ADDENDUM NO. 1

March 24, 2020

RE: RFP 041.20.B5, Enterprise-Wide Managed Print Services Program

FROM: Purchasing Office
Howard County Public Schools 10910 Clarksville Pike
Ellicott City, MD 21042 (410) 313-5644

TO: PROSPECTIVE BIDDERS

This addendum modifies the Original Bidding Documents as noted below. Acknowledge receipt of this and all Addenda. Acknowledgement shall be by an authorized signatory on Acknowledgement of Receipt of Addenda Form.

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1. **REPLACE**: Section 1, paragraph 4.4.2 with:

4.4.2 Electronic Submission. Proposals shall submitted electronically in PDF format **via email** to BidsandProposals@hcpss.org. Proposals that contain more than one file shall be inserted into a folder or bundled and compressed in a .zip file. Folders/files shall be named as follows: "041.20.B5-Technical Proposal-*company_name*" and "041.20.B5-Technical Proposal-*company_name*".

Pricing Schedules A through G shall be submitted in PDF and MS Excel format.

Electronic signatures, scanned or e-signature, will be accepted.

By providing Proposals electronically to HCPSS, Offerors grant HCPSS an unlimited right to generate additional electronic and/or paper copies for distribution solely for the purpose of evaluation and review.

To determine timeliness, the time "received" by HCPSS will be verified by the time stamp on HCPSS's email server.

2. **INSERT** Questions and Answers – March 24, 20209

#	Question	Answer
1	Will HCPSS continue using FM Audit for collecting page counts and monitoring of printers and copiers?	HCPSS is open to consider any alternate platform that is compatible with the equipment supported and installed under the new contract.
2	Would HCPSS prefer utilizing cloud-based printer server service? Should we propose using something like Printer Logic?	No preference
3	An electronic data capture and chargeback software solution must be provided to HCPSS. We would use PaperCut for this. All machines will need a card reader.	No preference
4	Currently, all printing is accomplished through a Windows print server and there is no direct IP printing. Can we change this all to direct IP Printing using Printer Logic and eliminate the print servers?	No preference
5	The Contractor shall be required to provide a follow-me secure printing. This would be done with PaperCut?	No preference
6	Describe specific environmental sustainability programs to be implemented under this Contract. Through HPs recycling program, we should be able to address this. www.hp.com/go/recycle/	No preference
7	If OCR software is included, indicate whether it is embedded in the device or a separate desktop application. If we use Z models, this is embedded in the machines.	No preference
8	Will HCPSS share the RFP document in Microsoft Word?	No.
9	**Section 1.3 Pre-Proposal Conference. A Pre-Proposal Phone Conference will be held on March 11, 2020 at 2 p.m. in conjunction with this RFP.** Is there an audio recording or transcript of this that can be shared?	No.
10	What local resources were enlisted to perform physical elements of the assessment work, based on the understanding that ProBuyers LLC is based in Florida? We want to ensure that all parties involved in any components of the assessment are disclosed and precluded from participating in this RFP as was stipulated in July 2019.	No local resources were utilized. Pro Buyers staff members physically visited all HCPSS locations in November, 2019.
11	**Section 1.4 Bid Submittal Process.** Given COVID-19 and the increasing recommendations to work remotely, will HCPSS consider modifying the Bid Submittal Process to allow for soft copy submissions via email – or – due to the large amount of information requested in this RFP – via a secure file sharing solution (i.e. Dropbox)?	No. All submittals must correspond to the process laid out in the RFP.
12	The comprehensive nature of this RFP requires participation from multiple subject matter experts across several divisions/organizations. Will HCPSS consider an extension of a week or two so that we may collaborate most effectively in the crafting of a response?	No. All submittals must correspond to the process laid out in the RFP.
13	**Section 1.16/Section 5.6.2. HCPSS permits Offerors to provide creative alternate proposals. Offerors shall fully describe and explain any creative alternative proposals that the Offeror believes are in HCPSS's best interest to consider.** If an alternate proposal is submitted, does the Technical proposal need to address all requirements, even the information on the primary proposal, or just address the alternate portion?	Any alternate proposal submitted must conform to all technical and price response sections of the RFP. If only certain portions of the alternate's technical proposal differ from those of the primary response, those differing portions can be highlighted.
14	**Section 3.2 Contract Period. The initial Contract term shall be for five (5) years from the date of contract execution. HCPSS may solely authorize five (5) additional one-year term (a maximum of ten one-year terms) pending successful performance and availability of funds.** Is it the expectation that the equipment would be refreshed at the end of the initial five (5) year term?	No guarantee of any contract extensions beyond the initial five-year term is made by HCPSS.

