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D-Tech International USA

Request for Proposal

Self-Checkout Kiosks for Plainfield-Guilford Township
Public Library (PGTPL)



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D-Tech International USA
1293 Hornet Road, Unit 5
Rio Grande
NJ 08242

4.1 Cover Letter

6 October 2021

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

Dear Montie,

Thank you for inviting us to participate in your request for quotation for Self-Checkout Kiosks for Plainfield-Guilford Township Public Library (PGTPL). D-Tech International USA is excited to provide you with information on the secure, state-of-the-art self-checkout solutions as well as options for RFID and payment considerations.

D-Tech's proposed self-checkout solutions will meet the current needs and can continue to accommodate PGTPL faculty and staff well into the future. Our company's 30-year history of supplying turn-key custom tech solutions for libraries makes us the perfect partner for achieving your goal. We can supply you with secure, security and RFID equipment and are the only vendor that offers lifetime support for its equipment.

D-Tech International founder and owner Marvin Crisp is the CEO of D-Tech International USA and is directly involved in the day-to-day operations. D-Tech International USA corporate structure continues with having management in place for sales, support, and office management. There is a 24/7 help center available for immediate support, engineers available for D-Tech's ticketing forum to provide remote support, and D-Tech's technicians when on-site visits may be needed.

D-Tech is well-suited to assist PGTPL with its plans to provide library staff with state-of-the-art self-checkout solutions with barcode scanning and RFID reading capabilities for library materials. Our company develops and manufactures its own products and, as a result, can address the individual requests of every client. We do not sell one-size fits-all equipment. Instead, we modify our designs to fit every customer's unique needs.



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D-Tech is a customer focused company; our mission is to make sure ALL our customers get a very best in aftercare service. Customer Focused – Customer First. D-Tech has over 3,000+ installations. D-Tech is a worldwide company and has natural growth, we have not grown from acquisitions. We know how important each and every customer is and we delivery on that promise, no matter what the cost is to D-Tech.

D-Tech is happy to offer any financial information if chosen as the winning vendor to show a reputable and stable financial history to validate the ability to provide goods and services to PGTPL.

D-Tech has no past or present litigation of dispute claims within the last ten years and has not been involved in a legality dispute in the entirety of the company.

D-Tech has an extensive history of global business and has never been affiliated with any form of bankruptcy within the last ten years or in the entirety of the company.

D-Tech is proud to be an independently owned business dedicating time to staff development, library technology development and customer service, growing year on year through natural growth and expansion not due to acquiring accusations, and has no plans to sell or merge with any other business. D-Tech can confirm it has no litigations against them. The proposal will remain valid for a period of (180) days dating from October 6, 2021.

D-Tech can confirm that there is no conflict of interest completing all aspects of all work that will be performed.

We look forward to cultivating the same relationship with PGTPL and Office of Information Technology for all its current and future self-service needs. If you have any questions after reviewing our recommendations, please contact me at 609-435-5846 or michael.capetola@d-techinternational.com.

Thank you for the opportunity to collaborate and for considering D-Tech for your upcoming initiative.

Best regards,

A handwritten signature in black ink that reads "M. Capetola".

Michael Capetola
Project Manager
D-Tech International USA
609-435-5846 ext. 105



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4.3 Executive Summary

History:

D-Tech International was founded in 2001 to provide the worldwide library market with state-of-the-art self-service solutions. The company was created by developer Marvin Crisp.

Headquartered in the United Kingdom, D-Tech's central operations have supplied libraries with cutting edge inventory management, control, and security equipment for nearly 20 years. The company's innovative products can be found throughout the United States, Canada, U.K., New Zealand, Bulgaria, Dubai, Italy, and Peru.

Marvin Crisp's wealth of knowledge of the self-service industry stems from working hands-on in the trade for over 35 years. He has devoted his entire career to helping libraries prosper in the tech-savvy 21st century and, as the longest-serving member in the field, is regarded as a founding father of today's niche computerized library market.

In 2011, Marvin set the wheels in motion to bring his pioneering technology across the pond and established D-Tech's United States headquarters in Cape May County, New Jersey. The company began selling its distinctive vending and lending equipment to U.S. and Canadian libraries and, shortly thereafter, expanded to include North American manufacturing at its plant on the Cape May Airport grounds.

Today:

Moving forward, Crisp and D-Tech's head of customer service, Trilly Roper, permanently relocated to the United States in 2016 and now reside in the Cape May area. D-Tech will be looking to continually grow the company's U.S. branch and have expanded once again, this time into a custom-built tech building. The new headquarters has been specially designed to house our inhouse tech and manufacturing team.

D-Tech is proud to be an independently owned business dedicating time to staff development, library technology development and customer service. Growing year on year through natural growth and expansion not due to acquiring accusations, D-Tech has no plans to sell or merge with any other business.

Our commitment to customer satisfaction ensures your diverse community of patrons, guests, faculty, and staff receives the best products and services in the industry. Just a few of the many benefits of choosing our team include:



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Practicality. We offer competitively priced, highly productive, stylish equipment that is exceptionally manageable for staff and easy to use for patrons.



Flexibility. Our self-checkout systems can be tailored to meet your individual needs, whether it's barcode or RFID capabilities, card payments, cash payments, and compatibility.



Certainty. A dedicated, forward-thinking in-house development team is always available to address your needs and work with you to find effective, functional results. Additionally, D-Tech is honored to support other libraries wanting to extend their service to patrons with D-Tech products, such as Charlotte Mecklenburg Library, please see our references for more information on our remarkable partnerships



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4.3.3 Technical approach to the project

D-Tech understands that modern libraries are much more than just a place to lend out books, they have become more of a community space. Patrons meet up to participate in meetings, play games, watch TV, listen to music and talk, and more recently, libraries have had to adapt again from the traditional spaces in the community where their patrons gather. Libraries are looking to provide services that can reach its patrons but still provide public access in a safe way adhering to the department's health and social guidelines.

PGTPL located in Hendricks County, Indiana the fourth fastest growing county in the state and services approximately 13,484 patrons who are registered card holders. Guilford Township posted an 18.7% increase in population from the 2010 census to the 2019 census and the library recently completed renovations in response to needs in the community and is looking to continually increase circulation. In 2019, PGTPL circulated 408,761 items averaging 118 circulations per hour. The library also had 204,379 visits in 2019 and is looking for a self-checkout solution to keep up with the demand due to the increased population growth.

PGTPL is in search of a qualified proposal for a self-checkout kiosk system that will allow patrons to utilize barcode and RFID capabilities, payments, follow ADA compliances, and notify library staff to a potential alarm using administrative controls. D-Tech's X-Plor self-checkout kiosk has a real time ILS connection via Sip2 to fully integrate with Evergreen ILS, able to view data in real time, barcode and RFID capable, alarm options to notify staff, support all forms of payments; allowing patron transactions without the need for library staff member intervention.

The new X-Plor™ is an exciting addition to D-Tech's line of free-standing self-checkout systems. The X-Plor™ kiosk is designed to maximize the functionality of self-service in a library while minimizing floor space.



X-Plor™ basic configuration is a self-service kiosk that can check out barcoded material as well as RFID tagged items with alphanumeric functionality for manual account number entry. Additional options include a PCI-compliant credit card terminal, as well as a coin and note/bill acceptor that gives change plus Apple Pay™.

