

Project: Lobby Kiosks for All Programs

Overview – Project Summary

In order to assist with modern technical software platforms, the Department of Human Services (TDHS) seeks to create a two (2) year contract for kiosk equipment.

This contract will not be restricted to a single DHS program area and will be utilized by all program areas within the Department. Kiosks will be purchased and deployed on an as needed basis or as areas of need are identified.

TDHS maintains offices in each of the ninety-five counties; therefore, quantities and delivery addresses per individual order may vary widely, based on defined need. Orders may be defined by as few as a single unit delivering to one address or may specify multiple units to ship statewide. Supplier should be flexible and able to meet the any requested quantity “on demand”, with minimal delay of order processing due to insufficient stock or product availability.

Kiosks should be heavy duty to handle high volume though not necessarily designated as commercial or industrial grade equipment

Kiosk Technical Requirements – per device type

1. Standing Kiosk w/document holder

Features:

- a. Standalone Kiosk to accommodate a 12.9” iPad 2018 (3rd Generation) and iPad 2020 (4th Generation)
- b. ADA-Compliant, height adjustable tablet mounting VESA bracket with an instruction panel to the left of the iPad
- c. Must be able to scan documents up to 8.5” x 11” utilizing the rear camera function of the iPad
- d. Include built in LED lighting for rear camera use
- e. Lower rear access panel with key lock.
- f. 16 gauge cold-rolled steel construction.
- g. Heavy duty steel baseplate, 1/4” minimum
- h. Rubber feet or equal to not mark the floor
- i. External keyboard tray, color black, includes Apple Magic Keyboard
- j. Base: no-smudge silver powder coat finish
- k. Unit: Black enclosure for iPad with fingerprint resistant surface
- l. To include a surge protector with a minimum of 6 outlets and a power extension cord of a minimum of 15’, color black
- m. Graphics will be provided by the State to be applied to the lower front, the scanning tray and the upper left instruction panel
- n. Dimensions not to exceed: 19”W x 16.5”D x 49”H
- o. The highest touch point of the screen to be between 43.5” and 47.25” with a maximum reach depth of the screen to be 6”

2. Tabletop/Countertop Kiosk w/document holder

Features:

- a. Countertop Kiosk to accommodate a 12.9” iPad 2018 (3rd Generation) and iPad 2020 (4th Generation)
- b. ADA-Compliant, height adjustable tablet mounting VESA bracket with an instruction panel to the left of the iPad
- c. Must be able to scan documents up to 8.5” x 11” utilizing the rear camera function of the iPad
- d. Include built in LED lighting for rear camera use
- e. Cutouts for both the front and the rear cameras
- f. Include mounting pole and platform with all cables hidden
- g. External keyboard tray, color black, includes Apple Magic Keyboard
- h. Base: no-smudge silver powder coat finish
- i. Unit: Black enclosure for iPad with fingerprint resistant surface
- j. Rear is to be secured with a lock and key
- k. To include a surge protector with a minimum of 6 outlets and a power extension cord of a minimum of 15’, color black
- l. Graphics will be provided by the State to be applied to the lower front, the scanning tray and the upper left instruction panel

- m. Dimensions not to exceed: 20"W x 20"D x 19"H
- n. The highest touch point of screen to be 19" from countertop with a maximum reach depth of the screen to be 10"

3. Standing Kiosk, Standalone

Features:

- a. Standalone Kiosk to accommodate a 12.9" iPad 2018 (3rd Generation) and iPad 2020 (4th Generation)
- b. ADA-Compliant, height adjustable tablet mounting VESA bracket
- c. Lower rear access panel with key lock.
- d. 16 gauge cold-rolled steel construction.
- e. Heavy duty steel baseplate, 1/4" minimum
- f. Rubber feet or equal to not mark the floor
- g. Base: no-smudge silver powder coat finish
- h. Unit: Black enclosure for iPad with fingerprint resistant surface
- i. To include a surge protector with a minimum of 6 outlets and a power extension cord of a minimum of 15', color black
- j. Graphics will be provided by the State to be applied to the lower front, the scanning tray and the upper left instruction panel
- k. Dimensions not to exceed: 19"W x 16.5"D x 49"H
- l. The highest touch point of the screen to be between 43.5" and 47.25" with a maximum reach depth of the screen to be 6"

4. Wall mount Kiosk

Features:

- a. Wall Mount Kiosk to accommodate a 12.9" iPad 2018 (3rd Generation) and iPad 2020 (4th Generation)
- b. Adjustable tilt VESA bracket with rear mounting plate and screw attachment
- c. Access panel with key lock
- d. Bracket to be constructed of 14 gauge cold-rolled steel with rear wall mount bracket
- e. Unit: Black enclosure for iPad with fingerprint resistant surface
- f. To include a surge protector with a minimum of 6 outlets and a power extension cord of a minimum of 15', color black
- g. Dimensions not to exceed: 15.5"W x 8"D x 10.75"H
- h. The highest touch point of the screen to be 3.25" from top of mounting bracket with a maximum reach depth of the screen to be 6"

Security for all models:

- Tablet secured by a barrel type lock or equal and four interlocking tabs.
- Base can be bolted to the floor through hidden lag-bolt holes for more permanent installation.
- Additional security port at the base of the kiosk designed to accommodate a standard Kensington lock.
- Compatible with standard audible alarm systems for an additional layer of security.

Add-on options/extensions:

- Sanitizing wipe holder and disposal bin

Warranty and Service Requirements

Minimum 5- year warranty for hardware

Service option should provide replacement unit for any device in service experiencing an issue which cannot be resolved via basic troubleshooting, whether performed onsite or with remote technical assistance. Service cost would include parts, labor and shipping to and from the customer. Service level for repair or replacement is up to 30 days.