Solicitation Amendment No. 003

To: Prospective Bidder/Offeror:	Date:
Prospective Proposers	June 13, 2019

Project Title:	Project No.:
Print Manage Services-Multi-Function Devices and Printers	RFP 19-49

Description of Solicitation Amendment:

The Request for Proposal (Project RFP No. 19-49) is hereby amended as set forth below:

1. The proposal due date has been extended from Tuesday, June 18, 2019 by 2:00 p.m. (local time) to Tuesday, July 9, 2019 by 2:00 p.m. (local time).

2. The RFP Sections noted in following pages are hereby amended as noted.

3. Questions and Answers No. 001 (dated May 13, 2019) and Question and Answer No. 002 (dated June 13, 2019), are hereby incorporated by reference and made part of RFP No. 19-49.

4. Exhibits No. 1 Locations and Print Volumes and No. 2 Price Sheet, has been replace in its entirety and posted to the website.

5. Proposer Survey Questions (pages 16-26), has been deleted in its entirety and replaced with Exhibit No. 3 Functionality Response and posted to the website.

Please visit our website at https://www.hccs.edu/about-hcc/procurement/

Acknowledgement of Amendment No. by:	Date:

Company Name (Bidder/Offerer):

Signed by:

Name (Type or Print):	Title:

1.1 Background Information

The table noted on RFP page 3 of 59, is deleted and replaced with the following:

The following is an estimated value based on the 2018 annualized historical information provided in Exhibit 1

Total number of multi-functional devices	223
Total annual black-and-white print volume	900,000
Total annual color print volume	20,100,000

1.3 Contract Term

Section 1.3 is hereby deleted and replaced in its entirety with the following:

It is anticipated that the contract term for contract(s) awarded resulting from this solicitation, if any, will be for up to five (5) years with the option to renew for up to an additional five (5) year term. Further, HCC reserves the right to extend the contract term on a month-to-month basis, not to exceed three (3) months upon the expirations of the initial term and any successive renewal term.

2.10 Device Specifications

The goal of the RFP is to secure the best value award that provides options to clients that require MFP functions. To ensure the most competitive requirements, references to "high capacity," "11 x 17 paper supply," "hole punch," "stapling," etc., that were initially noted as "minimum" requirements, are hereby amended as follows.

Proposers shall provide comparable MFP units including the required features and functionality that is available. In the event the noted functionality is not a standard feature on the proposed MFP unit, the specific requirement shall be noted as an option. All references that may be noted as "optional," shall also include the monthly price for the specific item that is being referenced on a separate line.

This exercise, will allow HCC to review the proposed machine cost and adjust for such features among the various configurations.

5.2   Proposer's Survey

The Proposer Survey (RFP pages 16-26) are hereby deleted and replaced with the Functionality Response Document.

4.4. e.i - Tab 3 (page 31 of 59)

Is hereby deleted and replaced with the following:

Proposer shall respond to all requirements and questions noted in Section 1 of the RFP using the attached Functionality Response Document (Exhibit 3).

REQUEST FOR PROPOSAL

PROJECT NO. RFP 19-49

Print Manage Services Multi-Function Devices and Printers

QUESTIONS AND ANSWERS No. 001

Date: May 13, 2019

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

Q1.   How do we get all the points for Small business?

Response: Refer to RFP document https://www.hccs.edu/about-hcc/procurement/rfps/RFP.pdf page 37 of document.

Q2.   Page 3: Totals do not match the printing sheet

Response: Focus on the monthly volumes per device instead of the totals.

Q3.   Do you need integration with Service Now?

Response: This is not part of the requirements. However, if you can integrate with ServiceNow as an added value, please provide details.

Q4.   Page 8, device specification – what is what does HCC consider to be a high capacity MFP?

Response: Print / Copy speeds for high range MFPs are stated on page 14 of RFP document.

Q5**.**   Do all MFP devices require fax capabilities, if no, which ones do require?

Response: In most cases, HCC users will fax from Outlook. There may be situations   where faxing with the MFP is required. List faxing as an option.

