Harrisburg Area Community College
Print Audit & Cost Recovery – RFI

PARTNERING WITH
Harrisburg Copiers

Harrisburg Area Community College ▪ ONE HACC Drive ▪ Harrisburg, pa 17110 ▪ 717-780-1164

Harrisburg Area Community College
Print Cost Recovery RFI

Objective: To install and configure a print recovery system that enables Harrisburg Area Community College to recover the costs for printing in the libraries and computer labs.

Automatically provide students with $10.00-$20.00 worth of free printing each semester
Recover costs of printing
Track print volumes
Track document types
Track document names
Integrate with the College's Student software – Banner
Kiosk, dollar and coin op system
Card system
Reliable Service
Available tech support
The software solution can be disabled in case of a server error
Faster printing of PDF files

Locations: Harrisburg Area Community College has facilities in the following areas; Harrisburg, Lebanon, Lancaster, York, Gettysburg, Penn Center and Midtown. The college services 17,000 students and 2,000 faculty members.

Harrisburg Campus – consists of three different computer labs and 175 computers.
Lebanon Campus – consists of two computer labs and 40 computers.
Lancaster Campus – consists of three computer labs and 100 computers.
York Campus – consists of three labs and 50 computers
Gettysburg Campus – consists of five computer labs and 100 computers.
Penn Center – consists of one lab and ten computers.
Midtown – consists of three labs and 40 computers.

Current Equipment: Harrisburg Area Community College will be utilizing Toshiba e-Studio-352 and Toshiba e-Studio 282 multi-functional printers. Software vendors responding to this RFI may include hardware options for the kiosk, coin operated systems and card readers. Harrisburg Area Community College will be replacing all laser printers with Toshiba multi-functional printers with the exception of wide format printers. Each computer lab will have a print release station, a coin/bill vending unit, a card reader (if needed) and a self-serve kiosk system. Please include costs for hardware that locks the paper drawers on all of the multi-functional printers.

Questions concerning this RFI may be directed to:
Garry Crider
Harrisburg Area Community College
ONE HACC Drive
Harrisburg, PA 17110
717-780-1164
cgcrider@hacc.edu

Network Bandwidth: Lancaster, York, Gettysburg, and Lebanon sites connect to Harrisburg using dual T-1 Lines; CCTA and Penn Center each have a single T-1 Line.

RFI Instructions: Please provide your answer for each question in this document and within the character length requested in the RFI. Include all pertinent technical data and provide a clear, concise answer.

Harrisburg Area Community College will partner with Harrisburg Copiers. Harrisburg Copiers will supply the print devices and be responsible to integrate the chosen software of the Print Recovery System. Harrisburg Area Community College will compile the technical information and the bid proposals. We will

select two to three software/hardware vendors and schedule an online demo, technical question and answer session with each vendor. After these discussions, we will ask one vendor to provide demo software and demo hardware for testing purposes prior to installation. **Deadline for the response to this RFI is 5/7/07 by 2:00PM.** The existing software and hardware print cost recovery solution expires on 9/30/07. All answers to this RFI should be submitted via Microsoft Word.

Technical Requirements

Technical Requirements 1.0 -

Harrisburg Area Community College currently uses a software package that manages all activity of student records. The software package is called Banner. Please indicate if your software package has the capability of integrating with banner. (For more information about banner, visit http://www.sct.com/Education/products/p_b_index.html)

YES NO

Technical Requirements 1.0.1 –

If your software does integrate with banner, please describe the system's capabilities and how the software integrates with Banner. (Maximum answer length – 3,500 characters)

Technical Requirements 1.0.2 –

Some of the college's students travel from campus to campus in order to take classes. Harrisburg Area Community College would like to enable these students to print at any campus printer without adding a second account. Taking in the geographic areas of the campuses, how can your software allow these students to print at any facility without having to start an account.
(Maximum answer length – 3,500 characters)

Technical Requirements 1.0.3 –

If the solution can integrate with Banner – how does the integration occur?
(Maximum answer length – 3,500 characters)

Technical Requirements 1.0.4 –

If the solution cannot integrate with Banner – where would the dollar amount reside and be maintained as the student prints?
(Maximum answer length – 3,500 characters)

Technical Requirements 1.10 –

At the beginning of each semester, Harrisburg Area Community College deposits $10.00 - $20.00 in the students accounts on the print servers for students to use for printing within all of the facilities. Please explain how that balance will be revised downward as the student prints and how the balance can be maintained by a system administrator in the event of a necessary correction. If your system integrates with Banner, please explain how that is accomplished.
(Maximum answer length – 3,500 characters)

Technical Requirements 1.20 –

Due to the geographical layout of the Harrisburg Area Community College's campuses and facilities, does your software work through routers and Internet connections as a centralized, networked system?
(One server can manage all of the printing in all campuses and users account.)

YES NO

Technical Requirements 1.30 –

If your software does work as a centralized system, please include all of the technical details, including information such as the system requirements, bandwidth usage, ports required for operating and how the print queue system will work. (Maximum answer length – 3,500 characters)

If your software does not work as a centralized system, please discuss how we will incorporate the system in all of the different campuses. (Maximum answer length – 3,500 characters)

Technical Requirements 1.31 –

Please describe how your software works within a wireless networked environment. If your software is not compatible with wireless printing, list any third party products that will provide wireless functionality. (Maximum answer length – 3,500 characters)

Technical Requirements 1.40 –

Please discuss in written form how the kiosk system interacts with the print server and print release station. List steps required to create an account, add funds to an account and administer an account. (Maximum answer length – 3,500 characters)

Technical Requirements 1.50 –

Please discuss the technical requirements of your card-operated system.
List technical details regarding type of card, type of magnetic reader and type of track system.
Please provide the card reader and installation instructions.
(Maximum answer length – 3,500 characters)

Technical Requirements 1.51 –

Is your card system compatible with a one card system?

