LOS RIOS COMMUNITY COLLEGE DISTRICT

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Purchasing Department

Sacramento City College   American River College   Cosumnes River College   Folsom Lake College

ADDENDUM NO. 1

ISSUE DATE: February 21, 2020

STORED PAY FOR PRINT SYSTEM

LRCCD BID NO. 20014

Issued By:

LOS RIOS COMMUNITY COLLEGE DISTRICT
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This addendum forms a part to the Contract Documents. The addendum items supersede and supplement all portions of the bidding documents with which it conflicts. All workmanship, materials, appliances and equipment which may be included in the following addendum items shall be of the same relative quality as described for similar work set forth in the general or main specifications of which these addendum items shall be considered a part.

This Addendum has been acknowledged in the space provided on the Bid Form and is considered part of the bid documents.

Addendum 1 consists of 4 pages.

1) With all the print cards already in production, would you be interested in a self-serve option for students to transfer their stored value card balance to their online Print Accounts? Or do you plan to transfer card balances manually with staff assistance?
   Answer: We are interested in a self-serve option for students to transfer their stored value card balance to their new print account. If there is not a self-serve method, we are interested in the most efficient method of transferring their funds to their new account.

2) You mention the requirement for the print software and hardware to support credit cards. Are you processor agnostic?
Answer: If you mean payment gateway vendors, the District has used Pay Flo Pro and BlueFin (perhaps more) but we are agnostic. Solution should process the standard credit cards VISA/MC/AE/ApplePay.

3) Do you have any specifications for the Prox Cards at this time? Would you be interested in seeing options to support more than one type of card at the payment devices?
*Answer: We may adopt Regional Transit's standard of "We are using **MiFare DesFire EV1 - 4K** Cards (https://www.nxp.com/products/identification-and-security/mifare-ics/mifare-desfire/mifare-desfire-ev1-2k-8k:MIFARE_DESFIRE_EV1_2K_8K)." Options are fine as long as the cost of a card-less solution is provided and available options shown as just that.*

4) Is charging for scanning mandatory or just the ability to enable scanning?
Answer: Charging for scanning is mandatory.

5) Is the expectation that guest users/public patrons will create an account in the system or is another method of payment desired – such as cash or credit card collection – in a pay-as-you-go scenario?
Answer: In areas like libraries that have a MFD, it would be great if cash/coin can be used to pay for copies and prints without the need of an account for public use.

6) How many Print Locations/devices will require the ability for guest printing?
Answer: 12.

7) How many of the printers would you prefer to use a computer release station and/or other payment device release options (ex: account terminals and/or kiosks)?
Answer: ARC has 17 release stations that they would like a kiosk like the NetZTouch device acting as a release station. The rest of the colleges have a total of 53 release stations.

8) How many years of software/hardware support should be included in the bid totals?
Answer: Three years. We can renew support annually thereafter.

9) General:
   a) How many print servers are currently being utilized by the District?
   Answer: 4, one at each main college.

   b) Are any locations utilizing or planned to utilize a direct IP print infrastructure?
   Answer: All printers will have a print queue.

      i) If so, how many workstations will need to be included for print tracking/follow-me printing?
   Answer: We do want to implement Follow-me printing if it is feasible. All Laserjet printers are HP printers. Most of the MFDs are Toshiba with a few Konica.

   c) Does the District utilize an App (mobile/tablet) for campus and student services that may adopt printing capabilities in the future?
   Answer: No, whatever BYOD solution your system has we will adopt. Currently we use PrinterOn.

10) Section 1:

    a) Does the District currently use a campus one-card system?

    Answer: Sort of. The current Student Access Card has a 1/8" mag stripe for stored value Pay-For-Print system (GoPrint), a ¼" mag stripe that has the student's StudID (which is their AD username – a 7-digit number, one three different tracks of the stripe and a barcode on the front for signing into the Library system when checking out books. We affix a sticker that proves to Regional Transit bus drivers that the student can ride the bus. RT may implement a prox card solution in the future, however, we have do not have confirmation when that will happen. If it does, we will change cards from mag stripe to a prox card with the MiFare DesFire EV1 standard they are now using on a limited basis. This is the reason we do not need a prox card solution at this time. However, this system should be able to support it with a simple prox card reader addition at release stations/kiosks/coin boxes.

       i) If not, is the adoption of one currently being planned?

    Answer: See above.

    b) When referring to "on premises or via a cloud solution," is the District referring to a solution that can be hosted in the cloud (Azure, AWS, etc.) or a wholly hosted system by the proposing vendor?

    Answer: By the vendor. We are okay with having the database server at our district office, but if some solutions offer a hosted solution, then that is acceptable too.

11) Section 2:

    a) How many current AD users will be imported into the proposed PFP solution?

    Answer: Our student OU has over 800k accounts. Accounts are not deleted. Accounts actively being used in a semester are around 100k. We estimate accounts that will use the PFP solution at around 10k.

    b) Does the District utilize regular directory cleanup protocols?

    Answer: Our Student OU does not, as inactive students still are allowed to login to register with AD creds.

    c) Are students and staff differentiated via security groups?

    Answer: Yes, they are in different OUs as well.

12) Section 3:

    a) Are any form of proximity card/fobs currently used by staff and/or students?

    Answer: Yes and no.

       i) If so, please provide specifications

    Answer: This is for the student PFP system and students do not have prox cards. Staff have prox cards for entry and alarms. However, this system is not for staff printing.

13) Section 4:

    a) Does the District currently use any form of payment gateways (Blackboard, CBORD, Heartland, PayPal, etc.) for any type of campus services?

    Answer: Yes, for online enrollment and online ticket sales in the Harris Center (Regional Performing Arts Center). ARC has a few GoPrint loaders that have a payment gateway.

b) Excluding credit card payments, does the District plan to collect cash/coin from physical add-value stations on campus?
Answer: Yes, from 18 locations we want cash/coin stations that will allow students to add value.

c) Does the District plan to use these add-value stations for non-account holding users; public walk-ins, etc.?
Answer: Yes, for approximately 6-12 of these locations it would be good if the coin/cash kiosks were connected to MFDs allowing printing with temp AD accounts (that are temporary and would not match up in AD like the student IDs would), via USB/Drop box/Google Docs, etc., as well as copy and scan without needing an account.

d) Will the District provide workstations (PC's) for these add-value stations to connect and provide account login, etc.? If not, does the District prefer the proposing vendor to quote all-in-one add-value stations with a built in PC?
Answer: Yes, the District already has these stations in place with the existing PFP system or will provide as needed.

14) Section 6:
a) On single function printers that do not support embedded software, is the ability to only charge/track printing sufficient?
Answer: Yes, on these standard or legacy printers the jobs can be released at the lab computer they are printing from or at the release stations near the printer.

    i) For follow-me print/secure printing functionality, a networked pin-pad, card reader, or workstation would need to be connected.
Answer: Presumably the software (like PaperCut) will be imbedded in MFDs, coin/cash kiosks, NetZTouch panels (ARC) or on release station PCs.

    ii) Does the District want the proposing vendor to quote this type of functionality for single function printers?
Answer: No, for single function printers that cannot have software imbedded we will use existing release station PCs or NetZTouch panels for ARC.

END OF SECTION.