



JOLIET JUNIOR COLLEGE

1901

Joliet Junior College
Request for Proposal
Multi-Functional Devices and Print Shop Management

ADDENDUM NO. 1

DATE: FEBRUARY 9, 2012

1. The proposal due date has been changed to the following:

February 21, 2012 at 2:00PM; the delivery location is:

Proposals must be submitted to:
Joliet Junior College
Business and Auxiliary Services Department,
Campus Center, Room A3102
Joliet, IL 60431

The college is closed for President's Day on February 20, 2012.

2. A walk through has been scheduled for **February 14, 2012. Please meet in room T1001, Main Campus, no later than 1:00PM.** Questions will not be answered during the walk-through; any follow-up questions shall be submitted electronically to purchasing@jjc.edu before the end of the day. Please note this event will be conducted during working hours and absolutely no discussion or disruptions with employees/students will be permitted. Vendors **are not** required to attend this meeting.

Response to questions pertaining to the Joliet Junior College Request for Proposal for Multi-Functional Devices and Print Shop Management received by the deadline of NOON ON 02/03/12 are listed below:

1. The 2nd paragraph on page 12 discusses "single-function equipment", but goes on to state that scan/copy/fax are required. Can you please confirm? **Strike 'scan/copy/fax'; should read: all units need to be networked, duplex, and 8.5 x 11 & 14 capable.**



2. Also, on that same page, under "proposed pricing", it appears that information is missing at the end of that paragraph. Can you please supply what the cost proposal should contain? **Strike verbiage stating 'The cost proposal should contain:'.**
3. What is the current campus one –card solution being used at JJC? **IdentiSys**
4. What is the current ID production system used at JJC? **Identification and library resources**
5. Will all accounting for copy and print be done in the one-card system? **The one-card system has yet to be determined. Copy and print accounting functionality should be part of the proposed system.**
6. What is the make and model of the Equitrac solution is currently being used at JJC? **Equitrac Office Manager 4.1.1**
7. Is there any specific limitations with the Equitrac system currently being used which JJC would like to improve on? **See question #187**
8. Is there a need to provide printing to mobile users- such as- laptop, IPad, Smartphone and other mobile devices without the need to add printers, drivers or applications to users equipment? **Yes**
9. Is there a desire to provide students a print/copy portal to view print jobs submitted (in Queue but not printer), printed and deleted jobs/pages. **Yes, it would be considered.**
10. Will there be any machines where coins and dollars are accepted for payment use. **The college currently has one, but the goal is to move away from coin op units.**
11. Do you currently use release stations for public printing? If so, is there a desire to move away from a release station? **No. We would like to add release stations for public printing.**
12. Will all copier/printers be required to have user controls installed? **Yes, but more information on the type of user controls will be required.**
13. Is there a desire for the selected system to provide follow me print as well as secure release print? **Yes, the College currently has one building with the option (6 multi-functional devices) and would consider this option in other areas where it might be applicable.**



14. Is there a desire to charge back for copy, print, fax and scan at all machines? **Yes for copy & print jobs.**
15. Will charge back be used for Students as well as Faculty and Staff (Departmental Chargeback)? **Yes**
16. Is bookedge a requirement for the machines located in the library? **It is preferred.**
17. Does JJC allow visitors to use equipment on campus? If so, how are you currently handling payment? **Yes, through an Equitrac card (value can be added as needed) and one coin op unit is available at the Romeoville Campus.**
18. Does JJC desire to have users utilize credit/debit cards within this solution? **The College does not offer this option currently, but would like to in the future especially as it relates to the 'one-card' solution.**
19. Is there a contact we can work with at JJC that operates the Equitrac system on campus? We want fully understand the extent the system is used for so that we can properly compare to a potential upgrade. **No.**
20. (p. 7) - 7. Prices Responses – Are you looking for a full device refresh/replacement? If so, do you want it in the form of a list that includes price for device/service and CPI for each device? **The proposal should consider the College's current state and disposition of the devices itemized in Appendices A & B of the RFP.**
21. (p. 9) - 3rd set of bullet points, 4th bullet: "100% of all MFDs to be networked . . ." Are you looking for device capability or the provider's capability to network the devices? **Device Capability**
22. (p. 9) - 3rd set of bullet points, 4th bullet from the bottom: "Problem resolution and issue escalation." What, specifically are you looking for? An outlined process? A list of resources? **In other words, if we feel service cannot resolve chronic issues with a specific device, can we then escalate to a new level of service expertise or replace the unit?**
23. (p. 10) - 3rd dark bullet from the bottom: "Implementation and *enforcement* of print & acquisition policies." Can you elaborate on what you're looking for specifically? **This refers to the ability to enforce institutional policies and procedures at the network and device level (i.e. duplex printing by default).**



