



City of Camas Public Library
Computer Reservation System,
Print Management, and Online Payments
Request for Proposal

Issued: May 1, 2017

Proposals due: May 31 2017, by 5:00 p.m.

Demonstrations will be scheduled for the month of June 2017; a decision will be issued by July 7, 2017.

Introduction

This Request for Proposal (RFP) is issued by the City of Camas Public Library (henceforth referred to as “the Library”) for the purpose of obtaining proposals for the software and support services necessary to replace the Library’s existing integrated computer reservation and print management systems, as well as self-payment for patron accounts. At current time the Library does not offer wireless printing but would like to add that as part of the print management component.

Between May 1, 2017 and May 31, 2017, vendors are welcomed to request further information. All proposals must be submitted by 5:00pm on May 31, 2017.

The Library’s project team will then schedule live or online demonstrations with selected vendors, to conclude by the end of June. A decision will be made and the selected vendor will be notified by July 7, 2017.

Disclaimer

This RFP does not obligate the Library to contract for services specified herein. The Library reserves the right at its sole discretion to reject any and all proposals received without penalty and not to issue a contract as a result of this RFP. All proposals and any accompanying documentation become the property of the Library and will not be returned. Information submitted in response to this RFP shall become the property of the Library.

All proposals will be considered as public records as defined in Chapter 42.56 of the Revised Code of Washington (RCW). Any information in a proposal that the vendor desires to claim as proprietary and exempt from disclosure under the provisions of Chapter 42.56 RCW, or other

state or federal law that provides for the non-disclosure of your document, must be clearly designated. The information must be clearly identified and the particular exemption from disclosure upon which the vendor is making the claim must be cited. Each page containing the information claimed to be exempt from disclosure must be clearly identified by the words "Proprietary Information" printed on the lower right hand corner of the page. Marking the entire proposal exempt from disclosure or as Proprietary Information will not be honored.

If a public records request is made for the information that the vendor has marked as "Proprietary Information" the Library will notify the vendor of the request and of the date that the records will be released to the requester unless the vendor obtains a court order enjoining that disclosure. Vendors who do not respond to this RFP are still eligible to submit a competitive bid during any future process for related products and services. Vendors who do respond to the RFP will not receive special consideration during any future competitive bid process for related products and services.

About the Library

The Camas Public Library is a City library located in downtown Camas. The Library holds a collection of approximately 120,000 items and has an annual circulation in excess of 230,000. The Library serves a population of approximately 22,000 residents.

The Library uses the SirsiDynix Symphony Integrated Library System (ILS).

About Public Computing and Printing at the Library

The Library has approximately 33 total computers available for public use. There are 26 public access computers available to be reserved for one-hour sessions. In addition, there are 7 OPACs (online public access catalogs) from which patrons can also access and print database articles. These counts are subject to change.

Based on first quarter statistics, the Library projects that this year there will be approximately: 21,500 computer sessions; 25,000 printed documents; and 1,000 unique users per month. At the current time wireless printing is not available and the Library does not have numbers projected for that.

All public computers have their Internet access filtered using the M8e6 filter from Trustwave. Electronic Resource and Early Learning computers are filtered by use of a whitelist of approved sites via a proxy server.

The Library currently uses Comprise Technologies (SAM – Smart Access Computing) products to perform functions in managing public computers:

SAM: Manages public computer time and access, patron balances for print jobs, and public printing.

Time Management: Client/Server software which authorizes patron accounts, enforces time limits, enforces filtering levels, and otherwise limits access based on parameters set by Library staff.

ILS Authentication: Uses a SIP2 connection to authenticate patron accounts with the ILS database to determine whether a patron is eligible to access an internet computer based on the profile, birth date, and current status of the patron's account.

Patron Balances: Patron accounts are maintained in a database separate from and in addition to our ILS to track monetary exchanges. Patrons can add money to their SAM accounts for printing or copying.

Print Management: Manages print queues and print release/payment capabilities, and tracks the number of pages printed by each patron. Wireless printing is also available enabling patrons using personal devices to upload print jobs which can then be managed and released at the Print Release station.

