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December 3, 2020

ADDENDUM NUMBER 2 ON INVITATION TO ITN21SN-110

TITLE: Multifunction Print Devices and Print Program Management

This addendum shall be considered part of the Contract Documents for the above-mentioned project as though it had been issued at the same time and incorporated integrally therewith. Where provisions of the following supplementary data differ from those of the original Contract documents, this addendum shall govern and take precedence. Bidders are hereby notified that they shall acknowledge receipt of the addendum.

This addendum consists of:

- Revised Section 3.0, Schedule of Events:
 - **ITN Closing (Opening of Proposals) will now take place on 12/17/2020 at 3:00 PM EST.** Bid opening will be held remotely, a link to the meeting will be posted on the Schedule of Bids webpage prior to the bid opening date/time.
- Revised Attachment E: See attachment at <https://procurement.ufl.edu/vendors/schedule-of-bids/>
- Attached answers to Supplier questions.
- Bid opening that will be held remotely by Zoom. For those that wish to attend, a link to the Zoom meeting will be available on the [Schedule of Bids webpage](#).



Steven Neal
Supplier Relationship Manager

**PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM 2 AND RETURN WITH YOUR BID.
FAILURE TO ACKNOWLEDGE THIS ADDENDUM COULD CONSTITUTE REJECTION OF YOUR BID.**

VENDOR NAME

VENDOR ADDRESS

SIGNATURE

ITN21SN-110 Multifunction Print Devices and Print Program Management

Vendor Questions:

General – Admin

1. Q: Due to the current pandemic and most corporations' work from home orders, would the University of Florida accept email/digital copies of our proposals? This will allow us the most amount of time to deliver a competitive proposal and pricing for UF.

A: No, the hardcopy requirements are still valid. See section 4.0.

2. Q: 3.0 Schedule of Events-Will the University of Florida (UF) consider a submittal extension of one (1) week to December 22, 2020?

A: The bid opening will be changed to December 17, 2020 at 3PM EST.

3. Q: Is there any change in due dates for the ITN?

A: The bid opening will be changed to December 17, 2020 at 3PM EST.

4. Q: Addendum 1-Is there an Addenda Acceptance Form that should be completed for the issued Addendum 1?

A: Addendum 1 changed the time for the Non-mandatory Pre-proposal meeting. UF will not require signature for that Addendum but will for all others.

5. Q: Will the University consider electronic signatures?

A: Yes, but the hardcopy requirements are still valid. See section 4.0.

6. Q: Is UF still using Corcentric and/or Jaggear?

A: UF is using Jaggaer AP Director.

General – Print Environment

7. Q: Does the University have any print policies in place in either the Academic or Health environments?

A: UF IT policies are listed here: <https://it.ufl.edu/policies/> . Policies related specifically to print will be at the department level.

UF Health is currently working on a policy surrounding printing to include default black/white, duplex and secure printing. They are also working on a standardized review and approval process for printer (single and multi-function device) placement.

8. Q: What were the key barriers to rightsizing the fleet experienced through the process followed back in 2013?

A: Initially UF received some pushback from campus when rightsizing the fleet. At that time convenience fees were added for departments who wanted faster or more devices. Later in the contract, the current minimum B/W pricing model was initiated to replace the convenience fees. Another key factor is the design of some buildings that don't allow for a convenient central device. Other factors were leaving desktop printers on faculty desks was a Department Chair decision. Additionally, some research equipment is kept in hard to access areas so the equipment couldn't be optimized.

9. Q: How successful was the previous rightsizing process? What is the appetite for change in both sides of the organization?

A: The rightsizing process has been quite successful. That said there may allt is always a good idea for a vendor to revisit optimization when communicating or visiting departments.

10. Q: Can the University provide details on number of devices removed through this process? What savings were realized?

A: UF does not have specific numbers on how many devices were removed, but the savings achieved through September 2020 were approximately \$8.1 million.

11. Q: What impact does the University perceive COVID-19 will have on its fleet size based on the Universities return to work (RTW) strategies?

A: UF has not seen a significant reduction in fleet size during the pandemic. Considering UF will be returning to a more normal state in Spring/Summer 2021, we do not anticipate a reduction in fleet size.

