

**Request for Proposal
For
“Public Access Computing for the Thomas Crane Public Library”**



Request for Proposals will be received at the office of the Purchasing Department; City Hall, 1305 Hancock Street; Quincy, MA 02169, until **Thursday, JUNE 12, 2014 @ 12:00 p.m.** Late responses will be rejected. Bids/Proposals must be in a sealed envelope. The outside of the sealed envelope is to be clearly marked "**BID ENCLOSED**" with time/date of bid call.

In accordance with M.G.L. Chapter 30B, the City of Quincy acting on behalf of the Thomas Crane Library is soliciting proposals from qualified vendors for a Public Access Computing for the Thomas Crane Public Library. A vendor will need to supply, install and support a system of Public Access Computers (PAC's). An approved and satisfactory bona fide certificate of insurance in effect to protect the insured, the vendor and the City of Quincy must be received by the successful proposer before any work will commence.

Detailed specifications are available on-line May 21, 2014 at the City of Quincy's website, www.quincyma.gov and also available at the office of the Purchasing Agent, Quincy City Hall, 1305 Hancock Street, Quincy, Massachusetts, 02169, between the hours of 8:30^{AM} and 4:30^{PM}.

The City of Quincy reserves the sole right to amend this RFP by formal Addendum. The CITY may cancel this RFP, or reject in whole or in part any and all proposals, if the CITY determines that the cancellation or rejection serves the best interests of the CITY.

Thomas P. Koch, Mayor

Kathryn R. Hobin, Purchasing Agent

**Public Access Computing Request for Proposal
FOR THE
THOMAS CRANE PUBLIC LIBRARY
40 Washington Street, Quincy, MA 02169**

1. Introduction

1.1. Request for Proposal Purpose

The purpose of this Request for Proposals (RFP) is to identify a vendor that the City of Quincy, on behalf of the Thomas Crane Public Library, will negotiate a contract to supply, install, and support a system of Public Access Computers (PACs). This system must supply the following:

- 1.1.1. 80 PACs located in four separate buildings;
- 1.1.2. User authentication integrated with Thomas Crane Public Library's Integrated Library System (ILS) – 6.1
- 1.1.3. A PAC queuing/reservation system – 6.3
- 1.1.4. Public use time management for PAC use – 6.2
- 1.1.5. Print control – 6.4
- 1.1.6. Security from Internet threats, including viruses, trojans and worms – 6.6
- 1.1.7. Multilingual capacity – 6.8
- 1.1.8. Public access software – 6.9
- 1.1.9. A minimum three-year on-site support contract for hardware with next-day service – 7.2
- 1.1.10. A minimum three-year support contract for software maintenance and upgrades – 7.2
- 1.1.11. Staff training and product documentation – 7.3

1.2. Definitions

Terms used throughout the RFP are defined below.

Purchaser— Thomas Crane Public Library

Vendor—a respondent to this RFP

Product—the complete PAC System (hardware, software and support)

Subsystem—a component of the Product such as: User Authentication, Reservation system, Filtering or Print Control;

Administrators—Library staff who have been authorized to carry out all administrative functions on the PACs.

Staff—Those who have the ability to manage basic functions and user control of the PACs.

2. Proposal Instructions

2.1. Content and Format of Vendor Response

Proposals should consist of the following elements in this order:

- 2.1.1. Cover or title page
- 2.1.2. Table of contents
- 2.1.3. Letter of transmittal
- 2.1.4. Executive summary
- 2.1.5. Vendor responses to sections 5-8 of the RFP
- 2.1.6. The letter of transmittal must identify a person to whom all further correspondence and/or questions should be addressed. Include the individual's address, telephone number, FAX number, and email address.
- 2.1.7. A master copy of the proposal must be signed by an individual authorized to extend a formal proposal to THOMAS CRANE PUBLIC LIBRARY. Proposals that are not signed may be rejected. The person signing the proposal shall initial all erasures or corrections.
- 2.1.8. **One (1) original and three (3) copies** of the technical proposal must be submitted in a **separate sealed envelope** and marked **"Technical Proposal"**.
- 2.1.9. **One (1) original and three (3) copies** of the price proposal on the form furnished must be **submitted in a different sealed envelope** and marked **"Price Proposal"** to:

Purchasing Department, Quincy City Hall

1305 Hancock Street
Quincy, MA 02169

2.2. Costs to be Included in Price Proposal

Price proposal quotes should include costs for all software and recommended equipment referenced in the response, including equipment components that can be purchased separately. These quotes must include unit pricing. Separate cost quotes should be given for independent services, such as installation, maintenance, and training. Refer to section 8 for cost proposal guidelines. Conditional proposals will not be considered.

