

RESPONSES TO QUESTIONS

Q. [1.3] Does after-hours service refer to both the fleet and printing services?

A. Yes.

Q. What is the expected duration of the contracts?

A. The College's preference is for 3-4 year contracts. A 4 -year contract this year and a 3-year contract next year to put everything on the same replacement cycle at the end of the 4-year term.

Q. What sort of scanned document storage capabilities does the College need?

A. The scanned image should be available beyond the scanning device (i.e., on the network server, on a thumb drive, sent to a PC, etc.).

Q. [2.20]: What is the rationale behind the 90-day written-notice cancellation policy?

A. This is a fail-safe clause to protect both parties in case of an unforeseen complication (e.g., a vendor folds, or a department shuts down and its machine is no longer required).

Q. Is achieving total fluidity across the entire fleet/contract a goal?

A. Yes (e.g., the performance of some machines is affected by fluctuating humidity). In a customer satisfaction survey, over half of the 40-odd responders who were dissatisfied with the performance of a particular machine cited paper jams as the reason for their dissatisfaction.

Q. Have the areas in which performance is affected by fluctuating humidity been identified?

A. The areas most affected by humidity include the MFD in Miller Hall 016, the MFD in West Hall 204, the MFD in Bast 248, the MFD in Life Science 406, the MFD in Trexler 465, the MFD in Trexler 270 and the Print Shop Equipment.

Q. [5.5-5.6]: Are the terms memory and hard drive capacity being used interchangeably to indicate enhanced storage?

A. The numbers in section 5.5 indicate RAM. The numbers in section 5.6 indicate hard drive storage space. The proposal should clearly state the storage capacity and RAM of each machine.

Q. [Section 8]: Is PDF sufficient for image capture and storage?

A. The vendor should clearly state the method of image capture and storage for each device so the College can consider the options.

Q. [8.5, 4.21, and 4.22]: Does the College use the most current version of the operating systems listed in this section?

A. Not necessarily; the College is currently using Windows 7 and Macintosh OS-X 10.8. However, some students use Windows 8 on their personal devices. Windows XP and anything before that is no longer used on the campus.

Q. [8.2]: How does the image capture technology need to interact with the network?

A. The equipment must be able to send the image across the network directly to the production center, where the image should arrive in a format that can be edited.

RESPONSES TO QUESTIONS

Q. What are the College's preferences regarding new v. used equipment?

A. The goal is to keep costs down, but the equipment has to perform up to the College's standards. Refurbished equipment is acceptable as long as it is in "Like New" condition. Any refurbished equipment that fails to perform would need to be replaced efficiently and without a hassle (i.e., if a single machine has the same problem three times, it must be replaced, per the terms of the RFP).

Q. What system handles the Maroon cards?

A. The Blackboard Transaction system and the Equitrac system

Q. Does the College need to be able to print from any unusual software programs?

A. The College does not print from any unusual programs, but it is looking to add another layer of security to printing from Datatel (e.g., requiring the user to enter an ID number for verification, as is required for other printing functions; Ellucian reports contain some of the College's most sensitive data).

Q. What OS is Unix?

A. The College currently uses Red Hat Enterprise Linux Server release 5.8 (a version of Unix).

Q. How long do the vendors have to submit technical questions in writing?

A. Written questions should be submitted by the end of the day on Thursday, April 10.

Q. Does the Print Shop receive jobs from outside the campus?

A. Yes, and the Print Shop would like to be able to set up a billing system for those jobs that would show precisely what was printed by whom and indicate the total cost of each print job.

Q. What type of technology is used to wipe hard drives by the IT department at Roanoke College?

A. The College uses the DOD7 security wipe

Q. Does the cost per copy include staples?

A. The vendor should indicate in the proposal whether staples are included in this cost.

Q. How will the College handle financing?

A. The College strongly prefers to work through its own third-party leasing company, First American Equipment Finance, because they have consistently provided professional and efficient service.

Q. Is the lease just for the Print Shop?

A. The College's goal is to get all the fleet equipment off of the lease and onto a cost-per-copy system, but other cost-effective options would be considered.

