BALTIMORE COUNTY, MARYLAND
PURCHASING DIVISION
400 WASHINGTON AVENUE, ROOM 148
TOWSON, MARYLAND 21204-4665

REQUEST FOR INFORMATION NO. I-10000295

COMPUTER SESSION MANAGEMENT, PRINT/COPY/SCAN/FAX, AND POS SOLUTION

Due Date: 09/27/24 Time: 2:00 PM

EMAIL INFORMATION TO: bid@baltimorecountymd.gov

JASON HARTLINE, SENIOR BUYER
PHONE: 410-887-2495
jhartline@baltimorecountymd.gov

Amendments to solicitations often occur prior to bid opening and sometimes within as little as 48 hours prior to bid opening. It is the potential vendor's responsibility to frequently visit the Purchasing web site (https://www.baltimorecountymd.gov/departments/budfin/purchasing) to obtain amendments once they have downloaded a solicitation.

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Revised 04/11/13

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1. **STATEMENT OF PURPOSE**.

    1.1   The purpose of this Request for Information (RFI) is to obtain information from the vendor community on the availability, capability, and functionality of a robust, user-friendly, and scalable computer session management, print/copy/scan/fax, and POS solution to streamline the customer experience across Baltimore County Public Library (BCPL).

        1.1.1   Baltimore County Government (the "County") and BCPL will consider the information received as a result of this RFI to assist in refinement of functional and technical system requirements. The County and BCPL is seeking as much information as possible through this RFI process.

    1.2   The specific objectives that the County and BCPL intends to accomplish through this RFI are as follows:

        1.2.1   Identify Solution Providers who offer computer session management, print/copy/scan/fax, and POS solution**.**

        1.2.2   Identify Solution Providers who have experience deploying of computer session management, print/copy/scan/fax, and POS solution for BCPL.

        1.2.3   Identify what standard integration architectures are supported by Solution Provider's modules.

        1.2.4   Determine the ability and ease to create interfaces from the computer session management, print/copy/scan/fax, and POS solution systems to other applications used by BCPL.

        1.2.5   Identify other government entities which have recently implemented similar systems and learn from their experiences.

        1.2.6   Identify Solution Providers who offers technical support by either phone, email, online chat, etc. Also identify a vendor who provides technical support 24 hour per day or at least on weekdays during BCPL's core business hours.

    1.3   This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. Solution Providers are advised the County and BCPL will not pay for any information or administrative costs incurred in response to this RFI. All costs associated with responding to this RFI will be solely at the Solution Provider's expense. Not responding to this RFI does not preclude participation in any future RFP, if issued.

    1.4   The County and BCPL appreciates your input in this process.

2. **BACKGROUND**.

    2.1   BCPL has 19 branches with 323 public-use computers, 21 self-service payment stations, 21 public-use copiers, 19 cash registers, and 60 credit card readers at service points.

2.1.1 BCPL currently uses:

    2.1.1.1 Polaris Integrated Library System (ILS) by Innovative Interfaces

    2.1.1.2 Smart Access Manager from Comprise Technologies for computer session management on Windows 10 computers

    2.1.1.3 Comprise Smart Kiosks for self-service printing and copying

    2.1.1.4 Ricoh IMC3000-series multi-function copiers for self-service scanning and staff-mediated faxing

    2.1.1.5 Analog cash registers for tendering in-person payments for fines and fees at BCPL service points

    2.1.1.6 Comprise Smart Terminal credit card readers at BCPL service points

3. <u>VENDOR SOLUTIONS</u>.

3.1 The County and BCPL are open to any and all solutions from the vendor community. The County and BCPL are seeking Solution Providers that can meet BCPL's needs., including the following attributes:

3.1.1 Solution Provider shall be regularly and continuously engaged in the business of developing and delivering computer session management, print/copy/scan/fax, and POS solution. Please include in your Response a customer testimonial, performance narrative from past project, published research or a combination of these to demonstrate this qualification.

3.1.2 Solution Provider has demonstrated required knowledge of building integration with various systems using industry standard data interchange formats / protocols.

3.1.3 Solution Provider has demonstrated experience of successfully scaling up a major project within a short time frame, with the administrative capacity and staff to rapidly train and support diverse users and stakeholder organizations in a feasible, scalable manner.

