

To:  **Prospective Bidder**

Date:  **January 11, 2021**

Subject:  **Request for Proposal - Bid # 221-07**

RE: **Correction to RFP and Questions & Answers – Addendum # 1**

**Correction to RFP:**

*Section 2.7 Current MFP Quantities (Convenience Copiers)* – Please note the updated numbers for column titled “Existing Machines Remaining” from the below graph. These numbers will replace the numbers in the original RFP posting.



**Questions and Answers:**

Q: Canon is not manufactured or assembled in the US, how much of a factor is this for GVSU?

A: It’s a small factor but not high on the list. If bids are very, very close then this may come into play.

Q: Section 1.1 - Does GVSU REQUIRE a dedicated onsite technician or can negotiated SLA’s (service level agreements) suffice?

A: No, but a dedicated person to fill paper and toner on all the convenience copiers is. This person should be able to do a little work on the machines besides paper and toner (ex. Remove jams in machines)

Q: Section 2.1.1 – IS GVSU looking for a fleet management tool for device, dept, end user tracking/reporting?

A: We will continue to use Pharos, this is a GVSU IT installed and support product.

Q: Section 2.1.3 – How can any outside vendor provide such detail without knowing all of your devices, usages, layouts, soft costs, hard costs? I realize any solution can provide value and impact but how is a vendor to know without understanding current state?

A: We have the Print Management System so we are looking for help managing the assets efficiently throughout the life of the contract. We would like to hear how you would help us manage the equipment.

Q: Section 2.5.1 - Does GVSU REQUIRE a mandatory dedicated onsite technician or can negotiated SLA’s (service level agreements) suffice?

A: No, not on-campus at all times. What we expect is to have the same person come to campus so they can build a relationship with our staff to better service our account. We understand this won’t be possible every time based on vacations, demand, and other things that may come up. We want it to be the same person most of the time.

Q: Section 2.5.4 – Is GVSU looking for 24/7 coverage/after-hours support or are you inquiring about what is possible?

A: No, just after normal hours. We sometimes start as early as 6am and work until 6pm during our peak times. Times very rarely go outside that window.

Q: Section 2.5.13 – Will GVSU consider using own facility for storage vs. offsite?

A: We have stored them on-campus if needed. We would prefer not to. During our last contract the most we stored at one time was five.

Q: Section 2.5.15 – what percentage of fleet per year would require relocation?

A: I would estimate less than 5%. We usually just move machines for remodels or department relocations. I think the most we have moved after the original delivery is probably 15 machines and usually we move multiple machines on each trip.

Q: Section 2.6.1 – Are you asking for a separate position or is this part of the original onsite tech you are asking for?  Is this mandatory?

A: Only one dedicated paper and toner person for the entire contract, with an extra person for the first week of classes in the fall and winter semester. Yes, we need one-person full time to fill paper and toner.

Q: Section 2.7 & 2.9 – What if a vendor cannot provide service/support for existing Xerox devices?  Can we offer replacement options?

A: If you can’t service the Xerox. We will welcome alternative solutions including replacing the equipment.

Q: Section 2.13.2 – Do you own your Pharos print management? Are you looking for a new vendor to take over that service/support on existing Pharos system or can something new be offered?

A: Yes, Pharos is a GVSU IT installed and support product. We do not have any plans to change at this time.

Q: Section 4.2 – Canon Solutions America and our sister leasing company Canon Financial Services does not offer the ability to “terminate this agreement for any reason” but does offer non-appropriation clauses and performance guarantees, will this suffice?

A: Yes.

Q: How many machines need to be compatible with Pharos?

A: All

Q: How is pharos currently being used?

A: We use it primarily for student print tracking and quotas.

Q: Is pharos still your preference?

A: Yes.

Q: Are there any back end solutions they intend to have feed data into pharos?

A: Not at this time.

Q: Is On-Base currently being used?

A: Yes.

Q: What is it currently being used for?

A: MFP is used to Scan some invoices directly into On-Base.

