

ADDENDUM NO. 1

Vendor Questions and University Responses

Contract No. DSU260509-COPIERMAIL | Copier and Mailroom Management Services | Delaware State University

NOTICE TO ALL PROSPECTIVE BIDDERS

This Addendum is issued in response to questions received from prospective vendors by the deadline of April 7, 2026. All questions have been compiled, de-identified, and answered below. This Addendum is hereby incorporated into and made part of the original Request for Proposal. All other terms and conditions of the RFP remain in full force and effect. Bidders are advised to review this Addendum carefully and incorporate these responses into their proposal submissions.

Bid Deadline: May 20, 2026 at 3:00 PM (Local Delaware Time)

Submit proposals electronically to: contracts@desu.edu

Questions regarding this Addendum should be directed in writing to: contracts@desu.edu

Questions and Answers

#	Question	Answer
SECTION: BID SUBMISSION & GENERAL PROCESS		
1	Will DSU accept hyperlinks within the submission PDF to product brochures, given the 5MB file size limit?	Vendors may include hyperlinks to product brochures within the submission PDF to accommodate the 5MB file size limit. Brochures are not required as physical attachments at the time of submission; proposed models are expected to meet the specifications outlined in the RFP.
2	Does the 30-day termination provision constitute a termination for convenience or for cause? Does it apply during the initial three-year term or only during optional extensions? Would DSU be responsible for termination fees?	The 30-day termination provision in Section I.B (Contract Period) applies at any time during the contract, including the initial three-year term. It constitutes a termination for convenience. The University will not be responsible for termination fees. This provision is distinct from the more detailed termination procedures outlined in Section 46, which govern termination for cause, convenience, and non-appropriation.
3	The embedded W-9 link does not work. Is the W-9 required as part of the proposal response, or only upon award?	A W-9 or Delaware Substitute Form W-9 is not required as part of the proposal submission and is not a condition of responsiveness. This form is referenced solely for vendor record-keeping purposes and will only be applicable if and when a vendor is selected for award. No W-9 submission is needed at this time.
4	Scoring Criteria 1 and 4 appear similar. Is Criterion 1 scored based on technician staffing and Criterion 4 based on references?	There is a difference in the criteria evaluation between numbers 1 and 4. Criterion 1 focuses on the vendor's staffing capacity — specifically, the number of technicians and staff available to meet the University's preventative and emergency maintenance needs, including peak-period coverage and response time performance. Criterion 4 is evaluated based on the vendor's fleet management experience, with emphasis on references from comparable higher

#	Question	Answer
		education environments of similar size and complexity.
5	Should pricing reflect full fiscal year totals? For FY2026-27, should vendors assume an August 1, 2026 start with 11 months for year one? Where should the 36th month of cost be allocated?	Vendors should provide pricing on a full 12-month fiscal year basis for each year listed on the pricing sheet. For Fiscal Year 2026-2027, vendors should price a full 12-month period. The University acknowledges the projected contract start date of August 1, 2026, and any proration, if applicable, will be addressed during contract negotiations. The final month of the 36-month term should be included within the Fiscal Year 2028-2029 pricing.
6	If DSU requires unlimited copies/prints, why are usage-based charges requested on page 39? Please reconcile with the note on page 42 and the cost-per-copy references on page 56.	The University requires proposals to include unlimited copies and prints as stated in the footnote on page 42. Usage-based charge fields on page 39 are included for disclosure purposes only. Vendors should propose an all-inclusive, unlimited-copy pricing model. The references to cost-per-copy on page 56 reflect historical structure; proposals should be submitted with a flat, unlimited-use rate as confirmed in the pricing note.
7	The RFP requires 11x17 output, but the current equipment list includes A4 units. Should vendors propose A3 for all models or also offer A4 pricing?	Vendors should propose A3 (11x17 capable) devices for all replacement units. A4 device pricing may be included as an alternative or value-added option where appropriate, but all primary proposed models must be A3-capable.
8	Do the General Questions and Answers in Appendix B apply to this current RFP or were they from the previous RFP?	The General Questions and Answers in Appendix B were included as reference material and context from the prior contract period. Vendors should use the current RFP documents, the current equipment list, and the current operational data provided as the basis for their proposals. Where information in Appendix B conflicts with current data, the current data takes precedence.
9	Providing a complete manufacturer product line with hundreds of line items is burdensome. How should vendors submit this information and calculate a Grand Total without specific quantities?	Vendors should submit brochures and specifications only for the specific models they are proposing, not their entire product line. For the Grand Total pricing chart, vendors should base their pricing on the equipment list provided in the RFP. Vendors may organize their response by the device categories and segments shown in the current equipment list and provide per-unit and total pricing accordingly.
10	The pricing sheet on page 49 requests pricing for three vehicles, but a prior Q&A stated the University provides vehicles. Please clarify.	The University currently provides vehicles for mail delivery operations. Vendors are asked to include vehicle pricing on the pricing sheet as an optional line item, but this does not mean the University is requiring the vendor to supply vehicles. Please refer to the response regarding vehicles under the Mailroom Services section below for full clarification.