24. (p. 12) -"Optional Response: Vendors are invited to submit a proposal for management and operational oversight of our existing print services department." Does this mean that if someone doesn't want to respond to the entire bid, they can just submit a response to address the Print Service department section? **No. Prospective bidders may respond to the optional item in addition to the Multi-Functional Device RFP if they so choose.**
25. (p.12) - Optional Response: ". . . management and operational oversight . . ." Does this refer to device management or on-site personnel to manage the operations? **Both.**
26. Addendums – can you explain the difference between the two, differently-formatted lists? And specifically, does one of these lists contain the Print Services devices? **A complete inventory of the current copiers and printers can be found in Appendix A and a detailed summary of the MFD's is available in Appendix B (includes print production).**
27. Addendums can you provide in these in an Excel format? **No.**
28. (p. 7) "6. Responses to Questionnaire" – Where is this questionnaire? **N/A Please disregard this verbiage.**
29. Does an MPS provider which is geographically local to Joliet Junior College have an advantage for providing services over a geographically remote provider? In other words, will local providers be given more consideration in the bidding process than those farther away? **No, as long as acceptable service and response times can be maintained.**
30. Xerox was awarded the original Managed Print Strategy RFP#R1003. From question 23 in Addendum No. 2 dated March 2, 2011 the questions below were asked and answered accordingly:
- "If we respond and win the Assessment RFP, will JJC allow the Assessment awardee to either: a. Be directly awarded hardware, consulting, and services to execute recommended Print Management Strategy No
– or –
b. Respond to the subsequent RFP for Managed Print goods and services, and be eligible to contract for and deliver hardware, consulting, and services as a result? As long as the specifications for hardware are not limited to one specific manufacturer, you may submit a bid."



Since Xerox was awarded RFP R11003, and since RFP #R12002 is heavily weighted to a Xerox only solution, will Xerox be able to bid on this RFP? **R12002 is vendor neutral; yes**

31. Since a Print Management Strategy has been completed, can we get a copy of the analysis which appears to be the foundation of this RFP? **A great deal of this information is provided in the RFP document. Full details will be available to the awarded vendor.**
32. There is no mention of toner requirements within the RFP. Does JJC have a preference between OEM toner versus remanufactured toner? **OEM**
33. JJC is seeking "A competitive rate for service that falls outside normal business hours." What are normal business hours for JJC? **Normal business hours are 7:00am – 4:30pm.**
34. JJC has asked to "Develop a (or improve the existing Print Service) web job ticketing solution to facilitate easy end-user job-submission process to print center." Can we get a sample of the current ticketing and submission policies and procedures? **The web submission form can be reviewed at: <http://www.jjc.edu/about/administration/information-technology/media/print-services/Pages/default.aspx>. A PDF is also available on this web page for the paper version.**
35. JJC has asked to "Evaluate our current Equitrac system and compare competitive solutions/alternatives based on technology leadership, operational efficiency and costs." Can we get sample reports of what your current Equitrac systems provides? Are there specific examples of what JJC is looking for within an Equitrac-like system? **The College is looking for a solution capable of all the functions currently available with Equitrac Office Manager 4.1.1. Does your solution provide cost recovery functionality?**
36. JJC has requested that "Floor standing models should have 11 x 17 capacity and small-footprint 8.5 x 11 x 14." Since 11X17 output is tied directly to very specific applications, what has led JJC to believe there is a general requirement for 11X17? **The 11x17 requirement is for floor standing models only.**
37. How many reams of 11X17 paper has JJC consumed in the past 6-months? **N/A**
38. Are there current floor maps that show where devices are currently placed by make and model? If yes, can we get a copy of the floor maps? **Room numbers and locations are included in the RFP attachments.**



