



ADDENDUM NUMBER 1
DATED JUNE 7, 2018
TO
SPECIFICATIONS TO REQUEST FOR PROPOSALS #18-4000-HR-U
FOR
MANAGED PRINT SERVICES
DATED MAY 9, 2018

The above entitled specifications are hereby modified as follows and except as set forth herein otherwise remain unchanged and in full force and effect.

CLARIFICATION QUESTIONS

1. Can the University of Missouri System please advise if a standard pricing template will be made available?
Answer: We do not have a standard pricing template available.
2. Can the University of Missouri System please advise if technical specification requirements for the equipment will be made available?
Answer: A list of current makes and models eligible for coverage under this agreement is included with this addendum for both UMHC and UMSL.
3. Can the University of Missouri System please advise if lease end dates for current equipment will be made available? Will the university provide a listing of leased devices to vendors selected for future replacement/upgrade?
Answer: This is not applicable to MUHC and UMSL only has a few leased devices during special/temporary occasions when they host space for special events.
4. Can you please confirm that the Information Technology Standards and Requirements Questionnaire (ITSRQ) does not need to be filled out and submitted with our response to the RFP?
Answer: This is correct. Vendors need to be prepared to complete the ITSRQ only if being considered for award.
5. We were unable to locate the ITSRQ using the provided link. Can you please advise as to where the ITSRQ can be located?
Answer: The complete ITSRQ document can be downloaded from:
https://www.umsystem.edu/ums/fa/procurement/bids/18_4000_hr_u_itsrq

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6. What are the current staffing levels (direct and sub-contracted) for each of the business units that are in scope?
Answer: On-site team consists of 4 team members to support the Health System. UMSL's staffing level varies by area.
- a) Are there university driven device to printer support staff ratios in place?
Answer: UMHC-None that have been discussed previously, UMSL-An initial footprint (B&W printer only, color printer, and color printer/copier with scanner) analysis will need to be performed and recommended by the vendor.
- b) Is paper procurement, delivery, and stocking a requirement for the on-site staff?
Answer: Paper stocking is not a requirement but UMSL is interested in getting cost quotes for comparison to their existing paper consumables orders. Delivery and stocking requirements are currently handled by Printing Services personnel.
7. What help desk system is currently being used? Are all the business units in scope using the same help desk system or does each business unit operate independently?
Answer: On the health care side, Remedy is the help desk solution and it must be utilized. UMSL is currently utilizing Remedy to record initial requests for printing services, however in January 2019, UMSL will be implementing Cherwell as its new ITSM ticketing system. At UMSL, all business units in scope use the same help desk to report printing issues.
8. Are there detailed asset lists available that contain:
- a) Average Monthly Volume
Answer: Total volume counts have been provided with the original RFP, we do not track volumes by device.
- b) Location Address
Answer: We are willing to provide a radius of support for purposes of this RFP, meaning support will only be provided in a 20 mile radius from the main campus, for example. Health care is willing to do the same.
- c) Break down, by device, if they are tagged as "Critical" or "Normal" priority.
Answer: Most devices are labeled with a room location, IP, vendor serial/asset number, and phone number for service contact. We do not have a breakdown of priority levels by asset.
9. For Card Swipe Enabled devices:
- a) Is there a summary available on what functionality is being utilized in conjunction with Pharos?
Answer: N/A for MUHC, for UMSL, Pharos provides authentication to our AD environment via magnetic card readers or soft keyboard credentials entry and allows users to release print jobs from virtual print queues (secure print).