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11	The RFP lists finishing equipment vendors must provide (Plockmatic, Duplo, Epson, Triumph, GBC). Can this equipment be transferred to the new vendor from DSU's current inventory?	The University owns certain finishing equipment currently in use. The new vendor may be permitted to utilize University-owned equipment where applicable, subject to condition assessment and mutual agreement at the time of contract award. Vendors should propose the listed equipment as new in their response and note any preference or capability to utilize existing University-owned equipment as an alternative.
12	Will vendor proposals and the winning contract be available to the public, except for information declared confidential in Attachment 3?	Yes. Pursuant to Delaware Freedom of Information Act (29 Del. C. Ch. 100), proposals are confidential during the evaluation process. Following award, non-confidential portions of submitted proposals and the resulting contract are subject to public disclosure upon request, consistent with applicable law. Vendors should use Attachment 3 to designate any proprietary information.
13	Multiple questions about the Grand Total pricing chart: Can it be provided in editable format? Should lease and purchase be on separate lines? Are line items duplicated? How should model specifications be priced? What constitutes the Equipment Costs total?	Vendors may present lease and purchase pricing on separate rows or clearly labeled columns for clarity. The Details of Pricing grid does not need to be duplicated in the Grand Total section — vendors should provide a summary total in the Grand Total chart and reference the Details section for itemized breakdowns. Model specifications should be listed by the make and model proposed. The Equipment Costs total should reflect the all-in cost for all devices based on the current equipment list.
14	Is DSU entering into a lease, purchase, or one-month lease? Must all three options be priced? Are some specifications outdated? Why is hard drive removal pricing requested? How are value-added components scored?	Please read RFP carefully and submit your pricing accordingly.
15	How does the University facilitate end-user adoption of new print technology?	Vendors should propose their recommended approach to end-user training and technology adoption as part of their response.
16	What is the primary objective of the print program and current pain points?	The University seeks to modernize its print and mail infrastructure, improve service reliability, enhance security and tracking capabilities, and reduce operational complexity.
17	Is the print program university-wide or do individual departments opt in/out?	The print program is university-wide for fleet management. Individual departments may have varying levels of engagement with the copy center and mailroom services. The selected vendor is expected to serve all campus locations and user communities.
18	Does the University maintain a formally published Print Policy?	The University does not currently have a formally published print policy.
19	When was the last customer satisfaction survey conducted and what were the key findings?	The Vendor has a formal documented customer satisfaction survey. Vendors are encouraged to propose a service model that includes regular

