



**Request for Proposals for
Tablet Lending Kiosks**

Issued by: Regina Public Library

Competition RPL-2025-06

Issue Date: Wednesday, October 8, 2025

Closing Date: Wednesday, October 29, 2025 (3:00PM CST)

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1. INVITATION AND SUBMISSION INSTRUCTION

1.1. Invitation to Respondents

This Request for Proposals (RFP) is an invitation by the Regina Public Library (the “Library”) to enter a contract for the supply and ongoing support for an easy to use, durable, secure, and customizable public lending kiosk solution for tablets for in-library use.

The successful respondent(s) (the “Vendor”) must supply a lending solution that is proven to work well in a public library setting and can authenticate eligible cardholders within the Library’s Polaris Integrated Library System (ILS).

The length of any contract with a Vendor will be two years with the option to extend the service (including warranty, maintenance, support, etc.) up to 5 years through up to three additional one-year extensions.

1.2. Background Information

1.2.1. About Regina Public Library

Regina Public Library (the “Library” or “RPL”) aspires to support the social vitality and economic prosperity for the people of Regina by providing community services, spaces, and technologies to inspire discovery, learning, and connection.

The library of today offers a positive, dynamic meeting place in which people can interact and share ideas. It’s about learning, seeking knowledge, and exchanging information. We assess priorities and provide resources to support the things deemed most important by our customers and citizens.

RPL values innovation and recognizes the importance of technology to support its customer service objectives.

1.2.2. Procurement Objectives

RPL is committed to expanding access to technology and digital resources for all members of our community. The library currently offers laptop lending at four of its service locations but is interested in providing some smaller footprint tablet lending kiosks at some of its other locations.

We are looking for tablet lending solutions that are intuitive in their design and minimize/eliminate the need for staff supports to operate and provide a durable, secure, reliable and customizable service solution for library customers.

In pursuit of this goal, we seek proposals from qualified Respondents to provide a comprehensive tablet lending solution. The chosen system should seamlessly combine robust hardware, advanced management software, secure charging and storage, and clear

operational policies and processes to enable equitable, reliable, and user-friendly lending of tablets to library customers.

The Library also wishes to retain an open environment to consider other vendor solutions for their library services, so Respondents are asked to identify any features/functionality that will only work within their own technology eco-systems.

[See section 4: Functional Requirements and Services Required for full details.](#)

1.3.RFP Contact

For the purposes of this procurement process, the RFP Contact will be:

Jeff Demitor
Director, Digital Service Innovation
Regina Public Library
Email: jdemitor@reginalibrary.ca
Telephone: 306-777-6073

Respondents and their representatives are not permitted to contact any employees, officers, agents, elected or appointed officials or other representatives of the Library, other than the RFP Contact, concerning matters regarding this RFP. Failure to adhere to this rule may result in the disqualification of Respondent and the rejection of Respondent's proposal.

1.4.Type of Contract for Required Services

The successful respondent (Vendor) will be requested to enter a contract for the provision of the required solutions and/or services. It is the Library's intent to enter into a contract with one or more legal entities for a period of two years with the provision for three 1-year extensions (up to a maximum of 5 years total).

1.5.RFP Timetable

The following RFP timetable is based on the best available information and will govern the process unless amended by the Library.

Issue Date of RFP	Wednesday October 8, 2025
Closing Date for Questions	Sunday October 19, 2025 (midnight CST)
Response to Questions Deadline	Wednesday, October 22, 2025 (5:00PM CST)
Closing Date/Submission Deadline	Wednesday, October 29, 2025 (3:00PM CST)
Decision Date	Wednesday, November 5, 2025
Contract Start Date	Monday, December 1, 2025

The RFP timetable is tentative only and may be changed by the Library at any time.

1.6.Submission of Proposals

1.6.1. Proposals to be Submitted on Time

Proposals must be received on or before the Submission Deadline set out in the RFP Timetable.

1.6.2. Proposals to be Submitted in Prescribed Format

Respondents should submit an electronic copy of their response to the email provided in the RFP Contact section above and request a confirmation email to ensure receipt.

1.6.3. Amendment of Proposals

Respondents may amend their proposals prior to the submission deadline by submitting the amendment via an email prominently marked with the RFP title and number and the full legal name of Respondent to the email address of the RFP Contact set out above. Any amendment should clearly indicate which part of the proposal the amendment is intended to amend or replace.

1.6.4. Withdrawal of Proposals

At any time throughout the RFP process, until the execution of a written agreement for provision of the required services, a respondent may withdraw a submitted proposal. To withdraw a proposal, a notice of withdrawal must be emailed to the RFP Contact and must be signed by an authorized representative of Respondent. The Library is under no obligation to return/destroy withdrawn proposals.

