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**RFP No. 17-044SS-KM, Print Management Services
Revised Addendum #2**

Changes to Addendum #2

- Renumbered questions due to two Question #1s**
- Question #2, added Attachment #1 to answer**
- Question #102, revised answer**
- Question 106, revised Toshiba contract number**
- Question #112, revised page numbers**

Please note the following responses to questions regarding RFP:

1. Is there any way you would consider granting an extension?

APS Answer: Yes. Submission of Proposal due date changed from Thursday, October 20, 2016, 2:00 PM to Thursday, October 27, 2016, 2:00 PM.

2. Similar Questions - Current devices MFD/Printers:

- Does the district have a list of current devices MFD/ printers?
- The RFP for Print Management does not state what the current fleet of devices are or the current print volumes. Will you be providing a list of devices so we can know what models to price and how many require color, stapling, paper sizes etc.?
- At the pre-Bid meeting, it was stated that the machine models at the schools and admin locations were going to be released so we would know what equipment to bid.
- I am requesting for current equipment list by site location and map if possible as discussed at the Pre-proposal meeting October 4, 2016, which was also request by others. Equipment list to include: model, accessories such as automatic document feeders, staplers, finishers, etc., date of installation and current meter readings. The request of equipment information is needed in order to propose the best equipment for each site.
- Per the RFP meeting, I wanted to follow and see if the MPS team has released the list of printer, maps and volume usage per printer.

APS Answer: Yes, see to Attachment #1 for List of Locations for the brand, model name, school, and address. Information regarding color, stapling, paper sizes, etc. is not known for each individual device. Also see breakdown on Addendum #1, Attachment #1

3. Similar Questions – Addendum #1

- I was unable to attend the pre-bid meeting but would still like to review the equipment needs for bidding. Can you let me know how I can receive this?
- The machine information that was talked about yesterday in the pre-meeting, will that be posted on the APS procurement web site as an addendum or will that come as an email.
- When will the copier/printer volume be released and is it going to be an addendum or sent out as an email?
- We were wondering if the equipment, location, and print volume list discussed at the Pre-bid meeting was going to be made available any time soon.

APS Answer: Machine information is posted on the APS web site as an addendum. Addendum #1 is posted on the APS web site.

4. Similar Questions: Breakdown:

- It was stated that the copier/printer volume would be broke out by % of Black and % of color.

APS Answer: Yes, see the first page on Addendum #1.

5. I am asking and requesting for a breakdown of cost in your current copier/printer, duplicator print management program. This pricing to include any traditional lease plus clicks or flat rate or tiered programs.

APS Answer: APS used pricing from TCPN Contract #R5008.

6. Can you explain in more detail what a potential multi-vendor award would look like? Example, one award for the copier fleet and one award for the printer fleet?

APS Answer: This would be an item that would be discussed with successful offerors. Multi award depends on awarded offers, needs of schools / departments, and budget constraints.

7. Is APS planning to enact this award prior to the end of the State fiscal year June 30th, 2017?

APS Answer: Yes.

8. Has APS early termed units for cause or convenience in the past within the current contract? If so, please describe how many and what the reasons were for doing so.

APS Answer: No.

9. Renette Apodaca discussed the length of term within the contract for leases at 48 months. Is that the typical length of time APS leases equipment?

APS Answer: Leases or contracts not extending more than 48 months are preferred. Most APS leases have been 60 months, also had for 36 and 48 months.

10. What benefit(s) do you see in awarding this contract to more than one vendor?

APS Answer: Flexibility in available sources to meet needs of schools / departments.

11. How would a multiple award work? Would each vendor visit the schools where they would choose among us? Please describe how you would organize vendors to best help the school?

APS Answer: This would be an item that would be discussed with successful offerors. Multi award depends on awarded offers, needs of schools / departments, and budget constraints. Offerors would not be allowed to visit schools.

