



# MANDATORY PRE-PROPOSAL TELE-CONFERENCE

Consulting Services - Comprehensive Plan for Campus Printing  
RFP No. 624677

Monday, November 28, 2016  
1:00 PM CST

## TRANSCRIPT

The purpose of this meeting was to provide a forum for vendors to obtain clarification about the RFP prior to preparing their responses.

### Participants:

	<u>Supplier</u>	<u>Contact Name</u>	<u>Email</u>
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12.	Printing Ind. of America	Jim Workman	<a href="mailto:JWorkman@printing.org">JWorkman@printing.org</a>

**UofA Team:** Becky McCoy, Lora Lennertz, Brian Bopp, Justin Miller, Chris Crotser, Paige Francis

**Procurement Coordinator:** Whitney Smith, [wesmith@uark.edu](mailto:wesmith@uark.edu)

### Reminders / Clarifications

- **Be sure to sign all bid documents where required and submit with your proposal!**
- All participants on this call will receive the transcript which will include the information from the Q&A forum. Please make certain you have sent Whitney Smith an e-mail with your contact information ([wesmith@uark.edu](mailto:wesmith@uark.edu)). Any questions related to this RFP that are received *after* the distribution of this Transcript will be addressed by Q&A Addendum and provided by email to all participants of the conference call of 11/28/16.
- **Arkansas Technology Access Clause:** As noted in the Standard Terms & Conditions Document for this RFP, found here <http://procurement.uark.edu/resources/documents/terms.pdf> (item #22 starting at the top of page 4), vendors are required to comply with this request by submission of a Voluntary Product Accessibility Template (VPAT) with their proposal.

## Questions / Answers

- Q.** Can you describe the current campus printing system that will be investigated and analyzed? For example, does it include the centralized printing and copying services of the University's Print-Mail-Copy Solutions? Does it also include the many departmental and public access copiers and multifunction devices that the Print-Mail-Copy Solutions group oversees? Are there other components to campus printing at UAF beyond what the Print-Mail-Copy Solutions is responsible for? I'm trying to generally understand the type and volume of printers/copiers that will be part of the consulting assignment.
- A:** We currently have three major types of printing that occur on campus:
- 1) Student printing, through GACL labs across campus
  - 2) Faculty/staff printing on MFPs (some leased through the Departmental Copier Program and some not) and on a multitude of small, desktop laser printers in offices. The Departmental Copier Program does still operate student/public access copiers in six locations, where Razorbucks (and in some cases, coins/cash) can be used to make copies.
  - 3) In-Plant printing at the PMC Solutions digital operation on Mitchell street, and to a smaller extent the Copy-N-Ship Center in the Union. There are some other smaller areas not covered by this (e.g. academic poster printing in some departments) but I believe that these are the main ones in terms of scope and volume.
- Q.** How should travel expenses be handled in our proposal? Built in to the overall cost and not shown separately? I presume that travel expenses will not be reimbursed. I didn't see specific reference to travel expenses in the documentation.
- A:** Reasonable travel-related expenses which are pertinent to the contracted work will be paid (i.e. hotel expenses). Travel-related expenses should be shown separately for clarity.
- Q.** The bid encompasses two different areas, the fleet of copiers and printers and the in-house print shop. I would only bid on the in-house print shop but I suspect the University would prefer to award the bid to a company that offers both. Could you provide me with the contact info for the local dealers in your area? I have done this before. I can contact them and combine my bid into theirs creating a more complete proposal.
- A:** This RFP is for consulting purposes only. Referring to Section 1 of the RFP, there are three stages to this RFP. This is the first of those stages where we are only looking for a recommendation from a consulting perspective.
- Q.** The RFP refers to an online RFP response system. May you please clarify whether respondents are to create their own responses or if there is an online form you will be using?
- A:** For clarity, the RFP document is provided in Word format which we consider "interactive" (versus a pdf file). Therefore, and as stated in section 10.2, "Bidders can insert responses into the document provided, or create their own response document making sure to remain consistent with the numbering and chronological order as listed in our RFP document. Ultimately, bidders must 'acknowledge' each section of our document in their bid response." All public information pertaining to this RFP will be posted to the Hogbid website accordingly.
- Q.** Also, the RFP is unclear if the Comprehensive Plan for Campus Printing is for distributed printing and centralized and 3<sup>rd</sup> party printing, or if it just for one of those segments. May you please clarify?
- A.** Yes to all. We are asking for consulting services that will assess and provide a recommendation on any of those options based upon your assessment and findings.
- Q.** The RFP refers to insurance and liability requirements. I am not in Arkansas so how do I comply?
- A:** You must be licensed to do business in the State of AR. See this link: <http://www.sos.arkansas.gov/bcs/documents/corporations/doing-business-in-ar.pdf>
- Q.** What are you looking for in this RFP?
- A:** Per the scope in the SOW, we are looking for a complete analysis of the UofA printing environment and provide a recommendation and final report of your findings.
- Q.** Are you able to provide inventory of existing machines and use data across campus.
- A:** We would expect your company to do that as part of the assessment.

