

Questions Regarding RFP for Multi-Functional Machines and Services

Question

Lease term you would be looking for.
\$1.00 Buyout or FMV???

Answer

The lease term for the contract will be determined by the vender based on the cost containment model they present.

Question

Is Owens going to give us access to Floor Plans?

Answer

See the website for floor plans

Question

The RFP states that Addendum 3 has Usage Data – Attachment 3 clearly is only an inventory listing, but clearly looks to be part of a report generated by data collection software that can produce average monthly usage for the devices in that list. Can the actual monthly average usage be provided for the HP devices listed in the table? Can that report be provided in electronic format (Excel export)?

Answer

The usage report was not available at this time in a different format or structure and was a large delay to the RFP process to have it available. At this time everything the College has been placed out on the web site.

Question

With respect to cost savings of 15%+ being an underlying driver for this RFP – what will constitute as the benchmark for savings calculations? If it is using the attached “MT Business Technologies” analysis, have these current “relative cost of operation” (for HP DeskJet, LaserJet and Color LaserJet, using HP brand cartridges) numbers been vetted and accepted by Owens? What are the factors included in the “relative cost of operation” as proposed by MT Business Technologies?

Answer

The logic and direction of the College is not to eliminate the use of desk printers, but to reduce staff needs for such devices. This will be done as a phased approach as each office and department is analyzed and updated.

Question

Are there campus floor plans with printing and imaging devices mapped out on them available? If not, may we contact Don Rahman to obtain them, or copies of them for purposes of establishing future state device layouts?

Answer

College floor plans were provided to the Business Services and placed on the Web site.

Question

Oftentimes, not only vendor, but device consolidation has an enormous effect on cost savings, but with that, a great deal of change management is required. What are the “cultural” factors at work within Owens that are at play? Are there/has there been measures/steps taken by Owens internally to address the future possibility of the reduction in the number of devices and/or consolidation with department heads/staff?

Answer

The change has been dictated by Governor of the State of Ohio, when the budget was changed and Upper Administration is completely supporting of the direction that will be required to make this happen.

Question

What form of network logon/authentication does Owens use for students/staff? (Active Directory, Novell, etc). If so, what version?

Answer

LDAP via Novell's eDirectory services

Question

Do the faculty/staff/students all use a common identification card? What is the card's form factor? (mag stripe, rfid, proximity etc.).

Answer

Blackboard's Transaction System ID card with embedded mag-stripe for students, faculty and staff. ITS exclusively utilizes RFID proximity cards currently.

Question

Does Owens use Blackboard, CBord, or Banner?

Answer

Blackboard Course Management System and SunGard's Banner Unified Digital Campus

Question

Are there currently any Owens staff on site that conduct printer service and maintenance? If so, what is their fully burdened labor rate (per hour), and how many hours per week are dedicated to this task?

Answer

ITS computer technicians perform basic printer services on an “as need” basis. No statistics are available to provide a total hour per week rate or count.

Question

If upgraded power receptacles, data and/or phone lines are required for new multifunction devices, will they be supplied by Owens?

Answer

Owens employs fully qualified in-house staff that is capable of this function.

Question

Is it permissible to offer multiple solutions in a single RFP response in an ala carte format?

Answer

Actually, this is preferred, several vendors offer services up to and including Managed Services, which is something that the College has had a chance to look at and should also be included.

Question -2.2 Clarifications and modifications

In your RFP on page 5, section 1.2 objectives, you state that “The Office of Business Services is seeking, multifunctional machines and services, including managed services, which are designed to meet the unique needs of each financial and academic department within the Campuses.” Can we obtain a breakdown of desired device capabilities by department?

Answer

There is no information to reference this question. With respect to this language the awarded vendor will be working with the College in a phased approach analyzing needs and savings within each department.

Question

What are the minimum equipment specifications that the College requires by speed band?

Answer

This is a vendor decision related to cost and efficiency of machines.

Question

Is there a need for 11x17 on campus or will A-4 (8.5x11 up to Legal) satisfy output requirements?

Answer

Yes in some department there is a need for 11x17, and in other areas 8.5x11 is fine.

Question

If there is a need for 11 x17 which departments must have it and which can do without?

Answer

There is no information at this time to reference this question.

