January 17, 2020

ARIZONA STATE UNIVERSITY

ADDENDUM 1
RFP 342006 Managed Print Services

RFP EXTENSION: This RFP has been extended. The new deadline for submissions is 3:00 P.M. MST, February 7, 2020.

Please note the following answers to questions that were asked prior to the deadline for inquiries date of 01/10/2020 at 3:00 P.M., MST.

Q1: Page 4 Item# 2 - Managed Devices & Unmanaged Devices: Can you provide a spreadsheet with all devices which includes Make, Model, recent Meter and any unique unit identifier (i.e. serial number, machine ID# etc.)?
A1: Please see the Addendum 1 Attachment A for a breakdown of SV equipment, lease period (if applicable), and meters. Please note volumes are total annual clicks for ASU’s 2019 Fiscal Year (July 1, 2018 through June 30, 2019). Volumes for clicks and number of managed devices may have changed from the original RFP as a result of this request.

Q2: Page 5 - Total Lease Value (Bullet Point): Can you provide the current total monthly payment for the master lease and, if applicable, the volume of B/W and Color monthly images included in that monthly billing? Or some breakout of equipment vs service in the monthly obligation?
A2: Please see the Addendum 1 Attachment A for a breakdown of SV equipment, lease period (if applicable), and meters. Please note volumes are total annual clicks for ASU’s 2019 Fiscal Year (July 1, 2018 through June 30, 2019). Volumes for clicks and number of managed devices may have changed from the original RFP as a result of this request. For cost information, proposers may request a copy of the contract as a Public Records Request by sending an email to Brennon Carlson at brennon.carlson@asu.edu.

Q3: Please provide complete list of current devices by make/model/configuration—to the best of your knowledge?
A3: Please see the Addendum 1 Attachment A for a breakdown of SV equipment, lease period (if applicable), and meters. Please note volumes are total annual clicks for ASU’s 2019 Fiscal Year (July 1, 2018 through June 30, 2019). Volumes for clicks and number of managed devices may have changed from the original RFP as a result of this request.

Q4: Monthly volume by device?
A4: Please see the Addendum 1 Attachment A for a breakdown of SV equipment, lease period (if applicable), and meters. Please note volumes are total annual clicks for ASU’s 2019 Fiscal Year (July 1, 2018 through June 30, 2019). Volumes for clicks and number of managed devices may have changed from the original RFP as a result of this request.

Q5: Managed Click/Print Totals—is this monthly or annual?
A5: Per the RFP, it is annual.

Q6: Is it possible to provide a list of unmanaged devices with the above information, if unknown provide what you know?
A6: Information on the unmanaged devices is limited at this time. Provided below are the total number of ASU unmanaged devices by manufacturer:
Brother 145
Dell 125
Epson 28
Q7: Are the Unmanaged devices under a current maintenance agreement?
A7: Most devices were purchased. However, there are a small number that are under a current maintenance agreement, not managed by the incumbent.

Q8: Is it your intent to keep the current leased devices until lease end or are you looking for a complete re-install?
A8: Per question 2 under Operational Processes & Strategy of Section VII of the RFP we are requesting the proposer to provide their recommendation on the most economical and efficient method for handling the current leases. We are open to recommendations.

Q9: If you intend to keep current devices, what is your plan to ensure all devices will be up to specification?
A9: Per question 2 under Operational Processes & Strategy of Section VII of the RFP we are requesting the proposer to provide their recommendation on the most economical and efficient method for handling the current leases. We are open to recommendations.

Q10: On an Excel Spreadsheet, please provide the model numbers for each individual Unmanaged Device as well as the 12-month average mono and color monthly page volumes of the current Unmanaged Devices. Please also indicate if ASU's intent is to replace these devices with new devices or to manage existing devices.
A10: The level of information requested is not readily available for the unmanaged devices. For security, efficiency, and cost reasons ASU may replace devices where it makes fiscal and operational sense. However, simply replacing all unmanaged devices is not likely.