#	Question	Answer
15	**Section 4.** The primary objectives of the RFP 041.20.B5, HCPSS Enterprise-Wide Managed Print Services Program state, "To reduce HCPPS's hardware, service and supply related expenses to each of the product categories included in the RFP as applicable…" HCPSS has shared pricing associated with the products under the Meridian contract. To ensure fair and open competition, please provide:	
	a. All expenses associated with Production Devices or "The Print Shop" contract including but not limited to equipment acquisition costs, maintenance charges, third party finishing options, labor costs, and overage charges. Please supply actual volumes.	The Production Device category is optional and so the cost reduction goals of the RFP are not necessarily applicable.
	b. Expenses associated with the HCGI Hartford, Inc. Network and Local Printer contract to include all consumable expenses, all break fix or maintenance expenses, hardware expenses, and personnel expenses (if applicable).	$60,746 per year (time and materials cost) excluding printer toner cartridge purchases.
16	**Section 4.4 Segment 3 Convenience Monochrome and Color Copier/MFDs.** Would HCPSS relax the finisher tray location requirements for segment 3 devices to allow for a more cost effective finisher option?	Please state any product deviations in response to Section 5.5.1.1.
17	**Section 4.5 Segment 5 Convenience Monochrome Copier/MFDs.** As scanning volumes increase on convenience copiers, are there minimum ADF requirements for bidders to consider? The standard for Segment 4 and above – including Production devices - is a 300-page dual scan /single pass duplex document feeder. As HCPSS has been very specific and detailed in specification requirements, what is the minimum document feeder capacity?	No document feeder capacity is listed. These specifications vary widely from manufacturer to manufacturer, so any specification could inadvertently (and unfairly) exclude certain companies.
18	**Section 4.5 Segment 5 Convenience Monochrome Copier/MFDs.** Would HCPSS relax Segment 5 total sheet capacity minimums to 3,750?	Please state any product deviations in response to Section 5.5.1.1.
19	**Section 4.5 Segment 5 Convenience Monochrome Copier/MFDs. Estimated per-unit monthly monochrome volume is 37,500**. Historically, we have seen HCPSS MFDs in this segment run monthly volumes as high as 150,000, introducing maintenance concerns and challenges with uptime.	
	a. What measures are being put in place to ensure volume estimates are being capped so that the proper devices are proposed in areas where volumes have exceeded estimates by more than double?	Volume relief is provided under this RFP in the form of removing the under-utilized digital duplicators and replacing them with Segment 5 Copier/MFDs.
	b. Would HCPSS please share actual monthly volumes (as opposed to last meter reading) currently running on MFDs so that bidders can propose the most appropriate models?	No. We want all vendors to respond to the same numbers and types of devices being specified. Providing current monthly volumes is not a valid way to specify new devices given the fact that digital duplicators are being eliminated. Vendors being allowed to specify the numbers and types of devices would prevent HCPSS from fairly comparing proposals.
20	**Section 4.6 Segment 6 Production Monochrome Devices.** Would HCPSS consider changing the minimum monochrome impressions per minute from 140 ppm to 135 ppm? Requiring 140 ppm severely reduces the number of vendors that can meet this specification and is negligible from an overall productivity standpoint.	No. All speed requirements in all segments will remain as per the original RFP. Please note that no single deviation (including speed) will eliminate any proposal from consideration as highlighted in Section 5.5.2.1.
21	If the unit is configured with an air separation, vacuum feed tray in an included paper deck, that can handle 13" x 19", and weights up to 350gsm, fill the need for a bypass tray on **Production Monochrome** unit?	Please state any product deviations in response to Section 5.5.1.1.

