



Plainfield-Guilford Township Public Library

RFP # 2021-01 / Self-Checkout Kiosks for Plainfield-Guilford Township Public Library (PGTPL)

October 6, 2021, 5:00pm EDT

4.1 Cover Letter

October 5, 2021

Montie Manning, Library Director
Plainfield-Guilford Township Public Library
1120 Stafford Road
Plainfield, IN 46168

Re: RFP # 2021-01 / Self-Checkout Kiosks for Plainfield-Guilford Township Public Library (PGTPL)

Dear Montie:

The Plainfield-Guilford Township Public Library (PGTPL) is seeking the replacement of your current self-check system to further enhance how you meet the changing needs of your community. Your Account Executive, Courtney Gebhardt, had the opportunity to visit with you and your staff and hear firsthand about what improvements you would like to have in the new system.

Patrons want a self-service experience that allows them to safely socially distance and reduces the need for touching public surfaces. The last 18 months have shown us how crucial self-service is, especially when it is safe, efficient and easy.

When the Covid-19 pandemic became a reality for many of us in the early part of 2020, Bibliotheca quickly responded to our customer's needs to create a safe experience for their patrons and staff. Our selfCheck™ quickConnect™ software can provide simple, low- and no-touch self-service transactions that are preferred by people seeking to protect themselves from the Covid-19, the seasonal flu and the like. Our in-house help desk team is also available to remotely assist you in [configuring your self-service solutions to reduce touch points](#).

The population of your community continues to increase each year, and the demand for your services and resources have never been higher, leading you to invest in a 2020 renovation. Plainfield-Guilford Township Public Library cannot afford to rely on a vendor undergoing big changes. Several library vendors, such as EnvisionWare and P. V. Supa, have recently been acquired by another company or investor. Bibliotheca is a stable company that has been around for 50 years. PGTPPL needs to partner with a vendor who can provide **an ecosystem of solutions** as you consider self-service lockers and possibly an RFID technology implementation in the future.

Choosing a technology partner with a focus on the long term is the best plan to ensure your self-service equipment supports PGTPPL's goals. In addition to providing a consultative approach to the proposed selfCheck™ 1000 freestanding kiosk, we look forward to answering any of your questions – the Bibliotheca team is here to help make the implementation as smooth as possible.

1. Offeror's legal name and corporate structure;

Bibliotheca is an independent company dedicated to selling technology products to libraries. Bibliotheca, LLC, is 100% owned by bibliotheca Group GmbH.

2. Offeror's primary contact to include names, address, phone, and email;

If you have any questions about our proposal, please contact Katie Westfall, Bid Manger, k.westfall@bibliotheca.com, 800-328-0067, x301.

- 3. Identification of any subcontractors and scope of work to be performed by subcontractors;**
None.
- 4. Identification of any pending litigation against the Offeror;**
None.
- 5. Disclosure of any bankruptcy or insolvency proceedings in the last ten (10) years;**
None.
- 6. Statement of the Offeror's credentials to deliver the products and services sought under the RFP;**
As the former 3M Library Systems, we introduced self-checkout systems to libraries back in 1994 and began full commercialization of RFID products for libraries in 1999. Since then we have installed RFID systems at hundreds of libraries around the world, including many libraries in your area.
- 7. Statement indicating the proposal remains valid for at least 180 days;**
Our proposal remains valid for 180 days.
- 8. Statement that the Offeror or any individual who will perform work for the Offeror is free of any conflict of interest;**
We have no conflict of interest.

We look forward to working with the team at Plainfield-Guilford Township Public Library.

Sincerely,

Michael Burstein
Chief Financial Officer, Bibliotheca, LLC

4.2 Table of Contents

4.1 Cover Letter	2
4.3 Executive Summary	5
Description of Requirements	7
4.4 Description of the Proposed Solution	28
4.5 References	29
4.6 Project Implementation	30
4.6.1 Project Implementation Plan and Schedule	30
4.6.2 Training and Documentation	34
4.7 Service, Support, and Warranties	36
4.7.1 Proposed Support and Maintenance Program	36
4.7.2 Support Options	36
4.7.3 Software Maintenance	37
4.7.4 Guarantees and Warranties	38
4.8 Cost Worksheets	40
4.8.1 Equipment and Licensing	40
4.8.2 Five Year Cost Worksheet	41
4.8.3 Optional Components	42
Solution as a Service	43
4.9 Declaration and Signature	44
Additional Materials	45

4.3 Executive Summary

Provide a brief and concise synopsis of the proposal and a description of the Offeror's credentials to deliver the services sought after under this RFP.

Almost a decade ago Plainfield-Guilford Township Public Library (PGTPL) acquired its current self-checkout kiosks. Since then, there have been several advancements in the library self-service market that enhance the patron experience and extend access to library resources. Unfortunately, many self-service providers have not been able to keep up with these innovations, such as **offering a mobile self-serve app**. We propose a next-generation self-circulation solution that will enhance the mission of PGTPL to “Be the place to connect, learn, discover, and enjoy”.



To obtain its project goals, PGTPL needs a consultative library technology partner. Ease of use and avoiding staff intervention are key to truly achieving efficient self-service. **A high success rate** during checkout transactions is important to meeting the needs of patrons and achieving PGTPL's long-term goals.

We partner with more than 30,000 unique libraries, helping them evolve their services and connect with their communities. In 2015 Bibliotheca acquired 3M Library Systems. This acquisition created an unmatched solution portfolio and organization scale that has allowed us to expand our capabilities in the North American market.

We understand that the biggest issue in meeting the needs of your patrons can be funding. Like many libraries, PGTPL has a commitment to being fiscally responsible. Looking forward, we will take a consultative approach to your project, without sacrificing the value of the patron experience for short-term costs. Bibliotheca offers a multi-year subscription for hardware and software – Solutions as a Service – that frees funds for other purposes. The model is not new, but the application is evolving. With a subscription, Plainfield-Guilford Township Public Library can have the latest in staff efficiency and patron experience technology without an arduous capital purchasing process. Please see page 43 for more details on this unique financing opportunity.

Bibliotheca is the only vendor in the library industry who has a proven history of supporting libraries with their current self-service equipment and assisting them in the transition to RFID technology, when the time is right. Because of this we can offer you options that will meet your needs now and support your future goals.



With the help of our selfCheck™ system, your library will increase self-service usage to more than 90%. Such results are achieved through our system's ease of use and an intuitive user interface that makes self-service quick and simple.

quickConnect™ is award-winning software that makes self-service quick, simple and enjoyable for patrons. It's the only patron interface that gets patrons engaged with your

library beyond the current transaction. Patron Promotions highlight library services and upcoming events and can integrate with an Evanced subscription. Recommended Reads via NoveList suggests titles like those being checked out. These tools combine to create an unrivalled patron experience.

In addition to the core self-service system you have requested, Bibliotheca offers PGTPL an ecosystem of integrated solutions that further enhances the patron experience:



Whether you choose to continue a barcode only system or invest in a high-performing RFID solution from Bibliotheca, you will receive the most advanced technology with components that are designed to withstand the rigors of the library environment.



uniFi facilitates dynamic digital messaging across your selfCheck™ screens, wayfinding touchscreens and digital signage.



cloudLibrary™ assist app extends the selfCheck™ experience to a user's smartphone. This new experience includes interactive receipts, relevant reminders and helpful workflows to make sure you never forget a book at home again.



cloudLibrary™ checkout app provides patrons with a fast and simple mobile checkout experience of physical items right from the patron's mobile device.



remoteLocker™ is an affordable, compact automated check-out and return solution for libraries that extends access to their rural community without having to build a new branch. Library users enjoy quick and convenient self-service and access to the library's physical materials.

We look forward to fostering a partnership with the Plainfield-Guilford Township Public Library that **does not sacrifice the value of the patron experience for short-term costs**. Please see the following pages for how we will further engage your patrons in our innovative solutions.

Description of Requirements

The following requirements are considered critical features that any proposed self-checkout solution must include:

For almost 50 years Bibliotheca has worked with libraries, and we are proud of the many innovations we've brought to the industry in partnership with cutting-edge, technology-minded customers around the world. Our proposed selfCheck™ 1000 kiosk and quickConnect™ patron software meets or exceeds several of your required features.

