Fountaindale Public Library District
RFP for Self-Checks
Questions and Answers
July 15, 2019

1.   There doesn't appear to be any Terms & Conditions to acknowledge in the RFP document, but we did notice the following six forms on your website. Would you like us to complete and include these six documents with our Proposal response?

Additional Documents Required For Completion

Anti-Collusion Affidavit of Compliance
Certificate of Insurance/Explanation
Contractor's Certification
Contractor's Drug-Free Workplace Certification
Fair Employment Practices Affidavit of Compliance
Indemnification Form

ANSWER: Yes, please do complete and include these six documents. Please also see the sample contract as well that will need to be completed with the successful respondent.

2.   Does Fountaindale require new credit card terminals?

ANSWER: Per the 2nd paragraph on Page 6 under Proposed Solutions and the Design and Equipment Considerstaions paragraphy on Page 8,

Proposed Solutions must
- Include a PCI Data Security Standard (PCI DSS) compliant credit card payment system.......

and

Design and Equipment Considerations
- All Self-check units to include......, and all associated hardware; i.e. receipt printer, RFID reader, barcode scanner, credit card reader, etc.

3.   Should the proposed self-checkout solution be compatible with Fountaindale's current Heartland credit card payment terminals?

ANSWER: It does not necessarily have to be compatible with Heartland. We are open to other solutions. Complete details, including costs, must be included in the proposal.

4.   Since credit card processing has come into the library world with self checks, I have found that PCI compliance has different meanings and interpretations from library to library.

A true PCI compliant device must be able to be left "unattended" and must be built into a unit (such as a Gas Station Pump for processing credit cards). In order to be PCI compliant an entity/business must use an "unattended" credit card/chip and pin reader device that is built into the unit being used to process credit card payments and if the unit/device is "unattended". In which self checks are "unattended" units. A device that is attached onto a screen such as the devices that you have in you photos is not considered to be a true "unattended" credit card/chip and pin reader according to PCI compliance regulations. Someone can try to tamper or take off the credit card/chip and pin reader even though it looks like it is affixed to a unit in any sort. These credit card readers are considered to be "attended" credit card/chip and pin readers and "attended" credit card/chip and pin readers are not PCI compliant.

According to Fountaindale's meaning and interpretation, can you please explain what PCI Data Security Standard Devices means to your library and what it means according to your bank and credit card processing company that Fountaindale Public Library District uses?

When you mean the Self Checks should be equipped with PCI compliant credit card payment systems are looking to have a similar credit card chip and pin reader that you are using affixed to a Desk Top Self Check unit or are looking to have the credit card chip and pin reader directly built-into the Desk Top Self Check units so no one can try to tamper with the credit card chip and pin reader?

ANSWER: The proposal can include either style with the stated requirement that the proposed solution must integrate into existing countertop and cabinet structures without changing the existing countertops and cabinet structures.

5.   In the FPLD Additional Insured Endorsement PDF document (link shown below), it indicates that coverage amounts are attached - 'Amounts of coverage are as shown on attached sample.' However, there are only two pages - instructions and a form to be completed by the broker. Can you please provide this sample COI or the coverage amounts required?

ANSWER: Vendors must maintain commercial general liability (CGL) and, if necessary, commercial umbrella insurance with a limit of not less than $2,000,000 each occurrence. If such CGL insurance contains a general aggregate limit, it shall apply separately to this project/location. CGL insurance shall be written on Insurance Services Office (ISO) occurrence form CG 00 01 10 93, or a substitute form providing equivalent coverage, and shall cover liability arising from premises, operations, independent contractors, products-completed operations, personal injury and advertising injury, and liability assumed under an insured contract (including the tort liability of another assumed in a business contract).
The District, its trustees, officers, employees and agents shall be named as additional insureds on all insurance policies.

6.   What is the composition of the countertops shown in the images provided in the RFP?

ANSWER: The Circulation, 2nd, and 3rd Floor surfaces are quartz solid surfaces. The Childrens surface is plastic laminate.

7.   Are you open to repurposing your current cash and coin unit?

ANSWER: No.

(if yes) What hardware unit are you currently using for cash and coin collection?

ANSWER: N/A

(if yes) What payment system/vendor are you currently using for payment solutions (cash and coin; chip and pin payment)?

ANSWER: N/A

8.   What languages would you like supported in the SCO interface?

ANSWER: The more the better. Minimum of English and Spanish.

9.	The Library has required that self-checkout units feature an "offline" mode so that self-checkout can continue even when network/ILS access is unavailable. Could the Library please clarify their vision with regard to the continued use of SCO while still enforcing checkout restrictions (e.g. reference materials; fine/fee thresholds; quantity limits)?

ANSWER: At a minimum the proposed solution should offer an "offline" mode that stores all transactions locally with an easy to use method of bulk uploading said offline transactions at a later time when network/ILS access is once again available, with configurable settings for; max number of items allowed for offline checkout, loan period (days until item is due), notification of stored transactions. Optional capabilities; enter/import list of patron barcodes to block from checkout, set filters to validate scanned patron and item barcodes.

10.	What are the in-unit undermounting dimensions of the Library's existing RFID pads?

ANSWER: Minimum amount of RFID pad mounting space underneath existing countertops is 18 1/2 inches wide by 13 inches deep. Existing RFID pads are 3M model 895 which measure 11 ⅜ inches square with plastic cover and 7 ⅜ inches square without.

11.	Would the library consider an RFID pad mounted on the countertop? This would maximize your read range.

ANSWER: No.