39. Will JJC allow vendors onsite to conduct an analysis and/or walkthrough, particularly of the Print Services Department? **See item #2; A walk-through has been scheduled.**
40. Can JJC please provide the equipment files in the native Excel format? **N/A**
41. Pg 7 – Section 5 – Scope Section - Please clarify what is meant by “Please respond to each item listed”. In particular, which items are being referenced? **Please see scope of work section of the RFP document.**
42. Pg 7 – Section 6 – Response to Questionnaire - There was not a questionnaire attached to the RFP. **See question #28**
43. Pg 9 – “Explore the placement of additional color copiers at strategic locations...” -
- What is the end goal in increasing the number of color devices?
 - What percentage of MFD’s should have color?
This is primarily for student use and will be very limited, no specific percentage.
44. Page 11 – “Evaluate our current Equitrac System....”
- What version of Equitrac software is currently y being used? **See question #6**
 - For what purpose is JCC specifically using the system? (to track student’s usage, to track staff usage, etc). **Primarily staff at this time**
 - What does the system track? copy, print, scan, fax? **Copy & Print**
 - How would JCC like to use the system? **Cost recovery & reports**
 - What type of areas are the devices with PageCounter terminals? (student access, library, etc) **Page counters for staff and card swipe for students**
 - Please confirm that the following quantities are correct:
 - PageCounter devices – 24 **Correct, but soon to be 25**
 - Swipe Cards – 3 **Correct**
 - Coin Op – 1 **Correct**
 - Please describe JCC’s one card system. **The College does not have a card system at this time.**
45. Pg 12 – With regards to single- function equipment, please clarify what is meant by “All units need to be networked, duplex capability, scan/copy/fax functionality and 8.5 x 14 capacity.”
- If they are single-function, these devices won’t have the ability to scan/copy/fax. **See question #1**
46. Pg 12 – Optional Response
- Is the awarding of the equipment portion of this contract predicated on the vendor’s ability to provide this service?



- b. How many employees are currently working in Print Services?
 - i. Please provide staff schedules and weekly hours worked. **NA**
 - ii. What are Print Services hours? **7:30am – 4:30pm**
 - iii. Is staff currently employed by JCC or an outside vendor? **JCC**
47. Pg 12 – Proposed Pricing - It appears that this section may be incomplete. The paragraph ends with “The cost proposal should contain:”, but nothing appears after that. **See question #2**
48. Equipment Sheets: **Print Production: Xerox 700 average color monthly volume (last two years)- 26,000 (please note there is some grayscale included in this number but is not significant).**
- a. Please clarify if “Monthly Volume” is Total Volume or B/W Volume.
 - i. If it is total volume, then b/w volume (which is not shown) should be Monthly Volume minus Monthly Color Volume
 - ii. If it is b/w volume, then total volume (which is not shown) should be Monthly Volume plus Monthly Color Volume
 - b. How are the following costs calculated: **N/A**
 - i. Hard Phone, Hard Network, Hard Power, Hard Support
 - c. Is there a reason that so many clusters of color printers? **N/A**
 - i. What would be the preferred percentage of color printers?
 - d. The RFP states that there are 43 MFD’s. The quantity listed in the first part of the file (which shows the printers), does not correlate the quantity listed in the second part of the file. **Please note that it states “approximately 43”.**
 - i. In order to determine which device in the first section matches which device in the second section, please provide the asset number along with the serial number. **N/A**
49. After we get answers to questions on the 9th; if the answers create additional questions will we have an opportunity to ask follow up questions if needed. **Follow up questions must be submitted by EOB Tuesday, February 14th.**
50. Page 4, regarding the term of contract the lease term used should be based on a 5 year term? **Please provide 3, 4, & 5 year options.**
51. Page 8 Evaluation, #7 how is the efficiency and the expedience currently be monitored? Also who is monitoring it? How is it shown to you and by whom? Finally are you happy with this system and what would like to see different? **Our current partner manages and monitors all service calls and has met service level commitments. Internally, we utilize a helpdesk ticket tracking system to manage and monitor service to end users.**



