AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. Contract Number

Page of Pages

2. Amendment/Modification Number
3. Effective Date
4. Requisition/Purchase Request No.
5. Caption:

6. Issued By:
   Code
   DISTRICT OF COLUMBIA PUBLIC LIBRARY
   Office of Procurement
   1995 K Street, NW - Suite 500
   Washington, DC  20006

7. Administered By (If other than line 6)
   See Block 14.

8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)

9. Amendment of Solicitation No.
   DCPL-2020-R-0025

9A. Dated:
   1/8/2020


10A. Dated (See Item 13)

11. THIS ITEM ONLY APAPLIES TO AMENDMENTS OF SOLICITATIONS

   The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [ ] is extended. [ ] is not extended.

   Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing the following items 8 and 15, and returning 1 copy of the amendment: (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. Accounting and Appropriation Data (If Required)

13. THE ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14

   A. This change order is issued pursuant to: (Specify Authority)
      
      The changes set forth in Item 14 are made in the contract/order no. in Item 10A.

   B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) set forth in Item 14, pursuant to the authority of:
      
      C. This supplemental agreement is entered into pursuant to authority of:

   X D. Other (Specify type of modification and authority)

14. Description of amendment/modification

   Caption:  District of Columbia Public Library Self-Checkout System

   1. See DCPL response to Offeror questions on pages 2 through 8.

   2. The proposal submission date is hereby extended from January 31, 2020 by 2:00 p.m. EST to February 7, 2020 by 2:00 p.m. EST.

   3. All other terms and conditions remain the same.

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A remain unchanged and in full force and effect

15A. Name and Title of Signer (Type or print)
15B. Name of Contractor
15C. Date Signed

16A. Name of Contracting Officer
16B. District of Columbia
16C. Date Signed

(Signature of person authorized to sign)

(Signature of Contracting Officer)
AMENDMENT OF SOLICITATION
MODIFICATION OF CONTRACT
(Continuation)

SOLICITATION NO. DCPL-2020-R-0025       AMENDMENT NO. A01       PAGE 2 of 8

RESPONSE TO OFFEROR QUESTIONS

Question No. 1 - According to file DCPL-2020-R-0025 Attachment J12 Self-Checkout Requirements.pdf, page 1, C.4.1.1.1 “… At this stage numbers of free-standing vs desktop kiosks required by DCPL are not defined.” However, on page 2 of DCPL-2020-R-0025 - Attachment J-10 Form of Offer Letter, it is noted that the quantity is 50 for freestanding and 50 for desktop models. Can you please clarify?

Response - Attachment J-10 Form of Offer Letter specifies the estimated quantity required. Specific quantities for the respective models will be provided in the final contract.

Question No. 2 - According to DCPL-2020-R-0025 Attachment J12 Self-Checkout Requirements. page 2, C.4.1.17, “Self-checkout station MUST have a credit card payment system, integrated directly into the main body of the kiosk.” Do you want this for all 50 freestanding self-checkout stations and mounted payment terminals for the 50 desktop self-checkout stations?

Response – Yes, this is required for all self-checkout stations.

Question No. 3 - According to file DCPL-2020-R-0025 Attachment J12 Self-Checkout Requirements. page 2. C.4.1.1.11 “Free standing kiosk MUST be height adjustable, allowing library patrons to change the height of the entire kiosk with touch of a button, and to allow for patrons using wheelchairs.” Do you want this feature for all 50 freestanding self-checkouts?

Response – Yes, this is required in all freestanding self-checkout stations.

Question No. 4 - Could you please clarify where DCPL would like us to include the attached file, DCPL-2020-R-0025_RFP_Page_1.pdf (attached)? According to file 2020-R-0025_RFP.pdf, page 53-54, L.2 PROPOSAL FORM, ORGANIZATION AND CONTENT, this file does not appear to be in the list of files to return with our response.

Response – Page 1 of the solicitation should be included in Section 4 of the technical proposal.

Question No. 5 - According to file 2020-R-0025_RFP.pdf, page 7, C.4.3.1.1, what is DCPL’s anticipated timeframe for implementation?

Response – DCPL would like to begin implementation starting with the MLK Central Library scheduled for opening in 2020 Fall. Other locations will receive new self-checkout stations thereafter.
AMENDMENT OF SOLICITATION MODIFICATION OF CONTRACT
(Continuation)

SOLICITATION NO. DCPL-2020-R-0025 AMENDMENT NO. A01 PAGE 3 of 8

Question No. 6 - According to file 2020-R-0025-RFP.pdf, page 53. L.2.7.3, “Each Offeror shall submit a Form of Offer Letter substantially in the form of Attachment J.10. Material deviations, in the opinion of DCPL, from the Form of Offer Letter will be sufficient to render the price proposal non-responsive.” Where would you like us to provide a price break down for the proposed solution and pricing for Optional features, such as:

C.4.1.1.3 Self checkout kiosk MUST have the option to include integrated return bins for patron use.