Q: How is information being entered into it?

A: Files are scanned either through MFP’s or desktop scanners.

Q: What are your scanning requirements?

A: Depends on the machine.

Q: Will OCR scanning be required?

A: No.

Q: How many devices would need to be compatible with on-base?

A: Less than five.

Q: Would the current person providing full time support for paper/toner fulfillment be willing to stay as a contract employee through a new vendor?

A: They work for our current vendor so Grand Valley State University has no way of knowing.

Q: What are your expectations for after-hours response time and 24/7 support?

A: We sometimes start as early as 6am and work until 6pm during our peak times.  Times very rarely go outside that window.

Q: How many MFP and printers are in Traverse City?

A: Three.

Q: What are expectations for toner fulfillment and paper replacement in the Traverse City location?

A: Currently we order and fill the paper ourselves and that will continue. The current company has a tech in the area that services the machine and they will bring the toner to us. If they are not available then it is shipped directly to us.

Q: How is the current 24/7 and after-hours support being handled?

A: It’s an inquiry so we are looking for what your capabilities would be.

Q: How many times over the life of current equipment has 24/7 or after-hours support been needed?

A: I don’t have an exact number but very few.

Q: How often are machines being relocated or moved for volume redistribution?

A: I would estimate less than 5%. We usually just move machines for remodels or department relocations. I think the most we have moved after the original delivery is probably 15 machines in one year and we move multiple machines at a time usually.

Q: If power supply per machine is different than currently installed will GVSU provide the correct electrical?

A: Yes, but it will go into our RFP evaluation process.

Q: What are your expectations on the remaining Xerox machines for service?

A: Either serviced or replaced.

Q: Would a fifth pricing option be considered to replace all machines including the remaining 12 (5 Xerox D95, 6 Xerox B8075, and 1 Xerox B8055)?

A: See above answer.

Q: Item 2.7 says no production equipment are being replaced. Item 2.8 offers the specifications for the production equipment in the copy center. Can clarification be provided on if the production equipment needs to be replaced?

A: The list in 2.7 is for our Convenience Copiers (walk up). 2.8 refers to the machines in our Copy Centers.

Q: Under 2.5.2, A 2 hour or less response time is required, but under 2.8.3 #7 a 4-hour response time is listed. What is the expectation for response time?

A: One is for our walk-up copiers and one is for the Copy Center. We have more than one machine in our Copy Center so the response time is larger. We don’t have that redundancy in the walk-up copiers.

Q: How much 11 x 17 is used on the Xerox 5550DT?

A: Depends on the machine.

Q: Are the outgoing Xerox machines going to have the hard drives replaced or will removal of hard drives be required by new vendor?

A: Refer to section 2.3 first bullet point at bottom of section.

Q: Would a bid be awarded to a company that is not going to service the remaining Xerox equipment?

A: Yes, depending on how they would service them or the cost to replace.

A: How is the cost per copy being calculated today, based off item 2.13.6?

A: It varies. The convenience copiers include the paper, toner, service, and the paper fulfillment person. The Copy Center machines include just the machines.

Q: What are the annual volumes for each category listed under the table in 2.7?

A: They vary greatly, some get very little use (less than 500/month) some get over 15,000/month.

Q: Under item 2.7, is the current billing for cost per copy blended across all machines in each category or does each category have its own cost per copy rate?

A: Mostly blended but the 5 D95’s are a separate cost per copy.

Q: Under item 2.7 category MFP 35-40 do the 19 devices listed need to be free standing or desktop units?

A: Some of both. I would estimate 2/3 are free standing.

Q: Item 2.7 Category - Printer 11x17 B/W 2 machines being replaced.  What speed, paper sources, stapling … needs do you have there?

A: Those are printers not MFP’s.  They just need to handle 11 X 17 paper. No specific speed or finishing requirements.

Q: Item 2.9 – HP 9050 and the Xerox 5550DT. I know the speed but there are different options for each of the models. Duplex, paper sources, finishing.