12. Q: What proportion of staff/faculty are currently working remotely? Does the University expect a portion of its staff to remain working off site indefinitely/permanently?

A: UF does not have details as to the ratio of staff working remotely. UF anticipates a normal return to work ratio post-pandemic.

13. Q: What impact has COVID-19 had on equipment volumes - % reduction on monthly/annual volume?

A: UF has not seen a significant reduction in fleet size during the pandemic, but volume is down about 60%. Considering UF will be returning to a more normal state in Spring 2021, we do not anticipate a reduction in fleet size.

Equipment

14. Q: Would you consider OFF Lease Copiers for the bid that are less than 2 years old and offer the warranty?

A: No, this solicitation is for new equipment only. The details for what is acceptable equipment is listed in section 1.2.4 of the bid document.

15. Q: Can we bid more than one manufacturer in our response to provide UF the best value? Or would we have to provide a separate response for each manufacturer?

A: A vendor can bid more than one manufacturer for segments 1 through 10, but each device in that segment needs to meet the specifications of each segment. The disadvantage to different manufacturer solutions is that the infrastructure and functionality will differ, potentially making implementation from an IT perspective as well as end user acceptance across the fleet more challenging since not all equipment may function the same way.

16. Q: What about specialty office products that fall outside of the bid specifications? Products such as high production machines, MICR check printers, large-format engineering plotters, digital duplicators, integrated white boards and label printers / point of sale printers.

A: See section 1.2.4.2 of the bid document. Non-standard equipment will be covered by the terms and conditions of this solicitation, but the pricing would be negotiated at the time of purchase or addition.

17. Q: Can UF provide list of locations outside of Gainesville that are in-scope? Is Vincenza Institute of Art in scope per the distance.ufl.edu webpage?

A: Outside of the Gainesville campus, UF has several agriculture research and education centers as well as agricultural county extension offices in each county in the State of Florida. Those are listed here: <https://extadmin.ifas.ufl.edu/districts/>. Also, UF has several off-campus distance learning programs. Those are listed here and include the Vincenza Institute of Art: <https://distance.ufl.edu/prospective-students/off-campus-programs/> Service on devices outside the State of Florida is not expected.

18. Q: Since on-site space is limited, will off campus office for on-site technicians/resources be at the vendor's expense?

A: Yes.

19. Q: 1.2.2 Current UF Copier Environment-Attachment C , The ITN states that UF has more than 1579 multifunction devices. However, in Attachment C there are over 400 single-function printers represented. Is it UF's intent to replace these printers with equivalent multifunction devices requested in Appendices A and B? Are there multifunction devices that are not represented in the invoice list?

A: Whether UF does or does not replace the single function printers with a MFD from Appendices A&B can be discussed at negotiation (if UF decides to move to that phase with a vendor). All MFD's that are part of the PrintSmart program are on the invoice list (Attachment C).

20. Q: 1.2 Scope of Work (Entire Section)- Are the Print Smart Program Manager and the Site Coordinator different resources? What are the role differences between the two?

A: The Print Smart Program Manager is the main contact for the vendor that can manage or oversee all aspects of the program (service, technical, billing, sales, delivery, etc). The Site Coordinator would manage the dedicated technicians. UF expects that there would be a need for 2 different individuals to handle these roles.

21. Q: What type of badge does UF currently utilize (e.g. RFID, HID, Magnetic Strip, etc.)? Does UF own, rent or lease its badges?

A: UF owns its badges, there is a mixture of magstripe and HID on the campus.

22. Q: Are all of the contracts expiring at the same time or within the 6 month time period?

A: All contracts for devices currently under the PrintSmart program will expire at the same time.

23. Q: Is any of the equipment that is being replaced owned equipment?

A: No.

24. Q: Will there be a desk and working area for the dedicated onsite rep and account manager? What if we bring on more than just a dedicated onsite rep and account manager?

A: There is an onsite desk that the account manager could work at. It's limited space and located in Elmore Hall.

25. Q: Will there be any units that require buying out their remaining term?

A: No

26. Q: Demo and access to existing print smart site?

A: UF is unsure of what is being asked.

Equipment

27. Q: Would UF consider exceptions to device specifications that would allow for more competitive pricing without negatively impacting workflow efficiency. For example, in the "Segment 1 – A4 Medium Model", can vendors propose a device that meets the 35PPM BW scan speed but has a color scan speed less than 35PPM?

