

**AUDIOVISUAL DISK-DISPENSING SELF CHECKOUT SYSTEMS - FOR THE  
JEFFERSON PARISH LIBRARY DEPARTMENT:**

**BID NO.: 50 - 100050**

We extend this proposal to cover all labor, materials and equipment necessary for the delivery and installation of a quantity of audiovisual disk-dispensing self checkout systems for a two year contract for the Jefferson Parish Library Department.

The person to contact concerning this bid is Deborah Troxclair, Library Assistant Director. She can be reached at 838-1100; between the hours of 8:30 am – 4:30 pm; Monday through Friday.

**Section 1.0 – Scope:**

We extend this proposal to cover all labor, materials and equipment necessary for the delivery and installation of a quantity of audiovisual disk-dispensing self checkout systems for a two year contract for the Jefferson Parish Library Department.

A quantity of self checkout systems for the Jefferson Parish Library Department to be determined as the need arises over the next two years. Listed on the attached bid is a representative group of components on which vendors will submit bids. Bid will be awarded based upon prices of items 0010 and 0020 for all equipment that meets the specifications detailed in this bid.

**NOTE: ALL COMPONENTS OF THIS SYSTEM MUST BE ADA COMPLIANT.**

Once successful bidder is determined, a two year contract will be entered into with the bidder to supply self checkout systems for the next two year period for all items related to the self checkout systems.

All items 0010 through 0110 must be included in bid response but only 0010 and 0020 will be used in determination of low bid.

All prices quoted shall be discounted price to include transportation and delivery, labor as required, installation, permits, licenses and removal of all packaging, cartons, and miscellaneous things associated with the delivery and installation of the items.

Owner reserves the right to purchase additional quantities of all contract items during the duration of the contract.

Bidder will include with this bid an organizational chart reflecting all personnel including local repair firm(s) and technicians.

Bidder will include specifications and literature verifying compliance with bid specifications. Failure to provide this information will render the bid as non-responsive.

## **Section 2.0 General Conditions**

Timely delivery is an important factor to the Parish and is considered a part of this bid. Bids must include the cost of delivery and installation. After award of bid, all equipment and services must be delivered no later than 120 days after the date of purchase order.

Unit prices quoted must include delivery, unloading, inside delivery, unpacking, and assembly. All debris, packing materials, and cartons, shall be cleaned up and hauled off the premises.

## **Section 3.0 Quality**

Vendor must supply items of high quality of the type described in the specifications. All vendors must have minimum of five (5) years experience and must have trained, experienced personnel capable of installing and configuring the products bid, as well as trained, experienced repair staff.

Equipment that is defective beyond feasible job repair at the time of final inspection by the Library, will be retained by the Library, and used by the occupants, without payment by the Library, until the contractor has replaced all such defective items.

All products are to be new, current model and of best quality as measured by accepted standards of the trade. Defects in any product may cause its rejection.

WHEREVER MANUFACTURER'S TRADE OR BRAND NAME APPEARS IN THE SPECIFICATIONS, IT IS TO BE ASSUMED THAT EQUAL PRODUCTS WILL BE CONSIDERED UNLESS OTHERWISE SPECIFIED. THE USE OF A BRAND NAME IS FOR THE PURPOSE OF DESCRIBING THE STANDARD OF QUALITY, PERFORMANCE AND CHARACTERISTICS DESIRED AND IS NOT INTENDED TO LIMIT OR RESTRICT COMPETITION. ANY BIDDER PROPOSING EQUAL PRODUCTS MUST SUBMIT WITH HIS BID, COMPLETE INFORMATION INCLUDING BROCHURES, UNDERWRITERS LABORATORIES FIRE RATINGS WHERE REQUIRED BY CODE AND PICTURES DEPICTING THE PROPOSED EQUALS. FAILURE TO DO SO IS CAUSE AND MAY CAUSE REJECTION OF A BID IN PART OR IN ITS ENTIRETY.

IF PROVIDING AN EQUAL THE JEFFERSON PARISH LIBRARY DEPARTMENT MAY REQUIRE A DEMONSTRATION OF THE PRODUCT AFTER THE BIDS ARE OPENED.

All products are to be covered by standard factory warranty unless otherwise specified herein.

