



UMUC

DATE: January 19, 2017

TO: All Prospective Proposers

FROM: Lauren Jaber
Senior Buyer, Technology Procurement
301-985-7415

And

Alicia Hopkins
Assistant Director, Technology Procurement
301-985-7223

RE: RFP #91451 – Managed Print Services
Addendum #1 dated 01/19/2017

The following amends the above-referenced RFP documents. Receipt of this addendum is to be acknowledged by completing the enclosed "Acknowledgement of Receipt of Addenda Form" and including it in the Technical Proposal.

- A. The Technical Proposal Due Date and Time is **revised** to no later than **Friday, January 27 at 3:00PM EST**. Technical Proposals are to be submitted electronically to Lauren Jaber at lauren.jaber@umuc.edu and Alicia Hopkins alicia.hopkins@umuc.edu. The time of receipt by the Issuing Office will be the time noted on the Proposer's sent email. **Late Proposals cannot be accepted.**

Other milestones in the Solicitation Schedule (p.2) of the solicitation documents may be revised at UMUC's sole discretion and any revisions will be documented and issued via Addendum.

B. Questions from Potential Proposing Firms:

1. "Will the Managed Print Services program serve all UMUC locations where classes are offered in Maryland, D.C., and Virginia?"

UMUC Response:

Pursuant to Section II. Scope of Work, paragraph 2 (p. 7) of the solicitation document, the printer fleet environment for this scope consists of Adelphi, Largo I, and Largo II locations located in Maryland.

2. "For existing MFD (Multi Function Devices) leases where there is a contract for maintenance and consumables, will that vendor continue to provide services until end of term?"

UMUC Response:

Yes. Pursuant to Section II. Scope of Work, paragraph 3 (p. 7) of the solicitation document, lease agreements for any Multi Function Devices currently being leased through other vendors will remain in effect until the lease expiration date.

3. "Regarding leases of new MFDs hardware, will UMUC agree to a separate contract between the leasing entity and UMUC?"

UMUC Response:

Pursuant to Section II. Scope of Work, paragraph 3.4.4 (p. 10) of the solicitation document, proposers are to indicate if they provide one standard lease agreement for all devices, regardless of brand, or if each device will require their own lease agreement.

4. "Does UMUC expect existing lease and contract obligations to phase out over a period of up to 3 years? Longer?"

UMUC Response:

Pursuant to Section II. Scope of Work, paragraph 3 (p. 7) of the solicitation document, currently leased Multi Function Devices will remain in effect until their contract expiration date. The awarded vendor will be provided the details of the contract expiration date for currently leased Multi Function Devices.

5. “Will MPS vendor service ticketing and/or help desk services be integrated with UMUC systems and processes? If so, what software tools are owned or used by UMUC?”

UMUC Response:

This is out of scope for the MPS project.

6. “Will the MPS vendor be able to utilize UMUC resources, such as trucks and personnel to move printers or MFDs?”

UMUC Response:

Utilizing UMUC resources, such as trucks and personnel to move printers or MFDs, is out of scope for this project. The awarded vendor must have the resources available to move printers and/or MFDs.

7. “Would UMUC want the MPS vendor to consider hiring UMUC employees or contractors currently working for or at UMUC?”

UMUC Response:

No. UMUC does not want the awarded vendor to hire UMUC employees or contractors.

8. “Will there be an UMUC executive sponsor for the MPS program?”

UMUC Response:

Yes.

9. “Is UMUC looking to purchase new hardware along with the services?”

UMUC Response:

No. Pursuant to Section II. Scope of Work, paragraph 3 (p. 7) of the solicitation document, UMUC may lease devices through the awarded MPS vendor. Lease Devices Mandatory Requirements are listed in Section II. Scope of Work, Paragraph 3.4 (p. 10).

10. “Is the current fleet that is in place leased?”

UMUC Response:

The current fleet is a combination of UMUC owned and leased equipment. Pursuant to Section II. Scope of Work, paragraph 3 (p. 7) of the solicitation document the

awarded vendor will provide MPS services that include maintenance and support for UMUC owned Multi-Function Devices and leased devices UMUC may lease through the awarded vendor. Currently leased Multi Function Devices will remain in effect until their contract expiration date.

