April 21, 2014
ITN #14-21 Campus-wide Unified Print & Mailroom Services
Addendum #1

Clarifications:

1. Correction to Page 5, Key Mailroom Volume Data for 2013

   Inbound mail pieces handled 2013 (1/1/2013 – 12/31/2013) = 390,745
   Outbound mail pieces handled 2013 (1/1/2013 – 12/31/2013) = 414,532

   Key Mailroom volume data is as follows:

   **INBOUND MAIL PIECES HANDLED**
<table>
<thead>
<tr>
<th>2011 (1/1/11 – 12/31/11)</th>
<th>2012 (1/1/12 – 12/31/12)</th>
<th>2013 (1/1/13 – 12/31/13)</th>
</tr>
</thead>
<tbody>
<tr>
<td>370,241</td>
<td>409,039</td>
<td>390,745</td>
</tr>
</tbody>
</table>

   **OUTBOUND MAIL PIECES HANDLED**
<table>
<thead>
<tr>
<th>2011 (1/1/11 – 12/31/11)</th>
<th>2012 (1/1/12 – 12/31/12)</th>
<th>2013 (1/1/13 – 12/31/13)</th>
</tr>
</thead>
<tbody>
<tr>
<td>389,588</td>
<td>383,632</td>
<td>414,532</td>
</tr>
</tbody>
</table>

2. Correct to Page 23, Tab 5C has been changed to:

   Facilities Management Vendors can include creative alternate proposals even though a primary proposal is not offered. A vendor may respond to an individual lot or combination of lots. Describe in full and explain any creative alternative proposals that the Facilities Management Vendor believes are in UNF’s best interest to consider. Examples of creative alternate proposals may include, but not be limited to:
   - Bidding on one or more Product/Services Lots in any combination according to your company’s primary strengths;
   - Dispatch service only support programs (with no full-time factory trained technician included);
   - Changing the proposed equipment mix;
   - Requiring a specified guaranteed annual fleet volume; and
   - Proposing to charge on a quarterly or semi-annual basis.
3. Correct to Page 23, Tab 6C has been changed to:

Alternate Proposals, to be submitted under Tab 5 immediately above, will be accepted by UNF even though the Facilities Management Vendor has not submitted a Primary Proposal for that Product/Services Lot.

Alternate Proposals must indicate all pertinent details of the recommended plan including, but not limited to, the number of personnel to be assigned to UNF, the equipment to be utilized and any efficiency gains that the Facilities Management Vendor believes can be generated from the proposed method. When submitting Alternate Proposals, Vendors are required to complete another Pricing Schedule clearly marked “Alternate Proposal” at the top of the page. Please refer to examples of creative Alternate Proposals as described in Tab 5(c) found immediately above.

4. Pricing Schedule G has been added to separate Housing mail operations which is considered an optional element of this ITN and may not be awarded hereunder. See Revised Pricing Schedules A-G.

Additional Information:

1. Below are inbound mail counts for housing. Outbound mail is not counted, however it is placed with the University outbound mail.

Student Mail 11800 (Inbound USPS only for Osprey Hall, Osprey Landing, Osprey Cove, Osprey Crossings and Osprey Village)

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Handling</td>
<td>744</td>
<td>768</td>
<td>149</td>
</tr>
<tr>
<td>1st Class Flats</td>
<td>16,133</td>
<td>22,118</td>
<td>11,453</td>
</tr>
<tr>
<td>1st Class envelopes</td>
<td>63,270</td>
<td>112,525</td>
<td>67,850</td>
</tr>
<tr>
<td>Parcel Boxes</td>
<td>6,630</td>
<td>8,247</td>
<td>8,598</td>
</tr>
</tbody>
</table>

Student Mail 12800 (Inbound USPS only for Osprey Fountains)

<table>
<thead>
<tr>
<th></th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Handling</td>
<td>356</td>
<td>272</td>
<td>81</td>
</tr>
<tr>
<td>1st Class Flats</td>
<td>8,040</td>
<td>6,375</td>
<td>5,325</td>
</tr>
<tr>
<td>1st Class envelopes</td>
<td>8,288</td>
<td>8,564</td>
<td>8,481</td>
</tr>
<tr>
<td>Parcel Boxes</td>
<td>2,855</td>
<td>3,283</td>
<td>4,062</td>
</tr>
</tbody>
</table>
2. Below are the Print-for-Pay Locations

