

Copier Management and Services Q&A

MFP QUESTIONS

1. *Are we bidding equipment "like" for "like" or based on your current volume?*
Like-for-like but also opened to suggestions. DSU expects increase in volumes due to future growth projections
2. *Currently, you do have (9) Canon tabletop 1025IF A4 units that do not offer 11 x 17. Are we to bid equal equipment or console units that offer 11 x 17 as the bid calls for?*
Please bid like-for-like. Since these devices do not currently have 11 x 17 capabilities, then OK to respond without.
3. *Currently one of your IR105 units in MLK student center has extremely low to no volume. Are we to bid "like for like" or right size based on volume?* Like-for-like
4. *Are you currently using badge readers or inputting client codes manually?* No
5. *Is hardware to be quoted on a (3) year lease and service and supplies on a separate CPC contract based on your current volume?*
Please provide an all-in CPC which includes hardware and S&S based on current volumes.
6. *Will all MFP's be installed on DSU computer network?* All devices should be network capable.
7. *Will successful vendor need to pick up & return current Canon equipment?* No
8. *Can we partner with a 3rd party company to propose solution for managing DSU copy center & mailroom?*
Current services are not sub-contracted out; however, DSU is not opposed to taking this into consideration upon evaluation of proposals.
9. *Can soft copy of proposal be submitted on USB drive or does it have to be on CD or DVD media disk?* USB drive is acceptable
10. *From page 5 of RFP top ". The bid form shall be executed to show the amount bid. The total amount of the bid submitted shall be typed, or clearly printed in ink, in both written and numerical figures on the bid form and summary." What bid form & summary?* **Disregard this requirement**
11. *Will successful vendor be able to install on DSU network automated meter collection software?*
Will be addressed by the time of D-scope
12. *"The Vendor's proposal shall be written in ink or typewritten on the form provided". What form?*
Collision statement and other necessary forms are included in the packet
13. *Vendors' proposal must include the Requirements of the vendor (RFP Section IV. D) What is (RFP Section IV? D)?* **Disregard this requirement**
14. *FP page 13 "Vendors must provide pricing for the items they are bidding on utilizing an Excel Spreadsheet."*
 - a. *Pricing will be proposed on a cost per copy basis including all previous mentioned specifications under: a 3 year lease. Please explain exactly how you want pricing & in what format?*
Please provide an all-in CPC which includes hardware and S&S based on current volumes.

15.401.5 SITE INVESTIGATION

Are you providing the ability to conduct on-site walk through?

Yes, appointments will be scheduled upon request

16.500.4 BID/PROPOSAL SUBMITTAL

All bids or proposals must be submitted in the envelope provided with this package.

RFP page 16 what envelope?

Please reference page 2 "Your bid and the Bid Reply Section must be executed completely and correctly and returned in a clearly marked envelope by 3:00 p.m., Friday, October 9, 2015 to be considered."

Mail/Shipping & Receiving Services

1) *Is a vehicle for transporting the mail provided by the University or the supplier?*

The University provides two vehicles for delivering mail.

2) *Who is responsible for the cost of fuel and maintenance of the vehicle? If supplier, is this cost invoiced back to the University?* The University is responsible.

3) *Would the University see a value-add in receiving its mail earlier?*

Please propose your best overall solution based on the RFP specifications.

4) *What are the hours of the customer service window if different from the mail center hours of operation?* Monday through Friday 8:00 am -4:30 pm

5) *Is there a package tracking system currently being utilized for inbound accountable mail and packages? If so, who supplies this system?*

Yes, the current system is DSU owned but, propose a system for management

6) *Does the mail center/current supplier handle incoming student mail?* Yes.

7) *What is the approximate monthly spend for overnight/ground shipping services? Is the current carrier of choice UPS, FedEx or other?*

Approximately \$5,000.00/month is an approximate average cost for all outgoing USPS Mail costs

8) *Are the supplier's employees ever required to drive off campus for anything at all (please elaborate tasks if "Yes")? If so, do they utilize their own vehicles and is mileage reimbursed by the University?*

Yes, drive own vehicles to the local post office on Lookerman Street at the end of every business day. There is no reimbursement from the University.

Reprographic Services

1) *How are job requests currently received by the print center?* Manually/via email.

2) *Is there an on-line submittal system currently in use? If so, is it provided by the University or the supplier?* No

3) *What off-site vendor is currently used for work that is sent off site?* Various vendors

4) *How are completed jobs delivered back to the requestor?* Most jobs are picked up but delivered if requested.