Q6.   Page 29 Section 4 -, item 3 b – proposal submission. May these be submitted in person and if so to what address, suite and care of?

Response: Please refer to Title page of RFP document for this information.

Q7.   Houston Community College has expressed interest in a business partnership, where the vendor acts as a consultant to help HCC operate functionality wise, and cost wise at it's best. Will there be an opportunity to walk each premises to understand the nature of the document work flow, and departmental usage, both in volume and users?

        Response: Yes, after contract award.

Q8.   Has HCC implemented Papercut as of this bid solicitation? If not, when will implementation take place? Would it be beneficial to HCC to partner with a hardware provider that is knowledgeable on that software and its operation?

        Response: Papercut has already been implemented.

Q9.   What device management software is being used for the existing Xerox fleet?

        Response: None.

Q10.   Regarding Booklet stapling, does HCC requires saddle stitch (booklet) or booklet (two   staples on the left hand side)

        Response: Please refer to RFP Scope of Services, 2.10 Device Specifications, item 2.10.9

Q11.   Please clarify if HCC would like to print to a MFP from the wireless network or requires wireless MFP connection?

        Response: From wireless network**.**

Q12.   Will HCC have instances where the MFP will only be connected to a wireless network?

        Response: No**.**

Q13**.**   Please clarify cloud printing?

        Response: From Gartner Group: "Cloud printing services (CPS) are hosted cloud computing offerings that enable users to print documents and other materials on any device associated with the cloud. Users create content with any software tool they want and transfer the file to a cloud printing service provider via whatever device they choose, which then routes the file to a cloud - attached printer at a location selected by the user. CPS may be open (hosted by a company that enables other enterprises to use its hardware, software and network to produce printed materials) or closed (a proprietary network that is available to only the enterprise's customers). Cloud printing enables end users, whether professional buyers or consumers, to have documents printed without being encumbered by actual printing equipment and still have it delivered where and when they want it."

Q14.   Do Students and Staff use Papercut? What is the current authentication method?

        Response: Yes.

Q15.   What is the preferred method of Authentication? Will HCC provide RFID badge/fob samples for testing? Do all users have the same badge technology?

Response: The method of authentication for printing is Active Directory. When faculty, students, or staff need to copy documents at the MFP, they will need to authenticate to the MFP by using their ID. The current faculty and staff IDs work with proximity readers and have a bar code; the students' cards do not. However, the plan is to have the same badge technology for all users.

Q16.   Please define Full integration with Microsoft Active Directory.

Response: Integration that allows data to be exchanged between HCC's Active Directory   and your technology without the need for a third party software.

Q17.   2.10.16 must have 11 x 17 paper supply – A4 devices do not support this requirement, yet you have many current A4 devices. Are you wanting us to only propose A3 where A4 are currently installed?

Response: If your proposed configuration does not warrant or allow for an 11 X 17 tray then do not include it.   Your specific device configuration should be based on your experience and the volume shown for each device. The existing device configuration may or may not be the best configuration for the current usage. Devices should be   configured / sized based on the usage provided.

Q18.   On page 14 of 59 of RFP document, MFD Minimum Specifications for Managed Print Services RFP – Instructions: Pricing shall be all-inclusive – Hardware (Print, Copy, Fax, Scan, Email), all consumables (including staples, paper, toner), maintenance, service, and shipping. Do you want pricing to include paper?

Response: No. Do not include paper.

Q19.   Is Fax capability assumed to be included in the devices as standard, or should this be priced as optional?

Response: On a case-by-case basis.

Q20.   Does HCC want to print from a current Cloud Repository?

Response: Not at this moment.

Q21.   What Cloud Repository or Cloud Applications does HCC currently use?

Response: None at this moment.

Q22.   Will HCC provide a copy of the PaperCut license file?

Response: HCC will work together with the successful bidder to integrate Papercut with the new MFPs.

Q23.   Staples are mentioned 3 times but it is not clear if we need to include staples in the CPP costs. 2.5.6 states exclude staples but other areas of the RFP (pages 6 and 14) seem to include them.

Response: Yes.