<table>
<thead>
<tr>
<th>Location</th>
<th>Building</th>
<th>Room</th>
<th>Device</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mathews Lab</td>
<td>15</td>
<td>2109</td>
<td>MP C3300, MP2550</td>
</tr>
<tr>
<td>College of Arts and Science</td>
<td>15</td>
<td>3129</td>
<td>MP 2550</td>
</tr>
<tr>
<td>Health</td>
<td>39</td>
<td>3064</td>
<td>MP2550</td>
</tr>
<tr>
<td>Nursing</td>
<td>39A</td>
<td>3070</td>
<td>MP2550</td>
</tr>
<tr>
<td>College of Engineer(CCEC)</td>
<td>50</td>
<td>1900</td>
<td>MP 2550</td>
</tr>
<tr>
<td>Fountains</td>
<td>55</td>
<td>1915</td>
<td>MP C2551, MP2550</td>
</tr>
<tr>
<td>Education Lab</td>
<td>57</td>
<td>1420</td>
<td>MP 2550</td>
</tr>
<tr>
<td>Student Union</td>
<td>58E</td>
<td>3003</td>
<td>MP 2550</td>
</tr>
<tr>
<td>Library</td>
<td>12</td>
<td>1st, 2nd, and 3rd Floor</td>
<td>MP C3300, (8) MP 2550, MP5000, MP 3350</td>
</tr>
</tbody>
</table>

**Questions asked during the mandatory pre-proposal conference:**

1. You were talking about network printers and getting buy-in from the staff, how many devices does that represent?

   **Response:** In the ITN we have about 300 that we have been tracking on the network and obtaining buy-in information. We estimate there are probably 1000 desktop printers.

2. So there are 300 true laser printers and an additional thousand desktop? I did not see those numbers in the ITN.

   **Response:** Yes. We don’t actually know how many desktop printers there are because those purchases are not captured on the University’s property records.

3. The ITN did mention 7,000 existing workstations on campus, so there is potential that people could have gone out and bought a printer and connected it to their workstation anytime they wanted to and you would not necessarily know about it, is that correct?

   **Response:** If the cost of the equipment was less than $100 and/or purchased by Pcard we may not know about it. We are most interested in the 300 we can track on our network.
4. There is no active manage print services program at this time, there really is no dimension of how many printers there are out there at this time.

   Response: Not in total with the exception of the 300 network printers. Based on UNF’s paper consumption, we estimate 22-23 million clicks a year.

5. Is it the universities intention to have even the USB and the non-network printers supported as well under the print management program? (Need to clarify)

   Response: There is potential to have these printers supported; however, the current program is not mandatory.

6. Is the goal to do some consolidation after analysis of your fleet printers?

   Response: Potentially. With our multi-functional devices (155 or so), we have done some consolidation and people are printing to those devices and a lot of departments have gotten rid of the desktops. There is definitely more opportunity for consolidation and we will work with the department chairs on this effort.

7. The consolidation is inclusive of the laser printers captured moving forward?

   Response: Yes

8. After two years does UNF plan on doing an assessment of the current state?

   Response: Yes, that is what we have tried to do in the current contract. We moved some devices around and right-sized some devices and we will continue that approach. Business Services is recharging back to the departments for the cost of the equipment and the service cost, so if they are willing to pay for something they don’t need we will let them do it. We recommend for them not to.

9. Was an assessment completed to ensure the optimal MFPs workflow and usage?

   Response: UNF has routinely assessed the program throughout the last four years of the contract. Also, our consultant has performed reviews.

10. With reference to the evaluation criteria, will the University expand on that and allocate any type of weighted scoring to the 7 different sections.

    Response: The ITN does not have weighted criteria. It is the evaluation committees’ decision to determine the best value to the University.

11. Paragraph 3.16.8 states to presume that any proposal is a best and final offer, does that imply that there won’t be any final three or narrowing down of vendors?

    Response: The number of responsive proposals received will determine the need for a short listing of top proposals for further evaluation. Therefore, submit your proposal response as if it may be your only opportunity to respond to this ITN.
12. Are negotiations historically with multiple vendors or one vendor?

Response: The number of responsive proposals received will determine the need for a short listing of top proposals for further evaluation. Therefore, submit your proposal response as if it may be your only opportunity to respond to this ITN.

13. How many people are on the committee and what areas of the University do they represent.

Response: There are five. Two from Business Services, one from the Compliance Office, one from ITS and one from the Project Management Office.

14. Ipad application you have for printing to devices, is that going to be looked at in this bid as well?

Response: What we have that allows printing from wireless devices is only in our pay-for-print operation in the library. We will not use that solution for the larger fleet printers because the cost is charged to each department. We have a solution we are using for that P-counter print software and printer ON is the wireless and that is not included in this ITN.

15. Are you willing to use a PiggyBack award as a substitute for the ITN?

Response: In the pricing component of the ITN you can suggest an alternate. Respond to the ITN as requested.