2. TERMS AND CONDITIONS OF THE RFP PROCESS

2.1.General Information and Instructions

2.1.1. Respondents to Follow Instructions

Respondents should structure their proposals in accordance with the instructions in this RFP. Where information is requested in this RFP, any response made in a proposal should reference the applicable section numbers of this RFP.

2.1.2. Responses in English

All responses are to be in English only.

2.1.3. No Incorporation by Reference

The entire content of Respondent's proposal should be submitted in a fixed form, and the content of websites or other external documents referred to in Respondent's proposal but not attached may not be considered to form part of its formal proposal and therefore, at the Library's sole discretion, may not be considered in the scoring of such submission(s). It

is important that you include all important components of your response in your proposal document.

2.1.4. References and Past Performance

In the evaluation process, the Library may include information provided by Respondent's references and may also consider Respondent's past performance or conduct on previous contracts with the Library or other institutions.

2.1.5. Information in RFP Only an Estimate

The Library and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in this RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to respondents the general scale and scope of the Deliverables. It is Respondent's responsibility to obtain all the information necessary to prepare a proposal in response to this RFP.

2.1.6. Respondents to Bear Their Own Costs

The Respondent will bear all costs associated with or incurred in the preparation and presentation of its proposal, including, if applicable, costs incurred for interviews or demonstrations.

2.1.7. Proposal to be Retained by the Library

The Library will not return the proposal or any accompanying documentation submitted by a Respondent.

2.1.8. No Guarantee of Volume of Work or Exclusivity of Contract

The Library makes no guarantee of the value or volume of work to be assigned to the successful Respondent(s). The contract with a selected respondent will not be an exclusive contract for the provision of the described services and/or deliverables. The Library may contract with others for goods and services the same as or similar to the Deliverables or may obtain such goods and services internally.

2.2. Communication after Issuance of RFP

2.2.1. Respondents to Review RFP

Respondents should promptly examine all documents comprising this RFP and may direct questions or seek additional information in writing by email to the RFP Contact on or before the Deadline for Questions. No such communications are to be directed to anyone other than the RFP Contact. The Library is under no obligation to provide additional information, and the Library is not responsible for any information provided by or obtained from any source other than the RFP Contact. It is the responsibility of Respondent to seek clarification from the RFP Contact on any matter it considers to be unclear. The Library is

not responsible for any misunderstanding on the part of Vendor concerning this RFP or its process.

2.2.2. All New Information to Respondents by Way of Addenda

This RFP may be amended only by addendum in accordance with this section. If the Library, for any reason, determines that it is necessary to provide additional information relating to this RFP, such information will be communicated to all respondents by addendum. Each addendum forms an integral part of this RFP and may contain important information, including significant changes to this RFP. Respondents are responsible for obtaining all addenda issued by the Library.

2.2.3. Post-Deadline Addenda and Extension of Submission Deadline

If the Library determines that it is necessary to issue an addendum after the Deadline for Issuing Addenda, the Library may extend the Submission Deadline for a reasonable period of time.

2.2.4. Verify, Clarify and Supplement

When evaluating proposals, the Library may request further information from the Respondent or third parties in order to verify, clarify or supplement the information provided in Respondent's proposal, including but not limited to clarification with respect to whether a proposal meets the mandatory technical requirements set out in this RFP. The Library may revisit, re-evaluate and rescore Vendor's response or ranking on the basis of any such information.

2.3. Notification and Debriefing

2.3.1. Notification to Other Respondents

Once an agreement is executed by the Library and one or more selected Respondents, the other Respondents will be notified directly by email.

2.3.2. Debriefing

Respondents may request a debriefing after receipt of a notification of the outcome of the procurement process. All requests must be in writing to the RFP Contact and must be made within 14 days of such notification.

2.4. Conflict of Interest and Prohibited Conduct

2.4.1. Conflict of Interest

For the purposes of this RFP, the term "Conflict of Interest" includes, but is not limited to, any situation or circumstance where:

- (a) in relation to the RFP process, the Respondent has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to:
 - (i) having, or having access to, confidential information of the Library in the preparation of its proposal that is not available to other Respondents;
 - (ii) communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process), or
 - (iii) engaging in conduct that compromises, or could be seen to compromise, the integrity of the open and competitive RFP process or render that process non-competitive or unfair; or
- (b) in relation to the performance of its contractual obligations under a contract for the Deliverables, Respondent's other commitments, relationships, or financial interests
 - (i) could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgement; or
 - (ii) could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

Respondents must:

- (a) avoid any Conflict of Interest in relation to the RFP;
- (b) immediately disclose to the Library any actual or potential Conflict of Interest that arises during the RFP process; and
- (c) comply with any requirements prescribed by the Library to resolve any Conflict of Interest.

