

**REQUEST FOR PROPOSAL (RFP)
#76736**

Copiers/Multifunction Devices Rental for Departments and Pay for Print

Addendum 3 (Issued January 21, 2016)

This addendum forms a part of the Contract Documents and modifies the original Contracts Documents only to the extent stated. All other provisions of the Bidding, Contract Documents and Specifications remain unchanged.

Clarification: The University is currently using Pharos for pay-for-print. The awarded vendor is expected to provide a software solution whether using their own software program or providing a third party software like Pharos or other product.

Bidders submitted the following questions. The University's response is listed below each question.

1. **Question:** "Is Fresno State willing to consider proposals for an all-inclusive student pay-for-print solution, or is the student printing portion of the RFP just for renting equipment to use in conjunction with Pharos software?"

Answer: Fresno State is willing to entertain proposals for an all-inclusive student pay-for-print solution that includes all hardware, software, paper, toner needed to provide printing at no cost to the University. Bidders are able to submit a proposal based on the original pay-for-print specifications and/or a separate proposal for an all-inclusive pay-for-print solution.

2. **Question for Copier/Multifunction Devices Rental for Departments:** "Does Fresno State require email mobile print submission if app based submission is available?"

Answer: The email mobile print submission is not required, but would like to see it available. The fundamental requirement is for users to be able to print easily from their mobile devices. If the proposed solution provides this ability through any means, like compatibility with the printing capabilities of IOS, android, and Windows mobile devices, then the email mobile print submission would not necessarily be needed.

3. **Question for Copier/Multifunction Devices Rental for Departments:** "Do all of these file types need to be supported by mobile print via email?"

Answer: While it is not a requirement, all of these file types should be supported by mobile print via email. Section 3.1.1. RFP Definitions – The description for the list of supported File Types is hereby changed from "Vendor must support the following file types" to "Vendor should support the following file types."

4. **Question for Copier/Multifunction Devices Rental for Departments:** “Which cloud services do you want integration into”? “Is this requirement only for Print for Pay”?

Answer: This is only for Pay for Print. We are not specifying which Cloud Service, but they need to have proper security. It would be valuable to have the ability to print from Box, Google Apps, and Office 365.

5. **Question for Pay for Print:** “Can you go into more detail what type of integration you are looking for on the following points?”

- Interoperability with Cashnet System for cashiering functions: Are you looking for staff to pay for print jobs or handle cash?
- Interoperability with Web-based systems utilize CAS 2.0 technology and Shibboleth for single sign-on between applications: Why do you envision that the printing solution needing to communicate via Shibboleth?

Answers:

- See Section 4A - SCOPE OF WORK - COPIERS/MULTIFUNCTION DEVICES RENTAL FOR DEPARTMENTS; 4.1A Service Requirements; Hardware/Software Environment and ~~delete~~ Article G:

~~“Interoperability with Cashnet System for cashiering functions.”~~

- See Section 4A - SCOPE OF WORK – COPIERS/MULTIFUNCTION DEVICES RENTAL FOR DEPARTMENTS, 4.1A Service Requirements and ~~delete~~ Article H:

~~“Inoperability with Web-based systems utilize CAS 2.0 technology and Shibboleth for single sign-on between applications:~~

- See Section 4B - SCOPE OF WORK – PAY FOR PRINT PROGRAM; 4.1B Service Requirements; Hardware/Software Environment and **add** Article P:

- Article P: Interoperability with Web-based systems utilize CAS 2.0 technology and Shibboleth for single sign-on between applications. Interoperability with Web-based systems utilize CAS 2.0 – We use Shibboleth as an authentication mechanism for applications, similar to AD and LDAP. Also we use Shibboleth/SAML to authenticate students accessing various services including our Google Apps environment, it is just another authentication method. The key requirement is that users are able to authenticate to participate in Pay for Print transactions. We’d prefer a solution that can integrate with our authentication services so that students need to maintain and use multiple user ID’s and passwords is reduced.

6. **Question for Pay for Print:** “Is it the intention that users need to be able to login using the interface of the copier to print from Box.com instead of using their own BYOD device or computer to print?”

Answer: This is for students to be able to print from Box.com from their own device.

7. **Question:** “Page 5 item G – Supply monitoring tools – please describe?”

Answer: Vendor needs to provide a tool or some type of application to monitor paper and toner.

8. **Question:** “Page 5 item K – Equipment must have earthquake protection – please describe?”

Answer: How will vendor protect the equipment and surrounding area in case of earthquake.

9. **Question:** “Page 6 – Supply monitoring – is this both on the 4A (Copier/Multifunction) and 4B (Pay for Print)?”

Answer: Only for Pay for Print

10. **Question:** “Page 7 – Support on Campus – “available during business hours” is this CSUF hours or standard 8-5 business hours? If CSUF hours, please advise of hours.”

Answer: Fresno State hours are 8a – 6p, with the exception of last 2 weeks of semester. Dates will be given with enough lead time.

11. **Question:** “Page 7 – please expand on desires for a 24 on line support service?”

Answer: Buildings with Pay for Print equipment can be open until midnight or later. If there are issues, someone would need to call support for assistance.

12. **Question:** “4A (Copier/Multifunction) Page 17, Hardware/Software Environment – item C. Vendor maintaining supply levels is a requirement. Please describe?”

Answer: Vendor selected to provide copier/printers need to monitor and maintain supplies (toner) in equipment.

13. **Question:** “Under 4B (Pay for Print) we did not see the same requirement as in 4A – Hardware/Software Environment, has this requirement changed?”

Answer: Vendor maintaining toner supply levels is a requirement.

14. **Question:** “In pages 11 and 12 the RFP describes the process to apply DVBE and Small Business Preference Points. These sections say that the points awarded to will be based on the 5 percent of the score of the score of the “highest responsible bidder”.

“However, under Appendix F, Small Business Preference and Certification Request, it states the maximum consideration for meeting this would be \$50,000.”

“These two seem to be in conflict. Should small business be applied only to the pricing portion of this RFP?”

Answer: DVBE and Small Business preferences will be applied only to the pricing portion of the RFP.

15. **Question:** “The P4P equipment listing does not show accessories? For response purposes, do you want the vendor to only bid on the unit and address accessories later?”

- Refer to the RFP document, Section 4.1B and 5.3B for minimum equipment specifications.
- Current equipment setup is as follows:
 - The accessories on each device include: print (both PS and PCL), scan.
 - The MFP’s include 2 drawer capacity and cabinet.
 - One of the b/w MFP’s include additional 2 drawers and a side paper deck.
 - One of the color MFP’s include additional 2 drawers and a side paper deck
 - The Desktop units (SCX’x) include 1 drawer, not cabinet.

Answer: Please include accessories as part of the bid.

Please acknowledge receipt of this addendum by signing below and returning it with your RFP. Failure to do so may deem your RFP “unresponsive”.

To ensure a fair and transparent process, all questions, discrepancies, and concerns regarding the Bid Documents should be directed to the contracting officer Kevin Taloza, ktaloza@csufresno.edu. Failure to follow this guideline may render your RFP invalid.

Signature _____ Date: _____

Print Name & Title