DATE: January 22, 2018

Joliet Junior College
1215 Houbolt Road
Joliet, IL 60431

TO:	Prospective Respondents
SUBJECT:	Addendum No. 2
PROJECT NAME:	Multi-Functional Devices
JJC PROJECT NO.:	R17006R

This Addendum forms a part of the Bidding and Contract Documents and modifies the original bidding document as posted on the JJC website. Acknowledge receipt of this addendum as specified at the end of this addendum. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

General Questions:

1. There are extra machines listed at the bottom of the 'Creative Proposed Solution' Tab Line 286-295. Are these machines only to be factored into this solution and not the 'Vendor Proposed Solution?' Machines from lines 286-195 on the creative tab of Addendum A...will not be considered in the RFP.

2. In reference to question B26, what would the approximate shipping cost and destination be for the equipment to be returned? At the moment the lessor has not provided JJC with the destination for the MFP's being returned. We would expect a vendor(s) logistics department to be able to approximate the cost of returning equipment or a vendor could reply they are not able to perform this function.

3. Which machines will be used for student printing? Same devices as marked in question #4.

4. How many coin ops do you require in total? 7 and these are marked in the notes section of the configuration tab.

5. Is JJC looking to eliminate the coin/dollar/credit payment machines? If so, does the current vendor need to address the return of that equipment? No. JJC is not looking to eliminate the coin/dollar/credit payment machines.

6. What is the name of the system that you are using for coin kiosk? Do you want to keep that workflow in place? Today's Business Solutions is name of the coin Kiosk. We don't expect vendors to change this system. Vendor(s) will need to provide the dongle to connect to the current Kiosk.

7. How many card readers (per Section V #14, it sounds like it may be expanded to all MFDs)? We would like to see vendors include card readers on every MFP device.

8. Are you looking to include single function printing to secure print? (This would require adding a card reader to those devices) JJC has asked that each vendor include a card reader for each device (see above).

9. Can JJC elaborate on the cancellable contract with a 60-day written notice? Is this due to non-funding or non-Performance? Non-Performance. Almost all leases have a non-appropriation of funds clause.

10. On the spreadsheet it states 180 devices network print devices, but on the RFP page 8, JJC indicates 221 networked HP's. Please refer to the 180 devices listed in the RFP.

11. Who is the current Leasing company? Currently JJC has a Premier Master Lease Agreement.

12. When is the expiration Date? Vendors are to assume all contracts are expired or will be terminated.

13. What reporting visibility does JJC currently have / What real time visibility to reporting matrix's? Currently use Equitrac / Papercut for reporting.

14. How Much 11 X 17 paper was purchased or used during the last 12 months, and which models utilize 11 X 17 paper or what % of the models utilize 11 X 17 Paper? This changes from year to year. All A3 devices should be bid as A3.

15. There is a request for two references of past customers, but no space provided to supply this information. How should we include it? Vendors can add this information as an Addendum Attachment in their bid response.

16. There is a table for "Key Client as a % of Total Annual Revenue", can you please clarify how this information will be utilized for the submission analysis? JJC wants to ensure that a vendor(s) client base is distributed, so they won't go out of business with the loss of a single client.

17. There is a table for "Vendor's Top Five Competitors", can you please clarify how this information will be utilized for the submission analysis? JJC is simply asking vendors to suggest who they feel their top 5 competitors are.

18. Can JJC provide us with a sample PO? This will be provided to all vendors. See attachment.

19. Is indirect participation equal to direct participation? How will these be weighed? Does JJC have targets for this contract as it pertains to BEP? No. Items of evaluation by the JJC Committee can be found in Section IV of the RFP document. JJC will be looking at overall Best Value.

20. Is it a requirement of the chosen vendor to be BEP certified? **Business Enterprise Program (BEP):** Minorities, Females, and Persons with Disabilities Participation and Utilization Plan: Joliet Junior College will make every effort to use local business firms and contract with small, minority-owned, and/or women-owned businesses in the

procurement process. This solicitation contains a goal to include businesses owned and controlled by minorities, females, and persons with disabilities in the College's procurement and contracting processes in accordance with the State of Illinois' Business Enterprise for Minorities, Females, and Persons with Disabilities Act (30 ILCS 575). No.

21. Will JJC consider a solution that includes minimally used equipment as an alternative proposal? No. JJC would prefer all new equipment.

22. Will JJC accept "Newly Manufactured" equipment that may contain used components or parts for the primary RFP response? As long as the equipment carries the warranty and service guarantees of New Equipment.

23. Many companies charge for small items throughout a contract that add up to significant unbudgeted costs. Does JJC allow for toner delivery charges, double clicking larger than letter sized paper, remote electronic device management, etc? All costs should be clarified in the bid response. JJC does not want any hidden costs.