16. ITN language talked about install fleet being future compatible with future software operating system updates. Windows 8 presented some challenges when it was introduced so will you be making allowances with those in the future and not holding the vendor responsible when Apple or Microsoft releases something that is crazy?

Response: Bidders are referred to section 5.9 of the ITN—selected text appears below.

5.9 Networking Infrastructure; Network Security; Driver Updates

All Convenience Multifunctional Devices shall be fully network compatible with the University’s networking environment when installed and shall be compatible with Active Directory’s printing management function.

Client Operating Systems which must be supported for printing on all installed Convenience Multifunctional Devices include: Vista and Windows 7, Redhat Linux and Mac OS 10.4 or higher. Future versions of the most popular network operating systems must also be supported. Apple PCs represent approximately 23% of the existing 7,000 workstations at the various University sites. Drivers must be available for each of these desktop operating systems. Driver support shall remain available for all operating systems employed by the University during the Contract term.

The Facilities Management Vendor shall ensure that all Convenience Multifunctional Device network print drivers and device management utilities installed under the agreement are fully compatible with the University’s current network operating systems, as described above and shall perform updates on an ongoing basis throughout the term of the agreement as the University’s network environment evolves, at no cost to the University. Furthermore, all Convenience Multifunctional Device drivers shall be fully compatible with the University’s Microsoft Active Directory environment.

17. In regards to the mailroom operations, you currently have three employees. In regards to the delivery runs (nine a day), is there transportation to those mailstops provided by the university?

Response: Yes, we have mail delivery carts for the transportation within the campus. The vendor is responsible for the delivery van that is used to drive on city streets to and from the post office. We have all the other equipment.
During negotiation, we can discuss equipment because our DM1000 are seven years old and will need to be replaced at some point.

18. The on-campus vehicles are carts or shuttles?

Response: They are golf carts. Vendors’ employees will be trained by the University to operate the carts.

19. As far as the nine mail runs and 187 stops, are those 187 separate locations or are there bulk stops in one of those runs.

Response: 95% of those stops are going to individual office locations across the campus.

20. Do you have a map of the drops?

Response: The University will provide a map of drops with the addendum. See attachment.

21. Will UNF take title to the equipment?

Response: No, the equipment will be leased. When utilizing third party lease companies, make sure it has been vetted by some other state agency so that we know it meets State of Florida Statutes.

22. Would the University assume responsibility of the mailroom employees as UNF employees?

Response: No

23. Will UNF continue to own and maintain the carts used for on campus mail transportation?

Response: Yes, Business Services has a budget for cart maintenance and existing mailroom equipment is under maintenance contract with Pitney Bowes.

24. UNF is accepting only new equipment?

Response: Yes. Since this is a 60 month contract we do not want to use refurbished equipment. Mid contract UNF would consider reconditioned equipment.

25. So the van to transport mail to the post office is provided by the vendor?

Response: Yes, currently there are two runs to the post office daily. Pre-sort mail is done through TC Delivers.

26. Does UNF intend to continue to use TC Delivers?

Response: Yes

27. Are packages from the postal service delivered twice a day?

Response: Yes. Accountable packages (UPS & FedEx) go through Central Receiving for campus delivery.

28. In paragraph 1.4, Use of Agreement by Other Governmental Agencies, is that with respect to the facilities management portion of the ITN?
Response: At the option of the Vendor, the use of any agreement resulting from this competitive solicitation may be extended to other governmental entities including the State of Florida, its agencies and political subdivisions, counties, cities and any university in the State University System. Each such entity using such agreement shall do so independently of UNF and shall be solely responsible for its own purchases.

29. And that would be 1.5% back to UNF.

Response: Yes, the vendor using this agreement shall pay UNF an amount equal to 1.5% of all billable charges to such entity.

30. The print shop, is that outsourced?

Response: Yes, the UNF operated print shop was closed in 2009.

31. What if questions arise out of Addendum 1. What would be the timeframe for a second addendum?

Response: Email the Purchasing Department regarding clarifications to Addendum 1 no later than April 25 and the University will provide additional information. No new questions will be entertained.

32. In section 6.4, Government Classifications, it requests check all that is applicable, is the University interested in primary ownership of a business anything over 51%?

Response: Yes

33. The post office delivers once a day and the mailroom makes two runs to the post office. Are they going there to deliver mail and pick up?

Response: The morning run to USPS is to pick up mail from UNF PO Box. The afternoon run to USPS is to deliver unaccountable and regular un-presorted mail.

34. Which post office is it?

Response: The Pottsburg Post Office, 10700 Beach Blvd.