D-Tech's X-Plor self-checkout kiosks can maximize the efficiency of the PGTPL by allowing library staff to have state of the art self-checkout equipment for patron transactions. X-Plor™ large 22" portrait touch screen monitor is user friendly with easy to understand instructions to assure patron success. Software design is customizable to the preferences of the library.

The large checkout area for material placement is sure to please patrons with multiple materials to checkout. Options for paying fines and fees, reserving PCs, looking up library and city information, and more are supported features available to enhance all measures of library activity.

D-Tech's ManageIT™ (remote monitoring) is an administrative tool to monitor data. This exclusive D-Tech web-based software allows libraries to remotely monitor check-ins, check-outs and provide complete information on the satisfaction survey. It records how much the kiosk is used and assures it's working properly. Statistics are collected



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regularly and can be viewed anytime. D-Tech will deliver and install all equipment and provide training on all hardware and software operations.

4.4 Description of the Proposed Solution

Features and Spec Information for D-Tech's X-Plor™ Self-Checkout



Library Self-Checkout Systems

x-plor is an exciting addition to D-Tech's state-of-the-art **serveIT** line of self-checkout systems. The kiosk is available in barcode, RFID, EM and hybrid versions, all designed to maximize the functionality of library self-service while minimizing floor space through a small footprint.

The system's basic configuration can check-out barcoded material as well as RFID-tagged items. The **x-plor EM** version works with all EM strips, including 3M Tattle Tape, and can also check-out barcode and RFID-tagged items via the latest hybrid technology.

For libraries outfitting their machines to process fines and fees,

options include a PCI-compliant credit card terminal, ApplePay and bill and coin acceptor that dispenses change. The ability to look up library and city information and reserve PCs is also available.

All **x-plor** machines have a large 22-inch portrait-style touchscreen with simple instructions. They come in a wide array of colors and have a generous checkout area surrounded by stylish, LED illumination.

Additionally, the units feature real-time account information, advanced remote monitoring, and automatic updates. They are accessible by users of any age, ADA compliant and include multilingual displays with the latest interactive software to engage patrons.



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options

• **manageIT™ (remote monitoring)**

This exclusive D-Tech web-based software allows libraries to remotely monitor check-ins, check-outs and provide complete information on the satisfaction survey. It records how much the kiosk is used and assures it's working properly. Statistics are collected regularly and can be viewed anytime.

- LED lighting
- Audio jack plug
- Card payments
- Coin and bill payments
- Contactless payments
- Color choice
- Change dispenser

color selector

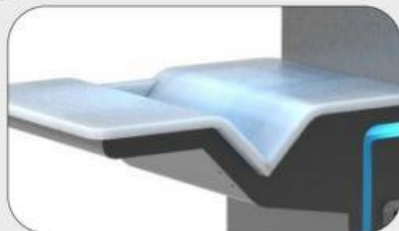


features

- Large 22-inch, portrait-style touchscreen
- Full payments
- Large scanning area for items
- Barcode, RFID and hybrid item reading
- Email and paper receipts
- User card— barcode, Mifare, RFID and biometric card readers
- Multilingual
- Remote monitoring
- Interactive LED lighting
- Customer-focused software
- Advertising and information display area
- Web-based reporting and monitoring
- Connection to ILS via SIP2 (real time)
- Meets all safety standards, fully CE certified
- ADA-compliant



x-plor checkout area



x-plor EM checkout area

specifications

Per unit:

Height	5 feet (62 inches)
Width	27 inches
Depth	16 inches
Weight	178 lbs.
Power Consumption	110v-2.3amp
Screen Size	22-inch touchscreen
Scanner	Barcode/RFID
Printer	Thermal
Power Outlet	Back
ILS Communication	SIP2
Audio	3.5 jack plug
Languages	51
Lighting	LED
Payments	Card, cash, contact
Remote Monitoring	manageIT
Color Selector	Body only
RFID reader	Screened

etc.

x-plor was developed to allow libraries to take advantage of the latest technology. Designed to look modern and stylish, this eye-catching self-checkout unit attracts users of all ages. The system is capable of processing all types of payments and dispenses change as well. Interactive LED lighting guides people through the transaction process, which is completed with a paper receipt or environmentally-friendly email reminder. The large portrait-style touchscreen provides libraries with the ability to communicate with patrons by promoting upcoming events or other information on the display. This new concept in self-checkout solutions engages with users like never before — and at a cost that caters to all budgets. Just one of the many ways D-Tech is powering libraries into the future.

Issuing

- To access the kiosk, the first screen that will appear using the i16 serveIT™ software is the options screen. The patron will then select “issue”. A new screen is prompted, and the patron may then scan their library user card or manually enter their user I.D. by using the touchscreen.

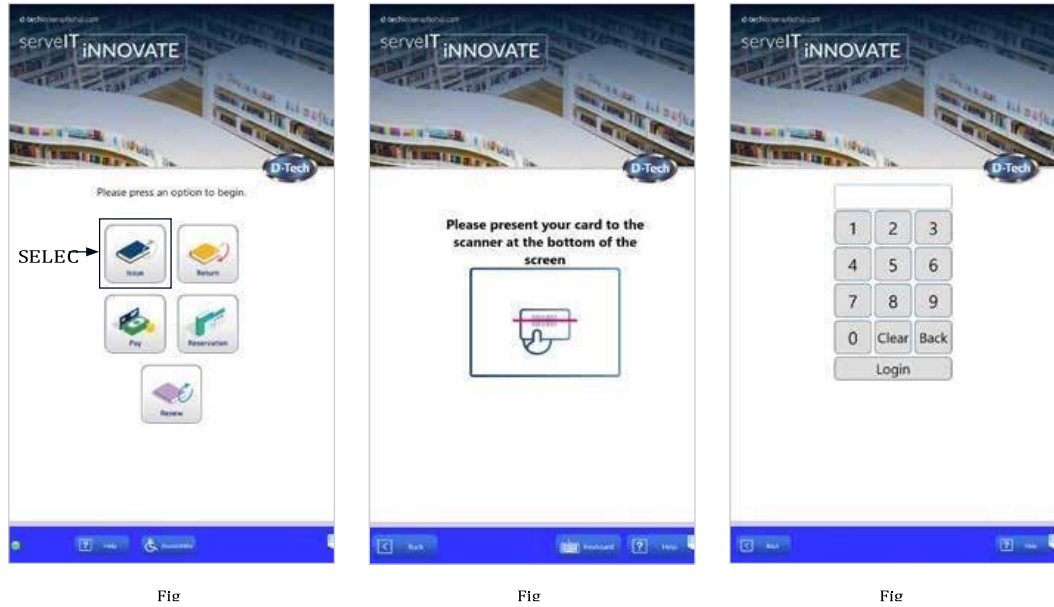



Fig 1

- The “issue” screen is displayed using three different sections:
 - 1.) Shows all items included for transaction in a user breakdown:
 - Items will be highlighted “green” or “amber” to display if an item was issued correctly or if an error occurred
 - A “Title”, “Due Date”, “Fee”, “Status” labels for columns can be seen at the top