#	Question	Answer
20		satisfaction measurement as part of ongoing performance management.
	Can the University provide a comprehensive fleet list in a single Excel spreadsheet?	The fleet list, device locations, and average monthly volume data are included in Appendix A of the RFP. This information represents the most current data available.
21	Are all in-scope devices networked? What percentage are USB-connected?	All in-scope MFDs are expected to be networked. The RFP requires all proposed units to be network-capable.
22	How are toner levels monitored and what is the workflow for distribution and installation?	Toner monitoring and replenishment is currently managed by the service provider. The selected vendor will be responsible for proactive toner management, including remote monitoring, inventory maintenance, and timely delivery to each device location.
23	Do any specific user groups use MFDs for digital workflows? Are there existing software solutions that must be integrated?	Users scan to email and scan to network as part of daily workflows. The University uses Active Directory for user management. Integration with LDAP/AD is required. Vendors should propose solutions compatible with the University's existing network infrastructure.
24	Is service proactively dispatched via monitoring tools? What platform is currently in use?	The current service tracking system is owned by the incumbent provider. Vendors should propose their own remote monitoring and proactive dispatch solution as part of their response.
25	What are the current SLAs and are there ongoing challenges in meeting response time requirements?	The RFP requires a 4-hour on-site physical response time for service calls. Vendors should confirm their ability to meet this requirement and describe their service escalation procedures.
26	Does the internal Help Desk serve as Tier 1, or do users contact the vendor directly?	Users currently contact the vendor's on-site staff directly for device issues. The University's IT department manages print servers and network infrastructure but does not serve as a print service help desk.
27	Is ITSM integration (e.g., ServiceNow, Jira) required or preferred?	ITSM integration is not currently required. Vendors may propose integration capabilities as a value-added feature. The University does not currently use a standardized ITSM platform for print service requests.
28	What are the mandatory vendor-led training requirements for end-users?	At minimum, the vendor must provide key operator training for each installed device.
29	What is the current process for collecting meter readings? Is it automated or manual?	Meter readings are currently collected remotely by the service provider. The selected vendor must assume responsibility for automated meter collection and monthly invoice generation based on those readings.
30	Is there a centralized solution for tracking IMAC activity and utilization?	The University does not currently have a centralized IMAC tracking platform independent of the incumbent vendor's system. The selected

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31		vendor is expected to provide a comprehensive fleet management and reporting solution.
	Does the University currently receive consolidated performance reporting across all devices?	Performance reporting is currently provided by the incumbent vendor. The selected vendor will be expected to provide monthly or quarterly consolidated reporting covering device uptime, service response times, volume by device, and other key metrics.
32	Does the University have full visibility into total print spend across all device types?	Full visibility into total print spend is currently limited. The selected vendor is expected to provide comprehensive cost tracking and reporting tools that give the University clear insight into total cost of ownership.
33	Is an output management solution (e.g., uniFLOW, PaperCut) currently deployed?	The University's current print management system is provided by the incumbent vendor. Vendors should propose their own enterprise print management solution as part of their response.
34	What tools are in place for managing and auditing device security?	
35	Is user authentication (badge swipe, PIN) currently required to release print jobs?	User authentication is not currently required for standard printing across campus. The University is open to proposals that include secure release printing options.
36	What is the current role of the University IT department in supporting print hardware?	The IT department manages the print server and network infrastructure. The selected vendor is responsible for all device-level support.
SECTION: MAILROOM & DELIVERY SERVICES		
37	What is the current mail delivery method — desk-to-desk or centralized drops?	Faculty mail is delivered to centralized locations for each department. Student mail is sorted into individual mailboxes in the MLK Student Center. The mail center conducts two daily delivery runs at 10:30 AM and 2:30 PM.
38	How is mail with insufficient recipient information handled? Is there a designated site contact?	
39	Are there recurring special mailings requiring kitting or fulfillment? Is additional seasonal staffing required?	The University does not regularly conduct large-scale kitting or fulfillment operations. The incumbent vendor does not currently bring in additional seasonal staff; the selected vendor should propose how they will manage peak periods.
40	Who is responsible for maintaining the student directory and how frequently is it updated?	

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41		Updates occur on an ongoing basis as students enroll, withdraw, or change contact information.
	What hardware/software is currently used to track accountable mail and inbound shipments?	The current package tracking system is owned and operated by the incumbent provider. Vendors are expected to propose and supply their own enterprise package tracking solution as part of their service model.
42	Are overflow areas available for large item storage during peak volume periods?	Limited overflow storage is available within the MLK building. The selected vendor should assess space needs during the site visit and propose a plan for managing peak volume periods within the existing facility.
43	What make and model of postage meter is currently in use?	The University currently utilizes a postage meter with scale. The equipment is owned by the University. Vendors should propose their own postage metering solution or confirm capability to operate and maintain University-owned equipment.
44	Are current print center capabilities sufficient? If not, what are the gaps?	Yes. The University is seeking to modernize and expand print center capabilities, including improved digital job submission, enhanced finishing options, and better workflow tracking. Vendors should propose a solution that meets or exceeds current capabilities.
45	What are the current turnaround times and what are the expectations for a new vendor?	Most jobs are completed within 48 hours. Rush jobs are accommodated based on availability. The selected vendor is expected to establish and publish service level standards for standard and rush jobs as part of their service model.
46	Does the Print Shop currently provide Variable Data Printing (VDP)?	Variable Data Printing is not currently provided. Vendors may propose this as a value-added capability.
47	How is copyright clearance currently managed?	The University does not currently have a formal copyright clearance service in place. The selected vendor and the University are each responsible for ensuring compliance with applicable copyright law within their respective areas of operation.
48	What is the current process for internal billing or chargebacks for production printing?	University departments are charged using four-digit budget codes for print work. Students pay at the time of service. The selected vendor should support the University's existing internal charge-back process.
SECTION: STAFFING & OPERATIONS		
49	Will DSU accept a partial bid response that does not include mailroom services?	The University prefers a single-source solution covering both copier/print services and mailroom management. The University reserves the right to evaluate partial proposals; however, single-source proposals covering the full scope of work will receive preference under Criterion 5 of the evaluation criteria.