11. “Is there a contact that would be willing to get on the phone with one of my brand agnostic engineers to talk about the environment?”

UMUC Response:

At this time, prospective proposers are invited to submit proposals. Pursuant to Section I. General Information, paragraph 2.2 (p. 5) of the solicitation document, the Issuing Office shall be the sole point of contact with the University for purposes of the preparation and submittal of proposals in response to this solicitation. Pursuant to Section III. Article 2. Technical Evaluation Process (p. 16) of the solicitation document, UMUC may shortlist based on the Initial Technical Evaluation results and may invite, without cost to itself, shortlisted offerors to an oral presentation/discussion session (“Discussion Session”).

12. “I did not see a listing for the printers or your monthly/annual print volumes. Is it possible for us to obtain this information?”

UMUC Response:

At the time of the print assessment in April 2016, the total monthly mono (black and white) print volume was 331,000 and color print volume was 136,000. Pursuant to Section II. Scope of Work, paragraph 2. Current Environment (p. 7) of the solicitation document, the current fleet environment consists of HP, Ricoh, Xerox, Samsung and Dell devices. The total number of devices is over 700. Detailed information about individual printer and print volume will be provided to the awarded vendor.

13. “Can UMUC provide a list of current MFD and printer devices; make, model, annual volume by device?”

UMUC Response:

Please see the response to question 12 above.

14. “Can UMUC provide lease expirations of all leased devices and age of owned devices?”

UMUC Response:

Detailed information about UMUC-owned equipment and leased equipment will be provided to the awarded vendor.

15. "In regards to subsection 3 of Section II, are current leased devices allowed to be maintained by other than the lessor?"

UMUC Response:

No. Pursuant to Section II. Scope of Work, paragraph 3 Scope of Services (p. 7) of the solicitation document, currently leased Multi Function Devices will remain in effect until their contract expiration date.

16. "Subsection 3.4.3.b of Section II speaks to UMUC technician training. Does UMUC plan on using its own technicians to service equipment?"

UMUC Response:

Pursuant to Section II. Scope of Work, paragraph 3.4.3 b. (p. 10) of the solicitation document, technician training should be limited to a mutually agreeable number of sessions per year and will allow UMUC technicians to provide the *first point of triage* before escalating an issue to the awarded vendor. After escalation to the awarded vendor, the vendor will provide their own technicians to service equipment.

17. "The initial term of the Contract is anticipated to start on or around March 23, 2017 through March 22, 2020. There will be two (2) one-year renewal options at the sole discretion of UMUC. Is the College seeking a 36 month or a 60 month agreement?"

UMUC Response:

Pursuant to Section I. General Information., paragraph 7 (p.6) Contractual Agreement and Terms (p. 6) of the solicitation document, the initial term of the Contract is anticipated to start on or around March 23, 2017 and continue through March 22, 2020. This is a 3 year (36 month) initial term. At UMUC's sole discretion, there will two (2) one-year renewal options.

18. "Optimization; Is the college seeking to optimize at time of award or over time?"

UMUC Response:

Pursuant to Section II. Scope of Work, paragraph 3 Scope of Services (p. 7) of the solicitation document, services will be performed in a phased approach whereby a current operational device will be given the necessary time to remain in our environment until the end of its lifecycle. End of Lifecycle will be defined as a device that is no longer capable of operating without repairs that exceed more than half the cost of the device, not to include normal consumables such as toner.

19. "Does the college own a Print Management software tool today? i.e. Papercut, Equitac or Pharos, etc."

UMUC Response:

Pursuant to Section II. Scope of Work, paragraph 2. Current Environment (p. 7) of the solicitation document, Windows Print Management and HP Web JetAdmin are the tools currently used.

20. "Shouldn't the Contractor's proposal, which represents the commitments against the RFP requirements, take precedence over the RFP in subsection 1.2 of the sample Contract?"

UMUC Response:

Pursuant to Section I. General Information, paragraph 6. Acceptance of Terms and Conditions (p. 6) of the solicitation document, by submitting a Proposal, an Offeror shall be deemed to have accepted the terms, conditions and requirements set forth in this RFP. The RFP including all addenda in total shall be incorporated into the contract by reference. Any exceptions to Appendix C; Professional Services Agreement must be listed and included in the Technical Proposal. Modifications related to Appendix C; Professional Services Agreement may be negotiated with the award firm at UMUC's sole discretion.