## **Section 4.0 Quantities:**

Depending on the size of individual collections at each library facility during the course of this contract, the Department may wish to purchase large or regular capacity CD/DVD secure dispensing machines (or a combination of both). For bidding purposes only, both the large and

regular capacity secure dispensing machines have been listed. The Library may choose to purchase only either or both sizes of dispensing machines, and to purchase additional quantities of all contract items during the duration of the contract.

### **Section 5.0 Completed Purchase Order Requirements**

Upon completion of completed purchase order contractor will provide a certificate of purchase order completion, a punch list of items to be corrected/resolved (if necessary), provide warranty information on items installed (serial number, warranty start date, etc.), and digital photographs showing the project site before and after installation.

### **Section 6.0 Prices**

All prices quoted shall include transportation and delivery, labor as required, installation, permits, licenses and removal of all packaging, cartons, and miscellaneous things associated with the delivery and installation of the items.

### **Section 7.0 Cleaning Area and Safety**

Job site must be kept clean and free of all litter and debris daily, and upon completion of the contract. Passageways must be kept clean and free of wrappings, rubbish, materials, equipment, and debris at all times. Inflammable material must be removed from the job site daily, inflammable materials storage will not be permitted on the premises.

Precautions must be exercised at all times to safeguard the safety and welfare of the general public, the employees of Jefferson Parish, and Parish officials, and their property.

Driveways must be kept clear of supplies, equipment, and debris at all times. Trash and debris shall be cleaned-up and removed daily.

**CONTRACTOR MAY NOT USE THE LIBRARY'S DUMPSTER, TRASH CANS, ETC. FOR DEBRIS REMOVAL.**

### **Section 8.0 Security – Limited Access**

The work for these projects are located at the Jefferson Parish Library facilities and access to and from the sites will be safeguarded as such. All personnel working on this contract shall possess identification with the company name, and the individuals' name. Identification shall be visible in a conspicuous area of the individual's shirtfront, left side.

The vendor's employees may use the public restroom facilities for personal use only, provided they help maintain cleanliness. The cleaning of equipment or tools in lavatories or any misuse of any kind in the restroom facilities will not be tolerated. Any damages incurred by vendor's personnel shall remain the sole responsibility of the bidder.

The Bidder must consider the security and integrity of the Library before, during and after daily installation and repair and/or project work. Prevent access by the public to materials, tools, ladders, equipment, etc. during the course of this contract. Tools, equipment, materials, and miscellaneous supplies are the responsibility of the Bidder, and must be protected and secured at all times, to the satisfaction of the Owner.

### **Section 9.0 Permits and Licenses**

The Bidder shall obtain any and all permits, contractor's licenses as required by the Jefferson Parish Department of Inspection and Code Enforcement, the State of Louisiana, and/or the Federal Jurisdictions. The Contractor shall be responsible for the payment of these permits and licenses. The contractor shall conform to regulations of all public agencies, including the specific requirements of the City, Parish, State, and Federal Jurisdictions. All permits must be obtained prior to the start of the project.

### **Section 10.0 Contract Award and Reservations**

The Contract will be awarded to the successful bidder complying with all provisions of this invitation, providing the bid price is reasonable and that it is in the best interest of the Department to accept. The Department reserves the right to reject any and all bids when in its judgment; the public interest will be best served by rejection. The Department reserves the right to waive formalities or technicalities in bids as the interests of the Department may require.

**BID WILL BE AWARDED BASED UPON PRICES OF ITEMS 0010 AND 0020 FOR ALL EQUIPMENT THAT MEETS THE SPECIFICATIONS DETAILED IN THIS BID.**

### **Section 11.0 Performance Bond**

The successful Bidder will be required to furnish a 100% performance and payment Bond from a surety licensed to conduct business in the State of Louisiana and with a rating of "A" or better in the most current edition of the A.M. BEST INSURANCE REPORT in the amount of one hundred percent (100%) of the annual contract cap to insure the successful performance under the terms and conditions of the contract negotiated between the successful proposer and the Parish. Bond to be provided without conditions to the Owner within 10 days of request, prior to award of the contract.

