



Addendum # 1

RFP #2020-02 - Managed Print and Copier Services

SAN BERNARDINO COMMUNITY COLLEGE DISTRICT

ANSWERS TO VENDOR QUESTIONS

PROPOSAL DUE DATE:

In regard to Section 1.1 of the RFP and other sections referring to the proposal due date, SBCCD has extended the due date to: 2 pm on 3/11/2020.

Technical Questions and **Answers:**

I noticed the locations have a meter for each department. For estimating monthly usage, how many months (years) have the units been deployed? Or will the District be providing estimated monthly usage per department/device?

The units were deployed in July 2015.

Can you please define "flexible buy-out" and its implications for a competitive, non-incumbent vendor?

There is no buy-out. The current lease contract ends 6/30/2020.

The existing copiers are engaged in contracts for both lease and service through AIS and its leasing partner with a termination date of 6-30-2020. Is this correct?

Yes.

Can I ask you to define "fleet reconfiguration services" or offer your intention?

SBCCD does not currently have a need to reconfigure our fleet, but will entertain recommendations if applicable.

May I ask you to define if customer service improvements are intended by 'we', the vendors, or that our offerings better assist the District as it applies customer service?

That your offerings better assist the District in providing customer service.

Shall the bidding vendors offer a like black and white and a like color system for each recommendation? (i.e. 35ppm black and white system and a 35ppm color system)?

The District has already determined where we would like to have color and b/w copiers. We want pricing for both. If you are recommending a 35ppm Color system and are not offering a 35ppm b/w anywhere else we would like pricing for the b/w copier.

Within the RFP a purchase, lease and maintenance plan is requested. To be clear, is the District referring to 'cost per copy' as the maintenance component only (not inclusive of lease costs)?

The District would like pricing for the least and a cost per copy cost for maintenance.

The RFP asks for the ability to scan to network folders, and workflow applications. Please name the workflow applications?

The District has no current applications to which we scan. Some location scan using smb, others scan using email configured via the copier or Papercut. We do use Perceptive Content for our document storage system. All scanning to Perceptive Content is currently done via desktop scanners.



Addendum # 1

RFP #2020-02 - Managed Print and Copier Services

Is the papercut version currently being used device installed or server installed?

Papercut is installed in all devices we have 245 devices licenses and 13 release station licenses. We also have the licensed modules below:

Print Control Module
10 Squared GTS Kiosk Pay Station
12
Boscop VCA Cash Loader
12
Cartadis cPad Value Loader
12
CopiCode IP Cash Loader
12
ITC Systems Value Loader
12
ITS GTS Kiosk
12
Intercard Account Loader
12
Jamex Netpad Pay Station
12
Monitor WA Kiosk
12
PC Paystation
12
Paper-Less Widget
1,000,000
Touchmate Kiosk
12
m3i Maestro Value Loader
12

Are there additional desktop printers (HP laser jet printers) that may be added to the fleet management program at a later date?

SBCCD has no intention to add or manage any printers via this contract.

Will the District be entertaining a separate RFP for Digital Print Production Equipment for Printing Services?

Not at this time. The Print Production equipment is being managed separately.

Can the District provide the B&W and Color meters for all units?

Yes, please see Addendum 2 – Current Meters.

Should hole punches be included on copiers?

Please include options and pricing for with and without, if applicable.

Should side finishers be included on copiers?

Yes, except in locations where a side finisher will not fit; then provide a top finisher.



Addendum # 1

RFP #2020-02 - Managed Print and Copier Services

Do all copiers need to support A3 and A4 paper?

Yes.

Is there a need for high capacity drawers?

Please include options and pricing for with and without, if applicable.

Can we propose a Coin/Cash/Cardless vendor other than Jamex?

Alternate vendors will be considered.

Is there a need for paperbins on highspeed quickprint copiers?

Yes.

Will the District be providing forms and formatting requirements for pricing?

SBCCD is not prescribing a form or formatting to propose pricing. Please refer to Section 4.2.3 and other applicable sections and appendices.

Can the District provide the appendices in Excel format?

Yes, please see Addendum 3 – Copier Appendices.

The models listed in Appendix A appear to be Kyoceras. One model, in the Huddle / CTS107, M402 could be an HP, or a Samsung. Both have a Model M402. Please Identify the Make.

