

Addendum: Vendor Q and A on FVRL PC Print and EPay System RFP

Q: What filtering package are you currently using?

A: As mentioned on page 15 of the RFP. It is an 8e6 R3000 filtering appliance from a company called M86Security. Here is a link to the product on their web site.

http://www.m86security.com/solutions/web_security/8e6-r3000-internet-filter.asp

Q: Is the filtering proxy based?

A: If you look at the contents of the "Installation" tab on this web page.

http://www.m86security.com/solutions/web_security/8e6-r3000-internet-filter.asp

It describes that the unit can be setup in either Invisible mode, Router mode, or Firewall mode. We are currently using it in Invisible mode.

Q: I am looking for a number of print release stations per building.

A: Assuming the proposed print management system is based upon a print release system model. I anticipate the following:

1. Battle Ground - 3 Print Release stations
2. Cascade Park - 4 Print Release stations
3. Goldendale - 3 Print Release stations
4. La Center - 2 Print Release station
5. North Bonneville - 1 Print Release station
6. Ridgefield - 1 Print Release station
7. Stevenson - 2 Print Release station
8. Three Creeks - 2 Print Release stations
9. Vancouver Community library - 4 Print Release stations
10. Vancouver Mall - 2 Print Release stations
11. Washougal - 1 Print Release station
12. White Salmon - 2 Print Release station
13. Woodland - 2 Print Release stations

The sum total of print release stations is 29.

Q: Who will have the decision on who to go with? Is this a committee or does the library director have the final decision?

A: As it states on page 6 of the RFP. There will be an evaluation committee and this committee will be making the final decision on the vendor.

Q: Page 17 of the RFP describes the goal to have a unified payment system that would work with the new print management system, existing copiers, fine payments and selfchecks. Is the goal that all systems report the payment to Symphony? ... as long as all payments are recorded in the patron record, is that what the library means by unified?

A: By "unified", we mean that one payment system will work/be compatible with all of the products (ILS, PC printing, copiers,

Addendum: Vendor Q and A on FVRL PC Print and EPay System RFP

selfchecks, catalog, etc.) we have that require/or would greatly benefit from that capability.

I have no preference on whether the account/credit balance records are kept in Symphony or on a separate server. Obviously, if the transaction in question is to pay for copies made at a copier. It doesn't matter if Symphony is aware of this transaction or not. The only thing that matters is that the payment system handles the payment for it, whether this is done at the coin box attached to the copier or via a deduction from the user's account balance on their payment account, etc. However, if the transaction is to pay down a fee from the selfcheck station to continue with checkout or paying down a fee from the catalog to continue with a hold placement. Those transaction are directly related to Symphony and the payment system must be able to update the borrower record on Symphony to reflect such payments.

Q: Will the software be installed on the OPAC machines listed on page 14 and 15 of the RFP?

A: My assumption is that the OPAC would not require the PC Management, but the OPAC will need whatever is required for print control. If the proposal includes the capability to conduct patron payment/credit transactions from the OPACs. I would assume that whatever component would be required to allow this would be included/installed on them as well.

Q: Can you provide the model numbers for the Konica and Sharp copiers?

A: Almost all of of public copiers are Konicas. The Konica copier model is the bizhub 421. The Sharp is model number MX-M283.

Q: Are the copiers multi function devices. Can patrons pay for copies as well as printing?

A: The copiers will perform as copiers only.

Q: What is the card system that is used at Vancouver Community Library?

A: The copy card system used at Vancouver Community Library uses a Jamex 7120 card management system to encode the copy cards.

Q: Do you want a card system for all libraries or is the plan to use the existing card system used at Vancouver Community Library?