- b) Is the relationship and licensing for Pharos managed by the University System or by the vendor?
 Answer: N/A for MUHC, for UMSL, licensing is managed by the MPS vendor in conjunction with UM System and campus contacts. Support/incident and feature requests are managed by UMSL ITS contacts.
10. Are there any advanced scanning requirements for any of the business units that are in scope? (Example: Scanning directly into Oracle, SAP, PeopleSoft, Document Management System, etc.)
 Answer: No requirement for MUHC, UMSL only utilizes scan to email to a Perceptive Content share at this time.
11. Are there any additional service metrics available for each business unit that show:
- a) The average number of Critical and Normal priority calls per month.
 Answer: MUHC ticket count for current vendor's queue during the previous 6 months was 3,062. Critical priority count was 2, high was 710, medium was 1242, and low was 1108. UMSL doesn't track based on priority.
- b) The average number of Critical and Normal priority calls between 6:00am and 8:00am.
 Answer: The SLA requested in the RFP does not lend itself to a comparison of current call volumes at specific hours.
- c) The average number of Critical and Normal priority calls between 5:00pm and 8:00pm.
 Answer: See above
12. Regarding the Supplier Diversity requirements: Is there any minimum participation commitment required? Does the University System desire the utilization of both MBE/WBE?
 Answer: No the University does not have specific M/WBE goals just a commitment to ensure full and equitable economic opportunities to all persons and/or businesses that compete for business with the University.
13. In questions 10.18 there is a reference to the need for hot swaps for "critical printers". Is there a listing of current critical printers than can be shared? Do all campuses require hot swaps or just UMHC?
 Answer: UMHC requires hot swaps to support 24x7 mission and our Level 1 trauma responsibilities. UMSL does not require hot swaps but does like vendors to keep certain "hard to replace" parts in stock onsite to avoid costly downtime. Example: hard drives, cleaner kits, common items serviced or ordered by third party vendors.
14. In regard to question 10.25: Can the University System define the three printer categories – critical, normal and 3rd party?
 Answer: MUHC-Critical – Mission Critical device tied to patient care or device tied directly to patient care where it is the only device at the location. Level 1 printer. Normal – All other devices throughout the health system. 3rd Party – Devices not supplied by MPS vendor. UMSL-Critical would be devices needing to be in service between 6:00 am - 8:00 pm, normal category devices fall into the M-F 8:00 am - 6:00 pm, 3rd party devices would have their own SLA's based on the area contracting with a vendor.

15. What is the current workflow for the MDFs to work with Perceptive Content? Do the devices scan direct or do they scan to a network folder?
Answer: N/A for MUHC, UMSL is in the beginning phases of determining workflows. Currently Perceptive Content usage areas are scanning to an email address tied to a defined folder in the Perceptive Content system.
16. What Fax Server system is currently being used at each university?
Answer: MUHC utilizes a combination of Fax2Mail and analog fax lines. Conversion to Fax2Mail is ongoing where practical. UMLC utilizes Faxcom/Biscom secure point to point encryption methodology.
17. How does the University of Missouri System currently ensure that DCL4 data (or higher) is not emailed?
Answer: Periodic audits
18. Can the University of Missouri System please let us know which universities currently use the Pharos software tool and where a Pharos implementation is desired? Can you please provide specifics on the environment including number of licenses for all modules and expiration of current support agreement?
Answer: N/A for MUHC, UMSL has a Pharos implementation. UMSL holds a two year 145 Xerox Embedded Multifunction Device license.
19. Does the University of Missouri System expect vendors to provide Pharos pricing or just ensure that the devices will work with Pharos?
Answer: N/A for MUHC, UMSL requires all MPS devices be provided to ITS up front for testing/compatibility with hardware firmware and Pharos. New models or firmware changes will require certification before implementation within the field.
20. Will the University agree that replacement equipment will be considered to be accepted upon the unit's installation, successful completion of its diagnostics/functionality, and it has been turned over to the University for its use?
Answer: What is the alternative? UMSL, for instance, performs their own acceptance testing.
21. What is a "circuit connection" that is referenced in subsection B.2 of the General Terms & Conditions?
Answer: That does not apply to this RFP. It is being removed.
22. What, specifically, is the expectation for maintaining an "on site presence" (subsection 10.8 of the Detailed Specifications)? Example: A department at UMC joins the MPS program, what is the on-site presence requirement for this example?
Answer: Today, the on-site presence performs installations, proactive and reactive support.
23. What type of "within 3 business days" response is required of the supplier in the event the types of changes stated in subsection 10.11 of the Detailed Specifications?
Answer: Acknowledgement of the request with a proposed timeline for completing the request.

