

REQUEST FOR PROPOSALS
ALBANY COUNTY DEPARTMENT OF SOCIAL SERVICES
RFP #2019-100R
SNAP Kiosks

SECTION 4. SCOPE OF SERVICES

4.1 General Overview

The County processes upwards of 700 applications and 1,200 recertifications each month for SNAP. Applicants must provide multiple forms of documentation including bank statements, rent statements, pay stubs and other forms of identification for which they often need to keep the original (i.e. birth certificates, leases).

The County SNAP program receives approximately 600 sets of hard copy documents per month (both through mail and in-person drop-off) with an average of 20 individuals requesting receipts from the Department of Social Services Reception staff each day. Many clients do not have a way to copy documents so they bring originals into the Department of Social Services for staff to make a copy. Individuals may also drop off copies of documents by placing them in a designated bin in the Department of Social Services Reception Area. However, individuals do not receive a receipt when they place copies in the designated bin.

Albany County is seeking four (4) interactive self-service Kiosks, two of which will be located at the Department of Social Services office with two additional Kiosks to be placed in County identified community locations. The four (4) self-service Kiosks should have customized scanning software which will provide individuals the ability to upload documents to an appropriate designated electronic location without having to wait in line or put documents in a bin. Kiosks will provide a receipt confirming that they dropped off the documents to the ACDSS. These four (4) Kiosks will also provide the ability for individuals to apply or recertify for SNAP benefits online, as well as upload appropriate documentation without having to wait in line.

4.2 SNAP Applications and Recertifications

The Kiosks should make the application and recertification process easier and more efficient and improve overall customer service and increase efficiency of managing cases through the following functions:

- a. Applicants and Recipients shall have the ability to easily apply for SNAP benefits online through the Kiosks; Kiosks must have internet access capability.
- b. Kiosk navigation will be customized to ACDSS specifications to assure ease of Applicant/Recipient utilization.
- c. Applicants and recipients will utilize the Kiosks to scan required documentation such as proof of income, proof of residency, birth certificates, driver's licenses, medical documentation, bank statements etc.
- d. Applicants and Recipients should have the ability to scan documents concurrently during application/recertification for SNAP benefits.
- e. Applicants/Recipients will scan their documents using their first and last name and last four digits of their Social Security number.
- f. Kiosks should have the ability to swipe a County issued Benefit ID Card to identify their SNAP case to assign uploaded documents.

- g. The Kiosks will provide a date and time stamped receipt with images of what was scanned to confirm that their documents were uploaded.
- h. The documentation will be forwarded in PDF format and deposited in a County designated electronic file to be accessed, reviewed and processed by SNAP Eligibility Examiner staff. Proposers should provide details on the various options (secure email, encrypted email, file share/upload) and indicate the most frequently utilized method by similar customers to transmit the documentation. Proposers should also discuss whether the transmission methodology would change if there were an interface that was going to occur with a system such as NYD IEDR.

4.3 General Requirements

The successful Proposer will be responsible for:

- a. delivering four (4) brand new common use interactive self-service kiosks
- b. providing comprehensive training on operation and use of the kiosks
- c. customizing kiosk screens and navigation to support ACDSS needs
- d. working with ACDSS to design the flow of kiosk navigation pages
- e. provide ongoing maintenance support
- f. provide the kiosks with consumable stock and ink as well as one complete refill for printing copies of uploaded documents and a receipt.

4.4 Product Specification and Capabilities

The County has not established a standard design/platform of the kiosks. Through this RFP, qualified vendors are asked to provide what is currently available for document scanning for government welfare programs and *provide details on how the proposed kiosks shall meet or exceed the requirements outlined below and throughout this RFP.*

- a) Each kiosk must be uniform in design and be a complete unit. All kiosks must arrive fully assembled and ready for installation.
- b) At the time of installation, all kiosk hardware shall be new. The Contractor shall provide only new equipment and new parts for the required kiosk hardware, as well as any other subcomponents and/or incidental hardware.
- c) The Contractor shall bear the responsibility for shipping the kiosks. The Contractor shall supervise packing, unpacking, assembling, and positioning of the kiosks to include, if required, any connections with internal utility services for operational purposes. The Contractor shall ship the kiosks for the County to the Albany County Department of Social Services and/or other locations as determined by Albany County.
- d) If damages are sustained either through transit or at a work site which is caused by the Contractor within a 24-hour period of installation, the Contractor shall be responsible to repair the kiosk to factory condition. If repairs are required, the Contractor is required to obtain verification from the designated County staff that kiosk(s) has been repaired to factory condition.
- e) Kiosks shall meet any Americans with Disabilities Act (ADA) requirements.
- f) Kiosks shall meet the following technology requirements:
 - User Interactive touch-screens shall be a minimum 17-inch diagonal with touch screen with:
 - ✓ privacy filter
 - ✓ dual amplified speakers
 - ✓ headphone jack