If a respondent considers that a particular circumstance, situation, relationship or association does not create a Conflict of Interest and will not create a perception of Conflict of Interest, but is concerned that the Library could arrive at a different conclusion, Respondent should fully disclose the circumstances to the Library at the earliest possible date, and request that the Library provide an advance interpretation as to whether it creates a Conflict of Interest or a perception of Conflict of Interest. The Library will provide confidential responses to such inquiries.

2.4.2. Ineligible Persons

The following individuals are not eligible to participate, either directly or indirectly, as a respondent or as a respondent's team member or subcontractor (the "Ineligible Persons"):

- (a) any individual that is currently employed by the Library or that was formerly employed by the Library any time within 12 months preceding the Submission Deadline; or
- (b) any member of the Library's Board of Directors.

Respondents must disclose if any of their proposed or intended team members or subcontractors are associated with any Ineligible Person. The Library may, in its sole discretion determine that the association constitutes a potential or perceived Conflict of Interest and the Library may, in its sole discretion:

- (a) prohibit the participation of the associated entity; or
- (b) disqualify Respondent in accordance with section 2.4.3 below; or,
- (c) prescribe requirements to resolve the Conflict of Interest and allow the participation of the associated entity.

2.4.3. Disqualification for Conflict of Interest

The Library may disqualify a respondent where any conduct, circumstance, situation, relationship or association is determined by the Library, in its sole and absolute discretion, to constitute a Conflict of Interest and:

- (a) Respondent has failed to disclose the Conflict of Interest;
- (b) Respondent or any of its team members or subcontractors fails to comply with any requirements prescribed by the Library to resolve a Conflict of Interest; or
- (c) the Library determines, in its sole discretion, that the Conflict of Interest issue cannot be resolved.

2.4.4. Disqualification for Prohibited Conduct

The Library may disqualify a Respondent, rescind notice of selection, or terminate a contract subsequently entered into if the Library determines that the Respondent has engaged in any conduct prohibited by this RFP.

2.4.5. Prohibited Vendor Communications

Respondents must not engage in any communications that could constitute a Conflict of Interest.

2.4.6. Vendor Not to Communicate with Media

Respondents must not at any time directly or indirectly communicate with the media in relation to this RFP or any agreement entered into pursuant to this RFP without first obtaining the written permission of the RFP Contact.

2.4.7. No Lobbying

Respondents must not, in relation to this RFP or the evaluation and selection process, engage directly or indirectly in any form of political or other lobbying whatsoever to influence the selection of the successful respondent(s).

2.4.8. Illegal or Unethical Conduct

Respondents must not engage in any illegal business practices, including activities such as bid-rigging, price-fixing, bribery, fraud, coercion, or collusion. Respondents must not engage in any unethical conduct, including lobbying, as described above, or other inappropriate communications; offering gifts to any employees, officers, agents, appointed officials or other representatives of the Library; deceitfulness; submitting proposals containing misrepresentations or other misleading or inaccurate information; or any other conduct that compromises or may be seen to compromise the competitive process provided for in this RFP.

2.4.9. Past Performance or Past Conduct

The Library may prohibit a Respondent from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, including but not limited to the following:

- (a) illegal or unethical conduct as described above;
- (b) the refusal of Vendor to honour its submitted pricing or other commitments; or
- (c) any conduct, situation or circumstance determined by the Library, in its sole and absolute discretion, to have constituted an undisclosed Conflict of Interest.

2.5. Confidential Information

2.5.1. Confidential Information of the Library

All information provided by or obtained from the Library in any form in connection with this RFP either before or after the issuance of this RFP:

- (a) is the sole property of the Library and must be treated as confidential,
- (b) is not to be used for any purpose other than replying to this RFP and the performance of any subsequent contract for the Deliverables,
- (c) must not be disclosed without prior written authorization from the Library, and
- (d) must be returned by the Respondent to the Library immediately upon the request of the Library.

2.5.2. Confidential Information of Vendor

A Respondent should identify any information in its proposal, or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the

Library. The confidentiality of such information will be maintained by the Library, except as otherwise required by law or by order of a court or tribunal. The Library is subject to *The Local Authority Freedom of Information and Protection of Privacy Act*.