A: We have the paper expansion base and the duplex option installed on our HP and Xerox printers. We generally don’t incorporate the additional finishing options.

Q: Section 2.4.1 - Grand Valley State University states that special consideration will be given to vendors that are located in the state of Michigan.  Genesis Technologies is a full service National Managed Print Services provider and we are currently ranked in the top 10 nationally.  Will the University accept proposals with a serious consideration of award if the vendor does not have a physical location within the state of Michigan?

A: We will accept a bid from outside Michigan.

Q: Section 2.5.1 - Must have a dedicated technician assigned to Grand Valley State University.  Is this dedicated technician able to handle each campus or does the University require a dedicated technician per campus?

A: Dedicated technician does paper, toner, and staple fulfillment on both campuses.  If time is available may do small repairs on equipment.

Q: Section 2.14.1 - Include proposal for Print Tracking/Print Release program.  Will the University be willing to keep the current Pharos system if the vendor is certified to continue the support throughout the new contract term?  Or does the University require an alternate solution to the current Pharos system in place?

A: We are fine with our current vendor.

Q: Section 2.8 - Copy Center - Will these devices require an additional dedicated operator to manage the copy and print workflow sent to the copy center?  Or will the copy center/centers be operated by a Grand Valley State University operator?

A: We manage and operate our Copy Centers.

Q: Clarify on 16 million prints currently, and 12 million future.  Is volume going down?  is copy center volume included in that?

A: Yes, volume is going down. No, Copy Center volume is not included in that total.

Q: Are you paying Pharos directly, annually, for M & S? Does Pharos handle service calls directly or does MOS take care of it?

A: Information Technology Office handles Pharos separately. This is not part of the MOS contract. We will likely keep it under IT.

Q:  What exactly is Pharos used for?  Student printing, tracking, staff, etc.

A. We use Pharos for tracking student print volumes/quotas.  We allow students to purchase additional printing if needed (it very rare this happens).

Q: Do you currently track students or give quotas, billback, etc.

A: Yes, we have a student quota and then I believe they are charged, but John will need to get you the details.

Q: Fiery is not listed for print center, we know it’s needed and will include it, but should be listed out

A: Yes, we need Fiery or something comparable to it for our one high production color copier in the Allendale Copy Center.

Q: Do you need NCR capabilities on color machines, if so, how much volume?

A: Yes, only on the one-color machine in the Allendale Copy Center. The volume is less than 3,000/yr.

Q: What is volume of NCR on BW productions?

A: Less than 25,000 prints per year.

Q: In student computer lab, it looks like you are replacing 7 of the 58. Why just 7, and it looks like you want service on the devices you keep?  please confirm.

A: We purchase our own printers as they reach end of life.  We are not in a position to replace them all at once when we go into a new contract. So, many of the printers that still have usable life will remain over the next 4 to 5 years until we cycle through our entire fleet. We will need maintenance on these over that time.

Q: Clarify on 16 million prints currently, and 12 million future.  Is volume going down?  Is copy center volume included in that?

A: Yes, volume is going down. No, Copy Center volume is not included in that total.

Q: Are you paying Pharos directly, annually, for M & S? Does Pharos handle service calls directly or does MOS take care of it?

A: We pay for Pharos directly and annually. GVSU supports the system and connected devices.

Q: What exactly is Pharos used for?  Student printing, tracking, staff, etc?

A: We mainly use Pharos for tracking student printing and quotas.

Q: Do you currently track students or give quotas, billback, etc?

A: Students get an initial allocation at the beginning of each semester at no cost. They may purchase more if needed.

Q: Fiery is not listed for print center, we know it’s needed and will include it, but should be listed out

A: Yes, we need Fiery or something comparable to it for our one high production color copier in the Allendale Copy Center.

Q: Do you need NCR capabilities on color machines, if so, how much volume?

A: Yes, only on the one-color machine in the Allendale Copy Center. The volume is less than 3,000/yr.

Q: What is volume of NCR on BW productions?

A: Less than 25,000 prints per year.