#	Question	Answer
50	Is the current staff employed under the current vendor's facilities management agreement?	Current staff are employed by the incumbent vendor, not the University. The University does not employ the current mailroom and print center staff directly.
51	Will current staff be available to be hired by the new vendor, or will they be transitioned to a new site?	Staffing decisions are at the discretion of both the incumbent and incoming vendors. The University does not require the new vendor to assume the incumbent's employees. Vendors should propose their own staffing plan as part of their response.
52	Will DSU share current staff pay scale information for bidding purposes?	The University is unable to provide incumbent vendor pay scale information. Vendors should propose compensation based on prevailing wages and their own staffing models. Vendors are encouraged to reference Delaware Department of Labor wage data as applicable.
53	The RFP shows conflicting headcounts (6 on page 73 vs. 9 on pages 50 and 59). Please clarify.	The correct current staffing level is nine (9) total employees: one Sr. Site Manager, one Graphic Designer, one Site Supervisor, and six Sr. Onsite staff. The reference to six employees in the Q&A section of Appendix B reflects an earlier staffing level and is outdated. Vendors should base their proposals on a nine-person team.
54	What is the average time from mail receipt to final delivery today?	Incoming USPS mail is received between 11:00 AM and 12:00 PM and is sorted for next-day delivery on the 10:30 AM mail run, except for accountable mail which is delivered the same day. The average time from receipt to delivery is approximately 24 hours for standard mail.
55	Are there documented SOPs for mail and print workflows?	SOPs are not currently available for vendor review. The operational descriptions in Appendix A represent the University's current workflow. The selected vendor is expected to develop and maintain documented SOPs as part of their service management responsibilities.
56	What are the most common pain points in current mail and print processes?	None. See RFP. Vendors should propose solutions that address improvements in digital job submission, real-time package tracking, service accountability, and reporting.
57	Is there an overflow vendor on contract, or can vendors forward high-volume print requests offsite?	There is no dedicated overflow vendor currently under contract. The selected vendor should describe their capacity and approach to handling overflow print production in their proposal.
58	What contingency plans are used during peak periods such as semester start?	The current model does not include a formal contingency staffing plan. Vendors should propose their peak-period coverage strategy, including any backfill or surge capacity plans, as part of their response.
59	What is the maximum daily package volume ever recorded?	During the first weeks of the Fall semester/peak periods, incoming package volumes average approximately 10k to 20k per month.