- **Integration with Evergreen ILS**
Bibliotheca solutions will integrate seamlessly with your Evergreen ILS via a SIP2 connection – now and for years to come.
- **Integration with other library apps (*Communico* events calendar, e-resource platforms, etc.)**
Communication is the heart of the library. Library patrons look for, need and expect information at many levels. Messaging is more important than ever as libraries try to standardize communications and raise more awareness on what they offer. **uniFi facilitates dynamic digital messaging across your selfCheck™ screens**, wayfinding touchscreens and digital signage. Play videos or messaging with images, quizzes, weather info, upcoming events and reinforce messaging around Covid-19 procedures and occupancy levels.



Designed specifically for libraries



Empower library patrons to explore the library



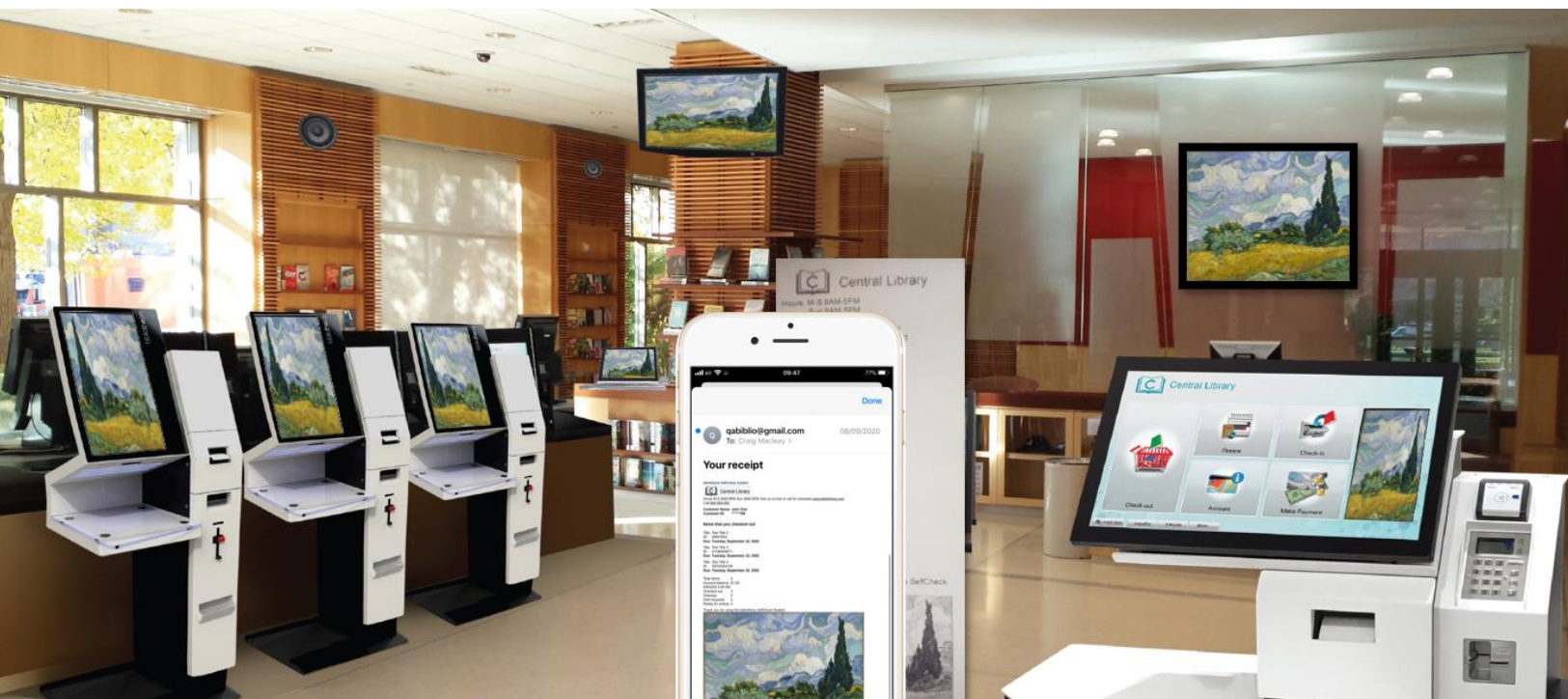
Improve visual communication



Start marketing in minutes



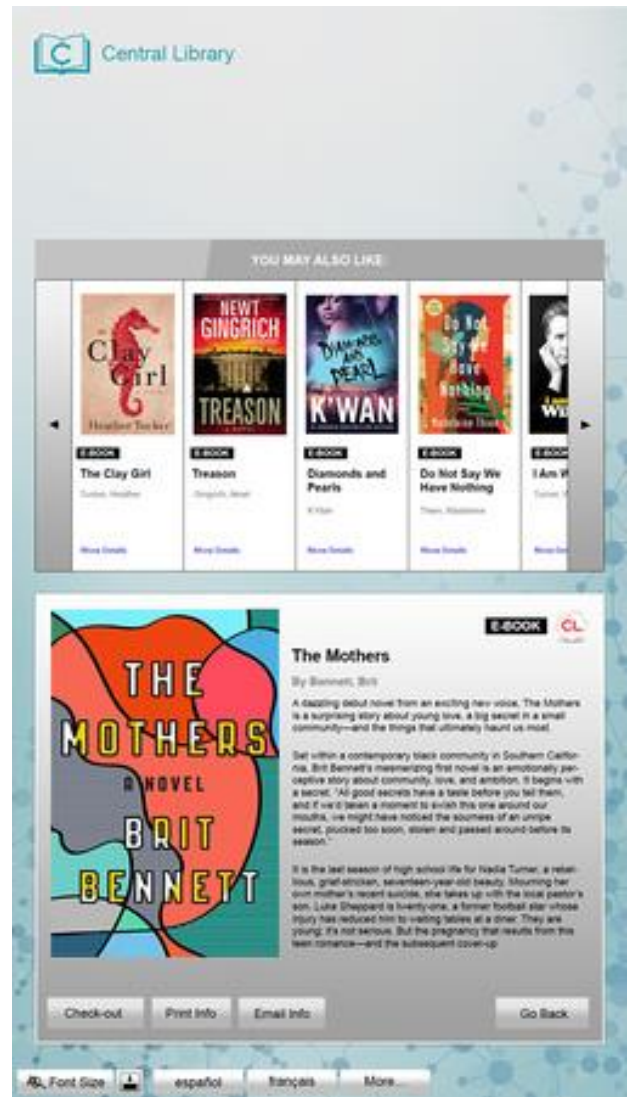
Efficiently manage multiple screens throughout one system



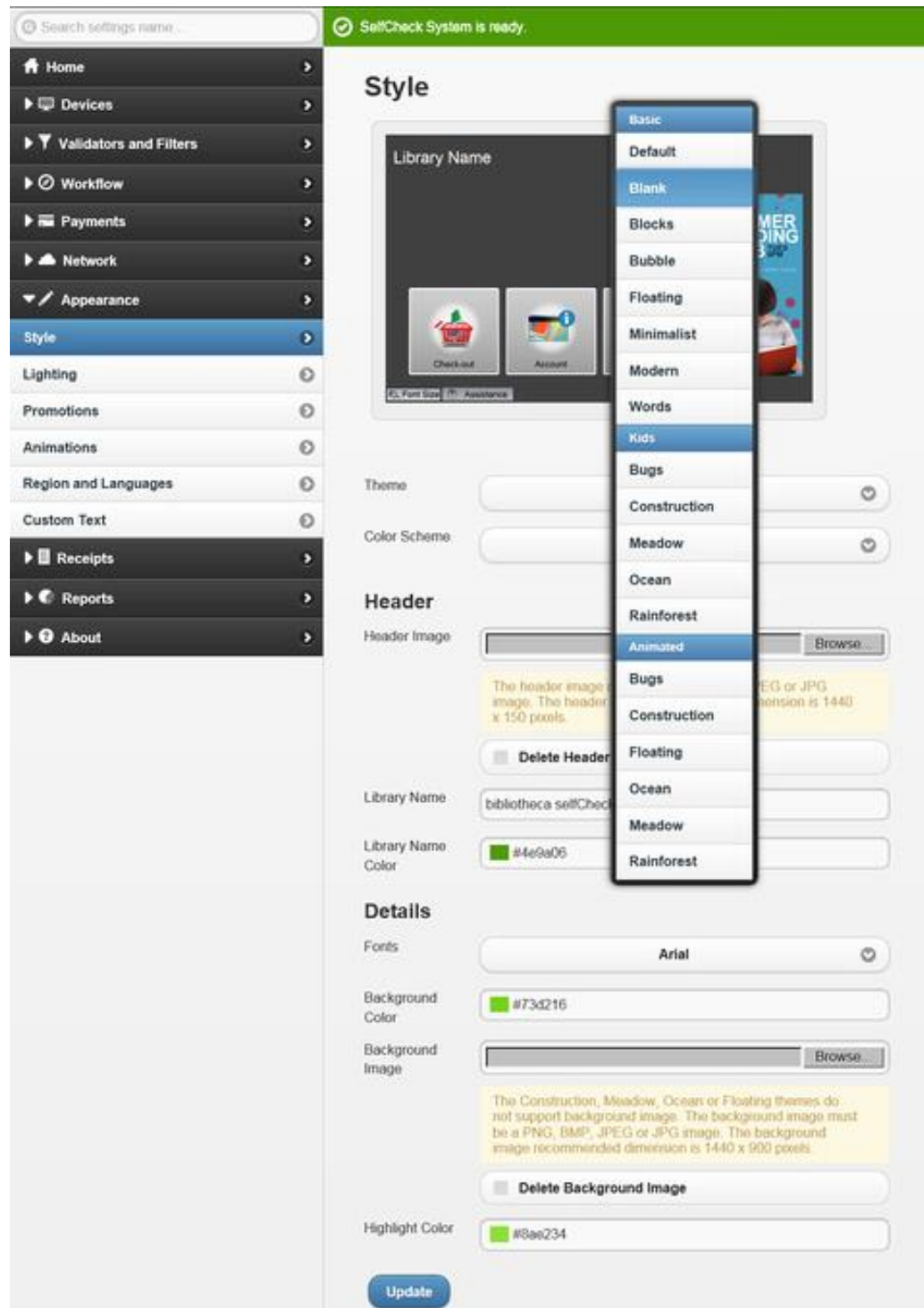
More than 60% of patrons are unaware that libraries have eBooks and eAudiobooks, according to the Pew Research Center. Your library can display eBook and eAudiobook titles during checkout, through cloudLibrary™ integration at the library's Bibliotheca selfCheck™ kiosks. This is a seamless integration that will help your patrons discover eBooks and eAudiobooks for the first time.