Q: In student computer lab, it looks like you are replacing 7 of the 58.  Why just 7, and it looks like you want service on the devices you keep?  please confirm.

A: We replace a percentage of our inventory on an annual basis. The remaining devices are in good condition and have a great deal of usable life.

Q: What users need to be supported to use the MFDs and Print Management System: Staff, students, interns, consultants, guests, or another user? If other user, please provide details.

A: Some Faculty and Staff.

Q: Page 8 / Section 2.13.1 notes a requirement to be compatible to Microsoft Active Directory. Are all users that require to use the MFDs and Print Management System noted in Question #1 above defined in Active Directory? If not, please provide details.

A: Yes.

Q: What authentication method is required to be used for the Print Management System of the users noted in Question #1 above:

* 1. Proximity cards or FOBs (HID or similar)
	2. Barcode card
	3. Magstripe card
	4. PIN Code
	5. Username and password

**NOTE: Cards and FOBs need to tested to confirm the required reader prior to sale of the solution.**

A: access is granted by either Student ID barcode or entry of student login/password.

Q: Is the university’s server environment physical or virtual? If virtual, what virtual environment: Microsoft HyperV, Microsoft Azure, VMware, or something else? If something else, please provide details.

A: GVSU has both physical and virtual servers using Microsoft Azure and VMWare.

Q: Page 7 / Section 2.9 has a table of devices that are in Computer Labs. Please answer the following for this: Unable to answer at this time.

How many computer labs are there?

What computers need to be able to print in the Computer Labs:

University owned computers

Student owned computers

Both university and student owned computers

Unable to answer at this time.

Do the university owned computers authenticate users to Active Directory?

Yes.

If student owned computers are required to be supported, how to they print now: Direct, Via a Print Server, Via email, or some other method? Please provide details. Unable to answer at this time.

Are the devices in the Computer Labs single function printers or MFDs with copy and scanning capability? Unable to answer at this time.

Q: Page 8 / Section 2.12.1 requires “DOD-3 Minimum / DOD-7 available”. Is this statement meant to require a HDD Overwrite of DOD 3-times as a minimum and availability of DOD 7-times overwrite available ifupported for all MFDs and/or printers that are to be placed that have HDDs?

A: DOD-3 required, DOD-7 preferred on all devices with Hard Drives at the time of device removal.

Q: Page 8 / Section 2.13.2 requires compatibility with Pharos, but Page 9 / Section 2.14.1 seeks a recommendation for a Print Management System (Pharos, Equitrac, PaperCut, or similar). Is Pharos a requirement or is it sufficient that any Print Management System that meets all of the requirements of the RFP can be proposed?

A: At this point in time, we are not planning on replacing Pharos with another print management system.

Q: Page 8 / Section 2.13.3 requires compatibility to Windows Print Drivers. What version of Microsoft Windows is used in the environment? Are these systems 32bit, 64bit, or both?

A: We currently support Windows 8.1 32 and 64 bit and Windows 10 64 bit.

Q: Is there any requirement to print from Chromebooks or tablets devices (iOS or Android)?

A: We do not have any defined requirements for Chromebooks, iOS, or Andriod at this time.

Q: Page 8 / Section 2.13.3.1 requires Microsoft Windows Server 2016 using Microsoft Clustering to implement Virtual Print Spoolers. Please provide details of your expectations in this area?

A: We expect any print solutions to work with Microsoft Servers and print spoolers in an Active Directory environment.

Q: Page 8 / Section 2.12.3 asks for details for scanning to network. Please answer the following for this:

Is this requirement seeking to scan documents to a network folder as a shared folder via SMB? If not, please provide details of your requirements.

Is there a requirement to have scan profiles for scanning to a network folder give the user the ability to browse subfolders to choose the folder where the document is to be stored?

What document format are scanned documents to be stored as: PDF (Image), PDF (Searchable), TIFF (Multi-page), TIFF (Single-page), other format? If other format please provide details.