2.5.3. Procurement Process Non-Binding

2.5.4. No Contract and No Claims

This procurement process is not intended to create and will not create a formal, legally binding process and will instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

- (a) this RFP will not give rise to any Contract-based tendering law duties or any other legal obligations arising out of any process contract, or collateral contract; and
- (b) neither the Respondent nor the Library will have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of a contract, failure to award a contract, or failure to honour a proposal submitted in response to this RFP.

2.5.5. No Contract until Execution of Written Agreement

This RFP process is intended to solicit non-binding proposals for consideration by the Library and may result in an invitation by the Library to a Respondent to enter into the Agreement. No legal relationship or obligation regarding the procurement of any good or service will be created between the Respondent and the Library by this RFP process until the execution of a written agreement for the acquisition of such goods and/or services.

2.5.6. Non-Binding Price Estimates

While the pricing information provided in proposals will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of the proposals and the ranking of Respondent. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact any such evaluation or ranking or the decision of the Library to enter into an agreement for the services.

2.5.7. Cancellation

The Library may cancel or amend the RFP process without liability at any time.

2.6. Governing Law and Interpretation

These Terms and Conditions of the RFP Process:

- (a) are intended to be interpreted broadly and independently (with no particular provision intended to limit the scope of any other provision);

- (b) are non-exhaustive and must not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations; and
- (c) are to be governed by and construed in accordance with the laws of the province of Saskatchewan and the federal laws of Canada applicable therein.

3. SUBMISSION REQUIREMENTS & EVALUATION CRITERIA

3.1.Submission Requirements

Respondents must follow the proposal structure outlined below. Failure to comply with these requirements may result in a rejected proposal.

3.1.1. Letter of Transmittal

Provide a Letter of Transmittal, or covering letter, dated, and signed by a person authorized to negotiate and make commitments on behalf of Respondent. The letter should indicate contact name, title, and telephone number of the individual who can provide any required clarifications with respect to your proposal.

3.1.2. Company Information and Profile

Please include:

1. Corporate information, including:
 - a. legal name
 - b. address
 - c. telephone
 - d. website
2. Company description, including number of years in business, number of employees, locations, and any other information that may be deemed appropriate to your proposal.
3. Description of Saskatchewan or Canadian presence, or location from which RPL will be served (i.e., location of local office, number of employees, etc.) and description of approach to serving RPL and systems in its locations.
4. Contact information and bio for the account manager to be assigned to the Library's account.
5. List of executive officers and other relevant individuals who may support the Library account (i.e., account manager, trainer, support contact etc.).
6. Summary of the company's track-record and accomplishments as it relates to self-service check-out technology in the library sector in the past five years.
7. Description and any documentation available to show the company's environmental certifications, policies, and practices.
8. Insurance information, including:
 - a. The extent to which this company is protected for professional liability.
 - b. Confirmation of having minimum coverage of \$5 million for comprehensive general liability.
 - c. Confirmation that Regina Public Library shall be included as an insured party under above insurance,

- d. If legally required to have WCB coverage in Saskatchewan, confirmation that a Letter of Good Standing from the Saskatchewan WCB will be provided upon signing any contract resulting from this RFP.

3.1.3. Functional Requirements and Services Required

Provide detailed responses to each requirement specified in [Section 4: Functional Requirements and Services Required](#) of this RFP. Use the same numbering system found in section 4 when responding to each element.

For each requirement, state “Complies” if your solution fully meets the requirement. State “Partially Complies” or “Does Not Comply” if your solution partially meets the requirement or does not meet the requirement.

Provide appropriate information to support the Library’s understanding of how your solution achieves compliance, how the intent of the requirement can be achieved if the proposed solution is not fully compliant, or to explain why the requirement may not be critical given the way your proposed solution works.

Where requested in the requirements, provide information to address specific questions or requests for additional information included in the subparts of each requirement.

3.1.4. Price Proposal

Complete the [Cost Worksheets provided in Appendix A](#). Provide detailed information about all costs associated with each solution including unit pricing for each software and hardware component. Indicate any components that are required. Indicate any components that are optional.

Provide support and maintenance fees associated with each solution as may be applicable.

3.1.5. References/Past Performance References

Provide three (3) corporate client references for whom you are providing tablet lending solutions, preferably within a Library that uses the Polaris integrated library system from iii/Clarivate. At least one reference should be in Canada. References should relate to recent or current solution/services that are similar in type, scope, and magnitude as those being proposed to RPL. Any or all references provided by Respondent may be contacted by members of the Library’s Selection Committee.