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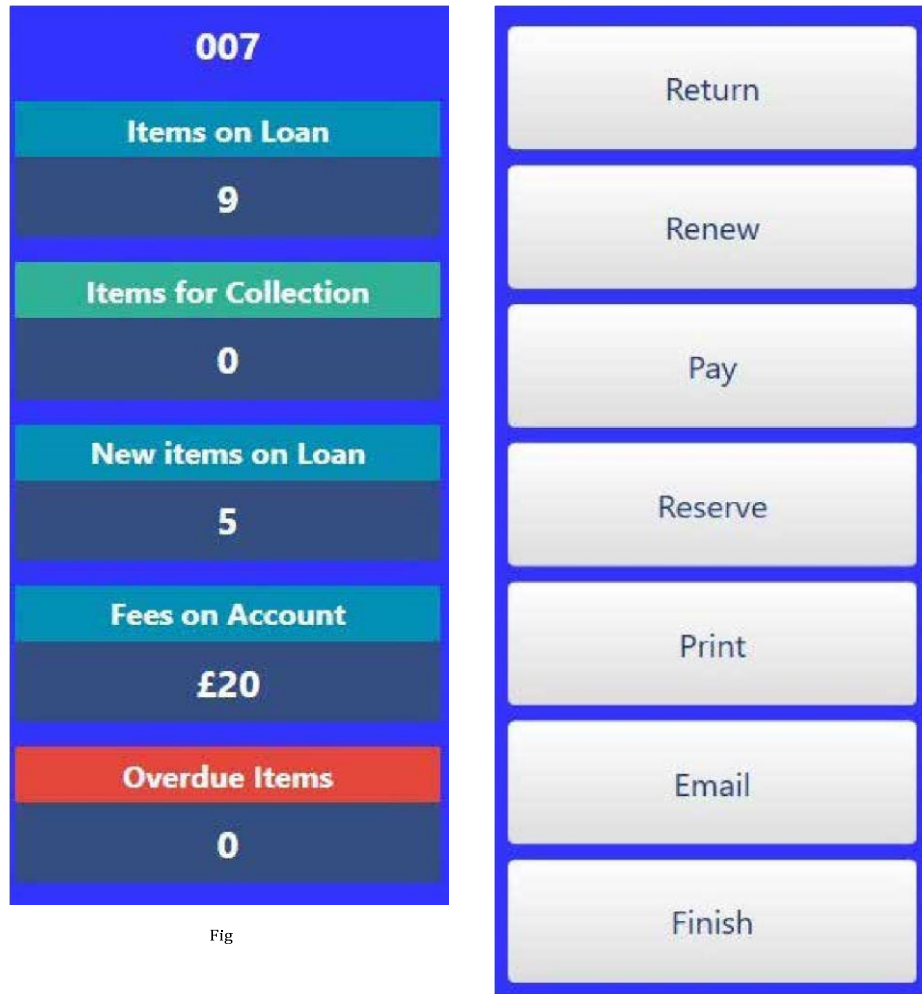
 Borrow

Title	Due Date	Fee	Status
TESTBOOK 46		£0.00	Item already checked out
TESTBOOK 44		£0.00	Item already checked out
TESTBOOK 03	27/08/2020	£0.00	Checkout successful
TESTBOOK 01	27/08/2020	£0.00	Checkout successful
TESTBOOK 04	27/08/2020	£0.00	Checkout successful
TESTBOOK 06	27/08/2020	£0.00	Checkout successful
TESTBOOK 05	27/08/2020	£0.00	Checkout successful

Fig 2

- 2.) Gives the patron an accumulative total of items being issued to the account and all previous information associated with that account:
 - (Fees, Overdue items, Reserved items)

- 3.) Various user options listed:
 - Receipt option (Printed or e-mailed), perform another task without having to re-enter user information, or finish the transaction



Fig

Fig 3

Returning

- The “Return” screen can be accessed without the need to scan a patrons library card or manually entering any user information because “items” are allocated to that patrons account and makes the transaction as simple as possible for the patron.



Fig 4

- Same as the “Issue” screen, the “Return” screen is broken down into three selections:
 - 1.) Displays the items for transaction in a user breakdown:
 - Items will be highlighted “green” or “amber” to display if an item was issued correctly or if an error occurred
 - Under “Pay” fines will be listed for the items if the patron has an outstanding balance against the product.

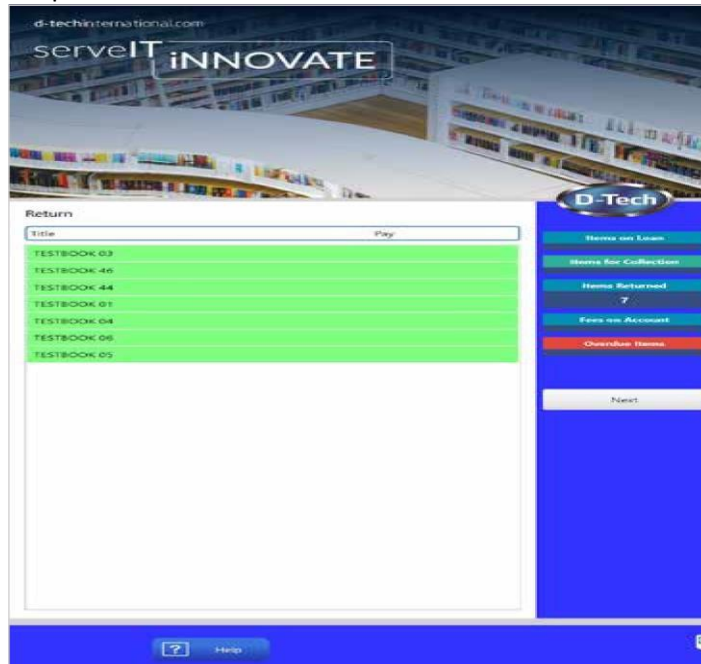


Fig 5

2.) The accumulative total of products is listed for the qualified transaction:

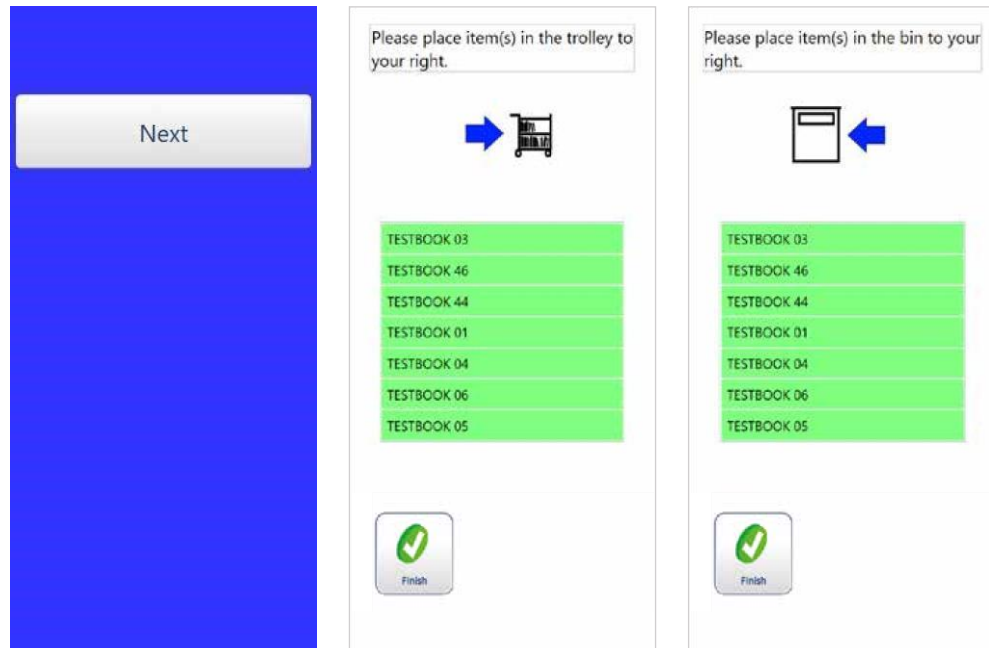
- Patrons will not have to scan their library card or manually enter any user information because the products are already associated with the patrons account, simplifying the transaction.
- No account information is displayed. If the patron navigated to the “Return” section from a previous transaction that required log in, this section will be populated