Bibliotheca is the only company that offers an integrated self-service and eContent platform with your Bibliotheca selfCheck™ kiosks. This unique feature will capture the attention of digital content users and non-users alike at the last place they go before leaving your library. At the selfCheck™, suggested reads and similar titles are presented in a clear and unobtrusive way, allowing eBooks and eAudiobooks to be immediately added to the user's digital shelf and checked out or put on hold.

We also offer integration with subscription services, such as, Evanced and NovelList.



- Customizable software design (logos, promotion of programs and services, etc.)**
 Behind the intuitive patron-facing side of quickConnect™ lives an extremely powerful staff management tool that gives you access to a range of information and statistics, while also letting you control features on the front end.



With quickConnect™ system manager, library staff can easily customize almost every feature and functionality of the user interface!

- Customize header with library logo or select font and color
- Enhance your library branding by uploading your own background or choose from a variety of animated templates (children's room, teen center, and more)
- Select from a variety of workflow icons that best fit your patrons' needs and provide illustrative step-by-step instructions
- Patrons can adjust the font size and orientation of the onscreen icons and promotions, and select text-to-speech to best meet their needs
- All text and ILS messages are customizable in more than 70 patron selectable languages
- Integration of NoveList book recommendation subscriptions, Demco Software event subscriptions, and other API event integration
- Bring awareness to library events and services through scheduled promotional banners



- **Stand alone kiosk models only, *no desktop models***
We propose our selfCheck™ 1000 kiosk, freestanding model

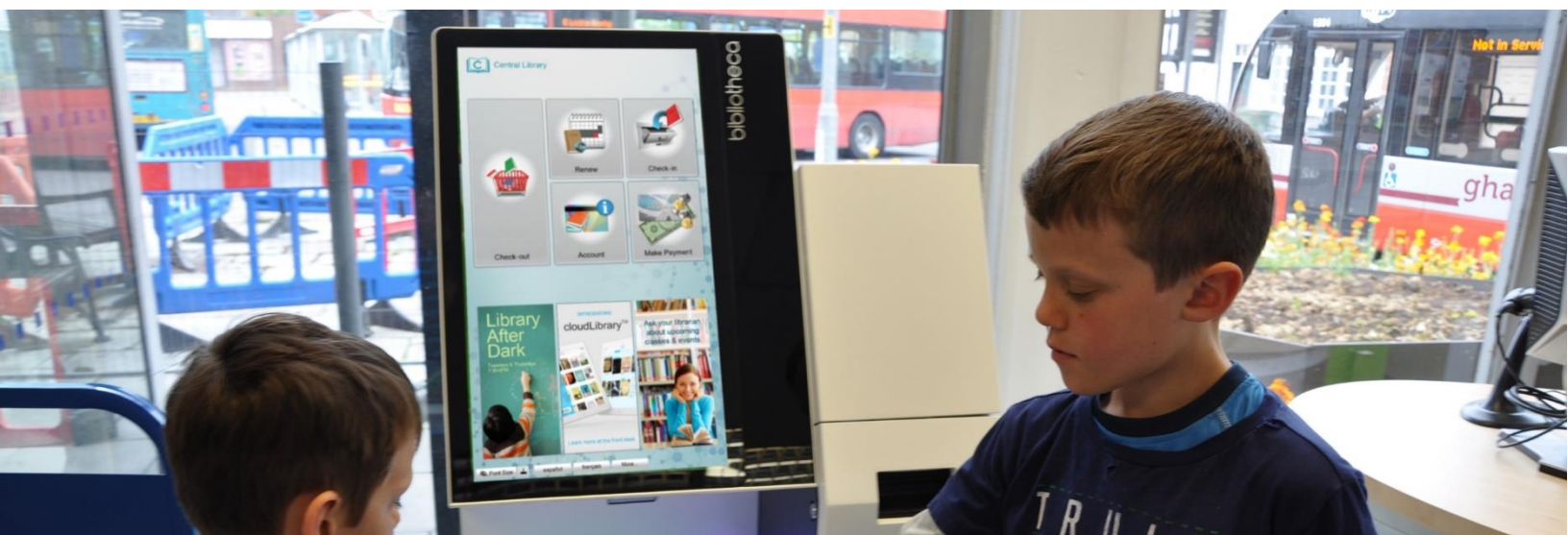
Crafted with purpose. We listened to the needs of our customers and crafted a self-service kiosk that would simplify the lives of both library staff and its patrons. Offering the most ergonomic, patron-friendly experience, the selfCheck™ 1000 was designed to maximize the day-to-day activities of a library, while promoting events and programs available within your community.

♥ Best experience with quickConnect™
With our crystal clear 22-inch portrait touchscreen you can promote upcoming library events and programs, suggest relevant recommendations and integrate cloudLibrary™ digital titles. quickConnect delivers a seamless experience that goes beyond just lending materials.

👁 Helpful guidance to assist library patrons
By combining screen animations with LED guidance, and a large illuminated glass shelf the selfCheck 1000 navigates patrons effortlessly through the entire self-service process.

❓ Library staff assistance
We incorporated health status lighting for staff to see alerts and warnings from across the library, eliminating the need to be standing directly in front of the kiosk, and allowing matters to be addressed right away.

■+ Mix and match to fit your needs
Whether placing extra items on the extended glass shelf or making a contactless payment, the location and workflow of each add-on option has been carefully considered to maximize convenience.