24. Is the Respondent expected to provide its requested changes to Attachment E's provisions as part of its proposal response?
 Answer: Yes if there are modifications requested to Attachment E, they should be included with the response.
25. In section 10.26 discussing the support required for the print queue management, can you please be a little more specific on what you are looking for from the vendor to do?
 Answer: MUHC-Efforts here ensure the installation of the device is complete prior to disengagement from the vendor on the request for a device. UMSL wants the vendor to consider installations incomplete until print queue is tested.
26. In section 10.31 you state that Respondent must provide workflow management solutions compatible with industry standards including SharePoint, Google Drive, and Perceptive Content.
- Are these scanning or printing workflows?
 Answer: N/A for MUHC, Scanning workflows for UMSL
 - Do you need a scanning connector into these applications?
 Answer: N/A for MUHC, Should be provided as customizable widget within the product lineup for UMSL
 - Should users authenticate before using these workflows?
 Answer: N/A for MUHC, UMSL currently using authentication, would require authentication as security for access to networked device.
 - Can you please elaborate on exactly what you are looking for on this workflow and the applications required?
 Answer: N/A for MUHC, UMSL is challenged with reducing print cost and associated accounting cost for printed materials within its departmental workflows. Scanning workflows would primarily target archiving and paper intensive input workflows such as HR. Admissions forms and highly repetitive form submissions.
27. Could we have clarification on what the University's expectations are for the Project Manager (section 11.2.1b)?
- Do you want Project Managers for just the implementation of this project or are you making reference to steady state such as on site managed print services site staff?
 Answer: MUHC- There needs to be a designated management contact who is consistently engaged with the site. Whether that's a PM or a supervisory person is likely the call of the vendor, but we intend that a single management POC be our interface with the vendor's support teams, including local support. UMSL- Project management would be required for the implementation. In person Account/Support representation is required on a monthly basis after implementation starts to determine project health and ongoing SLA's are being met. In person account representation is required on a monthly basis for SLA and life cycle maintenance.
28. Can you provide the structural details on the current agreements in place at UMSL and UMHC, and if those two locations are happy with the current structure, or what they would like to see changed?
 Answer: Both MUHC and UMSL have provided input regarding the requirements of the RFP based on previous experience and satisfaction as they exist today. No further explanation should be necessary.

29. In Section 10 Limiting Criteria, it appears that you asking for a simple Yes or No indication. We just wanted to confirm that you do not want an elaboration on the statements and our methodology/approach surrounding the topic statements in that section. In item 4 on page 16 of the RFP you reference fully responding with compliance statements, but that appeared to refer to the Evaluation Questions only.
Answer: Correct. Limiting Criteria can be answered with a yes or no.
30. Please define how require inventory is measured and if the request is for parts, supplies, etc. or another type of inventory. In reference to section 10.9 – What inventory are you referring to? Multi-Functional Devices/Printers/Toner/Parts?
Answer: MUHC-Devices are what is being specified with this question. Appropriate levels of toner and/or spare parts need to be available to support the health system but would not be tracked collaboratively between the vendor and MUHC. UMSL-Support maintains a work order for any new request to implement networked devices placed after the initial implementation. Orders and supply levels for consumables (minus paper) are communicated directly to the vendor account support staff or ordered by departmental staff based on need, error or report from existing device settings.
31. Will the University provide space for any on-site inventory without charge (example – toner supplies)?
Answer: MUHC-Currently supplies space but the financial arrangement, if it exists, is not visible to the technical team. UMSL-space is provided within the JCP South building located within the vicinity of the MarCom print shop.
32. Does Section 10.23 apply to UMHC only?
Answer: No it applies to campuses as well.
33. How many of the managed print devices are networked vs non-networked?
Answer: All MPS related devices are networked with the exception of one coin operated MFD located in the public area of the UMSL Thomas Jefferson Library.
34. Would the University of Missouri System be open to the idea of expanding the cooperative purchasing outlined in the RFP to include K-12 schools within the state as well?
Answer: We are always open to exploring cooperative opportunities for other institutions/entities within the state.
35. Does the system have a set number of awardees in mind or will it fluctuate based on merit of the received responses?
Answer: We expect it to fluctuate.
36. Is the intent of the awards to act as a “Hunting License” like a state contract or GSA schedule would be whereas each awarded vendor is responsible for soliciting post award at the Campus, College or Departmental level?
Answer: Yes although we would expect Supply Chain to be involved in the process collaboratively with the departments and vendors.