Fig 6

3.) The “Navigation” area for returns:

- If the user is not logged into their account, much like section 2, limited functionality will be available
- The “Next” button will take the user to a new screen to complete the transaction if no further transaction is required
- A message will be displayed to place items in the designated return area (e.g. Trolley)
- Selecting “Finish” will complete the transaction and give the option to print a receipt or have an electronic copy sent via e-mail



Fig

Fig

Fig

Fig 7

Renewals

- To renew products already registered to a patron, the first step is to select "renew" button on the kiosk:
 - The log-in screen will then appear, prompting the patron to scan their library card, or select the keyboard option and manually enter the ID information



Fig 8

- The following screen will bring the patron to the main renewal window. The patron is not required to physically have the products with them, offering a simplified transaction process.
 - Products that are currently on loan to the patron are shown with information regarding the product title, due date, and the option to renew

Renew		
Title	Due Date	Renew
TESTBOOK 44	27/08/2020	Renew
TESTBOOK 46	27/08/2020	Renew
TESTBOOK 01	27/08/2020	Renew
TESTBOOK 03	27/08/2020	Renew
TESTBOOK 04	27/08/2020	Renew
TESTBOOK 05	27/08/2020	Renew
TESTBOOK 06	27/08/2020	Renew

007
Items on Loan
7
Items for Collection
0
New items on Loan
0
Fees on Account
£20
Overdue Items
0

Fig 9

- The final step for patrons is choosing to print an overview of their account in the form of a receipt or have it e-mailed by selecting the relevant option
 - Should the patron wish to perform another transaction, they can navigate to the relevant screen by selecting how they wish to proceed

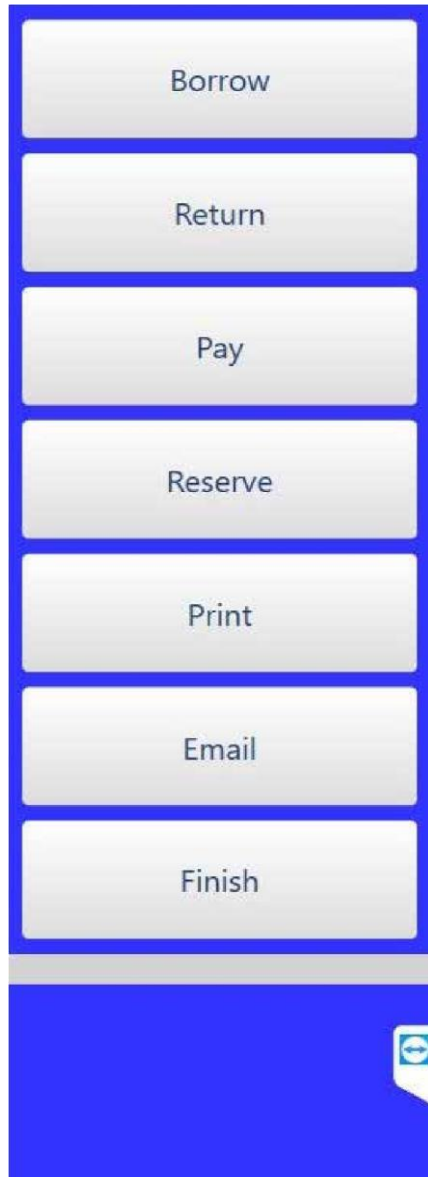


Fig 10

Payments

- To pay a balance already registered to a patron's account, the "pay" option is selected on the main screen
 - The patron will then be prompted to log-in using the card scanner or manually inputting their user I.D.