21. "Will the completion of the install and the successful completion of its diagnostic routines constitute Material Conformity for a unit of equipment? If not, what else is required?"

UMUC Response:

With respect to Appendix C., paragraph 5. Evaluation and Acceptance Procedure (p. 33) of the solicitation document, the term "Materially Conforms" means that the deliverable is ready to be used in production and meets or exceeds its intended functionality and performance. Pursuant to Section II, Scope of Work, Paragraph 3.4.1 (p. 10) of the solicitation document, the awarded vendor must have the ability to provide leased devices that will successfully perform the necessary functions for daily business use. Leased devices that have repeated maintenance incidents due to continuous failures, defects and other non-user related issues are expected to be replaced with a model of exact technical specifications, without additional costs to the University.

22. "Would the University increase this to 30 calendar days for subsection 11.1 of the sample Contract?"

UMUC Response:

Please see the response to Question 20 above.

23. "In regards to subsection 11.2 of the sample Contract and, in order to qualify the equipment for lease pricing, will the University agree that, for equipment that is terminated for convenience, remaining balances are reasonable termination costs?"

UMUC Response:

Please see the response to Question 20 above.

24. "Will the University agree to exclude equipment delivery/removal carriers from the preapproval requirement of subsection 11.5.1 of the sample Contract?"

UMUC Response:

Please see the response to Question 20 above.

25. "Page 7, Sec. 2. This section states that there are approximately 260 networked printers and 440+ printers connected via USB. Are these all Multi-Function Devices (MFD)? If not, what is the breakdown between MFDs and single function printers?"

UMUC Response:

At the time of the assessment, overall, there were 597 printers and 104 MFDs. There were 98 networked MFDs and 115 networked single function printers. These numbers are subject to change due to the fluid needs of the environment.

26. "Page 8, Sec. 3.2.1.2, Will UMUC consider a solution that allows the vendor to "pend" a service ticket to order parts not included in part items (a - e)?"

UMUC Response:

Section 3.2.1.2 (p. 9) of the solicitation document includes subsection "f. Other miscellaneous parts". Refer to Section 3.6.2 Maintenance and Support Service Level Agreement (SLA) (p. 11) of the solicitation document for the minimum SLA required for the MPS program.

27. "Page 11, Para 3.5.6. This section asks for, as an option, "A solution to lab printing environments for students". Will there be similar "charge back" requirements for this student solution as outlined in Section 3.2.2.7. If yes, will the students have access to the same magnetic stripe cards or PID cards as other print users? Or will a different technical solution be needed to track student usage?"

UMUC Response:

No, the lab printing environment for students will not require the same requirements outlined in Section 3.2.2.7. Students do not currently have access to magnetic stripe cards.

28. "Does UMUC have a location, or parts depot, that the vendor can use? If so, please provide the location(s) and approximate square footage of the space"

UMUC Response:

No. Pursuant to Section II., Scope of Work., paragraph 3.2.1 Maintenance (p.9) of the solicitation document, the awarded vendor will assume all ownership of consumable inventory and will be responsible to maintain adequate inventory levels.

29. "Can UMUC provide service ticket history for all devices covered in the Managed Print Services?"

UMUC Response:

UMUC will provide service ticket history for devices to the awarded vendor.

30. "Can UMUC provide break/ fix history for all devices covered in the Managed Print Services?"

UMUC Response:

UMUC will provide break/fix history for devices to the awarded vendor.

31. "Can UMUC provide the age and manufacturer model for all devices covered in the Managed Print Services?"

UMUC Response:

UMUC will provide the age and manufacturer model for devices to the awarded vendor.

32. "Page 5, #5.1 - Is there a size limit to our response file? Email size limit? Can response be sent in a .zip file if too large?"

UMUC Response:

Responses may be sent in a .zip file.

33. "Page 6, #7 - Is UMUC open to using a different contract vehicle to take advantage of the benefits of doing so?"

UMUC Response:

It is intended that one contract will result from this solicitation and that contract will contain the provisions in Appendix C of the solicitation document.

