UNIVERSITY OF MARY WASHINGTON | Procurement Services

ADDENDUM
August 3, 2016

ADDENDUM NO. 3 TO ALL OFFERORS:

Reference – Request for Proposals:	RFP 16-524
Date Issued:	7/14/2016
For Delivery to:	University of Mary Washington, Commonwealth of Virginia
Proposal Due Date:	8/10/2016; 3:00 PM

This addendum consists of **ten (10)** pages. It follows an on-site tour of UMW Copy Center, Post Office, Library and Bookstore; and the options for any potential offer to schedule additional or follow-up on-site visits.

CLARIFICATION:

Paper supplies for decentralized MFDs are purchased by the individual departments where the units are located. Paper and other supplies (non-ink or equipment related) used in the Copy Center are purchased by the contractor; however, are passed through to the University for reimbursement. Paper usage is then invoiced back to the departments.

Q & A:

COPY CENTER

Please provide full configuration for the (3) Konica's in the Copy Center i.e. finishing, saddle stich, punch etc. as well as any accessories (paper deck, cover inserter).
   A. Offers should propose new equipment to meet the production needs of the University.

How are course packs printed and bound?
   A. They are bound using GBC (spiral) binding or stapled. Otherwise, non-bound course packs are three-hole punched and shrink wrapped.

How do you handle copyrights currently?
   A. Requesters are responsible for following copyright law. The UMW Bookstore manages copyright clearance of course materials, otherwise, the on-site manager raises awareness of requests that may infringe on copyright law.

What type of retail jobs are accepted at the Copy Center?
   A. Any personal copy center jobs (not charged to a UMW department account) are considered retail jobs. Retail jobs may include any regular menu option of operation.

Do the retail services include the sale of envelopes and packaging products?
   A. Yes.

For retail work, how is pricing determined?
   A. Pricing for retail jobs, broken down between student/public and faculty/staff is provided on the Copy Center page of the UMW website: http://adminfinance.umw.edu/copies/facultystaff-students/

Revised 01/13/2016

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Are there any specific jobs that are outsourced that would be considered to bring into the copy center?
   A.   The Offeror should include any suggestions for additional in-house or other services that would align with the Contract Goals and the Master Plan detailed in the RFP.

Page 3, Section III – "Services range from . . . design consulting as related to support of USPS needs," Does this mean Copy Center staff must be knowledgeable of USPS mail piece design requirements?
   A.   Yes. A contractor employee is expected to have knowledge of best practices for designing print jobs that meet USPS mailing requirements.

Page 3, Section III - How are jobs currently submitted electronically? Is there any job submission software or web portal being used? If so, is it proprietary to UMW or provided by the vendor?
   A.   See addendum two regarding online Copy Center work request form.

What is being used for offline folding and what folding styles are utilized in the copy center.
   A.   See Copy Center Work Request for folding options.

How is confidential information/content identified and how that is managed currently?
   A.   See Addendum 2 regarding Work Order Form.

What type of GBC binding is being used (type/style of comb)?
   A.   Offeror should propose their solution for binding.

What type of cutter is being used in the copy center (make/model)?
   A.   Same as above.

What is the most common paper used for color jobs in the copy center?
   A.   Unknown.

What is the most common paper used for monochrome jobs in the copy center?
   A.   As directed, the Copy Center will use paper available on state contract or other University contract for bulk palletized paper.

Do you courier completed print jobs back to the customers or do they come pick them up currently?
   A.   Both options are available.

Do you offer the ability to inventory and order repeat items such as business cards, letter head and other forms?
   A.   The Copy Center can and should be able to reproduce repeat jobs.

Do you have a contract to have forms produced by an outside agency that would affect the revenue opportunity of the print center?
   A.   The University has print services contracts with 12 local certified small businesses. The work performed by these printers is generally considered high-end, and is mostly 4/c process, usually produced via offset printing processes. The contracts for printing services may be viewed on the University's Public Contracts Portal.

What is the color volume per month?
   A.   This data may be found on Attachment G2, Copy Center Services by Volume, page 36 of the RFP.

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There is no mention of Wide Format in the RFP. Is this sent off campus or something that would be considered as an option?

    A.   Unknown.

What is the intended use of the existing copy center space?

    A.   The Space will revert back to Academic Services.

What is the square footage allotted for the new bookstore space?

    A.   This should be determined by the offeror based upon planned layout and equipment (see Att. I and J for reference).

Is the goal to consolidate the mail and copy centers locations into one location?