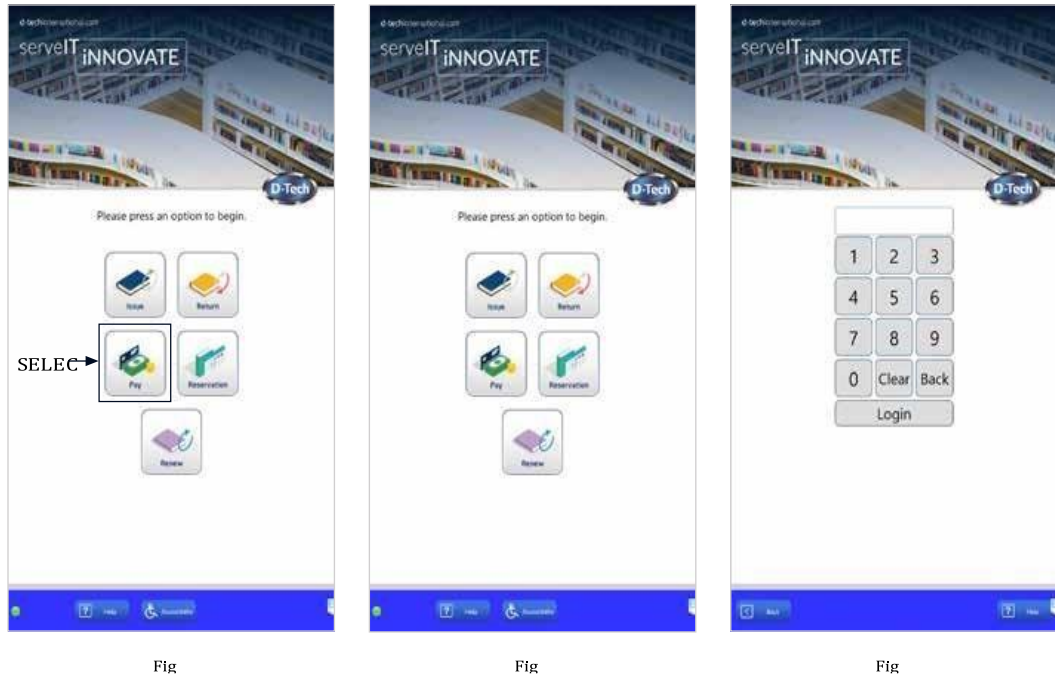


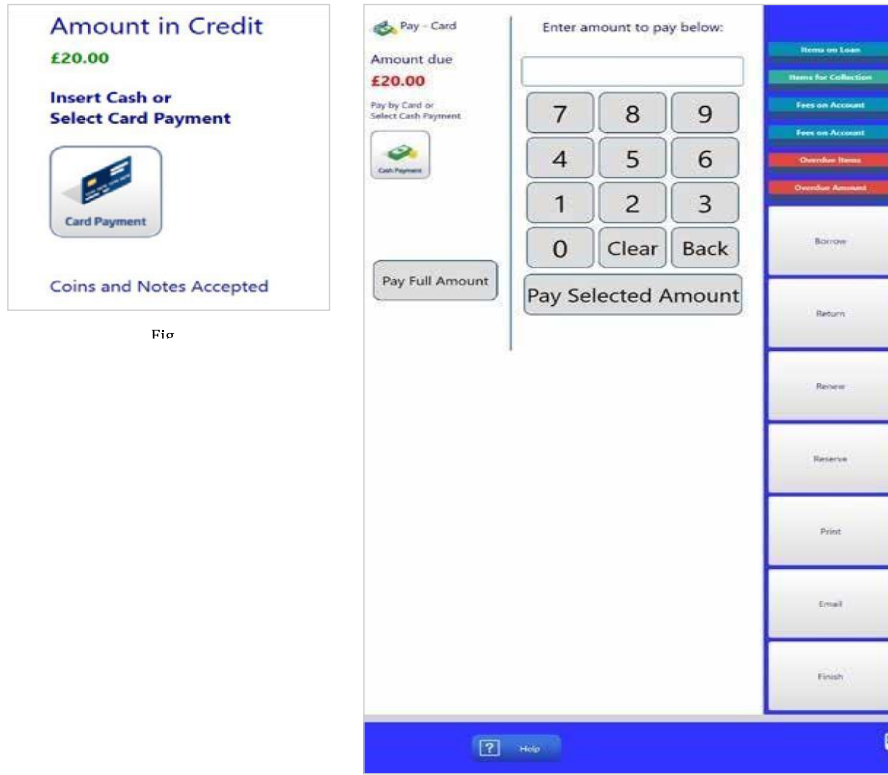
Fig 11

- The main "Pay" screen is now presented on the kiosk
 - The options available to the patron is dependent on the configuration of the kiosk
 - The image displayed below is to represent a kiosk that has been setup to provide both cash and card payments
 - To pay by cash the patron can insert the bills into the coin or note acceptor, totals will change to reflect the appropriate balance as payments are made



Fig 12

- If the patron wishes to make a payment via card, “Card Payment” is selected, and payment can be made
 - Patrons can select to “pay full amount” to clear the balance or enter the amount they wish to pay
 - On-screen instructions are given to ensure a user-friendly experience while completing the transaction



Fig

Fig

Fig 13

- The final window will give a live update of the patrons account, and have the option to perform another transaction or to finish



Fig

Fig

Fig 14

Reservations

- To view the status of reservations, the patron will select “Reservations” option on the touch screen
 - The log-in screen will then appear, and the patron will scan their library card or manually enter their I.D. information



Fig



Fig



Fig

Fig 15

- The main reservation screen will then appear and will show the account information for the patron



Fig 16

- This section provides a live update of the patrons account where they can choose to perform another transaction or finish

ADMINISTRATION AREA

- To enter the main administrative screen, a staff member will select the “Issue” option on the kiosk
 - The library staff member will then scan their administration card or manually enter their administration number. The staff member will then be directed to the screen shown below:



Fig 17

- The library staff member then has access to (8) different options.
 - The top icon “ManageIT” is an administrative tool that allows library staff to customize software preferences with a variety of options

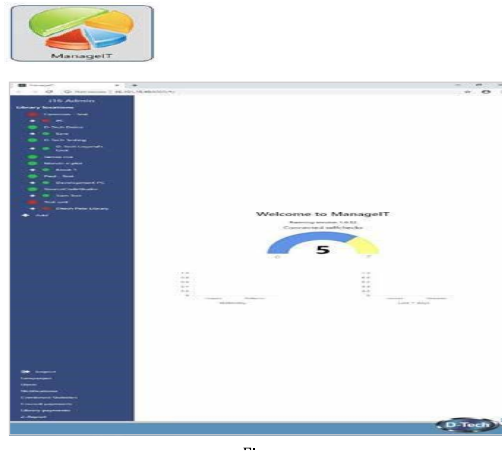


Fig 18



-The “Log” selection will present library staff to a folder where shortcuts are automatically created by the kiosk and used for fault finding. Other files can also be found here such as the ILS



Fig 19



-Selecting “update” will allow library staff to update the software if an update has been released by D-Tech. Once selected, a four-digit passcode that needs to be acquired by D-Tech will be prompted before the update can take place



Fig 20



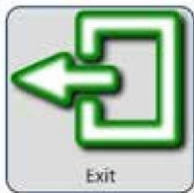
- If library staff wishes to turn off all the software applications running, "Shut Down" option can be selected. The internal PC would then shut down as well automatically

Fig 21



- Selecting "Finish" will exit the current user out of the "Admin" section and return the user back to the main screen and the kiosk(s) may be used again

Fig 22



- Choosing to "Exit" will completely exit out of the "Admin" section and return the user to the Windows desktop which is likely locked down (non-accessible) and may be presented with a black screen

Fig 23



- Selecting "config" will bring up the "set-up" window where settings can be changed, and customized preferences can be made
- Changes can be completed in the ManageIT™ software and library staff can choose how they would like to implement those changes (single kiosk, select kiosks, all kiosks)
- Some changes to settings require physical interaction with the self-service kiosk(s)

Fig 24

ManageIT™

- D-Tech is proud to offer ManageIT™, a state-of-the-art web based remote admin tool application that allows the user to interact remotely with one or multiple self-service kiosks present at your library estate from any device that has internet connection.
 - Changes can be made to ILS Sip2 log-in credentials and customize ServeIT™ SelfCheck software
 - Usage statistics and financial information can be retrieved for reconciliation purposes

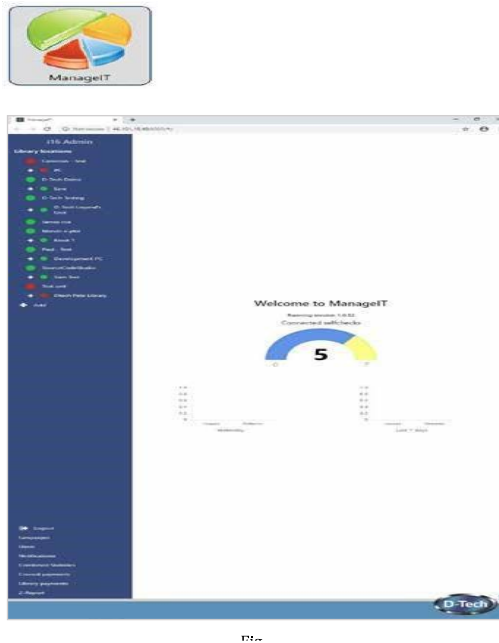


Fig 25

- For each setting that is changed, you will be presented with four options at the point of deploying them:
 - **Save Globally:** This will update all self-service kiosks listed on your estate
 - **Save Across Library:** This will update all the self-service kiosks within a particular library/site
 - **Save on selected workstations only:** a drop down for each library listed on your estate will appear. You are then able to select which kiosk(s) you wish to apply the changes to
 - **Save workstation only:** This will apply changes to only the self-service kiosk you selected to adjust initially

- Entering the main dashboard, you will be brought to a new screen where library administration can navigate the various options and customize the settings for the self-service kiosks to the library's preference



Fig 26

- Z-Report: A software tool allowing library administration to generate combined reports of various payments made on the kiosk
- Each setting in the ManageIT™ software is customizable so a single, selected-amount, single location, or all locations can be personalized to perform specific actions (timing, currency, restrictions, etc)