Preliminary Methodology:

- *Evaluation of available deployment slots*
- *Matching of vendor offer to school / department needs*
- *Contact vendor for deployment details*
- *Deployment of equipment*
- *Post deployment analysis (30, 60, 90 days)*

12. What kind of paperwork is involved in this bid? Do you sign lease documents with every order or sign a PO addendum? How are orders processed?

APS Answer: If lease is awarded, a lease would be processed for each deployment. Awarded contractor(s) would be given specifics of how orders are processed.

13. Specifically, what kind of software (i.e. Equitrac) does print management use to track usage, location of equipment and equipment alerts. Does APS manage this or does your current vendor?

APS Answer: This is the contractor's responsibility. Also see RFP under Standard Operations.

14. Do you have limits on how teachers use the units? Do you limit usage?

APS Answer: Limits determined by individual school / department. The district as a whole currently does not have allocations.

15. How are service calls handled now? Online or via phone to the vendor or directly to APS Print Management?

APS Answer: Both online and phone, then contractor provides Managed Print Services a copy of the service log on a weekly basis. See RFP under Equipment-hardware #3-C, Page 12

16. Similarly, how are supplies handled? Does a user call and supplies are sent by the vendor? Is it automated through the machine, or centralized through Print Management?

APS Answer: Handle the same way as answer to Question #15.

17. Please describe your IT infrastructure with OS versions for both server and workstations. If running virtual servers, please provide type and version.

APS Answer: Our IT infrastructure is complex and varied. APS has systems that range from Windows 7 to Windows 10, with our current systems containing Windows 10. APS also has 60% Mac platform at the schools, ranging from OS 10.7 to 10.12. The majority of Mac systems have Mac OS 10.9. The APS data center is comprised of VMWare ESX hosts, and 90% of our servers are VMs. APS uses primarily Windows 2012 R2, but a few systems still have Windows 2008 R2.

18. Are there Macs in place that will need to print to the new devices?

APS Answer: Yes.

19. Will the users need to print from tablets or smartphones to the MFDs? If so, what types of tablets or smartphones are in use (Android, iOS, Windows)?

APS Answer: Currently not supported by District, but possibly in near future.

20. Does the District utilize Chromebooks and will there be a need to print from them to the MFDs?

APS Answer: Yes, we utilize Chromebooks; not currently supported by District but possibly in near future.

21. How many print servers are in place for the District?

APS Answer: Three.

22. Are all the Print Servers located in one data center or distributed throughout the District?

APS Answer: Yes, in one data center.

23. Are all school locations on a single WAN?

APS Answer: Yes.

24. What is the bandwidth capacity between building locations and the servers?

APS Answer: 30MBPS, some at 500MBPS.

25. Is there a requirement to connect to any Cloud based applications that the District is utilizing for staff or the teachers? If yes, what Cloud applications are being utilized?

APS Answer: Yes, we utilize many.

26. Will students be given access to the MFDs? If so, how is student access regulated?

APS Answer: Yes, some through the print server but assigned by school / department.

27. Are all copiers in place throughout the District networked for use as printers and scanners?

APS Answer: Yes.

28. Is scanning set up as scan to folder, scan to email or both?

APS Answer: Both; mainly scan to email.

29. Is there scanning integration to an application directly or via a watched folder? If so, what is the application(s)?

APS Answer: Question unclear.

30. Is faxing required on all MFDs or only certain locations? If so, please indicate which locations require fax?

APS Answer: Yes, all locations.

31. Is there a fax server in place that the MFDs will need to integrate with for faxing? If so, what fax server software is being utilized and what is the current version running?

APS Answer: Yes, Avaya, Gateway Server.

32. Is the District using any authentication method by users at the devices before any functionality is allowed? What is the authentication method?

APS Answer: Yes on limited bases; number / user password.

33. Does the District want to have authentication required at all MFDs?

APS Answer: All MFDs need to have the capability, the requirement of the use is determined at the individual school / department level.

34. Does the District want to create print rules and allowances for users as part of the print management strategy?

APS Answer: Possibly in the future.