SBCCD is only asking for a bid to replace the Kyoceras. We are not replacing any printers as part of this RFP.

Is there a specific Copier Responder Work Sheet to provide for each model?

There is no specific work sheet. Please provide your own.

If there is not a Recommended Copier Responder Work Sheet, should we list the price for one of each models we propose, the specs (include any price for accessories, standard, optional, not available, with the cpc price)?

Yes.

Is it correct then, that you do not require a “Grand Total” for all of the leased hardware equipment?

SBCCD would like a grand total with the recommended equipment. Include the cost of any additional/optional items separately.

There are some models that have more than one option to meet spec. Is it ok to list them both as matching up with one of your models? And in reverse, you have some Kyoceras with similar model specs, but vastly diff price. In that case would you want all of our options for replacement?

That would be acceptable. We want to see options so we can decide what best meets our needs.



Addendum # 1

RFP #2020-02 - Managed Print and Copier Services

On page 13, A3 units must have duplexing, stapling and 2/3 hole punch. However, on Appendix A, it only specify on specific locations/machines. Kindly clarify?

SBCCD would like all copiers to have duplex and stapling. We would like to have the option for hole punch. Include cost of optional hole punch.

For stapling options, are you looking for an internal/integrated stapling finisher?

Side finisher is preferred. Some locations do not have enough room for a side finisher. It will need to be integrated.

How many paper drawers do you require for each unit?

Two required, with the option of adding a third large drawer.

There are notes that stated "remove coin box," however on the jamex and cashless columns they are both marked. Are you still looking for an upgraded coin / bill system, cashless system or dual function?

SBCCD will still have a few locations that will take cash to be added onto the papercut accounts. We will need release station licenses for the others.

In regards with cashless system, do you mean payment form will be debit/credit card or more of a copy card/stored-value card?

This has not yet been determined. We want the students to be able to store funds on the papercut server. We need assistance from the chosen vendor on how to connect to debit/credit card system. Students would not use any kind of stored value card. They would authenticate with their AD information.

What are the date range included in the meter read provided?

July 1, 2015 – February 15, 2020. Please see Addendum 2 – Current Meters.

Do you have data of the number of color and monochrome copies per device per location?

Yes, please see Addendum 2 – Current Meters.

With regard to the "termination" provision on page 27, item # 4 of the "agreement". Does this termination provision apply to both the service on the copiers and the equipment lease or just the service portion of the contract?

The language on page 27, item #4 is the standard SBCCD language. It applies to both.

Did you sign an equipment lease under your current agreement with AIS?

Yes.

Can you tell us which lease company you are currently working with?

AIS.



Addendum # 1

RFP #2020-02 - Managed Print and Copier Services

Does your current lease agreement allow for termination?

Yes.

Would you like us to propose copiers based on a "like for like" pages per minute match to your current fleet or right size the fleet based our recommendations based on the monthly volumes your current machines are doing?

Please propose your recommendations.

Please let us know where to find a copy of the "Recommended Copier Responder Work Sheet"? It is referenced on page 18 of the RFP but not included in the bid appendices?

There is no specific work sheet. Please provide your own.

Please confirm if we need to include the cost to ship the existing fleet back to your current lease vendor or if AIS is covering that cost in the current agreement?

Please include the cost to ship the existing fleet back to the current vendor – return location is Riverside CA 92507.

If possible, please provide a more detailed MFP usage list that includes separate b&w and color meter information?

Please see Addendum 2 – Current Meters.

Can you tell us if the vendor must meet all three of the local vendor preference requirements or just one in order to qualify?

A vendor must meet all three conditions.

On page 18, Regarding Copier Replacement. It said to complete a separate Recommended Copier Responder Work Sheet for each copier we are recommending. Is there a work sheet that was to be included in the bid?

There is no specific work sheet. Please provide your own

On page 13, Under the RFP Goals – Number 1 is to optimize the environment. Once the contract is awarded to a vendor, will there be an opportunity to look at the departments to see if there are opportunities to optimize?

Yes.

Are you open to Optimization/Consolidation of equipment?

Yes.

How are you currently managing your Print Services?

Self.

