March 27th, 2015

The following seven (7) pages of questions and responses shall be made and incorporated in the subject Request for Qualifications. The questions are stated as presented. Apparent duplicate questions have been excluded.

QUESTION: In order for us to propose the correct solutions for your current printer fleet, would it be possible to provide us with a list of your installed HP printer fleet & the monthly volumes for each?

RESPONSE: There will be no printer services required at San Bernardino Valley College. But printer service will be needed at Crafton Hills College and the District Locations. Addenda’s 2 & 3 have been posted on the district website at http://www.sbccd.org/Doing_Business_with_the_District/Bid_Announcements which list all of the printers currently in use that we would like to include.

QUESTION: Can you please provide a history of how often you have relocated your existing equipment as a percentage of your fleet on an annual basis?

RESPONSE: At Valley we have relocated 20 copiers over the past 5 years. Primarily due to building construction. At Crafton Hills there is an anticipation of several moves to take place in the upcoming year as new construction is completed and departments
move to their final locations. There are no major moves currently anticipated for the District locations.

**QUESTION:** Are you requesting that we propose a new Jamex solution or be compatible with the current solution that you have installed? If the later, could you provide us with the models of the Jamex systems you would like our systems to connect to?

**RESPONSE:** At Valley all the copier Jamex units are on lease and need replaced. We also use Jamex on printers and want to stay with Jamex. All Jamex systems need to accept cash, coin and cards. We will accept a different system if they read the Jamex cards. At Crafton Hills there are three district owned Jamex units and three which are leased. Often our students will enroll in both campuses at the same time therefore we will need to offer a uniform payment system for the pay for copy services. There are no Jamex units in the District Offices.

**QUESTION:** In 4.2.2 Specifications & Requirements, one of the bullets states "Ability to scan to network folders, and workflow applications is a plus." Could you list what "Workflow applications" you would be referring to?

**RESPONSE:** The workflow application would be Image Now.

**QUESTION:** On page 8 under section 1.12, there is a reference to section 4.3 and 4.4. Yet, I am unable to locate these section in the RFP. Please advise.

**RESPONSE:** Regarding the location of section 4.3 & 4.4, those sections do not exist as they are not listed on the table of contents page and the language indicating they are in the RFP was missed during proof reading.

**QUESTION:** On page 10 under section 3.0, there is reference to a "sample contract template in Appendix A". Will provide clarification? The RFP has been corrected to indicate this.

**RESPONSE:** The location of the professional services agreement as appendix A has been corrected to indicate appendix G. The RFP has been corrected to indicate this.

**QUESTION:** On page 17 under Pricing Information, the last paragraph mentions a "Recommended Copier Responder Work Sheet. Yet, I am unable to locate it in the RFP. Please advise.

**RESPONSE:** We did not provide a blank Recommended Copier Responder Work Sheet, so you are open to respond with your own.

**QUESTION:** Could you please confirm the date that questions regarding this RFP are due? There is a conflict between sections 1.10 and 1.20.
RESPONSE: We apologize for that oversight. The correct due date for Technical Questions is Wednesday the 25th of March.

QUESTION: Is the college open to making the lease non-cancellable and making the service cancel for convenience?

RESPONSE: No we cannot make this a non-cancellable contract, due to a multitude of external influences and legal codes, SBCCD may be compelled to terminate a contract for any cause at any time. Additionally, SBCCD may not remit payment for services not actually received. If this solicitation results in a Final Agreement, SBCCD will negotiate the terms and conditions of a Final Agreement in good faith.

QUESTION: Can you elaborate on improve customer service?

RESPONSE: The district is looking to receive outstanding customer service from the winning proposer. This means timely and accurate response times, friendly knowledgeable staff, and accurate billing.

QUESTION: What are you looking for out of a print management solution? Follow me printing? Mobile printing? Rules-based printing?

RESPONSE: The print management solution will strictly relate to the maintenance and printer supplies. The printers are listed under Addendum 2 & 3. http://www.sbccd.org/Doing_Business_with_the_District/Bid_Announcements

QUESTION: Please confirm if the 95 page per minute device will be replaced with (2) 75 page per minute devices.

RESPONSE: Yes at San Bernardino Valley College the 95ppm machine will be replaced by 2 75ppm machines unless you can provide another viable solution.

QUESTION: What kind of controller is attached to the KM C65 at the annex?

RESPONSE: That is a Fiery controller.

QUESTION: For the PaperCut Software, how many users would be using this system?
   i. How many print servers will these printers be printing through?

RESPONSE: There are 1500 staff members and approximately 15000 students that have potential to use the software. There are 3 print servers.

QUESTION: In reference to user account control, does SBCCD plan to put limitations on each users or just track?
   a. For Professional Services estimation, how many users and groups are we customizing specific account control for?
      i. How many different type of control are we setting up?

RESPONSE: See previous response.
QUESTION: Authentication
   i. I see support card access. Are these HID card, Magstrip cards or smart card?
   ii. How many devices will need card readers

RESPONSE: No but we would like the printers to support such options for future use.

QUESTION: Is SBCCD going to continue using Jamex or can we provide the PaperCut equivalent to replace the Jamex for Pay for Use / Self Service.

RESPONSE: SBCCD intends to continue using Jamex as it is used throughout both campuses unless there is another solution which will still accept the current Jamex users.

QUESTION: Are they on a single WAN?

RESPONSE: No, 3

QUESTION: Number of Domains?

