



18 November 2021

ADDENDUM NO: TWO

TO ALL OFFERORS:

REFERENCE: RFP No: 2022-RFP-8120330
Commodity: Managed Print Services and Lease/Purchase of Multifunction Devices
RFP Closing on: December 13, 2021

Please note the following clarifications and/or changes made to this solicitation:

Please see NEW PROPOSAL DUE DATE and Questions and Answers for this Solicitation:
NEW PROPOSAL DUE DATE is December 13, 2021 not December 3, 2021 as original stated.

1. **Question:** On page 3 and Exhibit XIV- Attachment I, it states that the provided list of devices is a sample (partial) list. Will a full list of devices be provided or at minimum a current device count for MFP/Copiers and SF Printers be provided to show to full scope of this project?
 - a. This will be necessary for accurate Print Management Services pricing on attachment A.
Answer: The minimum number of devices should be able to accommodate up to 1,000 or more connected devices, but that is subject to future requirements that must be included for scalability. The bidder should provide tiered pricing where applicable. A network print audit may be requested by bidder to collect inventory and usage data. This data will be collected with a network polling utility that is provided by the bidder at no cost and must be approved for use by the Department of Technology under mutually agreeable terms. The Technology Department prior experience with FMAudit. Completed audits made through the request process may be provided to other bidders only on request to avoid duplication of work.
2. **Question:** Are all print devices part of the RFP scope or is the focus on A3/A4 MPD's only and NOT single function devices? If single functions devices are not part of the RFP scope, will these devices be enrolled in the winning bid at some point?
Answer: Adding any devices specified in Section V.1 Print Management Services at a future date is anticipated for Print Management scalability. MPD's will be targeted in the initial deployment scope.
3. **Question:** Can a comprehensive list of devices with corresponding average monthly BW/Color volumes be provided?
Answer: We can only provide the data that is available to the print audit utility provided by the bidders. A network print audit may be requested by bidder to collect inventory and usage data. This data will be collected with a network polling utility that is provided by the bidder at no cost and must be approved for use by the Department of Technology under mutually agreeable terms. The Technology Department prior experience with FMAudit.

Completed audits made through the request process may be provided to other bidders only on request to avoid duplication of work.

4. **Question:** On page 7 V.1.4 - If unable to support current devices with remaining leases, will the District provide Buyout for these devices so that vendors can provide a clean fleet takeover? If it is the Districts plan to replace devices as they come off of lease, will the District continue service with current provider?

Answer: ACPS intends on allowing the existing contracts to expire under their current terms so as to not to incur additional or cancellation fees. Maintenance is typically factored into the recurring monthly lease payment. The goal of this RFP is to provide, for future leases and services, competitively bid procurement agreement(s) that meet state and local regulations and policy.

5. **Question:** On page 15 section IX – Access to conduct a print audit prior to submitting of a proposal will be provided to qualified bidders. Will this audit be allowed via physical audit, software audit or both? If a comprehensive list (see question 3) can be provided, a physical or software audit prior to bid submittal may not be required.

Answer: A network print audit may be requested by bidder to collect inventory and usage data. This data will be collected with a network polling utility that is provided by the bidder at no cost and must be approved for use by the Department of Technology under mutually agreeable terms. The Technology Department prior experience with FMAudit.

Completed audits made through the request process may be provided to other bidders only on request to avoid duplication of work. Due to COVID restrictions and other concerns regarding access to student occupied buildings, staff availability, and time constraints, no on-site or physical audits will be conducted.

6. **Question:** Who has the current contract and what was the winning bid pricing?

Answer: That may vary by device. Our procurement has been through various competitively bid\awarded contracts that met Virginia State and Albemarle County procurement regulations that also had cooperative language that allowed us to use them.

7. **Question:** With this in mind - the Audit that is mentioned in the RFP, could that be in person or would it be electronic? If one is done electronic - would it be shared with all the interested parties? Do we know what the validity of the list? HP would like to understand more deeply the scope of the items that need management. Second group of question please. Are the Ricoh items that are on lease going to continued to be serviced by Ricoh till the lease expires on each device? If you would like to discuss in person, please give me a call.

Answer: For Audit information, please see answer to question 3 & 5. For lease expiration, please see the answer to question 4.

8. **Question:** Our company is currently reviewing your RFP referenced above for Managed Print Services and Lease\Purchase of Multifunction Devices and noticed that an Attachment I is not included in the RFP as stated on page 3 of 25.

For an approximate scope that defines the functionality for multifunction devices currently in service a sample (partial) list currently deployed multifunction devices within the School Division, is attached to this RFP document (Exhibit XIV-Attachment I)

I also checked on the Albemarle RFP listing but couldn't find this attachment.