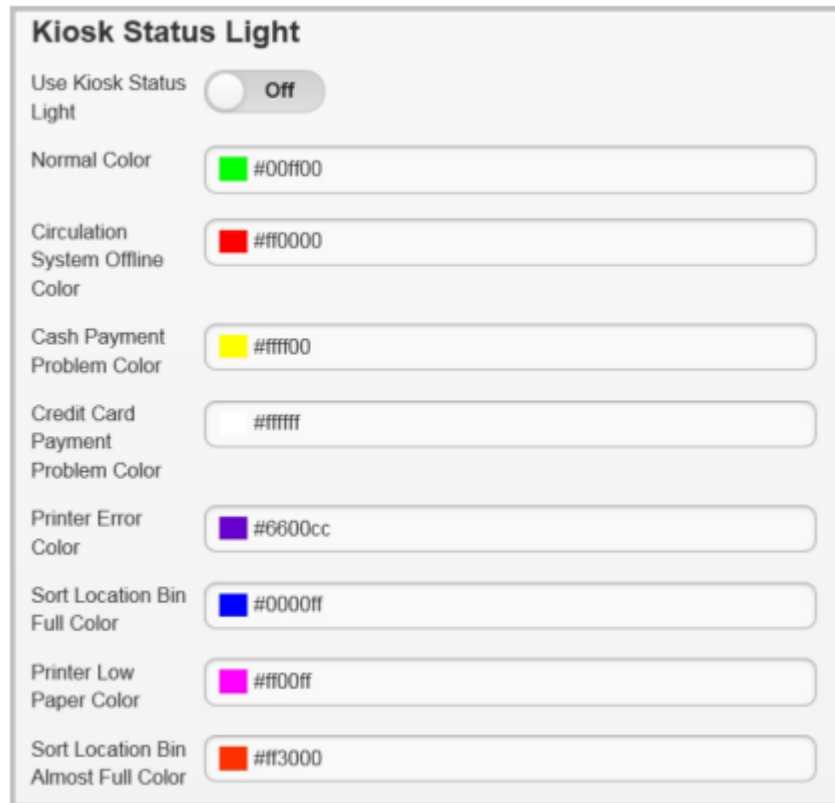
*Image not to scale.

- **Alerting feature that clearly notifies staff of any issues encountered by patrons during checkout**

We incorporated health status lighting for staff to see alerts and warnings from across the library, eliminating the need to be standing directly in front of the kiosk, and allowing matters to be addressed right away.



In System Manager staff can easily select which colors they want the selfCheck™ shelf to light up with for specific issues:



- Ability for staff to access kiosks remotely to assist patrons with any issues that may arise**
 We know that PGTPL wants to provide the best patron service, and at Bibliotheca we believe that is accomplished with an intuitive and fast patron self-service experience. Staff intervention at the selfCheck™ slows down the process and makes a staff member unavailable to provide more important services. Staff members ultimately have to be “on-call” to answer these requests for help and the promise of self-service cannot be fulfilled.

If a patron using the selfCheck™ encounters an issue, our quickConnect™ selfCheck™ software provides custom messaging and pop-ups that are easy for your patrons to see and understand. Custom messages give patrons direction so that they can successfully complete their transaction. Messages can be customized to tell a patron when to go to the circulation desk. Staff can customize messages based on patron and item status by using System Manager. Staff members can simply search for the message they wish to change and edit it to their preferences.

Example of the many possible messages library staff can easily edit in System Manager:

Custom Text

[+ Add Language](#)

Language

[More languages can be found on the \[Languages\]\(#\) page.](#)

Category

Group

Find

[Find](#)

Text

- Account Access Denied Popup: Button**
The text shown on the button to acknowledge that the patron has an excessive account issue.
- Account Access Denied Popup: Caption**
The caption for the header of the popup that informs the patron that access to their account is denied.
- Account Access Denied Popup: Message**
The message displayed by the popup that informs the patron that access to their account is denied.

- Account
- Admin
- Cash Payments
- Check-In
- Check-Out
- Credit Card Payments
- Electronic Payments
- Fees
- General Payments
- Help
- Hold
- Item Processing
- Login
- Promotions
- Recommendations
- Renewal
- Session
- System

After a successful login to a patron account, pop-up messages sent from the ILS will appear to remind patrons of important information regarding their account status (for example, if the patron account needs to be renewed at regular intervals, how long the account will remain active) or to prompt the patron to take action (for example, a patron will be prompted to either pay now or pay later if they have unpaid fees on their account).

The pop-up message can also be set to display notifications about the library (for example, what days the library will be closed).

Example:



- **Ability to read digital barcodes**
Yes.



- **Manual account number entry (e.g. touch screen) with alphanumeric functionality**
Yes.



- **Cash, coin, and credit card fine payment**

We offer an integrated cash and coin acceptor and a credit card terminal. Our proposed cash and coin acceptor also recycles bills for change. Our proposed Credit Card terminal is PCI compliant. Please see the Additional Materials section for our certification.

Castles Technology UPT1000F from Comprise

Give your customers more privacy to pay fines and fees quickly and easily at the self-checkout station. This terminal has integrated PIN pad, magnetic stripe, chip and contactless card reader functions. It is a secure means of meeting your PCI specifications.

- Built-in magnetic stripe, contact and contactless readers
- High Security Processor
- PCI PTS 5.x, EMV L1 and EMV L2 certified



- **Receipt printer**

Yes. we provide a built-in receipt printer that easy to replace receipt paper rolls.



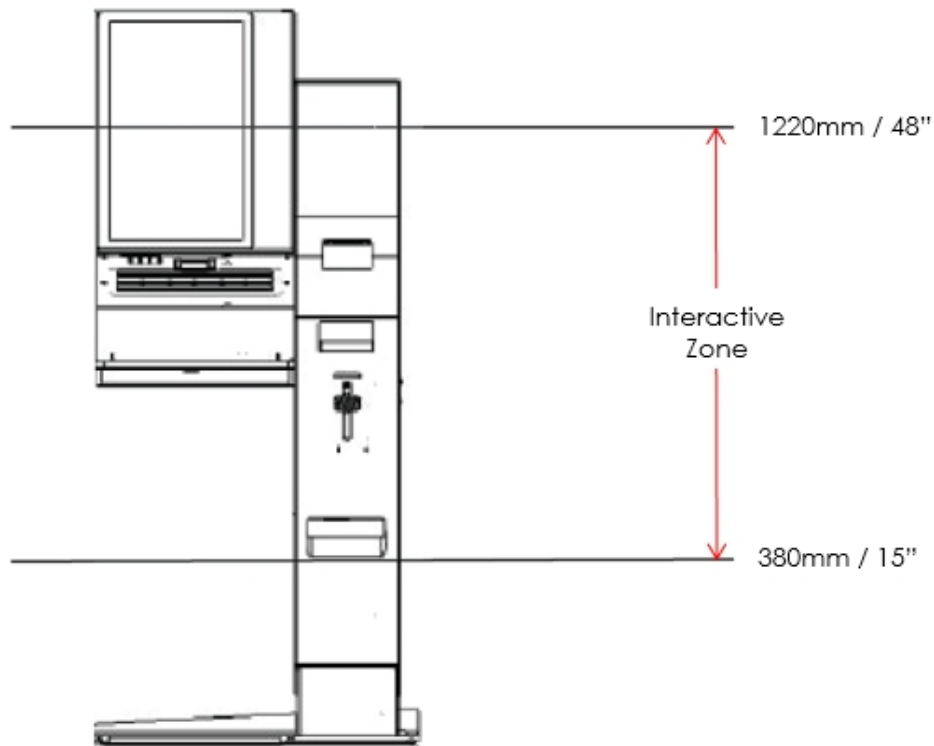
- **Media locker**

Patrons can easily check-out secured materials via our integrated unlocker. Our selfCheck™ incorporates purposeful design elements with the focus on the patron's ease of use.



- **Option for an ADA compliant kiosk**

Our proposed selfCheck™ 1000 freestanding kiosk is ADA compliant. Our quickConnect™ interface for patrons places all interactive functions (borrow, return, account) within the bottom of the screen (within the Interactive Zone).



*Interactive Zone based on kiosk at its minimum height – 58”.

We also offer an optional selfCheck™ 1000 freestanding kiosk with height-adjustable functionality. The height-adjustable version of the selfCheck™ 1000 kiosk allows patrons to easily adjust the height of the whole kiosk. When prompted, the kiosk tower will rise and lower accordingly so that all aspects of the kiosk remain in easy reach.

A height-adjustment button is located at the bottom of the shelf.

To adjust the height of the kiosk patrons simply press ▲ on the height-adjustment button to raise the height of the kiosk, and, press ▼ on the height-adjustment button to lower the height of the kiosk.

- The maximum height that the selfCheck™ 1000 height-adjustable kiosk can be raised to is 68.7”.
- The minimum height of the selfCheck™ 1000 is the recommended default height of 58.4”.



- **Audio for hearing impaired and adjustable sized fonts**

We meet ADA guidelines as Bibliotheca software and devices were purpose-built with accessibility in mind. Our installers will work with the library to make sure that all city codes and accessibility standards are met. We provide users with numerous effective accessibility features:

- Staff can easily customize almost every feature and functionality of the user interface, such as high-contrast color schemes, backgrounds, and images.
- The buttons on the screen can be flipped and placed either at the top or bottom of the screen.
- We allow the patron to increase the font size to allow for easier reading on the 22-inch touchscreen interface.
- Text-to-speech gives patrons who are visually impaired the ability to more easily use the self-serve kiosks.