C.4.1.1.6 Free-standing self-checkout kiosks MUST be customizable with paint color options or graphic wraps of the library's design.

Response – These are MUST HAVE requirements, and DCPL expects separate pricing for these options, in addition to the standard pricing for each self-checkout station. Please include if necessary, a section in the Form of Offer Letter for optional feature(s) pricing.

Question No. 7 - Section I.9 says “Offers signed by an agent shall be accompanied by evidence of that agent's authority, unless that evidence has been previously furnished to the Contracting Officer.” Is the agent's company title below the signature sufficient evidence of the agent's authority? If not, what does DCPL require?

Response – Yes.

Question No. 8 - Regarding Section I.13: Does DCPL desire the redacted electronic copy to be submitted via USB device with the submitted hard copies, submitted via email, or submitted via other means?

Response – Offeror’s shall submit their USB device with the hard copy proposal.

Question No. 9 - Does DCPL require that signatures on the proposal be original-ink, or may proposal documents contain scans of the original-signed documents in order to accommodate DCPL’s page numbering/_formatting requirements?

Response - Question for Diane?

Question No. 10 - Are bid, performance, payment, or any other bonds required on this contract? If so, will bonds be required for only the first year of the contract, or also for the four optional years?

Response – Bonds are not required for this solicitation.
AMENDMENT OF SOLICITATION MODIFICATION OF CONTRACT (Continuation)

SOLICITATION NO. DCPL-2020-R-0025 AMENDMENT NO. A01 PAGE 4 of 8

Question No. 11 - Sections L.2.6 and L.2.7 outline the required response contents, including the attachments that are to be included in the proposal submission—specifically, J.12; J.10; J.9; J.2; J.7; J.5; J.8; J.13. Can DCPL please confirm whether any of the other files that DCPL distributed with the RFP are to be submitted within our response?

Response – Attachment J.14 should be submitted if the Offeror is not registered in the District’s PASS (payment) system.

Question No. 12 - Regarding requirement C.4.1.1.13: Does DCPL want bidders to quote kiosks with RFID equipment already integrated into the units, or is the Library only saying that the kiosks need to support an RFID upgrade in the future?

Response – All self-checkout stations must be RFID-ready and RFID-enabled.

Question No. 13 - Can DCPL please elaborate on their expectations with regard to delivery and installation of the 50 desktop kiosks and 50 freestanding kiosks across the 26 library locations?

Response – DCPL would like to begin implementation starting with the MLK Central Library scheduled for opening in 2020 Fall. Other locations will receive new self-checkout stations thereafter. Implementation will include delivery and installation of equipment.

Question No. 14 - Does DCPL expect to order all kiosks at one time or groups of kiosks throughout the contract period? If ordered in groups, how many kiosks at a time does DCPL expect to order?

Response - DCPL would like to begin implementation starting with the MLK Central Library scheduled for opening in 2020 Fall. Other locations will receive new self-checkout stations thereafter. Implementation will include delivery and installation of equipment.

Question No. 15 - What is the date by which DCPL expects kiosk installation to begin?

Response – DCPL would like to begin implementation starting with the MLK Central Library scheduled for opening in 2020 Fall. Other locations will receive new self-checkout stations thereafter. Implementation will include delivery and installation of equipment.

Question No. 16 - What is the date by which the Library expects installation of all kiosks to be completed?

Response – DCPL would like to begin implementation starting with the MLK Central Library scheduled for opening in 2020 Fall. Other locations will receive new self-checkout stations thereafter. Implementation will include delivery and installation of equipment.
AMENDMENT OF SOLICITATION
MODIFICATION OF CONTRACT
(Continuation)

SOLICITATION NO. DCPL-2020-R-0025 AMENDMENT NO. A01 PAGE 5 of 8

Question No. 17 - Regarding requirement C.4.1.1.4: “On screen patron information that is configurable to DCPL’s requirements.” Can DCPL please specify their requirements for the on-screen patron information that should be customizable?

Response – Patron information should include at the minimum: name, email address, street address, phone, holds, checkouts, and overdues.

Question No. 18 - Regarding requirement C.4.1.1.13: Can the Library please clarify what they mean by “infrared” barcodes?

Response – These are barcodes on physical materials and Library cards which can be read by infrared readers.

Question No. 19 - Regarding requirement C.4.1.1.2: Does the Library use ClearVu or One-Time locking CD/DVD cases?

Response – The cases are magnetic, one-time locking.

Question No. 20 - Regarding requirement C.4.1.1.9: Can DCPL please specify the conditions that should trigger a change in the status lighting?

Response – There should be a normal status lighting condition, when the kiosk is fully functional. Any issues with the kiosk, for example if it is out of receipt paper or is unable to process a payment card, etc. should display a different color.

Question No. 21 - Regarding requirement C.4.1.2.18: Can DCPL please confirm the access that the Patron is attempting to accomplish through scan, ID number, or email (e.g. is this referring to initial patron login only)?