Please advise on where I could find Exhibit XIV-Attachment I in order to complete our review of the

Answer: Addendum One was posted with this Attachment I for this information.

9. **Question:** I would like to request if I can do a walk-through of each building location (to access the copiers and laser printers and, also load 360 app (FM Audit).
Answer: Please see the answer to question 5. Your FMAudit request will be coordinated with our Department of Technology.
10. **Question:** In your RFP# 2022-RFP-8120330 for Managed Print Services and Lease\Purchase of Multifunction Device, is ACPS looking for a Print Management Software solution that ACPS personnel would manage once installation and training is complete or is ACPS looking to outsource the responsibility of print management in its entirety which would thus include software solution(s) and management oversight?
Answer: The intent is for ACPS personnel to manage the print management solution once deployed.
11. **Question:** For your RFP# 2022-RFP-8120330 for Managed Print Services and Lease\Purchase of Multifunction Device, can we submit more than one pricing option? If so, do we need to submit two separate RFP responses or can we include the multiple options within the same RFP?
Answer: You are free to submit multiple pricing options on one response so long as the options are identifiable in specification and able to be uniquely evaluated against the RFP requirements.
12. **Question:** Reading the aforementioned RFP, I would like to ask if our firm can just provide the Print Management piece of the request or if it is an all or nothing styled bid. Additionally, would the County be considering Cloud-Based Solutions for this piece in an effort to reduce overall print infrastructure?
Answer: Duplicate of question 14.
13. **Question:** Reading the aforementioned RFP, I would like to ask if our firm can just provide the Print Management piece of the request or if it is an all or nothing styled bid. Additionally, would the County be considering Cloud-Based Solutions for this piece in an effort to reduce overall print infrastructure?
Answer: Section V.1.1.5 addresses Print Service Hosting and Data Privacy. Section VII B, Award of contract states: The County School Board reserves the right to make multiple awards to multiple contractors, including awards at line-item pricing levels, as determined to be to the best advantage to the County School Board.
14. **Questions:** 1. What is the current count of print devices by type (Color& B/W MFP, B/W MFP, etc.) located throughout the school district?
Answer: Beyond the sample data provided, please reference the response to question 5 and other responses relating to Print Audits. We do not have readily available data beyond that.
15. **Question:** Please provide print volume information for the entire fleet (by school or by contract).
a. **What is the anticipated usage for the upcoming school year (by model type/band)?**
b. **For the provided yearly volume numbers (100,000 color & 200,000 b/w), which model & what time period are these based on?**
Answer: Count references in the RFP are based on copier classifications having minimum thresholds for future decision making and not based on historical data analysis. Please see the response to question 5 regarding print audits.
16. **Question:** In Section II, Background: For an approximate scope that defines the functionality for multifunction devices currently in service a sample (partial) list of currently deployed multifunction devices within the School Division, is attached to this RFP document (Exhibit XIV-Attachment I). **Please provide the referenced attachment.**
Answer: This was provided in Addendum One.
17. **Question:** In Section X.GENERAL TERMS AND CONDITIONS; H: CANCELATION OF CONTRACT: **would ACPS be willing to substitute cancelation for performance or non-appropriation of funds instead of cancelation for convenience?**

Answer: No changes can be made on the TERMS and CONDITIONS for the School Board.

18. **Question:** II.PROCUREMENT SCHEDULE AND TERM OF ANTICIPATED CONTRACT: ACPS wishes to negotiate and finalize an agreement that will allow for immediate availability of products and services upon execution of a Procurement Contract and Master Agreement. The optimal deployment timeline is to implement a contract or Master Agreement within 30 days of its Intent to Award notification and the initial term being one year (365 days) from the execution date with optional annual renewals. One Year with Date of Award for Four (4) additional One (1) Year Renewals Periods with approval from both parties.

- a. **Given the current state of the Global Supply Chain challenges, would ACPS consider extending the delivery period beyond 30 days?**

Answer: This references the execution of the contract and master agreement, not delivery of goods. Copiers would be individually ordered after the master agreement was in place.

Question: Would ACPS be willing to make an award based on the anticipated 60 month term with fixed pricing that could be canceled on each 12 month period for non-appropriation of funds?

Answer: Yes, we are open for term negotiation. The 60 month term would be an expected norm.

19. **Question:** In V.1.1 General Print Management Service Specifications,

- a. **What is the expected device count (i.e. quantity, specific number) to be supported by the Print Management solution (for password release, mobile device printing, etc.)**

Answer: At a minimum the devices listed on the sample provided in Addendum one will have future replacements that will need to meet the requirements of this RFP. We could potentially need management for 500 to 1,000 devices or more so the solution(s) must be scalable. Bidders using pricing tiers are based on client counts should be included with the bidders response.