34. "Page 7, #1 - What methodology does UMUC use to calculate TCO?"

UMUC Response:

Monthly parts cost, supply cost, labor cost, and energy consumption.

35. "Page 7, #2 - Was the Printer Fleet Assessment conducted by UMUC staff or an outside agency? If it was an outside agency, who was it? If it was an outside agency, was it a paid engagement?"

UMUC Response:

In accordance with the USM Procurement Policies and Procedures, the print assessment was conducted in April 2016 by a firm awarded through the Simplified procurement process. The awarded firm was Meridian.

36. "Page 7, #2 - Can UMUC share the Printer Fleet Assessment?"

UMUC Response:

The results of the print assessment conducted in April 2016 will be provided to the awarded vendor. Pursuant to Section II. Scope of Work, paragraph 3. Scope of Services (p. 8) of the solicitation document: The Managed Print Services solution will include: 1. A printer fleet assessment, if determined necessary and mutually agreed upon by both parties.

37. "Page 7, #2 - Can UMUC provide a complete equipment listing with at least the following details: Brand, Model, Accessories, Leased or Owned status, how many years

owned, how long left on lease, average yearly volume in b&w and color pages, networked or not, location, multi-functional or single function device.”

UMUC Response:

Please see the response to Question 12 and Question 25 above.

38. “Page 7, #2 - How many people are currently assigned to managing your print environment? Do you have anyone handling this full-time? How many hours/day are spent managing the print environment?”

UMUC Response:

The printer environment is currently being managed by two technicians in Desktop Support (in-person troubleshooting), and the Server Engineer team (clear queues, setup new devices, reserve DHCP, etc.)
We have not determined the number of hours per day spent managing the print environment.

39. “Page 7, #2 - How are service requests currently submitted & tracked? Do you use a software system for this? What system & version?”

UMUC Response:

UMUC currently utilizes ServiceNow as our tracking system for all IT Requests and Incidents.

40. “Page 7, #2 -Who currently orders toner? Is that centralized or decentralized?”

UMUC Response:

Toner is currently decentralized and handled by each location’s asset management specialist separately.

41. “Page 8, #3 - Can UMUC provide a complete list of their Multi - Functional Devices with at least the following details: Brand, Model, Accessories, Leased or Owned status, how many years owned, how long left on lease, average yearly volume in b&w and color pages, networked or not, location”

UMUC Response:

Please see the response to Question 12 and Question 25 above.

42. "Page 8, #3.1 - Why the need for another assessment? Was there info that was missed on the first assessment? If so, what info was missed?"

UMUC Response:

Pursuant to Section II. Scope of Work, paragraph 3. Scope of Services (p. 8) of the solicitation document: The Managed Print Services solution will include: 1. A printer fleet assessment, if determined necessary and mutually agreed upon by both parties. Another assessment will only be conducted if both UMUC and the awarded vendor determine it is necessary. The amount of time between the print assessment conducted in April 2016 and present day could allow for variances in the data of the printer fleet environment.

43. "Page 10, #3.5.2 - What aspect(s) of the response is this referring to?"

UMUC Response:

UMUC is looking for a secure printing environment that ensures that sensitive data (such as Personally Identifiable Information) is not transmitted, stored or collected through the devices or the software solutions.

44. "Page 11, #3.5.3 - How many total users are there? Are they all in Active Directory? What is the breakdown for Windows and Apple users?"

UMUC Response:

There are approximately 400 employees in the Adelphi location and 1,200 between the two Largo locations.

45. "Page 11, #3.5.4 - What brand and model cards does UMUC use?"

UMUC Response:

UMUC uses the PVC CR80 non prox cards with a magnetic strip.

46. "Page 11, #3.5.6 - What methods of payment do the students currently use? Does UMUC want guest printing in addition to student printing?"

UMUC Response:

Students currently pay a technology fee as part of their tuition. Guest printing is not currently deployed. Information regarding guest printing capabilities may be provided with Proposals but is not a Mandatory Requirement.

47. “Section I, Item 7. Would UMUC be open to considering different contract terms if the Offeror presents a compelling business case?”

UMUC Response:

Please see the response to Question 20 above.

48. “Section II, Item 2. Would UMUC please furnish a complete inventory of all currently leased devices, including expiration dates?”