- Q.** Are there face to face meetings before the award of this RFP?  
**A:** There could potentially be if the evaluation committee feels like one is needed based on the responses to the RFP. These are usually in the form of a formal presentation. Refer to Section 1, paragraph 3 of the RFP.
- Q.** Is this the first time you have done a request like this and put it out for RFP?  
**A:** Yes, this is the first time a third party has looked at the printing environment at the UofA.
- Q.** What initiated this review?  
**A:** Several factors went into this RFP. Feedback from faculty, staff and students that are looking for more unified printing services across campus. UofA is looking at all options of being more efficient for the organization and we are exploring options for moving forward in the smartest way. This RFP is the first step.
- Q.** Is this for MFP and production too?  
**A:** Yes
- Q.** Do you want to outsource work that could be brought in?  
**A:** No possibilities are off the table. We are open to solutions and expect the vendor to make that recommendation.

### **Post-Call Questions Received**

- Q.**
1. Department or School Names to be Assessed to include Address (Street, City, State, Zip)
  2. Headcount in each location. (if unknown, please estimate)
  3. # of Buildings on campus to be assessed
  4. # of Floors in each building (if you want to use an average for all buildings, that is fine)
  5. Estimated Devices per Building (estimates ok)
  6. Total number of Devices to be Assessed during this RFP? (close estimate is acceptable)
  7. Sites Contacts with phone numbers and emails? (If possible, for planning during the Assessment period)
  8. How many non-networked devices are there? (if unknown, can you estimate a percentage of the total device count that is non-networked)
  9. What type of resources will be available to us and how often during the Assessment?
  10. Are there any Site maps for target assessed sites available?
  11. Are there any type of print management, print tracking software applications in place and, if so, are reports available?
  12. Will there be specific access restrictions to any of the buildings?
  13. Is it required that assets are tagged?
  14. Could you provide any current or historical metrics for security, sustainability, performance, etc?
  15. What type of cost data and print volumes are currently available? Could we have access to this information?
- A:** The questions above (1-15) are many of the same questions we are hoping our selected vendor will identify and address and compile for us. To clarify, in the history of the University of Arkansas, an assessment of this scope and magnitude has not been performed for our printing process. We need an experienced, self-starting partner to come in here and identify the data they need to develop a comprehensive, efficient plan to wholly improve the printing experience for all of our constituents.
- Q.** On the Official Price Sheet you've labeled Item Descriptions as "Investigation" and "Analysis," can you elaborate on UAF's definition of these descriptions and provide additional details as your expectations of these deliverables?  
**A:** The information below is provided as guidance or reference only and is not intended to dictate how proposals should be written. Each vendor should develop their own approach as deemed necessary to complete the goal of this RFP.

**Investigation:** The expectation of the investigation section is that the vendor will collect information about the current printing environment at UAF that will allow your team to have a clear understanding of the entire environment including infrastructure, staff, current contracts, sources of funding, etc. so that an analysis can be made to make actionable recommendations to UAF. Examples would include on-site meetings with UAF

stakeholders, interviews, data collection and other means necessary to complete a comprehensive investigation of the printing environment.

Analysis: The expectation of an analysis would be for the vendor to analyze UAF's business model based on the findings from the investigations as it relates to your knowledge of best practices, current industry, previous experience in higher education and the public sector, etc. Items of analysis might include identifying and considering alternative structures and service/performance models, financial analysis and ramifications, qualitative and quantitative factors (e.g. does it fit with the UAF overall strategy), service delivery to end users, need to maintain technical expertise, short and long term costs impacts, long term financial models, etc.

To summarize, in the history of the University of Arkansas, an assessment of this scope and magnitude has not been performed for our printing process. We need an experienced, self-starting partner to come in here and identify the data they need to develop a comprehensive, efficient plan to wholly improve the printing experience for all of our constituents.

**Q.** Can you provide an estimate of the number of print/copy assets for the campus?

**A:** This is one of the biggest areas where improvements are needed. Currently good information on the number of devices does not exist. Many of these machines are not plugged into the network, just the user's computers. We would rely heavily on the vendor to gather information directly from these departments, rather than scanning the network to detect devices. In the past, we have detected as many as 1500 networked printers, however, we expect there could be 1000-2000 more devices that are not on the network. To answer the question, no, we are not able to provide a confirmed estimate based on the information presented above.