

J&R Manager (Initial)



Notice of Intent to Award

Solicitation Number	GG000068	Award Date	8/12/2026 11:07 AM CDT
Solicitation Title	Computer Reservations and Mobile Printing		
Buyer Name	Davia Watkins	Buyer Email	Davia.Watkins@nashville.gov
BAO Rep	Christopher Wood	BAO Email	Christopher.Wood@nashville.gov

Awarded Supplier(s)

In reference to the above solicitation and contingent upon successful contract negotiation, it is the intent of the Metropolitan Government of Nashville and Davidson County to award to the following supplier(s):

Company Name (1)	Today's Business Solutions, Inc.
Company Name (2)	
Company Name (3)	
Company Name (4)	
Company Name (5)	
Company Name (6)	

Certificate of Insurance

The awarded supplier(s) must submit a certificate of insurance (COI) indicating all applicable coverage required by the referenced solicitation. The COI should be emailed to the referenced buyer no more than 07 days after the referenced award date.

Equal Business Opportunity Program

Where applicable, the awarded supplier(s) must submit a signed copy of the letter of intent to perform for any and all minority-owned (MBE) or woman-owned (WBE) subcontractors included in the solicitation response. The letter(s) should be emailed to the referenced business assistance office (BAO) rep no more than two business days after the referenced award date.

☐ Yes, the EBO Program is applicable.

☒ No, the EBO Program is not applicable.

Monthly Reporting

Where applicable, the awarded supplier(s) will be required monthly to submit evidence of participation and payment to all small (SBE), minority-owned (MBE), women-owned (WBE), LGBT-owned (LGBTBE), and service-disabled veteran owned (SDV) subcontractors. Sufficient evidence may include, but is not necessarily limited to copies of subcontracts, purchase orders, applications for payment, invoices, and cancelled checks.

Questions related to contract compliance may be directed to the referenced BAO rep.

☐ Yes, monthly reporting is applicable.

☒ No, monthly reporting is not applicable.

Public Information and Records Retention

Solicitation and award documentation are available upon request. Please email the referenced buyer to arrange. A copy of this notice will be placed in the solicitation file and sent to all offerors.

Right to Protest

Per MCL 4.36.010 – any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the purchasing agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

Michelle R. Hernandez Lane
Michelle Lane
Interim Purchasing Agent & Chief Procurement Officer

ZK (Initial)
Zak Kelley



RFQ GG000068 – Computer Reservations and Mobile Printing

Company/Evaluation Criteria	Round 1			Round 2			Total Round 1-2 (150 Points)
	Qualifications & Experience (15 Points)	Project Approach (30 Points)	Round 1 Total (45 Points)	Cost Criteria (60 Point)	Live Demonstrations (45 Points)	Round 2 Total (105 Points)	
Comprise Technologies, Inc.	11	22	33	41.27	23	64.27	97.27
Envisionware, Inc.	13	28	41	37.79	43	80.79	121.79
Today's Business Solutions, Inc.	11	25	36	60	30	90	126

RFQ GG000068 – Computer Reservations and Mobile Printing			RFP Cost Max Points
			60
Offeror's Name	Bids	Evaluation Amount	RFP Cost Point Distribution
Comprise Technologies, Inc.	\$ 270,820.40	\$ 270,820	41.27
Envisionware, Inc.	\$ 295,712.70	\$ 295,713	37.79
Today's Business Solutions, Inc.	\$ 186,272.56	\$ 186,273	60.00

