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PUBLIC MEETING NOTICE

Posted Date: October 17, 2022

Solicitation No: RFP220363DWJ

Solicitation Name: Library Self-Check and RFID Security System

Subject: Interview Evaluation Meeting

To: All Interested Proposers and to the General Public

The Evaluation Committee met on Thursday, September 08, 2022, to evaluate and short-list the proposals received for the above solicitation.

Each of the short-listed proposers will meet with the Evaluation Committee to conduct a presentation/interview session; listed below are the dates and individual times for each.

Date of Meeting:	Friday, October 28, 2022
Time of Meeting:	Meeting to begin at 2:00 PM with Final Ranking expected to begin at 4:00 PM
Location Name:	Lee County Administration Building
Address:	2115 Second Street, 1 st Floor
City/State/Zip	Fort Myers, FL 33901

Evaluation 2 Setup:

Individual Presentation/Interview Sessions format and notes:

- A 20-minute proposer Presentation followed by a 15-minute questions and answer session.
- Handouts are acceptable, but not required.

Presentation/Interview Time	Short-listed Proposer Name
2:00 PM	Envisionware, Inc.
2:40 PM	MK Solutions York Inc.
3:20 PM	Bibliotheca, LLC

Times provided are anticipated start times and may vary slightly. Please ensure you arrive at least 5 minutes prior to the time designated for the meeting you wish or are required to attend.

Pursuant to F.S. § 286.0113 the oral presentation/interview/Q&A sessions are closed to the public. Evaluation Committee discussion and final ranking will be open to the public.

Upon the conclusion of the presentation/interview sessions, the Evaluation Committee will discuss and rank each proposer interviewed. The ranking phase of the meeting is open to the public. Public comments are limited to 3 minutes per person.

Thank you for your interest in Lee County Projects. If assistance is needed, please call Lee County Procurement Management.

Sincerely,



David Jones, Procurement Analyst
LEE COUNTY PROCUREMENT MANAGEMENT

PRESENTATION TOPICS / QUESTIONS

**Please do not use this time to repeat the information submitted within your proposal. **

The Evaluation Committee has requested the following to be the primary focus of the presentation portion of your interview:

1. **Self-Check User Experience.** *Please provide a demo or video walk-through of the customer and frontline staff experiences using the self-check machine and software. Be sure to include scanning a library ID card, adjusting language and font settings, reviewing user account information, checking out a stack of materials, receipt options, possible blocks or issues which may occur, and any other additional features, such as paying for fines and fees, or unlocking of audio-visual cases, that may be a part of the customer checkout experience. From the frontline staff point of view, please describe or show how staff would maintain and troubleshoot issues with self-check machine and software, including accessing and changing out receipt paper rolls, accessing the desktop of the computer, and other common errors and issues. Please include any statistics or documentation on first-time customer use success.*
2. **Inventory Process, RFID Pads and Tags.** *Please describe the inventory process using your inventory wand/reader devices. Be sure to include information pertaining to the actual inventory device and other items needed to conduct an inventory, the process of connecting to the ILS, how data from the inventory is merged or uploaded into the ILS, and how any issues (such as errors, items checked out, missing) are handled during this process. Please describe how the RFID pads are set up and integrate with the ILS for circulation staff, including the process of adding or deleting data to a tag, and any other considerations regarding the use of RFID tags.*
3. **System Administration.** *Please provide a demo or video walk-through of the key system administration elements relating to your products: self-checks, gates, inventory, and RFID pads. Be sure to include general system administration using the central management dashboard or console, the process for staff to update or make modifications to self-check settings like interface options and library promotions (to one device, all devices at a branch, or all the devices in the system at once), and available reporting options. Please describe how software updates and new releases are handled.*
4. **Customer Service and Communication.** *Please provide an overview of the process for library staff to contact support, including the methods of requesting support, the hours support is available, and how library staff are updated on the support ticket progress. What level of support can our staff expect both during regular business hours, and on nights and weekends? How is information conveyed to your customers, such as new releases or critical issues with the system and software? Is there a user's group or forum where customer can discuss common issues, or a way to provide enhancement requests and feedback to your company?*