Q. Should the proposal specify the purchase price for Print Shop equipment?

A. Yes, unless the vendor can propose a cost-per-copy system that makes financial sense.

RESPONSES TO QUESTIONS

Q. Would the College consider used equipment for the Print Shop?

A. Possibly, but under the terms of a lease, new equipment would be preferred.

Q. Does all of the equipment that makes 5,000 copies or fewer per month need to have the capacity for 11 x 17 paper?

A. Alternatives will be considered if they are clearly specified in the proposal.

Q. Is optimizing the price the College's primary goal?

A. Yes, but all of the standards of functionality must also be met.

Q. Does the College want to establish a threshold for volume?

A. See Appendix 6: <http://roanoke.edu/Documents/PrintShop/Roanoke%20Appendix%206.pdf>, which was added recently.

Q. Will there be an adjustment for decreased summer volume?

A. The College pools volume to calculate the cost for the entire year and uses 75% of the actual anticipated volume as the base price, then pays the extra at the end of the year.

Q. Is there a single authentication process for cards?

A. One faculty / staff user can have multiple PINs to access multiple accounts (this applies mainly to people who work with more than one department). Only students use their cards to swipe and release documents (Faculty / Staff enter their ID number). The College would like to do away with card swipes because the strips wear out and stop working after a while. Ideally, anyone could choose to use their prox card or enter their ID number to release jobs.

Q. Will continued support be the responsibility of the vendor with the winning proposal?

A. Yes.

Q. Would that vendor have access to the relevant Equitrac data?

A. Yes.

Q. Are student debit/credit transactions handled by BlackBoard?

A. Students do not currently have PINs; those are only needed for staff and faculty. It would be helpful if students could use their personal credit cards directly (e.g., to make copies in the library). It would also be nice if they could enter their ID directly to release jobs if their card doesn't work or is forgotten. We would also like to be able to allow faculty / staff to have a choice to either enter their ID or prox into the machine with their card.

Q. Are there any complications with how printing charges are calculated?

A. It would be helpful if individual faculty members could break their printing charges down by department, by user and by account codes. We would also appreciate this being an automated process whereas users would get an email report each month with their total usage and department chairs or managers would get a summary report of usage in their areas of responsibility.

RESPONSES TO QUESTIONS

Q. Does the Print Shop need to make use of variable data solutions?

A. Not at this time, but it would be nice to have that option available for future expansion opportunities.

Q. Does the vendor need to secure the provision of help desk support for equipment?

A. No, the IT Help Desk at Roanoke College is the first line of support for our users.

Q. Is there a system in place to indicate proprietary jobs in the job library?

A. That would usually only apply to large jobs, and the College does not currently store jobs.

Q. Are there other printing issues that need to be addressed?

A. There is a printing hold queue issue that needs to be addressed through a configuration change (e.g., sometimes a student tries to print to an offline printer and the job doesn't go through, and then when they try to release the job elsewhere, it still isn't printed).

Q. [page 10]: What is the significance of specifying, "Pay only for copies made"?

A. The current reporting system (Equitrac) does not always match the actual number of printed copies. If a print job is cancelled or changed during the print run, the report should reflect only the actual number of copies that were made.

Q. Must all proposals be considered valid for 180 days?

A. This decision must be made by July, so that will not be a practical issue here, but any exceptions should be noted by the vendor (e.g., the vendor could specify that the proposal is valid for 90 days).

Q. How do students print on campus?

A. Right now, students can only print from computers in the labs; it would be better if they could also print from any of their networked personal devices, including smartphones and iPads.

Q. Would the College consider splitting the fleet and the production equipment between two vendors?

A. That is not the College's preference, but it would be considered for financial reasons.

Q. [Pages 10-11] "Machines Labeled Student Use" – can these also be used by faculty and staff?

A. Yes – faculty and staff can print to student lab printers as well, but students cannot currently print to administrative office printers or MFDs.

Q. Is the Equitrac software stand alone or embedded in the current equipment?

A. It is currently embedded, though most of the machines do not have Java (only three use Java currently).

RESPONSES TO QUESTIONS

Q. Should Equitrac maintenance & support be included in the response?

A. Yes, but it can be quoted separately. Respondents could also propose a solution other than Equitrac, though the College does own Equitrac and would prefer to continue to use that if possible. The College would also prefer that the full 4-year term for maintenance and support be covered in the response.

Q. What are the College's top priorities for the fleet?

A. One, price; two, reliability & support; three, ease of use.

Q. What are the College's top priorities for the Print Shop?

A. One, service; two, reliability; three, quality.

Q. [Page 10] Under “Vend Copiers,” the RFP indicates that “Students must be able to print and make copies on these devices using a variety of charge back methods. These include but are not limited to student Maroon Cards, credit cards, debit cards and cash.” Please provide details on the cards and the system used currently.

