

REQUEST FOR PROPOSAL (RFP) #76736

Copiers/Multifunction Devices Rental for Departments and Pay for Print

Addendum 6 (Issued January 25, 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.

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

1. **Question:** "On page 3 section 1.2 the estimated volume is 13 million per year on page 16 the estimated page volume is 16 million to be as competitive as possible what is the most accurate estimated annual volume?"

Answer: 13 Million

2. **Question:** "On page 3 section 1.2 it is stated, "The current printing system is outdated and lacks key features of a more modern system." Can you please list the lack of features and the new features the University is looking for in the new equipment?"

Answer: All features the University is looking for in our new contract to include equipment and software are listed in Section 4.1A,B,C and 5.3A,B,C of the RFP.

3. **Question:** "How many MFPs are scheduled to be installed under SECTION 4A - SCOPE OF WORK – COPIERS/MULTIFUNCTION DEVICES RENTAL FOR DEPARTMENTS?"

Answer: Total of 117

4. **Question:** "How many MFPs are scheduled to be installed under SCOPE OF WORK – PAY FOR PRINT PROGRAM?"

Answer: Total of 40

5. **Question:** "Are all MFP's on the same print server?"

Answer: The MFP's for departments are served by two print servers.

6. **Question:** “How many of the following will need to print to the MFPs
- a. Faculty
 - b. Staff
 - c. Students
 - d. Guests

Answer:

Faculty – 1,393
Staff – 2,334
Students – 24,136
Guests: Unknown

7. **Question:** “Pg. 17 Mentions Interoperability with several ERP systems. Does that mean print from those systems?”

Answer: The reference is to single ERP system with multiple functions. Yes, we would expect significant printing from the web-based portal that is part of that system

8. **Question:** “Does your Single sign on environment include any retail Single Sign on systems or only Shibboleth?”

Answer: We do not utilize any retail Single Sign on systems. We utilize Shibboleth and CAS

9. **Question:** “Are all of your students currently in Active Directory and are you using a PIN pulled from AD to authenticate to Copiers?”

Answer: Most students are not in Active Directory. They are in our LDAP. We are not aware of using a PIN pulled from AD to authenticate to copiers.

10. **Question:** “Are users currently using their Bull Dog Card (with magnetic strip) to login authenticate at the MFP? If no how are they currently logging into MFP please describe in detail?”

Answer: Regarding Pay-for-Print, the students use their Bulldog Card to release jobs when they submit them via the mobile app or email submission. They use the Bulldog Card to pay for these transactions.

11. **Question:** “Will ALL mobile device printing be tracked and charged for?”

Answer: Charging for all printing will occur on the Pay for Print machines.

12. **Question:** “Procurement will have the right to return any copier at any time or for replacement of a non-performing copier. If a copier is not satisfactory working in a department, and is not timely corrected, the University reserves the right to rent a copier for that particular department from another vendor. Has the University ever executed this clause if yes when was the last time it was executed and why?”

Answer: Under the current contract, the University has not had to execute the option to use another service provider for a specific machine. The current service provider has always changed out machines that have been necessary to change out

13. **Question:** “The campus Pay for Print system utilizes Pharos Uniprint 8.0 for control of student/public copier/printers across campus with payment functions linked to the Bulldog Card System?”
- Does the University own the Pharos Uniprint 8.0 software? Is the software part of the current lease/contract expiring June 30, 2016
 - If yes, is the University looking to replace it and why?
 - What are the current limitations the University is having with Pharos Uniprint 8.0?
 - What improvements would you like to see from the Pharos Uniprint 8.0 software?

Answer: We are asking respondents to the RFP to propose a software solution they believe will meet our needs and that they are prepared to maintain and support.

14. **Question:** “The campus Pay for Print system utilizes Pharos Uniprint 8.0 for control of student/public copier/printers across campus with payment functions linked to the Bulldog Card System. How are the current students, guest and facility login in/ authentication at the MFP currently using Pharos?”

Answer: The students use their Bulldog Card to release jobs when they submit them via the mobile app or email submission. They use the Bulldog Card to pay for these transactions.

15. **Question:** “How and where do the students reload or add funds to their Bull Dog Card?”

Answer: Students use BlackBoard Transact to load money onto their Bulldog Card. This will not change.

16. **Question:** “Page 19 item K. Can you please define what is approved as a Campus Approved Storage Box and the process / function you are looking for?”

Answer: The intent of “k” is to communicate our expectation that the solution would be able to accept print jobs initiated from, and scan to, the web-based cloud storage service, Box. We also support the use of Google Apps, and Office 365 and would prefer a system that support printing from, and scanning to, these services.

17. **Question:** “Page 19 item K Scan of Cloud – Does the University currently have a cloud storage system for students and faculty to store document to? Can you please outline your current cloud storage and the current process in which students and faculty store their document to this location (e.g. SharePoint, EMC, Etc....)?”

Answer: The University uses Box, Google Apps, and Office 365. Students and faculty use either web-based access to store documents or take advantage of mobile clients. In the case of Box, there is also software for Windows computers that support synchronizing a folder between the computer and Box.

18. **Question:** “Is the University willing to share all Q&A from all vendors for this RFP?”

Answer: Yes, all questions submitted to Procurement are presented via Addendum along with the answers.

19. **Question:** “Is the University willing to extend the deadline for another week for this bid since the answers for these questions are so close to the current deadline”?

Answer: The University is currently evaluating all deadlines and will address soon in another addendum.

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

End Addendum 6 – (4 pages)
RFP 76736 Copiers/Multifunction Devices Rental for Departments and Pay for Print
1/25/16