35. Doesn’t your mail come out of Mayport primarily?

Response: Yes, the mail that gets delivered comes from the Atlantic Beach Post Office, 1001 Mayport Road. But we also pick up mail from the Beach Boulevard location.

36. You noted in the ITN that there is currently no automated process for charge backs through the Banner System. But you would like to have a file that can be uploaded. What file format are you requiring for that?

Response: .CSV File, the solution to integrate with Banner may be too expensive. If there is an economical solution that would be a plus but the way we are currently doing batch mode is now sufficient.

37. What kind of data is the University charging back?

Response: Business Services is charging back postage, basic equipment cost, and device usage to specific Banner index numbers. Currently the data is received in Excel format.
**Written questions received by the deadline:**

1. Can the University provide details pertaining to the current fleet of Network Printers, both color and mono. The bid documents reference “Attachment B" for details. Can you point us to this attachment?

   **Response:** Attachment B was mistakenly left out of the ITN. See Attachment B - Network Laser Printer Models with volume

2. Do you have historical print volumes, by printer/model? If not, would the University be open to the installation of a Data Collection Tool (DCA) to collect the data. The DCA installation would be at no charge and the resulting data collected would be provided to the University.

   **Response:** See Attachment B - Network Laser Printer Models with volume

3. May we get a map of the MFD’s?

   **Response:** See Attachment – MFD Equipment List.

4. May we get a copy of the mailroom stops and maps?

   **Response:** The University will provide a list of all mailroom stops. See Attachment - Mailstops Description

5. How many MFD’s are there on campus that are not part of the Ricoh agreement?

   **Response:** UNF is unable to supply the exact number of MFD’s that are not part of the Ricoh agreement; however we estimate less than 15.

6. Can we obtain a model list of current MFD’s ?

   **Response:** See Attachment – MFD Equipment List

7. Who are you buying your printer cartridges from and what are the unit costs?

   **Response:** Printer cartridges are an allowable PCard purchase. Departments can purchase printer cartridges and supplies from any vendor. CDWG, GovConnection and OfficeMax are contracted vendors with the University for this commodity and are listed on the UNF myWings portal with preferred vendor contracts.

8. Can we obtain a list of network printer models and volumes?

   **Response:** See Attachment B - Network Laser Printer Models with volume

9. How many support calls does the IT helpdesk receive on a weekly basis regarding printers?

   **Response:** The Help Desk has received approximately 27 issues per week over the last year regarding printers.

10. Will you provide 3-6 months billing from TC Delivers?

    **Response:** The University will provide six months billing from TC Delivers See Attachment TC Delivers Invoices.

11. What is the refresh schedule for network printers?
Response: Network printers are not on a refresh schedule. The managed printers (Ricoh’s) are replaced by the vendor as necessary. All others are replaced at the department’s discretion.

12. Is there any buyout or removal cost associated with your current contract should you select a new vendor?

Response: There are no buyout or removal costs.

13. Who is the vendor for your current meter/billing process?

Response: Ricoh is the current vendor for current meter/billing process for all MFD’s and Pitney Bowes is the meter billing process for postage.

14. For the devices listed as “print-for-pay units”, will the vendor be providing the printing equipment only and the University will provide the card reader technology or are we to provide both the printing equipment and card reader technology.

Response: Vendor will be responsible for providing only the equipment for the Print-for-Pay units; however, they must be compatible with ITC System’s Netlink Terminal Model 7010s which are owned by the University. See paragraph 1.2 of the ITN, Background.

15. Section 5.0, Equipment Specifications: there is an estimated per-Multifunctional Device Monthly Volume listed for monochrome impressions only. Is it possible to also get an estimated per-device monthly volume for color impressions on the MFD fleet?

Response: Yes, see Attachment – MFD Equipment List. Average annual volume is provided.

16. Please provide volume levels for the fleet 1-1-14 thru 6-30-14.

Response: The average annual volumes provided in Attachment – MFD Equipment List are sufficient to establish usage.

17. Please provide volume levels for the mailroom from 1-1-14 thru 6-30-14.

Response: The key mailroom volumes stated in the clarifications section above are sufficient to establish usage.

18. Please provide the campus device map for the 151 MFD’s and the additional networked laser printers.

Response: See Attachment – MFD Equipment List.

19. Please provide a map of the campus mail drop off and pickup locations.

Response: See Attachment - Mailstops Description.