3.1.4 The proposed solution(s) should consist of a computer session management system, self-service print/copy/scan/fax functionality, and a Point-of-Sale (PoS) system that can integrate with the ILS.

3.1.5 The product must comply with the County's Information Technology Technical Standards which are available at: https://resources.baltimorecountymd.gov/Documents/IT/technicalstandards.pdf .

3.1.6 Provides for data and access security that meets the County's standards which are based on NIST 800-53 for privacy and security.

3.1.7 Is fully compliant with the requirements of any federal, state and county legislation. NOTE: Proposed solutions supporting government mandated programs should be modifiable in a timely manner to accommodate frequent time sensitive legislative changes in Maryland thereby allowing users to remain legislatively compliant.

3.1.8 Other elements of the solution(s) include:

3.1.8.1 An administration and reporting interface with multiple user roles.

3.1.8.2 Integration with Microsoft Entra ID (Azure Active Directory).

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4. INSTRUCTIONS FOR RESPONDING.

4.1 Solution Providers responding to this RFI are required to submit their information by **September 27, 2024 at 2:00 p.m. to bid@baltimorecountymd.gov.** Late responses will not be considered.

4.2 Solution providers are advised that the County cannot receive email attachments greater in size than twenty-five (25) megabytes and this size limitation may be further reduced by requirements of the Solution Providers' email provider which are beyond the control of the County. Solution Provider should consider separating any large attachment into multiple parts and emailing each part separately. In such case, Solution Provider will note that each email is *1 of 2*, *2 of 2*, etc.

4.3 As with any system, power outages or technology problems may arise that are outside of the County's control and could affect your submission. The County will not be held accountable for such issues that may delay the transmission of any Solution.

4.4 To support the review activities, the County is requiring a consistent format for all responses. As such, the following Questionnaire should be used when responding to this RFI. The Questionnaire includes items regarding solution provider information, software functionality, technology information, and general questions. Additional information such as marketing brochures, product fact sheets, technical documentation, etc. may also be provided.

4.5 Solution Provider will possess all permits, licenses and professional credentials necessary to supply product and perform services as specified under this RFI.

5. INQUIRIES.

5.1 All correspondence / questions related to this RFI must be directed to the Buyer, Jason Hartline via email at jhartline@baltimorecountymd.gov

5.2 Any inquiries, suggestions or requests concerning interpretation, clarification or additional information pertaining to this RFI will be provided by written amendment and posted on https://www.baltimorecountymd.gov/departments/budfin/purchasing/current-solicitations

5.3 **The deadline for written questions pertaining to this RFI is seven (7) working days prior to the due date of responses.**

6. QUESTIONNAIRE.

6.1 Responses to this RFI should address each item within this questionnaire. Please respond to each question as completely and succinctly as possible.

6.2 Vendor Information. This information MUST be the first page of your submittal.

6.2.1 Company Name.

6.2.2 Parent Company.

6.2.3 Mailing Address.

6.2.4   Contact Name, Telephone, and Email Address.

6.2.5   Year founded.

6.2.6   Company Website URL.

6.2.7   Main products/services provided.

6.2.8   Software name (market name).

6.2.9   Number of years on the market.

6.2.10 Number of customers by type using any of your proposed solution (number of customer by module).

NOTE: All answers should be preceded by the corresponding question.

6.3   General Information.

6.3.1   Product Names and Descriptions – Please describe your solution, and clearly identify the individual software modules, add-ons e.g., utilities/tools/report generators, underling technology, and third-party applications that you would recommend that meet the County's and BCPL's requirements.

6.3.2   What is the proposed version of the solution? How long has the proposed version of the solution been available for client use? How long do you expect this version to be a viable release? When was the last time that the user interface updated/refreshed?

6.3.3   Describe the history of the primary product(s) being proposed including whether these product(s) were internally developed, acquired in-whole or in part, or something different.

6.3.4   Please provide the upgrade or release plans for the next three years. Include in your response the extent to which the proposed product(s) are to be replaced or substantially modified. How often are major upgrades for the proposed solution released? Minor upgrades?

