

REQUEST FOR INFORMATION

Library Computer Lab Copy/Print/Time Management

System NFS 20-013

Addendum No. 2

Date: Apr. 14, 2020

From: Jill Lin, Senior Buyer

Subject: Addendum No. 2 to Solicitation No. NFS 20-013

Submittal Deadline: Apr. 23, 2020 5:00 p.m. (local time, Phoenix, Arizona)

PURPOSE

This Addendum forms clarifies, corrects, or modifies the original Request for Information (“RFI”) document prepared by the City of Avondale.

This Addendum No. 2 consists of Q&A as of 04/14/2020:

Question 1. Are Polaris and Envisionware integrated for authentication purposes (SSO architecture), or do user credentials reside separately in both systems?

Answer 1. User credentials reside in Polaris and are accessed through EnvisionWare using SIP2. They’re not stored in EnvisionWare, just verified.

Question 2. How do users currently authenticate when beginning a computer session; logging in through Polaris or Envisionware?

Answer 2. Patrons login through EnvisionWare which authenticates their session through a SIP2 connection to Polaris. Users are restricted by certain blocks in Polaris like expired registration or more than \$9.99 in fees.

Question 3. Does Polaris need to work in conjunction with the Print Management software? More specifically, will a data dump of activity from the Print Management software into Polaris suffice, or does all activity in real time need to be accessible in Polaris?

Answer 3. Polaris doesn't currently work in conjunction with the Print Management system other than to authenticate users. We don't dump data on printing or account activity into Polaris and don't anticipate a need for that at this time.

Question 4. Has the library explored Envisionware's additional modules for print management?

Answer 4. We are aware of their Wireless Printing solution and have seen some of the newer solutions that incorporate a scanner to handle faxing and scan to print in place of photocopying. However, we want to look at any possible solutions that may fit our needs. We're open to using EnvisionWare's solutions or another company. We're looking for the best fit.

Question 5. Is the library content with Envisionware, or open to discontinuing the solution?

Answer 5. We are happy with EnvisionWare, but are also willing to look at other solutions if they meet our needs. Right now, our current implementation doesn't quite meet our needs. We are happy to look at any vendor, including EnvisionWare that might meet our current needs.

Question 6. Are smaller multi-function units for print/scan/copy/fax acceptable to replace the 4-5 current printers/release stations?

Answer 6. We would prefer not to replace the existing printers as they're fairly new and work well for us. However, we are willing to look at options such as smaller form factor multi-function units if they present the best fit and solution for our needs.

Question 7. Is running the proposed solution on one virtual server acceptable versus the current architecture with separate instances?

Answer 7. Yes, if the proposed solution offers real-time high availability and failover.

Question 8. Can you tell me the model numbers of the Ricoh MFDs?

Answer 8. MP C305 SPF

End of Addendum No. 2