24. Do all students have ID cards? Yes

25. Do all campuses use the same type of ID cards? Yes

26. To confirm, all local print devices are out of scope? Any Non-Networked printers are out of Scope for this RFP.

27. Are there loading docks at all locations? Only at the main campus.

Service & Supply Questions:

28. Describe the printer call flow, starting with L1 service desk and describe what resources participate in the process? Calls will come into the Service Desk. If the service desk can't fix the call, they will place a call with the vendor.

29. Can you provide the current process for when a print related job ticket is opened/closed for supplies and services? Currently JJC will look at the current vendor(s) on-line tool for job completion.

30. How is the current Service Escalation process for placing calls? (Single point of contact, End users?) JJC prefers that End users place calls directly to JJC service desk and then the calls will be routed to the vendor.

31. Has JJC had service escalation to the point of a "Lemon Replacement" in the past five years? The Question is irrelevant.

32. How do end users request toner fulfillment on MFP's and desktop printers? Currently the MFP's are on Auto-Toner replenishment. JJC also wants the option of ordering toner if the Auto-Toner replenishment goes down or is not working.

33. Would JJC be interested in an automated toner delivery system? See question above.

34. Is JJC using OEM or Reman print cartridges? Will you accept moving forward with reman on the next solution implemented? Would prefer OEM. JJC would consider reman if the cartridges are consistent with the current quality. If toner provided is not the quality of OEM winning vendor will be required to use OEM.

35. Do you currently have a MPS provider for A4 devices? Our current Copier vendor supports all of the MFP's and Managed Print Services on our networked printers.

36. How are chargebacks currently reconciled by JJC department staff and students? Through Papercut and Equitrac.

37. For the existing HP printers, toner is bought separately, how are break fix calls escalated and supported? No all toner is on an MPS program that includes break/fix.

Business Equipment Questions:

38. On the equipment summary, does finisher always imply only stapling, or do any machines need hole punching capability? None of the MFP devices require 2/3 hole-punch. All advanced finishing should be done in the Production Center.

39. In regard to the User Interface (E4), what level of customization is JJC interested in? JJC is interested in ease of use and basic customization. Would prefer that all MFP's have similar functionality.

40. Will JJC provide a secure place to store parts? Yes. Locations will be determined.

41. In the finisher column it's listed "1K". To clarify, are you referring to the capacity of the output tray? Yes.

42. What finishing capabilities are required for devices with "X" in the Finisher column (i.e. staple, hole punch, folding)? Standard Stapling. All hole punch, folding, etc will be focused at the Production center.

43. What devices are required to have A3 (11x17) capabilities? There are no check marks in Attachment A under "A3 or A4 Model" column. JJC would prefer vendors to bid A3 for current A3 devices and A4 for current A4 devices.

44. Do the speeds of the proposed devices need to be the same or higher than the existing devices (i.e. Can a 36 ppm be replaced with a 35 ppm)? JJC has created a Proposed solution tab and a creative solution tab, so vendors can bid like for like and also place a bid for right-sizing the equipment based on volume specifications.

45. Can we right-size any of the A3 devices? Which machines don't need 11x17 printing/scanning? See the above answer.

46. What is the goal of the "Creative Solution" tab? See answer to Question 44.

47. Can devices requiring two paper drawers or less be tabletop models and not floor standing? No. JJC would prefer that each MFP device is bid with a cabinet/stand.

48. What are the training requirements for workgroup MFP's and Production MFP's (i.e. Training at each device, classroom style training, key operator training, train staff who will

train others)? These methods have been used in addition to webinar training, and others. JJC will work with the winning vendor to determine the best means of training.

49. What is the process for New Hardware Training/ New Student orientation? See above.

50. RFP states there are 15,383 students enrolled for Fall 2016 – has this number changed significantly in over year? How many staff end users are there? No, the number has not changed significantly. There are approximately 1,200 Staff end users.

51. Are there any areas of consolidation? There are several units that have no volume listed – can these be removed? Please bid according to the matrix. JJC will work with the winning vendor to make any additional changes, prior to installation.

Production Equipment Questions:

52. What make ready software is currently being used in the Print Services shop? None.

53. Is the web submission software a "home grown" software or from an outside vendor? Home Grown. Web based on JJC Portal

54. What actual finished products do you need the print center to produce? Business cards, postcards, handouts, posters, manuals

55. What is the current model of Fiery being utilized? Command Workstation 5 / Fiery 9 version 1

56. Are the Fiery controllers standalone or bustled? Bustled

57. Does the paper capacity on the production devices need to meet or exceed the current equipment (i.e. Can three drawers (6,000 total sheets) be replaced with two drawers (5,000 total sheets)? Two high capacity drawers on Color Production unit is sufficient, but would prefer three high capacity drawers on B/W Production Units.