Please include the references’ company/organization name, locations, and contact details for the key contacts, including names, titles, addresses, email addresses, and telephone numbers.

The Library reserves the right to check the references of any, and all, respondents at any time during the evaluation process at the Library’s discretion. References may be contacted

by phone and/or in writing and any information received will be used to assist the evaluation committee in assessing a respondent's capacity and capability to provide the deliverables as outlined in this RFP.

The Library may use its own experience with Respondent, through previous interactions, contracts, or related services to assess Respondent's past performance.

The Library reserves the right to disqualify any Respondent, whose references, in the opinion of the selection committee are found to be unsatisfactory.

3.1.6. Other Information or Comments

Provide any additional information thought to be relevant, including any options or suggestions for increasing value for the Library.

3.2. Evaluation

The Selection Committee will consist of representatives of Library Administration. Each proposal will first be evaluated on the Submission and Mandatory Functional Requirements, those that meet the Mandatory Functional Requirements and Submission Requirements will be further evaluated as follows:

Weighting is shown as a percentage of 100:

FUNCTIONAL REQUIREMENTS - SELECTION CRITERIA	AVAILABLE POINTS
Hardware Requirements	25
Software and Management System Requirements	35
Service and Support Requirements	10
Supply, Delivery and Implementation Schedule	5
Company Information and Quality of Submission	5
Price	20
Total	100

4. FUNCTIONAL REQUIREMENTS AND SERVICES REQUIRED

4.1. Overview of Functional Requirements

The tablet lending kiosk must authenticate against our Polaris Integrated Library System (ILS) and be configurable against specific cardholder account information available in Polaris (e.g., Regina Library cardholders within the provincial consortium, adult cards, community access cards, etc.). Polaris has an API that can be used for this field level authentication (see links given below). Please note that RPL makes use of Polaris' username feature as well as the library barcode, so we expect any kiosk to support both methods for user authentication. In addition, we make use of Polaris' complex passwords on customer accounts so any kiosk must support that complexity (letters, numbers, and symbols are all supported in passwords).

- <https://documentation.iii.com/polaris/PAPI/current/PAPIService/PAPIServiceOverview.htm>
- <https://innovative.libguides.com/Developer/Polaris/>

The tablet lending kiosk must provide flexibility and in-house management controls that allow the library to manage the customer experience and meet the needs of customers in each location (i.e., the physical location of each kiosk), both for cardholders and library staff. Flexibility in the on-screen interface to allow multiple forms of use (e.g., adult, child, teen, seniors, etc.) and their relevant user interface and staff admin controls (e.g., age appropriate restrictions and content controls) are key features we are looking to have administrative control over, as we wish to tailor the user experiences to fit the needs of each kiosk placement within our library system.

We are looking for a small footprint and low maintenance solution that is easy and intuitive to use and administer and will weigh solutions that have these qualities higher in our selection process, so please ensure you provide good examples of how your solution meets these criteria.

The Library wishes to retain an open environment to consider other vendor solutions for their library services, so Respondents are asked to identify any features/functionality that will only work within their technology eco-systems (e.g., OS of tablets, type and features of apps on the tablets, specific MDMs for maintenance, etc.).

4.1.1. Scope of Work

The successful vendor will supply, install/configure, and support a tablet lending solution that includes:

- Tablet devices suitable for public lending (e.g., iPads, Android tablets, purpose-built educational tablets) with well-established app stores for popular library and mainstream apps.

- Protective cases and screen coverings to ensure device longevity and user safety.
- Charging and storage solutions that are intuitive and easy for customers to use (to ensure tablets are securely stored and charged, ready for next customer use).
- Software and management systems for device monitoring, OS and app upgrades, security and theft deterrent protocols, usage reporting and permission-based staff admin controls.
- Training and ongoing support for library staff.

4.1.2. Mandatory Requirement

The proposed system and all its components must be entirely compatible with, and in no manner interfere with, the Clarivate/Innovative Interfaces' Polaris Integrated library system (ILS). Please indicate any other ILSs where the proposed system(s) may not be fully compatible or with which there may be some technical or functional limitations.

