

LOS ANGELES COMMUNITY COLLEGE DISTRICT
Contracts Office
770 Wilshire Boulevard, 6th Floor
Los Angeles, California 90017



RFP Number: 18-11

RFP Title: Workgroup Departmental and Print Center Digital Copiers, Service and Supplies, Workflow Software Solutions & Multi-Year Options for Managed Print Services for Desktop Printers

Addendum Number: 1

Date: October 15, 2018

NOTICE TO PROPOSERS: This addendum shall become part of the RFP. Proposers shall acknowledge, in writing, receipt and incorporation of all addenda and clarifications in their response. Failure of the Proposer to receive addenda shall not relieve the Proposer from any obligation under its proposal as submitted. The Proposer shall identify and list in its proposal all addenda received and included in its proposal; failure to do so may be asserted by the District as a basis for determining the proposal non-responsive.

CORRECTION TO DISTRICT CONTACT INFORMATION:

The correct contact information for RFP submittal and all communication is as follows:

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ADDENDUM ATTACHMENT LIST:

The Supplemental Attachments associated with the answers provided in this addendum are listed below, for reference.

Addendum Attachment One	Mandatory Pre-Proposal Meeting Sign-In Form
Addendum Attachment Two	Current Equipment List
Addendum Attachment Three	Tax Exemption Memo
Addendum Attachment Four	LACCD WAN - Current

QUESTIONS AND ANSWERS:

1. What are LACCD's expectations regarding implementation? Will the majority of the replacements occur in the first two years of the contract, and smaller additions may be added as needs occur?

Currently, the majority of the District copiers are in need of replacement. The exact quantity and timeline for new installs will be determined after the award of this RFP.

2. Can LACCD provide current monthly volumes per unit?

The "average monthly volume" listed at the bottom of each RFP Response Template represents the current average monthly volume for each device within the specific category. As mentioned in the RFP documents, the current monthly volume for any specific device is subject to change given the variables which make up the usage per device.

3. How many moves has LACCD requested from building to building within a 60-month period? Within building?

This specific number is not known as many departments move their own equipment without a record for each move.

4. LACCD is requesting in 4.1.2 that device pricing be fixed and firm for the life of the agreement. Does this mean that lease payments must remain the same throughout the contract? For Example: would LACCD purchase a machine in year 1 and if in year 3 a need for second machine occurs, would both of these machines have the same lease expiration date? Would they need to be the same lease payment?

If the Proposer is referring to the use of "co-terminus" lease factors used at a future post award date, the response is that the District would consider this and measure the monthly lease cost increase resulting from the "co-terminus" lease rate with a comparison to any advantage the common lease ending dates might justify. The cash price by which any co-terminus lease factor would be based would be fixed as submitted with the original RFP response for the life of the agreement.

5. Item 3.39 asks to provide a sample pricing manual. Based on the complexity and detail of this request, can the vendor provide this upon award?

Proposers are required to provide a sample pricing manual with their proposal, as stated in the RFP. A redacted sample from a currently used pricing manual presented to other customers would be accepted to fulfill this requirement.

6. Please provide a list of the Attendees at the mandatory Pre - RFP Meeting on September 24, 2018 at 1:00 pm.

Please refer to Addendum Attachment One which includes the sign-in form collected at the mandatory RFP meeting.

7. Can a vendor offer a FMV lease?

No, as instructed on the RFP Response Templates the responder is to offer a Municipal \$1.00 purchase option lease.

8. Under 3.21, How many internal moves does the District anticipate will happen over the course of the contract term?

Refer to the response provided for Question #3.

9. Are the printers on the Districts targeted MPS list of printers all laser?

Please refer to the printer manufacture and model number offered within the MPS list of printers to make this determination.

10. Under 3.40, will any equipment requested to be de-installed and removed by the District have zero encumbrances?

It is not the intent of the District to request existing equipment to be de-installed without first satisfying any unpaid monthly lease payment obligation.

11. What percent of the listed printers in RFP 18-11 are currently networked?

100% of the listed printers are currently networked.

12. Is the current equipment leased or owned?

The current inventory includes both leased and owned equipment.

13. If leased, will the equipment remain in place until the end of their term?

It is not the intent of the District to request existing equipment to be de-installed without first satisfying any unpaid monthly lease payment obligations.

14. Under 3.40, please provide a list of current MFPs. If the current MFP is not at the end of lease term, will the District pay the remaining stream of payments to the lessors?

Please refer to Addendum Attachment Two which provides a list of Copier based MFP devices.

15. Is the District interested in one blended CPC rate per Category? Or can the vendor offer a CPC per model within a category?

The RFP Response Template offers only one model per category. If the Proposer is asking if a different CPC (service and supply) can be used for each specific category, the answer is yes.