A: We would like PDF (image and searchable), TIFF (Multi-page and Single-page), and JPG to be supported.

Q: Page 8 / Section 2.13.7 requires the ability to scan documents to Onbase. Please answer the following for this:

What document format are scanned documents to be stored as: PDF (Image), PDF (Searchable), TIFF (Multi-page), TIFF (Single-page), other format? If other format please provide details. PDF.

How large are the documents scanned to OnBase:

Small (1 to 10 pages)

Medium (Up to 30 pages)

Large (30 to 100 page or more)

Just Invoices so small.

Q: Are index fields required for documents scanned and stored to OnBase?

A: Not currently.

Q: Do scanned documents require any type of special processing – Zone OCR, Barcodes, Database lookup of information, or something else? Please provide details.

A: No.

Q: Is there any requirement to bill students for copy, print, scan, or fax activity? If so, does the university have a system (Blackboard, CBORD, or other) that must be integrated to for student billing? If so, please provide details.

A: No not currently.

Q: Does the university have a central fax system (RightFax or similar) that must be integrated to for outbound faxing? If so, please provide details.

A: No.

Q: Page 8 / Section 2.9.1 appears to note that some Xerox Printers and MFDs or HP Printers will remain in the environment. Will these devices need to function with the Print Management System for Secure Printing purposes or is it sufficient to be able to only report on print activity to these devices?

A: They will need to function with the Print Management System and they currently do.

Q: Is the University’s printing efforts centralized or distributed with multiple Print Centers?

A: Centralized one location in Allendale and one in Grand Rapids.

Q: If some jobs are produced through other print vendors, what is outside spend?

A: Copy Center doesn’t outsource jobs. Sometimes departments depending on needs may go direct to an outside vendor.

Q: Is all printing for internal customers, or does it also include providing services to others as student/staff/alumni/community?

A: All internal but that includes student requests.

Q: How would the University categorize the Print Center, as a cost center or profit center? Are there charge backs that are being handle through induvial and group accounts? It that being tracked through ID cards or numbers, or perhaps Badges?

A: Cost Center and the chargebacks/billings are handled through Print Shop Pro software.

Q: What is the full amount of finishing stations that the Print Center uses?

A: We do several different types of Finishing in the Allendale Copy Center, but that equipment is not included in this RFP.

Q: What are some of other editing/image assembly, and make-ready tools that you are using to prepare jobs for printing.

A: and Macintosh based applications.

Q: Can you describe your commitment to Print Shop Pro in terms of the length of the contract, modules being used and is it tied existing lease? Can you share those support costs?

A: We have a yearly service agreement.

Q: What are some of the value points that are most important to you (Service, Support, Partnerships)?

A: All of the above.

Q: Is Pharos Uniprint still being used for print management?

A: Yes.

Q: Why are only 31 devices being used with Uniprint?

A: This number covers the publicly available MFP’s and printers available for use by students.

Q: Are you looking to provide print management (secure release, tracking, etc.) for all MFPs (~160)?

A: No, just those for students.

Q: Are you happy with Pharos Uniprint or are you interested in a change to another product like Papercut?

A: Pharos has worked very well for use and have provided a robust solution.

Q: Do students pay for printing or is there an amount included in a quota?

A: We use Pharos for tracking student print volumes/quotas.  We allow students to purchase additional printing if needed (it very rare this happens).

Q: How will students/staff authenticate to reference the ID#? Cards (if so, what kind)? PINs? Other?

A: Access is granted by either Student ID barcode or entry of student login/password.

Q: Is there any [payment solution integration](https://www.papercut.com/discover/integrations-and-customizations/integrations/) needed for Pharos or Papercut to hand off to?

A: Not at this time.

Q: Can you explain the steps for scanning to OnBase?

A: Unable to answer at this time.

Q: Does scanning need to be tracked along with copies and prints?

A: We do not track scanning and encourage the use of electronic copies where appropriate.

Q: What other typical scan-to destinations from the MFPs would be needed?

A: IScan to email and network file destination.