58. Are the additional high cap trays holding letter size paper, or is it oversized? They are holding both. Currently we use from 8.5" x 11" to 11" x 17" in the High Cap Trays.

59. What is the Web Submission software? Refer to question 53

60. What punch die(s) are currently being used on the GBC punch device? Spiral, Comb and 3-Hole.

61. How many perfect bound books are produced monthly? Varies. An average over 12 months would be 150 a month.

62. What is the largest page count on a perfect bound book? 300 sheets of 20# paper

63. What are the types of paper being used in the Print Services shop, ie: Bond, Gloss, Cover, etc.? B/W Production unit uses 20lb. bond paper & 67lb. various color cardstock cover. Color Production unit uses 28lb-105 g/m2 paper, 100# 140 g/m2 paper Gloss Coated, 80lb. 210 g/m2 Gloss Cover paper, 100lb. 280 g/m2 Matte Cover paper.

64. Are there dedicated print operators? No

65. What is the turn-around time frame for submitted jobs? Next day

66. Do any jobs submitted to Print Services require pre-press set up from print operators? No

67. What is the heaviest paper stock being used currently? 100# Cover – 280 g/m2

68. How many saddle stitch booklets are produced on average each month? Varies. An average over 12 months would be 600 a month

69. What finished sizes of saddle stitch booklets are produced? The majority are 5.5" x 8.5" but also produce 8.5" x 11"

70. Are print jobs submitted in a print ready condition? Yes

71. Are hard copy jobs submitted? Yes. Of the hard copy jobs submitted, 95% are B/W and 5% are color.

72. Are "walk in" jobs allowed? To JJC Staff/Faculty, yes.

73. How does the Print Services shop currently bill back departments/individuals? Generate invoices using Franklin Estimator and imputing totals from Equitrac to Excel.

74. Are jobs submitted in formats other than PDF? If so, what are the other formats? Yes. Word, PowerPoint, Publisher and JPEG.

75. Can you clarify what you mean by Network Services? What is the scope? Will discuss with winning bidder

76. What are the physical dimensions of the Print Services room? 20'W x 51'L x 9'H

77. What types of services does the Print Services Shop provide for customers? Color & B/W scanning & copying, large-format printing, lamination up to 11" x 17", binding (Spiral, Comb, Adhesive, Padding and Ply for Carbonless paper) cutting, shrink wrapping.

78. Is there a list of printing options (types of printing jobs offered) for customers to choose from? If so, what are those items? Yes.

79. How many jobs are produced using the high capacity stacker unit? High capacity stacker is always in use

80. What percentage of jobs are being produced using the high capacity stacker? B/W machines 100%; on the Color production unit it is 99%

81. Is it possible to schedule a brief, guided tour of the Print Services production room; 30-45 minutes max? No. JJC believes vendors have sufficient information to determine needs.

Konica Pro 1051s:

82. Does Perfect Binder need to be inline or would offline be ok? (offline would offer more flexibility at likely a lower cost) Preferably inline, offline would be okay as long as it's serviced by the same vendor and doesn't take up too much space.

83. Does the Tri-Fold need to be inline or would offline be ok? (offline would offer more flexibility at likely a lower cost) Preferably inline.

84. Is there a specific punch die or dies that are required for the GBC Power Puncher? If so, which ones are they? 3 Hole Punch and a 44 Hole C4/Coil Oval or Round

85. If there is a High Density option for the GBC Punch Dies do you want those included or just the standard? As long as the standard option can handle the heaviest paper type we stock (see question 67)

86. Are Stackers required or would stacking on the finishers be ok? Stackers on finishers are okay.

Konica 7000:

87. Does the Tri-Fold need to be inline or would offline be ok? (offline would offer more flexibility at likely a lower cost) Refer to question 83

Output Management Questions:

88. What version of PaperCut is JJC currently using? Papercut MF-V17

89. What modules are deployed with the PaperCut and Equitrac solutions? Follow Me Printing, Statistics, Rules and Routing? We are mainly using them for Follow me printing and statistical reporting for bill back.

90. What modules would the college like included? See answer above.

91. How many servers will be utilized for printing? Currently there are two.

92. Does JJC manage a dedicated SQL server? If so what year? JJC has a SQL Server 2008R.

93. What type of hardware is connected to the MFDs that students use for printing? Coin Op and Bar code readers.

94. What are the average monthly page volumes for 11x17 prints on production devices and walk up MFPs? All variable from month to month.

95. Will JJC want to limit community availability to just print or allow full access? JJC is looking to have the devices locked down to card reader only, with the exception of the Coin Op devices, which will be available to the community.