Q24.   Referencing section 2.10.23, please elaborate on "capable of cloud printing". Would Google Cloud Print suffice? Is HCCS current using G Suite or O365?

Response: HCC uses Office 365.

Q25.   Section 2.10.4 and 2.10.7 Are defined as minimum specifications. However, many of these minimums will increase the overall cost to the district. A significant majority of the devices at HCC print less than 5,000 pages a month.   For these low volume devices a large capacity deck and minimum of 3,500 sheet capacity is overkill and forces a larger device than necessary.

Response: Your specific device configuration should be based on your experience and the volume shown for each device. The existing device configuration may or may not be the best configuration for the current usage. Devices should be configured / sized based on the usage provided.

Q26.   Will HCC consider changing the high capacity and 3,500 sheet input to only the "Large" category device to optimize resources and allow vendors to right size the fleet?

Response: Your specific device configuration should be based on your experience and   the volume shown for each device. The existing device configuration may or may not be the best configuration for the current usage. Devices should be configured / sized based   on   the   usage provided.

Q27.   Section 2.10.16 In our experience 11x17 is a very small percentage of total printing in higher education. Yet 11x17 is one of the most expensive options on a copier. In general a best practice is to have 11x17 on the large department class units only or on exception. Will HCC consider changing 11x17 to the "Large" category device to optimize resources and allow vendors to right size the fleet? The Price proposal page 14 does not reference 11x17 as a requirement, and legal as the maximum size.

Response: Your specific device configuration should be based on your experience and the volume shown for each device. The existing device configuration may or may not be the best configuration for the current usage. Devices should be configured / sized based on the usage provided.

Q28.   What is HCC' intent regarding 11x17. It is general best practice to have options in the Small and Medium category's that do not have 11x17 to reduce cost, while generally the large category 11x17 is a standard option.

Response: Your specific device configuration should be based on your experience and the volume shown for each device. The existing device configuration may or may not be the best configuration for the current usage. Devices should be configured / sized based on the usage provided.

Q29.   Section 2.10.25 Please define what type of cards are in place at HCC today? Do staff and students share the same type of card?

Response: HCC has proximity card readers for access badges. There are no card readers on the existing MFPs. The current faculty and staff IDs work with proximity readers and have a bar code; the students' cards do not. However, the plan is to have the same badge technology copy usage authentication for all users (faculty, staff and students)

Q30.   Are card readers in place on any of the existing Xerox devices?

Response: No.

Q31.   Section 2.10.23 How does HCC define and use Cloud Printing? Is PaperCut Hosted in a Private Cloud or other?

Response: PaperCut is on site at HCC.

Q32.   In order to better understand the location of each existing Xerox multifunction printer; would it be possible to include building, floor, and department information within Exhibit No. 1? This will allow vendors to more accurately propose a right-sized fleet, where under-utilized devices are consolidated with other devices in the same department or near vicinity.

Response: No.

Q33.   Please define cloud print requirements

Response: HCC wants the capability to implement this in the future but no requirements have been formalized to date.

Q34.   Page 23 Clarify Is the mobile requirement requested a hardware or solution based capability.
Response: Provide your recommended solution**.**

Q35.   How many on-site individuals do you have today? What are their roles/duties? Are they full-time?

Response: This is information is not germane to the RFP.

Q36.   Referencing section 2.10.24, is HCCS currently running this version of Papercut? Is this Papercut MF Embedded to your current fleet?

Response: Yes.

Q37.   Referencing section 2.10.25, is the frequency needed for the current RFID cards in use a 13.56 MHz or 125 kHz?

Response: HCC only has proximity cards today.

Q38.   Referring to question 10 of the equipment and technology features response survey. Is HCCS looking for a web portal to submit jobs offsite then the user can retrieve jobs when onsite?

Response: No.

Q39.   In Lieu of an on-site assessment of each location, can you provide a floor plan of each building included in the bid?

Response: No.

Q40.   Can you provide the number of assigned users per Device?

Response: This varies too widely.

Q41.   Are you looking to centralize the current Device layout by removing printers and driving   the print volumes to the MFD?

Response: Yes.