4.1.3. Hardware Requirements

4.1.3.1. Kiosks

- The proposed system must be able to use both the customer/patron barcode and username feature from Polaris to properly identify the underlying customer behind those identifiers as *the same* person – regardless of which is used during any transaction (they appear in the same SIP2 field).
- System makes use of established standards such as SIP or SIP2, rather than relying on closed, proprietary APIs that will result in excessive costs should the library choose to migrate off the current ILS. Please identify which standards the system uses.
 - a. Which functions of your system have been implemented or made possible using integration methods that are unique to Polaris (i.e., using API's and/or custom code rather than defined open standards such as SIP2/NCIP/LCF)?
- The system shall have the ability to interact with the library's current ILS in real time.
- Capable of reading customer library cards via barcode scanning of both printed and digital formats and allow the manual entry of barcode/username AND authenticate a complex account password (i.e., alphanumeric with symbols/special characters).
- Barcode readers must be oriented to allow for easy access to various presentations of printed and digital barcodes (e.g., plastic library cards, smaller key tag cards and larger smartphone phones/tablets, etc.).
- Intuitive and user-friendly interface that customers can use with minimal to no staff mediation for basic operation.

- Ability for library staff to customize screen interface design elements, branding, fonts, colours, prompts and messaging.
- Accessible kiosk design for all customer types (e.g., tall, short, wheelchair, etc.).
- Secure permission-based borrowing with theft deterrent protocols (e.g., photo logging of borrowing sessions, etc.).

4.1.3.2. Tablets

- Devices should support popular library applications and e-resources, as well as popular/mainstream social media, entertainment, gaming and productivity apps.
 - Bonus points for compatibility with both general-purpose (e.g., iPads, Samsung Galaxy tablets, etc.) and educational (e.g., Launchpads) models.
- Ability to preload tablets with library-specific content and restrict access as needed (based on intended use, age-appropriate content access, etc.).
- Ability for users to use personal information to log into 3rd party accounts via app or web browser (e.g., Social Media, Email, etc.) and ensure all personal information is wiped after user session.
- Heavy-duty cases for all tablets to minimize damage and extend lifespan.
- Screen protectors and other accessories as appropriate.
- Durable and reliable charging ports/connectors.

4.1.3.3. Device Connectivity and Security

- Devices must support both ethernet and Wi-Fi connections to RPL network.
- Device lockout/security protection when not connected to RPL network (deter theft and resale).
- Ability to customize session use time-out to encourage device return and fair use policies.
- Ability for customer to be notified of the session length and time remaining warnings.
- Compatible with the Library's ILS including the ability to communicate to the ILS using the SIP2 protocol to verify patron barcodes, usernames, passwords, and match against other Patron Record fields.
- Ability to fully utilize Polaris' username functionality and match it with the patron barcode so the barcode and username are seen as one customer with (for example) a single set of allotted hours.
- Ability for Library to define custom parameters including maximum tablet lending time per day/week/etc. for customers.
- Ability to disable/ban specific users for policy violation. This must apply to both the username and associated barcode (as one unique user).

- Compatible with the Library's existing Mobile Device Management (MDM) system (MicroSoft InTune) or provides its own MDM that allows for appropriate security and management functionality.

4.1.3.4. Charging and Storage

- Secured self-service charging solution for tablets, that ensures devices are properly charged before lending to customers.
- Physical security features to prevent theft or unauthorized access.
- Staff admin controls at kiosk to access devices in kiosk for customer and technical support.

4.1.4. Software and Management Systems

- Online device management platform to allow centralized monitoring and control.
- Ability to set use parameters, including session time and/or daily time allowances, user restrictions (e.g., deny a banned customer the ability to borrow a tablet), etc.
- Features to include remote lock/wipe, inventory tracking, app management, user authentication, usage reporting, and compliance with privacy regulations.
- Has a mechanism to require users to agree to Library-customizable "Terms of Service" during the login process.
- Customizable user interfaces to display library branding and relevant information/apps/browser settings, preferably by defined user group (e.g., adult, child, senior, teen, etc.).
- The management system must be capable of supporting multiple library locations in the system, with unique settings/configurations by location and device.
- Ideally, support for multiple different tablet operating systems (e.g. iOS, Android, Android variants like Samsung, Harmony, etc.).

4.1.4.1. User/Admin Interface Requirements

- Ability to allow extension of current active sessions exceeding customer's current time limit during periods of low demand.
- Ability for library staff to customize screen prompts and messages.
- Ability for staff to end customer sessions remotely.
- Ability to send text-based messages to active customer sessions.
- Find my Tablet geolocation functionality (to aid in tablet retrievals and returns to kiosk).
- The system shall allow multiple levels/permissions of staff user accounts to be created by library's system administrator.
- Ability to disable the tablet remotely or to configure the system to disable itself once it leaves the RPL network or a geographic area.

4.1.5. Centralized Reporting Requirements

RPL leverages its own reporting and data visualization tools and is most interested in extracting raw data into their internal assessment and reporting tools versus using the proprietary assessment and reporting dashboards supplied by the vendor. This allows the library to bring all usage data into one assessment and reporting platform to conduct cross-vendor assessments and reports.