16. Under Component Five Managed Print Services, the printers under this component are for networked printers only?

Yes.

17. Under 7.12, please provide a list of non-networked printers.

"The Proposer shall specify Network Requirements for their preferred Data Collection Agent Software for assessing and identifying usage by individual users for printers that are not networked. Include a description and the name of the software and include a description of the data collection tools and processes used to manage a fleet of non-network printers:"

As referenced above, Section 7.12 in the RFP specifically addresses the Proposers' preferred software and network requirements and processes for discovery of the installed non-networked (local) printers. The District is interested in knowing how the Vendor would approach the discovery of these printers and the name of the Data Collection Agent they might deploy to assist with the discovery process.

18. Under 3.18, is a third-party lease agreement acceptable?

The RFP Documents do not exclude a third-party lease agreement.

19. How many print servers do they currently have?

Thirty Print Servers.

20. Under 4.1.6., if a model becomes discontinued, we can substitute a newer model but the equipment that is in place will remain in place for the term?

Yes.

21. Regarding Section 2a Page 9- (Copy Card Authentication) Does the District have an HID card system currently in place for students?

Systems vary at each campus. Currently, West Los Angeles Colleges uses Envision Ware and Los Angeles Mission College uses GoPrint.

22. Regarding Section 2b page 9- What are the current paper weights being used by the district on all printing? (General printing, booklets, brochures, flyers, etc.) max-min?

The current paper weights vary. The District is not able to respond with a specific response for either the max or min. Generally, the paper weight designation for each of the RFP referenced print jobs would range from 20lb to 350GSM.

23. Please confirm that original signatures are required on all 9 sets of the printed versions, e.g. RFP Form states under RFP Submittal Content, first bullet "• RFP FORM, PROPOSAL SHEETS and RFP RESPONSE TEMPLATES which must be submitted on two (2) Flash Drive in addition to nine (9) SETS OF ALL DOCUMENTS IN PRINTED FORMAT and signed by Proposers authorized agent/officer." Also, the Instructions for Completing the Bid Sheets says at the bottom "Be sure to sign all printed documents where needed."

Yes, the Proposer should have all sets signed with original signatures.

24. Is it acceptable to include all sample reports and hierarchy illustrations in a single separate document identifying such attachments?

Yes, that is acceptable.

25. Do all attachments need to be included in the required hardcopy printed sets?

Yes, all attachments shall be included in the required hardcopy printed sets.

26. Please confirm LACCD Federal Tax-Exempt status.

Please refer to Addendum Attachment Three.

27. In 3.17.1, Will there be designated key operators for production equipment available for replacing Customer Replaceable Units if applicable?

Yes

28. In 3.20.2, Does the district have space at each location for hot swap storage?

The District will do its best to accommodate this type of storage according to availability at each site.

29. In 3.21, How many moves are historically typical within the LACCD in a calendar year?

Refer to the response provided for Question #3.

30. In 3.40, Who owns the equipment to be deinstalled, is it under lease?

The equipment needing uninstalled installed may include owned equipment and equipment meeting end of original term and end of renewal term for leased equipment.

31. In 3.31, How is the replacement schedule to be driven, e.g. by lease expiration or departmental need? If by lease expiration, may we get a list of the lease expiration dates?

Replacement devices will be scheduled according to each College budget with priority determined by immediate need. It is not the intent of the District to allow current devices to enter into lease renewal terms.

The awarded vendor will be made aware of all available lease documentation and will be asked to participate in the planning under which the current lease documentation allows for replacements. Proposers are encouraged to remember the current equipment is very aged and in the majority of the current fleet is in current need of replacement.

32. Do you require student printing using direct cash or coins as well? How many CPad terminals are estimated?

The District's preference for student printing is to exclude the use of cash or coins. The exact number of CPad terminals at this time cannot be determined; however, should the District deploy the PaperCut solution it is estimated that an excess of 100 CPad terminals is reasonable.

33. Are all students also registered within the Active Directory?

The students are within a Student Specific Domain which is separate from that of Faculty and Staff.

34. For "Scan to Sharepoint", do you want to scan to a defined destination or do you need the ability to browse folders within Sharepoint?

Scan to shared folder. CIFS or NFS. Users can scan to their user share. No folder browsing.

35. How are the remote offices or campus locations connected to the district network?

Internet access: All campuses, with the exception of Van De Kamp (VDK) and the secondary data center (ESC2), access Internet via a direct ISP connection

District Network Access: All campuses, with the exception of VDK and ESC2, connect to District network utilizing a Site-to-Site VPN established between campus firewalls & district firewalls

- a. VDK uses a 1 Gig Point-To-Point connection to the District office for access to the District network as well as for Internet access.
- b. ESC2 uses Valley campus internet connection, for Internet access, and a 10 Gig point-to-point to the District office for District network access

36. Please elaborate on network infrastructure

Please refer to Addendum Attachment Four which includes a PDF version of the current WAN configuration.