A: No, all respondents will need to adhere to the specifications detailed in the bid document.

28. Q: Can UF identify or provide counts for devices that require IPDS print?

29. Q: How many devices will require IPDS printing support?

A: UF does not know the exact number of IPDS devices but do know that enough devices require IPDS to keep this as a requirement. All respondents of this solicitation will need to respond with known information. If UF decides to move into a negotiation phase with any vendor, this can be discussed at that time.

30. Q: The RFP lists IPDS as a requirement. Are your Mainframes outputting IPDS composed data, or are they sending the print jobs in PCL format to your current Printers and MFPS? If "Yes", or "Both", how many total AS/400 or i-Series mainframes are in use today?

A: IPDS print is required. There is no mainframe at UF hence no mainframe printing requirements.

31. Q: 1.2.5.2 MFD Minimum Required Specifications-Do all devices require IPDS support or is this an option?

A: IPDS support is a requirement.

32. Q: How many devices will require Barcode printing support and is printing from the mainframe of Windows print driver?

33. Q: Can UF identify or provide counts for devices that require barcode printing?

A: UF does not know the exact number of devices using barcode printing support but do know that enough devices require this to keep this as a requirement. All respondents of this solicitation will need to respond with known information. If UF decides to move into a negotiation phase with any vendor, this can be discussed at that time.

34. Q: Can UF clarify the "System will accept hardcopy jobs (scan to print)" requirement for fleet devices?

A: This would be when a hardcopy document is scanned by the device and produces a copy.

35. Q: For the "Segment 4: A3 Medium Model" and "Segment 5: A3 Large Model" specifications, will 3GB RAM suffice?

A: No, all respondents will need to adhere to the specifications detailed in the bid document.

36. Q: Please provide the current fax authentication process and will UF continue with the current eFax solution.

A: Traditional faxing capability is required for all devices. Yes, we will be continuing the same eFax service. It is a service provided by UFIT via Xmedius Fax Server.

37. Q: 1.2.5.2 MFD Minimum Required Specifications - The ITN it requests that print drivers have PC fax capability, though in the device specifications it does not specify a fax card requirement. Should a fax card be included with every device or should we include the price in the optional accessories?

A: Yes, a fax card should be included in pricing. The devices should be compatible with the XMedius eFax solution.

38. Q: Can one instance of software (for example: device monitoring software) communicate with both student-accessed devices as well as faculty devices or are the student devices completely isolated on their own network?

A: Where there are devices that students can access, one instance of software can communicate with both student-accessed devices and staff-accessed devices. Network set up can vary by IT unit. The ability to handle both is required.

39. Q: Vendor will provide malware protection for all Vendor hardware installed at University sites at no additional cost to the University – How?

A: Malware software should be embedded on each and every device.

40. Q: Ability to integrate with 3rd party connectors or applications - Such as?

41. Q: 1.2.5.2 MFD Minimum Required Specifications-"Ability to integrate with 3rd party connectors or applications." Will UF please identify the 3rd party connectors?

A: Examples include Microsoft Office 365, OnBase, Paper Cut, PCounter, Air Print, HP E-Print. This isn't an exhaustive list.

42. Q: 1.2.5.2 MFD Minimum Required Specifications-Do all devices require JPG, GIF, and BMP or is this an option?

A: JPG, GIF, and BMP is a requirement.

43. Q: 1.2.5.2 MFD Minimum Required Specifications-Do all devices require PDF417, FS 5-7 bar code and Post net bar code support, or is this optional?

A: PDF417, FS 5-7 bar code and Post net bar code support is a requirement.

44. Q: 1.2.5.2 MFD Minimum Required Specifications-HP Devices are USB 2.0 and not USB 3.0. Is this acceptable?

A: No, USB 3.0 is required. UF will consider options for devices with only USB 2.0 ONLY if the manufacturer does not manufacture ANY devices by Segment category in appendices A&B. The vendor will note this in their response.

45. Q: 1.2.5.2 MFD Minimum Required Specifications-“The Vendor will provide scanning software for a scanning file solution.” Is this to be hosted locally within the customer firewall on customer provided VMs or hardware?