6.3.5   Describe what methods your company uses to keep pace with changes in your target industry.

6.3.6   How many clients and sites are currently using the proposed version as their production system? Provide a list of libraries in which your products are in use. What is the largest organization you support? Please describe this organization and the setup/use of your system in this environment.

6.3.7   How long has your company been in business?

6.3.8   How many employees do you have? Of those employees, how many are dedicated to research of new products, sales, and ongoing support? What is the research and development budget?

6.3.9 How long has the product been offered? Was it bought from another company? Does the company offer additional products that are similar? If so, how does the solution relate to additional product offerings?

6.3.10 What is your typical project size? What is your typical staff count aligned with a typical project?

6.3.11 How many customers do you support that are similar in size and scope to BCPL? Please provide examples.

6.3.12 Is your company actively engaged with the user? Does your company hold regular user meetings/have an online user forum/host user conferences?

6.3.13 Is your company involved now in any litigation with a customer?

6.3.14 BCPL unequivocally supports an end to systemic racism and the inequity that exists in our society. BCPL's full anti-racism statement can be found here: https://bcpl.info/about-us/mission-administration.html. How do your company's practices and stated values align with BCPL's?

6.4   Business Specific Information.

6.4.1   Computer session management.

6.4.1.1 Describe the process to initiate a public computer session, including:

6.4.1.1.1   Self-service sign-up at a patron-selected computer.

6.4.1.1.2   Self-service sign-up at for a waiting list if computers are unavailable.

6.4.1.1.3   Staff-assisted sign-up at service point.

6.4.2   Can the system authenticate to an integrated library system (ILS)?

6.4.2.1 What type of connection is used?

6.4.2.2 Can the system validate numeric and alphanumeric account numbers?

6.4.2.3 Can the system verify customer account information, such as fines owed and account blocks, and prevent session initiation if certain criteria are met?

6.4.2.4 Can the system prevent an account from being used simultaneously at more than one location?

6.4.3   Can the software present an acceptable use statement to the patron at the beginning of a computer session? Is that statement editable by BCPL?

6.4.4   How is the patron notified of a session time limit? Are time limit warning messages presented at certain intervals? Is this customizable?

6.4.5   Can computer sessions be extended automatically if there are computers available?

6.4.6 How does the system handle patron-generated files, such as documents, website history, cookies, etc. at the end of a session?

6.4.7 What capabilities do BCPL staff have when working with the computer session software?

6.4.8 Can staff start, end, extend, and shorten sessions?

6.4.9 Are there multiple roles for staff users?

6.4.10 Can a patron or staff member initiate a computer session without a library card, using a guest pass or similar?

6.4.11 Are staff able to see the status of each computer in a location, which patron is logged in, and how much session time remains?

6.4.12 Which languages does the product support?

6.5 Print/copy/scan/fax.

6.5.1 Please describe the process a patron would follow to initiate and pay for the following types of tasks:

6.5.1.1 Print a document.

6.5.1.2 Copy a document.

6.5.1.3 Scan a document.

6.5.1.4 Fax a document.

6.5.2 Is BCPL able to set the price for each of these functions, including making some or all pages free?

6.5.3 Are the document printing options set at the patron's computer or at the self-service station, such as number of copies, single/double-sided, and choice of black-and-white or color?

6.5.4 Can patrons preview their documents before paying and releasing them?

6.5.5 Are patrons able to send documents to the printing system from a personal device (cell phone, tablet, laptop, etc.)? What are the system requirements for this function?

6.5.6 Is the fax function compatible with Fax-Over-IP?

6.5.7 Can the fax process be self-serve from end to end?

6.5.8 Can staff view the printing queue and print or cancel documents?

6.5.9 Can staff re-print a document?

6.5.10 How long do documents stay in the print system after being printed? If they are abandoned?

6.5.11 Does the product's user interface conform to ADA accessibility standards and Universal Design standards?

6.6   Point of Sale and Self-Service Payment System.

      6.6.1   Describe how the payment system integrates and operates with the ILS?

      6.6.2   Can the POS perform standard retail transactions, including sales, refunds, and voids?

      6.6.3   Which forms of payment are accepted at self-service payment stations? At staffed service points?

      6.6.4   Can the self-service system provide cash refunds from a self-filling coin dispenser? Is there a maximum payment acceptance limit?