- **Support for different languages**

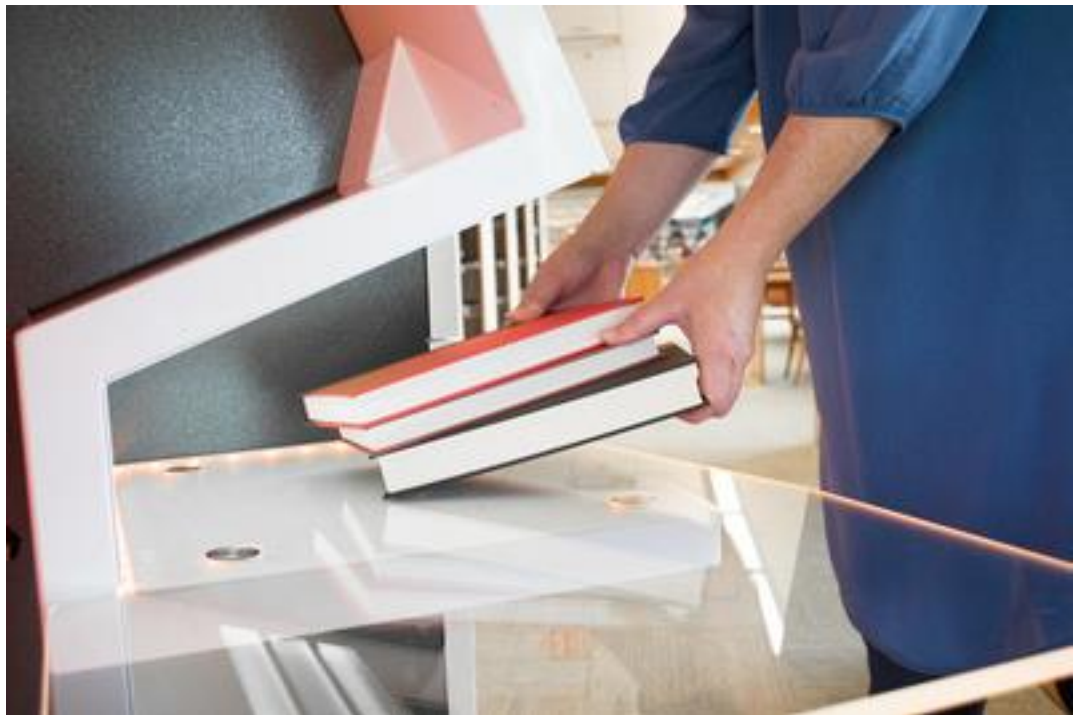
As part of our commitment to equality, people using Bibliotheca selfCheck™ kiosks have access to more than 65 languages at any time during the self-check experience. No other library vendor provides this level of choice and support for diverse communities.

All selfCheck™ kiosks come with the following languages: Afrikaans, Amharic, Arabic, Armenian, Assyrian, Basque, Belarusian (Belarus), Breton (France), Bulgarian (Bulgaria), Burmese, Catalan, Chinese (Simplified), Chinese (Traditional), Croatian (Croatia), Czech (Czech Republic), Danish (Denmark), Dutch (Netherlands), English (United Kingdom), English (United States), Filipino (Philippines), Finnish (Finland), French (Canada), French (France), Galician, German (Germany), Greek (Greece), Haitian Creole, Hebrew (Israel), Hindi (India), Hmong, Hungarian (Hungary), Indonesian, Irish (Ireland), Italian (Italy), Japanese (Japan),

Khmer, Korean (Korea), Latvian (Latvia), Lithuanian (Lithuania), Malay (Malaysia), Maltese (Malta), Maori (New Zealand), Norwegian (Norway), Nynorsk, Persian (Farsi), Polish (Poland), Portuguese (Brazilian), Portuguese (Portugal), Punjabi (India), Romanian (Romania), Russian (Russia), Samoan, Serbian (Latin), Sinhala (Sri Lanka), Slovak (Slovakia), Slovenian (Slovenia), Somali, Spanish (Latin American), Spanish (Spain), Swedish (Sweden), Tamil, Thai (Thailand), Turkish (Turkey), Urdu, Vietnamese (Vietnam), and Welsh (United Kingdom).

- **Surface area for placing library materials and personal items during checkout**

Yes. In addition to our large surface space where patrons scan material barcodes for checkout, we also offer a shelf on the right side of the kiosk w: 11.4" (not pictured).



- **Statistics/reporting module**

Some vendors make you contact them to get your own data! Bibliotheca gives you the tools to gather your own statistics. With our central management web portal, libraryConnect™ devices, your staff can monitor the health of your system and aggregate data from all Bibliotheca security gates, selfCheck™ units and automated material handling systems. This allows you to easily perform a system-wide analysis of all your equipment at all branches. Through archived data, libraries can conveniently create consolidated reports by location or time and make data-driven decisions based on usage trends.

This data includes transactions by hour, day of the week, month and year. The statistics and reports can be accessed by library staff via our libraryConnect™ devices portal from any web browser.

- Number of items borrowed, renewed, and returned

- Number of successful and unsuccessful transactions and sessions
- Number of ILS offline
- Number of items returned, sorted and rejected
- Number of payment transactions
- Number of Recommendations
- Number of fines paid
- Number of cash transactions
- Number of credit card transactions
- Number of ePayment transactions

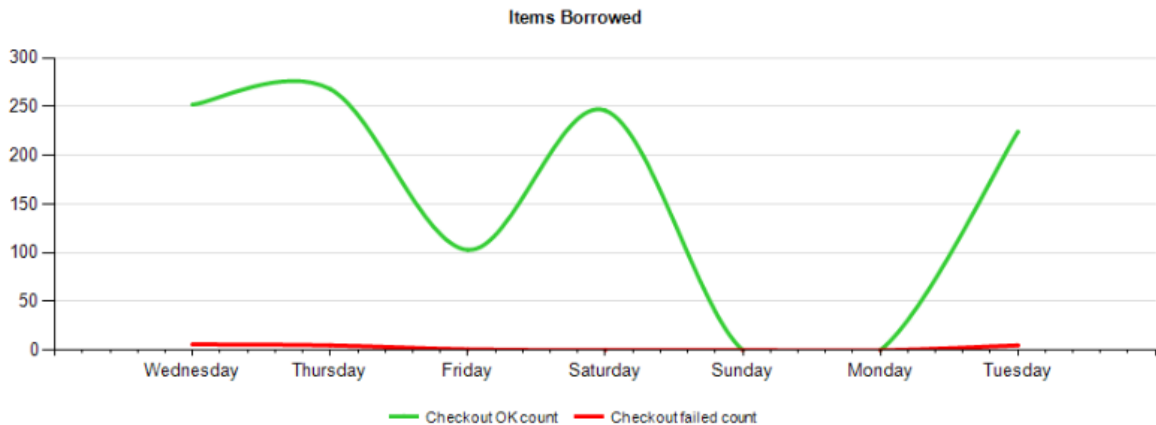
Example of Optional Hourly, Daily, Weekly, Monthly, Yearly reports available by various transaction types like successful or unsuccessful transactions:

	Items Borrowed		Items Returned		Return session start	Sorting		Items Renewed		User Login		Payments		Recommendations		Overview			
	Successful	Failed	Successful	Failed		Sorted	Rejected	Successful	Failed	Successful	Failed	ILS Offline	Successful	Failed	Coinbox empty	Actions	Successful	Failed	Total
Sunday	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Monday	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tuesday	224	5	0	0	0	0	0	5	0	55	4	0	0	0	0	0	284	9	293
Wednesday	252	6	0	0	0	0	0	2	6	65	3	0	0	0	0	0	319	15	334
Thursday	268	5	0	0	0	0	0	14	0	70	3	0	0	0	0	0	352	8	360
Friday	103	1	0	0	0	0	0	2	0	42	1	0	0	0	0	0	147	2	149
Saturday	246	0	0	0	0	0	0	0	0	55	7	0	0	0	0	0	301	7	308
Total	1,093	17	0	0	0	0	0	23	6	287	18	0	0	0	0	0	1,403	41	1,444

Example of individual item transaction returns:

Timestamp	Action	Successful	Patron Id	Item Id	Event Data	Device
7/16/2018 6:32:02 AM	return	Yes	*	*****4192	slp.1	Forsyth County Public Library, Post Road Library, PR_300_patron3
7/16/2018 6:45:41 AM	return	Yes	*	*****8417	slp.1	Forsyth County Public Library, Post Road Library, PR_300_patron3
7/16/2018 6:45:45 AM	return	Yes	*	*****5008	slp.1	Forsyth County Public Library, Post Road Library, PR_300_patron3

All reports also include graphs to visualize the report. Example of a customized report showing items borrowed by day of the week or people in the library by time of day:



With libraryConnect™ devices your staff members can save their report parameters so they can easily schedule the report to auto-update in the future. For example, you can set up a report type to view the People Footfall detected on all gates within all your locations on a monthly basis. Each month, you can simply run the report type and the results will update or schedule the report to be automatically delivered via email. There is no need to contact Bibliotheca to receive your data. However, our internal helpDesk is always available to assist you, if necessary.