Q11: Detailed reporting—are you currently getting everything you need?
A11: Yes.

Q12: Cost for SV to reimburse ASU for each paper order?
A12: ASU currently buys the paper in truckloads to maximize cost savings. However, ASU will negotiate with the awarded vendor the cost for each paper order.

Q13: Public print/triage devices—what are they by make/model/configuration
A13: Please see the Addendum 1 Attachment A for a breakdown of SV equipment. Public print devices are identified in the first column.

Q14: Public print/triage devices—are the current devices and processes working or are changed needed and if so, what is your vision?
A14: The processes are working in today’s current environment.

Q15: What is your Last Mile fee?
A15: The Last Mile Fee is explained in number 12 of Section IV. In most cases this specifically applies to supplies that will go through the centralized receiving warehouse for distribution to ASU's various departments. ASU believes that the Last Mile Fee would most likely not apply pending the recommendation from the proposer.

Q16: What are your current pain points?
A16: The number of unmanaged devices is ASU's biggest concern.

Q17: How many onsite technicians are needed?
A17: The Proposer should provide their recommendation based on the scope of the RFP. Please see number 1 under Account Management & Service Level Agreements under Section VII of the RFP.
Q18: How are service calls currently handled?
A18: Per Section II of the RFP, ASU provides front line customer support for public print (i.e. classrooms) devices and triages device issues to SV; SV is contacted directly for device issues within the office setting.

Q19: Define Profit Sharing.
A19: A percent of the net profit shared between ASU and the SV; profit would include monies (or revenue) collected from ASU by SV minus the direct expenses incurred by SV in connection with the agreement.

Q20: Is it your intent to keep current Print Management System? If not, what are your current issues and which needs are not being met and why are you looking to replace?
A20: The answer to the proposed question is contingent upon the proposer's response to the RFP.

Q21: Is your current Print Management System owned?
A21: No.

Q22: Is it possible to extend the bid due date?
A22: ASU is extending the due date to 3:00 P.M. MST February 7, 2020.

Q23: Can ASU please provide more detail in reference to ASU's intent, please advise if ASU intends to award a single or multiple contracts with this RFP? Does ASU plan to manage the print environment centrally via mandate or will individual schools/departments/entities within the greater ASU environment be able to manage their own print infrastructure? Will ASU commit to a minimum quantity of devices threshold?
A23: ASU specifically requested multiple pricing models to ensure that ASU is reviewing all available options. The answers to the proposed questions are highly contingent upon the offerings of the proposers.

Q24: On an Excel Spreadsheet, please provide the model numbers for each individual Managed Device as well as the 12-month average mono and color monthly page volumes of the current Managed Devices under contract. Please also indicate which devices are still under lease, how much is still owed on those leases and the ownership status of devices that are no longer under lease.
A24: Please see the Addendum 1 Attachment A for a breakdown of SV equipment, lease period (if applicable), and meters. Please note volumes are total annual clicks for ASU's 2019 Fiscal Year (July 1, 2018 through June 30, 2019). Volumes for clicks and number of managed devices may have changed from the original RFP as a result of this request. For cost information, proposers may request a copy of the contract as a Public Records Request by sending an email to Brennon Carlson at brennon.carlson@asu.edu.

Q25: What is the maintenance SLA requirement for new devices, does ASU have a preference?
A25: SLAs for managing a print program of this size and scope should be recommended by the proposer per number 4 under Account Management and Service Level Agreements of Section VII of the RFP.

Q26: Does ASU use OEM or Non-OEM (remanufactured/refurbished) toner cartridges for devices? Does ASU have a preference for OEM vs Non-OEM supplies?
A26: Current SV uses OEM toner cartridges for devices.

Q27: Will the awarded vendor need to include a Pharos Solution in their response? If so, please provide detailed information on the current Pharos Solution used by ASU.
A27: Pharos has already been vetted and integrated within ASU, but ASU is open to new recommendations pending the value add in switching to a new solution. Any new software must go through ASU's Security Review process.