Comprise Technologies, Inc.	
Strengths	Weaknesses
- Proposed detailed comprehensive plan that meets expectations. - Proposal provided detail on how system will implement central management of PC reservation procedures, which meets expectations. Proposal provided visual screenshots and discussed details on web reservations. - Proposed approach on PC authorization and management procedures meets expectations. - Proposal provided detail on how system will meet installation requirements that meet expectations. Proposal timeline and training information was good. Proposal provided a project checklist and pilot/test program. - Proposal response on how system will meet information security compliance meets expectations. Proposal meets expectations of related compliance parameters. - Proposal included a good overall structured plan, which meets expectations. Proposal explained project staff information. - Proposal included an adequate overall contingency plan, which meets expectations. - Proposal provided a description of their organization and their experience within public libraries, which meets expectations. Proposal provided good work history and was able to list different library clientele. - Proposal provided a detailed overview of their firm's years performing the scope of service, which meets expectations. Proposal provided several years of experience. - Proposal response to litigations meets expectations. - Proposal response defining their project team’s organizational structure including defined responsibilities and location for duration of the project meets expectations. Proposal explained what each member did and provided visual graphics. - Proposal included resumes of “key” individuals that will perform work on the project, which meet expectations. Proposal provided full length resumes.	- Proposed approach on print management and pay-for-print procedures, and Wi-Fi printing was confusing related to printing, more information was needed in relation to mobile printing, which was below expectations. - Proposal response on how system will meet hardware requirements was below expectations; more compatibility options were needed. - Proposal response on detailed demonstration of their team’s knowledge and project experience in the provision of services related to the project was below expectations. - Proposal response relative to experience failed to include project dollar value for provided projects even though the proposal included an annual amount, which was below Metro’s expectations. - During the payment solution to print portion of the demo, technical issues occurred, such as a video was shown but no audio was heard, the demo also showed limited cba workflow, which was below expectations. - The demo of what is required to offer credit card payment processing did not show a transaction go through, the demo also did not clearly address the last part of this criterion involving the steps to address a failed credit card transaction for a print job, which was below expectations. - The demo related to how a content filtering proxy server is applied from the management console to a client session did not show proxy application and did not demonstrate filtering proxy server, which was below expectations. - The demo involving the management console and the controls available provided an overview of this criterion but lacked specific detail related to management console, the demo did not show a lot of controls available, which was below expectations. - The demo of the standard reports that are available as well as the customization available for those reports showed standards but did not reveal a lot of customization, the demo also did not show reports in its entirety, which was below expectations.

• The demo involving the process from start to finish with visuals for both public computer client printing as well as customer owned device mobile printing meets expectations. • The demo of the scenario of a user actively browsing meets expectations. • The demo of what happens when a user logs out meets expectations. The vendor referenced Deepfreeze during the demo, and the demo also had a thawed failover protection. • The demo involving how a patron can switch the workstation interface and instructions to a different language meets expectations. • The demo of the scenario of an interface screen content layout meets expectations. • The demo of the scenario of a staff-facing console meets expectations.	• The demo of a redundant secondary hosted solution did not show the outages and durations portion of the demo criteria, which was below expectations.
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Envisionware, Inc.	
Strengths	Weaknesses
• Proposed detailed comprehensive plan that exceeded expectations. Proposal provided good, detailed explanations in the plan. • Proposal provided detail on how system will implement central management of PC reservation procedures, which meets expectations. • Proposed approach on PC authorization and management procedures meets expectations. • Proposed approach on print management and pay-for-print procedures, and Wi-Fi printing meets expectations. Proposal discussed google payment option as well as cash and coin payment option. • Proposal response on how system will meet hardware requirements meets expectations. • Proposal response on how system will meet installation requirements exceeded expectations. • Proposal response on how system will meet information security compliance exceeded expectations. Proposal provided relevant information about the availability and encryption of print jobs and was detailed from a security compliance point of view. • Proposal included a good overall structured plan that exceeded expectations. • Proposal included a detailed overall contingency plan, which meets expectations. Proposal discussed the customer center and percentage of incoming calls. • Proposal provided a description of their organization and their experience within public libraries, which meets expectations. • Proposal provided a detailed overview of their firm's years performing the scope of service, which meets expectations. • Proposal response on demonstration of their team’s knowledge and project experience in the provision of services related to the project meets expectations. • Proposal response to litigations meets expectations. • Proposal response defining their project team’s organizational structure including defined responsibilities and location for duration of the project meets expectations. • Proposal response on resumes of “key” individuals that will perform work on the project meets expectations. • The demo of the payment solution for print exceeds expectations. The vendor referenced the library’s current cba devices. During the demo alternative options were given such as “easy pay devices”. The payment options of apple pay, google pay, and credit cards were demonstrated. • The demo of what is required to offer credit card payment processing meets expectations. The vendor mentioned a payment can be refunded if a print job does not go through. • The demo of the process from start to finish with visuals for both public computer client printing as well as customer owned device mobile printing meets expectations. The process for mobile printing was demonstrated. • The demo of the scenario of a user actively browsing meets expectations. • The demo of what happens when a user logs out meets expectations. The vendor referenced Clean slate and Deepfreeze during the demo.	• Proposal response relative to experience failed to include dates and dollar value for provided projects, which was below Metro’s expectations. • The demo of the standard reports that are available as well as the customization available for those reports showed the print side report, which was below expectations.