#	Question	Answer
22	Will the 2/3 hole need to support punching TAB media?	No specification is stated one way or another in the RFP.
23	**Section 4.19 Functionality upgrades of units; One-time flat-rate upgrade charges.** Does HCPSS need this only as a purchase price - or will accessories need to be added to the lease conterminously?	In the pricing instructions of the RFP, Section 7.7.12 states that Offerors "shall identify the one-time flat-rate purchase price" associated with these upgrade charges.
24	**Section 4.22. Five (5) full-time on-site factory-trained technicians required; additional technician availability.** Does HCPSS expect that all five (5) techs should be included in the maintenance pricing of the 331 MFDs (in the event HCPSS awards to more than one vendor for the 3 categories)?	Yes.
	a. Are the five (5) MFD technicians techs also responsible for the network printers?	Yes.
	b. If not, how many printer techs does HCPSS want included in the RFP?	--
	c. Volumes may not support the need for five (5) technicians. Would bidders be able to propose fewer technicians in an alternate proposal for HCPSS consideration?	Any deviations from this important requirement must be listed in the Offeror's response to Section 5.5.2.1. Although no single deviation will eliminate a proposal from consideration, changing the number of technicians is clearly a more serious deviation than most other possible deviations. All deviations will be taken into consideration and judged accordingly in the context of the entire proposal versus proposals submitted by other Offerors.
	d. In the event HCPSS awards to multiple vendors, how is it expected that technicians would be divided, based on production, printer, and MFD so that we can appropriately price it. These are specialized skillsets by product type	HCPSS will make every attempt possible to not award multiple vendors under this initiative, in part for the implications referenced in the question.
25	**Section 4.29. Equipment compatibility with recycled paper.** Does HCPSSS expect that recycled paper will be used 100% of the time – or that the acceptable paper itself must be 100% post-consumer waste content? Most devices will experience some sort of performance reaction based, and the industry standard allows for 30% recycled paper. Would HCPSS please clarify (or relax) this requirement to 30%?	No. The RFP requirement referenced is unchanged. Currently recycled paper is not being used, but HCPSS wants the flexibility to use paper with up to 100% post-consumer waste content.
26	**Section 5.1.16** Is OCR required on the Production devices?	Section 5 is not a requirements section. OCR is not a requirement on any device type. Pricing Schedule B requests OCR upgrade pricing only for Convenience devices.
27	**5.1.18. Indicate whether a user, based on an individual's Active Directory authentication, can scan to a unique home directory (N: drive) from each Convenience Copier/MFD and Production Device being proposed.** Is this desired feature required on the Production devices?	Section 5 is not a requirements section. Please indicate whether this capability is available on the Convenience and Production devices being proposed.
28	**Section 5.1.19. Indicate whether email notifications will be sent automatically to the designated HCPSS key operator and any Offeror's service personnel when each of the proposed units are out of paper, out of toner or otherwise require key operator attention.** Is this desired functionality limited to MFDs or for printers as well?	Section 5 is not a requirements section. Printers are not specified under Section 4 of the RFP or in Pricing Schedule G.
29	**5.1.25.2. If a color print job is submitted to the queue, can an HCPSS staff member print the job on a monochrome-only device?** Is this question directed to Production devices only? Or does this also apply to Copier/MFDs?	Follow-me printing software is not a requirement of Production Devices.
30	**5.2.9. Confirm that your company will be able to provide billing data files (to the device and user levels) to the exact same column**	HCPSS wants the flexibility to be able to chargeback to its schools and departments using a customized