A: Yes, it can be hosted locally on customer provided VM’s. Ultimately the goal will be for devices to be able to scan to file.

46. Q: 1.2.5.2 MFD Minimum Required Specifications-Would UF please elaborate on the following statements, which appear to contradict each other?

- System will support network printing without use of drivers loaded on the University’s PCs.
- Fully functional global or universal driver.

A: Drivers are located on various campus servers, should be fully functional and handle all work required.

47. Q: 1.2.5.2 MFD Minimum Required Specifications-ITN, pages 10 and 12, state the requirement that devices have “Adobe Postscript (not emulated)” and that “Only True Adobe Postscript will be accepted.” As Postscript emulation has become the standard with most vendors in the industry, and consistently meets or exceeds customer expectations, is UF willing to remove this requirement to allow for more competitive responses?

48. Q: Adobe Postscript (No emulation) - It is noted that Postscript emulation will not be accepted, with emulation being a popular alternative to licensed Adobe Postscript would the University be willing to accept emulation on some devices?

A: No, UF is not willing to remove that required specification.

49. Q: Section 1.2.5.2 (Print Driver Specifications): Prohibiting Adobe Postscript emulation is a specification that will limit competition in this ITN. Many manufacturers (including your current) have used postscript emulation as a cost effective and proven alternative for decades. In some cases emulation may provide more accurate rendering than non emulated drivers. We recommend making postscript emulation an option to meet this requirement (based on UF testing if necessary) to reduce UF’s costs.

A: UF is not willing to remove that required specification.

50. Q: Page 10 - Print Driver Specifications: Adobe Postscript (not emulated) - Is the objective to have a true Adobe postscript converter?

A: It will have Adobe Postscript (created by Adobe).

51. Q: 1.2.5.2 MFD Minimum Required Specifications Would UF please confirm whether the ability to copy to 11x17 Ledger-size paper is required for the UF Fleet?

A: It would be required for A3 models.

52. Q: 1.2.5.3 Print Management Software-Would the UF allow for automatic meter reads through an application installed on a server within the network?

A: Yes, it can be allowed as long as the server and management of the server meets University security and access guidelines. The setup and configuration must pass the Information Risk Management process. This is not a substitute for the Document Output Management Solution requested in 1.2.5.2.

53. Q: “Equipment will contain a setting that allows a walk-up user to have the next priority after the current job is completed. This would mean that the walk-up job would be run before the next pending print job.” - With follow-me print or held print release features, copy jobs will take priority until the print job is released. Would this meet the Universities needs?

A: The walk-up user must have the ability to prioritize their job as next. The exception is those who may walked up before the user. If those features meet the specification, then they would be acceptable.

54. Q: Page 9 – Mechanical Specifications, the 2nd bullet states: a setting that allows a walk-up user to have the next priority after the current job is completed. This is understood to mean that a user could re-prioritize the job queue or “bump” their job to the top of the list. Please help us understand the expectation? If a user management program, such as PaperCut or Pharos is in use, users will not be able to circumvent the print queue of other users print jobs, only their own. If the MFP does have its own

job list, once jobs are sent or released, is the intention that the user could re-prioritize? We ask because not all MFP models have this capability.

A: The walk-up user must have the ability to prioritize their job as next. The exception is those who may walked up before the user.

55. Q: Section 1.2.5.2 (Mechanical Specifications) Optical character recognition (OCR) - (embedded within MFD). Experience has shown that most units will not utilize this capability, and heavy OCR users will benefit from a software solution that is much faster, and accurate. The university could significantly reduce costs by making this a mandatory capability vs. requirement.

A: This requirement will remain.

56. Q: Page 10 – Other Required mechanical specifications: Optical character recognition. OCR can be used for searchable PDF, Microsoft Word, Microsoft Excel. Are you looking for searchable PDF only, or other formats as well? Are you open to this function being on a server versus on an MFP?

A: PDF only. It's highly preferable for this feature to be embedded on the device. If the vendor offers MFD's with embedded version, then those should be provided. The vendor will need to present all options with their respective pros / cons and security posture.

57. Q: Are there papercut servers at each of the 42 IT units?

A: In today's current environment they are not at every unit.