• The demo involving how a patron can switch the workstation interface and instructions to a different language exceeds expectations. Drop down menu options were demonstrated and it was shown that this could be done while a session is taking place. • The demo of how a content filtering proxy server is applied from the management console to a client session meets expectations. • The demo of the scenario of an interface screen content layout exceeds expectations. The demo displayed customizable changes and colors, the demo showed button that can increase font size and coloring option, and the demo also displayed that the name of a button can be changed and that contrast option is available. • The demo of the scenario of a staff-facing console meets expectations. • The demo of the management console and the controls available meets expectations. • The demo of a redundant secondary hosted solution meets expectations. The vendor mentioned an outage-related example during the demo.	
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Today's Business Solutions, Inc.	
Strengths	Weaknesses
• Proposed detailed comprehensive plan meets expectations. • Proposal provided detail on how system will implement central management of PC reservation procedures that meets expectations. Proposal discussed online booking and text reservation options. • Proposed approach on PC authorization and management procedures meets expectations. • Proposed approach on print management and pay-for-print procedures, and Wi-Fi printing meets expectations. Proposal provided graphics and details related to mobile printing. • Proposal response on how system will meet installation requirements exceeded expectations. Proposal provided timelines for training services. • Proposal response on how system will meet information security compliance meets expectations. Proposal provided certificates. • Proposal included a good overall structured plan that meets expectations. • Proposal included a detailed overall contingency plan that meets expectations. • Proposal provided a description of their organization and their experience within public libraries that exceeded expectations. Proposal gave a good track record. Proposal mentioned printing allowances. • Proposal provided a detailed overview of their firm's years performing the scope of service, which meets expectations. • Proposal response of demonstration of their team’s knowledge and project experience in the provision of services related to the project meets expectations. • Proposal response to litigations meets expectations. • Proposal response defining their project team’s organizational structure including defined responsibilities and location for duration of the project meets expectations. • The demo of what is required to offer credit card payment processing meets expectations. • The demo involving the process from start to finish with visuals for both public computer client printing as well as customer owned device mobile printing meets expectations. • The demo of the scenario of a user actively browsing meets expectations. • The demo involving how a patron can switch the workstation interface and instructions to a different language meets expectations. • The demo of the scenario of an interface screen content layout meets expectations. The demo showed contrast option, drop down features, a dyslexia friendly option, a shape box, and increasing sizes. • The demo of the scenario of a staff-facing console meets expectations. • The demo of the standard reports that are available as well as the customization available for those reports exceeded expectations.	• Proposal response on how system will meet hardware requirements did not offer coin/bill hardware, which was below expectations. • Proposal referenced incorrect city in response, related to Flint Public Library, which was below expectations. • Proposal copied and pasted some information related to Methodology and Approach and Qualifications and Experience, which was below expectations. • Proposal response on providing resumes of “key” individuals that will perform work on the project was below expectations. • Proposal response relative to experience failed to include dollar value for provided projects, which was below Metro’s expectations. • For the demo criteria of the payment solution for print, detail was provided but demo did not show compatibility with devices, which was below expectations. • The demo criteria of what happens when a user logs out was not demonstrated, even though logging out and Deepfreeze was mentioned during demo, which was below expectations. • The demo criteria of how a content filtering proxy server is applied from the management console to a client session was not demonstrated, which was below expectations, vendor stated would work with filtering software. • For the demo of the management console and the controls available, inclement weather was demonstrated but detailed explanations of management consoles and controls were not demonstrated, which was below expectations. • The demo criteria of a redundant secondary hosted solution was not demonstrated, which was below expectations.