A: We are looking for a unified payment system that can be used for all monetary transaction, including copies made on copiers. Whether it is based upon cards or some other method is entirely up to the vendor RFP submission. Since we have copiers at each of our 13 locations. Whatever is being proposed will need to work at all 13 locations. In regard to the existing copier card system at Vancouver Community Library, we are fine with either replacing it with a new unified payment

Addendum: Vendor Q and A on FVRL PC Print and EPay System RFP

system that will be implemented district wide. Or expanding out the current system district wide if the vendor proposes this in their RFP that the current copier card system can be integrated into their proposed unified payment system sought in the RFP.

Q: Does the library have a preference for on-site installation?

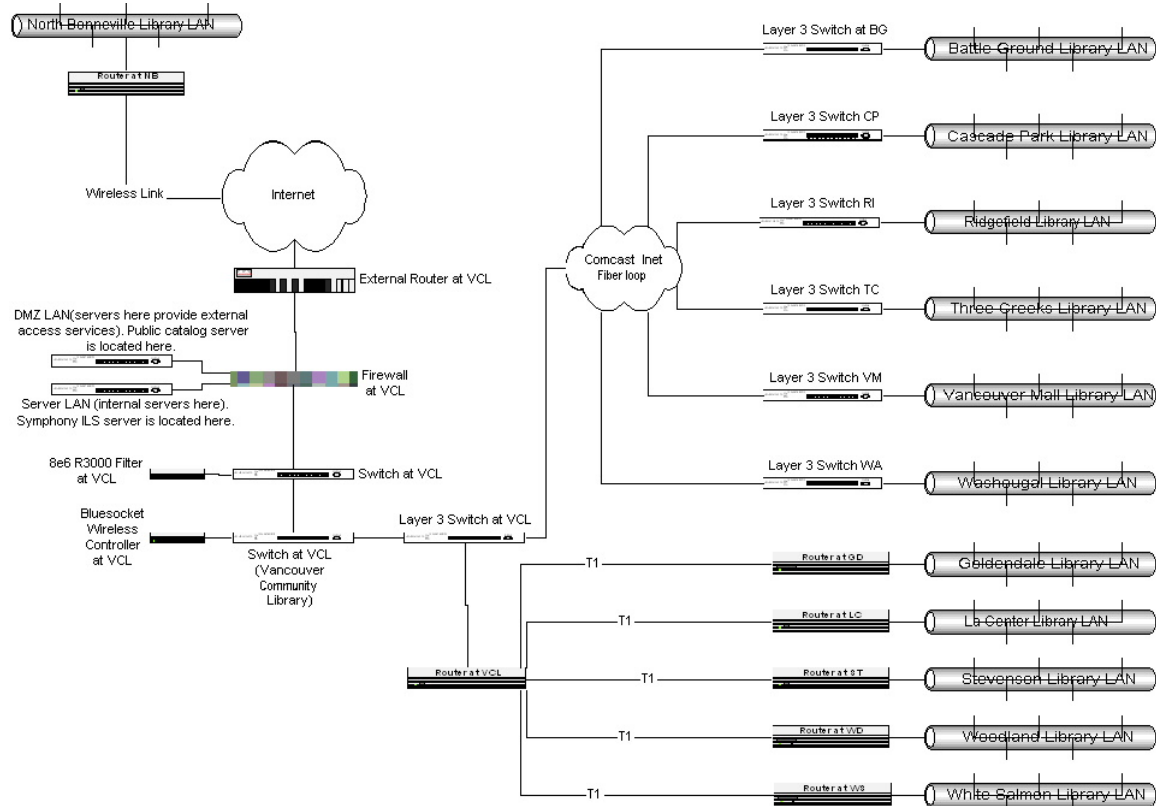
A: We do not have a preference. If the "on-site installation" is beyond the pricing info. asked for in Item 1a. of page 8 of the RFP. You should include this as a separate line item with cost and details of what is included.

Q: Would the library also like a price for turn-key installation (vendor will make sure everything is installed for the library)?

A: If you want to include this as an optional line item. That would be fine.

Q: Can you provide a network diagram?

A: Here it is.



Q: Our customer list includes 10,000 libraries and not all products are listed for each customer. Will it be acceptable to send the customer list?

A: Yes.