- 5) *What is the typical turn-around time on graphic arts requests, especially those described as, "Designed by us from inception"?* All jobs are unique; however, most are completed within approximately three days
- 6) *What is the approximate number of printers overseen for cartridge retrieval?* 109
- 7) *Will the chosen supplier have any responsibility for "first line maintenance" (e.g. - deliver paper, toner, clear jams) on the University printers?* No – just the in-scope MFDs, (only responsible for vendor products) not the single function devices (printers).

General

- 1) *Are the mail center and print center located together or in separate areas?*
Both are located in the same area.
- 2) *Are there any Saturday hours worked for either department?*
Not typically but sometimes overtime could be required.
- 3) *Can the number of current personnel in both the mail and reprographic departments be provided to ensure equivalent comparisons?* There are currently six (6) employees.
- 4) *Will there be a guided walk-through provided at any time during the process prior to award?* Yes a walk through will be provided.
- 5) *Do the current employees all work eight hours per day/forty hours per week?* Yes
- 6) *What is the approximate percentage of volume decrease (both mail and reprographic) during the summer months?*
Approximately a 30% decrease in mail and a 20% decrease in reprographics.
- 7) *What is the dress code for supplier employees? Are uniforms required?*
Current business dress code is business casual.
- 8) *We will need to schedule a walkthrough/site inspection for the MFP equipment as well as the mailroom and copy centers so that we can provide a viable concise response to this RFP. How do we schedule that?* Contact the Division of Student Affairs at 302-857-6300.
- 9) *Is there flexibility on 401.6 termination for convenience? Would a fiscal funding out addendum work?* Negotiable at the time an official contract is executed.
- 10) *On pg. 7 Under Vendor Requirements item a. you request brochures on the complete manufacturer's line of B&W MFP's. Are you saying you want a brochure on every machine we manufacture, or just the models we are proposing for this RFP?*
Brochures for the model you are proposing.
- 11) *On pg. 7 Under Vendor Requirements items f & t. These both refer to invoicing but list different requirements, specifically access codes in f. Can you clarify what exactly is supposed to be on the invoices?*
Invoicing should be done on a monthly basis and will be accomplished with one (1) invoice which should list all machines and their respective copy counts for the month. The vendor is responsible for acquiring the copy counts.
- 12) *On pg. 7 Under Vendor Requirements item g. Is this a request that the selected vendor should respond with a "yes" or "no" with pay for print capabilities within the RFP*

*response, or to respond with a pay for print proposal within the RFP response?
Respond with a pay for print proposal within the RFP response.*

13) If DSU is looking for a pay for print proposal with the RFP response, is this a coin op requirement on one or more selected devices, or an enterprise-wide requirement with integration into a student payment system? Please propose your best solution.

14) If the requirement is for student pay for print, with authentication and integration to a student payment system, the following questions would apply. Will be discussed more in depth with contracted vendor.

a. Is the "Pay for Print" requirement for all proposed output devices? If not, which devices?

i. How many physical locations would be in scope for "Pay for Print" devices

ii. Does the school use Print Servers?

If so:

iii. How many?

iv. What operating system(s)?

v. Number of domains?

vi. Do you use a cluster print server environment? If so, how many nodes?

b. Is the "Pay for Print" requirement to be designed for only students?

If so:

i. Are students assigned Active Directory accounts?

ii. Does the school use any student ID cards and what type?

iii. What payment system are you using?

iv. How many students?

15) On pg. 7 Under Vendor Requirements item k. Can you detail exactly what you mean/are looking for by remote monitoring & able to manage all devices? Will be discussed more in depth with contracted vendor.

16) On the spreadsheet with the copiers and their volumes you list 6 months of volume but the average monthly volume figure is that 6 month figure divided by 12 months, which gives a much lower number than what is really being printed. (Example: Asset #1 total volume is 119,105 for 6 months / 12 = 9,925/month when in actuality it should be 119,105 / 6 = 19,851/month. Is this something you will correct, or do you want us to use the figures already given which will dramatically affect the cost of overages to DSU? Refer to the revised YTD volume spreadsheet

17) The same spreadsheet also lists the amount of incoming and outgoing mail as well as mail cost. The incoming mail is 31,025 for pieces, 23,453 for parcels = 54,478 total, and outgoing mail as 8,212 pieces, yet on page 9 of the rfp under Incoming USPS mail you give the figure of 100,000 pieces/month. You also list 21,000 pieces of outgoing mail/month. Can you verify which mail volume and cost figures are correct?