52. Page 8 Evaluation, #8 What type of reporting tools or systems are you currently receiving this type of auditing information in? Are these reports used for such things as: expenses, quality and management reports? **Strike #8 from this portion of the RFP.**
53. Page 8 Scope of work: Do you currently have managed print service provider in place for your printers? **No**
54. Page 8 In your printer fleet how many are local printers and how many are networked?

Local Device Type	Units	Network Device Type	Units
Inkjet Color	293	Multifunction B&W Network	20
Multifunction B&W Local	9	Multifunction Color Network	2
Multifunction Color Local	1	Printer B&W Networked	112
Personal Multifunction B&W	15	Printer Color Networked	42
Personal Multifunction Color	5		
Printer B&W Local	60		
Printer Color Local	18		
Total	401		176

55. Page 8 Will you use other than OEM toners in your printers? **No**
56. Page 8, Are you looking for one vender for all printers, MFD's, and the print shop plus the service related to all three? **The College reserves the right to consider a 'best of breed' solution if it's advantageous to the College to do so.**
57. Do you have a definitive date as to when your device mix will start to be implemented? When are you looking to have the entire fleet completely in place? **We expect to phase the devices in based on an agreed upon plan with the chosen partner. The plan will take into account the current state, existing device leases, and appropriate organizational change management.**
58. Page 9 In March 2012 RFP #R11003 a vender did a print management study. Can you provide the equipment mix, floor plans that show the staff to equip ratio; both current and the plan recommended in the strategy. **See question #38.**



59. Also, please provide the mapping that was done. Both current and recommended. For Black and white and color, also printers. **See question #38.**
60. Page 9 How many fax machines do you have now and will they be replaced with me MFD'S? **31**
61. Page 9 Can you expand on normal business hours? **See question #33.**
62. Page 9 Improve performance on large volume copiers, are you looking for broader functionality, speed, more up time? Can you expand on this? **We would like to explore options to increase the 6115 volume.**
63. Page 9 Based on previously mentioned study do you have the location & quantity for these additional color units? **Very limited, student areas (library or computer labs).**
64. Please share the MAPPING that was done in the study last February or any other machine mapping you have. **N/A**
65. Page 9 (incident) How are calls currently being placed on current copiers, and printers please explain in detail on this success or challenges you have with current system. Also, how is the same service handled in your print shop? **Leased MFD's & Print Production units have service agreements and calls are placed as needed to vendor.**
66. Page 10 Objective: What percent of the 225 devises would be installed at the start of the first year? If not 100% over what period of time are you looking at to be 100% with one vendor? **A plan to phase in devices will be constructed with the chosen partner based on the current state and the disposition of existing printing and multi-function devices.**
67. What is your plan for your current leased equipment? Would you like a vendor to buy out your current leases, or do you intend to take them all to term? **We will consider all options that may be cost beneficial to the college.**
68. Regarding your current leased copiers, who is responsible to return of these machines at the end of lease? **The College**
69. Page 10. How is service and supplies handled for copiers and printers currently? Is P.O. required each time? **Leased MFD's & Print Production units have service agreements with supplies. For Printers each department purchases their own paper and toner.**



