



**CITY OF PLANO  
COUNCIL AGENDA ITEM**

<b>CITY SECRETARY'S USE ONLY</b>				
<input type="checkbox"/> Consent <input type="checkbox"/> Regular <input type="checkbox"/> Statutory				
Council Meeting Date:		June 28, 2010		
Department:		Library Administration		
Department Head		Cathy Ziegler		
Agenda Coordinator (include phone #): <b>Mary Ann Dunnivant - Ext. 4208</b>				
<b>CAPTION</b>				
<p>A Resolution of the City Council of the City of Plano, Texas, authorizing the purchase of eight (8) additional XpressCheck™ patron self-checkout stations in an amount not to exceed \$53,149 from Integrated Technology Group, the sole source provider of such equipment, for the City of Plano Public Library System; and authorizing the City Manager or his authorized designee to take such action and execute such documents as necessary to effectuate the purchase approved herein; and providing an effective date.</p>				
<b>FINANCIAL SUMMARY</b>				
<input type="checkbox"/> NOT APPLICABLE <input checked="" type="checkbox"/> OPERATING EXPENSE <input type="checkbox"/> REVENUE <input type="checkbox"/> CIP				
FISCAL YEAR: <b>2009-10</b>	<b>Prior Year (CIP Only)</b>	<b>Current Year</b>	<b>Future Years</b>	<b>TOTALS</b>
Budget	0	158,403	0	<b>158,403</b>
Encumbered/Expended Amount	0	-12,827	0	<b>-12,827</b>
This Item	0	-53,149	0	<b>-53,149</b>
BALANCE	0	92,427	0	<b>92,427</b>
<b>FUND(S):     STATE LIBRARY GRANTS FUND</b>				
<p><b>COMMENTS:</b> Funds are included in the FY 2009-10 adopted budget for the purchase of two (2) ITG Xpress Check Countertop Kiosks and six (6) ITG Xpress check freestanding Kiosks. Expenditures will be made within the State Library Grants Fund grant appropriation. Remaining balance will be used for other grant fund appropriations.</p> <p><b>STRATEGIC PLAN GOAL:</b> Providing countertop and freestanding Kiosks purchases relates to the City's Goal of a "Financially Strong City with Service Excellence".</p>				
<b>SUMMARY OF ITEM</b>				
<p>Approval of this purchase from Integrated Technology Group (ITG) is requested in the amount of \$53,149. Funds for this purchase will come from the LoanStar Libraries Grant. These Xpress Check™ patron self-checkout stations are being ordered in addition to five existing stations purchased from ITG after City Council approval on January 25, 2010 (CSP 2009-145-C).</p> <p>ITG is the sole source provider for kiosks which are compatible with ITG's Management Console and Remote Messaging functionality. Sole source purchases are exempt from the competitive bid process as provided in V.T.C.A., Local Government Code, Section 252.022 (a) (7).</p>				
List of Supporting Documents:			Other Departments, Boards, Commissions or Agencies	
<ol style="list-style-type: none"> <li>1. Memo from Cathy Ziegler dated 06.11.10</li> <li>2. Quote from ITG dated 06.03.10</li> <li>3. ITG Sole Source Letter dated 06.10.10</li> <li>4. Affidavit of No Prohibited Interest from ITG dated 06.11.10</li> </ol>				



City of Plano  
Library Administration  
2501 Coit Road  
Plano, TX 75075-3892  
Phone: 972.964.4208  
Fax: 972.964.4269

## *Memorandum*

**Date:** June 11, 2010  
**To:** Sharron Mason, Purchasing  
**From:** Cathy Ziegler, Director of Libraries  
**Subject:** Approval for ITG (Integrated Technology Group) XpressCheck™ Patron Self-Service Kiosks

I recommend that City Council approve purchase of two ITG Xpress Check™ Countertop Kiosks and 6 ITG XpressCheck™ freestanding kiosks which are in addition to 5 previously purchased kiosks previously purchased after City Council Approval on January 25, 2010 – CSP 2009-145-C. They are a necessary part of Plano Public Library System's implementation of the self-service business model.