Q28: Please provide guidance as to ASU's intent in regard to the residual Lease Value at time of contract award. Does ASU intend to dissolve contracts and leases currently in place or does ASU intend to manage multiple contracts in parallel? Should the Managed Devices currently in place be considered part of the overall RFP or will they continue to be managed by the SV? If ASU plans to refresh the Current Managed devices as they come off lease, what is the lease schedule for all of the individual devices?
A28: Per question 2 under Operational Processes & Strategy of Section VII of the RFP we are requesting the proposer to provide their recommendation on the most economical and efficient method for handling the current leases. We are open to recommendations.
Q29: Please provide detailed information on the nature of the financial support and profit-sharing component of the current contract. Is there a financial support requirement for this RFP and, if so, what are the terms and conditions of said requirement?
A29: ASU specifically requested multiple pricing models to ensure that ASU is reviewing all available options. The answers to the proposed questions are highly contingent upon the offerings of the proposers. Decisions will be made based on total overall value provided to the University.

Q30: Please define “real goods” as used in the above requirement. Does this include any devices and toner cartridges sent to ASU via USPS, UPS and FedEx? Would this also include devices with “white glove delivery” requirements that necessitate special handling instructions to end user installation location and that cannot be handed over to ASU for Last Mile Distribution?
A30: In most cases this specifically applies to supplies that will go through the centralized receiving warehouse for distribution to ASU's various departments. ASU believes that the Last Mile Fee would most likely not apply pending the recommendation from the proposer.

Q31: Please provide a useable link to the mentioned "ASU Standard Terms and Conditions Document"
A31: The link in the RFP should now be clickable, but the terms and conditions are also available at https://cfo.asu.edu/business/do-business-a-su.

Q32: Due to the number of outstanding questions and the limited timeline between inquiry response from ASU and RFP closing, is ASU able to provide at least 20 business days between the date of inquiry response and the RFP Time and Date Set for Closing?
A32: ASU is extending the due date to 3:00 P.M. MST February 7, 2020.

Q33: Please confirm the following dates: Deadline for Inquiries 3:00 P.M., MST, 1/10/19 (Should be 1/10/2020) Time and Date Set for Closing 3:00 P.M., MST, 1/31/19 (Should be 1/31/2020)
A33: Yes. However, ASU is extending the due date to 3:00 P.M. MST February 7, 2020.

Q34: Can ASU provide the make and model of each device under the scope of this contract and indicate which ones would be available for public print?
A34: Please see the Addendum 1 Attachment A for a breakdown of SV equipment, lease period (if applicable), and meters. Please note volumes are total annual clicks for ASU’s 2019 Fiscal Year (July 1, 2018 through June 30, 2019). Volumes for clicks and number of managed devices may have changed from the original RFP as a result of this request.

Q35: For each device, can ASU provide the Average Monthly Volume broken out by device and by black & white and color?
A35: Please see the Addendum 1 Attachment A for a breakdown of SV equipment, lease period (if applicable), and meters. Please note volumes are total annual clicks for ASU’s 2019 Fiscal Year (July 1, 2018 through June 30, 2019). Volumes for clicks and number of managed devices may have changed from the original RFP as a result of this request.

Q36: Under the new contract, will ASU continue using Pharos or will you accept suggestions for alternative print management solutions?
A36: ASU is open to recommendations to be fully described in respondents' proposals.

Q37: Does ASU own your Pharos software license?
A37: No.

Q38: Regarding ASU's requirement for an onsite account manager, can you please outline the account manager's daily/overall responsibilities?
A38: ASU is requesting your recommendation based on the size and scope of this RFP and ASU's campus.