20. Please provide the Make and Model number for the 151 networked MFD’s in Lot 1.

Response: See Attachment – MFD Equipment List.
21. Please provide the Make and Model numbers for the 300 networked LP’s in Lot 2

Response: See Attachment B - Network Laser Printer Models with volume

22. Can UNF tell us the total number of network connected printers that are mono?

Response: See Attachment B - Network Laser Printer Models with volume

23. Can UNF tell us the total number of network connected printers that are color?

Response: See Attachment B - Network Laser Printer Models with volume

24. Can UNF give us some idea of the manufacturers you are standardized on?

Response: We do not have standardized manufacturers. However, Ricoh printers are used for our current managed solution, while HP and Dell printers comprise the majority of our unmanaged network printers.

25. The ITN did give a volume for mono printers, could UNF also provide estimated volume for color printers?

Response: See Attachment B - Network Laser Printer Models with volume

26. Can UNF give an estimate of the number of unconnected printers on campus?

Response: The number of unconnected printers is unknown at this time.

27. Will the Banner System accept a .CVS file?

Response: Yes

28. On average how many moves did UNF have in a year where device was moved to a different building?

Response: Each year has been different. In 2013, 19 devices were relocated.

29. In Schedule B, item d, should this total also include property taxes?

Response: The University is exempt from state sales, excise and use taxes.

30. Can you please clarify which segment (2) MFD’s require drawer-locking mechanisms? In section 5.2, you state that (15) of the segment 2 Print-for-Pay units need to have drawer-locking mechanisms, yet you do not clarify how many are mono and how many are color.

Response: All 15 devices are monochrome segment 2s.

31. For Section 4.10, would the University consider (i) limiting the business records, books, account information, etc to only things that are required to support billing; and (ii) limiting the frequency of such audits to no more than once per year?

Response: No
32. For Section 4.20, Assignment Delegation: will the University allow assignment, without prior consent, solely for the purposes of securitizing or factoring a transaction, without any rights or obligations of the University or vendor being affected?

Response: See revised paragraph 4.20 below:

4.20 Assignment Delegation
   No right or interest in the Agreement shall be assigned, or delegation of any obligation made by Facilities Management Vendor, without the University’s written consent. Any attempted assignment or delegation by Facilities Management Vendor shall be wholly void and totally ineffective for all purposes unless made in conformity with this paragraph. Notwithstanding the foregoing, an assignment solely for the purposes of securitizing or factoring a transaction is permitted and will not require the consent of the University so long as no rights or obligations of University are affected and so long as Facilities Management Vendor gives to University written notice of any such assignment within thirty (30) days following the effective date of such assignment.

33. Section 4.22, Force Majeure: in the event of a Force Majeure circumstance, can the performance timeframe be extended to offset the impact of the Force Majeure event?

Response: See revised paragraph 4.22 below:

4.22 Force Majeure
   Neither University nor Facilities Management Vendor shall be responsible for any losses resulting if the fulfillment of any terms or provisions of the Agreement is delayed or prevented by any cause not within the control of the party whose performance is interfered with and which, by the exercise of reasonable diligence, said party is unable to prevent or cure within a reasonable period of time.

   Facilities Management Vendor shall notify University orally within two (2) days and in writing within seven (7) days of the date on which the Facilities Management Vendor becomes aware, or should have reasonably become aware, that such cause would prevent or delay its performance. Such notification (i) shall describe fully such cause(s) and its effect on performance, (ii) shall state whether performance is prevented or delayed, and (iii) if performance is delayed, shall state a reasonable estimate of the duration of the delay. Facilities Management Vendor shall have the burden of proving that such cause(s) delayed or prevented its performance despite its diligent efforts to perform and shall produce such supporting documentation thereof as University may request. After receipt of such notification, University may elect either to cancel the contract or to extend the time for performance as reasonably necessary to compensate for the Facilities Management Vendor’s delay.

34. For Section 4.23, Furnish and Install: will the University please acknowledge that risk of loss for delivered equipment passes to the University upon delivery?

Response: See revised paragraph 4.22 below:
4.23  **Furnish and Install**
The items specified in this solicitation will be provided on a furnished and installed basis. The Facilities Management Vendor shall have the complete responsibility for the items or system until it is in place and working. Any special installation preparation and requirements must be submitted to the University. All transportation and coordination arrangements will be the responsibility of the Facilities Management Vendor. Delivery of equipment will be coordinated so that items or systems will be delivered directly to the installation site. This effort will minimize risk of damage and avoid double handling. Risk of loss for items or system to be furnished and installed will pass to the University upon delivery to the extent any loss is not proximately caused by the negligence or intentional misconduct of the Facilities Management Vendor, including without limitation, loss caused by improper or negligent furnishing or installation.