5000 Miller Court East  
Norcross, GA 30071



Toll Free Phone: 1-877-207-3127  
Fax: 1-877-207-3129  
www.integratedtek.com

<b>Quote #:</b> 06.03.10_PPLS_XpressCheck	<b>Telephone:</b> 972.769.4455	<b>Proprietary and Confidential</b>
<b>Library Name:</b> Plano Public Library System	<b>Fax:</b> 972.769.4269	
<b>Contact:</b> Mike Shamel	<b>Email:</b> <a href="mailto:mikesh@plano.gov">mikesh@plano.gov</a>	
<b>Address:</b> 2501 Coit Road, Plano, TX 75075		

Item #	Description	Unit List Price	Quantity	Your Unit Price	Unit	Your Extended Price
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### Self-Checkout

*ITG XpressCheck™ patron self-checkout stations are the third generation of self-checkouts provided by the company. We have taken our 10+ years of patron self-service experience and incorporated it into our latest generation of kiosks. Options for build-in, countertop, and free-standing kiosks are available. ITG XpressCheck requires access to SIP2 for ILS communications.*

### Hardware

#### ITG Kiosks

ITG XpressCheck Medallion Edition is equipped with the compact, one-piece, highly reliable NCR SelfServ 60™ kiosk and ITG's RFID hardware. Includes:

- state-of-the-art computer
- NCR's incomparable touch screen monitor
- RFID antenna and reader
- built-in bar code scanner
- exceptional, built-in cable management
- receipt printer (with optional dual-sided printing)

The ITG XpressCheck™ Countertop Kiosk is designed to sit on top of a library-supplied counter or desk. With the surface at the correct height, the unit is ADA-compliant.

The ITG XpressCheck Free-standing Kiosk is ADA compliant and can be located anywhere in the library where there is access to power and the library's Ethernet network, either by cable or wireless.

RFID300CTMEDHW	ITG XpressCheck™ Medallion - Countertop Kiosk and Hardware	\$ 8,495.00	2	\$ 5,496.75	Each	\$ 10,993.50
RFID300FSMEDHW	ITG XpressCheck™ Medallion - Freestanding Kiosk and Hardware	\$ 8,995.00	6	\$ 6,496.75	Each	\$ 38,980.50

### Optional Extras

CUSTOMXC	Custom ITG XpressCheck Finish (One price for unlimited number of identical units) (Castle Oak-Davis FSXC-2)	\$ 300.00	1	\$ 300.00	Each	\$ 300.00
XCMAGST	Mag Stripe Reader	\$ 180.00	8	\$ 180.00	Each	\$ 1,440.00

### Installation and Training

INSTALLTRN	On-Site Installation and/or Training <sup>1</sup>	see footnote				\$ -
REMOTECFGTRN	Remote Configuration and/or Training <sup>2</sup>	\$ 750.00		\$ -	Each	\$ -

### Shipping

SHIP	Shipping and Administrative			\$ 1,435.00		\$ 1,435.00
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**Grand Total: \$ 53,149.00**

<sup>1</sup> \$2,500 for first site, \$1,000 per additional site installed at the same time. Pedestals and Sorters not included.

<sup>2</sup> Tag programming training done remotely. Onsite installation & training for all other products. Pedestal and Sorter installation and training quoted separately.

Prices quoted above include first year's support and maintenance.



INTEGRATED TECHNOLOGY GROUP

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June 10, 2010

Plano Public Library System  
Mr. Mike Shamel  
2501 Coit Road  
Plano, TX 75075

Dear Mr. Shamel,

This letter is to confirm the Integrated Technology Group provides certain products which are unique to the RFID Library market, and as such, can only be acquired through ITG; namely, ITG's Management Console and Remote Management. Additionally, The ITG XpressCheck Self Checkout units we recently quoted you were a part of our response to your bid requirements (CSP No. 2009-145-C, CSP – Library RFID system). Pricing and availability were solidified in that document and we were notified that that business had been awarded to us. For further clarification on what would make our units stand out from others, please consider this list:

**1) Management Console.**

The Apex XpressCheck Management Console, provided to PPLS at no additional charge, allows system administrators to configure multiple Apex XpressCheck systems quickly and simply. Changes can be made to all machines simultaneously, or groups of machines selected by easily readable “friendly” machine names. Utilizing folder shares, over the customer’s network, the Apex XpressCheck Management Console can update configuration settings, image files, sound files, and distribute product patches or updates. Integration into the existing configuration interface is virtually seamless. The Management Console also includes one Apex XpressCheck™ license for the system administrator’s computer to facilitate remote configuration capabilities. This means that staff need not be present at remote sites or units to keep every unit at the same revision levels.

**2) Remote Messaging**

ITG is providing the Library with its remote messaging capabilities free of charge. This allows staff members to receive messages when patrons encounter checkout issues such as blocks due to fine/fee limits, expired cards and overdue materials. The remote messaging feature allows a single staff person to assist multiple patrons without having to leave the circulation desk. Remote Messaging can also be configured to alert staff when a sorter bin is full or if the sorter needs staff assistance. Additionally, the Library has plans to use ITG's Exit Watch application. This item identification software works in conjunction with our Remote Messaging system and alerts staff with item information on items that have passed through the security gates without being de-secured. The combination of items 1 and 2 above, combined with that same level of connectivity with other products in your ITG system, constitute ITG's *Connected Library*. The *Connected Library* is a very important product for a library of any size, but especially one the size of Plano Public Library.