What type of reporting do you currently use for your Managed Print (ie-Metering, Service Calls)?

We do not have a managed print fleet.



Addendum # 1

RFP #2020-02 - Managed Print and Copier Services

Will there be any Student users require monitored/Print Secure Print Release for Papercut?

Student jobs will be held in papercut until they pay and release them.

Are you looking for the Vendor to provide Badge Readers for second level authentication for all new MFTD's- Now or in the Future?

All current copiers have RFID readers. We would like the new ones to have this feature.

Are you looking for the vendor to provide the necessary badges for employees? If yes are additional student badges required?

No.

Is it the intent for the district to have separate billing for the Equipment Lease on one Invoice and Service Agreement on another?

Each site will be billed separately for lease and maintenance.

Is there one IT department to support all 3 campuses or do they have individual IT support at each location?

Each location has its own IT support.

What contract are you currently using as your preferred Contract?

SBCCD has no preference. As sample is included in the RFP.

Can you please define Response Time for the District? Is this within the working Hours?

Yes.

Assessment (CHC Building-SSB) currently black and white- Are you interested in Color at this location?

Color.

CHC Foundation -It says New Color- It also says N/A- Will you be putting equipment here, black and white or Color?

Color.

CHC Library- New Color- Are you adding a Color device to this department?

Adding a color device.

SBVC Humanities Division/Art Gallery- Are you adding equipment here? Black and White or Color?

Changing from B/W to Color.

SBVC Nursing/HLS 125- it is currently black and white. Are you interested in putting a color device there?

Yes, color.



Addendum # 1

RFP #2020-02 - Managed Print and Copier Services

On page 4 under 1.2 Overview line 7-8, what is meant when said "a Flexible buy-out option and transition program for existing copiers?" Is there a buyout that will need to be fulfilled by the chosen vendor?

No, please disregard.

Is your current agreement like what is being asked for in this RFP? If so, isn't your existing vendor not responsible for returning of the current systems & could you Provide a copy of the existing agreements?

The current contract does not include return of equipment. Not at this time.

On page 7 appendix H Financial Statements, will a link to our public financials be sufficient?

No.

On page 18 first line of the page the District has asked for each copier to be moved "(1) time per year at no additional cost". In the past, how many units have been moved per year? Is the District sure that each unit will need to be moved 1 time per year? Would the District accept a percentage of the fleet?

SBCCD will accept a percentage of the fleet. We have had and will continue to have construction projects that require relocating copiers from one building to another and then sometimes back to the original building.

On page 13 Features & on Appendix A, B & C, the input paper capacity is not listed. Could the district provide how many paper trays are required for each system?

We require 2 trays per system and would like pricing options to add a high capacity bottom tray. The Quick print copiers will need a high capacity side bin.

Page 10 1.19 last paragraph, "SBCCD may terminate any resulting agreement for convenience at anytime by giving vendor written notice." Will the District accept terms with terminate for cause and/or lack of funds (loss of fiscal funding)?

This could be negotiated.

Will the District be signing documents, issuing a PO or both?

Both.

Page 14 Features 4th bullet point, "We would like proposals to either replace or upgrade Jamex systems to a cashless system with Papercut." Will the District accept either or and/or both?

We will except pricing for both. As long as the system is compatible with Papercut.

Could you clarify if cooperative purchasing agreements can be used and that it would not effect the 10% Local preference?

The Local Preference is in reference to the contracting entity.

Is Papercut district-wide now, or only on a limited number of devices?

All copiers and printers at Crafton and SBVC are on Papercut.



Addendum # 1

RFP #2020-02 - Managed Print and Copier Services

What functions does Papercut provide in your current environment?

Printer and Copier management. Scanning. Student printer and copier management.

If RFID technology replaces the current coin-cash-card devices, is there a specific quantity of "smart cards" that you want all vendors to quote pricing for?

We do not want to issue rfid cards to the students. We want them to sign in with their AD accounts.

Do you currently use OneCards? Is there a different funds program being used on campus, or currently interfacing with papercut?

No. There is no current payment system interfacing with papercut.

Are your libraries currently using RFID for theft protection?

For books only.

Is Papercut providing Cashless access on any devices, or will this be a completely new feature?

New feature.

