

## **Appendix A – Vendor System Specifications and Requirements**

### **1. Solution Specifications**

- A. Describe all software, hardware, and/or integrations that are required in order to enable functionality from the proposed solution. If the Proposal requires the purchase of specialized software or hardware in order to achieve the full use of the equipment or technology, the Proposal must identify the software or hardware along with an associated estimated cost of the purchase and any annual licensing and/or maintenance fees. If the Proposal requires connectivity to a particular software system in order to achieve the full use of the equipment or technology, the Proposal must specify the software system.
- B. Describe the Vendor's recommended solution(s) for locker installation at five (3) West Georgia Regional Library System's locations. In the Proposal, assume that locker installations will be external to the library building and will be facing a parking lot for quick self-service access. In the recommendation, include (1) a description of the equipment and technology used in the recommendation, (2) description of the function and workflow of the solution, and (3) the modularity of the proposed solution. How many lockers per bank? Will awnings and custom wraps be included in the solution?
- C. Provide a complete description of the warranty to be included and guarantees for materials, labor, and services provided in the performance of this contract.
- D. Describe a detailed project implementation plan and estimated timeline (including number of days for execution of plan after contract signing).
- E. Describe the physical requirements of the proposed solution and the requirements of the space it is to be placed within (i.e. space constraints, surface constraints, required data/power connections, etc.).
- F. Describe the infrastructure of all aspects of the proposed solution including where information is stored (e.g. hosted solution, web-based SAAS, on-premise solution, etc.)
- G. Describe weatherproofing features included in the proposed solution.
- H. Describe what anti-vandalism and anti-theft measures are incorporated in the proposed solution

### **2. Service Delivery**

- A. Describe how the proposed solution allows a customer to request their material be routed to the lockers.
- B. Solution must meet ADA requirements and provide options for varied levels of accessibility. Please describe how your solution meets these requirements.
- C. Describe how the proposed solution allows customers to track their holds, and what information is available to the patron on the device screen and if there are any other functions the patron can perform using the screen or via an online portal.

- D. Describe the process of how materials are handled from the time they reach the branch that will be filling the hold, are checked in, assigned a locker, and placed in the assigned locker.
- E. Describe the process of removing expired holds from assigned lockers.
- F. Describe how the proposed solution allows a customer to collect and check out the materials they have requested from lockers. Please include if the proposed solution offers the ability to email or print a receipt of materials checked out.
- G. The solution must provide the ability for the customer, when retrieving holds, to open their assigned locker by scanning in their library account barcode and by typing in the barcode. If there are other options outside of these requirements, please describe those processes. Also describe if a PIN is an option.
- H. Describe how the proposed solution checks materials out to the customer.
- I. Describe how the proposed solution will prevent customers from retrieving holds if they have been blocked from checking out more items.
- J. Describe how the proposed solution identifies and manages locker capacity and vacant lockers.
- K. Describe how the proposed solution will combine holds into one locker if the customer receives more than one item during the allotted pickup time.
- L. Solution must provide the ability for staff to override assigned locker or assign an additional locker if needed. Please describe the process.
- M. Describe any remote access that staff will have to the lockers.
- N. Does the solution provide the ability for all locker doors to be opened by staff at the same time? If so, please describe this process.
- O. Describe how the proposed solution allows the library to add fields to, modify, or remove any or all fields from the user interface.

### **3. Communication**

- A. Describe how the proposed solution notifies customers about their requests. Identify whether this is a function of an integration or whether it is native to the proposed solution.
- B. Describe how the library may configure/customize the notifications sent to customers within the proposed solution if that feature is native to the solution.
- C. Describe how the proposed solution will work if there is an internet disruption.

### **4. Reporting**

- A. Describe how the proposed solution provides (1) standard reports, (2) reports

that can be modified by an administrator, and (3) reports that can be modified by an administrator and shared with others.

B. Describe how the proposed solution allows technicians to create custom reports.

C. Describe how the proposed solution allows reporting to be automated and in what formats (email, attached PDF, etc).

## **5. Vendor Support Services**

A. Describe technical support available for the proposed solution. In your description, include the channels of communication that are available (i.e., chat, email, phone, forums), escalation strategy, target response times, and any Vendor-sponsored online forums or message boards with an active user community. What hours are support services available and what weekend support is available?

B. Describe the support available for the setup and implementation of the proposed solution. In your description, include the types of managed services or support services offered for the implementation and maintenance of the system.

C. Describe what services or partnerships exist to assist with service delivery, delivery of materials, and streamlining library processes.

## **6. Remote Support**

A. Does the proposed solution provide or integrate with a tool that allows technicians to remotely troubleshoot or configure the proposed solution? If so, please provide a brief description of this tool, including how it is accessed, what features of the proposed solution are supported through remote access, and whether the tool is built in or external to the proposed solution.

## **7. Training**

A. Provide a description of all training and knowledge transfer available for the proposed solution for all persons affected by the proposed solution, including end-users and administrators. Include a description of any different delivery methods (e.g., online, in person, Zoom or similar), course materials provided, and the number of staff included without incurring additional charges for attendees.

## **8. Configuration**

A. Provide a description of any additional features included in the proposed solution which are configurable that are not listed above.

B. Provide a description of the features included in the proposed solution which are customizable that are not listed above.

## **9. Vendor Information**

A. Describe how long Vendor has been in business under the current name and/or "doing business as."