Q39: Regarding the remaining lease value of $4.4M, is ASU requesting vendors to provide a pricing solution that includes this remaining balance to be part of our pricing proposal? Or will ASU finalize all payments to current vendor before the new contract begins?
A39: Per question 2 under Operational Processes & Strategy of Section VII of the RFP we are requesting the proposer to provide their recommendation on the most economical and efficient method for handling the current leases. We are open to recommendations.
Q40: Will ASU accept proposals of new devices only (i.e. a complete fleet refresh)?
A40: Per question 2 under Operational Processes & Strategy of Section VII of the RFP we are requesting the proposer to provide their recommendation on the most economical and efficient method for handling the current leases. We are open to recommendations.

Q41: ASU is looking for vendors to provide financial support for your overall program, is there a program in place by your current vendor? If so, can you outline the details of that program? If not, can ASU clarify what you are looking for from vendors in terms of a financial support program?
A41: We are open to suggestions; proposers may request a copy of the contract as a Public Records Request by sending an email to Brennon Carlson at brennon.carlson@asu.edu.

Q42: How many moves has ASU requested in the past 3 years? What were the nature of the moves (i.e. within the same building, one building to another)?
A42: The number of moves in the past does not necessarily provide actionable guidance for projecting future move volumes and are based on university needs. The nature of the moves vary.

Q43: How many on-premise print servers do you currently employ? Regarding your fleet makeup and volume, can ASU please outline the number of devices you are requesting per speed band (i.e. 10 x 55 ppm color/b&w, 10 x 45 ppm b&w, etc.?)
A43: For Canon:
  • Production – 13 servers total
    o 2 – application servers
    o 2 – print servers
    o 2 – backup print servers
    o 4 – mobile print servers
    o 1 – analytics server
    o 2 – canon management servers
  • QA – 4 servers total
    o 1 – application server
    o 2 – print servers
    o 1 – mobile print server

For Faculty/Staff (Not bound by Canon)
  • 6 print servers

Additional information may be provided after the initial evaluation of proposal(s) at ASU's discretion.

Q44: For each speed band, can ASU indicate the base configurations desired for each device?
A44: This level of detail will be discussed and determined during negotiations and implementation.

Q45: Are all devices connected and accessible on the same internal ASU private network. Are all the Network Print Devices on the same VLAN? Are there any print devices in remote locations and off the WAN?
A45: No, not all devices are connected and accessible on the same network - this is an opportunity for improvement. Not all devices are on the sample VLAN. Yes, there are print devices in remote locations and off the WAN.

Q46: Is all printing done through print servers?
A46: Not for all devices, but yes for managed devices

Q47: Are the licenses for Pharos owned by ASU, or the current Vendor?
A47: Current vendor.

Q48: What modules of Pharos are installed and used by ASU? Are there embedded licenses on the current copier/ MFD fleet?
Q49: What is the name of ASU's Enterprise Content Management Solution? Is ASU currently using their MFD's to scan directly into and integrate with their Enterprise Content Management Solution?
A49: ASU currently does not have an Enterprise Content Management Solution.

Q50: Is ASU currently printing from any Mainframe Unix systems today? And what are those systems?
A50: No, ASU does not currently print from any mainframe Unix systems.

Q51: What is ASU's ERP (Enterprise Resource Planning) platform?
A51: Workday.

Q52: What is ASU using for their SIS (Student Information System)?
A52: PeopleSoft.

Q53: Is ASU currently allowing staff and or students to print from Smart Phones and Tablets?
A53: Yes

Q54: Are you using secure print or Follow-Me printing with Pharos? Does ASU require Follow-Me Printing from standalone single function laser printers?
A54: Yes, this is used where Uniprint is used. No, ASU does not have a requirement for single function laser printers.

Q55: What IT Service Management platform does ASU use today for Help Desk incident management?
A55: ServiceNow

Q56: In regards to the current SV and the detailed reporting provided, what is the name of Data Collection Software the SV is using to collect to create the reports?
A56: imageWARE Enterprise Management Console, Pharos, SiteAudit.

