT SAYETH NAUGHT.

(Signature)

Dated: _____

Dated: _____

STATE OF _____)
 _____) ss.
 COUNTY OF _____)

COUNTY OF _____)

Subscribed and sworn to before me this ____ day of _____, 20__.

Attachment D

Solution Features Checklist

Please indicate if your solution provides the following required features:

Required Features	Please indicate “Yes” or “No” in the rows below, or provide additional information if desired, to indicate if your solution meets the requirement.
Management of PCs across multiple locations and multiple zones within each location	
Patrons authenticate against the SirsiDynix Symphony ILS database and ILS database querying and syncing is in real time	
Patron access and authentication can be differentiated based on ILS data (i.e. different access based on age)	
Guest barcodes/computer sign on and printing	
Session time limits can be enforced.	
Session time limits are enforceable across the System (i.e. branches) for a user for designated time periods.	
Session time limits can be overridden by staff.	
Allow patron auto re-login if computers are open; Patron waiting queues when resources are busy.	
An end of day shutdown configurable by physical branch location and zone which can be updated by central administration	
Print management features trackable by patron ID/barcode	
Payment print accounts	

Requires the patron to authorize the number of pages and total cost, before the print job is generated.	
Printing works with HP printers	
Patron data not logged on the local machine	
Clean, attractive patron user interface on all front facing interfaces	
Compatible with Microsoft Windows OS, Windows 10	
On premise, centralized server operating in a Virtual Server environment or, alternatively, a hosted, centralized operating environment with extensive data security assurances in compliance with the intent of Library Board Policy 105	
Remote rebooting of PCs by IT Admin and by Desk Staff	
Full software and maintenance support of the management software, including upgrades	
Reporting data on users; machines; locations; pages printed by location, computer, user; file types printed; money banked on user accounts;	

Please indicate if your solution provides the following desired features:

Desired Features	Please indicate “Yes” or “No” in the rows below, or provide additional information if desired, to indicate if your solution meets the requirement.
Patron reservations, remote or on site.	
Ability for patrons to request special accommodation seating at sign up (like a touchscreen computer or ADA compliant seating) if that is enabled at the signup kiosk	
Ability for administrative IT staff to change language of patron-facing messages (i.e. the dialog box for time requests, log on, etc.)	
Ability for patrons to request more time by “chat” or message to the desk	
Reporting data on applications used and time used	
Internet content filtering based on age of user	
Ability for staff to send messages to patrons via “chat”	
Ability for patrons to request assistance via “chat”	
Ability to centrally end user sessions from any staff point to any user point	
Ability for patron to self-serve with adding monies to print cards, via cash, credit, or both.	
Wireless Printing in Library from patron devices	
Cloud Printing that allows a patron to send a print job to the library to be released on site	
Printing payment accounts that interact with ILS accounts so payments can be “banked” on the ILS account as an option, not a requirement	

Printing works with Xerox, Toshiba, and Kyocera machines	
Capabilities with Chrome OS	
Capabilities with Thin Client/Zero Client Install	
Compatible with Faronics Deep Freeze	
Ability for management software to log computer OS errors and management software application errors, particularly sending this log back to the central server application before machine reboot	
Proactive management application that alerts staff when a machine loses connectivity to the central server; ability to log this information at the system server level for reporting and troubleshooting	
PCI Compliant eCommerce self-service solutions	
PCI Compliant eCommerce staff solutions with payment into ILS for fines and fees	
Copy payment management integrated with pc print management systems	
Payment account management integration with Bibliotheca SelfCheck 1000 model kiosks	
Coin/Bill Acceptors	

NOTE: Interested vendors may request a Word copy of Attachment D by emailing Reed Beebe at reedbeebe@kclibrary.org.