If you renew your contract with the Kyoceras, are you required to purchase the same components as all of the other vendors do, or will they receive an 'incumbent advantage'?

They would need to purchase the same components.

Are all MFPs and Printers currently networked? Are you on a LAN or is the entire district connected?

Everything is networked. But they are on separate LANS. Crafton and SBVC have separate Papercut instances.

On Page 4 of 32, OVERVIEW, you request our quote include both purchase and Lease options. What is the likelihood you will purchase instead of lease?

Low.

On Page 4 of 32, in OVERVIEW, you mention "flexible buy-out. In addition to \$1 buyout, would you like to consider FMV?

There is no buy-out.

In Appendix A, B & C, you list the current model, the desired accessories or features, and a min page per minute speed. It appears that there are several places where the current model is not the same speed as the Min PPM listed in the table. In cases where there are discrepancies, should the proposed model match the Min PPM, or the Current device speed?

We tried to adjust the minimum speed requirements to the loads we were seeing on the devices. Review the workloads and suggest the speed you feel fits best.

For each product cost page, is it acceptable to provide the base cost, then list the optional accessories, such as regular & large capacity paper trays, floor and inner finishers, etc.

That would be acceptable for the District.



Addendum # 1

RFP #2020-02 - Managed Print and Copier Services

In reference to Question 5, if you require a standardized configuration, could you please indicate the minimum paper trays and number of sheets each device should hold? And type of finisher, Inner, 50-sheet staple, or 100-sheet staple we should add?

2 trays 100 sheets each 50 sheet staple.

If each models' cost page lists optional accessories, do we agree that there cannot be a Grand Total for all of the devices in Appendices A-C? We can, however, provide the purchase, lease payment (assortment of types and durations) in spreadsheet form for all items.

Yes.

In models that you are changing from B&W to Color units, can you estimate what percentage of the current AMV will be assigned to color?

5-10%

What is meant by a flexible buy-out for existing copiers? Is SBCCD interested in terminating your current leases prior to June 30, 2020?

No. Please disregard

Are you requesting a 5 year contract with a 5 year lease? Does SBCCD want equipment placed on a conterminous basis with a firm end date? Or enter into multiple year lease terms? i.e. 24, 36, 48, etc.

5 year lease and contract for maintenance Start July 1, 2020 end June 30, 2025

Is SBCCD interested in entering into multiple new lease agreements for equipment per campus? Or purchase equipment?

One lease agreement for all locations. Invoicing will be broken down by location.

Regarding the Appendix F – Is this considered a maintenance service agreement?

No, this is a sample of SBCCD Professional Services Agreement.

Does SBCCD intend to cancel lease agreements for convenience?

No.

Please advise if the Copier diagnostics and "call-home" feature is currently being utilized by SBCCD. What software is be used?

Yes. Software is provided by AIS. SBCCD would expect to get your software to install at each location (SBVC SBCCD, and CHC).

Regarding the removal and surrender of the equipment, is this in regards to the new awarded vendor equipment being placed removed or existing equipment being removed?

Winning bidder will need to return it to AIS in Riverside California.



Addendum # 1

RFP #2020-02 - Managed Print and Copier Services

How often does SBCCD relocate equipment per year per machine?

It is not on a whim. We have construction projects and offices move occasionally. We have several new buildings coming online over the next 5 years. Copiers may need moved to temporary locations and then moved to the final location once construction is complete.

Is the 96% uptime measured in business hours?

Yes. We operate 7am to 10pm 6 days a week.

Is SBCCD looking for placement of trial machines per campus for evaluation? Or deploy all the devices prior to contract start date per campus?

No trials. The District may want to evaluate equipment at selected vendor's sales office.

Is SBCCD requesting that the Awarded Vendor remove existing equipment and return to existing leasing company at no charge?

Yes.

Is SBCCD looking for managed print services on existing equipment or printers?

No.

Will SBCCD consider the local business designation for Vendors located in within the Inland Empire? Konica Minolta is 9 miles from SBCCD District office in downtown Riverside

No.

In order to provide accurate pricing, is SBCCD willing to provide their PaperCut license? If not, how many Kyocera embedded licenses does SBCCD currently have with PaperCut?

That information is attached to the Vendor question responses.

