

City of Memphis
Pharos Network Printing Solution for Memphis Public Library
RFP # SAIC CoM 2014 RG R98483
Answers to Questions

	<u>RFQ Section</u>	QUESTION	Response
1.	2.2.5	Is the library open to a more modern and cost-effective stored value card system (Dispenser/revaluator, print station card readers, copier control card readers) instead of the older and outdated Intercard equipment?	Vendors can submit alternative print management solutions Please see Addendum #1.
2.	2.2.5	Will the library consider a “value in the system” payment method instead of “value on the card”? With this method, users can put money into a Pharos Uniprint database account via kiosk or online credit card gateway, and then use these funds to release print jobs and make copies. This method greatly reduces the amount of mechanized card reader hardware at each print station and typically a simple barcode scanner can be the only hardware needed. The Uniprint accounts are linked to a user’s library card barcode number.	No
3.	2.2.5	Can a vendor respond with multiple hardware solution options for the library?	Vendors can submit alternative print management solutions Please see Addendum #1.
4.	2.2.6	Is vendor required to have local Memphis employees for onsite support? Can spare backup hardware be provided to the library for library staff replacement?	Question 1 – Yes Question 2 - Yes
5.	Section 1.1, 2.2, Exhibit 4	The stated contract award is for 1 year with an option of two subsequent 1 year renewals. Page 9 requires that a 4 year warranty be offered. Page 43 requests pricing for years 5 and 6. Will the Library please clarify the contract terms?	Yes, the contract will be for a 1 year term with 2 subsequent 1 year renewals with 4 year hardware warranty.
6.	Section 1.2, Section 2.2 Technical	The Pharos solution uses existing library cards instead of separate stored value debit card. The values are stored in the Pharos software, not on the card itself. There is no need to dispense new cards since the current library cards are used. The Intercard systems and debit cards specified are not compatible with the Pharos software specified. Will the Pharos solution that uses existing library cards be acceptable instead of a separate Intercard system?	The Pharos solution does not use library Cards, we would like a solution that does. The Intercard system is working.

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7.	Section 1.2	<p>Another deliverable is for replacement of print release station computers, print servers, and a database server. Section 2.1.1 states the vendor is to provide “project procurement services”.</p> <p>a. Is the vendor expected to provide the actual PC and Server hardware, or coordinate the hardware procurement services with the current City hardware provider? If the vendor is required to provide PC and server hardware, are there any specifications for CPU speed, RAM, etc?</p> <p>b. Are the current print stations, print servers, and database server currently owned by the Library or the current Pharos contractor?</p>	<p>a. Vendor will coordinate with City’s current hardware procurement services provider.</p> <p>b. City/Library</p>
8.	Section 1.2 Item 6	We assume that this end user training requirement is limited to Library staff, not patrons. Is that correct?	Yes
9.	Section 2.1 and Section 4.3.1	What is the contract end date for the current solution? Is there a contingency to extend the current contract if needed, or is there a firm deadline date for conversion?	Contract has ended
10.	Section 2.1 and Section 4.3.1	The RFP mentions a timeline for implementation. Is that available?	No. SAIC will provide an estimated timeline for Section 4.3.1. and the vendor will provide the timeline under Section 1.2 item 6. There is not an implementation plan required for Section 2.1.
11.	Section 2.1	What is the Library’s expectation for the loss-prevention requirement listed in Section 2.1 Item 2?	Vendor is to provide to Library its loss prevention process/service
12.	Section 5.2	Section 5.2 says “Firm must be included in list of certified M/WBE firms” and allocates 5% weight. Section 3.5 says “The M/WBE goal is 0%” and the forms are stated “Not applicable”. Please clarify.	Remove the 5% for MWBE and increase product functionality to 25%. Please see Addendum #1.

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13.	Exhibit 5 Item C	<p>Is this network a standalone system not connected to the Library and City's other networks?</p> <p>a. Please clarify the responsibilities of the vendor for PC and Server Windows operating system and network support compared to existing IT staff and other contractors.</p> <p>b. Are the public access computers part of an Active Directory domain, or forest? If so, is the Active Directory environment isolated to the library, or part of the City's environment?</p> <p>c. Is there an antivirus software license in place or does the vendor need to provide the antivirus software?</p> <p>d. Please describe the automated software delivery solutions which will be available to the new vendor for distributed software installations and updates.</p> <p>e. Can remote software support and automatic software updates be used to meet required monthly maintenance?</p> <p>f. Please describe the wide area network infrastructure including bandwidth in place and any limitations or concerns.</p>	<p>a. Awarded vendor will work with City of Memphis' Managed Services provider and will utilize approved standards.</p> <p>b. Yes. Part of City's environment.</p> <p>c. Yes, the City uses Symantec Antivirus software.</p> <p>d. LANDesk.</p> <p>e. Library requires full-time on site support. Remote support for software and updates is acceptable.</p> <p>f. AT&T Metro Ethernet. Current bandwidth for central library is 450MB and branches are 100MB.</p>
14.	Section 1.2	<p>Please confirm that the rack space, backup power, ample resources, and connectivity are available to support the distributed solution for the vendor to meet the server requirement.</p> <p>a. What is the expected scope of the of the helpdesk service requirement? Is it limited to Pharos or is Windows OS and internet support required?</p> <p>b. Who are the authorized personnel that will be contacting the helpdesk and for what type of support levels? Library Staff or Library Patrons?</p>	<p>a. Awarded vendor will provide Pharos support. Vendor will work with City's Managed Service provider when required on Windows OS and internet support issues.</p> <p>b. Library staff and City's technical staff</p>
15.	Section 3.6	Will the vendors be granted the ability to keep the audited financials from becoming public record?	No
16.	Section 2.2 Technical	For the printer supply support, can the vendor provide an all inclusive cost-per-page for service and supplies instead of individual cartridge costs?	No