#	Question	Answer
	length and language specifications for electronic file uploading into HCPSS financial system. Please elaborate on what is trying to be accomplished here.	data report file. Although this is not currently being done, HCPSS would like to have this flexibility in the future.
31	Certain web-based device monitoring platforms are proprietary to a specific manufacturer. Is HCPSS interested in a manufacturer-agnostic solution?	HCPSS is open to any platform that provides the data needed during this contract's term.
32	Can specific locations (city/state/zip) for devices be provided?	These can be found on the HCPSS web site.
33	Can HSPSS provide average monthly volume per device for the last twelve months?	This information is not relevant to the development of a proposal in response to this RFP. Please see the estimated volumes per device as set forth in Sections 4.4 through 4.7.
34	Is there currently a "Follow-me Print" solution in place? If so please provide details.	Yes, Equitrac is being used.
35	With respect to users:	
	a. What is the total number of users that print in the HCPSS environment?	9,654
	b. Do all users with badges use the same badge? Please provide details	All users have HID II type badges
36	With respect to the server environment, client environment, and network infrastructure:	
	a. What Server OS's are used by the organization (Please provide details)	Windows 2012
	b. How many print servers support printing?	77
	c. Are Mac computer systems used in the environment? If so, please provide details of the Mac OS version(s)? Do all Mac computer system / users authenticate to Active Directory?	Yes, OSX 10.11x.iOS. All OSX use AD.
	d. Does the organization have the ability to push printer drivers and software to all client computers systems (Windows and/or Mac's) whether using Group Policies, login scripts, or other methods? If so, please provide details.	Yes, HCPSS can use SCCM and JAMF to push software to users' computers.
	e. Please provide details about the network connectivity between locations as follows:	
	• Network bandwidth between locations?	1GB to ES and Admin Building, 3GB to MS, 5GB to HS
	• Estimated available bandwidth between locations?	We are running peak to each school of about 30% of the available bandwidth. Expected to increase as we deploy VoIP to all schools.
	f. What mission critical systems utilize this network connection now?	All of them! Synergy, Canvas, Internet access, email, and soon VoIP traffic.
	g. Do firewalls restrict traffic between locations? If so, can ports be open if required?	Yes, we can open whatever is necessary.
	h. Does the organization have any documents or diagrams that would assist in understanding server environment and network infrastructure?	Confidential. Will be shared with the awarded contractor.
37	Is HCPSS considering extending the deadline for the RFP, due to extenuating circumstances surrounding the COVID-19 pandemic?	No
38	Would the HCPSS consider email submission of the RFP rather than USB, due to extenuating circumstances surrounding the COVID-19 pandemic?	Yes. See instructions provided in this addendum.
39	What is the preferred method of payment (check, credit card, etc.)?	Question is unclear.
40	Please clarify what "long-hand here" means. It can be found in several rows within the pricing file.	"Long-hand" refers to the written explanation of a number. We want to confirm the numbers being entered so there is no confusion or misinterpretation.