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60	What percentage of print jobs are rush or same-day requests?	The University does not currently track the percentage of rush or same-day print requests. Vendors should propose service tiers and turnaround time standards that accommodate both standard and urgent requests.
61	What are the most common causes of print job delays or errors?	File formatting issues, incomplete job specifications, and high-volume peak periods are the primary contributors to delays. Vendors should propose workflow tools and prepress capabilities that minimize these issues.
62	What are the most common complaints from students, faculty, or staff about mail or print services?	The Vendor tracks all feedback, including service complaints. Vendors should propose a structured customer feedback mechanism as part of their service model.
63	Are there expectations for self-service options such as kiosks, lockers, or online portals?	The University is open to proposals that include self-service options. Vendors are encouraged to propose innovative solutions such as package lockers or web-to-print portals as value-added features.
64	What is the expected wait time at the service counter?	During peak periods, between 150 and 200 students, staff, and faculty visit the mail center daily, with peak traffic between noon and 4:30 PM. The University expects vendors to staff appropriately to maintain reasonable wait times during peak hours.
65	Are there any planned renovations or space changes impacting mailroom or print center operations?	There are no planned renovations currently scheduled that would affect mailroom or print center operations during the contract term.
66	What is the current space layout? Is a drawing available?	A floor plan will be made available to the winning vendor following contract award. Vendors who attended the non-mandatory site visit on March 24, 2026 were able to observe the existing layout.
67	Is there room for additional equipment or automation solutions?	The available space is limited. Vendors were able to assess the existing layout during their site visit. Any proposed changes to the physical layout must be approved by the University.
68	What KPIs would define success in year one?	Key performance indicators the University values include: device uptime and response time performance against the 4-hour SLA, accurate and timely invoicing, volume reporting by device, package delivery accuracy and timeliness, and positive feedback from campus users. Vendors should propose their own KPI framework aligned with the University's goals.
69	What is the expected transition timeline from current vendor to new provider?	The projected contract start date is August 1, 2026. The University expects a transition plan from the selected vendor to be developed and agreed upon prior to that date. Vendors should include a proposed transition timeline in their response.

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70	Will there be a parallel run period with the current vendor?	A formal parallel run period is not planned currently. The University expects a seamless transition. Vendors should describe their transition methodology and risk mitigation approach in their proposal.
71	What level of training is expected during implementation?	Key operator training is required for each installed device. General user training for major workflow changes is also expected. Vendors should include a training plan covering both technical and operational aspects of the transition.
SECTION: VEHICLES & EQUIPMENT		
72	How many vehicles are required — 2 or 3? Page 49 shows 3, page 58 shows 2.	See RFP. The University currently operates with two (2) vehicles for mail and package delivery and one (1) vehicle for Central Receiving, for a total of three (3) vehicles in the operational scope. The pricing sheet on page 49 reflects the correct total of three vehicles. Vendors should price accordingly.
73	Page 77 states the University provides vehicles, but other sections request vendor vehicle pricing. Please clarify.	Due to current University insurance requirements, the vendor is expected to provide and operate their own vehicles as part of the service. The University will not be providing vehicles to the new vendor. The reference to University-provided vehicles in Appendix B reflects a prior arrangement that is no longer in effect. Vendors should include vehicle costs in their pricing.
74	Please clarify the postage meter requirements — how many WJ150 meters and what type of scanners?	The University currently operates one (1) postage meter with scale and three (3) handheld scanners. Vendors should propose equivalent or improved equipment as part of their solution.
75	Is there a need to price mail equipment if the University owns it and the vendor will just operate it?	Vendors should include mail equipment pricing in their response as an optional line item. If the vendor proposes to operate University-owned equipment rather than provide new equipment, this should be clearly noted. The University will consider both approaches during evaluation.
76	The outbound mail metrics are listed twice in the RFP with different values. Which is correct?	Vendors should use the most recent mail volume data provided in the Mail Volume Statistics and Trends table in Appendix A, which reflects 2023, 2024, and 2025 actuals. Where discrepancies exist, the most recent figures should be treated as current.
77	What is done with incoming mail pieces that are listed but not shown as delivered to students or staff?	Undeliverable or unresolved mail pieces are handled per USPS guidelines — returned to sender, forwarded, or held based on the nature of the item. Research mail is resolved through the University directory lookup process.
78	Does DSU consider vendor employees to be University employees for ACA reporting purposes?	No. Vendor employees are employees of the vendor, not the University, for all purposes including ACA compliance. The vendor assumes full responsibility for ACA obligations. This is

