

**REQUEST FOR PROPOSALS (RFP)
SERVICE-PRINT MANAGEMENT AND
PC RESERVATION SYSTEMS FOR
THE CITY OF STOCKTON, CALIFORNIA (PUR 16-003)**

POSTED 6-30-16

The City received the following questions regarding this project.
Answers are in blue

**From: Daniel Curtin [mailto:DanCurtin@comprisetechologies.com]
Sent: Wednesday, June 22, 2016 1:48 PM
To: Carolyn Godwin <Carolyn.Godwin@stocktonca.gov>
Cc: Alan Montanelli <Alan.Montanelli@stocktonca.gov>; Diane Weinberger <DianeW@comprisetechologies.com>
Subject: Questions: PC Reservation and Print Management (PUR 16-003)**

Ms. Godwin;

Following are our questions regarding the referenced RFP:

1. Page 12, Sect 2.2: Is the library looking to continue with 15 physical printers? Is each public printer associated with a Print Release PC?
Regarding network port capability, at a minimum, the City would like to continue with 15 printers at 13 locations. In the current set up, each printer is associated with a print release PC, but that business model may be different going forward.
2. Page 12, Sect 2.2, Scope #2: What are you looking for under "Tiers level bypass"?
This references access by staff to bypass availability of the devices. This is a control function which may include different levels of permission for approved users to remove a device from public use based on staff needs.
3. Page 13, Item 17: What is meant by "Set systems unavailable"? A specific PC? All PCs? Is this action intended to set PCs aside for a class or other group activity?
Staff may need to set aside one or more work stations for maintenance or other activities. We will need the ability to make scheduling exceptions in advance, or make immediate changes according to specific events as they happen. We want the capability to set aside one or all devices.
4. Page 13, Item 18: What is meant by "Maintain a clean database"?

One example of how we maintain a “clean database” is our ability to purge users to avoid excessive numbers of users in the database. Methods may vary based on needs, but in this instance, we would want the ability to use library card expiration, user date of service, etc.

5. Pages 13 and 15, PC Reservation Support and Print Management Support: Are you looking for the same level of local support for both products? This is relevant because of cost. Would remote support for PC Reservation and local representative support for document output be acceptable?

PC Reservation is ok as “remote”. We will need a local representative on the print management for printers, loaders, and other devices.

6. Page 14, Item 4: Are you including the purchase of MFD hardware in this bid? If so, how many? If so, what is the annual page count for both color and B&W output?

We are looking for a turnkey solution for the installation of hardware, software, maintenance, support and service. We would like a quote for hardware purchase or lease for this RFP. We would like to establish a master agreement for this equipment and add by site according to our needs as they change. We do not know the estimated page count when the new system provides optimal service. Please provide pricing impacts.

7. Page 14, Item 11: What are you looking for under "Tiers level bypass"?

We will want the ability to provide certain staff the ability (by tier) the ability to “clear a queue”, or provide other internal controls within the system.

8. Page 15, Sect 2.6, Item 2: We need the brand and model of present controllers and loaders in order to indicate whether we can work with them? How many of each do you have? How many of each do you want at the end of this bid process?

We are looking for a turnkey solution for installation of hardware, software, service, maintenance and support. We do not expect to keep current controllers and loaders.

We are open to all best practices and business models, and are not mandating any one outcome.

Please provide a price list, and we will reserve the right to purchase items.

9. Page 15, Sect 2.6, Item 8: Regarding the debit cards, are they material or virtual account? If material, are they paper or plastic? If material, who is to provide them?

Currently, our system uses virtual accounts. We are open to all options, and would like to hear what your best practices will be. We want financial tracking in system. We would want to integrate our customer database with this system, and SIRSI interface should be addressed.

10. Page 15, Sect 2.8, Item 1: Who is to provide the server hardware and software?

We would want the vendor to provide a turnkey solution for hardware, software, support, service and maintenance, and that includes servers- anything required to start up the project. Vendor will need to provide PCI Compliance description and provide IOS upgrades.

From: Nathan Handlon [mailto:NHandlon@singlecard.com]

Sent: Thursday, June 23, 2016 8:38 AM

To: Carolyn.Goodwin@stocktonca.gov

Cc: Alan Montanelli <Alan.Montanelli@stocktonca.gov>

Subject: Questions for Project PUR_16-003 Service Print management and PC Reservation Systems

Carolyn and Alan,

Attached are a list of questions for RFP: PUR_16-003. Please let me know that you got this message and were able to open the attachment. I look forward to answering the RFP and look forward to your answers to our questions. Let me know if you need any clarification or if you need anything else from me?