    A.   If campus facilities ever support this level of consolidation, there is interest.

Pg 7 section B ii: The copy center should be equipped to receive payment by cash and EagleOne card. Checks are not mentioned here, but it is mentioned for the Post Office. Will the Copy Center need to accept checks?

    A.   The Copy Center does currently accept checks. The offeror should include a plan for various payment methods within its proposal.

MAIL/POST OFFICE:

You describe Mail Services for students – are any students currently being utilized for any contracted services?

    A.   Yes. The Copy Center regularly employs students. Note RFP section V.B.7 "Master Plan."

It is assumed that the University incurs postage and service charges from the USPS for all Business Reply Mail (BRM) handled, and that the Contractor will be responsible for sorting BRM by department and providing charge back data for cost allocation. Please confirm this assumption.

    A.   Yes. Note Attachment F1.

Page 5, Current Woodard Post Office Hours states "During each new semester, the operation opens for limited hours for two Saturdays." Are these hours line item billed at an overtime rate?

    A.   No. These hours are currently included as a cost of doing business (no extra charge to the University.)

Is there a package tracking system installed in the mail center for tracking accountable shipments? If so, is it provided by UMW or the vendor?

    A.   Yes, by the contractor.

How are signatures captured for accountable shipment for students? Are they required to pick accountable shipments up from the mail center?

    A.   Signatures are captured at the time of receipt (pick-up) of accountable mail/packages from the mail center.

Who is responsible for assigning mailboxes to students?

    A.   The University assigns the student mailbox through Banner. The contractor manually enters the personal information into a spreadsheet and then into Banner. Students may assess their personal information in Banner and retrieve the box number and new combination. Currently mailbox combinations are changed every two years.

What reports are mailroom personnel required to provide? How often?

    A.   Offerors should outline available reports and frequency of those reports.

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How long, on average does it take your mailroom personnel to sort incoming U.S. Mail on a daily basis? How many personnel are assigned to this task?

    A.   99% of the time all mail is posted on same day received from USPS. The offeror should propose proper staffing level to meet this goal.

How many personnel are assigned to daily internal delivery runs?

    A.   The offeror should propose proper staffing level to meet this requirement.

What is the current process for "junk mail"?

    A.   All mail that is addressed and delivered through USPS is placed in the designated box.

What is the process or who is the contact for unidentified mail?

    A.   Mailroom staff will escalate to onsite manager and if unresolved, contact the Contract Administrator.

What are the USPS street addresses of all the mailstops - on and off campus?

    A.   Please refer to attachment F.2, for best available information on mail stops within UMW Buildings.

Please detail current mail counting procedures and reporting requirements. The dashboard data provided suggests that volumes are estimated based on number of tubs or trays handled. Please elaborate on current processing requirements for international mail. Please elaborate on expectations for Contractor assistance in management and compliance with export control laws.

    A.   All available information has been provided. The offeror should outline capabilities and limitations in this regard.

The RFP references an electric golf cart and a "second mail vehicle". What is the make and model of the vehicle and what is transported by that vehicle?

    A.   The Contractor should propose a vehicle appropriate to manage the required work. It is anticipated that a van would be adequate.

Are there any other vehicles besides those already referenced that are supplied by the vendor?

    A.   Not for purposes of the current contract.

Is there a power station supplied by UMW for the charging of the golf cart?

    A.   Yes.

Is fuel and vehicle maintenance line item invoiced or included in the monthly management fee?

    A.   It is included in the management fee.

Pg 5 under section C: Current Woodard Post Office Hours: Monday-Friday 8:00AM-5:00PM, Window Hours 10:00AM-4:30PM. During each new semester, the operation opens for limited hours for two Saturdays. We see that the Copy Center is closed during Holidays and closures, does this also apply to the Post Office excluding delivery to Eagle Landing over Winter Break?

    A.   With approval of UMW, the post office operates on an abbreviated schedule during winter break. It does not close for the entire break. Typically, it is closed, however, on December 24th, 25th 31st and January 1st.

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DECENTRALIZED COPIERS (MFDs)

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Is the vendor responsible for paper delivery to all decentralized MFDs throughout the campus?

A. No. Paper purchase at decentralized MFDs is the responsibility of the individual departments.

Pg 8 section J vi: Copier moves....."The contractor shall provide moves equivalent to no more than one move per copier per year and shall complete the copier move and full set-up (ready for operation) within seven (7) business days after receipt of a request from the contract Administrator." Who is paying for these moves? Does this mean that all 56 copiers could be moved in a year, or that we could move 1 copier up to 56 times?