REQUEST FOR PROPOSAL

PROJECT NO. RFP 19-49

Print Manage Services Multi-Function Devices and Printers

QUESTIONS AND ANSWERS No. 002

Date: June 13, 2019

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

Q1.   In analyzing Exhibit 1, which was stated, is the most accurate source of data. Based on this, there is 11 months of data provided which equates to an average monthly volume of 1,673,951 pages per month, of which 74,256 is printed in color. This annualizes to 20,087,413 mono pages and 891,070 color pages annually.

It is asked for HCC to confirm 21M black and white pages and 891K color pages annually.

Please provide any additional asset information including any available device location, configurations etc.

Response: Refer to item 1.1 Background Information, as noted in Solicitation Amendment No. 003, including the updated Exhibit No. 1 which generally confirms the statement noted above.

Q2.   Section 1.3 – The Contract Term is stated as a five years with the option to renew. However, Exhibit 2 – Lease Pricing asks for a 36, 48, and 60 Month Lease Pricing.

What is HCC's intent on the term?

Response: Refer to item 1.3 Contract Term, as noted in Solicitation Amendment No. 003. The goal of the pricing section of the RFP, is to understand the various pricing options available in the market, and allow HCC the best understanding in order to make an award based on the most beneficial financial terms as deemed in HCC's own best interests.

Proposers are required to provide pricing in all scenarios that are available. HCC reserves the right to make a determination as to what terms are deemed best value in HCC's own best interests.

Proposers are strongly encouraged to provide all requested information so that it may be considered. Failure on the part of the proposer to not include any pricing model information, may result in the proposal being disqualified from consideration.

Q3.   Exhibit 2 – Purchase Pricing references 1, 2, and 3-year warranty. This also conflicts with 1.3 – Contract Term. Additionally, industry best practice with department class copiers is to have a Cost per Page agreement that is inclusive of a warranty when outright purchasing department class MFP's.

What is HCC's intent with this option?

Response: Refer to item 1.3 Contract Term, as noted in Solicitation Amendment No. 003. The goal of the pricing section of the RFP, is to understand the various pricing options available in the market, and allow HCC the best understanding in order to make an award based on the most beneficial financial terms as deemed in HCC's own best interests.

Proposers are required to provide pricing in all scenarios that are available. HCC reserves the right to make a determination as to what terms are deemed best value in HCC's own best interests.

Proposers are strongly encouraged to provide all requested information so that it may be considered.   Failure on the part of the proposer to not include any pricing model information, may result in the proposal being disqualified from consideration.

Q4.   Will HCC Restructure Exhibit 2 to be in alignment with the RFP term and procurement preference.

Response: Refer to item 1.3 Contract Term, as noted in Solicitation Amendment No. 003. The goal of the pricing section of the RFP, is to understand the various pricing options available in the market, and allow HCC the best understanding in order to make an award based on the most beneficial financial terms as deemed in HCC's own best interests.

Proposers are required to provide pricing in all scenarios that are available. HCC reserves the right to make a determination as to what terms are deemed best value in HCC's own best interests.

Proposers are strongly encouraged to provide all requested information so that it may be considered.   Failure on the part of the proposer to not include any pricing model information, may result in the proposal being disqualified from consideration.

Q5.   Section 2 - The hardware included in the scope of this RFP includes the existing deployment of Xerox Multifunctional Devices (black-and-white and color). HCC is pursuing multiple pricing solutions, including lease, cost per copy, and purchase for Multifunctional Devices, with an all-inclusive price to include hardware, all consumable supplies (except for paper), service and maintenance. HCC does not use stand-alone FAX machines except in a few areas.

Exhibit 2 – Clarification and restructuring is needed on the Price Sheets and HCC intents.

-Cost Per Copy – On Tab 1 – Is it HCC desire that the "Cost per Copy" is an inclusive cost per page that includes hardware, software, and all related services, toner, maintenance

etc.? If so, this conflicts with Sections 2.4.3 and 2.5.6 in which the Monthly service cost is on a per copy/print basis (Infers not inclusive of hardware, software)

Section 2 references an all-inclusive price option. However, there is not a tab on Exhibit 2 for an "all-inclusive price to include hardware, all consumable supplies, service and maintenance.