SBCCD is currently using Jamex coin/cash systems. Is SBCCD wanting to utilize PayPal and/or Credit Cards with the PaperCut for their cashless system?

We want the vendor to provide recommendations on how best to implement the cashless system. What would provide the least ongoing cost.

In regards to leasing, is SBCCD open for manufacturer to use third party financing?

Yes.

Would the district desire that those (2) systems be added as co-terminus, once their lease expiration has been reached? (Co-terminus: as in acquired after their respective existing lease(s) expire, with those (2) assets to be added to the awarded lease. Regardless of start date, term date will be the same as the fleet)

We would like to look at this on a case by case basis.



Addendum # 1

RFP #2020-02 - Managed Print and Copier Services

Can the district please quantify the number of 'print/release' stations that are desired.

These are listed in the SBVC and CHC appendices.

Does the existing PaperCut installation include a maintenance agreement? If so, does that maintenance agreement transfer to the district at the end of the equipment lease period?

The District owns the license and it was purchased and maintenance agreements were sold to us by AIS. We want these transferred to the new vendor. Please include licensing maintenance cost for the full 5 years of lease.

Please quantify the number of Jamex-type stations that the District will be maintaining as coin & bill. I see that page 21 of 32 has 4 James type systems requested. Are there more?

All student copiers and print stations listed currently have Jamex systems attached.

Please clarify need at CHC, see page 22 of 32. Library – New COLOR is noted and highlighted, the note says comparable to 5551, however "Color" is not designated in column as needed "X". Does the department desire color?

CHC wishes to add a color copier along with existing B/W.

Locking drawers were requested at CHC for a New unit near Bookstore. Is this Black / White unit to be added to the total number of systems required?

This copier is already included on the RFP.

Library, (2) new color units requested for Student use. Type A4. All other units on RFP are A3 type. May we quote A4 for this department? Will these systems be added to the RFP?

One new color unit is requested for Student use and is already included on the RFP. Quote A3 type.

Please clarify your return to leasing policy. Is the current vendor responsible to remove their equipment, and assume the cost to return to leasing?

The winning bidder will need to return the equipment to AIS in Riverside.

On page 17 of 32, you require a 30-day "trial" of all models, after which time, if approved, contracts will be signed and implemented. Are you suggesting that "to the satisfaction of staff" is only in reference to the listed specifications? On Page 10, you discuss the Cancel for Convenience clause. This appears to be above and beyond that. Could you please expand and clarify this point?

No trials. The District may want to evaluate equipment at selected vendor's sales office. The District does not intend to cancel for convenience.

Is it correct that the vendor awarded this contract will have their assessment team perform a more detailed walkthrough to determine the exact space limitations, which may alter the model and accessories proposed.

Yes.



Addendum # 1

RFP #2020-02 - Managed Print and Copier Services

Will you accept a slightly slower copy speed for the 80ppm color units? Our product line does include devices into the hundreds of ppm, but there is a price jump from Office products to Production units. Would you accept a price sheet, and/or a side by side of our products above and below the speeds in question, for a future final decision?

Yes.

Your spec requires that all models have the ability to add Fax services. On all three product pages, you have a column for fax capabilities. These would be configured with fax as a standard feature. Given many units do not have this checked off, may we submit multiple configurations/cost sheets, with and without these type of features added as standard?

List the fax as an add-on in the quote. It is not a standard feature. We would like to be able to add a fax card in the future if the need arises.

Will SBCCD agree that once a Service Contract has been implemented, third party movers, contracted without our consent and approval might render the agreement null and void?

This could be negotiated.

Page 13 of 32, section 4.2.2 - Its stated "user account control and simplified release of documents". What kind of release are you looking for your users to use? Is a PIN code sufficient or are you looking to connect this with ID or security HID cards? If HID cards is your preference, can you tell us what kind of cards are in use already?

This is primarily handled by papercut. Our current systems have RFID readers installed. SBCCD wants RFID readers in the replacements.

Page 13 of 32, section 4.2.2 - You request on-line program management and reporting. If our customer portal online gives you everything you asked of except "uptime", would this be acceptable? A detailed uptime report is available at any time, just not on the web customer portal.

Yes.