35. **For Section 4.24, Indemnification/Hold Harmless: will the University be liable for third party damages proximately caused by the University's negligence and/or willful acts?**

Response: See revised paragraph 4.24 below:

4.24  **Indemnification/Hold Harmless**
The Facilities Management Vendor shall indemnify, defend, and hold harmless the University, the University’s Board of Trustees, the Florida Board of Governors and the State of their officers, agents, and employees, (“Indemnified Parties”) from and against any and all claims, demands, suits, actions, proceedings, loss, cost, and damages of every kind and description, including attorneys’ fees and/or litigation expenses, which may be brought, or made against or incurred, on account of loss of or damage to, any property or for injuries to, or death, to the full extent such loss, damage or injury is proximately caused by the act, omission, professional error, breach of contract, fault, mistake, or negligence of Facilities Management Vendor, its employees, agents, representatives, or subcontractors, their employees, agents, or representatives, in connection with or incident to the performance of the Agreement. Facilities Management Vendor’s obligation under this provision shall not extend to any liability proximately caused by the negligence of the University or its officers, agents, and employees. Such indemnification shall specifically include infringement claims made against any and all intellectual property supplied by Facilities Management Vendor and third party infringement under the Agreement.

36. **For Section 4.26, Protection of Property: would the University please change the language to hold the vendor responsible only for damage to extent proximately caused by the vendor and its agents?**

Response: See revised paragraph 4.26 below:

4.26  **Protection of Property**
The Facilities Management Vendor shall at all times guard against damage or loss to the property of the University, or of others or Facilities Management Vendor, and shall be held responsible for replacing or repairing any such loss or damage proximately caused by the negligence or intentional misconduct of Facilities Management Vendor, its employees, agents, representatives, or subcontractors, their employees, agents, or representatives. The University may withhold payment or make such deductions as deemed necessary to insure reimbursement or replacement for loss or damage to property through negligence of the Facilities Management Vendor or their agents. The Facilities Management Vendor shall provide all barricades and take all necessary precautions to protect buildings and personnel.
37. For Section 4.29, No Replacement of Defective Tender: Would the University consider the possibility of expressly approving the vendor to correct any such errors in tender, as an alternative to holding the vendor in breach and not allowing such cure?

   Response: Addressed by revision to subsection 4.43.1 below.

38. For subsection 4.43.1, Default: will the University provide a sufficient timeframe (normally, at least 30 days after notice) for the vendor to cure a failure?

   Response: See revised paragraph 4.43.1 below:

   **4.43.1 Default**
   University reserves the right to terminate the Agreement, in whole or in part, due to (a) the failure of the Facilities Management Vendor to comply with any term or condition of the Agreement including, without limitation, any breach of a warranty or representation or (b) the failure of the Facilities Management Vendor to make reasonably satisfactory progress in performing the Agreement. University shall provide written notice of the termination stating grounds for the termination to the Facilities Management Vendor and afford Facilities Management Vendor a reasonable period of time, not to exceed thirty (30) days, to cure such failure so long as Facilities Management Vendor is diligently prosecuting such cure to completion and actually cures within such thirty (30) days. Upon termination under this provision, all goods, materials, documents, data and reports prepared by the Facilities Management Vendor under the Agreement shall become the property of, and be delivered to, the University on demand. The University may, upon termination of the Agreement, procure, on terms and in the manner that it deems appropriate, materials or services to replace those under the Agreement. The Facilities Management Vendor shall be liable to the University for any excess costs incurred by the University in re-procuring the materials or services, together with reasonable attorney’s fees and costs associated with the collection of such excess costs.

39. For subsection 4.43.3, Insolvency: Will the University limit this right to terminate to instances where the vendor is not meeting its obligations?

   Response: No

40. For subsection 4.43.5, Stop Work Order: any adjustment in schedule or price must be mutually agreed-to by the parties. Will the University please change the last sentence to reflect that?

   Response: See revised paragraph 4.43.5 below:
4.43.5 Stop Work Order
The University may at any time, by written order to the Facilities Management Vendor, require the Facilities Management Vendor to stop all or any part of the work called for by the Agreement for a period of 90 days after the order is delivered to the Facilities Management Vendor and for any further period to which the parties may agree. The order shall be specifically identified as a Stop Work Order issued under this provision. Upon receipt of the order, the Facilities Management Vendor shall immediately comply with its terms and take all reasonable steps to minimize the incidence of costs allocable to the work covered by the order during the period of work stoppage. If a Stop Work Order issued under this provision is canceled or the period of the order or any extension expires, the Facilities Management Vendor shall resume work. The University shall make an equitable adjustment in the delivery schedule or Agreement price, or both, reasonably acceptable to Facilities Management Vendor, and the Agreement shall be amended in writing accordingly.