YES NO

If yes, list the systems that are compatible. Please list all of the technical details to ensure compatibility.

Technical Requirements 1.60 –

Does your software integrate with Windows Server 2003 LDAP. Please explain how the integration process works and list the benefits of integrating your software with LDAP.
(Maximum answer length – 3,500 characters)

Technical Requirements 1.70 –

Does your software work with a print release station?

YES NO

If so, does the software's database need to be on a separate server? If not, please explain how the software will be integrated into the print release station.
(Maximum answer length – 3,500 characters)

Technical requirements 1.80 -

Does your software need to have database software such as SQL Server, MySQL, or Access?
If so, please explain the system requirements for the server. (Maximum answer length – 3,500 characters)

Technical Requirements 1.90 –

Does your software support Toshiba eStudio-352 and Toshiba eStudio-282 multi-functional printers?
Have the print drivers been tested with your software and hardware system?
(Maximum answer length – 3,500 characters)

Technical Requirements 2.0 –

Do users of the systems have to install print drivers for every device they want to print to, or does your software company provide generic drivers for all of the printers?
(Maximum answer length – 3,500 characters)

Technical Requirements 2.1 –

Does your software have the capabilities to integrate with Sirsi Dynix's Unicorn system?

YES NO

Technical Requirements 2.1.1 –

If your software does integrate with Sirsi, please describe the system's capabilities and how the software integrates with Sirsi.
(Maximum answer length – 3,500 characters)

Technical Requirements 2.2 –

What standards for communicating with external databases does your software package use?
(Maximum answer length – 3,500 characters)

Technical Requirements 2.3 –

Explain in detail the systems fault tolerance capabilities? i. e.: If the regional server (or any server) malfunctions, can prints still be produced?
(Maximum answer length – 3,500 characters)

Technical Requirements 3.0 –

Please list your software's ability to support multiple operating system platforms including Linux, MAC OS 9, X, Windows 98, 2000, XP and Microsoft's upcoming release, Vista. Also include history as to how your company distributes upgrades on your print cost recovery system when new operating systems are released by software companies.
(Maximum answer length – 3,500 characters)

Software Sales and Service

Software Sales and Service 1.0 –

Harrisburg Area Community College and Harrisburg Copiers will request an online demo of your software and a technical support question and answer session via conference call and a web ex/net meeting presentation. Please indicate if you have the capabilities to handle this request.

YES NO

Software Sales and Service 2.0 –

It is our goal to allow each campus to demo the equipment for a period of two days. This demo period may last up to a period of two weeks. Is your company capable of supplying Harrisburg Area Community College and Harrisburg Copiers with a trial version of your software and hardware so we may be able to test the equipment and software prior to purchasing?

YES NO

Software Sales and Service 3.0 –

Please list three software and hardware references that we may contact for information. These references must be colleges or universities that are similar in size to Harrisburg Area Community College, i.e. 17,000 students, five campuses.

Software Sales and Service 4.0 –

Please include a cover letter from a representative that binds your company to this RFI and proposed costs. The cover letter should be in digital form, on company letterhead and should include a signature of the individual that is responsible for the information submitted by a representative of the company.

Software Sales and Service 5.0 –

Please list the average cost per page your clients charge per page on their print cost recovery systems. Include costs for 8.5x11, 8.5x14 and 11x17 sized paper.

Software Support

Support Requirements 1.0 –

Please describe the level of technical support available with your software system.
(Maximum answer length – 1,500 characters)

Support Requirements 2.0 –

Please list the hours your technical support team is available.
(Maximum answer length – 1,500 characters)

Support Requirements 3.0 –

Does your software company provide additional yearly fees for upgrades and software patches?

YES NO

If so, please explain what the upgrade plan would be over a three-year period.
(Maximum answer length – 1,500 characters)

Cost and ROI Analysis

A.

To place a budgetary bid, please use the attached Excel spreadsheet. Make sure you include costs for hardware, software and support. Harrisburg Area Community College will be comparing all of the bids and base the decision on Quality of product. Ease of use. Integration of Banner. Licensing. Support and total costs.

B.

Please include a financial summary based on the following information.
Currently Harrisburg Area Community College goes through 40 cases of paper per semester.
That equals to 200,000 printed pages per semester – not counting duplex pages.
That equates to $20,000 at $.10 per page. There are three semesters within a year that equals $60,000.00 per year.

Currently Harrisburg Area Community College is using laser printers to handle the majority of the print traffic in one of the Harrisburg printing labs. The lab is using 40 cases of paper per semester. The laser printers print at $.05 per page. The toner costs equates to $10,000.00. The paper costs equates to $1,110.00. Currently, the College is not recovering any costs for the printing in this lab. The cost to print on multi-functional printers is $.006 per 8.5x11 page. What is the overall savings between laser printers and multi-functional printers.

Students are downloading course files in PDF form and print them at this unmonitored lab in the Harrisburg location. The lab has assumed a high document printing volume since the lab is an unmonitored printing lab and printing is currently free. Based on this scenario, please provide an ROI case study and provide information as to how your software can track what documents are being sent to the multi-functional printers. Please list any examples or references to other clients that use your software to monitor this type of printing.