20. **Question: Approximately how many print users are there throughout ACPS?**

In V.1.1 General Print Management Service Specifications, P: The Print Management Solution should be able to allow the end user to secure the print job on hold with a password. **How do you want users to login to release print jobs (AD credentials, PIN, ID card, etc.)? If an ID card, do all users have a card? What type of ID or access badges do employees currently use for access to facilities? Is this type universal for each location or do individual locations have different types?**

Answer: We do not have RFID issued to students and most staff are not using RFID badges. The bidder shall propose their recommended access method associated cost based on the RFP specifications and requirements.

21. **Question:** In V.1.1 General Print Management Service Specifications, O: The Print Management Solution should have a kiosk feature for end users to select printers for installation. **How do you manage and deploy print drivers today?**

Answer: The existing methods are varied and are not meeting our needs; we are looking for vendor proposals to provide this solution. This RFP item noted in this question is a should have and not a must have requirement.

22. **Question:** In V.1.1 General Print Management Service Specifications, O: The Print Management Solution should have a kiosk feature for end users to select printers for installation.

a. **Please provide more detail on your idea of “a kiosk feature.”**

Answer: See answer to question 22.

23. **Question:** Section V.1.1.5 Print Service Hosting and Data Privacy. **Does ACPS prefer a cloud, hybrid, or on premise solution?**

Answer: ACPS will evaluate proposals that meet the specifications of the RFP that best meets its needs. Section V.1.1.5 addresses on-Premise and SaaS requirements. Hybrid solutions must meet all applicable requirements.

24. **Question:** V.1.1.5.1 If the system is available to be hosted as Software as a Service (SaaS), the offeror shall describe: **Does ACPS prefer a SaaS (Software as a Service) solution model?**

Answer: Please see answer to question 24.

25. **Question:** **General ACPS IT/Infrastructure Questions:**

a. **Are there multiple domains being used at Albemarle County Public Schools? If so, how many?**

Answer: No, not at present

b. **Does ACPS use a centralized user directory (such as Active Directory, Azure, etc.).**

Answer: Yes

c. **How many print servers do you have?**

Answer: None from the perspective of this RFP and Print Management Services.

d. **Are you currently running any cloud services (Microsoft Azure, AWS, Google Cloud, or IBM Cloud)**

Answer: Yes

26. **Question:** In attachment H: 31; Payment/Performance Bonds: Contractor shall furnish to the School Board a payment bond and a performance bond in conformity with Va. Code § 2.2-4337 and/or 2.2-4339 [choose one-then delete this note] each payable to the School Board and each in the sum of the Agreement amount. The performance bond shall be conditioned upon the faithful performance of the Agreement in strict conformity with the terms and conditions of the Agreement, and the payment bond shall be conditioned upon the prompt payment for all such material furnished or labor supplied or performed in the prosecution of the work. Each of the bonds shall be executed by one or more surety companies selected by Contractor which are licensed and legally authorized to conduct the business of insurance, including surety, within the Commonwealth of Virginia.

Do not understand what is requested for attachment H number 31? Please explain further.

Answer: Payment and Performance bonds are typically applied to construction projects or progress based completion projects and not applicable to this RFP.

27. **Question:** Also for hardware: is the school system and county planning to replaced owned equipment and leased equipment?

Answer: All equipment will have a replacement cycle. Replacements or changes in device needs will be determined once the useful life of the asset has expired. Any asset currently under lease will remain under lease until such time that lease expires to avoid early cancellation or termination fees.

28. **Question:** How many laser printers (print only) in the school system are USB connected (not on the network)?

Answer: Unattached devices from the network would not apply to Print Services but may be replaced with networked devices in the future. Many printers were purchased by individual schools and prior administrations so the number of stand-alone printers cannot be precisely estimated and future replacement may rely on a more centralized MFP Distribution plan.

29. **Question:** We are hoping we can get a complete asset list of equipment (copier & printers) for the entire fleet of ACPS.

Answer: Please see the response to question 5.

1. All other terms and conditions of the solicitation remain unchanged. Proposals must be received in accordance with the solicitation requirements by **3:00 PM, EDT on December 13, 2021**. Late proposals will not be considered.
2. A signed acknowledgement of this addendum must be received by this office attached to your proposal. Signature on this addendum does not constitute your signature on the original proposal document. The original proposal document must be signed also.

Sincerely,

Debra Shifflett

Debra Shifflett, VCO, VCA

Buyer II

Phone: (434) 296-5854

Name of Firm

Signature/Title

Date

Printed Name