A. The students currently use a proximity card with a mag stripe on the back. The prox is currently used for facility access. The mag is currently used for everything else, including printing (but we are hoping to change this to prox to avoid replacing the mag readers so often). The College currently uses Elevel for credit card processing, through our Blackboard payment gateway. This same system should be able to be used for printing. The College will continue to provide the security and connectivity for this system.

This is simply part of the proposal and is not a requirement. This is something that has been requested by students and guests. Students do currently have the ability to add money to their maroon cards using a credit or debit card via the web. It is more important that cash be accepted, as well as the Maroon Card. In short, the guests of the College (mostly in the Library) have a way to pay for prints and copies.

Q. [Pages 10-11] – “Vend” enabled devices (See attached list) – where is the list?

A. Sorry for any confusion! There are not currently any vend enabled devices on campus. In the Library, guests can request a “guest” ID card, which enables them to log into a computer and print, using the card to release the jobs. They then have to go to the reference desk and pay for their prints using the cash register. The only option we have currently is Maroon Card vending for printing.

Q. [Page 11] “The College owns and uses Equitrac to track some elements of copier and printer use.” What version and edition of Equitrac is in use? Please provide screen shots regarding licensing. Also, please specify which elements of copier and printer use are tracked.

A. The College currently uses Equitrac Express version 4.2.3.5323. This is used primarily to manage printing on campus through secure release / follow-me printing. Students can print to any lab printer and release at any (other) lab printer. We ultimately want to be able to track usage down to the user, device and location as well as billing code administration.

RESPONSES TO QUESTIONS

Screen shot of current Equitrac Licensing Page:

Description	Serial number	Status
SystemID: ACADEMICPRT-EQCAS		
Equitrac Express 4: Suite	H47-40-07559-2UEY-DZB	Maintenance expires 8/9/2016 1
Accounting Server		
Accounting Server Uplink		
Accounting Server Dual Pricing Option		
Print Server Document Routing Engine		
Print Server Rules & Routing Option (2)		
Print Server Printers (100)		
Account Limit Enforcement		
Device Monitoring Engine		
EO4/EE4: Additional Print Server (100 Printers)	H02-40-08041-SK9Q-UEA	Maintenance expires 8/9/2016 1
Print Server Document Routing Engine		
Print Server Rules & Routing Option		
Print Server Printers (100)		
Device Monitoring Engine		
EO4/EE4: Workstation Client (1000)	H11-40-07073-JSSU-Y2A	Maintenance expires 8/9/2016 1
Workstation Client (1000)		
EE4: Campus Card Connector	H49-40-07003-LFP9-SZB	Maintenance expires 8/9/2016 1
Campus Card Option		
EO4/EE4: Embedded Device 10 Pack - Ricoh	H06-40-21381-CJCR-CDC	Maintenance expires 8/9/2016 1
Embedded Device - Ricoh (10)		
EO4/EE4: Embedded Device 10 Pack - Ricoh	H06-40-21384-F3MH-35A	Maintenance expires 8/9/2016 1
Embedded Device - Ricoh (10)		
EO4/EE4: Embedded Device 10 Pack - Ricoh	H06-40-21383-J45B-75B	Maintenance expires 8/9/2016 1
Embedded Device - Ricoh (10)		
EO4/EE4: Embedded Device 10 Pack - Ricoh	H06-40-21380-JM4-YHC	Maintenance expires 8/9/2016 1
Embedded Device - Ricoh (10)		
EO4/EE4: Embedded Device 10 Pack - Ricoh	H06-40-21382-LGHU-STA	Maintenance expires 8/9/2016 1
Embedded Device - Ricoh (10)		

Q. What version is your Blackboard software (if not the latest)? Is it under a full support and maintenance agreement?

A. Our Transact system is under a full support and maintenance agreement with Blackboard. Here is a screen shot of the system version information:

The screenshot shows the 'About Detail' page for Blackboard Transaction System. It includes the Blackboard logo and the text 'Blackboard Transaction System Copyright ©1998-2012'. Below this is a 'Product Information' section with the following details:

Product Name:	Blackboard Transaction System
Product Version:	3.10.2.0
Package Number:	3101920495
Package Name:	Blackboard Transaction System 3.10 Service Pa
Package Version:	1

Warning: This computer program is protected by copyright law and international treaties. Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under the law.

RESPONSES TO QUESTIONS

Q. [2.8] – “Software Upgrades and Changes.” Please itemize all “Technology systems, network protocols and operating procedures” so that it will be possible for vendors to ensure compatibility.