Refer to the revised YTD volume spread sheet

18) Under Vendor Requirements you specify that all machines must be new, not remanufactured, do you also want to specify that all parts, supplies, toner, etc.... must be new Original Equipment Manufacturer parts, supplies, toner, etc.... or do you not care if aftermarket 3rd party parts, supplies, toner, etc.... are used?

a. Original Equipment Manufacturer parts

Reprographics Services

1. *Incoming Print Requests*

- a. *How are the projects submitted to print center? Web submission tool? Email? Walk-in? What is the % of each category? Walk in 80%*
- b. *How is the information currently tracked? All incoming completed work orders are scanned into a file for retention*
- c. *Do you have account charge back system? If so, what? Done manually.*
- d. *What file format do customers use for submitting a job? MS Excel, Word, Power point, Adobe Photoshop, Illustrator, Reader, etc....*
- e. *Do operators need to modify print files, once received in center? About 20% needs to be modified.*

2. *Binding*

- a. *Can you describe the volumes of each finishing option offered? Averages about 80 binds per month YTD*

3. *Graphic Design*

- a. *Can you describe high end graphic design for high end users? Adobe CS6 is utilized to design multi page magazines, flyers, brochures, banners, etc....*
- b. *Do Graphic artist modifications include designing templates for variable data applications? If so, are variable images incorporated into the templates? No*
- c. *Why are projects outsourced after the graphic designer has modified a document or project? How frequently are projects outsourced? How much money is outsourced annually? Is this something you would like the selected vendor to provide services for?*

1. Depends on factors such as cost/output quality/turnaround time

2. N/A

3. N/A

4. Not at this time.

4. *Large Format*

- a. *The graphic design person supports Wide Format print applications. What types of media are used by the University? Do you require support for outdoor media? Are these projects outsourced? If so, how frequently? Various media types. Projects maybe outsourced but not currently tracked.*

Print Volume

- b. *Can you provide a breakdown of the amount of 8.5 x 11.0, 8.5 x 14.0 and 11.0 x 17.0 paper used? Any special stock required?* N/A
 - c. *How much of this work is 2 sided?* N/A
5. *Hours*
- a. *Are there occasions that extend beyond standard hours of 7:00 AM to 5:00 PM?* Yes
 - b. *If so, how frequently?* Not very often

Equipment

1. *Can you provide configurations of each existing device in the copy center? Finishing options?* Booklet finishers, tab feeding attachments, puncher units, document insertion units
2. *What offline finishing options are available to the DSU user community?* GBC and Spiral Binding, Cover Binding, Cutting, Stapling, Folding and Laminating, and Padding.
3. *Does DSU have any owned offline finishing equipment that could be transferred to new vendor potentially saving some money?* A digital cutter, GBC/Spiral Binder, Cover Binder, 2 Laminators, Paddy Wagon, and a table top folder.

Copy/CRD Services:

1. *Do the hours of operation include weekends?* No
2. *What is the current staffing level?*
 - a. Reprographic Approximately two workers and a manager
3. *Are the workers full or part-time? Union?* Full time, fully benefitted, non-union.
4. *Is student labor utilized? Reproduction Services?* No
5. *What is the current pricing for services provided?* N/A
6. *What are the current monthly volumes for?*
 - a. Binding – 80 binds per month on average
 - b. Large Format Average 75 posters per month.
7. *Is there a “proofing” process in place for requests requiring document manipulation or graphic design?* Yes
 - a. *Is Graphic Design a separate charge for customers? What is the hourly rate?* Yes, the University does charge but not an hourly rate. This is an internal process and is N/A to the vendor.
8. *Is a copyright service used for copying classroom materials?* There is no copyright service available.
9. *What are payment options for the students?* Cash, Check, or Credit/Debit.
10. *What is the current turnaround time for copy work?* Turn-around times vary and usually depend on the complexity of the job
11. *What percentage of work is sent off-site? What is the average monthly spend for off-site work?* N/A
12. *Who determines whether a job is sent off-site?* Departments
13. *Is the equipment owned or leased?* Leased

14. *How much work involves finishing?* Varies
15. *What type of finishing work is done?* GBC and Spiral Binding, Cover Binding, Cutting, Stapling, Folding and Laminating, and Padding.
16. *Is completed work picked up, delivered or shipped?* All of the above
17. *If delivered does Delaware State use a courier?* If being delivered off-campus, Fed Ex or USPS is used.

