QUESTIONS AND ANSWERS

System-Wide Print Solution Software

Project No. 10-23

October 4, 2010

To: All Prospective Respondents

From: Houston Community College, Procurement Operations

Subject: Informational Letter #1 – 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 (#10-23).

Question #1:
When you ask for the name of the Financial Institution – what information specifically are you looking for?

HCC Answer:
The name of the banking institution that your company does business with.

Question #2:
The notary portion of this attachment lists the notarization to take place in Texas. We are out of state. Is there an amendment to the notarization portion of this form? Or how would you like someone from out of state to handle this?

HCC Answer:
Please have notarized in whichever state that you do business.

Question #3:
How many total print servers are there for all campuses?

HCC Answer:
One per campus of 30. The software must be able to handle expansion of services and servers easily. Please explain the ease of accomplishing this requirement.

Question #4:
What is the software system used for campus card management? This is the system that manages student funds accounts for the card, for example, Blackboard, CBord.

HCC Answer:
The software for Campus Card management system will be Andover Continuum Badging Software. Currently there is no system that manages student funds account.

Question #5:
Are printers designated for faculty only or student only printing on all campuses, or are there mixed areas where students and faculty can print?

HCC Answer:
Both. The software should be flexible enough to handle either design.

Question #6:
What is the current network infrastructure for printing, through print servers or direct IP printing?

HCC Answer:
Both. The software should be able work with print servers and direct IP printing.

Question #7:
With regards to the proposal documents, the RFP states, 1 original, 5 copies of technical proposal and 5 copies of the pricing proposal. Are you asking for a total of 11 copies?

HCC Answer:
HCC is asking for 1 copy of the original bid response in total and 5 copies each of the technical and pricing proposals.

Question #8:
Are any of the magnetic strip tracks on the student ID cards being used currently?

HCC Answer:
The ID card will have a magnetic strip on the back of the card. HCC is implementing a new ID solution and has never used an ID with a magnetic stripe. We are looking to the vendor for recommendations.

Question #9:
Some software licensing is by server, workstation and printer, will HCC's IT department supply more exact details about the number of workstations and printer for faculty and staff?

HCC Answer:

HCC Computer Inventory DELLs & MACs	
Total count of HCC desktops	11816
Total count of HCC laptops	1879
Total number of computer Dell and MACs	13695
Printers (HP, Dell, IBM)	500-700

Dell and Macs by College

Colleges	Work Stations
Coleman College	558
CORR.ED	132
Central	2094
Northeast	1383
Northwest	1110
Southeast	1491
Southwest	2684
System - 3100 Main	1351
Offsite	35
Total	10838
MAC Desktops	978
Grand Total	11816

Question #10:
Is it possible to receive a floor diagram for each campus, either electronically or hard copy?

HCC Answer:
HCC does not see the need for providing floor diagrams for this project.

Question #11:
One of the application criteria refers to the ability of the software solution to accept funds by the means of "cash" but it is not specified:
a. Does the college require hardware devices to be provided as part of this solution proposal?
b. If so, what's the initial amount of units needed to satisfy the implementation of the propose solution college wide.
c. If this is to be included in the Price proposal, is there going to be a new attachment No 2 to reflect the price of the hardware.

HCC Answer :
A.   Yes.
B.   HCC estimates the number of cash option hardware devices to be 30. Vendors should also provide a unit cost for additional hardware if needed.
C.   Yes.

Question #12:
What is the target installation date?

HCC Answer:
HCC will be implementing the solution in Spring 2011. Each vendor should provide a time line based on their experience.

Question #13:
The 2009-2010 enrollment exceeds 70,000 students per semester with over 100,000 unique students annually. HCC currently has over 4,000 full and part-time employees with the number of network printers totaling 500-700. How many work stations do you need licensed for the original bid response installation?

HCC Answer:

HCC Computer Inventory DELLs & MACs	
Total count of HCC desktops	11816
Total count of HCC laptops	1879
Total number of computer Dell and MACs	13695
Printers (HP, Dell, IBM)	500-700

Question #14:
Is it HCC's intention to purchase all of the required licenses up-front?

HCC Answer:
HCC will purchase the licenses up front and is requesting per license costs with break points for future expansion.

Question #15:
What percentage of networked printers does HCC want secured?

HCC Answer:
HCC has 500-700 network printers. Faculty and students travel between campuses for instruction and learning. Please explain in the bid the reason and cost for securing printers in such a fluid environment.

Question #16:
How many "magnetic card" swipe printers will students have access to?

HCC Answer:
Estimated 100. The software must be flexible enough for this to be configured as requirements change.

Question #17:
How many "release code" printers will staff and retirees have access to?

HCC Answer:
Estimated 150-200. The software must be flexible enough for this to be configured as requirements change.

Question #18:
How many guest printing stations will there be campus wide?

HCC Answer:
Estimated 2-3 per campus or 52-78. The software must be flexible enough for this to be configured as requirements change.

Question #19:
What is the name of the campus card system being implemented?

HCC Answer:
The software for Campus Card management system is Andover Continuum Badging Software.

Question #20:
On the magnetic stripe card what is the data format being used?

HCC Answer:
ISO Magnetic Stripe Encoding, triple coercivity, Lo-Co 300, Hi-Co 2750, Hi-Co 4000,Tracks 1, 2, and 3

Question #21:
Should the response to number 1 page 12 "Software License for Print Solution" of the RFP include a minimum of 100 hours consulting within the first six (6) months of implementation?

HCC Answer:
Based on the scope of the project, the vendor should provide the number of hour that it will take to implement it.