A. The College uses Microsoft Windows Server 2012 in most all cases. College computers operate on the Windows 7 Professional operating system and some operate on the Mac OSX 10.6+ platform. A few systems also run on the Redhat Linux platform (versions vary). Any system should be able to be easily used with Mac and Linux, as well as Windows machines. The network protocol currently used is IPv4 on multiple VLANs (but proposed devices should have IPv6 capabilities). We recognize and abide by the Red Flag standards of privacy as well as HIPPA laws. We also strive to ensure our systems meet PCI Compliancy as well. Further information can be disclosed to the vendor who is awarded the contract. This response also applies to section 4.16 on page 30.

Q. [2.20] “Cancellation” – If this is ends up being on a lease, this would be determined by the leasing company? Do you want to lease all equipment or just production?

A. This was mostly addressed earlier in this document – we prefer to do a cost-per-copy contract that covers the cost of the equipment. Production equipment, we anticipate, will be leased using our third party leasing company.

Q. Is it required to list the number of Certified Equitrac Technicians?

A. It isn’t required to list the number, but it is recommended that you disclose whether or not you have anyone certified in Equitrac.

Q. [3.1] “Internal Copy Control Process” – All copiers/MFDs shall include an internal copy control process to gather use data and account information electronically from users. The copy control process must work seamlessly with both Macintosh and Windows operating systems.

A. **Please clarify how the copy (vs. print) control process should be compatible with computers.** When a user prints multiple copies of something from their computer, they should have the option of charging that job to a billing code. By default, it should charge to their main department.

Please clarify “internal” – is this meant to be for each MFD only and not combined with data from other MFDs, and separate from Equitrac and your billing system?

The MFD will work with the proposed reporting system and the copy controls will be located internal to the MFD (not as a separate module).

Is the intention of this requirement to force users printing to the MFDs to enter an account code for each print job? Yes. The system the users currently use requires them to enter an ID number or swipe their card to release their print and copy jobs.

If so, should it be the account information of the user logged in to the computer or a separate code entered by the user? Should be the account information of the person logged into the computer, but they also need to have the capability, as previously mentioned, to use an alternative billing code as some people do work for multiple departments or budgets.

RESPONSES TO QUESTIONS

What operating system versions must be supported? This has already been discussed in another question. See above.

Please clarify the differences between this requirement and items 3.13 and 4.4. 3.13 and 3.1 are duplicate entries. 3.13 can be disregarded. Section 4.4 specifically addresses the specifications of the machines themselves whereas section 3 deals with the billing requirements.

Please clarify whether Unix printing, mentioned only in one of these three sections, is included. Unix-based printing is included and would preferably be included in any reporting.

If so, what flavors and version numbers of Unix? This has been answered in a previous question – see above.

Q. [4.3] “Electronic Auditing/Billing”- Electronic auditing/billing with the capacity to track at least 500 accounts is required for each device. *Is this an internal machine requirement (not reportable across multiple devices) or for use with Equitrac?*

A. Section 4 includes requirements for equipment (the machine itself). It is possible to propose something different – just note that in your response.

Q. [4.11] Identification Number - An identification number, which is linked to a billing account, is required for all work submitted either manually or electronically. *Please provide the specifications for the identification number format/syntax. To what billing system and version number will Equitrac be linked? Does the college already have licenses from both the billing system publisher and Equitrac to enable their integration?*

A. We will provide the format / syntax information to the vendor that is awarded the contract. Equitrac is the billing system. The system that handles the accounting of the Maroon Money is the Blackboard Transact system, noted above. Equitrac licensing information is listed above as well.

Q. [4.12] Print Queues – The College must have the ability to set print queue preferences (multiple jobs from same source) and to manage work originating from multiple sources (i.e., FAX, walk-up, or on-line) on multi-function devices. *Please clarify this requirement. (Internal to each device only? What is meant by same source?)*

A. We want to be able to set defaults on print queues. For instance, one department may want to set all print jobs to default to duplex and black only text from the driver. We need to be able to control this from the driver on the Print Queue. On the machine itself, we may need to be able to set defaults and manage preferences on walk-up jobs such as faxing or copying.

Q. [4.14] FAX- FAX capabilities required. Vendor to describe FAX specifications. *VOIP or Potts Lines for faxing?*

A. We currently use Potts Lines for our fax lines. However, vendors are encouraged to recommend other cost-effective solutions such as a fax server, etc.