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		addressed in Sections 21 and 22 of the General Provisions.
79	The RFP defines a Vendor Deposit but the bid bond is waived. Will a deposit be required?	The bid bond requirement has been waived for this RFP. No vendor deposit will be required as part of the proposal submission.
80	Would DSU consider a digital locker solution to improve student package experience?	The University is open to proposals that include package locker solutions. Such solutions may be proposed as value-added options. If the inclusion of lockers results in measurable labor or operational savings, this will be considered during evaluation.
SECTION: TECHNOLOGY, SECURITY & COMPLIANCE		
81	Does DSU require fax capability via POTS lines or will VoIP/FoIP solutions be acceptable?	All proposed MFDs must include fax capability. Given the ongoing industry transition away from analog POTS lines, VoIP-compatible fax solutions (FoIP) are acceptable provided they are fully functional within the University's network environment. Vendors should confirm compatibility with the University's telecommunications infrastructure.
82	Is the 'Pay to Print' student option intended to be fully digital or will walk-up vending units also be required?	Both digital and walk-up payment options are acceptable. Vendors should propose their best solution. Currently students pay with cash at the copy center counter. The University is open to modernized payment approaches including account-based or card-based solutions.
83	May a vendor be a subcontractor on more than one bid submission?	The RFP does not prohibit a vendor from serving as a subcontractor on more than one proposal. However, any subcontractor arrangement must be disclosed in Attachment 5 of the respective proposal, and the primary vendor assumes full responsibility for all work performed.
84	Are vendors required to agree to Sections 29 and 30 (Opportunity Buys and I Found It Cheaper) as written?	Sections 29 and 30 are standard provisions of the University's General Provisions and apply to this contract. Vendors are expected to comply with these provisions. Any exceptions must be submitted via Attachment 2 and are subject to the University's review and approval.
85	To what extent does DSU permit redlines or negotiated adjustments to contract language?	The University's contract terms and conditions are largely standardized and governed by Delaware procurement law. Minor clarifications may be discussed during contract negotiations with the selected vendor. All exceptions to RFP terms and conditions must be submitted via Attachment 2 prior to the bid opening deadline.
86	Would the University incorporate a cure period for termination for cause under individual purchase orders (Section 45a)?	Section 46(a) of the General Provisions provides a minimum five-day notice period and an opportunity for the vendor to respond in writing and propose a corrective action plan. The University will consider this provision as the applicable cure framework. Any further

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87		exceptions to this language must be submitted via Attachment 2.
	Would DSU value an automated prepress normalization engine to handle file modifications?	The University is open to proposals that include automated prepress tools. Vendors should describe such capabilities in their proposal as part of their workflow management solution.
88	Does DSU require FIPS 140-2 validated 256-bit encryption or Common Criteria certification for device security?	Vendors must comply with all applicable Delaware DTI security standards as referenced in Appendix C. Vendors should describe their security certifications and encryption capabilities in their proposal. The University will evaluate compliance with DTI standards during the award process.
89	Does DSU require scanning directly to cloud repositories such as SharePoint, OneDrive, or Google Drive?	The University is open to cloud-based scanning destinations. Vendors should propose their scanning and document routing capabilities, including any cloud integration options. The University will evaluate these as part of the overall solution.
90	Does DSU have different scan requirements for specific user groups?	Scan requirements do not currently differ by user group. All users utilize standard scan-to-email and scan-to-network functionality. Vendors may propose role-based scanning configurations as a value-added feature.
91	Are Solaris and Novell legacy operating systems still actively used?	These operating systems are legacy references in the RFP specifications. Support for legacy systems is not required but may be noted if available.
92	Does DSU require the cost recovery solution to provide reporting by user group and document type for chargeback purposes?	Yes. The University requires reporting by user and by device at minimum. Reporting by department or cost center is also expected to support the existing four-digit budget code chargeback process.
93	What software platform is currently used for automated meter collection and fleet monitoring?	The current platform is owned and operated by the incumbent vendor. The selected vendor is expected to provide their own fleet monitoring and meter collection solution.
94	What type of ID cards do students, faculty, and staff use — RFID, magnetic stripe, smart chip, or other?	The University uses identification cards managed by the Public Safety Department. The specific card technology in use includes both magnetic stripe and chip-based formats. Vendors interested in card-based print release solutions should confirm compatibility with the University's card system during the proposal process.
95	Does DSU require SAML 2.0 or OpenID Connect for federated identity management? What IdP is in use?	The University uses Active Directory as its primary identity management system. Vendors should propose solutions that integrate with Active Directory/LDAP. Support for SAML 2.0 or OIDC is desirable but the University will evaluate proposed solutions based on compatibility with the existing environment.