58. Q: Page 10 – Other required mechanical specifications: the ability to select folder or email may need to be managed by each units' decentralized IT support. Is the University looking to minimize or restrict destinations? For example, a user would not have the ability to create a destination and would be limited to only the destinations found in the address book?

A: The ability to restrict destinations needs to offered, however some units may want the ability to scan to someone outside the address book. UF requires flexibility. It will be varied for different units.

59. Q: Page 10 – Other required mechanical specifications: Wi-Fi capability-Would you want users to have direct IP access to the device, or do you want to add the device to a wireless network? Or, are you indicating that some MFPs will not have hard-wired capabilities and must be connected wirelessly?

A: All devices will be wired to the network. At present direct IP print is available. UF will need wireless connectivity for some locations.

60. Q: Page 11 – Technical Specifications- Item 6 – Vendor will provide scanning software for scanning file solution-What are the required formats, processing, and destinations for the scanning software? Are any advanced workflows using LDAP, databases, Active Directory, back-end systems such as document management, or cloud destinations, such as OneDrive?

A: All of the above are possibilities. Document management and cloud drive flows are in use at the current time.

61. Q: Can you please provide Pharos workflows.

A: UF does not have this information.

62. Q: Who is the customer of record for the currently deployed SW licenses and do the current licenses fulfill the requirements of the ITN?

A: There are multiple customers for the software licenses. The current licenses in place do not fulfill the requirements of the ITN.

63. Q: What is the current rule-based software being used?

A: There are several rules-based software being used related to Document Output Management. Rules-based functionality is only one component of these solutions.

64. Q: Does UF currently use a scanning software and does the scanning solution need to be global?

A: No, but a global solution for scanning destinations would be preferable.

65. Q: Just to confirm, UF would like the ability to utilize 3.0 jump drives on the new equipment?

A: UF has a policy about USB Drives that all must be hardware encrypted, so any USB devices that get used must be hardware encrypted. If the vendor cannot facilitate this, the USB ports should be disabled on the devices.

66. Q: What cost recovery software packages (Pharos, Equitrac, Papercut,ect...) are in use by department and how many devices are being tracked? Number of printers and copiers. Embedded via User Interface or external terminal?

A: UF does not know the exact number of the software packages. All respondents of this solicitation will need to respond with known information. If UF decides to move into a negotiation phase with any vendor, this can be discussed at that time.

67. Q: Authentication method? (AD, LDAP,ect..)

A: AD, Shibboleth, ADFS, SHIB, and SAML2.

68. Q: Are Student/Faculty ID cards are used for copier authentication? If so, what card type? (MiFare, HID, ect...)

A: There is a mixture of magstripe and HID on the campus.

69. Q: Would UF require the MFP Devices to natively integrate with Cloud Secure Repositories? (Comment: Apps such as Google Drive, Box, One Drive, Drop Box, MS Office 365)

A: Yes

70. Q: Would UF require the MFP Devices to have the capability to translate documents immediately into 50+ languages? (Comment: Copy English documents into Spanish, French, etc. and in reverse therefore foreign languages translated into English)

A: This would not be required but would be a good add-value option.

71. Q: For Security; does the MFP devices need to be Common Criteria Certified? (Common Criteria or CC) is an international standard (ISO/IEC 15408) for computer security.

A: UF Utilizes NIST not ISO. 800-53R4 low for most areas would best. We also do have some moderate.

72. Q: For Security; does your vendor need to be FedRAMP Certified? (The Federal Risk and Authorization Management Program (FedRAMP) is a government-wide program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services).

A: We do have some 800-53R4 Moderate and 800-171.

73. Q: Would UF expect accounting features that allow you track, analyze, and limit device usage by services such as Copy, Print, Scan, and Fax by user and their UF ID Card?

A: Yes, this would be required in the Document Output Solution that is offered.

74. Q: Would UF expect Mobile Printing from the MFP devices?

A: Yes, but it would depend on how this was implemented. It would be acceptable if user could send a job to a server, then retrieve it at a printer.

75. Q: Would UF require an Automated Supply Management process and Proactive Service Alerts, therefore digitally automating the process for Supplies and Service?

A: Yes

76. Q: Would UF require a unified Address Book for all MFP devices?

A: Yes.