70. Page 11 (existing print services) Do you have a web based ticketing system on site or off site? To order and track copies and / or prints? If so what % of staff is using it? Are you charging Departments back? Are students using it? Are you charging students for copies or prints? **We have a web based submission: <http://www.jjc.edu/about/administration/information-technology/media/print-services/Pages/default.aspx>. A PDF is also available for the paper version. % of staff using it NA. Yes, we do back charge departments. Limited student usage of Print Services except through clubs/student organizations.**
71. Page 11 (offline finishing options) If these items can be done inline (on a production copier) would you prefer that? **No preference will consider all options.**
72. Page 11 (3rd unit) Do you want us to review this before the 20th or after? **Please account for this as part of your proposal. In other words, after the 20th.**
73. Page 11 Current Equitrac system - What configuration and version of Equitrac are you currently using? **Equitrac Office Manager 4.1.1.**
74. Page 11 Current Equitrac system - How many devices are currently on this system? **See question #44.**
75. Are you using card authentication at the MFPs or do users authenticate by pushing buttons on the MFP keypad or some other means? What system is in place now? **Equitrac Page counters-user pin codes.**
76. Is your expectation that you would keep your existing Equitrac system? **We will consider all options.**
77. Is it your current Equitrac still under support/maintenance from Equitrac? **Yes, Equitrac and X-Central.**
78. What is the current campus one –card solution being used at JJC? Do you want to use this card to have student’s access printing and copying devices? What type of ID cards do students and staff currently have? Do they use different ID cards? What brand and type of card is used by students and by your faculty? **See also question #3; there is no one-card solution in place. We produce photo ID cards for students, faculty, and staff through a solution from Identisys. The cards are the same for students and staff and are differentiated by color. The card stock is purchased through Identisys.**
79. Will all accounting for copies and prints be done in the one-card system? **See question #5**



80. Is there any specific limitations with the Equitrac system currently being used; which JJC would like to improve on? **See question #187**
81. Is there a need to provide printing to mobile users- such as- laptop, Ipad, Smartphone and other mobile devices? **See question #8.**
82. Is there a desire to provide students a print/copy portal to view print jobs submitted (in Queue but not printer), then print and/or delete specific jobs/pages? (also see question #9) **Yes. If there is no extra charge for this service. See question #9.**
83. Will there be any machines where coins and dollars are accepted for payment use? **Currently there is one coin op unit and the goal would be to move away from this type of payment.**
84. Do you currently use release stations for student printing? If so, is there a desire to move away from a release station, or add more of these? **Purchasing print cards rather than coin operated.**
85. Is there currently a plan to use these MFD's to scan into a document management system? If so you have a system in place? (ie: SharePoint) What system are you currently using? Can you expand on its usefulness and its problems? Do you plan to replace it? **We would like to scan from the MFD's in to our document management solution, yes. Our current document management solution is Hyland Singularity. We are currently evaluating that solution since there will be no further R&D by Hyland on this product.**
86. Will all copier/printers be required to have user controls installed for access? **This will depend on function and location.**
87. Is there a desire for the selected system to provide "follow me printing" as well as secure release print? **See question # 13.**
88. Is there a desire to charge back for copy, print, fax and scan at all machines? Only machines students use? **We currently have chargebacks for staff on most MFD's and some cost recovery for students, i.e. print release & Equitrac swipe cards for copying.**
89. Will charge back be used for Students as well as Faculty and Staff (Departmental Chargeback)? **We would like to have a more comprehensive cost recovery that increases student satisfaction but promotes responsible printing. Also, see question #88.**



90. Page 12 Your description for a single-function equipment has both Scan and fax functions? Should this be a print only? **See question #1.**
91. Page 12 (Small footprint desktop) Can this unit have a base and sit on floor as a small footprint console machine that produces 8.5x11+14" pages? **Would consider all options based on what works best with each location.**
92. How many authorized users will you need to have access the Web to Print portal (WTP)? **If you are referring to Print staff & manager at least 6.**
93. How many "static" and how much variable will you need to be stored on your servers in the print shop? **N/A**
94. How long will the print shop need to archive printed documents? **Most of our jobs have a short shelf life, but there could be some that need to be archived for 2-3 years.**
95. Do you need their WTP (Web to Print) to integrate into any type of billing / accounting systems, and if so which? Do you have this in place now? Can you expand on how well this is working or the limitation you are experiencing? How many users/customers (students + Teachers) will you have? Do you want this WTP system to run on your servers or be hosted off site? **Currently we use Equitrac for Print Service B&W billing and we do color manually. We are open to all options that can improve our work flow and customer satisfaction (JJC staff).**
96. What levels of SECURITY need to be in place for document and data protection? **The college regularly produces documents that contain information that needs to be kept private and secure. The printing solution should provide appropriate security technology and mechanisms in-line with that expectation?**
97. Do you want the WTP solution to be automated in that it routes jobs automatically to either Color or B&W devices? **We are open to all options that can improve our work flow and customer (JJC staff) satisfaction.**
98. Do you need to scan to Archival Servers, email, FTP, Hard drives? If so, what type of documents? **N/A**
99. What is the Page description language of their workflow? Ie: Jpeg, tiff, etc. **Mostly PDF's.**
100. What RIP are they using for their Color Printer currently? **Xerox Fiery X70EX2 Color Wise management.**