Objectives

The Library wishes to replace or improve upon the current time and print management software deployment. The Library's goal is to enforce the same or similar policies and practices currently in place, improving upon the overall patron experience of interacting with library computers and printers, with the addition of allowing patrons to use the Library's wireless networking environment to print from their own or the Library's mobile devices.

During this RFP process, the Library is also interested in hearing about any products or services that may allow us to offer new or improved services to our patrons.

Scope of Project

The Library is seeking proposals for software that performs the following functions:

Time Management: Allows patrons and staff to request and manage public computer reservations by authenticating against the Library's ILS patron database, provide guest access options for users not in our ILS patron database, enforce session time limits, and limit access based on certain parameters such as patron age or status. Also desired is the ability to centrally manage Library hours of operation and schedule closed dates.

Print Management: Manages print queues and print release/payment capabilities in concert with the Library's ILS payment processing system and ILS patron database. It should also support allowing patron to print a set number of free pages per day or per week and charge for additional printed pages. Color and grayscale printing information is also desired.

Wi-Fi Printing: Allow patrons using personal devices and the Library's Wi-Fi network to submit print jobs through the print management system. This solution should support a wide variety of platforms including Windows, Mac, Chrome, Linux, iOS and Android.

Automated or User-friendly Report Generation: The ability to automate system reports to track usage of public computers including the number of sessions and session durations. Reports should also track the total number of pages printed and distinguish between free and paid pages printed.

How to Respond

Included in the proposal, the Library would like to receive written answers to the following Informational Questions. Product sheets and specification documents may also be submitted where applicable to supplement written responses.

Written responses and scheduling presentations should be done through Sherry Coulter at scoulter@cityofcamas.us.

Written responses are due by 5:00 pm PDT on May 31, 2017. Late responses will not be considered.

Any questions regarding this RFP should be sent to Sherry Coulter at scoulter@cityofcamas.us.

Informational Questions

Vendors must respond to each question below and provide information about their proposed solution. Vendors may contact the Library's project team during the bid period (May 1-31) to ask clarifying questions. Once the RFP period closes and the May 31st deadline has passed, the

Library's project team may contact vendors regarding their submitted proposals to seek clarification on answers. After the project team's review of submitted proposals, vendors will be contacted if a live or online product demonstration is requested.

1. Describe generally how your print management and PC management software integrate with each other. For example, is the print management software "aware" of a patron's identity by virtue of the patron being logged in to the workstation, or must a patron re-enter credentials to print a job? What other benefits are derived from a more integrated system as opposed to a "best of breed" approach?
2. Describe/diagram the step-by-step printing process from the end user perspective starting from initiation of a print job to picking up the paper from the printer. Provide information about how and when in the process the patron:
 - a. Chooses one printer if multiple printers are available in a location
 - b. Specifies single-sided or duplex printing
 - c. Enters barcode/PIN credentials (if necessary)
 - d. Releases and pays for the print job, or multiple print jobs.
3. Describe/diagram the step-by-step Wi-Fi printing process from the end-user perspective. Provide information about how and when in the process the patron:
 - a. Chooses one printer if multiple printers are available in a location
 - b. Specifies single-sided or duplex printing
 - c. Enters barcode/PIN credentials (if necessary)
 - d. Releases and pays for the print job
4. Describe/diagram the step-by-step patron process for reserving a computer.
 - a. Provide step-by-step details of the patron's experience making a typical reservation.
 - b. Is there a mobile-optimized client/website for making reservations?
 - c. Can patrons opt to receive email and/or text reservation confirmations and/or reminders about their upcoming reservations?
 - d. Will the system prevent a patron from logging in on multiple computers at the same time or two patrons from reserving the same computer station?
 - e. What will happen if the patron fails to make the reservation?
 - f. Can patrons log in early on a computer other than their reserved computer, and does the reservation transfer to the new computer?
 - g. Are patrons able to lock the computer for a brief period of time, and is there an idle timeout if they do not return to the workstation?
5. Describe/diagram the overall system architecture and compatibilities, specifically addressing:
 - a. What are the major system components—databases, servers, clients?
 - b. What client operating systems are supported (e.g. Windows 7, Windows 10, Mac OS X, Linux, Chrome OS, etc.)?
 - c. Does the system require static IP addresses for clients or servers?