- Card Scanner Imager that can scan and capture card images (e.g. ID cards and driver's license) in less than 1.0 second. Additionally, card scanner imager processes user commands at a speed comparable with or faster than industry standard.
 - Magnetic strip reader that can read Albany County Benefit ID cards at a swipe speed of 3 to 60 in/sec; additionally, magnetic strip reader processes user commands at a speed comparable with or faster than industry standard.
 - Thermal or plain receipt printer for printing receipts and directions with a print speed of 250mm per second (9 8/10" per second) with cleaning technology which will allow for maintenance. Thermal or plain printer device shall have sealed electronics without moving parts to ensure resistance to damage from dust and water.
 - Must be compatible with Windows 10.
 - Ability to email configured administrators due to low stock, maintenance schedules and any tampering.
 - A common launch application that runs all common use system compliant applications.
 - Provide systems status refresh updates at least every 30 seconds.
 - Error management to provide specific device status and troubleshooting information.
 - Provide administrative and user access and permissions based upon login.
 - Provide Wireless Capability.
 - Designed for interior use.
 - Uninterrupted Power Supply backup capability that is line interactive, have LED indicators, an audible alarm to provide visual and audible indicators of the unit's operation, and provide a minimum of 15 minutes continuous power backup.
 - Capability to return to the application upon restoration of power without the intervention of a system administrator in the event of a complete power failure to the kiosk for periods longer than 15 minutes.
 - Power supply that has a master switch that controls the kiosk and is easily accessible to authorized personnel.
 - Surge protection capability to support current and future enhancements and/or additions.
 - Supply any power source(s) needed (i.e., batteries) including spares as applicable.
 - Low power consumption with idle mode.
- g) The basic kiosk unit must allow for normal service without moving or unbolting a fixed single kiosk assembly and without removing the touch screen monitor from the pedestal. Normal service will include the replacement of printer stock and vacuuming of the kiosk interior.
- h) The kiosk must have room for a sticker indicating a number for the individual to contact if there are any problems.
- i) Costs of future stock paper and ink purchases as well as known suppliers for the kiosks should be included as part of the proposal.

4.5 Functional Requirements (Customer)

- a. Kiosk home screen must have clear and concise directions for users to be designed in consultation with ACDSS to assure ease of operation for Applicants/Recipients.
- b. Kiosk must have touch screen navigation.
- c. Outline of onscreen workflow must be provided by vendor.

- d. The kiosk will provide onscreen and audible customer prompt messages including user instruction and error messages.
- e. Users will be able to select English or Spanish as their language and must be able to complete their entire transaction in the chosen language. Kiosks must have the ability to add additional language support at a later date.
- f. First time users should be able to complete their transactions with ease in 3 - 5 minutes.

4.6 Other Requirements

- a. The kiosk shall be Handicap and Wheelchair accessible.
- b. Kiosks should have capability to integrate with Enterprise Software Applications. There are currently no specific enterprise software applications that are required. Proposers should describe any integration capabilities the kiosks could have and what the approximate costs would be if the capability were requested.
- c. The Vendor shall provide each kiosk with high resolution color touch screen video display monitors which are capable of displaying high resolution digitized photographs, graphics, video and audio. Please provide touch screen display monitor specifications.
- d. The kiosk must provide document imaging (preferably in PDF) with software that transmits scanned images to an internal email file.
- e. The kiosk must contain a reliable receipt printer. Receipts must display at a minimum: date, time, customer name, and photocopy of documents uploaded.
- f. The appearance of the kiosk shall be customizable to the County Brand.
- g. The ease of flexibility to expand kiosks to include other programs/functionality must be described in detail.

4.7 Security Requirements

- a. The Vendor shall provide the kiosk with network and system access controls.
- b. The Vendor must incorporate into the kiosk design audible and electronic security alerts to notify staff when the kiosk is being tampered with.
- c. The Vendor shall provide each kiosk with the ability to be anchored to the floor and/or wall.
- d. The Vendor shall ensure that each kiosk can be easily unsecured from the floor or wall by authorized personnel.