2.3. RFP Process Conditions and Minimum Qualifications

In addition to terms and conditions stated on the RFP cover sheet, vendors agree to adhere to and accept the following conditions:

- 2.3.1. The City of Quincy on behalf of the Thomas Crane Public Library reserves the right to qualify, accept, or reject any or all vendors as deemed to be in the best interest of the Thomas Crane Public Library.
- 2.3.2. All System and Vendor Requirements, as detailed in sections 5, 6, and 7, must be addressed.
- 2.3.3. The Thomas Crane Public Library reserves the right to waive any irregularities or technicalities in the RFP and any proposal as deemed to be in the best interest of the Thomas Crane Public Library.
- 2.3.4. The Thomas Crane Public Library reserves the right to accept or reject any exception taken by the vendor to the terms and conditions of this RFP.
- 2.3.5. The Thomas Crane Public Library reserves the right to seek clarification from vendors during the evaluation process.
- 2.3.6. All proposals become the property of the Thomas Crane Public Library and will not be returned to the vendor.

2.4. References

All vendors must provide three (3) references for similar projects your company has completed, including name of organization, name of contact person, address, telephone number and e-mail, and date of project completion. References should be from companies or organizations of a similar size and with similar requirements as this project.

ORGANIZATION NAME	CONTACT PERSON	ADDRESS & PHONE #

2.5. Submission of Questions

All questions concerning the RFP process must be directed in writing to:

Kathryn Hobin, Purchasing Agent
 City of Quincy
 1305 Hancock St.
 Quincy MA 02169
 Phone: 617-376-1060
 Fax: 617-376-1074
khobin@quincyma.gov and cc: kimtrillcott@quincyma.gov

By **JUNE 6, 2014**. Responses to the questions will be answered as an addendum and posted to the City of Quincy's website.

3. Selection Process

3.1. Evaluation of Proposals

All complete proposals will be evaluated by the Thomas Crane Public Library technology planning committee. The vendor whose credentials and proposal best meet the Library's needs shall be selected to perform this project.

Evaluation criteria will include:

- 3.1.1. Thoroughness of the proposal;
- 3.1.2. Responsiveness of the proposal;
- 3.1.3. Demonstrated understanding of the purpose and desired outcomes of this project;
- 3.1.4. References;
- 3.1.5. Cost will be considered but will not be the deciding factor in selecting the winning proposal.

The committee will first evaluate responses given to the three (3) sections of the Proposal: Bidder Qualifications, System Specifications & Performance, and Support.

The following evaluation matrix will be used to "prequalify" vendors.

Bidder Qualifications	20 points
Systems Specifications & Performance	50 points
Support	30 points
Total	100 points

3.2. Criteria

Criteria to be followed for Bidder Qualifications, Systems Specifications & Performance, and Support:

<i>Highly Advantageous</i>	Proposal includes and exceeds this capability.
<i>Advantageous</i>	Proposal includes this capability.
<i>Somewhat Advantageous</i>	A portion of this capability has been included in the proposal.

<i>Not Advantageous</i>	Proposal does not include this capability.
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Products found to be not advantageous will be disqualified and their cost proposals will not be considered. Cost Proposals will be opened by the committee only after a proposal has passed the initial qualification. Responses from the sealed Cost Proposals will be evaluated on the basis of accuracy, realism and credibility of the cost data submitted by the vendor.

The cost evaluation will be integrated with the earlier evaluation results into one (1) complete evaluation for each finalist.

The finalists may be invited in for a product demonstration. The selection of a vendor will be based on the integrated evaluation as amended or clarified by these interviews. Should more than one (1) vendor have an identical highest rank, the recommendation shall go to the vendor who provides the best value.

4. Background Information

4.1. Organization Overview

4.1.1. Thomas Crane Public Library

Website: <http://thomascranelibrary.org>

Address of Main Library: 40 Washington Street, Quincy, MA 02169

Address of Adam Shore Branch: 519 Sea Street, Quincy, MA 02169

Address of North Quincy Branch: 381 Hancock Street, Quincy, MA 02169

Address of Wollaston Branch: 41 Beale Street, Quincy, MA 02169

- 4.1.2. Mission Statement: The Thomas Crane Public Library is a comfortable and welcoming place to visit, where young children can discover the joy of reading and people of all ages can satisfy their curiosity, stimulate their imagination, and connect to the online world.