Q. [4.22] Print Drivers – Print drivers must be available for all existing Roanoke College computing equipment, including equipment running on Unix, Windows®, and

RESPONSES TO QUESTIONS

Macintosh® OS X®, as well as custom systems developed by the College. *Can you provide us with any of the compatible formats not normal?*

A. We do not use any unusual formats at this time. However, we do want to be able to capture print jobs produced from the Unix-based systems.

Q. Please detail the Datatel printing process that currently is not tracked by Equitrac.

A. Users go into Colleague and perform a process that creates a printable file. They choose the printer (LP Number) and release the job, which sends it to Easy Spooler (produced by ROC). Everything that is sent there is queued on "Hold." They then log into Easy Spooler and locate their jobs by username or destination and release the job there, which releases the job to be printed directly to the printer.

Q. Please provide the specifications for the proximity (door access) cards currently used by the students (manufacturer, model, frequency, etc.).

DuoProx II Card

Part number: 1336LGGMN

Description: Offers universal compatibility with all HID proximity readers. Provides an external number for easy identification and control. Supports formats up to 85 bits, with over 137 billion codes. Meets ISO standards for thickness; use with all direct image or thermal transfer printers. Accepts either a horizontal or vertical slot punch. Card Data L - Programmed, Low Frequency (125 kHz) G - Plain White PVC w/ Gloss Finish G - Plain White PVC w/ Gloss Finish M - Sequential Matching Internal/External (Inkjet) N - No Slot Punch (Printed location of vertical and horizontal slot punch will remain)

Q. Do you want the faculty and staff to use proximity cards that are compatible with the student door access cards?

A. Everyone on campus currently has the same card. However, only the students utilize the prox in their cards. We would like for everyone to have the option to access printing with prox as well as entering a PIN number or their ID number if they forget their card.

Q. Can sample proximity cards with data encoded be supplied for testing?

A. Yes, we can supply cards for testing.

Q. Since one of the stated goals is to move to an operating expense, would Roanoke be interested in a utility cost model with volume banding which adjusts in the future based upon need?

A. The vendor should feel free to present as an alternative proposal, assuming the proposal meets RFP requirements.

Q. Please clarify the statement at the bottom of page 3: The cost per copy for copiers, laser printers and/or MFD that are capable of reproducing in color shall be based on the black copy price.

A. When devices make both color and black prints on a c-p-c pricing model, there needs to be some way to allocate the costs of the machine between color and black. This model recovers the entire cost of the machine with black copies. The c-p-c for color does not contain a component for machine costs. All of the color c-p-c goes to service and supplies.

RESPONSES TO QUESTIONS

Q. Please confirm that the College is seeking to only replace devices this year whose lease expires this year, based on the lease expiration dates listed in the RFP Appendices

A. Yes, this is the case. However, vendors are free to recommend replacing additional units, as long as it makes financial sense to do so.

FURTHER CORRECTIONS OR CLARIFICATIONS

In the Appendices, if the “Lease End Date” is listed as “N/A” this means that the College currently owns this particular piece of equipment.

In the appendices, there are a few units listed that no longer need to be replaced. Serial numbers are listed here for units that should NOT be considered for replacement:

1. S5218600764
2. CNF8F4GJYD
3. CND9D9CB8V
4. CNF8F4GK26
5. Q3751200262

The following units should be considered part of the “Students’ Labs” list, all of which currently use the Equitrac card readers:

1. Q8087040008
2. L3665500389
3. S4806200005

The following unit should be considered part of the regular “Faculty/Staff” fleet and not considered part of the labs list:

1. V1595300435

The following units need only basic printing capabilities (based on volume, vendors can also propose to not replace these, but to rather only include them in the Equitrac upgrade if necessary):

2. ZCYZBJZD100005N
3. S5299501692
4. S5299301766

The two HP units located in Miller Hall (CNGXC54142 & CNGXC54141) as well as the two located in Trout Hall (CNGXC54135 & USBNK41804), need to be definitely considered for upgrade to a small MFP – these locations need the ability to scan to PDF / Email. The space is somewhat limited inside these closets, but there is room available for a small table-top unit in each closet.

There are three MFDs currently located in Roselawn / Admissions that are very close to one another (MAC0000858b12c1, MAC0000858a7ab9 & V1405200524). We would ideally like to see three of the same units go into these locations, if possible so they can share consumables. Speed should be at least 30ppm for each unit, if possible. Internal finishers would be acceptable and no external paper deck is required. However, at least 4 paper drawers would be recommended in addition to the bypass tray considering the types of letterhead they use in these locations.