4.8 Quality, Production & Pricing Requirements

- a. All data must be preserved in a form identical to, or functionally equal to, the original record.
- b. Documents shall rotate to provide maximum readability (e.g. letters shall be in proper orientation when document is displayed without rotation.)
- c. Vendor shall use 300 dpi or higher for those documents where it is required to meet the quality requirements.
- d. Kiosks should have ability to scan two sided documents.

- e. The kiosk shall not scan blank documents.
- f. The software should post process digital images (cropping, de-skewing, de-speckling, image rotation)
- g. Vendor shall perform a consistency check of the images. This shall include image clarity, orientation and accuracy.
- h. A document may consist of one or many pages. If the document has more than one page this document must be scanned as a single file multi-page document.
- i. Vendor shall calibrate and maintain system.
- j. Services shall be in accordance with standards set by the American National Standards Institute (ANSI) and Association for Information and Image Management (AIIM).
- k. DSS requires case files to be converted from paper to electronic documents. These case related documents include but are not limited to letter and legal sized documents (anticipated largest is (11 x 17) from Supplemental Nutrition Assistance Program (SNAP formerly known as Food Stamps). The Department could include other program areas in the future.

4.9 Interface

The kiosks must have the ability to interface tightly with other County and New York State information systems and software applications. An example of an interface could be NYS Imaging Enterprise Document Repository (NYS IEDR) which provides local social service districts with real-time access to documents through a single user interface. The documents are scanned and indexed and can be shared across the entitlement program areas. Proposers should describe the interface capabilities the kiosks could provide and the approximate costs for the development of the specific capabilities included in the proposal.

4.10 Customization

The kiosks should allow for easy customization or modification to meet those requirements needed by ACDSS which are not available in the base product. Customizations must not be lost when upgrading to new software release levels.

4.11 Optional Functionality

Proposers are requested to describe additional functionality (not specifically requested in the requirements attached to RFP) but offered as part of the software. Such functionality should be described in sufficient detail that the County can determine its usefulness. Optional software should be separately priced in the cost proposal, but will not be a factor in evaluating bid responses.

4.12 Administrative Tools

The Kiosks will provide ACDSS with some enhanced administrative tools such as:

- a. providing general information on SNAP benefits including an overview of what the Applicant/Recipient can expect as well as ACDSS business hours, contact information and ways to request assistance;
- b. gathering data on applicants/clients that we can report on more easily; having an online survey solution to obtain client/applicant input and feedback, and
- c. monitor the success of the kiosk through collection of administrative information on the number of individuals using the self-service kiosks, as well as the peak times the kiosks are being utilized, and the types of documents being uploaded/scanned.

4.13 Programming Requirements

The selected kiosk vendor shall provide programming for the kiosks in multiple languages. Initially, programming shall include English and Spanish languages. The kiosks should have the ability to translate into additional languages in the future as needed/required.

4.14 Installation Requirements

The selected kiosk vendor will install and deploy the kiosks system by the contractual date mutually established by the vendor and Albany County. The kiosks shall be operational prior to deployment.

4.15 Test Environment

The successful kiosk vendor will need to provide a test environment for key staff to observe and also navigate through so ACDSS can evaluate the functionality of the kiosks as well as customizations that might be required prior to deployment. This test environment should also have the capacity to be utilized during trainings.

4.16 Training Requirements

The successful kiosk vendor will be responsible for providing training on all system functionality through on-site train-the-trainer for key identified staff, as well as the provision of webinars and on-line tutorials to assist in training as needed. Initial training should occur prior to deployment of the kiosks and should be ongoing as needed during the first year of operation.

4.17 Maintenance Requirements

- a. The successful vendor is required to provide next business day service, repair, troubleshooting and maintenance of the kiosks as required by Albany County DSS. The first year of annual service and maintenance including parts, labor and travel necessary to repair the kiosks and to return it to full operability shall be included in the warranty.
- b. The annual cost of service and maintenance for years 2-5 shall be identified on the cost proposal bid form. Annual service and maintenance includes kiosk repairs, operating system upgrades and software installation on any vendor provided kiosks. Proposers are required to submit a proposed annual service and maintenance agreement with their bid. Proposers shall identify projected annual increases in maintenance costs for years 6-10. Submit a proposed annual service and maintenance agreement with their bid.