77. Q: Would UF require the vendor to have Remote IT takeover of the Remote Control Panel of the MFP Device, therefore giving the ability to fix/repair a MFP Device within minutes? This process may be applicable for training also.

A: Probably not, UF would be open to a webex or zoom approach to the vendor accessing the printers print infrastructure remotely.

78. Q: How many different IT Departments would the vendor be responsible to work with? Does each IT Department require their own separate integration as their network could be separate?

A: Approximately 42 different departments. For continual management, vendor will work with individual units, and their IT will have a setup process for all network and setup, adds, changes, removes.

79. Q: Potentially, how many integrations or separate print servers would be involved in the implementation of a Document Output Management or Rules Based Solution?

A: 1 per IT department, so 40+.

80. Q: Given the sensitive nature of data handled by UF as well as to protect against data breach / malware / ransomware, please confirm if the following are required for security compliance:

- A. Q: Hardening of devices to enable security capabilities and disable protocols not in use?
A: Yes
- B. Q: Encryption of all data on the device (data in use / motion / rest)?
A: Yes
- C. Q: Encryption of print network traffic from the client pc drive to the print device?
A: Yes
- D. Q: Encryption of scan network traffic?
A: Yes
- E. Q: SNMP V3 (encrypted format)?
A: Yes
- F. Q: Active virus/malware protection embedded on all devices?
A: Yes
- G. Q: Universal print driver that is standardized for all devices which dynamically pushes updates to all queues when approved by IT to ensure updates and protection against vulnerabilities? (adding pushes to your requirement)
A: Yes
- H. Q: Real-time monitoring of configuration settings / security configurations, software/firmware and password management?
A: Yes, also password resets from console, if device gets a passwords set incorrectly, or we have a change of staff.
- I. Q: Cloning/imaging of devices to a standardized image/configuration?
A: Yes

81. Q: On Pages 48 thru 51, which is Appendix A and B, at the bottom of each Segment Description (except for Segment 5 and 10) there is a reference "Also see section 1.2.3.2". Do you mean section 1.2.5.2 or another section? If another section, which section as there does NOT appear to be a section 1.2.3.2. Furthermore, for clarification, is Segment 5 and 10 under the same guidance as the other segments?

A: Yes, that is correct on Appendices A&B on pages 48-51, the referred section should be 1.2.5.2, NOT 1.2.3.2.

Service

82. Q: How do users currently receive toner for devices? Is the current process automated with the end user replacing the toner when it runs out?

A: Users receive toner via an automated process where the devices communicate with the current supplier to notify toner level. The end user replaces the toner when received or have local IT staff assist.

83. Q: In regard to 1.2.9.2, can UF please describe the current online ordering process?

A: UF end users can acquire new equipment by filling out the following form:

<https://printsmart.purchasing.ufl.edu/support/billing/device-request/> .

84. Q: What are the expectations for the 3 techs, in terms of coverage at sites outside of the main campus.?

A: The awarded vendor will have a service team robust enough to cover the State of Florida. The 3 techs referred to in the bid document should be Gainesville-dedicated staff. If UF decides to move into a negotiation phase with any vendor, this arrangement can be discussed at that time.

85. Q: Does the University have dedicated Student Printing devices? Do they have different support SLA's to the other devices installed at the University?

A: UF does have devices where students have access. The extent of access is dependent upon department/college. All SLA's are the same regardless.

86. Q: Are on-site technicians/resources, expected to replace toner? If so, at which locations?

A: They are expected to replace toner if requested, but most end users do replace toner themselves.

87. Q: 1.2.8 Service Level Expectations-Please confirm if uptime SLA is at the fleet level or device level?

A: Fleet level

88. Q: Do you require any after hours service?

A: It is not a requirement for UF, but it could be offered as an option by the vendor and noted in Tab 6 of the response. UF Health will possibly need after hours service, but that can negotiated separately.

89. Q: Page 17- 1.2.8 Service Level Expectations- Other required service specifications: Billing and financing must be provided by selling group. No 3rd party or relabeled organization permitted: This will be a substantially limiting condition given the quantity of units, and the current financial constraints of this industry. Allowing 3rd party financing could reduce UF's overall costs, improve competition, and improved billing accuracy. Would the University consider allowing 3rd party financing if mutually agreeable language can be established obligating the contractor to all terms and conditions of the ITN?