- Device-level statistics so we can measure usage of each kiosk and individual tablet at a given location.
- Application use tracking that still protects customer privacy (e.g. App A was opened X number of times/used X minutes, etc.).
- Ability to apply specific date ranges and other filters to data extracts (not just entire month, etc.).
- Extensive event reporting to measure usage of apps, websites, features, etc. on each of the tablets.
- Ability to create reports for all devices from one reporting area – no need to log in to each kiosk, tablet, etc.
- Reports can be scheduled and sent to staff email addresses in a delimited format (CSV preferred).
- Ability to provide performance statistics including number of transactions, type of transaction, number of successful transactions, and unsuccessful transactions. Data must be broken down by day of the week and hour of the day.
- Ability to directly connect our MicroSoft PowerBI instance to the underlying data store.
- Ability for customers to provide feedback about their tablet kiosk lending service experience.

4.1.6. Accessibility Requirements

RPL wants to ensure the onscreen and physical experiences with their tablet lending kiosks are fully accessible to their customers.

1. Onscreen Interface Accessibility conforms to Web Content Accessibility Guidelines (WCAG) 2.0, Level AA.
 - a. colours, fonts, contrast, interaction design, etc.
 - b. offers multiple languages (provide list and limitations).
 - c. offers visual wayfinding for transactional processes, etc.
 - d. offers additional tools like voice dictation, etc. to support those with visual impairments (e.g., offer visual and non-visual modes).
 - i. Bonus Points if demonstrated compliance with AODA (Accessibility for Ontarians with Disabilities Act).
2. Kiosk

- a. Height and reach accessibility for all engagement touchpoints (e.g., touchscreen, keyboard, barcode scanner, tablet docking station, etc.).

4.1.7. Implementation Timeline

- Proposed schedule for delivery, installation, configuration, testing, and staff training.
- Milestones and deadlines for each phase.

4.2. Vendor Services and Solution Requirements

4.2.1. Training

1. Vendor will provide access to training resources on both administrative functions as well as staff and customer operations.
2. A variety of training methods should be provided including live-training, remote training, pre-recorded webinars, and updatable documentation.
3. Workflows on the proposed solutions should also be designed to minimize the need for direct customer training – while still allowing for context-sensitive assistance that is customized to the library.

4.2.2. Maintenance and Support

1. Vendor will provide a document defining and detailing service level capabilities, which will be reviewed and agreed to, and thereafter referred to as the Service Level Agreement (SLA). The SLA will be used throughout the duration of any agreement with the vendor to measure support performance and assist with conflict resolution. For reference, existing service level agreements contain examples with the following criteria:
 - a. Vendor provides an all-inclusive, 12-month extended warranty on equipment, software, and components and offers a maintenance/service contract thereafter. All proposed maintenance/service contracts are subject to negotiation by the Library.
 - b. After 12 months, the Library shall have the option to extend this warranty at the cost quoted in the Cost Worksheets.
 - c. The Vendor shall provide support via telephone / email / ticketing system Monday – Sunday, 8am – 6pm Central Standard Time (CST) with service initiation commencing within four business hours.
 - d. The Vendor shall guarantee ticket resolution time of no more than 10 business days for non-urgent issues and no more than 2 business days for urgent issues.
 - e. If an onsite technician is required, Vendor will make this decision within 2 business days of the service initiation on non-urgent issues and within 12 hours of service initiation of urgent issues.

- f. When an onsite technician is required, Vendor will dispatch a fully trained, vendor authorized and certified technician to the Library along with any parts necessary for the service. The technician will commence travel within 24 hours of the decision to dispatch the technician.
- g. Urgent issues shall be defined as a system that is unable to perform the basic functions for which it was purchased (e.g., a release station not releasing print jobs or accepting payment for print jobs requiring payment, etc.). Non-urgent issues are issues that impede the most effective use of the equipment, but the equipment is still minimally functional.
- h. Software warranty: Software patches and service pack releases must be supplied at no additional charge to the Library and must be performed by the Vendor(s).
- i. Software patches and upgrades. Vendor must warrant that software patches and upgrades are supplied free of charge to the Library and are performed by the Vendor's trained technicians.
 - i. Describe how often patches and upgrades are applied and how they are scheduled with Library.
- j. Local Authorized Service Technicians. Vendor must warrant that service technicians will be able to travel to Regina within 24 hours for urgent issues as needed. In addition, vendor must warrant that said technicians are fully trained and certified by the manufacturer to perform service on any related hardware or software. Specify location of nearest such service technician and the number of technicians at that location.