My Reports		My Alerts				
Name	Last Run	View	Rename	Edit	Schedule	Delete
Bibliotheca report 1	2 days ago					
Bibliotheca reports 2	never					

In addition to the features listed above, PGTPL is interested in a self-checkout solution that includes the following desired features:

- **Material return bins**

Offer your patrons a convenient integrated self-service return solution at the kiosk. The integrated return bin has four wheels on the base and a handle, allowing staff to easily transport the returned items around the library. The integrated return bin can be placed in the space between the bottom of the aperture and the base of the kiosk, to the left of the kiosk tower. It also has a spring-loaded internal base that lowers as more items are returned into it. This feature minimizes the height that the item has to fall when returned and cushions the landing, causing less damage to the returned item. This feature also benefits library staff when unloading the return bin as the base will rise as items are removed, so the staff member does not have to reach into the bottom of the return bin to retrieve items.



Staff can also easily customize the animations and lighting to assist patrons in the check-in and return bin workflow:

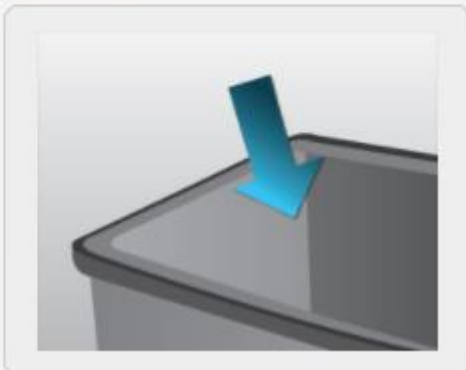
Sort

Enable Sorting On

Allow Check-In When A Sort Location Is Unavailable On

Default Color

Default Location



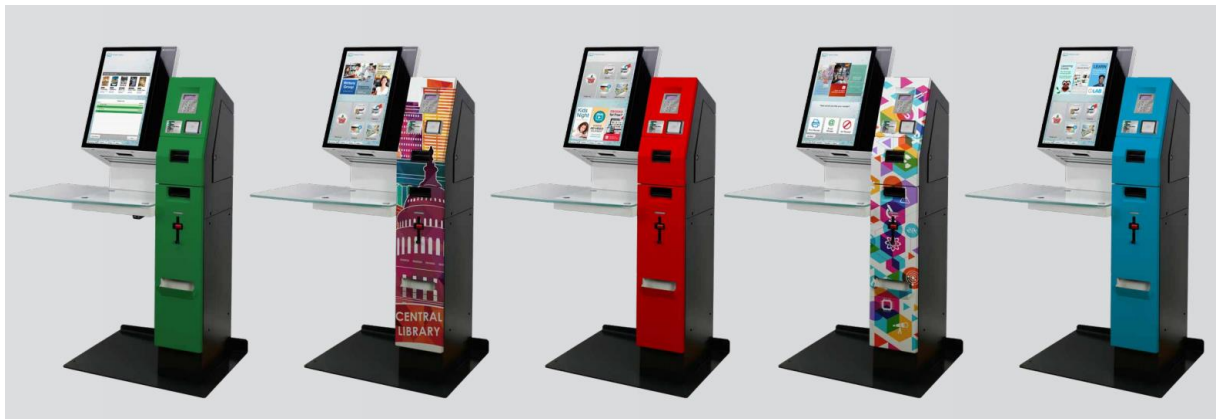
Note: The integrated return bin can only be used with a freestanding selfCheck™ 1000 kiosk. It cannot be used with the height-adjustable model.

- **Customizable kiosk design (colors, lighting, wraps, etc.)**

Our proposed selfCheck™ 1000 is black.

While we do not apply graphic wraps to the selfCheck™ 1000, we will assist you in your custom wrap project with your chosen graphics vendor. We have templates and lots of experience guiding customers through this process.

Example of graphic wraps selfCheck™ 1000:



- **Child-friendly design (integrated step-stool, design, etc.)**

With quickConnect™ System Manager, staff can easily select from a variety of display templates for adults, teens and children, including animated displays.

Example of one of many animated children's templates with just check-out functionality available, for express service:

Plainfield-Guilford Township Public Library

Sunday Fun Day
Treasure Maps

NO PIRATES ALLOWED!
Rhonda Gowler Greene

Available Sunday, September 12


Plainfield-Guilford Township Public Library

Preparing next library with cloud

Download the app on the App Store

the Summer Reading Program at the Front Desk

Place library card (BARCODE UP) under scanline.



Go to Check-in

Font Size español français More...

Example of Style options in System Manager:

- Home >
- Devices >
- Validators and Filters >
- Workflow >
- Payments >
- Network >
- Appearance >
- Style >
- Lighting >
- Promotions >
- Animations >
- Region and Languages >
- Custom Text >
- ILS Message Mapping >
- Receipts >
- Reports >
- About >

Style

Theme Ocean - Animated

Color Scheme Theme Default

Header

Header Image No file chosen

The header image must be a PNG, BMP, JPEG or JPG image. The header image recommended dimension is 1600 x 150 pixels.

Library Name

Library Name Color

Details

Fonts Theme Default

Background Color

Background Image No file chosen

The background image must be a PNG, BMP, JPEG or JPG image. The background image recommended dimension is 1600 x 900 pixels.

Accent Color

Example of graphic wraps for selfCheck™ 1000:



For the safety of your patrons, we encourage you not to use a step-stool with the selfCheck™

- **Upgradeable to support a potential RFID solution**

Our proposed selfCheck™ 1000 kiosk comes fully equipped to offer PGTPPL a fully integrated RFID experience when the moment is ready. A simple remote configuration from our internal help desk, at no charge, is all it takes for your selfCheck™ to be RFID capable.

4.4 Description of the Proposed Solution

Describe the products and systems which comprise the proposed solution. Please include:

1. Sample images of the kiosk design, patron interface, and staff interface;

Please see pages 7-27 for these details.

2. Measurements of kiosk units in standard units, not metric

Freestanding: w: 26.8" | d: 24.3" | h: 58.1"

Height Adjustable: w: 27.6" | d: 27.0" | h: 58.1"

Height Adjustable height from floor to the top face of the glass: Min height: 30.8" | Max height: 39.9"

3. Description of accessibility features and ADA compliant design;

We meet ADA guidelines as Bibliotheca software and devices were purpose-built with accessibility in mind. Our installers will work with the library to make sure that all city codes and accessibility standards are met. We provide users with numerous effective accessibility features:

- Staff can easily customize almost every feature and functionality of the user interface, such as high-contrast color schemes, backgrounds, and images.
- The buttons on the screen can be flipped and placed either at the top or bottom of the screen.
- We allow the patron to increase the font size to allow for easier reading on the 22-inch touchscreen interface.
- Text-to-speech gives patrons who are visually impaired the ability to more easily use the self-serve kiosks.

4. Description of customizable components and integrations with other software;

Please see pages 7-8 for these details.

4.6 Project Implementation

4.6.1 Project Implementation Plan and Schedule

PGTPL will soon begin a construction project to repair a partial ceiling collapse in the main area of the library. We estimate work on this project will begin mid-October 2021 and last into January 2022. This is subject to change due to factors beyond the library's control such as materials procurement. Ideally, PGTPL wants the installation of the self-checkout kiosks to take place after the construction project is completed.

Please provide an overview of the implementation process. Include a timeline for implementation assuming a contract is signed on November 17, 2021 with estimated dates for delivery, installation, configuration and testing, staff training, and completion.

Your success is paramount to us. We provide an efficient and smooth project implementation process that is designed to ensure your project goals are met. The following outline describes the framework used to develop your project implementation.

After the project is awarded and a contract agreement is signed, a meeting is scheduled with your sales and project implementation teams. The purpose of the meeting is for your Bibliotheca project manager to learn more about your current environment, business model, workflow and the goals you want to achieve in this project as well as offer consultation and guidance tailored to your project.