41. For section 4.44, Title Risk of Loss: because this specification does not call for any outright purchases, will the University please modify this provision to remove the references to title passing?

Response: See revised paragraph 4.43.5 below:

4.44 Title Risk of Loss
The title and risk of loss of goods purchased by University shall not pass to University until University actually receives the goods at the point, or points of delivery.

42. For section 5.22, Monthly Uptime Performance and Definition of Uptime: standard uptime performance objective is 95%. Will the University consider changing its requirement for 98%, in order to avoid having to pay a premium for the enhanced service requirement?

Response: UNF is not going to change any monthly uptime requirements. UNF will compare uptime performances when evaluating proposals.

43. Can the University provide more detailed information with regard to the current fleet of networked laser printer product lot models & associated annual volumes?

Response: Please refer to question 1.

44. Pg. 5; Does the University have an example of the format and layout of file for upload into the banner system?

Response: Yes. See Attachment Banner Format.

45. Tab 1: e): What is the intent and goal of encrypted printing?

Response: The goal would be to ensure confidentiality, integrity and non-repudiation of the data being sent to and from the print devices. Many of the documents are confidential in nature, and we would like to ensure that confidential data cannot be intercepted or changed. This applies to any authentication or clear text processing/moving the documents to other delivery options.

46. Tab 2: d): Can the University please provide specific date ranges when 24/7 service is required? How often have these after-hours services been needed in the past?
Response: 24/7 support services are required during final weeks only supporting the Library Pay 4 Print areas.

47. Tab 2-L: What is the University’s history of this occurring in the past? Is this considered a non-appropriation? If so, will the University be able to show that said copier was acquired with grant monies?

Response: University has no record of a copier having been acquired with grant monies.

48. Will the University please provide a map of the University with the MFD locations identified so that we can properly provide the implementation plan as requested in the ITN?

Response: Please refer to question 3.

49. Section 5.8: How many machines do you anticipate that will not be connected to the network?

Response: UNF anticipates all units to be connected to the network.

50. Section 5.9 Page 49, mobile printing: Are the mobile devices described currently able to print through the Printer-On software? If so, are those jobs being released to the MFD’s via the described release station PC’s?

Response: Yes mobile devices currently able to print through the Printer-On software and those jobs being released to the MFD’s via the describe release stations PC’s.

51. Section 5.10, pg. 49 regarding LDAP authentication and MFD scan to email: Are all email addresses in any employee's address book also located in the global LDAP directory or are there addresses in individual address books that are not included in AD or LDAP?

Response: All unf.edu email addresses are contained within the global directory. Employees may have personal contacts contained within their Outlook address books that are not in AD /LDAP.

52. Does the University require that the Print-For-Pay MFD’s have finishing, understanding that external finishers will prevent the mounting of required drawer-locking mechanisms? During the walk through of the student lab area, we noticed that the current Print-For-Pay MFD’s had neither finishing nor drawer-locking mechanisms. What is the intent of drawer-locking mechanisms?

Response: No external finishers will be required. The drawer locking mechanisms are going to be used for protecting the paper from being taken out of the drawers.

53. Will the University be providing insurance for the MFD’s during the life of this contract?

Response: Please refer to paragraph 4.25, Insurance Requirements

54. Will the University be taking title to the equipment at the onset of the lease?

Response: No

55. Section 5.2 & 5.3 "Segment 2 & 3": Will the University consider relaxing the requirement for 4 drawers? Based on Estimated per-MFD Monthly Volume's provided it would be sufficient and more cost effective for the University to only require a two drawer, 1000 sheet capacity minimum.
Response: All requirements for drawers will remain as stated in the ITN.

56. Section 5.28 Page 56: Understanding that removal of hard drives is labor intensive and therefore requires vendors to build this additional labor cost into their pricing thus increasing the over all cost of goods to the University, will the University consider accepting a sanitation procedure for each hard drive, in lieu of removal, that meets AFSSI-5020 standards designed by the United States Air Force's Cryptologic Support Center?

Response: That specification has not been updated to include the latest technologies, such as SSD drive. We would prefer to use the NIST SP 800-88 Revision 1 specification. However, with the latest findings, the SSD drives will need to be destroyed to ensure that the data is wiped.

57. Section 1.4 - To what degree of revision does the requirement, "The Facilities Management Vendor using this agreement shall pay UNF an amount equal to 1.5% of all billable charges to such entity" become ineffective in the event another FL state agency using terms negotiated between the vendor and UNF?

Response: None, if another governmental entity decides to use an agreement resulting from this competitive solicitation then the Vendor shall pay UNF an amount equal to 1.5% of all billable charges.