UMUC Response:

Please see the response to Question 14 above.

49. “Section II, Item 3.2.1 Maintenance. *“Maintenance for all other non-Multi-Function Devices may be considered at UMUC’s sole option.”* Would UMUC consider separate awards for non-MFD maintenance?”

UMUC Response:

Pursuant to Section I. General Information, paragraph 7. Contractual Agreement and Terms (p. 6) of the solicitation document, it is intended that one (1) contract will result from this Solicitation.

50. “Section II, Item 3.2.1.1 Consumables. UMUC requires OEM consumables. Would there be an interest in pricing for generic consumables?”

UMUC Response:

Pursuant to Section II. Scope of Work, paragraph 3.2.1 Maintenance (p. 9) of the solicitation document, consumables and parts must be OEM.

51. “Section II, Item 3.2.1.3 Labor, Delivery of consumables and parts. Is shipping consumables to the end user for installation acceptable – or is this part of onsite support requirements? Is the vendor expected to change consumables?”

UMUC Response:

Shipping consumables such as toner and staples for end-user or desktop support installation is acceptable. The awarded vendor must have the labor resources available for all other consumables and parts listed in Section II. Scope of Work, paragraphs 3.2.1.1 and 3.2.1.2 (p 8-9) of the solicitation document.

52. “Section II, Item 3.2.2.1 Project Management. Please clarify the expectations of the Project Manager. Does UMUC envision this person to be dedicated exclusively, full-time, to the UMUC environment?”

UMUC Response:

No. UMUC does not envision this person to be dedicated exclusively to UMUC. The Project Manager is expected to manage the roll out of the MPS program and provide UMUC the Deliverables outlined in Section II. Scope of Work, paragraph 3.8 Deliverables (p. 12) of the solicitation document.

53. “Section II 3.2.2.7 Reporting Capabilities of the Web Based Portal: “*Vendor must be able to provide detailed billing/consumption by department within UMUC to include color vs b/w prints by individual and by department.*” Can UMUC describe the user environment and state of Active Directory so that our solutions team can make the best recommendations to meet this requirement of correlating individuals and departments?”

UMUC Response:

UMUC has a Windows 2008 Active Directory forest with 4 child domains, the current format is that it has 3 child domains that are region based (Asia, Europe and US) and 1 domain used as the root domain. Staff Users in each domain have the department and region specified. We also use OpenLDAP as a source of record, OpenLDAP contains all user records (staff, faculty and students) and lists the departments for all staff and faculty users. Students do not have a department designation but they have a student designation.

54. “Section II, Item 3.5.3, 4. Per Section II, Item 2, the current environment includes 440+ desktop/USB printers, which will not support a secure printing initiative.

a. Is secure printing a migration – or is this an immediate initiative?

UMUC Response:

Pursuant to Section II. Scope of Work, paragraph 3.5.3 (p. 11) of the solicitation document, a secure “follow me” printing solution or tool that will allow staff to retrieve print jobs from an accessible device within the network is required. The secure printing implementation timeline will be determined with the awarded vendor.

b. “Does UMUC require usage tracked on single function printers?”

UMUC Response:

Pursuant to Section II. Scope of Work, paragraph 3.5.1 (p. 10) of the solicitation document, a software solution for tracking networked Multi Function Devices and, at UMUC’s option, non Multi Function Devices and local USB devices is required.

55. “Section II, Item 3.5.3. Would UMUC please provide make/model/manufacture of the PID cards and magnetic stripe cards referenced?”

UMUC Response:

Please see the response to Question 45 above.

56. “Section II, Item 3.5.6. Optional: A solution to lab printing environment for students.

a. Is UMUC currently tracking student print activity?

UMUC Response:

No. UMUC is not currently tracking student print activity.

b. Is mobile printing currently deployed or desired?”

UMUC Response:

Mobile Printing is not currently deployed. Information regarding Mobile Printing capabilities may be provided with Proposals but is not a Mandatory Requirement.

57. “General. Being that UMUC has a large online student population, can UMUC provide anticipated user information for printing by:

a. Faculty?

UMUC Response:

UMUC Desktop Support does not currently track Faculty printing activity.

b. Students?

UMUC Response:

UMUC Desktop Support does not currently track Student printing activity.