A: No, UF will not allow 3rd part billing or financing.

Pricing

90. Q: In regard to 1.2.9.6, would the University consider a percentage discount as many factors are taken into consideration in different pricing models?

A: UF is requesting the CPI pricing model as shown in section 1.2.1. A vendor can provide pricing models they have with other universities, but the Pricing attachment A will need to reflect the CPI pricing model.

91. Q: We noticed there is a minimum BW volume associated with some devices, is there a minimum associated to color impressions?

A: No, there is not a minimum color volume charged to devices.

92. Q: Appendix A, Appendix B, Attachment A – Pricing- For device configurations, UF has requested that standard accessories are included in the CPI, while optional accessories priced separately. In Appendices A and B, Multifunction segments 3, 4, 5, 8, 9, and 10 require an “in line staple/finisher.” Because these devices all have cost-effective in-cave staple/finishers, large external staple/finishers stackers, and large external booklet staple/finishers stackers, how would UF like to see the pricing for choosing these options?

A: For in line stapler/finisher capability, UF asks for external stapler/finisher options to be included in the pricing.

93. Q: 1.2.8.2 Acquisition Factors-Please confirm UF is expecting co-terminus pricing with the statement “same original pricing for all MFD devices added to the PrintSmart Program, regardless of when the

addition occurs". For example, if the price for the MFD is \$75.00 in month one, the University expects the price to be \$75.00 in month 20?

A: Yes, pricing will be the same for all devices under the PrintSmart Program regardless from when the device was added to the fleet.

94. Q: Is there flexibility on the billing aspect as related to the CPC?

A: UF will want Attachment A to reflect the CPI pricing model (see section 1.2.1).

95. Q: In section 1.2.2 of the RFP, you state: "Under the PrintSmart Program, UF does not own any devices, but rather they pay a Cost Per Impression (CPI) rate on all black and white (B/W) and color impressions. This rate includes all customer service, repair, parts, training, maintenance, Print Program Management, and supplies (with the exception of copy paper). Every device has an associated monthly B/W impression minimum that is charged. Each device is also charged any B/W impressions above the minimum, plus 100% of all color impressions." In the pricing attachment A, you request in columns O and P "MFD & Service Cost Billed Monthly Per Mono Output (CPI)- Return "at will" Should this CPI include the associated monthly B/W impression minimum that is charged (averaged by volume), or only reflect the CPI overage rate for B/W? Also, based on the separate inputs required for the document management system licenses, can we assume that the licenses are also not included in the CPI rate requested?

A: Columns O&P would be the Cost Per Impression for black and white impressions. Any B&W minimum charged would be at this rate, and any overage past the minimum would also be charged the same rate. The document management system licenses can be included in the CPI; that would be up to the vendor. But if is not included, then a separate space has been included on Attachment A to show charges for licensing.

96. Q: In the pricing attachment A, column U is titled": Device Relocation Fee (see section 1.2.8.3 of ITN document)". What is the assumption on the scope to be priced? Is this for within the campus, assuming a delivery truck is needed? Please clarify.

A: That would be the fee charged to move a device from one building to another. This would mostly be within the campus, but it is possible that there could be a relocation outside campus. Please indicate pricing for relocations on Attachment A. If needed, comments or a fee schedule can be provided on Attachment A in a different column.

97. Q: Multiple documents reference equipment moves and UF's preference for these to be free of charge. Can UF provide further details on the number of moves performed historically and any charges previously made to the University?

A: UF does not have information on the total moves in the last year. Historically, when a device was moved between buildings, the cost varied by model and distance. The quotes ranged from \$150 to \$400. The PrintSmart Program manager has often moved equipment at no cost to UF when the device was small enough to be moved by one person.

98. Q: 1.2.2 Current UF Copier Environment-There is no central server and up to 42 separate IT departments, so would proposed pricing need to be per instance or per server? Are vendors providing software only?

A: Pricing should be per server for the Document Output Management Solution and could depend on the solution being proposed. Document Output Management Solutions should include copy, print, scan, and fax by user and their UF ID Card?

