REQUEST FOR PROPOSALS FOR
PUBLIC COMPUTER MANAGEMENT SYSTEM

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Closes: Monday, November 7, 2011

Gabe Kitts, IT Specialist
North Olympic Library System
2210 South Peabody Street
Port Angeles, WA 98362
360-417-8519 • gkitts@nols.org

NOLS
NORTH OLYMPIC
LIBRARY
SYSTEM

1. INTRODUCTION AND GENERAL INSTRUCTIONS

A. The North Olympic Library System (the "Library"), announces requirements for a Public Computer Management System for four sites with 80 public computers, required for public access computer reservation, printing management, and a printing self-pay solution,.

B. All qualified individuals and firms interested in providing these services to the Library are invited to respond to this Request for Proposals.

C. The Library reserves the right, without penalty, to add, remove, modify or otherwise update the RFP, in any way the Library sees fit, provided that such modifications shall be submitted with due notice prior to the deadline for submission.

D. This invitation does not commit the Library to pay any costs incurred in the preparation of proposals nor commit the Library to select any proposer that responds.

E. The Library reserves the right to waive any irregularities or informalities in procedure, and to reject any or all proposals without penalty. Any and all submissions may be rejected for any cause. Further, the Library reserves the right to cancel the project with or without reason.

F. Consultants shall comply with all management and administrative requirements established by the Washington Administrative Code (WAC), and the Revised Code of the State of Washington (RCW), and any subsequent amendments or modifications, as applicable to providers licensed in the State of Washington.

2. HOW TO RESPOND TO THIS RFP.

A. Questions about this RFP. All questions should be directed to Gabe Kitts, Library IT Specialist, at 360-417-8519 or gkitts@nols.org. Questions may be submitted no later than Monday, October 31, 2011.

B. Proposal submission. To be considered for selection, proposers must submit a complete response to the RFP as defined in this section. Please avoid or limit bindings, glossy covers and other superfluous additions. Proposals must be received at the North Olympic Library System's IT Department, 2210 South Peabody Street, Port Angeles, WA 98362 on or before 4:00pm Pacific Standard Time on Monday, November 7, 2011. Confirmation of receipt of email submissions are the responsibility of the vendor.

3.   TIMELINE AND PAYMENT.

The Library desires to begin the contract period on November 18, 2011. The vendor is asked to invoice the Library such that one-half (1/2) of the total value of the contract is due by December 20, 2011, and the second one-half (1/2) of the contract's total value is due by February 20, 2012.

4.   SCOPE OF WORK

A. Background. The North Olympic Library System is a public library system providing public access to 80 shared computers spread among four branches. Most public computers will be running Windows 7. The Library operates a Polaris ILS (version 3.5 to be upgraded to version 4.0 in January) with 3M SIP2 for communication with third party applications. Currently one public printer is provided per branch, but the Library expects to accommodate additional public access printers of various types in the future. The Library expects to fully utilize existing hardware except as noted in item C.2. below.

B. Objectives to be achieved with this project.

1. Allow patrons to use a signup queue or reserve their own public computer time rather than wait to be called by a staff member.
2. Allow staff flexibility and control over how public computers are used (to extend or decrease time, place or remove reserved computers, respond to violations of computer use policies, etc.).
3. Provide automated print control where copies are not released until paid.
4. Allow North Olympic Library System to access printing reports and computer usage reports.
5. Allow self-payment in the form of cash and coins. Vendor to supply Coin/Bill Collectors for two sites.

C. Vendors Tasks.

Vendors that can demonstrate the ability to deliver the proposed system, and can provide references and examples of similar installed systems are asked to submit a proposal or a detailed price quotation for a complete solution that includes the following:

1. Provide a software solution that meets the functional and technical requirements defined in this document.
2. Provide coin/bill collection hardware for two sites.
3. Define all hardware the Library will need for complete installation of the system.
4. Work with North Olympic Library staff to test the solution in accordance with a plan mutually agreed upon with NOLS, working under the direction of designated staff.
5. Provide complete operating manuals for the system. This must include, but is not limited to training materials for internal technical staff as well as materials suitable for nontechnical end users. End user manuals must be delivered to NOLS at the time of the initial training along with the Technical/System Administrator manuals.
6. Provide ongoing and responsive support for the application for all users of the management system including technical support and system manager support.

7. Provide software maintenance and upgrades as needed.
8. Beyond automated print and self-pay stations for two locations, pricing for hardware is not being solicited.

D. Technical Requirements. Any solution proposed must meet the following technical requirements.

1. System Architecture
   a. The software will be installed in a Windows Server 2008 R2/Windows 7 environment; and should be client/server and provide web-based management and reporting functions.
   b. System will feature complete and tested modules that are not considered to be "under development" at the time of deployment.
2. Security
   a. The management system database should be completely dependent on the Polaris ILS database for authentication.
   b. Solution should be designed with security in mind and vendor should be prepared to explain security architecture.
   c. System will protect against the ability of customers to get around time limits on the client computers.
3. Required Interfaces
   a. The solution must be able to interface with Polaris to validate customers using North Olympic Library's existing customer database.
4. Reservation Management
   a. Reservation system will allow for the use of "guest passes" – temporary cards for visitors or other customers ineligible for a North Olympic Library card.
   b. Reservation system will allow for staff control over time limits, e.g. to provide extended time for customers to finish up projects, to set longer time limits for classes, or to limit time limits for special cases.
   c. Reservation system will allow customers to reserve first computers available or to select a time later in the day.
   d. Reservation system will allow the use of idle computers, either by customers looking for short-term computer use or an earlier start for customers with pending reservations.
   e. System will be able to display North Olympic Library System's computer use policy and ask user to agree to policy before starting session.
   f. System will provide computer users with adequate warnings before ending sessions and library closing.
5. Print and Copy Management
   a. The print management system will not release copies requested from public access computers until they are paid for or a staff member releases the print jobs.
   b. The print management system should be able to accept payments automatically.

6. Self-Pay printing solution
    a. System will allow users to pay printing fees from self-service stations.
    b. System will allow payments in the form of cash and coins.
7. The system will provide reporting capabilities to report the total number of prints, and computer usage by date/time/location.
8. System Performance
    a. Client application should load promptly upon login of user account.
    b. Client/server communication latency should not affect performance of client computers.
    c. Public computer management system should have capability to be easily bypassed if client/server connectivity is disrupted.
9. Provide support and maintenance

5.   PROPOSAL CONTENT.

A.   Proposals should be brief, concise and responsive to the specific requests in this section.

B.   Include a brief summary about your company's reputation and examples of having successfully provided similar services in other similar situations.

C.   Proposals should fully address all requirements indicated under item 4. SCOPE OF WORK.

D.   Provide itemization of system costs including expected annual cost of continual maintenance, along with a description of annual maintenance service.

6.   SELECTION.

A.   Proposals will be evaluated by a committee consisting of IT Specialist Gabe Kitts, several public service Library staff representatives, and the Library IT Manager. Proposals will be evaluated on the basis of vendor qualifications, how well the product fits with the Library's existing technology, usability for staff and members of the public, vendor's ability to deliver successfully operating system on schedule, and any other factors deemed relevant and in the best interests of the Library.

B.   Final selection will be based on the evaluation of proposals, and vendors may be requested to provide additional information after submitting proposals and prior to selection.

(END)