      6.6.5   Can the self-service system add funds mid-session (top-up). What payment methods are accepted to add funds (cash, credit, debit, etc.)?

      6.6.6   Can staff clear an in-progress transaction?

      6.6.7   Does the POS have a training mode that does not affect reporting?

      6.6.8   Can each staff-entered POS transaction be assigned to a preset category at the time of entry?

      6.6.9   Can staff print or re-print receipts for transactions?

      6.6.10 Is the self-service equipment durable and able to withstand heavy public use?

6.7   Reporting.

      6.7.1   Describe the reporting capabilities of the solution(s). Is the system able to generate reports about the following, both by individual branch location and in aggregate?

      6.7.2   Number of public computer use sessions.

      6.7.3   Length of session.

      6.7.4   Number of queued and completed print/scan/copy/fax jobs.

      6.7.5   Can the POS system generate itemized fiscal balance sheets, including who performed the transaction?

      6.7.6   Can the self-service station generate itemized fiscal balance sheets?

      6.7.7   How long are these reports accessible to staff?

6.8   Technical Information.

*Please mark any questions that are not applicable to your solution as "not applicable".

6.8.1 Software/Licensing.

    6.8.1.1   Provide the current hardware/software environment for the solution, including operating system, database, etc.

    6.8.1.2   Describe what versions and internet browsers the system supports. Include which mobile devices the system supports. Describe your approach for keeping up with the latest browsers and mobile devices.

    6.8.1.3   Identify out-of-the-box tools provided to build interfaces with other business systems. Include in your response required and/or recommended third party integration tools.

    6.8.1.4   The County and BCPL intends that the solution will be installed on multiple environments (such as test, development, training, production, and any others.) Identify any concerns of Offeror regarding this. Describe whether there is an additional licensing cost to provision and maintain multiple non-production environments.

    6.8.1.5   Identify and describe any concerns with copying the proposed solution from one environment to another (such as copying from production to development, test, training, etc.) in a virtualized environment or any other environment).

    6.8.1.6   Describe your company's testing and quality control process. Include in your response a description of the performance/load testing undertaken.

    6.8.1.7   Describe the processes used to export, import, and upload data. Include in your response the formats that can be imported/exported, and a description of how vendor interfaces are developed and maintained.

    6.8.1.8   Describe how data is shared across modules. Include in your response how data produced from the proposed solution is fully integrated throughout all major areas of the solution. In your response indicate what type of data is available real-time versus copied through interfaces or batch processes.

    6.8.1.9   Does the proposed solution maintain a full history of interactions/transactions including the ability to enter ad-hoc notes and recording the results of interactions?

    6.8.1.10 If a data warehouse is used for reporting, describe the process and frequency by which the data is refreshed. What type of system assurance reports are available to compare the source and target databases?

6.8.2 Third-Party Integrations.

    6.8.2.1 Provide a list and description of third-party applications and platforms the proposed solution is compatible with for integration.

6.8.3 Data Migration.

    6.8.3.1 Describe how the proposed solution supports the migration of data currently captured and managed in a different source repository.

6.8.4   Reporting.

    6.8.4.1 Does the proposed solution support real-time reporting? If so, what impact, if any, does it have on system performance?

    6.8.4.2 Describe reporting functionality available for querying system access, metrics, or performance.

    6.8.4.3 Describe how the proposed solution supports generating reports based on weekly, monthly and daily data during a specified date range. This includes detailed reports of all activity by user on a given day by a transaction type and or entity. The proposed solution must also support the ability to perform complex calculations and logic inside of reports.

6.8.5   Security.

    6.8.5.1   Describe application security (including but not limited to role, user, screen, module, table, column, update, view-only, field.). If the proposed solution supports role-based privileges, describe how roles are maintained and administered by designated security administrators.

    6.8.5.2   Describe any automatic functions, such as inactivity log-off, used in the solution.

    6.8.5.3   Explain how the system can allow password reset by selected users without giving access to administrator functions.

    6.8.5.~~1~~4 Does the proposed solution support "single sign-on" through Microsoft Active Directory's LDAP implementation? Explain the authentication method employed and ability to integrate with AD or LDAP.