4.2. Current System and Operational Environment

4.2.1. Library Automation

The Thomas Crane Library is a member of the Old Colony Library Network, which uses the SirsiDynix Symphony WorkFlows integrated library system (ILS). The current client is on version 3.4.1.3.1183 and is currently running in a Microsoft Windows environment at the Thomas Crane Public Library. The server version, hosted by the Old Colony Library Network consortium, is running on a Linux server, and is on version 3.4.1.3.GA.

4.2.2. Computing Resources

The Thomas Crane Public Library's current public computing setup includes 76 machines for use across all branches, with 9 of those machines dedicated to accessing the catalog. For basic computing services, these machines are currently running Windows XP, have the three primary browsers installed (Chrome, Firefox, and Internet Explorer), and Microsoft Office 2007. They are protected through a combination of Faronics Deepfreeze and Symantec Antivirus. Patron authentication and control is provided by NETtime Products.

Data and Internet Services

The Library uses a Cisco-based network infrastructure throughout the Main Library, with much smaller systems at the branch libraries. The current architecture is based on a series of Cisco Catalyst 3500 Series XL 10/100 48-

port switches, with an average of 2 switches (96 ports) per floor, connected to the primary networking closet by fiber. Public internet access is provided by a Comcast business cable modem. Staff machines are on a separate IP address, and use a Comcast cable modem, connected to a Cisco ASA firewall for communication with OCLN. Each branch location currently uses a 24-port Cisco switch connected to a Cisco firewall for communication to the internet and OCLN. Currently, all sites experience internet connections speeds around 20 mbps. Major issues with the current infrastructure include a lack of traffic differentiation via VLANs, as well as bandwidth limitations due to the age and basic speed properties of existing switches. There is no site-to-site communication between the Main Library and the branches. For security, we are using a combination of Symantec Antivirus and Faronics DeepFreeze. For public printing, we are currently using 3rd party supported OCS printing services, under contract.

The Thomas Crane Public Library is planning on upgrading the network infrastructure at the Main Library. The current network infrastructure is over 12 years old. The upgraded infrastructure will continue to run on a fiber backbone between the core switch and the switches on each floor. Each of the switches will be upgraded to a 10/100/1000, Layer 2 switches, with half of the switches being capable of Power-over-Ethernet. The network will support VLAN capability. Eventually, there are plans to connect all four of the branches together using point-to-point VPN tunnels. Any product must work both with the current infrastructure, as well as the proposed upgraded infrastructure.

4.3. Goals of the Project

The Thomas Crane Public Library needs a flexible and reliable PAC system which provides our users with outstanding service and frees Library staff from time and session management, troubleshooting technical problems and dealing with system maintenance.

5. Bidder Qualifications

Responses to all numbered items on the following pages are required. All responses should be numbered to correspond with the numbered specifications.

- 5.1. **Company Profile**
Provide a concise company profile, including company history, products and services offered, length of time in business, and how many full-time employees you have. Qualified bidders must have been in business for at least five (5) years.
- 5.2. **Experience**
 - 5.2.1. Elaborate on your company's experience in providing PACs for libraries like ours, and explain your position in the PAC marketplace.
 - 5.2.2. Explain how long you have been developing the product you are proposing.
 - 5.2.3. Demonstrate your experience with the setup and rollout of the product.
 - 5.2.4. Briefly discuss your general approach to system maintenance and support.
- 5.3. **Proposed Product and Customers**
 - 5.3.1. Name the product that you propose in response to the RFP and describe it in several succinct paragraphs. Include the dates and general content of the last two major releases or major upgrades of the product.
 - 5.3.2. Provide information on how product fixes and enhancements are prioritized for work and implementation.
 - 5.3.3. Provide examples of product deployment in three libraries of similar size and characteristics to the Thomas Crane Public Library.
- 5.4. **Identification of Subcontractors**
Identify any and all subcontractors that will be involved in this project. Provide a copy of any supporting documentation.

6. Required Specifications and Performance

Responses to all numbered items on the following pages are required. All responses should be numbered to correspond with the numbered specifications.

