



Loudoun County, Virginia

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Department of Finance and Budget  
Division of Procurement  
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Leesburg, Virginia 20175  
[www.loudoun.gov/procurement](http://www.loudoun.gov/procurement)

July 22, 2020

NOTICE TO OFFERORS

ADDENDUM NO. 2

RFQ 251782

The following changes and/or additions shall be made to the original Request for Proposal No. RFQ 251782, Point of Sales (POS) and Print Management System. Please acknowledge receipt of this addendum by signing and returning with your proposal.

1. Additional Questions and answers related to this RFP.

Prepared By: s/Sandra A. Lineberry. Date: 7/22/2020  
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Contracting Officer

Acknowledged By: \_\_\_\_\_ Date: \_\_\_\_\_

## Questions and Answers

1. Q: Are patron donations collected at the Point of Sales (POS)?  
A: No.
2. Q: Regarding the ability for credit card data to be sent to Oracle, what is the required data to be sent and what types of credit card transactions need to be sent deposits to Pay4Print, fine payment or purchases?  
A: POS should be capable of reporting daily transaction totals of cash and credit card payment, by branch, for specific types of transactions (lost/damaged item fees, interlibrary loan fees, Passport fees, etc.) either into the ILS (Carl.X) or directly into Oracle dependent upon transaction type.
3. Q: What is the expected integration with third party check out systems?  
A: Please refer to Appendix A. Functional Requirements, A. 16, "Ability to integrate with third party self-checkout machines. The Library uses Bibliotheca self-checkout devices.
4. Q: In the statement "Ability for Library staff to block printing from specified computers." Is this based on the patron at the computer or based on a group of computers without printing ability?  
A: The current functional requirement based on patron at the computer, however, the Library would consider other available options which offerors can provide under the "explanation" field.
5. Q: The system shall provide spell checking functionality of free-form text fields. Under what conditions will a spell check be required during patron interaction with the system?  
A: If there is going to be a free for text field within offerors system, system shall have spell check capability.
6. Q: If the public accounts are managed by the Integrated Library System (ILS), why would it be necessary to manage the password policies? Password policies should be managed by Active Directory (AD) and the ILS.  
A: Password policies will be managed by both AD and ILS.
7. Q: What solution is the Library using to for patrons to log into a computer/time management?  
A: The Library currently uses Access Management System (SAM) from Comprise Technology.

8. Q: What solution is the Library using to for patrons for print management?
- A: There is not current print management solution.
9. Q: What solution is the Library using to for patrons for mobile printing?
- A: Patrons directly connect to wireless printers at two (2) locations, Brambleton and Sterling Library. Please refer to Appendix A. Functional Requirements, C. 3.
10. Q: What solution is the Library using to for patrons for copying and scanning?
- A: The Library is currently using Xerox multi-functional devices (MFD's) managed by the Department of Information Technology.
11. Q: Are the Library self-checkout device currently integrated into POS?
- A: No, self-checkout devices are not currently integrated into POS.
12. Q: Based on the RFP, it appears that the Library want a variety of self-serve and staff POS functionality, e.g. passports. Can the Library further expand on the goals for this solution?
- A: The Library has to the best of its ability identified its functional and technical requirements in collaboration with the Department of Information Technology. However, this is a proposal process the Library and firms can include in their proposal other optional features. These options features and costs must be clearly defined.
13. Q: What receipt printer is the Library currently using?
- A: The Library is currently using Star TSP 100 printers.
14. Q: Are patrons carrying account balances for printing on their library cards?
- A: No, and the Library is not inter in an option for patrons to carry balances.
15. Q: How will you handle printing micro transactions for credit card versus POS transactions and additional fees with Elavon? Have you looked into the charges for this?
- A: Elavon is the credit card processing company bound by Loudoun County and is utilized through a negotiated contract through the Commonwealth of Virginia.

16.Q: Does the Library have McIntosh's or Chromebooks at the libraries? Is there a plan to replace this in the future?

A: Yes to both questions.

17.Q: How many McIntosh's or Chromebook are at the locations for patron printing in total?

A: 581 devices across the ten (10) branches.

18.Q: Does the Library need cashier drawers?

A: Yes, the Library needs fourteen (14) staff Payment Centers.