**3) Network Down Store and Forward**

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**Integrated Technology Group**

**5000 Miller Court East  
Norcross, GA 30071**

***Experienced, Innovative, Plays Well with Others***

**877.207.3127 (voice)  
877.207.3129 (fax)**

**A Division of Vernon Library Supplies, Inc.**

Store and Forward provides the ability to continue self-checkout transactions during times when the Library's SIP server is offline or unavailable. The self-checkout software will save patron checkouts locally. When the SIP server becomes available, the transactions will be sent automatically (or when the Library chooses) to the circulation database.

#### 4) Language Support

Apex XpressCheck comes standard with English and Spanish supported. Up to four language choices can be available at any XpressCheck unit at a time. Custom language text, audio, and receipts can be added at any time. The powerful user-configurable nature of the system allows library staff to input languages of their choosing themselves. Alternatively, ITG can provide additional language translations for a nominal fee.

#### 5) Self-Check-in

Apex XpressCheck provides an option to allow patrons to return materials at the self-checkout station. The return process will turn on the RFID security and update the patron records in the ILS via the SIP2 interface. Patrons can view account information and, if self-payment of fines and fees is enabled at the self-checkout, these services are available at check-in.

#### 6) Credit Card Processing

Apex XpressChecks Fines and Fees module provides the ability for patrons to pay fines and charges at the self-service station. It will allow you to accept credit and debit card payments using the Authorize.net payment gateway and the Library's existing merchant account.

Items 1 & 2 above are available only to ITG system customers installing ITG XpressCheck Self-Checkout units.

In addition to the above list, a consistent patron experience is crucial to high self-checkout adoption rates. Having the same hardware and software at all patron interaction points will enhance and ensure a solid return on investment for your RFID and self-service system. This will also limit the amount of training and systems that staff have to be familiar with and comfortable using.

I hope this overview has been of some use to you as you evaluate your RFID plans and the direction which will best serve the Plano Public Library System. Please don't hesitate to contact me with any questions you may have concerning this document.

Sincerely,

Candice G. Oliver  
Central States Account Manager  
Integrated Technology Group  
877.207.3127 ext 156  
candice.oliver@integratedtek.com



**A Resolution of the City Council of the City of Plano, Texas, authorizing the purchase of eight (8) additional XpressCheck™ patron self-checkout stations in an amount not to exceed \$53,149 from Integrated Technology Group, the sole source provider of such equipment, for the City of Plano Public Library System; and authorizing the City Manager or his authorized designee to take such action and execute such documents as necessary to effectuate the purchase approved herein; and providing an effective date.**

**WHEREAS**, the City of Plano, Texas desires to purchase from Integrated Technology Group eight (8) additional XpressCheck™ patron self-checkout stations with Integrated Technology Group's Management Console and Remote Messaging functionality for the City of Plano, Plano Public Library System; and

**WHEREAS**, Integrated Technology Group is the sole source provider for kiosks which are compatible with Integrated Technology Group's Management Console and Remote Messaging functionality; and

**WHEREAS**, the funds to purchase additional eight (8) XpressCheck™ patron self-checkout stations will come from the LoanStar Libraries Grant; and

**WHEREAS**, these kiosks are in addition to five (5) existing Integrated Technology Group kiosks which were purchased after City Council approval on January 25, 2010; and

**WHEREAS**, the City Council is of the opinion that these kiosks are available only from one source, Integrated Technology Group, and therefore the purchase is exempt from competitive bid as provided for in V.T.C.A., Local Government Code, Section 252.022 (a) (7); and

**WHEREAS**, upon full review and consideration of the proposed purchase and all matters attendant and related thereto, the City Council is of the opinion that the purchase should be approved, and that the City Manager or his authorized designee should be authorized to take such action and execute such documents as necessary to effectuate the purchase.

**NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PLANO, TEXAS, THAT:**

**Section I.** The City Council hereby finds and determines that Integrated Technology Group is the sole source provider for the XpressCheck™ patron self-checkout stations, and said purchase is exempt from competitive bid as provided for in V.T.C.A., Local Government Code, Section 252.022 (a) (7).

**Section II.** The City Manager or his authorized designee is hereby authorized to take such action and execute such documents with Integrated Technology Group, the sole source provider, as necessary to effectuate the purchase of eight (8) additional

XpressCheck™ patron self-checkout stations in an amount not to exceed **Fifty Three Thousand One Hundred Forty Nine and 00/100 (\$53,149)**.

**Section III.** This Resolution shall become effective upon its passage.

**DULY PASSED AND APPROVED this the 28<sup>th</sup> day of June, 2010.**

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Phil Dyer, MAYOR

ATTEST:

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Diane Zucco, CITY SECRETARY

APPROVED AS TO FORM:

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Diane Wetherbee, CITY ATTORNEY