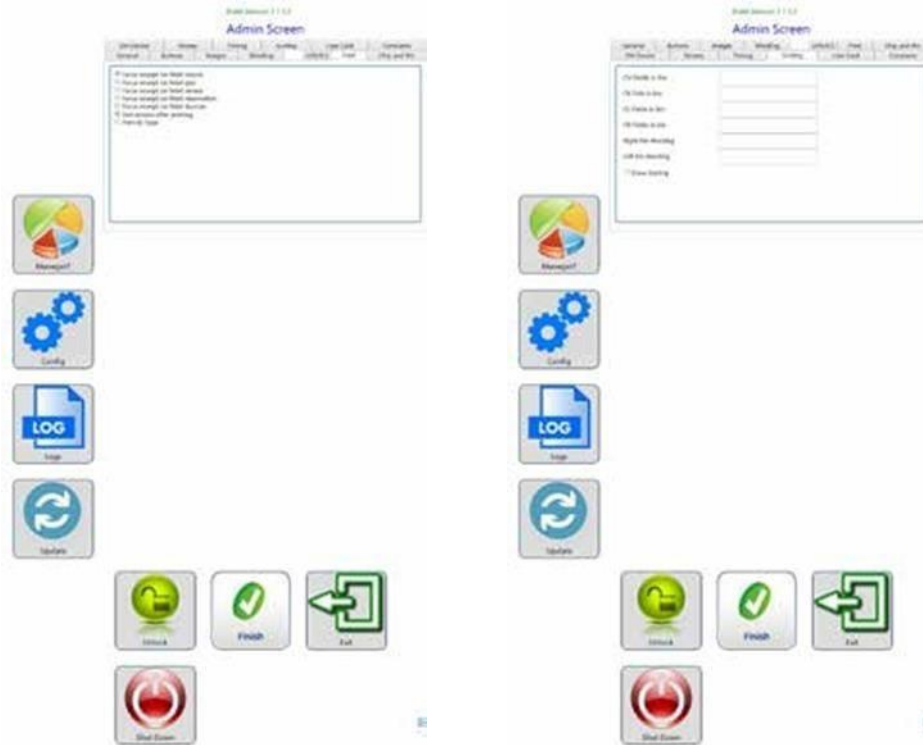


Fig 27

ADA Compliance

- D-Tech understands that PGTPL needs self-service kiosks that can support all patrons and all D-Tech's products practice ADA compliancy
 - Using the "accessibility" selection
 - Color, font size, messages, timing, volume adjustments, language settings and more can be changed to accommodate all patrons so ensure a positive user experience for any individual who may utilize the self-service kiosk



Fig



Fig



Fig 28

➤ On-Screen Help:

- “Help” buttons are located at the bottom of each screen to help users understand what actions to perform
- Each message that is presented on screen is fully customizable to library preferences - Allows for staff notification that patron needs assistance



Fig



Fig

Fig 29



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Customizable Components

- D-Tech's products are customizable to meet the needs of PGTPL
 - All equipment follows ADA regulations and do not carry a charge to make them ADA compliant
 - Payments can be added to the self-service kiosk in the form of coins, notes, debit/credit card, and contactless pay (Apple Pay)
 - Color can be added to the metal work on the free-standing kiosk
 - A stepstool can be specifically made for the self-service kiosk(s) to offer additional height for patrons utilizing the X-Plor™
 - D-Tech manufactures all its hardware and software and would offer updates when new options become available. *PGTPL* would have the option of accepting the updates or keeping the current software "as is"
 - Media unlockers are unable to be a part of the X-Plor™ and would be needed outside of the kiosk if required



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4.5 References

Carteret Public Library - (1 kiosk installed with full payments)

Contact Name: Peter Agliata

Title: Business Manager

E-mail address: pagliata@carteretlibrary.org

Tel: 732-541-3833

London Borough of Hounslow - (17 kiosks installed with full payments)

Contact name: David Anderson

Title: Resource & Service Development Manager

Email address: david.anderson@hounslow.gov.uk

Tel: 020-8583-5486

LMS/ILS Provider: SirsiDynix

Norfolk City Council - (55 kiosks installed with full payment facilities that are in use)

Contact name: Paul Harrison

Title: Electronic Library Manager

Email address: paul.harrison@norfolk.gov.uk

Tel: 01603-222580

LMS/ILS Provider: Civica Spydus

Bedford Borough Council - (4 kiosks installed with full payment facilities but because they are a hotspot area for Covid19 they haven't been able to get to site to install these on their network fully, so they are not in circulation)

Contact Name: Esther Gregory

Title: Virtual Library Manager

Email address: Esther.Gregory@bedford.gov.uk

Tel: Via email only due to them working from home currently

ILS/LMS Provider: Axiell

New Albany-Floyd County Public Library – (2 X-Plor being installed in November 2021)

Contact Name: Melissa Merida

Title: Library Director

Email Address: mmerida@nafclibrary.org

Tel: 812-949-3525

ILS/LMS: TLC



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4.6 Project Implementation

4.6.1 Project Implementation Plan and Schedule

Communication

It is essential for any project to have a tangible outcome to secure fluid lines of communication between the library and D-Tech, a critical path is agreed, your project manager ensures all outstanding questions are proactively dealt with, timelines, objectives, and limitations will be deliberated, and objectives and goals are set.

Site Visit

If required, D-Tech fully trained technicians and project manager will walk through the library location. Our technician will be on hand to advise on any technical issues, along with ensuring the equipment requirements are in place or advise on placement. SIP2 connection will be established to ensure a seamless efficient transition to your new equipment and no gap in your customer service.

Purchase Order

A full review of the product mix will be reviewed, and quantities will be ordered, color choice and configuration will be discussed and agreed, your project manager will advise so budgets can be achieved, and the order completed on schedule.

Installation

Our fully trained D-Tech technicians will be onsite at PGTPL location for the install of your new equipment, D-Tech manufactures its own equipment and holds all replacement parts in its New Jersey headquarters. All equipment is delivered ready to use.



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What makes D-Tech unique to partner with?

D-Tech has built its company structure around its customers, our motto is *customer focused customer first.*

Unlike other vendors D-Tech develop and manufacture its own products, because we design and manufacture our own award-winning products, we are able to support the products for their lifetime, we are also the only company in the library market that can provide the full range of products. D-Tech is a forward-looking company that manufacture Practical, productive yet stylish library equipment, because we have our own inhouse development team, we are always looking into developing new and exciting technologies for the library environment, this gives us the flexibility to listen and work with our clients providing them with the latest technology available, but with the functionality they are looking for.

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ILS connection

D-Tech's wide range of self-checkout systems connect to a library's ILS via SIP2. All rules and parameters set by an ILS are obeyed by the system, including any future SIP2 ILS commands the library may use. The same holds true for other products in the company's line, such as its lending, processing, and security equipment.

D-Tech is fully SIP2 compliant, using all SIP2 commands. The company takes complete responsibility for communication between its product range and an ILS, guaranteeing the interaction 100 percent.

D-Tech's support team has extensive knowledge of SIP2 communication following many years of industry experience, and the company's developers are on hand in case any modifications are needed.