58. Would UNF like vendors to provide an option to replace the existing lease of the two DM series mail machines?

Response: Vendors can provide a price quote for UNF to buy or lease the two DM series mail machines.

59. Section 4.32 - Are these payment terms negotiable?

Response: Payment days are negotiable; however, interest at the rate established pursuant to §55.03(1), Fla. Stat. is not negotiable.

60. What type of security or screening is in place for mail? Is inbound mail run through an X-ray device?

Response: UNF follows USPS best practices for mail center security incoming and outgoing operations. Mail center security can be found here (https://about.usps.com/securing-the-mail/best-practices.htm).

61. What is the process for handling mystery mail?

Response: Please see attachment for mystery mail procedures.

62. Is there a requirement to have certain types of mail to be signed? For example, mail addressed to certain faculty members or Deans, does it need to be signed by an administrative person?

Response: There is no requirement to have certain types of mail to be signed to certain faculty members or Deans.

63. Section 4.31 Parking - The URL link is broken that refers to questions. How much are the parking permits for staff vehicles? Are they paid each semester or yearly?
Response: The correct URL link to Parking Services is http://www.unf.edu/parking. Parking permits vary in cost depending on access and may be purchased by the semester or annually.

64. Who is responsible for paying postage on the Pitney-Bowes meter? Does UNF order and pay for postage or does the incumbent vendor hold this responsibility? What about accessories such as ink cartridges?

Response: UNF is responsible for paying postage on the Pitney-Bowes meter. There is collaboration between the vendor and UNF for ordering postages, accessories and supplies.

65. In the Typical Daily Route chart for the mailroom runs there are three references to reports: Morning reports, BM reports, and End of Day fleet reports. The morning and end of day reports are under the column labeled Site Manager. The BM report is under a column labeled CSO1. We would like to know more detail about what these reports are.

Response: The Morning Report is the current vendors’ report collecting MFD’s volumes. The BM report is Pitney Bowes Business Manager report to verify and reconcile department recharge slips with detailed report for the day. The End of Day report is finalizing mail volume and MFD’s ending volume.

66. Section 1.2 Please confirm exactly how many print-for-pay devices there are and where they are located so we can account for the PCounter connectivity?

Response: See item two of the Additional Information section above.

67. How many licenses do you require for advanced OCR and desktop layout analysis?

Response: 0-5 licenses. We did not find many instances of active use, but would like the option available.

68. Can we have a list of current MFD’s with locations and average volumes?

Response: See Attachment - MFD Equipment List

69. Can we have a list of the University’s network printers including model, average volumes and locations?

Response: See Attachment B - Network Laser Printer Models with volume

70. Is there a separate “Attachment B” that is mentioned in the Pricing Schedule, Tab C, row 27?

Response: See Attachment B - Network Laser Printer Models with volume

71. Do users print through Print Servers? If so how many do you have?

Response: Yes, three: Elm and Pine. Aux-print1 is also used by the managed network printers.

72. Are the print servers centralized or distributed throughout at each location?
Response: Centralized

73. Please provide details about the network connectivity between locations? Do firewalls restrict traffic between locations?

Response: Port based access control lists are used to restrict/limit connectivity between different network subnets. Most of our printers are in a single network subnet, which is separated from our user network subnets. Depending on the requirements, we are able to adjust those rules as appropriate. We prefer to limit SNMP traffic to only specific endpoints.

74. What Operating Systems do you use for Desktops?

Response: OS X, Windows

75. What Operating Systems do you use for Servers?


76. Are your Print Servers in a clustered server environment? How many Nodes per Cluster? Are the nodes Active/Passive or Active/Active? What Cluster platform do you use?

Response: The print servers are not clustered.

77. Do you use any type server virtualization? If so what platform?

Response: VMware VSphere 5.1 is our main virtualization platform for the print servers, HyperV may be used in the future.

78. Do all users use the same badge technology?

Response: Yes. All users are employing "Osprey ID Cards" provided by Business Services.

79. Are all users in the same network directory?

Response: All users, computers, and printers are in the same Microsoft Active Directory Domain.

80. Section 4.46 - Would UNF be willing to negotiate on the limitations of liability? Rather than no limit, is there an amount that UNF would be comfortable agreeing to that we could accommodate?

Response: No
81. Section 4.43 - Can this be amended to include guarantees for equipment leases?

Response: No

Attachments:

Attachment A REVISED Pricing Schedules A-G
Attachment B Network Laser Printer Models with volume
Mail Route Descriptions
MFD Equipment List
TC Delivers Invoices
Banner Format
Procedure for Handling Mystery Mail

GEH/