A. It is possible that all copiers could be moved within the span of a year. Typically UMW may move 3-5 copiers per year.

IT

Are all students, faculty, staff and adjuncts in Active Directory?

A. Yes.

Do students and faculty both use the same type of access card (e.g., Swipe) or are they different?

A. All faculty, staff and students use the same EagleOne cards.

Is AD grouped by person type (e.g., Student) and/or department?

A. We have Student, Faculty and Student Groups all under the People OU. We have separate security groups for all Faculty and Staff divided by department.

Do you want to restrict to users joined to the domain to be able to print to your devices? Please confirm that this is a BYOD initiative.

A. We are interested in a solution that can accommodate a variety of use cases. These include restricting the use of some devices to AD domain users only (e.g. MFP printing in offices), but in other cases supporting the use of devices by the general public (e.g. pay-for-print in the Library).

Does mobile print apply to all user types: faculty, staff and students?

A. Yes, but we are also interested in solutions that could provide this service to general public.

Please provide listing (or screenshot) of existing Print Management System (e.g., Pharos).

A. Currently, Pharos only provides public and lab printing throughout campus with the capability of mobile print. The screenshot below outlines our current Pharos licenses:

Is it your goal to provide faxing services to students through MFPs and to charge for it? Does the University already own a fax server? If so, what brand?

A. The University does not currently own a fax server. Any services that align with the University's Contract Goals and/or Master Plan may be considered and should be included in the Offeror's proposal. Students may access fax as retail job through the Copy Center. Fax access capability on MFDs is limited to two (2) devices and the University does not foresee expansion of this ability. See attachment G.2, machines with fax capability are labeled as model 223/F.

Please provide a list of the UMW IT standards and policies for computers. Does this statement include Print Servers? Or will those remain the existing UMW Print Servers administered by IT?

A. The University's IT standards may be found here: http://technology.umw.edu/it-policies/ The only print server the university maintains is the Pharos pay per print server. We are open to vendor provided solutions that would take over all pay-per-print services.

Please provide this general infrastructure and demographic information:

QUESTION	ANSWER
Number of print servers?	The Pharos Pay-Per-Print service is the only print server UMW runs.
Are there any non-Windows servers?	Pharos is a windows server
How many Faculty/staff Windows workstations?	1550
How many Student Windows workstations?	650 (labs and classrooms)
Are there any Macs in your environment?	Yes.
If so how many in Faculty/staff?	375
How many for student use?	75 (labs and classrooms)
Number of Faculty? Number of staff?	Approximately 1000 faculty and staff
Number of students?	Approximately 4300

Do you have an established online payment gateway for ecommerce? (e.g., PayPal for Business, Authorize.net, etc.)	https://www.google.com/url?q=http://adminfinance.umw.edu/cashier/files/2013/03/Finance-Procedure-for-Handling-and-Recording-Payments-4.27.15.pdf&sa=U&ved=0ahUKEwi17cWtp5nOAhUFPj4KHbJ4CPsQFggEMAA&client=internal-uds-cse&usg=AFQjCNHksGA8k6qUTnOOzGJ0eC0btXOHKg Nelnet Business Solutions. The Payment gateway for EagleOne transactions is Elavon (see University Contracts Portal).
How many desktop laser printers are still in use (outside of scope of contract)?	This number is currently unknown.
How many desktop printers are networked?	Approximately 180 networked printers
Are any of those available for student use?	Pharos is the system we use for student printing. We have approximately 25 network printer stations in computer labs.
Is there any large format, 3-D or other specialty printers available for student use? If so, how are they charged?	Yes, but not as part of the current contract. There are large format printers located within certain departments.

FINANCIAL

How are copy chargebacks currently being reported? Page 5, Section IV Contract Goals, it states "UMW seeks . . . ideally an automated charge-back system." Does this mean that UMW does not currently have an automated charge-back system in place?

    A.   Correct.

How do you charge back to your departments / cost centers currently? You are requesting an automated charge back system, how many cost center numbers, GL codes, grant numbers, etc., should the chargeback system be able to provide?

    A.   The current system is a manual process involving a UMW-created macro-enabled spreadsheet that is completed by the contractor and uploaded by UMW Finance into UMW's financial system (Ellucian Banner). There are a little over 1000 "data-entry-able" ORG codes, for instance, that may need to be included in any automated system. Chargebacks should support an expected 300 departmental accounts. The document below represents the macro-enabled spreadsheet used to upload the data.