D-Tech is also on the technical panel for development and implementation of new Library Communication Framework (LCF). This exciting, advanced protocol will enable enhancements needed to bring self-service and other library terminal applications into our immediate future and beyond.

Partnering with D-Tech creates an ideal user experience, which in turn allows libraries to provide outstanding customer service. Working towards the same customer-focused goals as today's librarians, D-Tech assures its customers that their patrons are enjoying the best library experience they've ever had.

D-Tech will connect equipment with PGTPIL ILS: Evergreen





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4.6.2 Training and Documentation

Training

D-Tech will provide live virtual training to the preferred time of the library. The training is broken down according to audience, related to their library function. All manuals and documentation will be shared upon D-Tech being selected as the winning vendor and a purchase order being received to begin a production timeline.

D-Tech appreciates the importance of a successful deployment and implementation of the kiosk as part of the library service strategy. We aim to deliver a comprehensive training program to optimize the refocus of staff to customer service roles. The training and consultative approach taken by D-Tech confirms the capability of the proposed system, regarding requirements, enabling staff to benefit from the wide range of features and performance capacity. We provide thorough training for each level and aspect of the solution by adopting a flexible approach in providing staff training plans.

D-Tech is completely responsive to the requirement and level of availability of library staff. Training plans and documentation are developed in detail with the customer project team. These are specific to resource structures and are flexible to achieve maximum success, understanding and acceptance of this new way of working. The level of training will usually vary depending on the role of the staff member. It is important to note that the D-Tech system has been designed to be intuitive in all aspects of the operation. Training is provided after installation, at a time to meet library staff availability.

Training is typically delivered on-site to groups of 10 people for first level, groups of 6 for second level and groups of 3 for third level and sessions will last between 30 minutes to 2 hours depending on the level of training and staff abilities. Training schedules can be customized to the preferred time of the library and recorded in the event personnel are unable to attend and have on file for future references. All training requirements that PGTPPL has will be fully complied with.



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4.7 Service, Support, and Warranties

4.7.1 Proposed Support and Maintenance Program

D-Tech is the only company to offer lifetime services on all its products for the lifecycle the kiosk is in circulation. Year (1) of services is fully included on all hardware and software at no additional cost. An annual service agreement is available that may be entered into annually. Should the library prefer not to enter into services for a particular year, the licensing cost for D-Tech’s software will be paid and an hourly rate of services is available for remote and on-site support.

All equipment D-Tech manufactures is designed for long term usage of 5+ years. Recommend service would include screen wipes for the touch screen of the kiosk. A sample service agreement is below with the service figures for (6) X-Plor self-checkout kiosks with payments:

Item No	Description of License, Software Support after the first 12 months	Unit Total	Price Total
Services	D-Tech Services License, Support (Applicable following your 12-month warranty). A complete package to cover equipment listed above; includes license fees with software support over the phone and via remote access through TeamViewer. Includes all updates and upgrades relevant to the application used. Includes all site visits if needed and replacement of parts if needed (per X-Plor™ with full payments)	Year 2	\$1,385.00
		Year 3	\$1,385.00
		Year 4	\$1,385.00
		Year 5	\$1,385.00

Terms and Conditions

Prices exclude any taxes (if any apply)

All prices are subject to confirmation prior to order

12-months warranty on all equipment specified in quotation

Quotation valid for 30 days

Invoice on delivery of goods

Payment must be made within 30 days of the date of invoice

Power, data in location and SIP2 connection on ILS must be setup before installation day

Full terms and conditions available on request

***Note: If three years of maintenance services are paid in advance a 5% discount can be applied to total maintenance cost**

***Note: If five years of maintenance services are paid in advance a 10% discount can be applied to total maintenance cost**



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4.7.2 Support Options

Case Management



Customers can report faults with the help desk. The help desk can remedy 85 to 90% of faults with library staff through the ticketing system or by phone. When this is not possible, the fault is escalated to hardware or software engineers.

D-Tech may request a secure access to administer remote support. A remote connection to the library's self-service system may be established, for example, using a VNC connection. This allows trained D-Tech support staff to view diagnostic logs and carry out fixes. This also relieves library staff of the burden of addressing faults themselves.

When a fault is received, the help desk opens a case on the case-tracking system. The customer is provided a case-tracking number-automatically via email and by phone during a follow-up call. The help desk staff member who logs the case will continue to manage the it while it is open. Cases are continually reviewed throughout the workday to ensure correct and efficient allocation, whether they are escalated to on-site engineering, software, hardware or research and development. Utilizing this system allows D-Tech to guarantee all cases are prioritized and addressed according to the SLA.

D-Tech responds to all calls logged via phone, e-mail, or the ticketing system within one hour during regular workdays. D-Tech defines responses as making a technician available to fully diagnose the issue.

D-Tech field engineers to service cases with all necessary swap-out parts to ensure immediate fault resolution. Equipment downtime is minimized because of the ease of component swap out and expertise of our engineers. D-Tech specifically designs its products with ease of servicing in mind.

D-Tech follows a fault instance/fault resolution concept. Each instance will be dealt with according to the issue and agreed upon SLA. Furthermore, each instance will be evaluated against similar faults with the same customer and other customers to see if it's symptomatic of a wider fault. If so, the fault will be addressed accordingly, pursuant to the existing SLA and with customer expectations in mind.

Fault resolution may require escalation to software or hardware field engineers. Software engineers can track these issues using their defect management system, ensuring all faults are recorded, addressed, and correctly deployed in the field. Hardware engineers use the case management system to manage their tasks. Likewise, help desk staff will compose and retain an overview of the case, ensuring responsibility throughout.

Help desk staff have access to all open faults, which are regularly checked for performance issues and workload management. Your account manager will liaise with our customer care team, ensuring that all departments involved are acting to resolve issues in a timely manner.



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In the event the library needs to escalate a critical issue, the following communication route will be followed: Your account manager will liaise directly with Marvin Crisp, owner, and president of D-Tech International, for all critically defined customer care issues, ensuring all departments involved are acting to resolve issues in a timely manner.

Log issue via ticketing system, email, or phone. Logged issue receives response within one hour during regular workdays.

D-Tech opens case and provides tracking number. Number is used throughout duration of case to track progress.

Help desk staff process issue by evaluating problems. Evaluation may be done remotely, by phone or via ticketing system.

Issue is referred to appropriate department, if not fixable remotely. Engineer attends site next day.

Case is closed once fault is rectified or solution is provided to temporarily resolve matter.

4.7.3 Software Maintenance

D-Tech provides software updates annually to equipment to support any new or additional features that may be available. This timeline may be accelerated or prolonged pending the amount of software configuration that may be required.

Software updates are provided through remote support. A scheduled time would be coordinated with the library for any and all updates to be completed. Only with the consent of the library will D-Tech's engineers remotely access any equipment and provide and updates to ensure software is configured to the preference of the library.

D-Tech's engineers will use the program TeamViewer to remotely access equipment to perform and all software or maintenance updates. This is only done when scheduled and with the expressed consent from the library to perform any updates.



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4.7.4 Guarantees and Warranties

Guarantees & Warranties



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D-Tech are a flexible company that works with their customers to supply library equipment that enhances the patron's library experience. D-Tech does not sell a one size fits all library equipment, D-Tech are customer focused, we can modify and change our designs to fit every unique specific library environment.