35. Does the District want to have monthly reporting on the usage of the MFDs and printers for just the total clicks per month for color and black & white or does the District want to see usage broken up by school, department and/or user?

APS Answer: Needs to be broken down by school/department, user, and by equipment sent with the billing each month. See RFP under Standard Operations, Page 13.

36. Will the District provide a server and remote access, physical or virtual, for any software that will need to be installed to provide the needed functionality or reporting?

APS Answer: Yes, we provide remote access, with also working closely with APS IT department.

37. Is the current printer fleet owned or leased?

APS Answer: The numbers on the RFP are all on leased equipment, Scope of Service, Page 11.

38. Are you looking for the awarded companies to support and maintain the current printer fleet?

APS Answer: No, unless awarded vendor is under current contract.

39. What model printers and copiers does the district currently use? How many of each is there?

APS Answer: See Attachment #1.

Copiers: Estimate of total volume for copiers is 89.5% or 97,555,000

| Model No. | Percent of Volume |
|-----------|-------------------|
| 5335 | 13% |
| 5150 | 53% |
| 5755 | 2% |
| 4595 | 24% |
| 7535 | 6% |
| 560 | 2% |
| Total | 100% |

*Estimate of total volume for copiers per information provided by current contractor.

Printers: Estimate of total volume for printers is 9.5% or 11,445,000

| Model No. | Percent of Volume |
|------------|-------------------|
| 3600 | 38% |
| 3635 | 51% |
| 8870 Color | 4% |
| 6180 Color | 2% |
| 6280 Color | 3% |
| 6600 Color | 1% |
| 6605 Color | 1% |
| Total | 100% |

*Estimate of total volume for printers per information provided by current contractor.

40. Does APS prefer a “like for like” bid regarding current equipment, or a recommended optimized fleet, or both?

APS Answer: Both.

41. Does APS want to choose from a “menu” of available devices that fit into the same cost per print model? If so, how would you like to see accessories and/or options priced out?

APS Answer: “Menu” of available devices should meet the needs of the proposed site and match the current capabilities (staple, hole punch, finisher) of deployed printers / copiers. Accessories and / or options listed as separate line items.

42. Based on the information on page 11 of the RFP, there are 285 units up for lease/rental in November of 2016 and approximately 650 units up in July 2017 which totals 935 units. Does this mean that some of the printer only models are currently rented/leased? If yes, are they all leased?

APS Answer: Yes, all printers / copiers listed on the RFP are currently leased.

43. If everything is leased, when do the remaining 619 devices come off of lease?

APS Answer: There are different leased quantities; expirations vary by month through the maturity of the current contract.

44. Does APS plan to replace all the current devices or is will some owned equipment remain in place? Is it APS' desire to have the new vendor services the old devices? If so, what models and how many?

APS Answer: Any owned equipment will remain in place. New contractor will not be required unless awarded vendor is under current contract.

45. Are the printer only models supply inclusive today? Is it APS desire to continue this model?

APS Answer: Question unclear.

46. What percentage of the fleet is color enabled?

APS Answer: See Addendum #1.

47. Of the approximately 109 Manual clicks, how many are estimated to be in color?

APS Answer: See Addendum #1.

48. Does the district utilize 11x17 printing or copying and does future equipment need that capability?

APS Answer: Yes and yes.

49. Has appropriate notice been given, per the terms and conditions of the current agreement, to the incumbent vendor to return the equipment that's up on lease in November of this year?

APS Answer: Yes.

50. Can you please clarify "tiered volume pricing?" Would this be based on the entire fleet of equipment?

APS Answer: Different pricing based on levels of volume, yes.

51. Does APS prefer to work directly with a manufacturer vs. a reseller/dealership?

APS Answer: Looking for best partnership that can perform the requirements laid out in RFP.

52. Will APS' sustainability goals be considered when choosing a partner for this RFP?

APS Answer: Yes.

53. Does APS have a specific purchasing contract that is preferred?

APS Answer: No, this will be negotiated with awarded contractors.