37. Per section 10.2, assessment software is allowed as needed and approved. What software is currently used and approved for existing partners and would that translate to an approval list for the new vendor?
Answer: Current software is proprietary to vendor and was approved by specific agreement with our security and networking teams.
38. Regarding section 10.19-Will initial calls from end user route to the University Helpdesk in all occasions or are their other methods for call request such as web portal or direct integration with Helpdesk software? If integration is an option, please define what software is used by the respective helpdesk within the system and application version.
Answer: MUHC-all calls route to MUHC Help Desk and Remedy is the software utilized by all teams. UMSL would prefer to move away from Tier 1 calls relating to the initial incident request. Currently UMSL uses Remedy BMC web portal to initiate printing incident management and allow access to the onsite vendor service resource.
39. Regarding section 10.30-Does the Health Care system utilize IDX via EFI? Please specify what type of jobs are part of your IDX printing and the expected volumes and SLA's.
Answer: Please define EFI. We don't track or dictate IDX printing separately, as it's used in multiple locations and workflows. Our SLA is that the job should be printing when we ask it to print. Perhaps we don't understand the context of the question. It may be helpful for the Respondent to understand that IDX refers to the GE product.
40. Regarding section 10.34-Please clarify what type of card is currently used and what type of reader is used. Make and model.
Answer: UMSL only utilizes Magtek 21040102 Magnetic Interface Emulation
41. What Electronic Health Record System is used within the health system environment? Are there any foreseeable changes?
Answer: Cerner Millenium and no changes expected. All devices MUST be compatible with Millenium.
42. Are there any coordination of care initiatives between the health system and medical community?
Answer: Yes
43. What interoperability initiatives are ongoing within the health system? How does the system manage unstructured PHI?
Answer: There are multiple interoperability initiatives. We are curious as to the Respondent's interest in this in the context of a managed print services RFP.
44. Is the University currently driving sustainability initiatives?
Answer: Yes through cost associated workflow efforts and with its Sustainability Officer(s).
45. Are there any ongoing initiatives for workflow improvements?
Answer: MUHC-Fax2Mail conversions, UMSL has limited workflows in place to scan to email for perceptive content. UMSL is looking into scanning to networked storage (Google, SharePoint).

46. Preferred settlement method is through the use of Electronic Accounts Payable solutions. Question: What Electronic Accounts Payable solution is the University currently using?
Answer: This doesn't refer to a particular system, just the means of paying via ACH.
47. Once a device is taken out of service, the University will want it replaced with a leased device provided by the vendor, or retired in an effort to drive printing to centrally-located networked devices as deemed appropriate and agreed to by the University.
Question: Is it the University's expectation that the awarded vendor be removing and returning the expiring equipment?
Answer: MUHC- If this is in reference to 3rd party equipment, there is no expectation that the bidder would be responsible for removing/surplusing the equipment. UMSL- The vendor would be responsible for removing, coordinating the move and return of retiring equipment. Additionally, any cost associated to move or return the equipment must be confirmed before action is taken.
48. Respondent must respond to new requests within one (1) business day.
Question: Please clarify this requirement. What types of requests are being referenced?
Answer: MUHC-New device requests, UMSL-Typically a vendor support contact must acknowledge the incident and respond with a corresponding ticket number indicating awareness and for reference in UMSL's ticketing system.
49. Respondent must provide core on-site support during the hours of 6:00 a.m. and 8:00 p.m. on business days (excludes University holidays).
Question: Please define "core on- site support". Is this more than break fix and toner replenishment?
Answer: MUHC- All activities included in the request, installation, support, and decommissioning of devices are in scope for the business hours listed above. Health System is a 24/7 organization. UMSL- The service may also include moving some print only devices deemed small enough for one person to move.
50. Can you provide historical information and device counts and configurations for UM Columbia?
Answer: UM Columbia is decentralized in the managed print decision making. Individual departments may choose to engage vendors post award and make decisions regarding moving to a managed print program based on discovery and cost factors.
51. Does all toner have to be OEM or just MFDs?
Answer: MUHC can be flexible on this as long as the print quality is deemed acceptable by users. UMSL student labs prefer OEM or pre-certified vendor related consumables based on past performance experiences. This would be for specific print only high volume devices.
52. How long have the Xerox devices been in place?
Answer: MUHC-6 years, UMSL-5 ½ years
53. How are the current copier/MFD badge readers configured to read the student ID? Magnetic strip reading or proximity reading?
Answer: N/A for MUHC, UMSL-Magnetic strip using tracks 1-3
54. Is attachment E a sample for reference or does it need to be completed?
Answer: Attachment E is a sample for reference.