Response: Refer to item 1.3 Contract Term, as noted in Solicitation Amendment No. 003. The goal of the pricing section of the RFP, is to understand the various pricing options available in the market, and allow HCC the best understanding in order to make an award based on the most beneficial financial terms as deemed in HCC's own best interests.

Proposers are required to provide pricing in all scenarios that are available. HCC reserves the right to make a determination as to what terms are deemed best value in HCC's own best interests.

The requested "cost per copy" is to be an all-inclusive based on the estimated annual volumes noted in Exhibit 1.

Q6.   Section 2.1 is it HCC intent that the services listed in Section 2.1.1-2.1.4 be included in the price regardless of the purchasing method. i.e. Exhibit 2 – "Purchase Pricing" Purchase price should include, delivery and implementation, Asset management, software etc. This needs to be defined to afford the district the opportunity to compare apples to apples and avoid any unforeseen costs.

It is recommended to HCC that the intent be clarified, and vendors attest to what is included in their pricing, what is optional and the associated costs, and what is not available.

Response: The services noted in the referenced section are considered integral part of the solution and necessary for the successful implementation and ongoing service offering of an MFP contract. All cost associated with the service shall be included in all pricing options that are provided.

Proposers are strongly encouraged to provide all requested information so that it may be considered. Failure on the part of the proposer to not include any pricing model information, may result in the proposal being disqualified from consideration.

Q7.   Section 2.3.3 how will HCC compare apples to apples if certain suppliers may not provide all services and by leaving them off may paint a picture of preferred price?

Response: Proposers are required to provide the scope of services as amended. In addition, proposers are required to provide pricing in all scenarios that are available.

HCC reserves the right to make a determination as to what terms are deemed best value in HCC's own best interests based on a comparison of all available options to HCC.

Proposers are strongly encouraged to provide all requested information so that it may be considered. Failure on the part of the proposer to not include any pricing model information, may result in the proposal being disqualified from consideration.

Q8.   Section 2.5.16 Please define written form vs. online of site/department and individual employee usage reports.

Response: Monthly reports shall be provided in electronic form and will allow the ability to drill down on the user level based on the lowest configurable user based on the particular unit.

Q9.   It is recommended that HCC provide further clarification on the detailed but unique specifications of the small medium and large categories. The pricing matrix should be aligned with this as well.   Example, should the pricing be for base engines only and all accessories required to complete the build be listed as accessories? Or should the pricing include a base configuration that include the minimum accessories required as defined by HCC. Leaving the interpretation up to the responding vendors will lead to a lack of clarity and fair comparison.

Response: Refer to item 2.10 Device Specifications, as noted in Solicitation Amendment No. 003. Based on the model numbers and annual volumes noted in Exhibit No. 1, proposers shall provide their equivalent models including a low/mid/high range units.

Q10.   As describe earlier there is not section for a firm fixed cost for the life of the contract. Please amend pricing workbook to align with RFP.

Response: The goal of the pricing section of the RFP, is to understand the various pricing options available in the market, and allow HCC the best understanding in order to make an award based on the most beneficial financial terms as deemed in HCC's own best interests.

All pricing noted in Exhibit 2, is to be firm fixed and all-inclusive of the requirements of the RFP (minus paper) for the specific scenarios as defined.

Proposers are required to provide pricing in all scenarios that are available. HCC reserves the right to make a determination as to what terms are deemed best value in HCC's own best interests.

Proposers are strongly encouraged to provide all requested information so that it may be considered. Failure on the part of the proposer to not include any pricing model information, may result in the proposal being disqualified from consideration.

Q11.   How will HCC compare pricing among if it is up to the vendor to include shipping, installation and disposal costs in the lease or cost per copy vs. separate invoices? An industry best practice is to have any and all charges included to avoid unforeseen and unbudgeted costs. It is also common practice to have the vendor line item any services available for free or included (value add), Optional but for Fee, and those that are not offered by the responding vendor.