54. What kind of integration into your back-end systems are you looking for? Would you be interested in connecting the scan functionality of the MFPs into these systems?

APS Answer: Single sign on, access to data on disk. Possibly in the future.

55. In exchange for price incentives, would you consider a sole source contract?

APS Answer: No, please refer to RFP, Scope of Services, Page 10.

56. What would you change from your current vendor to your future partner?

APS Answer: See guidelines in RFP under Scope of Work, Page 10 through 13.

57. Can you provide locations and models for each school?

APS Answer: See Attachment #1.

58. Can you provide volume reports by device? Broken out by color vs monochrome?

- a. Vendors will bid the appropriate speed and configuration based on average volume and needs. The only way to right-size the devices and save the school as much as possible is having the volumes.

APS Answer: See Attachment #3 for volumes, and see Addendum #1 for the breakout of monochrome vs color.

59. What are the current operating systems within the schools and administration for both servers and computers?

- a. Example, are there XP, Mac, Windows 10?
- b. Example server windows 2003, 2010, etc.?

APS Answer: See the answer for question #17.

60. How many print servers do you have?

APS Answer: See the answer for question #21.

61. Are all of the schools under one network or every school have their own?

APS Answer: One network, however a few charter schools have their own.

62. Initial installation will be completed within two-calendar week's maximum after notification to proceed with placement.

- a. Which schools are in this first part of the install?
- b. Just confirming, APS is requesting the installation of the first 285 units installed within 2 weeks of award?
- c. At what point will the vendor know which of the devices in the fleet will be in the first batch of installs?

APS Answer: a. Multiple locations; b. No, deployment will take place in waves; c. After award of RFP.

63. Will APS allow the vendor to load a data collection agent to monitor volumes, toner levels, etc.?

APS Answer: Yes, only after award.

64. Are all devices networked?

APS Answer: Yes.

65. Are all printers networked?

APS Answer: Yes.

66. Do you have an inventory for the printer fleet?

APS Answer: Yes, for current contracted devices.

67. How does APS currently monitor meters for billing purposes?

APS Answer: It is the vendor's responsibility to provide accurate meter reads for billing purposes.

68. Do you have any production print devices in the graphics department?

- a. If so, what kind and how many?
- b. Do you need fiery?

APS Answer: This NOT part of the RFP.

69. Do you have blue prints of each location?

APS Answer: Yes, but will not be made available.

70. Does the electrical outlet have 20amp or 15amp?

APS Answer: Varies, APS will provide the necessary electrical needs of the device. See Distribution Management Page 11.

71. What kind of scanning is APS currently using?

- a. SMB, Email, LDAP?

APS Answer: SMB and Email.

72. How many fax lines are in use?

APS Answer: Many, in the 100's.

73. Do you have dedicated analog fax lines?

APS Answer: Yes.

74. What are your current Admin/student software applications?
a. Visions, SchoolDude, Blackboard, etc.?

APS Answer: Several different applications including but not limited to the above.

75. Do you track any usage based on individual?

APS Answer: Yes, at some locations.

76. Do staff and students have Prox or HID cards for ID?

APS Answer Yes, on limited basis.

77. Is APS able to enter into a financial agreement for this rental?

APS Answer: Yes, if awarded.

78. What is the term for the rental? 48? 60? Months or longer.

APS Answer No more than 48 months.

79. Will equipment be separated into pools for rental billing based on installation dates?

APS Answer: No, actual dates.

80. Will all subsequent orders from the first one be co-terminous or will they remain separate rental contracts.

APS Answer: No, separate rental.

81. Is there any buyout associated with the equipment being replaced?

APS Answer No.

82. Approximately how many moves are done annually?

APS Answer: Approximately 100 from location to location; does not count moves within the same building.

83. In order for XYZ Company to be able to create the best pricing options, can you provide what volume for both black and white and color that is being produced on A3 and A4 devices? It would be disadvantageous for Albuquerque Public Schools to utilize a single click rate across all devices, as low volume devices such as printers, have a higher cost per page than larger, higher volume devices.

