

**University of Maine System
Analysis of Current Copier/Printer Service Delivery & Cost Distribution Systems
- RFQ# 2018-12
ADDENDUM #02**

CLARIFICATIONS

There are multiple physical locations which will be part of this study that are not necessarily located on the campus locations noted below.

Campus & Location
University of Maine, Orono
University of Maine, Augusta, - Augusta
University of Maine, Augusta, - Bangor
University of Maine, Farmington
University of Maine, Fort Kent
University of Maine, Machias
University of Maine, Presque Isle
University of Southern Maine
Maine Law School, South Portland

As a result regarding the following questions, the University will secure a list of the locations known to be included in the analysis in a separate addendum once the information is available. Respondents should be aware that this the list provided will be a preliminary list and may not include all of the locations identified as part of the discovery process. The list will address providing answers to the following remaining questions:

1. Is it possible to get a list of addresses of all of the location that will be part of the needs assessment?
2. Can you please provide us each of the Campus's address, along with the number of buildings and floors per building for each campus?
3. The flagship campus is a land grant institution. Are extension offices, which we presume are located throughout the State, included in the scope of this study?
4. The flagship campus is a public research institution. Are centers, institutes, and research-funded entities and collaborations included in the scope of this study?
5. The campuses of the University of Maine System include auxiliaries of many types. Are these auxiliaries included in the scope of this study?

At the same time we will provide information requested on one additional question:

6. Are the majority of the MFD's still leased or has the UMS purchased any based on the lease-to purchase program? If so what percentage has been purchased?

IMPORTANT - Submission Deadline – Once the information above is provided the University will communicate the submission deadline change. For now please be aware that the deadline will be extended from January 26, 2018

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EOD to another time with the third addendum. The University would like to stress that this partial submission of answers provided on page 3 of this document, was intended to keep things moving so Respondents should continue to work on their responses for the submission.

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QUESTIONS

7. If a company is selected by the University of Maine to complete the analysis requested in the pending RFQ, would we then be precluded from participating in a future RFP for the University's MFP/printer requirements? Or in other words, will the awarded vendor on this RFQ be permitted to compete for a future award concerning an upgrade of the University's MFP and printer fleets?

ANSWER:

The University of Maine System (UMS) is seeking consultation and professional services to provide evaluation and analysis of the current unified copier program, consisting of over 700 devices and an undetermined number of convenience printers located across the seven Universities and multiple sites across the State of Maine.

The resulting analysis is expected to inform the UMS in the status of its program, offer recommendations to streamline and modify the program to provide high quality and high capacity services at reasonable costs to users.

The analysis and resulting recommendations must be done without manufacturer bias or conflict of interest and solutions must be presented in a manufacturer agnostic manner.

Should the University of Maine System determine at a later date a separate event is required to upgrade its MFP and printer fleets, any viable information developed within the context of the scope of work under this RFQ will be provided as part of that solicitation. As a result, the awarded Contractor understands that Final Analysis, Findings and Recommendations, will not exclude any information crucial to understanding and implementation by University staff or a third party. Additionally this language will be incorporated into the resulting Agreement which is provided in Appendix D, Rider A.

8. Does the University have access to historical usage reports available for use in the study?

ANSWER: Please refer to RFP Section 1.1.4 Specifications / Scope of Work, in particular the deliverables which reflect the need for the Respondent to do a needs assessment, preliminary analysis, finding and recommendations and final analysis, findings and recommendations.

We have historical information on the devices. To the extent the information requested by the Awardee is available and is not protected for confidential purposes it will be made available to the Awardee.

9. Will it be possible to install a print management tool on the network during the Needs Assessment phase in order to collect preliminary population and meter information on the networked printer and MFP fleet? Does the University have such a tool already installed, and if so are any fleet reports available for immediate use in the proposal development process?

ANSWER: Yes we can install a print management tool on the network if the Awardee will provide the tool.

10. During the Needs Assessment phase, the University refers to a document review related to campus devices. Will the University be willing to share current costs during this activity? Will it be permissible to take copies of the documentation off site or do confidential materials have to be reviewed in a University office?

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ANSWER: To the extent the information is available and is not protected for confidential purposes it will be made available.

11. If selected to provide this service, we anticipate providing recommendations that may point to specific products and solutions for future consideration. Would being selected to provide the analysis of current hardware delivery and costs preclude us from bidding on hardware, solutions or services for the University in the future?

ANSWER: The University of Maine System (UMS) is seeking consultation and professional services to provide evaluation and analysis of the current unified copier program, consisting of over 700 devices and an undetermined number of convenience printers located across the seven Universities and multiple sites across the State of Maine.

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Should the University of Maine System determine at a later date a separate event is required to upgrade its MFP and printer fleets, any viable information developed within the context of the scope of work under this RFQ will be provided as part of that solicitation. As a result, the awarded Contractor understands that Final Analysis, Findings and Recommendations, will not exclude any information crucial to understanding and implementation by University staff or a third party. Additionally this language will be incorporated into the resulting Agreement which is provided in Appendix D, Rider A.

12. Given all the considerations in the analysis project for a comprehensive review and vetting of any and all recommendations that result from the analysis, does the University have a vision for when they would like to see the recommendations implemented.

ANSWER: The University will determine how best to proceed once the final report is provided. The scope of the RFQ is to perform the analysis and resulting recommendations must be done without manufacturer bias or conflict of interest and solutions must be presented in a manufacturer agnostic manner.

Should the University of Maine System determine at a later date a separate event is required to upgrade its MFP and printer fleets, any viable information developed within the context of the scope of work under this RFQ will be provided as part of that solicitation. As a result, the awarded Contractor understands that Final Analysis, Findings and Recommendations, will not exclude any information crucial to understanding and implementation by University staff or a third party. Additionally, this language will be incorporated into the resulting Agreement which is provided in Appendix D, Rider A.