### **Section 12.0 Insurance Requirements**

Contractor shall furnish the Parish with certificates of insurance affecting the coverage(s) required by this bid. The certificates for each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf. The certificates are to be received and approved by the Parish before work commences. The Parish reserves the right to require complete certified copies of all required policies, at any time.

### **Section 13.0 Subcontractor Insurance**

The Contractor shall include all subcontractors as insureds under its policies or shall furnish separate certificates for each subcontractor. All coverages for subcontractors shall be subject to all of the requirements stated herein for the Contractor.

### **Section 14.0 Indemnification**

Notwithstanding the above, the successful proposer shall protect, defend, indemnify, save and hold harmless the Parish of Jefferson, all parish departments, agencies, boards and commissions, its officers, agents, servants and employees, including volunteers, from and against any and all claims demands, expense and liability arising out of injury or death to any person or the damage, loss or destruction of any property which may occur or in any way grow out of any act or omission of the successful proposer, its agents, servant, and employees and any and all costs, demands, and/or causes of action except those for claims, demands, and/or causes of action arising out of the negligence of the Parish, its agents, and/or employees. The successful proposer agrees to investigate, handle, respond to, provide defense for and defend any such claims, demand or suit at its sole expense and agrees to bear all other costs and expenses related thereto, even if it is groundless, false or fraudulent.

### **Section 15.0 Contract Period**

This contract will be for a two year period.

### **Section 16.0 Warranty:**

The successful bidder will issue a one (1) year warranty.

### **Section 17.0 Maintenance:**

The successful bidder will include a three (3) year support and maintenance period following the expiration of the first year warranty period.

## SPECIFICATIONS:

This specification is for the installation of a Patron DVD Self-Checkout system to work in conjunction with the Jefferson Parish Library's existing Integrated Library System (ILS). Among other benefits, the system should provide security for the library's CD and DVD collections, as well as significant productivity gains through reduction in key labor-intensive workflow processes and enhanced customer service. The system must be optimized for use in the library environment, be efficient in its design through the elimination of redundant features, and be expandable to work seamlessly with an RFID system, should the Library choose to implement one at an unspecified future date.

- Self checkout system must hold and dispense CDs, DVDs, Blu-Ray disks, and games on disks.
- Self checkout system must allow disks to be stored in a secure location and be immediately accessible to patrons or staff after proper checkout.
- Self checkout system must utilize dynamic storage methodology to increase storage capacity by the average number of media items out in circulation.
- Self checkout system must be able to be configured as a single all materials self check or as a central dispensing system for AV material serving several self check secure dispensing machines throughout the Library.
- Self checkout system must be modular to allow library to reconfigure for larger and smaller collections. Secure dispensing machines must be able to be daisy-chained to one another to provide the system with added or reduced capacity.
- Self checkout system must have a bi-directional linear scanner that will read codabar barcodes on existing patron cards and multi-length barcodes in any position or location.
- Self checkout should be able to check out the following materials without installation of additional equipment: DVDs, music CDs, video tapes; books on tape; CD-ROMs; audiocassettes; books on CD; printed books; magazines; vertical file; and playaways.
- Self checkout system must be set up to allow patron to scan barcodes at one central station and then simultaneously dispense the disks from multiple secure dispensing machines. Each scanning station must be able to be attached to multiple dispensing machines.
- Self checkout unit must be set up to accept payment by credit or debit cards, using standard merchant card processor
- As the library collections change and new items are added or removed, self checkout secure dispensing machines must be able to be removed from one group and linked to a different secure dispensing machine or group according to collection needs without vendor service call, and not affecting warranty and the support and maintenance agreement.
- Self checkout system must be a high performance Intel interactive computer, have all-in-one Intel computer technology with Windows XP or Windows 7 with at least 2GB memory, expandable with high capacity hard drive and touch screen monitor.
- Self checkout system must integrate with the ILS system at Jefferson Parish Library (SirsiDynix Horizon/Symphony) via SIP2 protocol without the need to maintain a separate