Response: The goal of the pricing section of the RFP, is to understand the various pricing options available in the market, and allow HCC the best understanding in order to make

an award based on the most beneficial financial terms as deemed in HCC's own best interests.

All pricing noted in Exhibit 2, is to be firm fixed and all-inclusive of the requirements of the RFP (minus paper) for the specific scenarios as defined.

Proposers are required to provide pricing in all scenarios that are available. HCC reserves the right to make a determination as to what terms are deemed best value in HCC's own best interests.

Proposers are strongly encouraged to provide all requested information so that it may be considered.   Failure on the part of the proposer to not include any pricing model information, may result in the proposal being disqualified from consideration.

Q12. What is HCC policy for end of life hard drive disposal?

Response: HCC policies are available for review at https://www.hccs.edu/about-hcc/policies/

Q13. Would a DOD compliant Secure Sanitizing erase meet the requirements, or must the hard drive be returned to HCC?

Response: Proposer shall provide a detailed description of the process being offered regarding hard drive sanitization.

Q14. If we are to provide a quote on Break-fix for printer fleet we will need the manufacturer, model #s, volumes and locations by building and can you provide the MFD location by building.

Response: Detailed information by building location, is not available at this time. Proposer shall include break-fix for all equipment provided under the resulting contract.

Q15. Page 3, section 1.1 states that the estimated monthly volumes are 1.2B for B&W, and 47.5M for color. The annual spend is stated at $800k. Please verify these numbers, as that number of pages for B&W and Color monthly should be more in the $8M range.

Response: Refer to item 1.1 Background Information, as noted in Solicitation Amendment No. 003, including the updated Exhibit No. 1 which generally confirms the statement noted above.

Q16. There is not section for a firm fixed cost for the life of the contract. Please amend pricing workbook to align with RFP.

Response: The goal of the pricing section of the RFP, is to understand the various pricing options available in the market, and allow HCC the best understanding in order to make

an award based on the most beneficial financial terms as deemed in HCC's own best interests.

All pricing noted in Exhibit 2, is to be firm fixed and all-inclusive of the requirements of the RFP (minus paper) for the specific scenarios as defined.

Proposers are required to provide pricing in all scenarios that are available. HCC reserves the right to make a determination as to what terms are deemed best value in HCC's own best interests.

Proposers are strongly encouraged to provide all requested information so that it may be considered. Failure on the part of the proposer to not include any pricing model information, may result in the proposal being disqualified from consideration.

Q17. Putting a high capacity paper deck on every unit does not seem necessary. You have many small A4 devices that produce low monthly volumes and adding a large capacity paper deck will increase the cost of the unit. Are you wanting a large capacity paper deck on all proposed devices?

Response: Refer to item 2.10 Device Specifications, as noted in Solicitation Amendment No. 003. Based on the model numbers and annual volumes noted in Exhibit No. 1, proposers shall provide their equivalent models including a low/mid/high range units.

Q18. How many moves has HCC requested in the past 12 months? What is the period in which the move needs to take place after notification?

Response: Please see section 2.5 for Service, generally speaking once in place a given machine may only need to be moved in the event of right sizing with another area or in the event the business unit is physically relocated to another location. Generally, this does not occur with much frequency.

Q19. Can you please clarify what the HCC policies are?

Response: HCC policies are available for review at https://www.hccs.edu/about-hcc/policies/

Q20. Does HCC own the current Card Readers?

Response: HCC has proximity card readers for access badges. There are no card readers on the existing MFPs. The current faculty and staff IDs work with proximity readers and have a bar code; the students' cards do not. However, the plan is to have the same badge technology copy usage authentication for all users (faculty, staff and students).

Q21.   Will HCC be using Barcode, HID cards or FOB?

Response: This decision has not been finalized and will be discussed with the winning bidder. It is strongly recommended that you do not propose a solution that uses a proprietary card.

Q22.   Does HCC want to utilize Mobility Print for BYOD (Bring Your Own Device)?

Response: Proposer may provide a description of any value added related technology or tool they are offering as part of the proposed solution.