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96	Would DSU be open to an integrated cost recovery model where student ID cards unlock MFDs and track usage against student accounts?	The University is open to proposals that include integrated student account-based print management. Vendors should propose this as part of their solution and note compatibility with the University's existing Blackboard and CBoard student systems.
97	Please provide updated termination dates for all leased devices.	Current device lease termination dates are not available for inclusion in this addendum. Vendors should base their proposals on the equipment list as provided in the RFP and assume all listed devices are within the current service scope. Specific lease termination details will be addressed during contract transition.
98	Can DSU provide the specific DTI security standard version required for hosted solutions?	Vendors must comply with the most current version of the Delaware Department of Technology and Information security standards at the time of contract execution. Vendors may reference the DTI website for current standards. Compliance documentation will be required from the awarded vendor prior to contract execution.
99	Is there a specific PDF compression or type requirement for digitized documents stored in the document management system?	The University does not currently have a formal PDF standard for document storage. Vendors should propose their recommended standards as part of their document management solution.
100	Does the University require scan-to-Word, Excel, or PowerPoint conversion capabilities?	Searchable PDF capability is required. OCR-based document conversion to editable formats such as Word, Excel, or PowerPoint is desirable and may be proposed as a value-added feature.
101	Would DSU be interested in a cloud-enabled approach for print, scan, and fax workflows?	The University is open to cloud-based solutions provided they comply with all applicable DTI security standards. Vendors should describe their cloud architecture, data residency, and security controls clearly in their proposal.
102	Would DSU be interested in preventative maintenance capabilities that allow devices to automatically order supplies?	Yes. Automated supply replenishment is a desired feature. Vendors should describe their proactive supply management capabilities in their proposal.
103	Can DSU elaborate on NTP integration and Groupware Interfacability referenced in the pricing sheet?	NTP (Network Time Protocol) integration ensures devices synchronize their clocks with the University's network time servers for accurate logging and security compliance. Groupware Interfacability refers to the ability of devices to integrate with collaboration platforms such as Microsoft Exchange or similar systems for scan-to-email and document routing. Vendors should confirm support for both capabilities.
104	Would DSU be open to AI-based automation of copier and mailroom staff tasks?	The University is open to innovative automation solutions, including AI-based workflow tools, provided they enhance service quality and comply with applicable security and privacy requirements. Vendors should propose such capabilities as part of their value-added offerings.

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105	Does DSU expect vendors to customize device copy screens per department workflow?	Customization of device interfaces per department is not a mandatory requirement. Vendors may propose this capability as a value-added feature where appropriate.
106	Do students pay only with cash or are credit card payments also accepted?	Students currently pay with cash, check, or credit/debit card. Vendors should ensure their payment handling and reconciliation processes accommodate all current accepted payment methods.
107	Who manages the hardware and software for credit card payments?	Credit card payment processing is managed through the University's existing point-of-sale system. The selected vendor's staff will handle daily transactions and end-of-day reconciliation per current procedures.
108	Can you outline the cash reconciliation process?	At the end of each business day, all cash and card payments are reconciled by on-site staff. On the following business day, funds are deposited at the University's Cashier's Office. The selected vendor's staff will be responsible for this daily reconciliation process.
109	Are delivery routes optimized or legacy-based?	They are not legacy-based. The daily mail delivery routes are based on established campus delivery patterns. The University is open to route optimization proposals from the selected vendor that improve efficiency without reducing service quality.
110	Is package tracking real-time and student-visible?	Yes. The University is interested in proposals that include student notification capabilities for package arrivals.
111	Would DSU provide month-by-month mail and print volume breakdowns for the last 12-18 months?	Month-by-month volume breakdowns beyond what is provided in the RFP are not available at this time. Vendors should use the annual volume data and averages provided in Appendix A as the basis for their proposals.
112	Is DSU seeking only like-for-like pricing or is an optimized fleet recommendation also acceptable?	Vendors should provide like-for-like pricing based on the current equipment list as the primary proposal. Vendors may also include an alternative fleet optimization proposal that demonstrates equivalent or improved performance at potentially lower cost. Such alternatives should be clearly labeled and will be considered during evaluation.
113	Please confirm that the Graphic Designer staff member is expected to use Adobe Creative Suite and confirm whether DSU or the vendor licenses required software.	The vendor is responsible for providing all software licenses required by their employees, including design software such as Adobe Creative Suite. The University will not supply software licenses to vendor staff.
114	Staff were observed wearing uniforms during the site visit, but the RFP states business casual. Please confirm dress code requirements.	Vendor staff are expected to present a professional appearance. The use of vendor-branded uniforms is required. The dress code reference of 'business casual' in Appendix B is no longer in effect.