Response – This is referring to when patron wishes to checkout material to their account.

Question No. 22 - Regarding requirement C.4.1.4: Can DCPL please confirm that they want all quoted kiosks to include credit/debit payment equipment? If not, which kiosks should include credit/debit payment equipment?

Response – All self-checkout stations are required to have built-in credit/debit payment equipment.
Question No. 23 - Regarding Section C.5: can DCPL please confirm the accreditation and registration requirements and standards that they are requiring for this project?

Response – The Offeror must determine what accreditation and registration requirements (if necessary) are required for this project.

Question No. 24 – DCPL-2020-R-0025 Cover Page specifies “sealed bid in original and 6 copies…” while DCPL-2020-R-0025 RFP specifies “One (1) original and five (5) copies of the written proposals…” Can the Library please confirm the number of required hard-copy submissions?

Response – Offerors shall submit one (1) original and five (5) copies of the written proposals.

Question No. 25 - Can the Library please confirm that the address to be listed for shipment of the sealed submission is as follows: District of Columbia Public Library; Office of Procurement; 1990 K Street NW – Suite 500; Washington, DC 20006

Response – The address is correct.

Question No. 26 - Because DCPL may receive questions from bidders as late as January 17 with the Library subsequently providing answers that may affect the proposed solutions, would the Library consider a one-week extension of the final submission deadline, in order to ensure adequate time for bidders to accommodate potential changes triggered by Library answers/addenda?

Response – The proposal submission date is hereby extended from 2:00 p.m. EST on January 31, 2020 to 2:00 p.m. EST on February 7, 2020.

Question No. 27 - Can the Library please clarify which pages of the EEO/Affirmative Action documents (within RFP attachment J.7) must be submitted by all bidders with their proposals and which pages of the documents must be submitted only by the winning bidder? Also, does only the winning bidder need to submit an Affirmative Action plan?

Response – Attached is the revised Attachment J.7 containing revised EEO/Affirmative Action documents and instructions on how to complete the EEO/Affirmative Action documents. All Offerors responding to this solicitation must complete and submit the documents with the proposal.
AMENDMENT OF SOLICITATION MODIFICATION OF CONTRACT
(Continuation)

SOLICITATION NO. DCPL-2020-R-0025 AMENDMENT NO. A01 PAGE 7 of 8

Question No. 28 - The RFP document directs bidders to access RFP addenda online, but the provided link seems to bring up a 404 error or go to a general procurement page. Can the Library please confirm that addenda will be shared under the following URL: https://www.dclibrary.org/node/66166

Response – The URL is correct. All addenda will be shared under the same URL.

Question No. 29 - What type of locking AV Cases are in use in the library? How many should be quoted?

Response – The A/V security cases are magnetic, one-time locking, and each self-checkout station should be accompanied by magnetic lock remover.

Question No. 30 - The bid asks for units that can integrate with the Library’s Digital Contents provider. Please specify who provides Library’s eBook and eAudiobook collection.

Response – OverDrive provides the Library’s eBook and eAudio collection.

Question No. 31 - The bid specifies that the credit card terminals must work with the Library’s payment gateway, Payflow Pro. Please specify who the processor is.

Response – The processor is Chase Paymentech.

Question No. 32 - Does this project require a bid guarantee?

Response – No.

Question No. 33 - Can the Library please provide further clarification on how to complete and submit attachment J.5, SBE Subcontracting Plan?

Response – Please contact the DCPL Contracting Officer for information.
Diane Wooden
Email: diane.wooden2@dc.gov

Question No. 34 - Can DCPL please clarify whether DC considers a credit/debit payment solution wholesaler who also would be facilitating applicable merchant account service and facilitating the quoted annual software licensing for the payment system to be a “subcontractor” for the purposes of the standard contract (J.1), Subcontracting Plan (J.5), EEO (J.7) and all other applicable subcontractor considerations?

Response – See response to question no. 33.
Question No. 35 - How does the Library envision the 50 freestanding kiosks and 50 self-checkout kiosks being deployed across the 26 Library locations?

Response – DCPL would like to begin implementation starting with the MLK Central Library scheduled for opening in 2020 Fall. Other locations will receive new self-checkout stations thereafter. Implementation will include delivery and installation of equipment.

Question No. 36 - Regarding requirement C.4.1.4.1: would it be sufficient for the self-checkout solution to use another payment gateway that conducts transactions with the Library’s payment processor and also (if Payflow Pro supports it) imports transaction results to PayFlow Pro for reporting and data-sharing purposes?

Response – The payment Gateway MUST be PayflowPro.

Question No. 37 - Regarding requirement C.4.1.4.1: the Library’s payment gateway is Payflow Pro; what is the Library’s payment processor?

Response – The payment processor is Chase Paymentech.

Question No. 38 - What type of media or A/V security case is DCPL currently using?

Response – The A/V security cases are magnetic, one-time locking.