At this initial meeting, we will:

- Confirm products, quantities and services
- Discuss the high-level goals that need to be achieved to make your project a success and define the project acceptance criteria
- Discuss the escalation and change management process, status reporting and meeting frequency

After the initial meeting, your project is ready to move into the next phase: project kick-off!

1. Project kick-off with project manager and Library:

- Your Bibliotheca Account Executive will schedule a project kick-off meeting and establish a regular communication cadence.
- The Library will provide a designated point of contact and back-up contact for Bibliotheca to work with throughout the duration of the project. We commit to open communication between the Library and the Bibliotheca team.
- Work together to create expected timelines for delivery, installation, and training (if applicable)
- The Project Manager creates the initial version of the project plan which will align to the Library's goals.

2. Project Plan: The Library and Bibliotheca will discuss the Project Plan, the project timeline and will schedule the site survey if included in your project order. There may be a need for multiple meetings to define the Project Plan, depending on the size and complexity of the project. Priorities, branch hours, contacts, customer responsibilities, Bibliotheca responsibilities and site preparation are all included in the Project Plan.

In order to ensure the success of the project, prior to inception, all parties review and approve the Project Plan, which will clearly define the work that is to be performed and also include an initial project timeline.

- 3. Equipment and software Installation:** We will arrange delivery of equipment and will schedule for the complete installation with minimal disruption to your library branches. All installation activities will be scheduled during Bibliotheca's standard business hours and coordinated with your approval.
- 4. Equipment and Software Training:** Training takes place immediately after implementation. Bibliotheca offers education courses on all our products. Purchased courses will be delivered remotely or in-person by a Bibliotheca trainer, using the library's own equipment.
- 5. Acceptance testing:** Software and hardware will be tested and approved by our installation team. The installation team checks system connectivity, software configuration and tests products with your ILS. In order to ensure all goals have been successfully achieved, it is important that you also perform testing.
- 6. Pre-closure meeting:** As the project nears completion, your Bibliotheca project manager will schedule a pre-closure meeting to ensure that all goals have been completed to the satisfaction of the Library.
- 7. Project closure:** After all project implementation activities have been successfully achieved, we will send the customer acceptance form for you to sign and return. Additionally, after the completion of the project you'll receive a survey to access your satisfaction with this project. We encourage you to provide your feedback to help us improve our process.

Now the project is handed over to our support team, who will be the library's s main contacts post-acceptance for any issues that may arise.

When your project is complete, Bibliotheca will still be here to serve and support you throughout the life of your equipment. We provide you with access to our free LibraryConnect.com portal and a toll-free number so that you can quickly reach us regarding concerns.

Due to the Covid-19 pandemic impact on supply chains, delivery lead times are subject to change, which may adversely affect the project or the efficient progress and completion of the project. Final selected product quantities and changes to shipping costs may affect the cost of the project.

Timeline

Here's an example of a typical project timeline. This will be adjusted to fit your specific project goals.

Phase	Timeline	Dates
Project Kick-off	1 week after contract executed	November 24, 2021
Delivery of Equipment	Depending upon products selected and customer schedule.	February 2022
Capturing configuration information	Ongoing	February 2022
Equipment and software Installation	Installed according to a mutually agreed upon schedule beginning 1-2 weeks after equipment is delivered.	February 2022
Hardware and Software Training (if purchased)	Upon completion of installation	February 2022
Acceptance Testing	Upon completion of installation	February 2022
Pre-closure meeting	Upon completion of installation and training	February 2022
Project Closure	Upon completion of all project implementation activities	February 2022

Installation Responsibilities

Activities	Bibliotheca	Library
General		
Project kick-off meeting	✓	✓
Day-to-day operational responsibility and accountability	✓	
Establish communication channels and agree on reporting procedures, including reporting frequency	✓	✓
Produce and update project plan to include all steps	✓	
Review and agree on installation plan, including change control	✓	✓
Exception planning/risk identification and assessment	✓	✓
Provide documentation (patron guides and manuals)	✓	
Solution Set-Up		
Arrange installation of power and network access points for solutions and conduits as defined by the site survey (if site survey purchased)		✓
Construction/electrical considerations, hole drilling, wall cut outs, etc.		✓
Procurement of SIP2 licenses		✓
Gather information to establish software configurations, kiosk configuration, confirming RFID tag data model	✓	✓
Provide IT staff with appropriate credentials to assist in the installation and testing of the equipment		✓
Confirm sign-off for installation of implemented solutions	✓	✓
Supervise configuration of software solutions	✓	
Delivery and Installation		
Arrange delivery of equipment	✓	
Resource coordination/mobilization	✓	
Establish installation/sign off acceptance procedures	✓	✓
Deliver staff training to agreed schedules if training is purchased.	✓	✓

4.6.2 Training and Documentation

Offeror will supply adequate training free of charge to PGTPL as part of the implementation process. Adequate training is defined by the following:

- 1. Training all staff in the use of all equipment. The total number of staff to be trained is approximately 45;**

Understood.

- 2. Training key staff in the use of statistical reporting modules. The total number of key staff to be trained is approximately 15;**

Understood.

- 3. Training will be performed by the Offeror and will take place at the library with appropriate safety measures in place relative to the current pandemic.**

To help you get the most from your investment, we are pleased to provide in-depth Product Education Courses. These courses provide comprehensive product detail, product configuration decisions, exercises and real-world examples on how best to benefit from your Bibliotheca products. Purchased courses will be delivered by a Bibliotheca trainer, last from one to four hours, and accommodate up to 10 individuals. Courses can be delivered remotely or in-person using the library's own equipment. (Currently, due to the Covid-19 situation, all training is provided via Zoom meeting.) Courses are designed to be interactive to provide an opportunity for participants to engage in hands-on learning.



Lori Livesay, Head of Product Training
877-207-3127 x 137 | l.livesay@bibliotheca.com

Lori brings more than 20 years of Library experience to the Operations Management team. She joined Bibliotheca in 2013, after having been the project manager for a public library that converted their 10 branches and 800,000-item collection to RFID technology. During her time at Bibliotheca, she has been onsite at over 100 academic and public library locations, installing hardware, configuring software, and providing staff training. She understands the challenges faced by library staff and is dedicated to making every project a success. Lori views her relationship to her customers as partnerships and focuses on good communication, efficient management, and seamless transitions.

Advanced Education Courses Offered in the Proposal Include:

- Education Courses: Introduction to quickConnect & System Manager
- Education Courses: Introduction to libraryConnect devices

Please see the Additional Materials section for full descriptions of what our training courses include.

Additional training requirements include:

- **PGTPL requires user manuals, plus any other materials that are typically distributed during training sessions;**

Understood.

Documentation is provided free of charge in electronic and print formats for all products and for each release of software and/or hardware. All manuals feature clear, instructional images and step-by-step guidelines.

- **PGTPL requires that manuals be available in electronic format with unlimited distribution within the library and shall be provided free of charge;**

Understood.

- **PGTPL requires unlimited interaction with the Offeror sales and technical support staff during installation planning, the installation phase, and follow-up immediately after such installation.**

Understood.

We specialize in change management services. Our dedicated team takes the time to ensure your staff is comfortable with its new system. We help guide your team members as roles expand so they can assist patrons with the services they value most. Our team's job is not done until your staff is completely satisfied.

4.7 Service, Support, and Warranties

4.7.1 Proposed Support and Maintenance Program

PGTPL wishes to ensure that the system is fully functional for five years or more. Provide details of the recommended service and support program to achieve this objective.

Bibliotheca builds robust products that are built to last. With a Bibliotheca annual service agreement, you can ensure the longevity of your equipment.

Provide a sample support and maintenance agreement for the proposed support and maintenance program with the corresponding Cost Worksheet.

Please see our *One Year Limited Warranty* and *Terms and Conditions of Support and Maintenance*, here: www.bibliotheca.com/sales-terms-conditions

4.7.2 Support Options

Describe the company's support operation including:

1. Normal operating hours for tech support;

In-house help desk support: Bibliotheca has the talent and scale to respond quickly and effectively to all your service needs. We have developed an in-house support team that is the largest in the industry. Software support hours are: 8AM – 6PM EST, Monday – Friday, less holidays.

2. Procedures for obtaining assistance during off hours;

We provide a 24/7 hotline and an Online Support Portal 24/7. libraryConnect.com is a free resource that allows you to create and monitor help desk cases, access user guides, view helpful videos and download training materials.

