**ADDENDUM 2**

DATE: May 11, 2015

PROJECT: Managed Print Services

RFP NO: 744-R1516

OWNER: The University of Texas Health Science Center at Houston

TO: Prospective Proposers

This Addendum forms part of and modifies Proposal Documents dated April 17, 2015, with amendments and additions noted below.

**The following questions were received prior to the deadline for questions:**

1. Does our proposal need to go thru DIR?

No, it this is not a requirement.

2. Will UT Health require on-site assistance in the form of a service technician or are is this simply a request for repairs to be performed onsite? *Please propose a solution that you feel meets our needs.*

2.  In the bid document you request the Managed Print partner to “provide metrics comparing performance with contracted service standards”.  Question:  What are the contracted service standards you would like us to provide metrics against?  *You will need to provide a regular report comparing actual performance metrics/standards with those that you propose, or ultimately will end up in the contract.*

3.    In the bid document you state the following:  “Some business areas require quick turnaround on repair and replacement of devices. Describe how urgent needs can be accommodated including availability of on-site replacement devices. What, if any, is the role of UTHSC IT staff in the support model? What is the normal turnaround time from request to installation of a short term rental?”  *Please tell us what role our support staff should take in your proposal, information in the second question is not needed to answer the question.*

4. Is UT Health willing to store a few depot printers for the rare occasion that a device repair cannot be performed onsite? *UTHSC can provide storage space for onsite parts or consumables.*

5.  Does UTHSC want this project to be priced as a monthly cost including supplies, services and Hardware, and then summarize by SON, SOD, ADMIN?  Are we to build in average page volumes and then have an overage charge? *Our proposal assumes a monthly bill, please provide your best estimate on that based on print volumes provided.  Please define exact cost structure, including but not limited to, base cost, cost per page, overage charges, additional support costs, etc... that will make up the actual monthly bill.*

6. Historically Underutilized Business

1. Please confirm that the HUB/ HSP has no weighted score in the scoring criteria?

*The HUB plan will not be scored, but it does have to pass the requirements in order for us to open your proposal, if it fails we have to reject your bid, so I do want to stress the importance of trying to send it to Shaun McGowan to review prior to the due date.*

1. If there is a weighted score, which scoring criteria does the HUB/ HSP fall into?  
   *N/A*
2. Page. 13 #12- Confirm that the University owns all current printers in place? If not, is there any buyout associated with the devices that should be factored into the proposal? *Assume the University has title to all equipment in your proposal.*
3. Page. 15 #34- Is the University open to both new and refurbished equipment for the proposal? *You may propose any solution you feel meets our needs.*

9. Please explain what is meant by remote management? *How do you plan on managing/monitoring the print devices in time where you do not have an onsite technician?*

10. What are your expectations for automatic supply ordering*? Our expectation is that you will have a methodology for keeping printer supplies in sufficient quantities.*

11. What are your requirements for on-going management and reporting tools? *You should demonstrate you have the capability of providing on-going printer management and a way to report on various aspects of the printing environment you are proposing.*

*12. “In its proposal, Proposer must respond to each item listed in Appendix Seven, Security Characteristics and Functionality of Contractor’s Information Resources. Appendix Seven will establish specifications, representations, warranties and agreements related to the EIR that Proposer is offering to provide to University. Responses to Appendix Seven will be incorporated into the Agreement and will be binding on Contractor.”*

Question: Does this mean printers only? *Any equipment or software you are proposing or intend to implement.*

*13. “What trade-in options are available for equipment that the University currently owns? What is the process for removing/replacing equipment that is traded-in? What pricing information will be used to determine the trade in values? Note: disposal of all equipment that is determined to have no residual value will be the responsibility of the awardee. The awardee will be required to provide proof of an environmentally friendly disposal.”*

Question: Can we have lease payoff information? *This is not required to answer the above question.*

*14. “Identify and provide examples of all standard reports. Indicate whether the system has an ad hoc report function. Identify whether the reports can be created by and specific to the department, University, or other levels of management such as the school level.”*

Question: What do you wish to accomplish with a print management system? For example, how often does it need to sync? What do the reports need to include? What would you view as minimum, desired and optimum requirements? Please provide a detailed list of requirements for user, printer, and departmental tracking as well as all required report types. *Again, please provide examples of all standard reports and answer the question as stated.*

*15. “Describe all features and functionality associated with printing including the capability for specialized print.”*

Question: What constitutes “specialized print”? *Any print media other than 8.5 x 11 standard paper weight, any print options besides color duplex, non-photo quality print output.*

*16. “Describe the administration tool and capabilities. Identify University personnel required to support system administration and describe functions.”*

*Question:* What are the requirements for the administration tool? *No specific requirements are required by UT Health.*

*17. “Describe capability for wireless print.”*

*Question:* From what type of device? IPhone, IPad, PC, Android or are you wanting to connect a print device to a wireless network that does not offer a standard Ethernet jack? *Both*

*18. “Describe capability for remote management, how is this performed and by whom.”*

*Question:* Please clarify what exactly is needed. *How are you planning on providing remote support for the solution you are proposing and by whom?*

*19. “Describe network and physical security features.”*

*Question:* Please explain what is currently in place. *Not required to answer the question.*

*20. “Identify any client side software/agents/drivers that need to be installed on end user machines. Describe the process for mapping print drivers to end user machines. Confirm that all proposed equipment utilizes print controller language (PCL) and PostScript version of the print drivers.”*

*Question:* What do you want the client to do? What are your current policies? In many cases a client is not required, but certain functions of a printer management strategy, like feedback about a job status and real time cost information, require a client on the workstation.   
*Please describe any software or drivers required to be loaded on a client to participate in your solution.*

*21. “Address direct printing via IP addressor printing via a print server.”*

*Question:* What percentage of printers are non-networked? Do you wish to track locally-attached print devices? *Information not required to answer the question.*

*22. “Does Proposer have a contingency plan or disaster recovery plan in the event of a disaster? If so, then Proposer will provide a copy of the plan.”*

*Question:* Concerning what? Hardware, software what is the expected level of uptime*? In the event of a disaster, how will you be able to respond to restore printing services?*

**END OF ADDENDUM 2**