- c. other (mobile, guest)?”

UMUC Response:

UMUC Desktop Support does not currently track Mobile or Guest printing activity.

58. “Why is there no pre-proposal conference?”

UMUC Response:

Pre-proposal conferences are left to the discretion of the Procurement Officer. Pursuant to Section I. General Information, paragraph 4. Pre-Proposal Conference (p.5) of the solicitation document, a Pre-Proposal Conference will not be held in conjunction with this procurement.

59. “Will the results of the printer fleet assessment be made available to all, including:
a. Monthly usage print volume per device,

UMUC Response:

Please see the response to Question 12.

- b. Specific Model numbers and configuration?

UMUC Response:

Please see the response to Question 12 and Question 25 above.

- c. What vendor provided the print assessment?”

UMUC Response:

Please see the response to Question 35 above.

60. “Can a list of the units still under lease versus UM owned devices be provided?”

UMUC Response:

Please see the response to Question 14 above.

61. "Is there a reason HP OEM toner only is being requested?"

UMUC Response:

Pursuant to Section II. Scope of Work, paragraph 3.2.1. Maintenance (p. 9) of the solicitation document, consumables and parts must be OEM. This applies to all manufacturers not just HP.

62. "Does UM only lease thru the State of MD Contract or will you allow 3'rd party leasing?"

UMUC Response:

UMUC is not restricted to leasing equipment through any contract. Pursuant to Section II. Scope of Work, paragraph 3.4.1 (p. 10) of the solicitation document, the vendor awarded will have the ability to provide leased devices that will successfully perform the necessary functions for daily business use. UMUC expects the awarded vendor to provide leasing capability as part of the contract that arises out of this solicitation.

63. "If a device is still leased, are maintenance and supplies included in the lease?"

UMUC Response:

Specific information about each leased device will be provided to the awarded vendor.

64. "Please explain, "Identification of restricted devices due to PII"? Section 3.2.2.4.!"

UMUC Response:

Some UMUC devices are used to print transcripts which contain Personally Identifiable Information (PII). These devices are restricted by who can print based on the IP address.

65. "Moving forward, will the selected vendor be expected to offer multiple brands of MFP's? If so, which brands? Section 3.4.4"

UMUC Response:

Pursuant to Section II. Scope of Work, paragraph 3. Scope of Services (p. 7) of the solicitation document, lease services are not limited to any particular brand or vendor but leased devices must be capable of high volume, centralized print, scan, copy and fax functionality in a networked environment.

66. "Section III 2.3 Staffing for on-site and remote: Please explain what additional information requested beside the 2 key positions identified?"

UMUC Response:

Pursuant to Section III. Procurement Phases and Evaluation Process, paragraph 2.3 (p.14) of the solicitation document, proposing firms are to provide a narrative as to how they plan to staff the contract, both onsite and remotely. Provide a resume, including education and employment history, as well as Managed Print Services client experience in the role to be assigned to UMUC for the following Key Personnel who are proposed as part of the Solution: Account/Client Relationship Representative and Project Manager.

67. "For on-site personnel, will a location be provided for staff and parts?"

UMUC Response:

Please see response to Question 28.

68. "Please explain Section II 3.5.6 Optional a solution to lab printing for students?"

UMUC Response:

UMUC is interested in options for a lab printing environment for students that will achieve the goals described in Section II. Scope of Work, Paragraph 1 (p. 7) of the solicitation document. This is not a mandatory requirement and UMUC reserves the option to implement the awarded vendor's proposed solution.

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA FORM

Solicitation: UMUC RFP# 91451 – Managed Print Services

TECHNICAL PROPOSAL DUE DATE: Friday, January 27, 2017 at 3:00 PM EST

NAME OF PROPOSER: _____

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA

The undersigned, hereby acknowledges the receipt of the following addenda:

Addendum No. <u> 1 </u>	dated <u> 1/19/2017 </u>
Addendum No. <u> </u>	dated <u> </u>
Addendum No. <u> </u>	dated <u> </u>
Addendum No. <u> </u>	dated <u> </u>
Addendum No. <u> </u>	dated <u> </u>

As stated in the solicitation documents, this form is included in our Technical Proposal.

Signature

Name Printed

Title