101. How do you manager the black & white and color workflow currently? **Electronic job tickets printed in the shop and managed in paper form, job is converted to PDF before printing.**
102. Do you currently use a Spectrophotometer for Color Management and Calibration?
See question #100
103. What Paper stocks do you currently use on your B&W and Color production machines? Do you find your limited in what you would can to use on your current equipment?
Typical varieties for color/B&W, nothing exotic. No.
104. What types of finishing do you currently have in place? What finishing do you currently use the most? What finishing will you need to have for both B&W and Color moving forward? **Booklet saddle stitch (off-line), booklet comb bind (off-line), Tape binding (on-line), folding, stapling (on-line), shrink wrapping, hole punch & cutting. Future considerations include: padding press and tape binder.**
105. Of their your Production Center's volume, what % is B&W and what % is Color? What % is brought in over the WTP portal? What % of your work is received: Electronically? Hard Copy? Email? Other? **Monthly volume averages over the last 4 years for 6115 & WCP90 and 2 years for 700: 700-26,000, WCP 90-137,500 & 6115-194,500. Distribution on how jobs are submitted is mostly electronically.**
106. How many shifts need to be supported for Maintenance? **N/A**
107. Do they currently use any type of "HOT FOLDERS" to automate job queuing? **We do use folders, not sure if they are considered "hot".**
108. How many employees are there at each of your campus location(s)? **Main Campus – 756, City Center – 67, Romeoville – 27, Morris – 8, Frankfort – 2, Weitendorf – 1.**
109. Can you please provide the location for each device? **N/A**
110. Do users print through Print Servers? If so how many do you have? **Yes. 4.**
111. What Operating Systems do you use for Desktops? **Windows XP, Windows 7 and MAC OS Leopard.**
112. What Operating Systems do you use for Servers? **Windows Server 2003.**



113. What are your standard print languages? (PCL, Post Script) **Both languages (PCL and PS)**
114. Are there any enterprise printing solutions that need to be tracked? (ex: printing out of SAP) **Yes, for accounting, cost recovery, and reporting.**
115. What type of network fax do you use? **RightFax**
116. What is your current scanning solution? **Using Xerox copiers to scan documents into PDF format and email to user inbox.**
117. After scanning a document, what do users do with it? **It is emailed to user's inbox (Outlook).**
118. Is this opportunity a multiple or single-vendor contract award? **The college reserves the right to examine all responses and determine the appropriate partner mix based on the desired solution.**
119. Will there be an opportunity for vendors to present? **Yes.**
120. Page 7 references "Responses to Questionnaire." Please clarify and confirm where the "Questionnaire" appears within this RFP document. **See question #28.**
121. The 2nd paragraph on page 12 discusses "single-function equipment," but then states that scan/copy/fax are required. Can you please clarify and confirm? **See question #1.**
122. Also on page 12, under "Proposed Pricing," it appears that information is missing at the end of that paragraph. It states, "The cost proposal should contain:" Can you please supply what the cost proposal should contain? **See question #2.**
123. How do you currently purchase your toner? **Each department purchases their own toners going through OfficeMax.**
124. What features of Equitrac are you currently using? Are there any other features you would like to explore? **See question #73 & 80.**
125. How do users currently authenticate at the devices? **Faculty/Staff authenticate to network using their own AD account.**