APS Answer: Please see pricing form, Attachment #3.

84. Is it possible to get a copy of the existing contract? More specifically, what the current rental rates and cost per page is today?

APS Answer: APS used pricing from TCPN Contract #R5008.

85. Can you clarify your cancel for convenience verbiage in section B.2.b? In such case, Contractor shall be paid (without duplication of any items): 1. for completed and acceptable work executed in accordance with the contract documents prior to the effective date of termination, ii. for expenses sustained prior to the effective date of termination in performing services and furnishing labor, materials or equipment as required by the contract document in connection with uncompleted work.

- a. It is our understanding based on this section, that any equipment that has been delivered and accepted would not be able to be cancelled, unless for a cause as stated in the section above. B.1, is this correct?

APS Answer: No, APS reserves the right to cancel for convenience.

86. Of the 908 printers, how many do you own and how many are leased/rented?

APS Answer: See answer for #37.

87. Are you going to provide a pricing spreadsheet to be used for the cost portion of the bid response?

APS Answer: Yes, see Attachment #3.

88. Are you willing to consider a substantial reduction or complete removal of your printer fleet, based on recommendations after an assessment? We ask since the cost per page is typically substantially higher in the printer world.

APS Answer: No. second part of question, see to answer on question #83.

89. Can you describe the make-up of the committee making this decision? More specifically, who and how many individuals will participate. Will the vendor(s) with the highest aggregate point total be awarded the contract?

APS Answer: No, evaluation committee is confidential. Yes, if a contract is negotiated.

90. Will APS be providing a project manager to work with XYZ Company's project coordinator in the event we are selected?

APS Answer: Yes, through Managed Print Services.

91. Does your bid require every device to have a hard drive security kit?

APS Answer: Yes. Hard drive security kit is considered a standard item on deployed devices.

92. The bid states that the potential term of the contract is: one year, plus up to seven renewal years. At the pre-bid conference, it was stated that the intent was to refresh the equipment at the end of the fourth year. So, is it correct to say that the contract expectation is one year, with three renewal years, plus the option to renew for another year, plus 3 renewal years? This distinction is important as it provides a better outline for the vendor's capital cost to support the contract over the anticipated eight year term.

APS Answer: Yes, that is correct.

93. Can you identify which (or how many) devices will need the capability to fax?

APS Answer: All MFDs.

94. Can you provide an estimate for the amounts of moves you have utilized over the last year? What percentage was between buildings or within the same building?

APS Answer: See answer to Question #82, within same building is not monitored as the vendor and end user handle between themselves.

95. Will APS be providing a product list with expiration dates with Maps? This was asked and answered at pre-bid but still has not been distributed.

APS Answer: See Attachment #1, no actual maps provided on location address.

96. Does this RFP include equipment in the production areas or only the school and administration areas?

APS Answer: See answer to Question #68.

97. Can you please provide a breakdown of the 108 million copies (Fleet) between the multifunction devices and the single function printers, as well as color prints versus b/w prints?

APS Answer: See Addendum #1 for color vs B/W, and see Attachment #3 for copy percentage of MFD, and Printers.

98. Can you please provide a breakdown of the 1 million copies in Admin between the multifunction devices and the single function printers, as well as color prints versus b/w prints?

APS Answer: See answer to Question #97

99. Can you please provide us an editable version of the RFP?

APS Answer: No, pdf is available.

100. Can we get a list of the 285 copiers that will be replaced in November and a list of the accessories that are on each unit? The list of equipment for the schools and the administrative offices in attachment 1 is useful but doesn't show what machines are being replaced in Phase one and how exactly they are configured.

APS Answer: See answer to Question #62.

101. The question came up at the pre bid meeting about maps and locations of the devices in each building; are those Items forthcoming?

APS Answer: See answer to Question #2, no maps will be provided.

102. I know that we have been given total volumes for the schools and Administration but is possible to get volumes by machine or at least volumes per location?

APS Answer: See answer to Question #38.