3. Any subcontractors that will provide services;

None.

4. Guaranteed response times for both remote and on-site support;

Bibliotheca has the talent and scale to respond quickly and effectively to all your service needs. We have developed an in-house support team that is the largest in the industry. In fact, most of our support calls are resolved and closed the first time a customer calls.

Our on-site support provides 4-hour call back and 8-hour on-site during business hours, contingent on geography-specific call-out schedule.

5. Locations of support technicians;

Bibliotheca's local service support technician for the Plainfield-Guilford Township Public Library is located in Marion, Indiana.

6. Turnaround time guaranteed by Offeror to acquire and install replacement parts;

On-site support: Bibliotheca has 120 trained and certified on-site technicians, parts included in plan, 4-hour call back and 8-hour on-site during business hours, contingent on geography-specific call-out schedule.

7. Qualifications of key support team personnel

Bibliotheca technicians are required to complete weeks of training for each product before being certified to work on it. Many of our customers have been working with their Bibliotheca tech for years. Our customers appreciate the consistency and compliment us on the high-level of confidence that they have in their technicians. Some of our in-house product experts and on-site technicians have worked with these products for more than five years and in some cases are 20-year veterans.

4.7.3 Software Maintenance

Describe your software update and upgrade policy and how updates are applied. Specifically, provide:

1. How often software updates are provided

As long as the library is under an annual service and maintenance agreement, we provide software patches about every six months.

2. How software updates are applied and by whom

We will coordinate these releases with your library staff to ensure there is not any downtime on your end while the releases are downloaded.

3. If the Offeror applies updates, describe the requirements for accessing PGTPL's system

Our internal North America based help desk can remotely support the self-check kiosks with a connection via Kaseya. Please see the Kaseya Whitepaper in the Additional Materials section.

PGTPL requires that all software updates be pre-approved by PGTPL before they are installed and requires that the Offeror be responsible for testing all operating system updates before applying them. State your willingness to comply with both of these requests.

Understood. We test all OS updates prior to whitelisting them using our WSUS.

4.7.4 Guarantees and Warranties

Provide details of all guarantees and warranties that accompany your proposed solution. Requirements include:

- 1. Warranty of Equipment: The Offeror must provide an all-inclusive, 12-month extended warranty on equipment, software, and components and offer a maintenance/service contract thereafter. All proposed maintenance/service contracts are subject to negotiation by PGTPL. Warranty and service requirements apply to both standard and optional system components;**

Understood. Please see our *One Year Limited Warranty and Terms and Conditions of Support and Maintenance*, here: www.bibliotheca.com/sales-terms-conditions

- 2. Software Warranty: Software patches and upgrades are supplied free of charge to PGTPL and are performed by the Offeror's trained technicians. Describe how often patches and upgrades are applied and how they are scheduled with the library;**

Understood. Service and maintenance agreements cover hardware and software solutions developed and manufactured by Bibliotheca. We will coordinate these releases with your library staff to ensure there is not any downtime on your end while the releases are downloaded. As long as the library is under an annual service and maintenance agreement, we provide software patches about every six months.

- 3. On-Site Support Response Guarantee: Service technicians should be readily available and be fully trained, factory authorized, and certified by the manufacturer to perform service on any related hardware or software. Describe guaranteed on-site support response time;**

Understood. Bibliotheca has 120 trained and certified on-site technicians, parts included in plan, 4-hour call back and 8-hour on-site during business hours, contingent on geography-specific call-out schedule. Bibliotheca's local service support technician for the Plainfield-Guilford Township Public Library is located in Marion, Indiana.

Bibliotheca technicians are required to complete weeks of training for each product before being certified to work on it. Many of our customers have been working with their Bibliotheca tech for years. Our customers appreciate the consistency and compliment us on the high-level of confidence that they have in their technicians. Some of our in-house product experts and on-site technicians have worked with these products for more than five years and in some cases are 20-year veterans.

- 4. Spare Parts: Describe commonly stocked spare items and where the parts likely needed for PGTPL will be located;**

Understood. Our technicians carry the most commonly used parts in their service vehicles, which ensures prompt repairs. In addition, Bibliotheca's warehouse is conveniently located in Columbus, Ohio, which allows us to offer one day shipping to anywhere in the continental USA.

5. Extended Support: The service agreement must be renewable on an annual basis. Describe availability of extended support contracts and the annual cost of each option.

Understood. Please see page 41 for our annual maintenance costs.

4.8 Cost Worksheets

4.8.1 Equipment and Licensing

Required Components	Quantity	Offeror Description/ Model Number (Units)	Price Per Unit (US\$)	Extended Price (US\$)
Self-checkout kiosks with credit card reader, cash/coin acceptors, media unlockers, receipt printer	6	selfCheck 1000 kiosk, black	\$6,717.52 (Price for selfCheck only. See add-ons below.)	\$40,305.12
Credit Card	6	Integrated Comprise, Castles UPT1000	\$1,877.18	\$11,263.08
Integrated Unlocker	6	Integrated Unlocker	\$3,744.18	\$22,465.08
Integrated Receipt Printer	6	Integrated Receipt Printer	Included	Included
Software license <i>*Please list quantities, and whether licensed by site or kiosk.</i>	6	quickConnect interface and System Manager	Included	Included
Central Management and Reporting Module	1	libraryConnect devices, 10+ devices, annual subscription	\$1,769.88	\$1,769.88
TOTAL INITIAL EQUIPMENT & LICENSING COST				\$75,803.16

4.8.2 Five Year Cost Worksheet

Equipment & Services	Price Per Unit (US\$)	Extended Price (US\$)
Total initial equipment & licensing (see above)		\$75,803.16
Installation & Configuration		Included
Shipping/Freight		\$11,400.00
Training		
Education Courses: Introduction to quickConnect & System Manager		Included
Education Courses: Introduction to libraryConnect devices		Included
Maintenance & Support (if not included)	Year 1 Included	Year 1 Included
Tax (PGTPL is sales tax exempt)	N/A	N/A
TOTAL YEAR ONE COSTS (EQUIPMENT AND SERVICES)		\$87,203.16
Annual Costs For complete solution listed on 4.8.1.	Price Per Unit (US\$)	Extended Price (US\$)
<ul style="list-style-type: none"> ▪ Include a Hardware and Software Maintenance and Support plan including sufficient Preventative Maintenance visits to ensure the system remains in good working order for 5 years. ▪ Attach a sample of the Maintenance and Support Plan corresponding to this Cost Proposal. 		
Annual Maintenance Cost Year 2	\$930.00	\$5,580
Annual Maintenance Cost Year 3	\$930.00	\$5,580
Annual Maintenance Cost Year 4	\$930.00	\$5,580
Annual Maintenance Cost Year 5	\$930.00	\$5,580
TOTAL COST OVER FIVE YEARS:		\$109,523.16

4.8.3 Optional Components

OPTIONAL Components	Quantity	Offeror Description/ Model Number (Units)	Price Per Unit (US\$)	Extended Price (US\$)
ADA compliant kiosk *If price differs from standard design	1	selfCheck 1000 height-adjustable kiosk, black	\$7,199.52	\$7,199.52
Other optional features: add more lines if needed				
Return Bin	1	Return Bin (right) with extended shelf housing	\$941.78	\$941.78
Integrated Cash and Coin Acceptor	1	Integrated Cash and Coin Acceptor	\$2,603.38	\$2,603.38
Education Courses: Introduction to quickConnect™ & System Manager with cash and coin	1			\$2,199

Note: Shipping will be determined once optional solutions are selected.

4.9 Declaration and Signature

OPTIONAL SITE VISIT: Representative that attended: Courtney Gebhardt, Mason Humphrey, Nathan Wunrow

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 other factors of interest to PGTPL may be a consideration in making the award. PGTPL reserves the right to reject any and 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 PGTPL’s best interest to do so.

AUTHORIZED REPRESENTATIVE:

Michael Burstein	Chief Financial Officer
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<i>Authorized Representative’s Name</i>	<i>Title</i>
	10/5/2021

<i>Authorized Representative’s Signature</i>	<i>Date</i>
Bibliotheca, LLC	800-328-0067

<i>Company</i>	<i>Telephone</i>
3169 Holcomb Bridge Road, #200	bids-na@bibliotheca.com

<i>Street Address</i>	<i>E-Mail</i>
Norcross, GA 30071	877-689-2269

<i>City/State/Zip</i>	<i>Fax</i>
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