- 6.1. User Authentication against Thomas Crane Public Library ILS
Describe how the product will deliver user authentication functionality, including:

- 6.1.1. How users will be prompted to enter their library card barcode and PIN.
- 6.1.2. How the product will determine that a user has a valid Library account.
- 6.1.3. How to provide staff the ability to customize account blocking.
- 6.1.4. How the product can set Internet filtering levels according to customer type or PAC location.
- 6.1.5. How to limit access to specific groups of PACS according to user type.
- 6.1.6. How to allow for a guest account whereby users without a library card can be provided limited access.

- 6.2. Time limit management for PAC use
Describe how the software will automate the time allotted to users based on usage per day using a time limit determined by the Library, including the following characteristics:

- 6.2.1. End-of-session warnings at customizable intervals with a customizable message shall be provided to the user followed by an eventual reset, returning the PAC to its original starting configuration and preparing for the next user.
- 6.2.2. Customizable close-of-business warnings shall be provided with automatic shut down at individual branch-specified times.
- 6.2.3. Users are protected by inactivity timeout, followed by logout if their terminal is inactive for more than a specified length of time.
- 6.2.4. Users can briefly suspend their session and then return to the computer within the same time allocation.
- 6.2.5. After using their allotted time each day, users cannot log back into the

computers at any location.

- 6.2.6. Users can use multiple partial sessions until the daily session limit is reached.
- 6.2.7. Library staff shall have the ability to override most limits; with all limits controlled by Administrators.

6.3. **Queuing System**

Users will be able to sign up for a PAC either in advance through any standard web browser, or when they arrive, for a session at a specific time within the Library. This queuing system will have the following characteristics:

- 6.3.1. A Library-specified grace period will be provided for user-reserved/queued PACs that will prevent other users from logging in.
- 6.3.2. A kiosk available for users to sign up for the next available PAC.
- 6.3.3. Library staff will be able to reserve a block of computers as needed.
- 6.3.4. If accessed from within the Library, the option for a printout reminder receipt will be provided. For users making a reservation outside the Library, an electronic reminder can be generated as well as a printer-friendly reminder message.
- 6.3.5. Users visiting the Library will be able to walk up to an available PAC and provide their library card number and PIN, and be able to use that PAC if it is not reserved for another user.
- 6.3.6. Upon logging in, standard parameters for user authentication and time control will take effect, including limits on how many reservations may be made at one time and how far in advance reservations may be made.
- 6.3.7. Users can get partial sessions when full sessions are not available due to previous reservations or because it is too close to the Library's closing time.

6.4. **Print Control**

The proposed product must be able to communicate with our current printing service product provided by KenMark OCS.

- 6.4.1. Describe how the user will send documents for printing, confirm the number of pages to be printed and the cost, and pay.
- 6.4.2. Describe how Library staff can override the print release system.

- 6.5. Session and User Control for Staff
- The Library requires a system that allows staff to remotely interact with the workstations. Common tasks such as turning filtering on or off, starting or ending sessions and sending messages must be able to be performed from staff workstations as well as on the PACs. Staff also need the ability to modify user accounts and make reservations for specific computers to prohibit users from accessing specific stations. Describe in detail how the vendor's product provides the necessary remote control for Library staff.
- 6.6. Protection Against Internet Threats
- Detail how the product is protected from Internet threats, including viruses, Trojans and worms.
- 6.7. Filtering
- 6.7.1. Explain the filtering offered by the product.
- 6.7.2. Staff must be able to control any and all filtering available on the system.
- 6.7.3. How does the product comply with the Children's Internet Protection Act (CIPA).
- 6.7.4. Will the product work with the WebBalanced filtering system currently used by the Library on specific PACs.
- 6.8. Multilingual Capacity
- 6.8.1. Specify the extent to which users can work in languages other than English.
- 6.8.2. The following languages must be available: Arabic, Albanian, Chinese, Portuguese, Spanish, Vietnamese
- 6.9. Public Access Software
- List the software offered on all PACs that is part of this proposal.
- 6.9.1. An office suite including word processing, spreadsheet and presentation software must be included.
- 6.9.2. Software providing universal access for people with disabilities, including screen magnifiers and screen readers, is highly desirable.
- 6.10. Usage Statistics and Reports
- 6.10.1. Describe in detail how the product can produce reports and statistics on

how the PACs are being used, for how long and how many times, and at which location.