    6.8.5.5   Identify any sensitive data that the solution uses for identification and whether or not this data is encrypted at rest and in transit.

    6.8.5.6   Describe policies with regard to criminal background checks for staff assigned to work on any portion of the contract, including third party vendors.

    6.8.5.7   Do you have a formal incident response plan? If yes, please describe your plan and attach documentation where possible.

    6.8.5.8   Are passwords hashed and salted (SHA-1, SHA-256, MD-5, etc.) so that they cannot be decrypted? Please describe.

    6.8.5.9   What protections do you have in place for ensuring only authorized employees have access to County data?

    6.8.5.10 Does your company own the physical data center where the County's and BCPL's data will reside? If yes, describe how your facility is physically secure. If no, who owns the data center and what security is in place?

    6.8.5.11 If you are using a co-located data center, will any of the County's data ever leave the continental United States? If so, please list all countries where it will be stored.

6.8.5.12 Are intrusion detection and technologies and firewalls utilized on the hosted systems? Please describe.

6.8.5.13 Will County data be shared with or hosted by any third parties? If yes, please list all third parties, whether or not you perform security assessments of them, and how often they are reassessed.

6.8.5.14 Have you experienced a security breach? Please provide the detailed procedure to be followed in the event of a data breach with respect to those whose data was breached, including:

    6.8.5.14.1   Requirement to notify.

    6.8.5.14.2   Notification timeframe.

    6.8.5.14.3   Provision of pertinent breach details.

    6.8.5.14.4   Circumstances surrounding the breach.

    6.8.5.14.5   Corrective actions.

    6.8.5.14.6   Prevention plans.

6.8.5.15 Are your systems AND applications scanned for vulnerabilities by a qualified third party? If yes, what scanning companies do you use? How often do you perform a scan? Are your applications scanned prior to a new release?

6.8.5.16 Do you have a disaster recovery plan? If yes, when was the last time you tested your DR plan? How often do you test the plan (schedule)?

6.8.5.17 Describe any policy in place which mandates employees notify them of any criminal charges or offenses.

6.8.5.18 Do you have a SOC 2 Type 2 Audit report for your product?

6.8.5.19 Is the application fully web based without the need for add-ins or plug-ins to function?

6.8.5.20 Does the application utilize FIPS 140-2 validated encryption algorithms for all communications in transit? Does the application utilize FIPS 140-2 validated encryption algorithms to store data at rest?

6.8.6 Accessibility.

6.8.6.1 What is the solution's conformance to ADA standards related to web interfaces?

6.8.6.2 Is the product compliant with W3C WCAG 2.1 AA accessibility standards?

6.8.6.3 Is the browser-based interface display responsive so it is fully functional on desktop, tablet and mobile?

6.8.6.4 Do the browser-based application interfaces used by staff and the public maintain functionality when the interface is translated into another language?

6.8.7 <u>Hardware, Network, and Database</u>.

6.8.7.1 Provide the minimum and recommended requirements for any required application server(s) for the proposed solution. Specify Windows OS/NOS, service levels/packs required (Windows 2012 minimum), additional software, additional hardware, 32/64 bit, etc.

6.8.7.2 Identify the browsers (including versions and service packs) with which the proposed solution has been tested.

6.8.7.3 Provide the minimum and recommended requirements for the database server for the proposed solution. Specify OS/NOS, service levels/packs required, and any additional software and hardware.

6.8.7.4 Define the environment on which the proposed solution runs (two-tier client server, three or n-tier client server, Web browser-based environment, etc.)

6.8.7.5 Does the solution work through proxy servers? Indicate the type of proxy servers that have been tested with the proposed solution.

6.8.8 <u>Project Methodologies and Management</u>.

6.8.8.1 Describe in detail your company's methodologies with regard to the following:

6.8.8.1.1 Application development.

6.8.8.1.2 Quality control – including types of tests, test plans, assurances that patches are correct, whether unit tests are included within the code, etc.

6.8.8.1.3 Configuration management – including customization management.

6.8.8.1.4 Version control.

6.8.8.2 Describe in detail your company's methodologies with regard to the following:

6.8.8.2.1 Solution upgrades.

6.8.8.2.2 Customizations – whether they become part of the base solution, if they are available to all clients paying for support.