All D-Tech products come with a twelve-month warranty, D-Tech customers have the option of after the first twelve months of extending their warranty, A full inventory of parts are held in the D-Tech head office located at:

1293 Hornet Road

Unit 5

Rio Grande

NJ 08242



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Maintenance & Support, available 24/7/365 via phone, email, or online portal.



D-Tech provides support for its products via phone and email. Website ticketing system, email and telephone support is available year-round, 24 hours a day, seven days a week. To register <https://dtechinternational.freshdesk.com/support/signup>

When necessary, on-site service is always attended by a certified-Tech technician, replacement parts are held by our technicians, and a full inventory of replacement parts are held in our New Jersey head office.

Phone and email support are provided directly through D-Tech's customer service group.

Should a software issue be identified, D-Tech will address it using a remote connection to the application. Should a hardware issue be identified, the component(s) can be fixed or replaced with limited effort and technical expertise.

D-Tech will initiate a responding contact with the library within two business hours from receipt of the report, either by phone or email.

If during the responding contact, the malfunctioning equipment is determined to be a "warehouse maintenance repair" component, return or replacement arrangements can be made during communication. If the malfunctioning equipment is determined to be an "on-site repair" component, D-Tech will contact the library again within one business day to arrange a technician's site visit.

D-Tech is committed to the following objectives:

- To log all incoming/outgoing calls, emails, offline updates into the call tracking support system.
- To provide all *customers* with a unique problem reference *code* for the logged problem.
- To deal with all *customers* in a courteous and professional manner.
- To respond to all logged calls (via phone or email) within one hour during the workday.
- To prioritize all logged "Severity Level 1" problems.
- To ensure that all *customers* with a "Severity Level 1" logged problem are contacted on a regular basis within a timeframe agreeable with the customer. (This may be done via phone or email.)
- To resolve all "Severity Level 1" logged problems as soon as possible. This may result in a "patch and-release" strategy. A customer may be offered a quick fix that has been tested but not subjected to a full beta testing. This resolution has a potential risk attached to it. Customers will be made aware of this, and it will be their decision if they wish to proceed with the fix immediately or wait for the enhancement to be part of an upgraded release procedure.
- To ensure that the customer's consent to closing problems is gained before closure.



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Tasks

1. **Submission:** A customer submits an issue via the D-Tech website ticketing system, email or phone. If no support staff assumes responsibility within 10 minutes, the issue is escalated to support management. This ensures all calls are answered promptly and in an acceptable time frame.
2. **Review:** D-Tech support staff is notified when a new issue is submitted. After researching the issue and reviewing the customer's profile, a representative responds to the customer via the ticketing system, phone or by email.
3. **Updates and Responses:** Any updates or responses to the issue, provided by either the customer or the representative, are captured in D-Tech's support system. Copies of such information are also sent to the customer.
4. **Resolution:** An issue is closed only after it is resolved to the satisfaction of the customer.

Escalation procedures are automatic. If an issue needs to be reassigned to provide the correct level of expertise or escalated to a senior representative, the receiving technician can instantly reassign it. This ensures that the customer always has the most appropriate person working on their issue.

D-Tech's support and maintenance programs include service level agreements (SLAs) that cover help desk responses, resolution structure, field engineering parts and labor, and free soft-ware upgrades.



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4.8 Cost Worksheets

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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	D-T-X-Plor - Cash - coin - payments	\$11,552.00	\$69,312.00
Software license <i>*Please list quantities, and whether licensed by site or kiosk.</i>	6 (per kiosk)	D-T-X-Plor - SERVICES	\$155.00	\$930.00
TOTAL INITIAL EQUIPMENT & LICENSING COST				\$69,312.00

*Note: Software licensing is included year (1). Years 2-5+ software licensing is only applicable if maintenance services are not being entered into for a particular year.



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4.8.2 Five Year Cost Worksheet

Equipment & Services	Price Per Unit (US\$)	Extended Price (US\$)
Total initial equipment & licensing (see above)	\$11,552.00	\$19,312.00
Installation & Configuration	\$2,500	\$2,500
Shipping/Freight	\$2,250	\$13,500
Training	\$0.00	\$0.00
Maintenance & Support (if not included)	\$1,385.00	\$33,240.00
Tax (PGTPL is sales tax exempt)	\$0.00	\$0.00
TOTAL YEAR ONE COSTS (EQUIPMENT AND SERVICES)	\$17,687.00	\$118,552.00
Annual Costs	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. 	Attachment Included on next page	Attachment Included on next page
Annual Maintenance Cost Year 2	\$1,385.00	\$8,310.00
Annual Maintenance Cost Year 3	\$1,385.00	\$8,310.00
Annual Maintenance Cost Year 4	\$1,385.00	\$8,310.00
Annual Maintenance Cost Year 5	\$1,385.00	\$8,310.00
TOTAL COST OVER FIVE YEARS:	\$5,540.00	\$33,240.00

*Note: Total amounts do not include any maintenance service discounts if paid in advance.



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x-plor self-service kiosk QUOTATION

6 October 2021
 Valid for 180 Days

Item No	Description		Unit Total	Price Total
D-T-x-plor - RFID- PAYMENTS	x-plor RFID Self-Checkout freestanding station, multi item processing, barcode scanner, printer, software and SIP2 connection with any ILS with SIP2 compliance. Any standard R.A.L Color included, no payments	6	\$7,995.00	\$47,970.00
D-T-x-plor- CARD- PAYMENTS	Card payment module for kiosk	6	\$2,156.00	\$12,936.00
D-T-x-plor- CASH- PAYMENTS	Cash payment module with coin change dispensing abilities	6	\$1,401.00	\$8,406.00
SERVICES	Delivery of all hardware and software to be carried out by qualified D-Tech engineers	1	\$13,500.00	\$13,500.00
SERVICES	Installation by qualified D-Tech engineers	1	\$2,500.00	\$2,500.00

Item No	Description of License, Software Support after the first 12 months		Unit Total	Price Total
Services	D-Tech Services License, Support (Applicable following your 12-month warranty). A complete package to cover equipment listed above; includes license fees with software support over the phone and via remote access through TeamViewer. Includes all updates and upgrades relevant to the application used. Includes all site visits if needed and replacement of parts if needed (per X-Plor™ with full payments).	Year 2		\$1,385.00
		Year 3		\$1,385.00
		Year 4		\$1,385.00
		Year 5		\$1,385.00

Terms and Conditions

Prices exclude any taxes (if any apply)
 All prices are subject to confirmation prior to order
 12-months warranty on all equipment specified in quotation
 Quotation valid for 180 days
 Invoice on delivery of goods
 Payment must be made within 30 days of the date of invoice
 Power, data in location and SIP2 connection on ILS must be setup before installation day
 Full terms and conditions available on request



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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	6	—	✓	—
Other optional features: Stepping add more lines if needed Stool	6	D-T-X-Plor- Step-Stool	\$400.00	\$2,400.00



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4.9 Declaration and Signature

OPTIONAL SITE VISIT: Representative that attended: _____

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 Capetola Sales Representative
Authorized Representative's Name Title

10/16/21
Authorized Representative's Signature Date

D-Tech International USA LLC 609-435-5846
Company Telephone

1293 Hermet Road, Unit 5 Michael.Capetola@d-techinternational.com
Street Address E-Mail

Rio Grande / NJ / 08242 —
City/State/Zip Fax