- d. Are print jobs spooled/queued on a central server or a computer at each location?
 - e. Describe how your system uses SIP2 to communicate with an ILS database.
 - f. How does a changing Library card number impact the system's ability to authenticate a patron with the ILS?
 - g. Does the Library have full access to the system database, including the ability to query and export data from the database on demand?
 - h. How are software updates handled on the client and server?
 - i. Can the software be automatically deployed from a central location (e.g. Active Directory Group Policy, Desktop Authority, System Center Configuration Manager, etc.)?
 - j. With what cash vending systems (e.g. ITC, Jamex, etc.) is the system compatible?
6. Describe generally how the reservation component can be set up and configured, specifically:
- a. Can workstation session time limits be different at different locations and/or be different for different workstation types? For example: Can the Library decide to enforce a 90-minute session limit for PCs on one type and permit an additional 15 minutes only for PCs of a different type?
 - b. Describe how certain workstations could be restricted by user age with your system.
 - c. Can the library centrally define open hours, holidays, closure periods, and other time spans where reservations are not permitted?
 - d. Can guest passes be created for users who do not have patron accounts in the ILS database?
7. Describe generally the kinds of features and security restrictions of the user authorization component. Also, specifically:
- a. Can the user authorization component be configured to permit multiple modes of computer use such as internet only access, approved applications access, and full access to the operating system?
 - b. Can the Library display terms-of-use and other types of system messages upon log in?
 - c. How are patrons prevented from disabling or circumventing the client software?
8. Describe the staff administration capabilities of the reservation and user authorization components. Also, specifically:
- a. How can authorized staff grant time extensions to patrons?
 - b. Can the system be configured to automatically extend a session if availability permits? If so, please describe how this process works.
 - c. Can the system be configured to allow patrons to request more than their daily allotted time if availability permits? Does this require staff intervention or can the patron request additional time on their own?

- d. Can authorized staff see a “real-time” view of active and upcoming reservations to help patrons locate an available workstation?
 - e. Can authorized staff view and generate reports that show the reservation history of the patron and the booking history of a workstation?
 - f. How can patrons be denied access based on statuses within the ILS?
9. Describe generally the staff administration capabilities of the print management component. Also, specifically:
 - a. Can jobs be released at both public self-service print release stations by patrons and at designated staff workstations with staff intervention?
 - b. Can authorized staff override payment restrictions to release jobs?
 - c. Can authorized staff view current print queues and take actions upon those jobs (e.g. delete specific jobs, resend/restart jobs, etc.)?
 - d. Can authorized staff view and generate reports that show printing/payment history by patron, by workstations, and by printer?
 - e. Can authorized staff view and generate reports that show the utilization of the public computers?
10. Describe generally the payment system functions in cooperation with the ILS patron database. Also, specifically:
 - a. Can the system be set to accept funds only associated with the ILS patron account?
 - b. Can the system be implemented to have both public self-service and staff desk methods to accept payment?
11. Describe the security features used to protect the system and patron data. Also, specifically:
 - a. Are communications between the client and server encrypted?
 - b. Does the system maintain a patron database separate from the ILS patron database? If so, what data is stored in that database and how frequent is the synchronization between the two? Please describe the synchronization process.

Additional Information

Please provide information about any additional “value added” services or features of your product line that you think might be of interest to the Library. Please indicate if these additional features are included as part of the base products described above, or if they are available for an additional cost.

In the event a single vendor’s submitted RFP cannot fully meet the needs of the library for the proposed software and support services identified in this RFP, Multiple contracts may be awarded for the specific services each vendor can provide.

Budgetary Estimates

The Library has approximately 26 computers for public use throughout the system that will be running the reservation and print management software. It has approximately 7 computers for public use that will be running only print management software. The Library also plans to provide printing from personal devices for patrons visiting our libraries.

Please use those numbers for the final RFP.

Please indicate if the quoted pricing is a one-time cost and what, if any, ongoing costs are associated with continued licensing, maintenance, support, etc.

If there are additional fees associated with any value-added components you've described above, please indicate those amounts in your proposal.