6.8.8.3 Describe in detail your company's methodologies with regard to the following:

6.8.8.3.1 Project management best practices in the performance of all obligations and responsibilities, particularly those prescribed by the Project Management Institute and documented in the Project Management Book of Knowledge, 3rd edition or later.

6.8.8.3.2 Project management methodology. provide a detailed overview of the methods for managing communications, scope, cost, time, project and product quality, change, risk, schedule, resource, education, plan acceptance, subcontractors and the overall customer relationship.

6.8.8.3.3 Project lifecycle (PMLC) and software development lifecycle (SDLC) methodologies, including planning, requirements, design, development/construct, test, training, implementation and evaluation. Identify the development framework to include Waterfall, Agile or Hybrid.

6.8.8.3.4 Project management approach and describe its PMLC and SDLC for the implementation of the system, including the timing of deliveries, training, data conversion and expected effort from County. Include tasks to be performed by County.

6.8.8.3.5 Project schedule showing a typical implementation for the system including significant tasks with milestones and critical path.

6.8.8.3.6 Proposed project status meetings. Describe delivery of weekly meetings, agendas and meeting minutes.

6.8.8.3.7 Escalation process. Describe steps to include task to be performed by County.

6.8.8.3.8 Change Management.

6.8.9 Software Business Solutions.

6.8.9.1 Describe options for Software as a Service (SaaS) or hosted option. Include in your response the number of clients using this option and server locations.

6.8.9.2 What level of uptime is guaranteed by the vendor of the service? Does this include maintenance windows?

6.8.9.3 What incentives are provided to customers when an SLA is not met?

6.8.9.4 Describe your communication plan for planned and unplanned downtime.

6.8.9.5 Provide a description of Support Agreements (including severity levels and response times).

6.8.9.6 Describe your project, implementation, testing, and change management approach. Include in your response whether you use a standardized implementation model.

6.8.9.7 Describe your approach and facilities for customer service. What are the locations of your call centers?

6.8.9.8 Describe the new release / future release process.

6.8.9.9　Describe your issue resolution processes and how you track support. What tracking systems do you use?

6.8.9.10　Describe the process used to deliver and install software patches for system defects, including the level of automation of regression testing tools used in releases, emergency fixes, solution impact notification and version control process, etc.

6.8.9.11　Describe the process used to deliver and install software changes needed for regulatory compliance.

6.8.9.12　Describe any national and or regional user groups available to County staff.

6.8.9.13　The County requires that vendors place application software source code in escrow. Please indicate whether you currently have a master escrow agreement in place and if so, the name of the company and the cost per year.

6.8.10　Testing, Training and Support.

6.8.10.1　Describe a typical deployment process for your solution(s). Will the County and BCPL have access to equipment or an environment to test the configuration prior to deployment?

6.8.10.2　Describe all training activities that will be provided to the County and BCPL. Include what training comes as part of your services and methodology? What type of training do you offer for configuration and customization of software and APIs? Describe system administration training. Describe who does your training. Include any hardware or software used.

6.8.10.3　Describe any end user training or focus group services provided. Offeror to include information on access to training systems/instances and relevant data and technology as applicable.

6.8.10.4　Will your company assume all aspects of implementation (e.g., customization, training, interface development and others)?

6.8.10.5　Does the training occur onsite or via remote webinars?

6.8.10.6　Describe the format and content of training made available to clients to assist with training users and maintaining skills. Are videos available to step users through common features and process steps? Are videos available for the instruction of public users?

6.8.11　Technical Support.

6.8.11.1　Describe in detail all levels of technical support that will be provided to the County and BCPL. Include support hours provide, all contact methods, expected response time, expected resolution time, etc.\

7. **OTHER INFORMATION**.

    7.1   Please provide any additional information that you feel would be beneficial to the County in researching possibilities when considering solutions.

    7.2   Please submit this completed Questionnaire with any addition information you choose to share by the closing date and time to bid@baltimorecountymd.gov. Late responses will not be considered.

COMPANY NAME: _____ DATE_____

CONTACT: _____ _____

PRINT NAME: _____ TITLE: _____

TELEPHONE:_____ EMAIL: _____