Additionally, it is likely that the recommendations received will likely influence the timeframe for implementation of such recommendations. Consequently, this question cannot be answered with reliable accuracy.

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13. The structure of the request is in the form of a Request for Qualifications, with pricing in the form of hours, an hourly rate, and a cost estimate. Is the cost (hours x hourly rate) considered an estimate because the amount of actual hours incurred during the project may differ from the amount indicated here? Or does the University anticipate an additional step in the proposal process to develop a fixed cost?

ANSWER: Please refer to RFP Section 1.1.4 Specifications / Scope of Work, in particular the deliverables which reflect the need providing a cost in Exhibit 1 Table 2. The Respondent will provide a cost for each deliverable with costs for subcontractors broken out separately.

As stated in the instructions for Exhibit I, the response must provide the total compensation for services rendered and deliverables shall include any hourly billing rate and all expected related expenses, both actual and administrative.

14. How many interviews are expected to be performed during the needs analysis? How many UMaine System IT Staff and senior University and campus officials are expected to be involved?

ANSWER: As many as necessary to complete the analysis and to review the findings and recommendations.

15. Can we please get all tables in Exhibit 1 in excel format please?

ANSWER: Yes

16. On page 25 of the RFQ it states "Role/Position Table (Exhibit 1 Table 3)." Is there an Exhibit 1 Table 3? We only saw Table 1 and 2. If there is a Table 3, please specify where to find it.

ANSWER: No there is no table 3 this should say (Exhibit 1 Table 1).

17. Can you please provide us the number of faculty and staff, preferably at a per Campus level.

ANSWER:

#	Campus	June 2017 UMS Staff FTE
1	University of Maine, Orono	2,192
2	University of Maine at Augusta	335
3	University of Maine at Farmington	310
4	University of Maine at Machias	75
5	University of Southern Maine	1,034
6	University of Maine at Fort Kent	123
7	University of Maine of Presque Isle	151
	Total	4,220

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18. Appendix H: Implementation Questions - Describe your project management approach. What project management tools do you use? Describe the project management offered as part of a standard implementation.

Can you clarify if you want the project tools for the process management tools for the deliverables in this RFP? Or are you also looking at what are our process management tools if we were to implement the findings in the RFP (e.g. provider renegotiation, sourcing, etc.

ANSWER: The response should be specific to what tools the Respondent will use to accomplish the Scope of work provided in Section 1.1.4 of the RFP.

19. The RFP notes that there are an unknown number of printer devices in use. Does UMS have accounting and/or asset records sufficient to identify these devices, and their purchase, operating and maintenance costs? Alternatively, is UMS able to identify the departments and department managers that have made payments for printer device purchases, operations and/or maintenance? May the selected vendor rely on these records for its analysis?

ANSWER: The University of Maine System (UMS) is seeking consultation and professional services to provide evaluation and analysis of the current unified copier program, consisting of over 700 devices and an undetermined number of convenience printers located across the seven Universities and multiple sites across the State of Maine.

The resulting analysis is expected to inform the UMS in the status of its program, offer recommendations to streamline and modify the program to provide high quality and high capacity services at reasonable costs to users.

The analysis and resulting recommendations must be done without manufacturer bias or conflict of interest and solutions must be presented in a manufacturer agnostic manner.

Should the University of Maine System determine at a later date a separate event is required to upgrade its MFP and printer fleets, any viable information developed within the context of the scope of work under this RFQ will be provided as part of that solicitation. As a result, the awarded Contractor understands that Final Analysis, Findings and Recommendations, will not exclude any information crucial to understanding and implementation by University staff or a third party. Additionally this language will be incorporated into the resulting Agreement which is provided in Appendix D, Rider A.

To the extent the information is available and is not protected for confidential purposes it will be made available.

20. Will reporting information be provided on the current Canon devices (e.g., monthly lease payments, click charges, volumes per device)?

ANSWER: To the extent the information is available and is not protected for confidential purposes it will be made available

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21. Are the convenience copiers that are located across the seven Universities and multiple sites around campus under maintenance/supplies agreements with various providers (other than Canon)? If so, how many agreements are in place?

ANSWER: See answer to question 18, we expect the analysis performed to provide this information. Once we have information including device type we will be able to see if there are any existing agreements in place.

22. Does the University of Maine System have in-plant print operations? If so, is there a platform in place to reroute print jobs from the MFDs to the in-plant print option?

ANSWER: UMaine does have an in-plant print operation but the work done here is out of scope for this assessment.

23. For the multi-function devices with Canon Corp, the RFP states the devices are located at facilities all across Maine. To clarify, is this inclusive of bookstores, libraries, faculty offices, student centers, etc.?

ANSWER: Yes

24. 3.2.3 Section 3 – Contract for Services. Instructions for 3.2.3.1 states that this section should be labeled Section 4; is this correct?

ANSWER: Yes please follow the instructions

25. 3.2.4 Section 4 – Response to Questions. Instructions for 3.2.4.1 states that this section should be labeled Section 5; is this correct?

ANSWER: Yes please follow the instructions

26. Are consumable expenses tracked in separate accounts such that the amounts can be readily identified?

ANSWER: To the extent the information is available and is not protected for confidential purposes it will be made available.

27. Is the University Services organization responsible for administering the cost allocation/cost distribution program for copier/print services across all campuses? What is the basis for cost distribution?

ANSWER: University Services Information Technology provides the services. The second question will be discussed with the awarded Contractor.

28. Does the University have a timeframe in mind for completion of the five (5) project deliverables?

ANSWER: The Respondent is providing the expertise for the scope of work, as part of the response we would like to understand what the Respondent outlines for a timeframe in their implementation plan response.

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