SHOW CONTROLS																
iversity of Mary Washington									Hash Total:	8.08	Prepared by: Dave Gamberg					
No. of Doc	sdocnum	Trans Date	RUCL	Chart	Acci	Fund	Orgn	Acct	Prog	sActv	sLoc	Amount	D/C	Description	Bank	sText	Balance D/C
1	XMOPOCO	26-Apr-16	XCP	M		1111	101000	71215	10610			0.01	D	02/22/16-03/18/16 Centralized Copies	TR	OFFICE OF THE PRESIDENT	
1	XMOPOCO	26-Apr-16	XCP	M		1111	150100	71215	10630			0.01	D	02/22/16-03/18/16 Centralized Copies	TR	OFFICE OF DIVERSITY & INCLUSION	
1	XMOPOCO	26-Apr-16	XCP	M		1111	200100	71215	10540			0.01	D	02/22/16-03/18/16 Centralized Copies	TR	ADMISSIONS	
1	XMOPOCO	26-Apr-16	XCP	M		1111	200100	71215	10540	GRDADM		0.01	D	02/22/16-03/18/16 Centralized Copies	TR	ADMISSIONS	
1	XMOPOCO	26-Apr-16	XCP	M		1111	302002	71299	10630			0.04	C	02/22/16-03/18/16 Centralized Copies	TR	TOTAL STATE CENTRALIZED	
1	XMOPOCO	26-Apr-16	XCP	M		1111	101000	71215	10610			1.00	D	02/22/16-03/18/16 De-Centralized Copies	TR	OFFICE OF THE PRESIDENT	
1	XMOPOCO	26-Apr-16	XCP	M		1111	150100	71215	10630			1.00	D	02/22/16-03/18/16 De-Centralized Copies	TR	DIVERSITY & INCLUSION	
1	XMOPOCO	26-Apr-16	XCP	M		1111	200000	71215	10460			1.00	D	02/22/16-03/18/16 De-Centralized Copies	TR	PROVOST	
1	XMOPOCO	26-Apr-16	XCP	M		1111	200005	71215	10540			1.00	D	02/22/16-03/18/16 De-Centralized Copies	TR	INSTITUTIONAL ANALYSIS	
1	XMOPOCO	26-Apr-16	XCP	M		1111	302002	71299	10630			4.00	C	02/22/16-03/18/16 De-Centralized Copies	TR	TOTAL STATE De-CENTRALIZED	

What is the commission structure for retail sales and how is it currently handled? What will this look like with the new agreement? (Will there be) any changes?

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A. This information can be found in the RFP on page 4, section III.A. The current commission payable to UMW on retail sales is 75%. Any proposed changes to the structure should be included in the proposal from the offeror.

Please describe future plans for additional housing buildings that are in progress so we can anticipate the costs of additional hardware.
A. There are no immediate (funded) plans for additional buildings or renovation projects that would require additional hardware or services. However, should additional equipment be needed, at any point during the contract term, the Financial Proposal submitted by the Offeror should include a price for addition of equipment on an as needed basis.

Please detail out the existing management fee provided by Novitex today. i.e. Decentralized MFD's, Labor, Service, Equipment, etc.
A. Reference attachments E1, E2, found in the RFP on pages 26-29.

GENERAL/OTHER

Is the retail Postal Kiosk (and all other mailing /post office equipment supplied and managed/maintained by UMW or the vendor? Is there other mailing equipment in the post office in addition to postage machine/meter (folder inserter, etc.) in the post office? Does the University own the Golf Cart and Van used by the contractor, or is the contractor expected to provide this equipment. Does the University own any finishing /bindery equipment currently being utilized in the Copy Center? Furniture? Computers? If so, please provide a list of current devices/furniture. If not, please provide a list of current devices, furniture and computers/software? It is understood that University will provide physical facility/space for ongoing mail operations, but will the Contractor be responsible for providing any and all equipment required to deliver contracted services?

A. All equipment, including but not limited to copy/mail equipment, vehicles, computers and software, which is used for providing contracted services, and furnishings located in Contractor spaces (Copy Center, Mail Room) with the exception of that listed in the RFP, are provided and maintained by the contractor. The Offeror should determine and propose the appropriate equipment to provide the required services. If the University has available surplus furniture (i.e., desk or chairs), it may be used by the Contractor with prior approval from UMW. However, if this furniture is ever needed by the University, it must be surrendered by the Contractor. At present, the following furniture items are property of the University: Desks, and most chairs in mail and copy spaces, and storage shelves in the Copy Center.