RESPONSE: 3 with Student Domains.

QUESTION: Is all printing Windows printing? Is there any Host printing (AS/400, UNIX, mainframe,) that needs to be part of the Print Management solution?

RESPONSE: No it is not all Windows printing. Some is host printing. The Datatel printing to copiers here goes through windows. Direct Printing is either to HP or Dell Printers.

QUESTION: Type of network - What kind of servers?

RESPONSE: Windows

QUESTION: What is the OS and version of the print servers?


QUESTION: OS and version of application servers we might be installing on?

RESPONSE: Windows Server 2008 or 2012.

QUESTION: Is this a Client Server Environment?

RESPONSE: Not entirely, faculty & staff, standalone workstations. Some CHC has close to 200 student citrix clients. CHC server environment mainly VMWare

QUESTION: Do you have a clustered print server environment?

RESPONSE: No.
QUESTION: What kind of workstations are in use by the district? OS and Version? How many are deployed?

RESPONSE: We have primarily Dell and some Mac workstations running Windows 7, 8 and OSX. There are approximately 2000 workstations.

QUESTION: What about personal workstations, laptops, mobile devices like iPads, iPhones, Androids - does the district support printing from these devices?

RESPONSE: Yes.

QUESTION: Is there a desire to offer students/staff the capability to print from their mobile devices in a secure manner that's managed through the Print Management solution as well?

RESPONSE: Yes.

QUESTION: Are all students and staff set up in Active Directory?

RESPONSE: Yes.

QUESTION: What users will fall under the print management umbrella? Staff? Admin? Teachers/Professors? Students? All of the above?

RESPONSE: Yes.

QUESTION: Page 13 mentions - "Ability to scan to network folders, and workflow applications is a plus." What is the Workflow Application we would need to work with?

RESPONSE: ImageNow. Need to be able to scan to network, email and USB (if possible).

QUESTION: Page 13 also mentions - "User Account Control, and authentication" Do users have HID, magstripe, .... style ID card now they can use for authentication at the device?

RESPONSE: No, but we would like the copiers to support such options for future use.

QUESTION: My question is in which locations are requesting color?

RESPONSE: All.

QUESTION: Is this a sole vendor award?

RESPONSE: Yes.
QUESTION: What learning management system does the college currently utilize?
RESPONSE: Blackboard

QUESTION: What Student information system does the college currently utilize?
RESPONSE: Colleague

QUESTION: How do end users request service and supplies for the Copier today?
RESPONSE: By contacting Technology Services

QUESTION: How do end users request service and supplies for the Printer today?
RESPONSE: By contacting Technology Services

QUESTION: If the IT help desk is utilized, how much time/man hours per month are dedicated to resolving printer issues?
RESPONSE: CHC requires approx. 10hrs/mo

QUESTION: Is the College including Student print as well as faculty/staff print?
RESPONSE: Yes

QUESTION: Does the College currently utilize any Content Management or Cloud storage solutions?
RESPONSE: Yes

QUESTION: Does the college want the ability to utilize mobile printing, follow me printing or cloud printing?
RESPONSE: Yes

QUESTION: How is scanning used today? Ie. scan to email, folder, and workflow? How would you like to utilize scanning?
RESPONSE: Scanning is used via scan to email and folder, not currently to workflow. We would like the ability to use all three options.

QUESTION: Appendix C page 23 - Copy Center- Pro1200
  o What are the finishing requirements for Pro 1200? (Booklets, folding, 3 hole punch, etc) CORNER STITCH/BOOKLET MAKER/3HP/GBC PUNCH/FOLDER/
  o Do you need a Large Capacity Tray? 8.5 x 11 or 13 x19
  o Do you currently have Fiery on Pro1200?
Do you require print “Q” management?

RESPONSE: CORNER STITCH/BOOKLET MAKER/3HP/GBC PUNCH/FOLDER, 13x19 Tray, No Fiery on the Pro1200, and print “Q” management is not required.

QUESTION: Appendix C page 23- Copy Center- C65HC

- Do you need a Large Capacity Tray? 8.5 x 11 or 13 x19
- What are the finishing requirements for C65HC? (Booklets, folding, 3 hole punch, etc)
- What Color Management tools are required? (Fiery, Color Profiler Suite, Impose, compose, etc)

RESPONSE: Please quote a 13x19 tray for the C65HC, it has the same finishing requirements as the Pro1200 just do not include the GBC Punch. The C65HC uses a Fiery controller.

QUESTION: On appendix A, B and C, you’ve asked for Min PPM. Will you accept a machine that is slower than the min, for example a 33 ppm instead of a 35 ppm, or a 62 ppm instead of a 65 ppm?

RESPONSE: No we would like either equivalent or higher machines provided as a response to the RFP.

QUESTION: Will you be keeping the existing Jamex systems and using them with the new copiers?

RESPONSE: The Jamex systems are leased with the copiers and will need to be supplied with the new units.

QUESTION: Under 4.2.2 “system must support card access”, what type of cards do you use?

RESPONSE: Currently the only cards in use are the Jamex cards however in the future we would like to integrate a card based management system for all users.

QUESTION: Have any addenda been issued?

RESPONSE: All addenda regarding this RFP can be found at, http://www.sbccd.org/Doing_Business_with_the_District/Bid_Announcements

QUESTION: Are we doing the IT setup or are you doing that in house?

RESPONSE: The IT setup will be done by the vendor but members of our team will work alongside with them.