Mailroom/Reproduction Services:

1. *Please provide a floor plan for both Mailroom and Reproduction Services. Will follow-up.*
2. *Are both Mailroom and Reproduction Services located in the same space? Building?*
Yes, both departments are located in the MLK and share a common space.
3. *How is cash reconciliation processed currently? Point-of-Sale System type?*
Both cash and point of sale purchases are reconciled every night at the end of the business day. On the next business day, both are deposited at the Cashiers Office in the Administration building.

Mailroom Services:

1. *Do the hours of operation include weekends?* There are no weekend hours.
2. *What is the current staffing level?* – Six
 - a. *Mail Services* There are currently three mail services employees.
3. *How many workers are fulltime or part-time? Union?* All workers are non-union employees and full time.
4. *Is student labor utilized? In Mail Services?* No.
5. *Student/Campus accountable mail/packages. Please describe the current process.*
 - a. *Is a package tracking system used for incoming accountables?* Yes.
 - b. *How do students' pick-up their packages/mail?* Students come and retrieve their packages from the mail room between 1:30 and 4:30 Monday thru Friday. They can also get their mail from the mail boxes as long as the student center is open.
6. *Student/Campus USPS mail/packages. Please describe the current process.* Faculty mail is delivered in the morning to centralized locations for all departments. Any faculty mail that arrives after the initial drop off that is express is delivered in the afternoon. Students retrieve packages from the mail room between 1:30 and 4:30 Monday thru Friday. They can also get their mail from the mail boxes as long as the student center is open.
7. *How is student mail processed?* - Student mail is sorted daily into respective mail boxes in the MLK by 3:30 each day.
 - a. *Are there student mail boxes?* Yes (3,480 boxes)
 - b. *Are the mailboxes centrally located?* - Yes all mailboxes are located in the MLK.
 - c. *Does each student have their own mail box?* Only students who live on campus or at the LLC are allowed to have mail boxes.
 - d. *Do students keep the same mail box each year?* Students can keep their mail boxes as long as they remain a student and housing requirement is met.
 - e. *What percentage of incoming student mail is addressed with the student mailbox?*
About 50%.

8. *Does the University utilize USPS bulk mailing permits?* Currently the University does not utilize bulk mailing.
 - a. *How many and what types?* N/A
 - b. *How are they set up?* N/A
9. *Is a driver utilized for the distribution of student and campus mail?* There are two employees that deliver campus mail, and students pick up their mail from the mail boxes in the MLK.
 - a. *DSU or 3rd party?* Current Provider's employees
 - b. *How many locations are serviced?* Only the main campus
 - c. *How many routes?* 2 routes
 - d. *How many stops?* There are currently 24 mail stops throughout the campus
10. *Please provide the models for the mailing equipment?* WJ150 postage meter with scale and PC as well as three handheld scanners.
 - a. *Is the mail equipment owned/leased?* Owned
11. *Is the chosen vendor expected to provide mailing equipment? Postage funds?* This is not current practice but open for suggestions
11. *Are retail services (stamps/shipping/packing materials) available to the students from Mail Services?* Yes, provided by DSU.
 - a. *What is the current monthly revenue?* N/A
12. *Is the mail center a Contracted Postal Unit from USPS?* No
13. *Does the Mail Center hire additional labor for peak periods such as Move in Week and Return from Winter Break? If so, how much?* No.
14. *Is the furniture in the Mailroom/Copy Center owned by DSU and will remain for new vendor to use.* Yes/Yes
15. *Are we assuming their employees?* No, Vendor provides own employees
16. *If yes, will you provide salaries and positions?* N/A
17. *Do you utilize students for mail/copy room positions?* No
18. *Does DSU have a minimum wage expectation for these positions?* This is the provider's responsibility.
19. *Does the mailroom have a loading dock that we will be managing?* Yes there is a loading dock in the rear of the MLK.
20. *If so, how many packages come in daily?* During the first few weeks of the Fall semester the incoming averages are about 500 daily. Afterwards it levels out to between 200 and 300 daily.
21. *Can we do an onsite tour?* Yes
22. *Are you looking to make a decision on your provider by the end of 2015?* Yes, effective date to be determined
23. *Will there be additional vendors that we will have to work with (i.e.: couriers) that we will have to create contracts for?* No
24. *Are there any satellite locations that we will be delivering to?* No
25. *Do you use additional vendors for other print jobs (i.e.: marketing, admissions, etc.)? If so, what kind of volume is being generated?* Yes – data N/A