Please describe the current contracted (FTE's, PTE's) headcount for Mail / Copy Services provided by the outsourcing firm? How many for mail and how many for Copy Services? Do you feel this is the appropriate number for services provided? Should it change with the new agreement? If so, to what number?
A. The University requires certain services that are detailed in the RFP document. The Offeror should propose a plan with staffing that will result in the optimum quality level.

Since there was no estimate on the date of the award, what will happen if any of the equipment in the winning bid is discontinued by the manufacturer, before implementation, and replaced with a different machine/model?
A. If equipment offered in the proposal should be discontinued prior to an implementation, it is expected that similar equipment would be available as a substitution by the manufacturer. Acceptable replacements for proposed equipment must be determined by the University.

Can an offeror submit a proposal, who was not present, as long as their subcontractor was present at the pre-proposal conference?

A. As outlined in section XI of the RFP, if the subcontractor identified himself or herself as representing the contractor or the contractor's interest at the pre-proposal conference on the official conference attendee sign-in sheet, then yes.

Are the existing contracted mailroom employees available for hire from the current vendor? If so, is there a fee associated and what is the fee?

A. The UMW contract does not include a non-compete clause. The University is not aware of the terms of the current contract between the incumbent contractor and its employees.

Do you have any reports that share the total outside spend for printing that is not coming into the current print center? This would be very helpful for us to understand the opportunity at UMW.

A. This data is available through transparency reporting found in the Commonwealth's e-procurement system, eVA. https://eva.virginia.gov/pages/eva-public-access.htm

Is the Eagle Card Mag Stripe or HID? Is it tied to a back end campus card accounting system (Ellucian/Banner)? Are these to be Stripe or HID card readers?

A. The EagleOne Cards have both magnetic stripe and proximity chips. They are not EMV capable cards.

If the Contractor elects to provide its own housekeeping service, what provisions are available for disposal of trash and recyclable items? Please provide menu of services available (and related costs) should Contractor wish to utilize University-provided housekeeping service.

A. The University's contract(s) for janitorial and other services are available on its public contracts portal. Please reference V.C.6 of the original RFP document.

What financial system(s) is/are in place today? What changes are anticipated, and when (if any)? Please define level of Contractor support expected. Please define level of integration expected, if electronic data file is insufficient.

A. Ellucian (Banner V8.10) is the University's ERP. There is no anticipated change to this system other than normal manufacturer upgrades; currently the University is moving towards Banner V9.0 but does not have an anticipated launch date.

Does the term "copy charge" mean "bulk mail pieces printed cost" in the file that has data in it? So if you add addressing charges and "copy charge," this explains the cost per piece the department was charged?

A. Cost per piece represents the average cost per piece of mail when first class and discounted options are combined.

Is the current contractor performing to UMW's satisfaction?

A. The current contract term has reached its conclusion. As discussed in the pre-proposal conference, the University anticipates a new contract will add value through new equipment and greater efficiencies.

Who is driving the continued use of desktop printers?

A. The use of desktop printers is driven by departmental perception of convenience and budget.

For retail work, how is the 75/25 revenue sharing reconciled, and how often?

A. Monthly.

Can you please provide your annual volumes separated by Black and White and Color for the MFD fleet and the Copy Center?

A. See Attachment G.2.

Do you require Pharos on your entire fleet or just the specified 5 devices?
A. Only on the specified devices, currently.   However, the University is interested in the offeror's evaluation of all current services in conjunction with the Contract Goals stated in the RFP and a proposal that aligns with those goals.   The University has approximately 25 Pharos stations in labs.   All Pharos stations are currently mobile print capable.   If a user sends a job to a specified email address, he/she is able to swipe in and print the job from any Pharos station.   If an offeror can provide services that replaces the Pharos system, or is willing to take it over, the University is interested in such a proposal.

If you had a magic wand and could wave it over the entire process, what would be the perfect state for this program?
A. Please refer to sections IV and V regarding "Contract Goals" and "Master Plan."

END OF ADDENDUM NO. 3
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RFP 16-524 Addendum No.3 (and all addenda) should be acknowledged and included in the RFP submittal package.

NAME OF OFFERING FIRM: _____

NAME OF OFFEROR REPRESENTATIVE: _____

OFFEROR SIGNATURE: _____

DATE: _____

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