Q57: See Section V, 8.1: Can ASU please expand on what ASU means or envisions when they say “print management software”?
A57: Pharos and any other necessary solutions needed to effectively manage ASU's print needs.

Q58: From Section 2 Page 4: It is referencing Strategic Vendor provides equipment, delivery, installation, configuration, toner supplies and delivery, preventative maintenance, parts, repairs, and decommission and removal of devices. Is this decommission and removal devices for current equipment or future equipment? Additionally, if for current equipment is hard drive removal required?
A58: Current equipment that is no longer viable with ASU systems or supported by the manufacturer. Yes, the hard drive is removed and destroyed.

Q59: From Section 2 Page 5: It is referenced that the Strategic Vendor will reimburse ASU for each paper order. In various other areas of the RFP it indicates that paper is excluded. Can you clarify whether paper should be included in our pricing structures?
A59: In Section II – Background, there was a miscommunication regarding the ordering of paper and delivery. For the sake of clarification, for public print devices, SV orders the paper from ASU supply and reimburses ASU. For office printers, internal departments place the orders to ASU's Materials Management and the paper is delivered to the department by ASU's Material Managements.

Q60: From Section 2 Page 5: Will ASU please clarify the intent of the following statement? Strategic Vendor provides financial support for ASU personnel to support the overall program (i.e. account management, IT support, etc.), marketing, leases, and profit sharing.
A60: For further details, proposers may request a copy of the contract as a Public Records Request by sending an email to Brennon Carlson at brennon.carlson@asu.edu.

Q61: Is ASU open to monthly and quarterly lease billing?
A61: The answer to this question is contingent on the proposer’s response to this RFP.

Q62: What version of Pharos is ASU using to manage print?
A62: Current version is Uniprint 9.0 R2 Service Pack 5. Uniprint 9.1 Service Pack 2 in planning stages.

Q63: Please provide the lease expiration date of the current fleet by device.
A63: Please see the Addendum 1 Attachment A.

Q64: Are there different Service Level Agreements (SLA) for the MFPs locate at ASU and ASU partner facilities that are located at satellite and outlying locations?
A64: Currently, the same SLAs govern all ASU locations.

Q65: Can you provide a list of all ASU satellite locations that will be supported through this program?
A65: ASU campuses and office buildings are support via this program. Please visit https://print.asu.edu/.

Q66: Will the new SV be required to lease office space at the ASU SkySong Center in Scottsdale?
A66: Not necessarily. The purpose of sharing the various arrangements was to enable proposers to understand the overall value proposition provided to ASU today, and components that the proposers may find of interest.

Q67: What on campus facilities will be available to the new SV for housing technicians and parts? Also, will the new SV be charged for these facilities?
A67: The current location is off of Alameda in Tempe and the current SV does pay rent. However, there have been talks about that space being pulled for academic purposes. A move in the future is possible.

Q68: In regards to Pharos, how many devices currently have Pharos running on them? # of MFD’s, # of Printers, # of Users
A68: Device number changes depending on ASU needs. There are typically between 65-75 MFDs in the Print Anywhere student print program. Users are student population across Downtown Phoenix Campus (DPC), Lake Havasu, Polytechnic, Tempe, and West Campuses. There are also two departments that use Pharos as a back office system. The libraries currently have 13 MFDs on Uniprint. Mary Lou Fulton Teachers College currently has 16 MFDs on Uniprint.

Q69: Is there any type of connectors to Learning Management Services solutions?
A69: No.

Q70: Does ASU currently have internal fax boards on the current Canon devices. If not, is there a fax solution in place?
A70: Fax boards are a device configuration option that are selected by the individual departments. ASU does not have an enterprise level fax solution.

Q71: To reduce the total number of pages for the hard copy RFP response would it be acceptable to provide links to the proposed MFP brochures instead of actually printing and including the product brochures?
A71: Unfortunately, institutional policies require hard copies to be received at this time.

