

**LEGAL  
NOTICE**

**REQUEST FOR PROPASAL**

**For**

**Electronic Commerce Solution**

**For**

**ST. CHARLES CITY-COUNTY LIBRARY DISTRICT,  
ST. CHARLES, MISSOURI**

St. Charles City-County Library District is seeking proposals for **an Electronic Commerce Solution**. The District reserves the right to terminate the contract for reasons of violations by the successful proposer of any term or condition of the contract by giving thirty (30) days written notice stating the reasons therefore and giving the party ample time to remedy the deficiencies.

## INSTRUCTIONS

One original and one (1) signed copy of the submittals must be received in a sealed envelope plainly marked “**ELECTRONIC COMMERCE SOLUTION**” with the due date and time in the lower left corner of the envelope. An authorized representative of the company/person submitting the proposals must sign it in blue ink.

OR

Proposals may be e-mailed as an attachment to [fnoto@stchlibrary.org](mailto:fnoto@stchlibrary.org).

Written Proposals must be submitted to:

St. Charles City-County Library District  
IT Department  
77 Boone Hills Dr.  
St. Peters, MO 63376.

Deadline to submit proposals is **Friday, June 19, 2015 at 2:00 PM.**

St. Charles City-County Library District reserves the right to accept and/or reject any and all proposals.

## INQUIRIES

Any questions or clarifications concerning this Request for Proposal must be submitted in writing via

E-mail (preferred), mail or fax to:

Frank Noto, IT Manager  
Information Technology Department  
77 Boone Hills Dr.  
St. Peters, Missouri 63376  
Phone: (636) 441-2300  
Fax: (636)441-3132  
[fnoto@stchlibrary.org](mailto:fnoto@stchlibrary.org)

- The RFP title shall be referenced on all correspondence.
- All questions must be received no later than **5:00 PM** on **06/15/2015**
- Any question received after this deadline may not be answered.

**Responses to questions/clarifications will be placed on the District's website <http://www.youranswerplace.org> Check this website frequently for updates and any addendum that are issued.**

## **TERMS AND CONDITIONS**

- No additions, deletions, corrections, or adjustments will be accepted after submissions are opened.
- All delivery costs or charges must be included in the F.O.B. destination proposal price.
- The electronic version of this proposal/RFQ is available at [www.youranswerplace.org](http://www.youranswerplace.org) .
- An authorized officer of the company submitting the response must sign all copies, in blue ink.
- The Library District is tax exempt
- St. Charles City-County Library District will not award any proposal to an individual or business having any outstanding amounts due from a prior Contract or business relationship with the District or who owes any amount(s) for delinquent taxes, fees or licenses.
- Submissions received after the bid due date will be considered as “No Proposal” and “Void” and will not be opened.
- All firms must possess the necessary and appropriate business and/or professional licenses in their field.
- Award will be made to the firm best qualified and capable of performing the desired work, subject to successful contract negotiations.

### **OPEN RECORDS**

Any and all information contained in or submitted with the proposal becomes a public record subject to the Missouri Sunshine Law when a negotiated contract based on the proposal is entered or all proposals are rejected. If the proposer believes that any information contained in or submitted with the proposal is protected from disclosure by the Missouri Sunshine Law, the proposer must clearly identify what information the proposer believes is so protected and must also clearly identify the legal basis therefor.

# St. Charles City-County Library District Missouri - Request for Proposal

## Electronic Commerce Solution

### INTRODUCTION

The St. Charles City-County Library District is a special service district in Missouri having a dedicated property tax. The District's nine member board consists of five members appointed by the County Executive and four appointed by the Mayor of the City of St. Charles.

The District contains twelve branches covering the entire county. We are looking to provide electronic payments online and at all twelve branches.

### 1.0 Purpose

St. Charles City-County Library District is requesting proposals from entities interested in providing an electronic commerce (e-commerce) system that will allow the District to receive, process, and apply electronic payments to our District's Integrated Library System (ILS). The RFP process provides interested vendors the opportunity to propose solutions properly scaled to the District's needs. St. Charles City-County Library District desires to identify a vendor whose solution best meets the District's e-commerce goals in a manner that is stable, secure and able to grow with the District's needs.

### 2.0 Project Description

#### 2.1 Current System

The St. Charles City-County Library District currently processes all customer payments via cash or check. Patrons can pay by mail or in-person at one of our 12 branch locations in St. Charles County. The entire payment system is manual, and payments are applied to the customer's account by Library Staff.

#### 2.2 Project Goals and Requirements

St. Charles City-County Library District has identified goals we would like to achieve with the proposed solution. We want a product that will provide a complete solution, from customer input to Library patron account payment and Library bank account payment.

#### **Project Requirements include but are not limited to the following:**

- Three types of payment must be accommodated:
  - Online payments via secure third party website
  - Payment at Checkout Desk in branches
  - Payment at Self-Check machines in branches
  
- Payment terminals on site must include:
  - NFC-enabled and able to support EMV-approved chip and PIN payments.
  - 4.3" (480 x 272) capacitive touch screen
  - Speaker, line out port available to drive externally powered speakers
  - Up to 3 SAM slots, software controllable prompts, field replaceable stylus and

- o built-in graphical processor
- o Connect I/O with Ethernet 10/100BaseT, USB host/device, serial interfaces RS-232, RS 485 - IBM Tailgate - Wi-Fi - Bluetooth optional
- o PCI PTS 4.0 approved
- o Necessary mounting hardware and cabling
- Web based Gateway with Secure Payment Page
- Necessary merchant account(s) and interfaces setup
- Web based reporting system
- Fine payment integration with ILS
- Guarantee of PCI compliance and PCI certification

**Bid to include the following:**

- All installation, setup, and training costs
- Breakdown of hardware, software, and labor costs
- Transaction fees
- Three year cost breakdown including subscription and maintenance fees
- Approximate turn-around time from contract signing to “go-live” date
- Documentation and proof of PCI compliance

**3.0 Selection Process and Schedule**

The Library District will evaluate eligible bids to determine the best value for the District. Evaluation criteria:

- Ability of proposed solution to meet bid requirements
- Three year total cost to the District
- Ability of vendor to provide security and PCI compliance certification for the District
- Vendor’s history of working with libraries in providing electronic payment solutions

**Schedule:**

**6/1/2015 - Advertised Date**

**6/15/2015- Proposal Questions Deadline**

**6/19/2015- Proposal Response Deadline**

**6/24/2015 – Bid Awarded**

**4.0 Bid Details**

Number of Locations: 12

Number of Terminals Required: 28

Current Data Transfer Protocol: SIP2