4.2.3. Supply and Delivery

1. Upon confirmation of a Library order, the Vendor must provide a written schedule for supply and delivery of final order, including factory confirmed shipping dates (where applicable), time required for installation, and the Vendor's preferred date for delivery of the ordered system(s). The Library may either confirm the delivery date(s) proposed or negotiate an alternative date/time for delivery.
2. Vendor shall provide shipping tracking information or confirm delivery times with the Library 48-hours in advance of any planned delivery.
3. Delivery of all materials, tools, and equipment is to be coordinated with the Library.
4. If onsite installation is required, Vendor's employees and subcontractors must follow all Library policies, procedures, and practices; abide by all health, safety, and operational protocols; and follow the directions of Library staff when on Library premises.
5. Vendor shall ensure that all shipments will be accompanied by a waybill and/or packing slip. A waybill and/or packing slip must be stamped or signed by the Library's staff receiving any item. Signing of the waybill and/or packing slip in no way

constitutes a waiver of short shipments, damaged goods, or acceptance of any goods or confirmation of the condition of the goods.

4.2.3.1. Claims for Damage, Shortage, or Loss in Transit

1. Vendor will claim damages from the carrier, trace missing shipments and replace items as requested. Vendor will be responsible for following up on all claims against the carrier and for collecting of same solely at their cost.

4.2.4. Warranties

1. Warranty to be a minimum of one (1) year for all supplied products and services with an Extended Warranty option for up to 5 years.
2. Replacement parts must be available for minimum of five (5) years following discontinuation of product manufacture.
3. The Library will give notice in writing to the Vendor of defects found during the warranty period. The Vendor agrees to remedy defects promptly when notified.

4.2.5. Materials Used and Fabrication

1. The following standards shall apply as minimum standards in the construction, assembly, and installation of all equipment, as appropriate:
 - a. Only new materials and products which are undamaged, not defective and of best quality, and compatible with the specifications for purposes intended may be used. Recycled materials may be used only if the materials and item containing such materials meets or exceeds all standards of new materials.
 - b. Defective materials and products, whenever found, will be rejected regardless of previous inspections. Inspection by RPL does not relieve the contractual responsibility of the Vendor but is merely a precaution against oversight or error. The Vendor shall remove defective materials and replace with new materials at no cost to the RPL.
 - c. All equipment to meet or exceed ANSI/NISO standards.

4.2.6. Sustainability

1. The Library is committed to sustainable environmental practices. Proposals should include information on steps your company and proposed manufacturers are taking towards addressing environmental concern in the manufacturing and distribution of your products, as well as identification of available eco-friendly options you provide.

5. APPENDIX A – Cost Worksheets

Instructions to Respondents: Using the Cost Worksheet Template, fill out one Cost Worksheet for each solution component you would like the Library to consider. Add notes to support the explanation of proposed pricing models. All options proposed must meet all mandatory requirements as stated in [Section 4: FUNCTIONAL REQUIREMENTS AND SERVICES REQUIRED](#).

By completing a Cost Worksheet for a particular solution option, you are guaranteeing that your solution complies with all mandatory requirements. Be sure to note any price changes for bulk ordering quantities.

Please quote all pricing in Canadian dollars.

COST WORKSHEET TEMPLATE

Vendor agrees that all unit prices will be valid for 365 days from date of proposal submission: ☐

NOTE: Feel free to add columns to this worksheet if needed to best represent your proposed solution.

Cost Worksheet: <OPTION # & DESCRIPTION>					
HARDWARE REQUIRED	INITIAL UNIT / ANNUAL PRICE	RECURRING (ANNUAL) UNIT PRICE YEARS 2&3	RECURRING (ANNUAL) UNIT PRICE YEARS 4&5	MODEL NUMBER	PRODUCT NAME
SOFTWARE/LICENSE REQUIRED	INITIAL UNIT / ANNUAL PRICE	RECURRING (ANNUAL) UNIT PRICE YEARS 2&3	RECURRING (ANNUAL) UNIT PRICE YEARS 4&5	MODEL NUMBER	PRODUCT NAME
SUPPORT AND MAINTENANCE	INITIAL UNIT / ANNUAL PRICE	RECURRING (ANNUAL) UNIT PRICE YEARS 2&3	RECURRING (ANNUAL) UNIT PRICE YEARS 4&5	MODEL NUMBER	PRODUCT NAME
Tax					
Installation					
Shipping					
Training					
Support					
TOTALs					
NOTES					