- database and allow for customizing SIP2 messages. Configuration of the Fines/Fees software and customization including messages must be included in equipment bid price.
- Self checkout system must conform to rules established by the library circulation database system (ILS).
  - Self checkout system must continue off-line operation when the library's backend ILS is not available. Easy uploads of off-line transactions back to the ILS software must be able to be controlled through software.
  - Self checkout system must be set up to accept cash, credit card or debit card payment for patron fees and fines and must communicate with the library's ILS (SirsiDynix Horizon/Symphony) via SIP2 to deduct payment from patron's record. Credit card software must be compatible with library's merchant provider.
  - In case of power outage, the self checkout system must be capable of keeping in memory all stored items as well as any pre-approved loans for patrons that were processed before the power outage.
  - Following a power outage, self checkout system must be able to reboot automatically as soon as power is restored and on/off button is pressed.
  - In case of hardware failure in self checkout system, only the affected storage device will be out of service, allowing the rest of the items in the secure dispensing machine to be able to be retrieved or loaded, and the rest of the system to continue working normally until repair or replacement of the damaged storage device is performed and 100% function is restored.

#### **CAPACITIES**

- Self checkout secure dispensing machine must have a capacity of at least 495 disks at any one time.
- Self checkout secure dispensing machine must be able to be daisy-chained to one another to provide system with added or reduced capacity.
- As the library collection grows the system must be able to be expanded to a capacity of 4,000 disks.
- Self checkout system must utilize multiple dispensers to optimize performance when the total capacity of each dispenser is in use at any one time.
- Dynamic storage methodology software of the self checkout system should increase the storage capacity of discs up to 30%, by the average of media items that are out in circulation at most times.

#### **CHECKOUT**

- Patrons should be able checkout audiovisual materials using the bar code or RFID tag on empty cases.
- Self checkout system should dispense simultaneously up to 4 disks at the same time and then repeat the same operation until all AV items pre-checked out for a patron have been completed.
- Self checkout system must dispense sets (disks having the same barcode number) as easily as single disks.
- Self checkout system must dispense disks in less than 10 seconds and up to 4 disks simultaneously.
- Secure dispensing machine must have the ability to dispense any specific disc or discs stored in it by using an application only available for authorized library staff.

### **LOADING**

- As the library collection changes or new items are added, items must be easily rotated in and out of the self checkout system.
- Disks must be able to be reloaded into the self checkout system using an application that operates on any computer connected to the library network.
- Self checkout system must store single or multiple disk sets without limitations on quantity of disks in a set.
- Staff should be able to load from the self checkout scanning station or a laptop PC connected either wired or wireless to the same network where the station is connected.
- System must provide ease of loading and maintenance by Jefferson Parish Library employees.
- Self checkout system must have loading time of not more than 10 seconds per disk.

### **REPORTS**

- Self checkout system must log data during each transaction.
- Self checkout system must store all data in Microsoft Access-compatible tables. The information included and updated is: date, day, week, hour, valid/invalid patron, items accepted/not accepted, and language selected.
- Library must be able to create reports based on the following queries (per time range) included in the base product: total sessions, total number of items checked out, total number of valid patrons, total number of blocked patrons, percent of valid patrons, percent of blocked patrons, percent of items allowed to be checked out, percent of items not allowed to be checked out, average number of blocked patrons, average number of valid patrons, average number of items checked out per session, average number of items not allowed to be checked out per session, and information on languages chosen for transactions. Day summary report must also be available as part of the base queries included with the product. Time ranges for queries include: hour, day, week, month, specific date range.
- Custom queries must be able to be generated by the Library.
- If a query is not available, the vendor must be able to program the query/report for an additional charge.

### **WARRANTY**

- Self checkout equipment must come with one (1) year warranty.
- Vendor must provide additional three (3) year support and maintenance period following the expiration of the first year warranty period, for all equipment.

### **MAINTENANCE**

- Self checkout system must be able to be remotely monitored from any staff station within the library that also is connected to the ILS system in the same network.
- Self checkout system must be able to be serviced via troubleshooting remotely by one of the vendor's technical support team members using the internet connection.
- Vendor must offer technical support, including troubleshooting problem within 2 hours or less from the initial time of the service call from the customer.

- Vendor must repair software problems in 3 hours or less from the initial time of the service call from the customer.
- Vendor must repair or replace hardware problems within 24 hours of service call from the customer.
- Self checkout system must be restored to fully operational state within 24 hours of service call from the customer.