103. We noticed several units (d125CPC, 4595CP) that would be considered high production. Are these manned by trained APS personal or are they being used directly by APS staff?

APS Answer: Manned by APS personnel.

104. Would you please share the average monthly volumes for each of these units?

| | | |
|-----------------------|---|---------|
| 940 Oak St. NE | Testing Center | D125CPC |
| 6400 Uptown Blvd. NE | City Center Instructional Accountability | XC560V |
| 6400 Uptown Blvd. NE | City-Inst. Accountability | X560FC |
| 800 Odelia Rd NE | Albuquerque | 4595CP |
| 10800 Dennis Chavez | Atrisco Heritage Academy | 4595CP |
| 1510 Ellison Dr. NW | Cibola | 4595CP |
| 5323 Montgomery Blvd. | Del Norte | 4595 CP |
| 11300 Montgomery | Eldorado | 4595 CP |
| 4700 Coal Ave SE | Highland | 4595CP |
| 7801 Wilshire NE | La Cueva | 4595CP |
| 12200 Lomas Blvd. NE | Manzano | 4595CP |
| 2300 Arenal Rd. SW | Rio Grande | 4595CP |
| 7801 Candelaria NE | Sandia | 4595CP |
| 1505 Candelaria Rd. | Valley | 4595CP |
| 8100 Rainbow Blvd. NW | Volcano Vista | D95CPD |
| 6701 Fortuna Rd. NW | West Mesa | 4595CP |

APS Answer: Approx. 2million monthly for all of the 4595's, the D125 is not being replaced at this time.

105. Is there a standard or minimum set of accessories (stapler, minimum paper drawers, Post Script, fax & etc.?) APS wishes to have on each unit?

APS Answer: Non-high volume machines: Stapler, Hole Punch, Finisher, and Fax Card. High volume: Stapler, Finisher, Hole punch, High capacity trays, booklet maker (saddle stitch).

106. We previously noticed Toshiba MFDs. Printers, and Riso duplicators deployed at the schools. What contract you are utilizing to acquire these? If so, will this RPF affect those arrangements?

APS Answer: Toshiba MFDs Printers pricing from CES 2014-004 204-125 MWI and Riso duplicators pricing from US Communities Contract #4400003732. No.

107. APS requires loaner equipment for events up to 6 times a year. Do they require new or used equipment? How many machines? How long are those events? And what type of events?

APS Answer: Either one as long as they perform, approx. 2 machines, anywhere from 2 days to 14 days, and they are for internal events i.e. HR open enrollment event.

108. The bi-annual refresh of the training plan must be available to the Managed Print Department and all end users. Is this in-person or online/remote training?

APS Answer: In-person.

109. Please clarify “tiered” volume pricing? Would this be based equipment volumes or brands of equipment based on speed? Please describe how tiered pricing would be utilized.

APS Answer: See answer to Question #50.

110. Regarding subsection 3 RFP section, “Equipment-Hardware Requirements”: A response time of 2-3 hours and same day resolution is stated. Please provide APS’ definition of resolution. Please also provide APS’ definition of downtime; for example, if a print device can’t scan but can print, is it considered to be down? With down units, does the solution by close of business mean we have a loaner in place?

APS Answer: Definition of resolution is a plan in place to provide copy service to the location by the close of business same day. Definition of downtime is when machine is not fully functional. Solution by close of business means a plan in place to provide copy service to the location.

111. Would you share which models and at which school will be replaced in the first “wave”?

APS Answer: See answer to Question #62.

112. Will the district allow for “newly manufactured units”?

APS Answer: See RFP under Scope of Work, Page 10 and Distribution Management, Page 12 and 13

Thank you for your interest in Albuquerque Public Schools

ACKNOWLEDGE ADDEMDUM WITH RFP:

Addenda not signed and returned may consider the RFP non-responsive and may be rejected.

COMPANY/FIRM NAME

SIGNATURE

DATE

Sandra Sanchez, C.P.M., CPPO
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