Pricing Questions:

1. Are you looking for 15 print release areas that will allow for payment from account, cash and credit card? It says in the document that you have 15 physical printers and 30 logical printers can you clarify what you mean by 30 logical printers?

Regarding network port capability, at a minimum, the City would like to continue with 15 printers at 13 locations. In the current set up, each printer is associated with a print release PC, but that business model may be different going forward. Currently, each printer has 2 logical printers which provide a holding position in the queue. However, we are not mandating this position.

2. Are you looking for cost the first year to purchase then what the maintenance cost will be from year two and beyond?

We are looking to price purchase or lease the first year AND price maintenance from year 1 for the life of the agreement.

3. Are you wanting the vendor to provide the physical MFP device as well or use existing output devices?

We are looking for a turnkey solution. We anticipate we want MFP or MFD provided by vendor will use new models because the system offered requires new equipment - example: New equipment with a centralized location.

We are open to all best practices and business models, and are not mandating any one outcome. Please provide a price list, and we will reserve the right to purchase items.

Time/rules computer management and print management questions:

1. Are you wanting all statistical reporting to be centralized and available with the correct sign in credentials from any device? Do you want statistics to be able to run in real time?

Yes, we do want statistical reporting. Centralized reporting is not a deal breaker. We do not need statistics to run in real time, we can use collated data.

2. Do you want to be able to keep statistical information from year to year for comparison?

Yes, we want to keep 3 years of data (plus current) in the system. Please let us know what you can provide.

3. Would you like an option as part of the proposal for an embedded print release terminal? This allows the library to get rid of all print release stations but still have the security and process of holding and releasing print jobs.

Yes, we would like the option for embedded print release terminal.

4. Do you prefer an ILS integration that allows you to look at multiple criteria within the record for rules then make priority based on order of importance and/or on multiple criteria?

Yes, we would be interested in your examples

5. Are you looking for staff to be able to do staff managed reservation functions from any device, anywhere or do you want them to only be able to do this from their desktop?

We want our staff to access the functions from their desktops.

6. If all computers are full in a location do you want the patron to be able to put themselves in a queue from their mobile device, remotely and at the library? Would you be interested in allowing the patron to get a text message when their reservation is ready?

Yes, this option would be interesting. Please provide more information and pricing.

7. Would you like to have multiple types of guest passes? i.e.: different time duration, rules (youth vs. adult) etc.

No, we do not need different types of passes.

8. When dealing with mobile print users would you like for customers to submit jobs from any device to a central location but then be able to pay and retrieve that job at any location?

Yes, please explain your options.

Cost Recovery System Section Questions:

1. Do you want to have options of giving change back in coins or also have the ability as an option to give change back in bills and coins? Do you want customers to be able to pay with Apple Pay and Google wallet or NFC?

Currently, we provide both options, please share your proposed options.

2. Are you looking for customers to be able to pay with credit card and cash at the time of print release as well as the ability to add funds to an account from a web portal?

We are open to both options.

3. Would you like customers to be able to see activity and manage their account via their own secure web portal?

Web portal is not a requirement at this time.

4. Are you looking for one vending device to be able to control both copy/print as well as act as an add value station?

We are looking at all options.

5. Would it be beneficial if the credit card readers were on their own separate secure cellular network so they don't have to touch your network thus eliminating PCI compliance on the library's end?

There is an advantage to this, however, it is not a requirements. Vendor would need to provide cellular signal requirements as a portion of the main library is underground.

6. Do you have a preferred merchant for credit card transaction processing? If so who is that merchant?

Please provide the names of your preferred or required merchants. The City has preferred vendors and this requirement should be carefully vetted and coordinated with our Administrative Services

representative and other existing vendor product requirements and agreements.

General Response Question:

1. Does the electronic copy you requested need to be on a CD or can it be on a USB?
A CD or USB Flash Drive is acceptable

POSTED 6-16-16

1. **Communication** – please send your communication via email.
2. **Questions** – the last day to make inquiries is JUNE 23, 2016.
3. **Answers** – clarifications and answers will be posted by JUNE 30, 2016.
4. **Proposals due** promptly by 2:00 pm, Thursday, JULY 7, 2016, City Clerk's Office.