96. What type of authentication will be done on MFDs? Pin Code, Card/Keyfob, AD username and Password? All the above.

97. Should mobile printing compatibility be considered and included? If so what kind of devices? Will these devices all be on same network? Yes. Currently JJC uses web printing through the Papercut application.

98. Does JJC have a desire to track individual user usage on the single function printers? JJC does not currently bill back for any networked printers, but JJC would like to have the ability to bill back departments for networked printers in the future.

99. Would you like the single function printers to be part of the follow me print queue? No. Only for Multi-Function devices.

100. Do you have current floor plans/mapping that identifies the placement of print devices included in the RFP spreadsheet? Not Currently. Campus maps are available on the JJC website.

Software Questions:

101. What is the current version of Papercut JJC is using? Papercut MF-V17, with 13,000 user licenses currently.

102. Could you provide us a copy of your Papercut License file? No.

103. It says they use Papercut on only 6 devices for student printing, and then Equitrac on 91 other units. What is the reasoning behind using two different software solutions that generally serve the same purpose, and can we consolidate them down to one? Do they want to keep coin-op for Papercut student printing or can it be digitized? JJC is interested in best overall value. JJC does want all future MFD's to have a card reader solution and could consolidate to one platform.

104. The RFP states that JJC will not be going to a one-card system, but also states utilization of a Keyscan system on 11 MFDs and the desire to implement that on all devices. Please clarify. See answer 3 above. JJC is looking to expand card readers to all MFD's.

105. Would you like to maintain Equitrac and/or Papercut, OR would you like the new Print Solution Software to replace one or both of them? See answer 3 above.

106. Do you own Equitrac and/or Papercut? Does JJC have any annual maintenance charges associated with these technologies? Software is currently owned by JJC, however JJC is paying a monthly license servicing cost. JJC intends to keep Papercut in place on the student solution side permanently.

107. Which devices (and by extension how many) do you want to have Follow Me printing enabled on? Would prefer to have Follow Me printing on all MFP's.

108. Can you provide additional info on the Keyscan used for job release on those 11 (and expanding) devices? We would need to know specs, etc. Keyscan is active Version 7.3.0.0. The cards are RFID ID cards.

109. Will JJC require vendor to install print drivers on servers and workstations, and install and configure the scanning address books or network locations? No the vendor will not install print drivers, only provide the correct drivers and scanning to JJC.

110. What Version of Rightfax is being used? RightFax Version 9.4

111. If the RightFax server handles faxing, do you need fax boards added to the devices that currently have faxing capability? Yes.

112. Would you like to integrate with RightFax through the new software solution? We haven't made that determination at this time. Will discuss with winning vendor.

113. What is the current print solution software on premises? Papercut & Equitrac

114. What type of Print Policies and Security Procedures are in place for the existing Output Print Strategy? We will discuss these with winning vendor.

115. Is initial and ongoing compliance management of printers security settings in scope? If so, what tool is currently used to push out printer settings? We will discuss these with winning vendor.

116. For IT related issues, what is the current process to engage IT support staff? End Users will call JJC Service Desk or use the JJC self-service portal.

117. Can JJC elaborate on Mobil print offerings as part of their document solution? Mobil device printing can only be done through the Papercut software portal.

118. Is ERP open print or secure print? Secured.

119. Are students in Active Directory? Yes

120. Are all campuses on the same LAN? Different LAN's.

Miscellaneous Questions:

121. On the existing printers there is no requirement on toner type allowed within the response. Is there a measurable requirement/standard of OEM toner required to insure all RFP responses can be measured on equal standards? Would prefer OEM. JJC would consider reman if the cartridges are consistent with the current quality. If toner provided is not the quality of OEM winning vendor will be required to use OEM.

122. What type of Proximity cards/Smart cards are being utilized by staff and students? Staff is using Keyscan is active Version 7.3.0.0. The cards are RFID ID cards. Students are using the bar code on their Student ID.

123. What type of Proximity cards/Smart cards are being utilized by staff and students? Staff is using Keyscan is active Version 7.3.0.0. The cards are RFID ID cards. Students are using the bar code on their Student ID.

124. You mention security within the RFP. Are their security requirements on the proposed devices? Available industry device level security solutions include: Secure Boot Process, Firmware Code, Integrity, Run-Time Intrusion Detection, Continuous Assurance of Security Policy Settings, Real-Time Threat Detection and Analytics. We will discuss these with winning vendor.

End of Addendum #2

DATE: January 22, 2018

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Please acknowledge receipt of these addenda by including this page with your proposal. Include your company name, printed name, title, and signature in your acknowledgement below. Failure to do so could result in disqualification of your bid.

Issued by:

Janice Reedus
Director of Business & Auxiliary Services
Joliet Junior College
815.280.6643

I acknowledge receipt of Addendum #2.

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Company Name

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Printed Name

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Title

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Signature