

Montgomery County Government
RFP - North Branch Library Technology
Questions & Answers

1. The fines and fees system must support use of the ILS-based credit account that can be used for fines/fees via kiosks, web, print stations, copiers, and scanning systems – Can you clarify the solutions currently in use for which compatibility is desired? Is compatibility with these systems required or optional?
We currently use Tech-Logic's circIT self-checkout software solution. Patrons can pay fines and fees directly via these stations via credit/debit card and/or cash. It has a connection to our ILS via SIP2 to be able to sync up with a patrons account when they make such payments. Compatibility with these systems is required as we want it to be as much self-service experience as possible.
2. Is there any flexibility in the requirement for the ability to deliver components, parts, and supplies, and begin onsite service within 4 hours of request?
Yes, there is flexibility, however exceeding day, weeks or months would not be something that would be possible as it would negatively impact patron experience.
3. Does the self-checkout system need to offer the option to print the SIP2 screen message and the SIP2 print line message on the checkout receipt or is that option?
This would depend on what the screen message or print line messages are as to if it will be required or optional. It is preferred.
4. Does the library use a library deposit account hosted in a library database? Is the ability to support that functionality a requirement or an option?
The library does not currently use a deposit account hosted in a library database and there are no plans to support one in the future at this time. It is an optional feature.
5. Is the ability for the free-standing kiosk to incorporate an LED light system a requirement or an option? **It is optional.**
6. Is the ability support animated gifs to promote library programs required or optional for the self-checkout system? **It is an optional marketing tool that adds to the self-checkout experience.**
7. Is the ability to update the patrons email address in the ILS when emailing a checkout receipt required or optional for the self-checkout system? **It is optional.**
8. Is Novelist functionality a requirement or is it optional? **It is optional.**
9. Are there other options that would be acceptable in lieu of an annual customer survey? **The library is open to other options.**
10. For the POS system, can you explain what is meant by Five (5) RFID-enabled POS stations four (4) with cash drawers (page 7 of the RFP)
We would like to have a total of five point-of-sale systems for staff use with one without a cash drawer, not being able to accept cash and the remaining 4 (four) having this ability. They all must have the ability to check out RFID tagged material and scan the barcode if needed.

11. Is there any flexibility on the 90-day installation window for the AMH system?
The usual installation timeframe for this type of system is 21-30 weeks
We would like the installation to take place before our opening day but can be discussed. We would prefer this installation be expedited however it can be managed.
12. Should the AMH system have the ability to print individual hold slips per item or is only batch printing needed? **The ability to print hold slips per item is a necessity.**
13. If barcode functionality is needed, does the AMH system need to read barcodes from the top and bottom or is that an option? **It is an option.**
14. Does the AMH system need the ability to read barcodes or is that an option? **It is an option.**
15. Is multi-item induction a requirement or an option? **It is strongly preferred feature.**
16. Is this desired for the external patron induction, staff induction, or both? **This is for the external patron induction.**
17. Is fire suppression a requirement or an option? **This is preferred but optional.**
18. Can you provide exact dimensions and measurements for the space where the AMH/Sorter is to be placed? Please include photos and measurements of the internal and external areas, including data and power plus any doors, windows, walls or other obstructions in the installation area. **Images are included with this email.**
19. Who are you currently using for PC reservation and print management? **We currently use Cloud Nine and LPT: One via Envisionware.**
20. What portion of your collection is currently not tagged? Does the majority of the untagged items come from ILL? **Most of the untagged items are Ill & a small collection of paperbacks that are used via the honor system.**
21. What brand or manufacturer of RFID tags do you currently use? In addition to ISO 28560-2 and the Danish Data Model, are there any other data models in use? **RFID information for print:**
1. **Manufacturer: Tech Logic Corp,**
Type/Brand: Book SLIX2 TAG White (25016567)
 2. **For CD/DVD**
Type/Brand: X Range SLIX2-Tag Clear
 3. **Our RFID tags are passive. Most commonly used.**
22. Could you clarify what is meant by an “RFID POS system” in the context of the RFP?
This means a point-of-sale system that is able to detect actively tagged RFID tags on items that are being checked out by patrons. It should be able to process check in/out, take in payments and perform all general library circulation transactions.

23. Do you have measurements for the room where the AMH system will be located? **It is attached to this email message.**
24. Has a date been set for when the winning bid will be selected? **It is our hope to make our selection by August 18th, 2025.**
25. What solution are you currently using for staff stations? **We don't currently use a dedicated system or software for staff stations besides our TLC LS2 software. We have an installed computer image that staff use on regular PCs to assist patrons as needed via our ILS. We make payments online through our website, self-check system and cash payments using LS2 in conjunction with the use of cash registers at out two main service points.**
26. Could you please confirm your ILS? We've seen both TLC and Sierra referenced. **TLC**
27. Where will the POS systems be located within the library? **Two will be located as you enter the front doors to our North Branch, one will be off of our computer/information services zone, one in the Children's portion of our library and one floating as needed on a mobile desk to shift the needs of our patrons.**
28. Would your team be comfortable with the DVD unlockers being installed after the self-check kiosks? **We would prefer them be installed at the same time as these will be used by patrons but can be flexible if that is possible at this time.**

Sorter Room & Book Drop Info:

The bottom of the exterior book drop is 3ft above finished floor.