Q23.   Can you provide more detail on the types of sub-accounts? Will account numbers be provided by HCC?

Response: Yes, working with the Finance Department, HCC will provide the awarded proposer the detailed department sub account information.

Q24.   Per Proposer Survey questions, Can invoices be sent in XML format via internet? Is this question in reference to "portal" billing? If so, it would be helpful to know which portal? Our company currently supports various portals but we need to know which ones are being asked   about to ensure we can comply.

Response: HCC is not currently working in a portal billing solution, however proposers are encouraged to provide their best value solution to simplify the detailed billing review/reconciliation process using generally available technology at no additional cost to HCC.

Q25.   Can you provide more detail as to the tagging of assets? Are these the vendor's assets or HCC's assets?

Response: All equipment provided under the resulting contract to HCC, shall be tagged with an HCC asset tag. Proposer will coordinate the tag number aligned to the model and location as part of the billing information.

Q26.   Per Proposer Survey questions, is there a service diagnostic port restriction? Please clarify. Is the question asking if there are any port restrictions to the HCC network for service diagnostics?

Response: Yes, please confirm any logical restrictions that may exist with the proposed technology.

Q27.   Please provide a list of HCC's owned equipment that is requiring disposal assistance.

Response: This decision hasn't been finalized and will be discussed with the winning bidder.

Q28.   Please confirm the total number of devices in the fleet. The location tab shows 223; however, machines with color and B&W are counted twice, so is the total number of devices 193?

Response: Refer to item 1.1 Background Information, as noted in Solicitation Amendment No. 003, including the updated Exhibit No. 1.

Q29.   Can you provide any detailed requirements for anti-virus software on copiers?

Response: The requirement is noted in Section 2.10.20, proposer shall include their related offering as part of the proposed solution.

Q30.   Will HCC transfer its current PaperCut maintenance support contract to the new copier service provider and if so, what is your current licensing, maintenance and support status for PaperCut and current embedded license count.

Response: As noted in Section 2.10.24, the proposed solution must be compatible with PaperCut version 18.2 or equal which is currently in use by HCC.

Q31.   Please explain what "Missing Resources" is in question # 4, page 22 of bid.

Response: In the event the print job cannot be completed due to a missing resource such as paper, will the machine hold all other jobs or will the software be intelligent and place that print job in the que while releasing and completing other print jobs that are pending.

Q32.   Please clarify "third party for management of print services"

Response: The reference noted in "Other Business Related" of the Proposer Survey Questions, is hereby deleted.

Q33.   As HCC is an affiliate institution with the UT System Supply Chain Alliance (UTSSCA), would HCC be willing to utilize the UTSSCA contract as a bid response to this RFP?

Response: Proposer may choose to provide an offering available under the referenced, or other, cooperative contract that was the result of a formally advertised and competitively awarded public solicitation process.

HCC reserves the right to make a determination as to what terms are deemed best value in HCC's own best interests.

Q34.   With regards to Proposer Survey Questions, in the Pricing section, specifically questions 5, 7, and 8, why are you maximizing the length of time of 18 or 24 months with no "other" option available? For example, many of our time periods where we offer fixed pricing is for the entire contract period which is not listed as an options.

Response: Refer to item 1.3 Contract Term, as noted in Solicitation Amendment No. 003. The goal of the pricing section of the RFP, is to understand the various pricing options available in the market, and allow HCC the best understanding in order to make an award based on the most beneficial financial terms as deemed in HCC's own best interests.

All pricing noted in Exhibit 2, is to be firm fixed and all-inclusive of the requirements of the RFP (minus paper) for the specific scenarios as defined.

Proposers are required to provide pricing in all scenarios that are available. HCC reserves the right to make a determination as to what terms are deemed best value in HCC's own best interests.

Proposers are strongly encouraged to provide all requested information so that it may be considered.   Failure on the part of the proposer to not include any pricing model information, may result in the proposal being disqualified from consideration.

Q35.   Please provide clarification on management of print services.

Response: The reference noted in "Other Business Related" of the Proposer Survey Questions, is hereby deleted.

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