Q72: Are all the managed devices networked?
A72: No, there are some managed devices that are not on the network. This is a departmental level decision as to why.

Q73: Are all the non-managed devices networked or locally attached?
A73: Both. Current SV does not have full visibility into non-managed devices. This is an opportunity for improvement.

Q74: What is the expectation upon RFP award on the timeline for the assessment/optimization of your fleet?
A74: This is negotiable.

Q75: Is there currently a print policy in place?
A75: No

Q76: Does ASU or SV have an IMAC-D (installation, move, add, change, delete) policy?
A76: Workflows have been created with the current SV to address this.

Q77: Are device locations documented and or mapped?
A77: Only for the public print program found at https://print.asu.edu/ The devices for office/location leases are not. This is an opportunity for improvement.

Q78:
A78: Please see the Addendum 1 Attachment A.

Q79: Pursuant to your requirement of having the SV to reimburse ASU for each paper order; does ASU have historical usage or budget dollars?

A79: Additional information may be provided after the initial evaluation of proposal(s) at ASU’s discretion.

Q80: Your request for an Onsite dedicated SV account manager – is it your desire to have an account manager or technical representative?

A80: ASU is open to recommendations to be fully described in the vendor’s proposal.

Q81: The goal of the RFP is to work towards solutions that will minimize cost (Both direct and indirect). How will this be evaluated?

A81: Please see Section VIII of the RFP.

Q82: Promote the centralization of print devices – Is ASU making any internal or policy changes to promote the centralization?

A82: ASU is open to recommendations to assist in this effort.

Q83: Please define a sustainable solution.

A83: This could entail areas around decreasing paper and other supply usage, consumption of energy, etc. However, ASU wants to ensure that ASU’s sustainability questions in Section VII are designed for the University to understand the proposer’s sustainability efforts as it relates to other clients.

Q84: Will ASU provide the specific breakdown of each make and model and specific volume of each single and multi-function device in the managed devices program?

A84: Please see the Addendum 1 Attachment A.

Q85: Will ASU provide the specific breakdown of each make and model and specific volume of each single and multi-function device in the unmanaged devices program?

A85: Information on the unmanaged devices is limited at this time. Provided below are the total number of ASU unmanaged devices by manufacturer:

Brother 145
Dell 125
Epson 28
Hewlett-Packard 1528
Konica Minolta 6
Q86: What are the current metrics to track success of managed program?
A86: ASU is open to recommendations to be fully described in respondents’ proposals. For contract information, proposers may request a copy of the contract as a Public Records Request by sending an email to Brennon Carlson at brennon.carlson@asu.edu.

Q87: Why does SV reimburse ASU for each paper order if it was not listed as being provided by the SV? Do ASU and SV reconcile the difference between paper delivered and clicks on the managed devices? Why are you using 100% recycle paper?
A87: ASU’s internal policy structure necessitates the requirement for ASU to provide paper. In Section II – Background, there was a miscommunication regarding the ordering of paper and delivery. For the sake of clarification, for public print devices, SV orders the paper from ASU supply and reimburses ASU. For office printers, internal departments place the orders to ASU’s Materials Management and the paper is delivered to the department by ASU’s Material Managements. ASU uses 100% recycled paper to meet sustainability efforts.

Q88: Please provide a detail of the number of ASU staff that provide front line customer support for public print devices. Can you further breakdown the staffing by full time and part time, ASU employees and student workers and the various ASU campuses?
A88: Front line support personnel receive service requests for multiple categories of services, and are not specifically devoted to public print. However, it is estimated that approximately 2,268+ support hours are spent per year for public print.

Q89: In addition to Pharos what other management software is currently in place? Does the SV use Pharos for allocation of click charges to departments and/or faculty?
A89: ASU utilizes WorkDay and PeopleSoft. The SV does use Pharos for the allocation of click charges to departments.