6.10.2. Describe if the report style is text based, graphic based or other.

6.10.3. Provide an itemized list of all the statistics that the product is capable of reporting.

6.10.4. Provide sample reports.

6.11. **Central Control for Administrators**

The Library requires central control over all its PAC stations. An administrator needs to be able to access all machines at all sites, set schedules for when the system will turn on in the morning and turn off at night, have access to the images used and deployed, and the ability to modify staff access levels. This is in addition to the access rights spelled out in section 6.5 for staff control.

7. Support

Responses to all numbered items on the following pages are required. All responses should be numbered to correspond with the numbered specifications.

7.1. Training

- 7.1.1. Describe how training of library staff will be provided
- 7.1.2. Describe the training materials that will be provided and provide samples.

7.2. Ongoing Support and Maintenance

The Library requires all PAC system hardware to come with three years of on-site support, with next-day service Monday through Friday. All software is to come with a total of three years of support. All requests should be answered within a set response time no greater than 1 hour for emergencies, 2 hours for high priority, and 4 hours for regular tickets.

- 7.2.1. Describe all of the options you provide for remote and on-site technical support, including day and hour availability.
- 7.2.2. Provide information on the average response time and average time for resolution of both remote and on-site support requests.
- 7.2.3. Describe your guaranteed response times and escalation procedures.
- 7.2.4. Describe how problem fixes/patches and updates are distributed to customers and implemented and specify if product upgrades are part of the annual maintenance contract.
- 7.2.5. Describe how you prioritize product enhancements and upgrades.

7.3. Documentation

Identify and describe all documentation that will be provided with the product you propose. Please provide information on the following areas.

- 7.3.1. State the media and number of copies of product user documentation that will be provided at time of purchase.
- 7.3.2. State the media and number of copies of product technical documentation that will be provided at time of purchase.
- 7.3.3. All necessary documentation should be included with the product.

Fax #: _____

Signature: _____

Name: _____

Title: _____

Date: _____

The City of Quincy reserves the right to withdraw the Request for Proposal, to reject any and all proposals, (waive non-statutory requirements) and to accept any proposal deemed to be in the best interest of the City of Quincy.



CITY OF QUINCY
Purchasing Department
1305 Hancock Street, Quincy, MA 02169

Phone: 376-1060

Fax: 376-1074

TAX COMPLIANCE CERTIFICATE

MASS. GENERAL LAWS, CH. 62C, S: 49A(b)

I hereby certify that pursuant to MGL Chapter 62c, section 49a, I have complied with all laws of the Commonwealth of Massachusetts relating to taxes, reporting of employees and contractors, and withholding of child support. This is being signed under the pains and penalties of perjury.

(1) Individual Contractor

(Contractor's Name and Signature)

Social Security Number

(2) Corporation, Association
or Partnership

(Contractor's Name)

Federal Tax ID Number, or
Social Security Number

By:

(Authorized Signature)

CERTIFICATE OF NON – COLLUSION

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union committee, club, or other organization, entity, or group of individuals.

(Name of person signing bid or proposal)
(Please print)

(Signature required)

(Name of business)



CITY OF QUINCY
Purchasing Department
1305 Hancock Street, Quincy, MA 02169

Phone: (617) 376-1060

Fax: (617) 376-1074

SIGNATURE AUTHORIZATION

At a duly authorized meeting of the Board of Directors of the

(NAME OF CORPORATION)

held on _____, at which all the Directors were present or waived notice, it was
(DATE)

VOTED, that:

(NAME)

(TITLE)

of this company, be and he/she hereby is authorized to execute Contracts and Bonds in the name and behalf of said Company, and affix its Corporate Seal thereto, and such execution of any Contract or obligation in this Company's name on its behalf by such _____ under seal of the Company, shall be valid
(TITLE)

and binding upon this Company. It was further voted that the City of Quincy may rely on such authorization of future Contracts until notified to the contrary.

A true copy,

ATTEST:

(CLERK'S SIGNATURE)

PLACE OF BUSINESS: _____

DATE OF THIS CONTRACT: _____

I hereby certify that I am the Clerk of the:

_____ that _____ is the
(COMPANY)

(NAME)

duly elected _____ of said Company, and that the above VOTE has not been
(TITLE)

amended or rescinded and remains in full force and effect as of the date of this Contract.

CORPORATE SEAL