

## **QUESTIONS AND ANSWERS**

### **System-Wide Print Solution Software**

#### **Project No. 11-41**

September 6, 2011

To: All Prospective Respondents

From: Houston Community College, Procurement Operations

Subject: Informational Letter #2 – The following questions were received in Procurement Operations within the time period specified in the solicitation document Request for Proposals (RFP) for System-Wide Print Solution Software (#11-41).

#### **Question #1:**

Regarding the requirement-“Shall be able to hold documents in a secure print queue until users authenticate at the printer or provide adequate payment.” Of the 500-700 printer population, how many do you want to have these capabilities? For the purpose of pricing please provide an exact number of printers.

#### **HCC Answer:**

HCC has 6 colleges and 27 campuses. Most printers are pass-through from the user's desktop. Vendors should provide pricing for 300, 400, 500, 600, and 700 secure print queues.

#### **Question #2:**

Regarding the requirement-“Shall provide proven ability to provide increased service levels and reduce desk call.” Please clarify what you mean.

#### **HCC Answer:**

Vendors need to document how their solution can increase services to the users and reduce the need for help desk/technician intervention.

#### **Question #3:**

Under training – “Shall provide....training for technicians.” What is the role of the technicians and what level of training is expected? Are the technicians employees of HCC?

#### **HCC Answer:**

All technicians are HCC employees. The technicians handle hardware and software support at the colleges and campuses which includes installation, problem analysis, and troubleshooting of printers. HCC needs technicians to be able to understand how to resolve problems for the devices and software proposed in the bid. The vendor should propose the appropriate levels of training required based on their experience with institutions of higher education.

#### **Question #4:**

Please explain the deliverable that you expect to receive from the consulting hours to be included with the project.

**HCC Answer:**

Consulting is usually used for the project planning, programming, and installation of the vendor solution. HCC needs to know how much time is required to implement the solution and the hourly or flat rate to be charged for the consulting services proposed. Also, include consulting costs (hourly rates) for future installations or upgrades if HCC should need them.

**Question #5:**

Please confirm name of the credit card processing vendor used by the college, it was discussed in the meeting the college is using Higher One as the service provider, which payment processing is "CashNet".

**HCC Answer:**

HCC uses Higher One's CashNet Payment processing system.

**Question #6:**

Are the student ID numbers included in Active Directory or would the College provide a separate table for the ID number synchronization.

**HCC Answer:**

All student IDs are in Identity Management System and Active Directory and they are synchronized in real time.

**Question #7:**

As we understand, different users different card types (magnetic swipe, proximity, barcode). If would not be cost effective to purchase multiple readers for each printer. Would a unifying authentication method such as PIN Code be acceptable?

**HCC Answer:**

HCC has 5000 employees and 78,000 students a semester. All student IDs are in Identity Management System and Active Directory and they are synchronized in real time. HCC will be reviewing all options. The vendor needs to propose a solution that provides flexibility and best value to the college. HCC does not want to increase the complexity of use to our users.

**Question #8:**

How many print servers are in use today and what operating system?

**HCC Answer:**

HCC has less than 5 print servers and will be reconfiguring the current print environment based on the bid selected. HCC will be implementing Dell virtual servers with MS Windows Server 2008 for print servers. HCC has 12 core locations that will require print servers.

**Question #9:**

What is the WAN connectivity between the 54 buildings, (i.e. bandwidth, latency, and utilization)?

**HCC Answer:**

HCC has a 1 GBS fully-redundant, mesh WAN between all campuses. The LAN is 1 GBS between building with ring or star topologies. WAN and LAN utilization is 30% to 40% overall with no latency.

**Question #10:**

Are all workstations (windows, apple, all of the above) members of an active directory domain?

**HCC Answer:**

HCC has 12,000 PCs and laptops. IT policy is that all are to be part of the domain but some departments have disabled membership. IT is working to have all in AD. If campuses have disabled their membership, they will not be able to use the print management services.

**Question #11:**

Do users all log in with a unique username (no shared logins)?

**HCC Answer:**

All HCC users have a unique Active Directory login username.

**Question #12:**

Is IIS a supported web server in HCC?

**HCC Answer:**

Yes

**Question #13:**

Describe the "backend" connectivity to the Cashnet system from Hire One for managing debit card transactions.

**HCC Answer:**

Higher One's CashNet system has a secured and encrypted web connection to HCC's PeopleSoft system for credit/debit card student enrollment and financial aid transactions. The interface is using web services with a XML file format in real time. CashNet is PCI compliant.

**Question #14:**

Please clarify what is meant by "web based interface with control options, etc.?" Are these speaking about a print driver or is this in a centralized printing environment such as job ticketing for retrieval of jobs? (We understand release stations will be needed but is the expectation for these release stations to be web based or can they be server based via a web browser - i.e., hosted by HCC or hosted by us?)

**HCC Answer:**

HCC is promoting web based solutions such as library services, ebooks, and online course materials and has realized an increase in users with various mobile devices (laptops, smart devices) at all campuses. Print from these devices via an web based interface that works across multiple browsers platforms is necessary to serve HCC user base. Vendors need to describe their solutions for this segment of the market.

**Question #15:**

Is the intention to charge for scan to file and scan to fax? If yes, would different types or sizes of documents require different billing amounts for those types of options? How will HCC be scanning documents? (i.e., MFP's, standalone scanners, fax machines)

**HCC Answer:**

HCC requires a solution that is versatile and provides best value to the college. Vendors need to document how their solution charges and/or doesn't charge based on devices being used and the characteristics of a document.

**Question #16:**

What version of SQL servers is HCC currently running. Are they SQL express (My SQL or Enterprise)?

**HCC Answer:**

MS SQL Enterprise and Stand-alone 2005 and 2008.

**Question #17:**

What current Windows and MAC operating systems is HCC running across all devices?

**HCC Answer:**

HCC has a four year replacement plan for all Windows desktops and laptops. A majority are running MS Windows 7 but some are still running MS Vista. The Apples are running MAC OS X 10.x.

**Question #18:**

Is HCC running Blackboard or Banner systems for students?

**HCC Answer:**

HCC runs PeopleSoft Campus Solutions version 9.1 for students and MoodleRooms for the learning management system.

**Question #19:**

What version of Windows Server does HCC currently have either virtually or physically?

**HCC Answer:**

HCC runs VMWare version 4 and MS Windows Server 2003 and 2008. 90% of HCC's Windows servers are virtualized.

**Question #20:**

Does HCC require the system to bill back to many different software systems or one centralized such as PeopleSoft? (i.e., reference to CashNet and imaging in bid)

**HCC Answer:**

HCC does not currently bill back printing to the departments. This may happen in the future. If we did, it would be to PeopleSoft. Vendor solutions should be versatile enough to accomplish this task.

**Question #21:**

Is there a need to have a print server based software for only the MAC Clients, or can the MAC clients be pointed back to the Microsoft server?

**HCC Answer:**

10% of HCC's computers are Apple MAC. MAC users can join an AD domain via MAC Open Directory and use print and file services. Vendors need to provide a solution that is seamless to users and easy to implement. Document your recommendation and costs in your bid for review.

**Question #22:**

Are all students in Active Directory and updated via Active Directory with pass through to MAC open directory system?

**HCC Answer:**

All HCC students have AD logins that are updated via HCC PeopleSoft system. MAC users can join the domain via MAC Open Directory.

**Question #23:**

HCC has asked for training for technicians. Are these technicians HCC technicians or hardware technicians?

**HCC Answer:**

All technicians are HCC employees.