55. How are all the different categories graded? Is there a grading sheet?
Answer: We do not publish our evaluation criteria or associated points until after an award(s) are made.
56. Regarding Section 10.1 what is meant by “An operational solution for non-multi-function devices (all other University owned devices) may be considered at the University’s sole option?”
Answer: Under the current arrangement, our vendor is permitted great latitude to define the printer or device that will be utilized, even if it’s not in the best interest of the University. The University wants to have a voice as far as what devices are brought in. The University also needs to be able to say that something isn’t certified for use with the electronic health record and should not be deployed to an area where such certification is required.
57. What is the future direction and procurement process for the locations that are not participating in the Managed Print Program to order products? Will this contract include leasing and purchase for those campuses, or departments that are not joining the Managed Print Program?
Answer: Other campuses and departments will have the option to join a managed print program at their discretion. Any contract(s) awarded as a result of this RFP would be available for any campus and/or department to take advantage of. As far as the hospital is concerned, they would welcome the opportunity to extend services to affiliate facilities so those facilities can take advantage of the services and pricing.
58. What is the anticipated award/start date?
Answer: This will depend on how many responses we have to evaluate and the time it takes to do that.

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Count by Model
UMHC
5/16/18

Model Name	Count
ColorQube 8570N-PGPK Count	1
ColorQube 8700S-PGPK Count	2
ColorQube 8700X-PGPK Count	88
ColorQube 8870DN Count	5
ColorQube 8870DN-PGPK Count	65
ColorQube 8880DN Count	1
Phaser 3600 Count	6
Phaser 3600DN-PGPK Count	1
Phaser 3600-PGPK Count	106
Phaser 3610N-PGPK Count	108
Phaser 3635MFP-S Count	3
Phaser 3635MFP-S-PGPK Count	48
Phaser 3635MFP-X-PGPK Count	9
Phaser 4600DN Count	3
Phaser 4600DN-PGPK Count	265
Phaser 4600DT-PGPK Count	2
Phaser 4600N Count	2
Phaser 4600N-PGPK Count	18
Phaser 4620DN-PGPK Count	9
Phaser 4622DN-PGPK Count	21
Phaser 6180MFP-N-PGPK Count	1
Phaser 8560DN-PGPK Count	1
VersaLink B7035-PGPK Count	1
VersaLink C405DN-PGPK Count	1
WorkCentre 3550 Count	7
WorkCentre 3550-PGPK Count	223
WorkCentre 3655X-PGPK Count	1
WorkCentre 5150 Copier/Printer/Scanner-PGPK Count	2
WorkCentre 5150 Copier/Printer-PGPK Count	1
WorkCentre 5330 Copier Count	1
WorkCentre 5335 Copier/Printer/Scanner-PGPK Count	3
WorkCentre 5335 Copier-PGPK Count	62
WorkCentre 5755 Copier/Printer/Mono Scanner-PGPK Count	4
WorkCentre 5755 Copier/Printer-PGPK Count	2
WorkCentre 5755A Copier/Printer/Color Scanner-PGPK Count	1
WorkCentre 6505N Count	2
WorkCentre 6515DN-PGPK Count	2
WorkCentre 6605DN Count	7
WorkCentre 6605DN-PGPK Count	40
WorkCentre 6605N-PGPK Count	3
WorkCentre 7120-PGPK Count	5
WorkCentre 7535-PGPK Count	30
WorkCentre 7545-PGPK Count	41
WorkCentre 7835-PGPK Count	3
WorkCentre 7845-PGPK Count	21
WorkCentre 7855 Count	1
WorkCentre 7855-PGPK Count	2
Grand Total	1231

Count By Model
UMSL
5/16/18

Model	# of printers
AltaLink B8045	2
HP Color Laserjet	13
ColorQube	105
HP Laserjet	32
Phaser	32
VersaLink C400	1
WorkCentre	88
Grand Total	273