37. How many print servers are currently in use across all sites?

Thirty Print Servers are currently in use across all sites.

38. Number of domains? If more than one, is there a 2-way trust relationship between the domains?

The number of domains is 11. There are no 2-way trust relationships.

39. Do you use a cluster print server environment? If so, How many nodes per cluster?

No.

40. Do we have Mac users within the environment? If so, any indicative numbers?

600 Mac users.

41. Who is LACCD's copy card vendor? Please elaborate on card type.

Envision Ware and GoPrint are current vendors and usage varies per campus.

42. Are mobile users connecting to LACCD network to print to the MFPs?

No.

43. Section 3.38 talks about Papercut. Is that a preferred solution for only staff use?

No.

44. Wide Area Network (WAN) – Are all of the District sites to be supported part of a single WAN. If not please describe the network architecture for the print and copy network infrastructure.

Please refer to Addendum Attachment Four, LACCD WAN, for current pdf of architecture.

45. Will all supported hardware for the program be connected to the District via a network connection? If not describe exceptions.

It is the District's intent to connect all supported hardware.

46. When was the usage volume data provided in the RFP pulled? What duration does this data represent (e.g. an average month, an average quarter, etc.) Is the data an average of volumes for the most recent year or was some other criteria used; if was it at least an average of 1 year's volume?

The initial date range for the included data was 2-25-18 to 3-27-18. Since that time, the data collection engine continues to run. Reports over subsequent date ranges indicate the trend for the average monthly usage to be consistent with the initial date range. Effecting some reports with higher and/or lower average monthly usage are factors indicative of volume increases/decreases which are associated with Community College schedules (i.e. Summer versus full enrollment periods, machine age, location and access to the less desirable "desk top printers" for printing requirements.).

47. For 3rd. Party printers that were listed in the MPS equipment as “Monochrome Device” will the District supply us with updated model identification or should we assume a representative monochrome printer of the brand shown?

The Responder should “assume a representative monochrome printer of the brand shown”.

48. Will inkjet and photo inkjet models shown be excluded from the MPS program?

It is not the intent of the District to support inkjet or photo inkjet printers within the MPS program.

49. If a supported device exceeding 10 years of age becomes no-repairable will it be replaced by the district and dropped from the MPS program? Will there be a refresh program in place as part of the MPS program?

The District understands that not all current printers will remain eligible for coverage under the MPS program as the term progresses. The District is interested in what approaches the Proposers will offer to resolve this conflict. See 7.16 of the RFP documents where the Proposer is encouraged to offer details of their specific Printer Refresh Program, should they offer such a program.

50. Is there an inventory listing of the current MPS equipment available for the MPS Printers showing the site, site address, room location, and a site contact or owner?

Yes. Some cross referencing to identify the room location by name which corresponds with the IP address will need to take place with the assistance of the District ITS department specific to each site.

51. Does the District plan to standardize printer models as part of the ongoing standardization for print and copy equipment?

Yes.

52. Will the District provide the MPS provider with monthly reporting for any equipment that is moved, has an IP address changed, is replaced, or is decommission and removed from the Fleet?

Yes, the District will work closely with the selected vendor to provide real time move/decommission and removal status reports.

53. Is there a requirement for providing loaner equipment for printers that are owned by the District as part of MPS?

There is not a requirement; however, the District understands that some Responders may offer loaner printers while others may not.

54. In 7.14.2, Is the meaning of this question related to Response time? If the vendor is required to adhere to a 4-hour response as specified in 3.20.3 then how can a similar resolution time be calculated?

Yes, the meaning of "7.14 b)" is in reference to Response Time measured by when a service call is placed to when the technician shows up on site to respond the call. The reference to Resolution time should be substituted by the term Response Time.

55. Please specify what the 60 and 100 page booklet makers will be used to produce as noted in equipment requirements for ECC3-B&W, ECC3-C, & ECC4-B&W.

Booklets normally associated with these finishing accessories include occasional covers using a post inserter with basic cover stocks and inside pages produced on 20lb paper. The workflow produced is similar to applications as described on page 10 of the RFP documents, with reduced quantities and basic paper stocks and sizes not to exceed 11"X17". It is the intent of the District to direct higher numbers of booklets with special paper requirements and more complex workflow to the site print center.

56. Would you provide a list of current equipment per site that provides information such as make, model, lease contract end date/owned, etc

This information for all current models by site with this detail will be made available to the awarded vendor for each component of the RFP.

END OF ADDENDUM ONE