#	Question	Answer
115	Does the booklet finishing, tab feeding, puncher, and document insertion requirement apply only to production units?	Yes. Full finishing configurations including booklet finishing, tab feeding attachments, puncher units, and document insertion units are required for production units in the copy center. Standard office MFDs do not require all these finishing options unless specified in the equipment categories on the pricing sheet.
116	What POS software is currently used for student transactions?	The University currently utilizes a point-of-sale system for student transactions. The specific software platform details will be shared with the selected vendor during transition planning. Vendors should propose a compatible or improved solution as part of their response.
117	Is there a need for OMR or Barcode Recognition for automated sorting of institutional forms in a digital mailroom workflow?	This is not a current requirement but vendors may propose digital mailroom capabilities including OMR or barcode recognition as a value-added feature. The University will evaluate such proposals under the relevant scoring criteria.
118	Does DSU have a target repository for digital mail delivery such as SharePoint or Banner?	The University does not currently have a designated digital mail repository. Vendors proposing digital mail solutions should describe the platforms they support and recommend an approach that aligns with the University's existing infrastructure.
119	Is DSU seeking accessory pricing in the form of a rate card rather than per-configuration pricing?	Vendors may provide accessory pricing in rate card format as a supplement to the required pricing sheet. The primary pricing response must still address the categories outlined in Attachment 6.
120	What specific fold types are required for automated mail preparation?	The current operation includes standard tri-fold and half-fold for outgoing mail preparation. Vendors should propose equipment that supports these fold types at minimum.
121	Is motion sensor or proximity wake-up technology required for devices?	Motion sensor or proximity wake-up capability is not a mandatory requirement. Vendors are encouraged to propose energy-efficient device features as part of the University's environmental procurement goals.
122	Are phones and computers listed on page 49 vendor-supplied? Please confirm quantities and specifications.	Vendors are expected to supply mobile phones and computers for their on-site staff as required to perform the duties outlined in the scope of work. Specific quantities and specifications should be proposed by the vendor based on their staffing model and operational plan.
123	Is DSU's web-to-print platform provided by the incumbent or DSU? What percentage of jobs are submitted through it?	The web-to-print platform is currently provided, operated, and tracked by the incumbent vendor. The selected vendor is expected to provide an equivalent or superior platform.
124	What model Plockmatic booklet maker, Triumph cutter, and GBC cold laminator are currently in use?	Specific model details for the finishing equipment listed are not available at this time. Vendors should propose current equivalent models that meet the functional requirements

#	Question	Answer
		described in the scope of work. The University's goal is for the selected vendor to provide fully functional replacements for all listed finishing equipment.
125	What percentage of work is currently produced on-site versus outsourced?	The majority of work is produced on-site. A portion of specialized or high-volume projects, particularly those requiring specific finishing or print quality not achievable with on-site equipment, are sent to outside vendors. The University does not have an exact percentage available but estimates the majority of volume remains in-house.
126	Are collective bargaining or HR constraints impacting staffing?	Current staff are employed by the incumbent vendor and are non-union, full-time employees. There are no collective bargaining agreements applicable to this scope of work.
127	Who owns the print strategy — Procurement, IT, Facilities, or Auxiliary Services?	Print and mail services are managed under Auxiliary Services. The selected vendor will work directly with University Auxiliary Services and the designated site contact for all operational matters.
128	Are there existing vendor relationships or contracts that constrain the scope of change for the new vendor?	Vendors should not assume constraints from existing vendor relationships. The selected vendor is expected to provide a full-scope solution as described in the RFP. Any University-owned equipment that may be retained will be identified during the transition process.
129	How often are machines relocated, retired, or replaced? Is this planned or reactive?	Approximately 26 device relocations were scheduled over the previous three-year contract period. Relocations are driven by departmental needs and are coordinated with the University. Device replacements are expected to follow the schedule established in the new contract.
130	How is downtime measured and are SLAs formally enforced?	The 4-hour on-site service response time is the primary SLA requirement. Downtime is tracked via service logs maintained by the vendor. The University expects the selected vendor to provide monthly reporting on service response performance. SLAs will be formally incorporated into the contract.

ACKNOWLEDGEMENT

By submitting a proposal in response to RFP No. DSU260509-COPIERMAIL, the vendor acknowledges receipt of this Addendum No. 1 and agrees that all information contained herein is incorporated into and forms part of their proposal submission.

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