126. What type of ID Badges do faculty and students use? **The photo ID production system is Identisys.**
127. What campus-wide software solutions are you currently using today (in addition to Equitrac)? **None.**
128. Do you use document management software? If so, what type? If no, do you plan to implement a document management solution in the future? **Singularity Software (OnBas).**
129. Are you looking into any new Enterprise Content Management solutions? If so, how far into the process are you? **No.**
130. Do you have any security or compliance requirements or concerns? **Yes. HIPAA, FERPA, Board policies, etc.**
131. Do you have any upgrades planned? If so, when will they take place? **No.**
132. Do you currently outsource your Print Services Department? If so, who is the vendor? **No.**
133. How many employees run your Print Services Department? What are their titles and hours? **2 fulltime, 1 part time & part time student worker, titles not available and we cover the area approximately 7:30am to 4:30pm.**
134. How many users will be using web submission? **See question #92.**
135. How does JJC want users to sign into system? **Faculty/Staff authenticate, but need more information about this option to make a recommendation.**
136. Will this be used for faculty and students? **Mostly Staff**
137. What type of reporting will be utilized from the system? **Need more information about this option to make a recommendation.**
138. Will Variable Data be used within this system? **N/A**
139. Does JJC want to self-host this software or should it be hosted outside of the college? **Need more information about this option to make a recommendation.**



140. What type of customization does JJC want to incorporate within this web submission software? **Need more information about this option to make a recommendation.**
141. What are the main aspects of this web submission software that JJC wants to incorporate? **User satisfaction and improved workflow.**
142. Will there only be one store front or multiple store fronts added? **Probably one, but need more information to make a recommendation at this time.**
143. The RFP requests offline finishing equipment. Please detail what is needed offline versus in-line. **See question #104.**
144. Please detail volumes or amount of work that will be going through the various finishing devices. **Finishing volume not available, see question #105 for print volume.**
145. Please detail what current finishing option JJC has on-site. **See question #104.**
146. Is there any front-end work flow for the production equipment? **Yes.**
147. Is any pre-press work flow currently being used for the production area? **Minimal.**
148. What type of finishing does JJC want in-line on the new production equipment? What type of finishing does JJC want offline? **See question #104.**
149. What are the current configurations on production equipment? For example paper input and finishing? Does JJC want to change this?
Need more information about this option to make a recommendation.
150. What type of scheduling or process control software is being used currently? **Franklin.**
151. What aspects of the production print area does JJC want to change or improve?
Quality improvement would be considered for any aspect. However, improved workflow and also driving internal college business (that is going outside the institution) back to the Print Center are important issues.
152. Is there a need for added color control within the production area?
Need more information about this option to make a recommendation.
153. How many new solutions would JJC like to see within the production area?



We are keeping the 700 and 6115. Requesting a review of a 3rd unit for light production work, which currently is a WCP90.

154. What additional items would JJC like to see in the BID response? software, capabilities, training, work flows, etc.
Need more information about this options to make a recommendation, however improved efficiency and quality are important considerations, so software, workflow training etc. are all considerations.
155. Are there any internal initiatives of which we should be aware to help us design our proposed solution? **Nothing that hasn't either been specified in the RFP or answered in these questions**
156. JJC's RFP states that it is evaluating the opportunity to improve upon its Managed Print Service. What does the current Managed Print Service consist of? What is it lacking?
See question #38
157. The RFP's 'Proposed Pricing' section states: "The vendor should furnish a list of proposed prices for all services and materials to be used during the term of the contract. The list of proposed prices should be structured to allow for the calculation of unit cost analyses. The prices included herein are to be firm through the contract term, unless noted otherwise by the vendor. The cost proposal should contain: Can JJC provide what the cost proposal should contain? **See question #2.**
158. Does JJC plan on evaluating outsourcing the copy center? **As an optional item, the college will consider proposals for management and oversight of our print production facility.**
159. Can JJC please make available the Questionnaire referenced in page 7 under 6. Responses to Questionnaire. **See question #28.**
160. Can JJC please make available Pro forma Contract referenced in page 7 under 9. Pro forma Contract?
The requirement for the Pro-forma Contract on page 7 #9 is removed from the section V. Format for response. The contract will be completed with the awarded vendor.
161. Do they currently have a web to print solution in place? If so, what is it?
No, but we do have web submission of jobs.