Q: Would you like production center units tracked and used for release the same way as the rest of the fleet? (Many do not need this as they do with common use or departmental MFPs)

A: Private release of documents via password or pin is requested.

Q: How are print jobs sent to production centers now? Would they want a "store" or "cart" experience?

A: Unable to answer at this time.

Q: How many print servers are involved?

A: Unable to answer at this time.

Q: Printers can be tracked/reported; will secure release be needed on printers similar to MFP release (Student Computer Lab)?

A: Not on printers, just MFP’s.

Q: What operating system on a server will be hosting Pharos Uniprint or Papercut? (WIN, MAC, LINUX)

A: Windows Server.

Q: Installing print management on a print server? (Y/N)

A: Yes.

Q: Estimated number of users? (Under/Over 4500)

A: Over 4500.

Q: Database Migration required? (Y/N)

A: It depends on the solution.

Q: Type of Database? (SQL, Oracle)

A: It depends on the solution.

Q: Installing Mobility features for mobile devices or Chromebooks? (Y/N)

A: Pharos allows for Cloud print from any device.

Q: Are you planning to stay with your current release stations (external hardware), or do you want to move to the iMFP? (The Pharos iMFP connector enables access directly from the bizhub MFP control panel)

A: We plan on staying with our current print release devices.

Q: Any need to print from Chromebooks?  Google discontinued Google Cloud Printing on Dec 31.

A: Not at this time.

Q: Is there a need to provide contactless printing for students/staff?

A: Pharos allows for Cloud print from any device.

Q: Are there any features you are looking for that you currently do not have?  An example might be contactless printing.

A: Not at this time

Q: Is staff printing tracked, accounted for, or just students? If it's just students now, would office, faculty printing require tracking, reporting, secure release?

A: We only use Pharos to track student printing.

Q: Will GVSU accept exceptions to the RFP?

A: Possibly.

Q: Do you bill every department separately?

A: Unable to answer at this time.

Q: How many invoices do you receive now for the MFP fleet and production units?

A: Unable to answer at this time.

How much time is spent processing these invoices?

A: Unable to answer at this time.

Q: Who handles meter readings, invoices, averages?

A: Unable to answer at this time.

Q: Can GVSU please provide a listing of devices and the addresses where devices are located?

A: Unable to answer at this time.

Q: Can GVSU provide breakdown of devices by location with average volumes Color/B&W?

A:  Unable to answer at this time.

Q: Scope of Work 2.3.1 HDD Removal - Is applicable to new Vendor's equipment only or for all existing equipment?

A: Unable to answer at this time.

 Q: 2.5.1 Onsite Support Person - Will they service the Allendale and the Grand Rapids Campus only?

How many hours per week does it take that employee now to perform their responsibilities?

A: Unable to answer at this time.

Q: 2.5.1 Toner & Paper Fulfillment - What is the expectation for "toner & paper fulfillment?

A: Unable to answer at this time.

Q: 2.5.2 Response Time - Is the 2 hours or less for the main campus only during normal business hours?

A: Normally.

Q: 2.7 Current MFP Quantities - Can you please explain why these numbers are not the same?

A: See Correction to RFP section at the top of this documents.

Q: Do you expect your volume to decrease 25% over the term of the 3,5, or 6 years and if so why?

A: Current Average yearly volume: 16 million prints. Estimated average yearly volume for contract duration: 12 million prints.

Q: 2.7 Current MFP Quantities - In regards to servicing the Xerox MFP that are staying (5 Xerox D95’s, 6 Xerox B8075, & 1 Xerox B8055) what is the annual volume associated with those units? In other words, how much of the 16 million annual clicks is associated with those placements?

A: Unable to answer at this time.

Q: 2.8.1-2.8.3 Copy Center Qualities Print Production - Is the “multi-drawer bypass insertion” pre-fusing or post-fusing?

A: Unable to answer at this time.

Q: General Terms & Conditions 3.0 - Will GVSU sign a third party lease agreement?

A: Unable to answer at this time.