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41	Is the B/W cost per copy calculated by the file or provided by the bidder (schedule B row 80-86)?	The Pricing Schedule cells referenced in this question are highlighted in orange and therefore are calculated automatically. There is no ability to change the formulas entered into those cells.
42	What would you recommend for the quarterly lease rate factor if the bidder chooses "In-House (internal funding)"?	All leases, whether using third-party or internal leasing organs, will have quarterly lease factors.
43	It seems the B/W cost per copy is calculated is by dividing the total cost with the B/W volume. Are you guaranteeing this volume to stay the same or you foresee it might change? Please note that if the volume changes the cost per copy will change too.	No volumes are guaranteed under this RFP. The calculations are used to fairly compare all proposals being received.
44	Is HCPSS open to a monthly lease rate?	Any exceptions to the pricing format requested must be noted in the Offeror's response to Section 5.5.2.1.
45	Please confirm that the only cost per copy that the bidder will provide is the color one for the device proposed in schedule D.	Yes.
46	Please advise if there is a possibility that the bidder can provide their own B/W and Color cost per copy.	The pricing submitted in response to cell B71 on Pricing Schedule B can be adjusted to determine the Offeror's proposed cost per copy. Color cost per copy pricing will be entered into cell B93 on Pricing Schedule B.
47	Please advised if the bidder can use their own format for the alternative proposal.	Yes.
48	Please clarify Renewal Charges (upon expiration of the 60-month initial term) on pricing schedule B.	These are the per-page prices to be used during any contract extension periods.
49	Please confirm that on pricing schedule B Row 71 is where the bidder will need to input any labor cost.	Yes, this is where the Offeror will enter the 60-month cost of all service, parts, supplies (except paper) and labor (including the required five full-time on-site technicians) as explained in row 72.
50	4.1.3- When is HCPSS forecasting that "Phase Two" would take place?	Refer to Section 5.5.4.1 which states that deliveries are expected to take place during the month of July.
51	4.2-Are you able to provide the lease termination dates for all models in the production center?	This information may be supplied to vendor finalists but, since the Production Device category is optional, will not be provided at this time.
52	4.2-Are you able to provide specific quantities of the C800, VP135, VP140 devices in the production center?	This information may be supplied to vendor finalists but, since the Production Device category is optional, will not be provided at this time.
53	4.4/5-Are you requesting that follow me printing be enabled to where a user could walk-up to any device in any HCPSS location and release their print job? Or are you requesting that the users only be able to release the specific print job on any device within the specific school they are located at?	There is no follow-me print job facility limitation retrieval specified in the RFP.
54	4.22-Please clarify if you are requesting that the "on-site" technicians be available to provide onsite service and support OR that the "on-site" technicians be stationed at HCPSS as a dedicated technician for HCPSS?	Section 4.23 states that all technicians "must be available to HCPSS's buildings between the normal working hours of 7:30 a.m. and 4:30 p.m."
55	4.34-Would HCPSS accept a follow me printing and behavior modification software that was hosted by the one of the vendor's software solution manufacturers opposed to being installed on HCPSS servers?	Yes.
56	7.10 Is there any preference from HCPSS on internal funding, FMV, $1 Buyout, 10% Buyout, Rental Etc)?	No preference is indicated but if pricing is equal between the various options a $1 Buyout option is preferred.
57	7.11-7.16-Please reconfirm that you are requesting purchase prices for these items and not the monthly cost for these items to be added to the lease?	Yes, a "one-time flat-rate purchase price" is requested in Sections 7.7.11 through 7.7.15. Section 7.7.16 refers to staples.

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58	7.22- With the pricing table of years 3-5, will a vendor who proposed used, reconditioned, or remanufactured equipment be scored less than a vendor who provides new equipment? Or is lowest price the most important factor here?	All else being equal, a new or newly manufactured piece of equipment is preferred versus a used, reconditioned or remanufactured product.
59	With the response of the due date of the questions by March 23rd from HCPSS, can the due date of the RFP response be extended?	No.
60	Would HCPSS be agreeable to bridging a current Public Sector contract agreement for this RFP?	Yes for the purposes of obtaining device pricing discounts, as long as the pricing from the public sector's agreement can be converted to the format required by the Pricing Schedules A through G.
61	Termination for Convenience- HCPSS said they would pay all reasonable costs associated with this Contract that the contractor has occurred up to the termination date. Would this apply to a lease agreement?	Yes.
62	When would the awarding vendor be able to start the assessment process? What would be the amount of time the awarded vendor would have to complete all of the assessments?	Assessments would begin immediately upon contract award. HCPSS is asking Offerors to provide a completed assessment plan under their responses to Section 5.5.4.1.
63	Will you accept an alternate proposal for the product category "Convenience Copier MFD" if we only submit a primary proposal for the Network Printer category?	No. As stated in Section 1.16.2, a primary proposal must be submitted for any product category for which an alternate is being submitted. The implication of not providing a primary proposal would be that HCPSS would not be able to fairly compare proposals among competing firms.
64	Page 16, Segment 5 Specifications-	
	a. Are you flexible on the digital electrostatic requirement?	Yes. Any exceptions must be noted in your company's response to Section 5.5.2.1.
	b. Are you flexible on the rated speed, and sheet capacity requirements?	Yes. Any exceptions must be noted in your company's response to Section 5.5.2.1.
65	Will you accept an alternate proposal for the product category "Convenience Copier MFD" if we only submit a primary proposal for the Network Printer category?	No. As stated in Section 1.16.2, a primary proposal must be submitted for any product category for which an alternate is being submitted. The implication of not providing a primary proposal would be that HCPSS would not be able to fairly compare proposals among competing firms.

END OF ADDEND