Page 15 of 32, Customer Support Services - Are you requesting for service 24/7 for the few locations that operate on these hours?

No.

Page 16 of 32, Response Time - Is the expectation that each call in a month has 4 hours or less and if not, there is a \$50 per hour fee charged to vendor? If yes, how is the \$50 charge calculated if the technician was 10-15 minutes late only?

At the hourly rate.

Page 17 of 32, Invoicing - This section asks for separate invoices for each copier installation. It is assumed this is for purposed of GL codes and assigning to the correct department? The question is may we provide you a single invoice that has each machine, location, and individual costs and details listed out by device/location? Our invoice could even reference your GL codes next to each device if you provide them to us. This would allow you to only process one invoice and write one payment check.

The invoices will be broken down by Location SBVC, CHC, District, KVCR and up to two other sites.



Addendum # 1

RFP #2020-02 - Managed Print and Copier Services

Page 17 of 32, Removal of Existing Equipment - This section references awarded vendor to work with AIS on the removal and return of the existing equipment. Are you looking for new vendor to remove existing equipment or just coordinate with AIS on the new machine deliveries and AIS will be removing the old equipment?

Remove and return to AIS in Riverside

Page 18 of 32, Pricing – It is requested to have the costs for the base model pricing with add-on optional features and costs noted. Do you have a minimum expectation on paper drawers since most machines will have 3-4 options for paper drawer configurations?

Two drawers standard and optional large lower drawer. The high speed copiers will need to have a side paper bin.

Appendix F, Section 4 - Can you please elaborate on what would justify a 15 day cancellation and explain if you have ever needed to exercise this option?

The District does not intend to cancel for convenience. No.

During the District Office walkthrough, there were two additional copiers discovered, a 7551Ci and a 5551ci, that were not included on the current RFP list. Are these to be added and included in our response?

Yes.

Is there a minimum drawer/paper requirement for each copier listed on the RFP?

Two drawers, 100 sheets each.

Appendix F, section 4, Termination. Leasing companies will not accept cancelation for convenience. Will the District accept termination of the maintenance/service agreement only, leaving the lease in place?

This could be negotiated.

Will SBCCD sign the awarded vendor's lease document?

After review and possible negotiation of the terms.

Is there a Recommended Copier Responder Worksheet? It is referred to in 4.2.3, Pricing Information, section 1, page 18 of 32.

There is no specific work sheet. Please provide your own.

Please provide a list of current Jamex models.

65xx

Do you want to replace BW machines with BW and Color machines with Color?

Except where noted in the Appendices.

Regarding Appendices A, B & C, does SBCCD expect the fleet's MFPs to be right-sized (optimized) to current volumes, or should proposers match the current speeds, for comparative purposes?

SBCCD would like the vendor to provide the appropriate size.



Addendum # 1

RFP #2020-02 - Managed Print and Copier Services

Just to confirm, all proposed equipment should be configured as A3 with stapling and hole punching and list fax as an option?

A3 with stapling you can list the price for hole punch as an option.

Does SBCCD allow print drivers to be loaded and/or updated remotely?

SBCCD prefers our IT staff install print drivers.

Does SBCCD expect to enter into a service/maintenance plan with a guaranteed monthly minimum of copies, or does it prefer to be billed only for images copied/printed? If a monthly minimum, what monthly volume of BW and Color pages?

SBCCD wishes only to be invoiced for the actual images copied/printed.

Do you want to replace the three printers in Appendix A with new printers or with MFPs? They each indicate that the coin box should be removed.

We will provide our own printers and computer. Only licensing for papercut release stations is required.

Should the two new CHC MFPs be color or BW?

Color.

Should the three new SBVC machines be color or BW?

Please see the appendices.

Is the PPM listed on Appendices A, B and C the PPM requested for the new replacement machines?

This is the District's presumption of what is needed. Please provide the speeds.

Would you like to have PaperCut (or similar software) integrate with your campus accounting software? If yes, which software are you using?

SBCCD does not wish to use anything other than papercut. We do not need it to integrate with an accounting system.

Would you prefer a "Cashless" option across the entire fleet or only on the machines indicated by "remove coin box" and "Cashless"?

Only those systems listed in the appendix are used by students. We may add other systems over time.

END