99. Q: Does UF require all Connectivity, Professional Services and Network Fees to be included in submission pricing?

A: Yes

100. Q: In the pricing sheet (A) it has the terms "At Will" on there. Does this mean that UF/UF Health would want to return any new installed equipment at any given time for any reason?

A: Yes

UF Health

101. Q: Would UF Health's program include SFP's, as they seem to be listed as 'in scope'? Can UF provide a definitive list of in scope devices to provide clarity as to exactly what needs to be considered in our response?

A: See attachment G which provides a listing of all in scope devices. Single function printers are also included in this listing.

102. Q: In attachment E the Devices showing as 'in scope' have missing information in regard to site location and buildings. Can UF provide more detail on locations of 'in scope' Health Devices?

A: Currently device location and building is not available. The information can be provided if UF Health decides to move to the negotiation phase with a vendor. Vendors should respond with information that has been publicly posted on the UF Procurement website.

103. Q: Attachment F shows 643 MFP's - 366 of these are Xerox – are these the only devices 'in scope'? No locations are provided for these devices. Can locations be provided?

A: In scope devices are all print devices and Xerox. See Attachment G for comprehensive listing of in scope devices. Currently device location and building is not available. The information can be provided if UF Health decides to move to the negotiation phase with a vendor. Vendors should respond with information that has been publicly posted on the UF Procurement website.

104. Q: What is the difference between Attachment's E and F? Attachment E shows 9032 devices as being 'in scope' and Attachment F shows 2207 devices 'in scope'?

A: Attachment E provides print volumes for each device by user. In this data set, an in scope device may be listed multiple times to provide volumes by user.

Attachment F is a listing of all devices. In scope devices without a serial number are personal desktop printers not connected to the UF Health network.

105. Q: Support SLA's for UF Health details three tier classification with different SLA's – Critical/Elevated and Priority. Can UF identify which devices (Serial #'s) or number of devices that fall into each tier? Are all 3 tiers considered requiring 365/24/7 support?

106. Q: In Appendix C, UF Health is interested in different tiers of service. Since proposed pricing would depend on which level is chosen, how should pricing be submitted on Attachment A to account for the various levels of service?

A: To be consistent for the purposes of this solicitation, on Attachment A, please provide pricing in columns P & R that assumes a level of service identical to what UF has shown in section 1.2.8 of the bid document. If requested by UF Health, vendors can negotiate pricing directly with UF Health based on different levels of service and at that time UF Health can provide details on which devices require which levels of service and support.

107. Q: Appendix C - If UF Health chooses to collaborate in this RFP what is the time frame that they would choose to implement? Will the vendor need to develop a separate proposal under the RFP for UF Health?

A: UF Health is anticipating a 6-12 month implementation timeline. UF Health would like vendor to provide a separate proposal for consideration.

108. Q: Attachments E and F – University Health September 2020 Volume and Device Listing Labeling and Other Devices- These attachments list several manufacturers found in similar healthcare environments. Are Dymo, Epson, Seiko, Honeywell, Intermec, SATO and Wasp devices considered in scope or would University Health consider a proposal for an Enterprise Managed Solution (CPI) for these devices?

A: Label printing devices are considered out of scope. The in-scope devices do not include label printers. There are some Epson devices included in the scope of this ITN.

109. Q: Is the UF Health system in scope for implementation? Should it be quoted as part of UF overall or should it be quoted separately? To that end, does UF Health fall in the scope of implementation services that the RFP requests be completed in six months? If not, what is the expected implementation duration

for UF Health, and is it subsequent or concurrent to the overall UF scope? It should also be reiterated that UF Health may or may not choose to award as a result of this solicitation.

A: UF Health system is in scope for implementation and should be quoted separately. UF Health would like to complete implementation in 6-12 months. There may be initiatives within the proposals that can be rolled out as part of future phases, if necessary.

110: Q: On the UF Health Attachment F Device Inventory are you only considering devices with "In Scope" populated in column B for fleet refresh or is it the entire spreadsheet?

A: Only those that are marked as "In Scope" in column 2.

111. Q: Appendix C, Section 1, #10 -please describe the current responsibilities of the dedicated onsite customer service and account manager.

A: The responsibilities will be similar to the UF position detailed throughout the bid document and in section 1.2.10.