Question

The College desires the inclusion of “managed services” in the proposed solution. Can you describe what services are presently being provided and what services are desired / required?

Answer

The College currently uses four vendors to meet the needs of the campus. In this RFP the College is looking at having one vendor, with control over machines, services and managed services, which will also include the reduction of desk top printers.

Question

On page 5, also section 1.2 objectives, an expectation of the vendor is “to save the College in excess of fifteen percent (15%) fiscally over current costs...”

Can you provide historical cost information by department and a total cost for the campus?

Answer

There is no information to reference this question.

Question

It is mentioned 15% savings below current spend. Is this a requirement or goal and time frame to accomplish this?

Answer

Yes, this is a goal which should be accomplished with the first year of the contract, with additional saving over the whole contract.

Question

On page 5, section 1.1 purpose, the College states both a desire “to establish one vendor who could offer services” and “award contracts to the vendor or vendors who are best qualified.” What is the probability multiple vendors will be chosen?

Answer

The Review process will start October 19th through October 30th, and that decision, if made, will be done upon the award of the Contract.

Question

Can you give us your current volume for MFD's and printers?

Answer

The information on usage was provided on the web site.

Question

Can you tell us how much current volume is color?

Answer

Some departments use Color, but most are black and white.

Question

What departmental devices would need a color capability?

Answer

There is no information to reference this question.

Question

Do you anticipate replacing all devices with the initial contract?

Answer

No, some vendors might want to, but the costs can only be absorbed by larger vendors

Question

I see there are current devices with a status of "owned" or "leased". If you plan on replacing the leased devices, can you provide buyout information?

Answer

Information from the current vendors did not provide the buy-out at this time.

Question

To present the best solution additional information is needed. Will you allow a vendor to propose an assessment to understand the current state as a first step?

Answer

Yes and No, The vendor needs to present all of the steps that are being presented to move this project forward. For example, if managed services are being presented, then a phased plan needs to be established for management to view. The key here is that some vendors will say they can do managed services, but really don't understand the concept.

Question

Will the College consider extending the due date to allow for information gathering and adequate solution definition?

Answer

No, The College needs to move forward with the program. The awarded vendor will be allowed to do more assessments and department reviews before any implementation.

Question

What minimum equipment installation term will the College guarantee?

Answer

The Contract will be a five year term.

Question

On the Vendor Profile section there are a couple of items that ask for personal info for our Corporate Officers (addresses, SS#'s etc.). They don't have anything to hide but they have never been asked to provide this info before. I just want to be sure that OCC is willing to sign a Non-disclosure on that type of confidential info.

Answer

No, the College will not be in the position to sign off on any type of non-disclosure agreement for an RFP. Please provide all information up to the Non-disclosure agreement. I would also offer that the RFP has a non-released clause that protects the bidders from anyone outside the Committee getting their hands on the information, which functions the same as the non-disclosure clause.

Question

On 5.2 it asks if we have been in the collection business for at least 10 years. We have assumed bad debt as most companies do (probably from the very beginning in 1965) and we collect \$. Does that qualify?

Answer

As this template is from the AG's Office, I can only wonder about their use of the language. Please respond with information about your accounts receivable. Additional information, such as is the department to earnings ratio expectable? Is the operation solvent? Would help, also.

Question

On the Financial Documentation item 5.3 it asks for audited financial info. We are audited annually so we have the info. We'd just need to make sure that a non-disclosure would be signed by Owens Community College before we release that financial info as it is also confidential as we are a privately-held business. Again, we're not concerned about transparency with Owens but our competitors don't need easy access any more info about our company than they can acquire through the normal course of doing business.

Answer

No, the College will not be in the position to sign off on any type of non-disclosure agreement for an RFP. I would also offer that the RFP has a non-released clause that protects the bidders from anyone outside the Committee getting their hands on the information, which functions the same as the non-disclosure clause.

Question

We have a question regarding existing leases that have expired and are now in renewal. Are these leases month-to-month and able to be cancelled with a 30-day or less notice? Or are they renewed in 6-month or 1-year increments, and if so, what is the cancellation clause?

Answer

Each office or department will be approached in a phase implementation aspect, with respect to the budget that they have to operate with. The cancellation and change in equipment does not provide how managed services and efficiency in the operations plays into the model.

NOTE: These leases began in 2009 and expire in 2014.