162. What are the throughput paper and finishing requirements for the Xerox Docutech 6115? **Current configuration is adequate.**
163. Do they have or are they planning on implementing a variable data printing application or would they like it quoted as an option to our solution? **Not sure if needed but can quote as an option.**
164. What are the paper throughput and finishing requirements for the Xerox Workcenter pro90 in Print Production? **See question #153.**
165. Is JJC allowing a walkthrough / analysis of the print services department? **See question #39.**
166. How many Full time employees are in print services department? **See question #133.**
167. What are the impression volumes for the print devices in the print services department for the last 12 months? **See question #105.**
168. Number of print jobs weekly / monthly in print services department?
For the past 18 months we have averaged 352 jobs per month.
169. Is there any mail or shipping operations in conjunction with the print services department? **JJC mail room is across the hall from Print Services which is utilized for job deliveries.**
170. How are jobs currently submitted to the print services department? **See question #70.**
171. How are these jobs being charged back in the print services department? **See question #95.**
172. Q - What is the ratio of end-users JJC staff vs. student body utilizing the print services department? **Large majority is JJC staff.**
173. How is Average Device Utilization Calculated? **Utilizing industry standards.**
174. What is JJC's goal for Average Device Utilization? **Should adhere to industry standards.**
175. Is JJC allowing a walkthrough / analysis of the print services department? **See question #39.**



176. Can JJC make the information included in pages 14 -25 in their native files(Excel etc)?
No.
177. System will be able to integrate with a campus one-card solution. **Not sure what the question is.**
178. Can Ricoh use Joliet Junior College Logos including JJC's sport team logos in our response? **Yes. JJC will not provide any artwork.**
179. What network operating systems are in place for students? Faculty and Admin?
(please provide version numbers)
Desktop: Windows 7 and XP Network: Windows Server 2003
180. What desktop operating systems are in place? (please provide version numbers)
Desktop OS: Windows 7, Windows XP and MAC OS Snow Leopard/Lion
181. What is the breakdown of PC and Mac on the faculty staff?
We have a total of 2700 PCs on all campuses. We have about 100 Mac (iMacs, MAC Pro and MacBooks).
182. What is your current email system? **Outlook (exchange 2003)**
183. Does the College have Voice over IP or PRI phone circuits? Are their available PRI lines that could be used for fax? Or VoIP bandwidth? **Yes to all parts of question 183.**
184. How do students currently print to the College's print network?
Print in the teaching labs and open computer labs.
185. The RFP mentions the One Card, does the One Card have security features such as, HID or prox, that could be used for card swipe authentication?
We currently do not have One-Card in place. We would like to use One-Card with Security features
186. Does the faculty and staff use One Card or another type of card for building security and authentication? If so, what type?
They print in the labs to the network printers
187. What features of the current Equitrac system do you like/dislike? What features are you looking for that are not available from the Equitrac solution? **Do not have a strong like or dislike with Equitrac, however we want to make sure we have the best solution going forward for our needs, also see question #80.**



188. What student records system is utilized by JJC, For Example Banner?
Staff use Keyscan to access building.
189. What financial software system is used by JJC? **The college student, finance, and HR system is Datatel Colleague.**
190. Does JJC use SQL, Oracle or DB2? **DB2 and SQL, depending on the application.**
191. Is JJC considering process improvement with the document handling in other departments? Example, Enrollment, Financial Aid, Student Records, Accounting? **The college is considering process improvement in all areas. Document management is a part of those initiatives.**

**Please acknowledge receipt of this addendum by emailing to purchasing@jjc.edu
Include your name, title and company name in your acknowledgement email. Failure to do so could result in disqualification of your proposal.**

**Additional information regarding this proposal can be found at:
www.jjc.edu/info/purchasing**

Issued by:

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