Q90: In addition to dedicated onsite SV account manager how many other employees does SV have on campus?
A90: For contract information, proposers may request a copy of the contract as a Public Records Request by sending an email to Brennon Carlson at brennon.carlson@asu.edu.

Q91: Does each lease device have a base number of annual copies included?
A91: Yes, for the majority. There is a small program that is pure cost per copy.

Q92: Are there any owned devices that are currently under the SV managed device program?
A92: Yes.

Q93: What financial institution holds the current lease portfolio of approximately $5.4 million? Does ASU expect the new vendor to buyout all of the existing leases? Additionally, would ASU be receptive to a planned and managed approach to replacing the currently leased MFP’s to reduce the burden of the lease buyout?
A93: ASU’s agreement is with the SV and no other financial institution as it relates to this program. Per question 2 under Operational Processes & Strategy of Section VII of the RFP we are requesting the proposer to provide their recommendation on the most economical and efficient method for handling the current leases. We are open to recommendations.

Q94: What is the timeline for the implementation of the Managed Device Program changeover?
A94: This is negotiable.

Q95: Please provide a detailed breakout of the financial support the SV provides for the ASU personnel. Also please provide a breakdown of the staffing by specific positions, full time and part time, ASU employees and student workers and how profit sharing is calculated.
A95: For cost information, proposers may request a copy of the contract as a Public Records Request by sending an email to Brennon Carlson at brennon.carlson@asu.edu.

Q96: Would ASU consider having a pre-proposal conference?
A96: No.

Q97: Last Mile Distribution Fee clarification – Does this mean that ASU does the final delivery of the devices to the department?
A97: In most cases this specifically applies to supplies that will go through the centralized receiving warehouse for distribution to ASU's various departments. ASU believes that the Last Mile Fee would most likely not apply pending the recommendation from the proposer.

Q98: Equipment – Please define “new”
A98: Not used, and generally not remanufactured.

Q99: Print Management System – Is the print management system department based or based on the needs of ASU as an enterprise wide solution?
A99: Enterprise wide solution.

Q100: Installation – This seems to conflict with the Last Mile Distribution model described in Instructions. Please clarify.
A100: Please see previous questions and answers pertaining to Last Mile Distribution.

Q101: Management of Devices Section 5.3 - states “but excluding paper” Please clarify.
A101: In Section II – Background, there was a miscommunication regarding the ordering of paper and delivery. For the sake of clarification, for public print devices, SV orders the paper from ASU supply and reimburses ASU. For office printers, internal departments place the orders to ASU's Materials Management and the paper is delivered to the department by ASU's Material Managements.

Q102: 5.8 – Is there a limit to the number of times that a device can be relocated prior to a charge for such relocation?
A102: Yes.

Q103: Experience – 3. Who should be assigned as the single Point of Contact Sales or Service? This is an internal question.
A103: Generally, this would be the onsite account manager, however, this will be contingent upon the response from the proposer.

Q104: Centralization Efforts – 1. Please explain the reasons that ASU departments do not participate in the current centrally managed concept.
A104: Organizational challenges of ASU's various departments, colleges, how budgets are reconciled, and how grant funds are appropriated (to name a few) contribute to the challenges of centralization efforts. However, it is ASU's intent to leverage this RFP to further its centralization efforts.

Q105: Please provide a copy of the Gantt chart that the proposed vendor is required to supply for preliminary project management.
A105: ASU is open to recommendations to be fully described in respondents’ proposals.

Q106: Please clarify the expectations of ASU for secure printing from desktops, laptops, tablets and smartphones and if this is specifically for ASU faculty and staff or does it also include students and visitors.
A106: Secure printing applies to ASU faculty, staff, and students. Furthermore, ASU’s RFP is requesting recommendations based on the proposer’s capabilities and experiences.

Q107: Please describe the current Value-Added programs that the current SV is providing? Are there any specific financial or leasing requirements that are expected from the winning vendor?
A107: For contract information, proposers may request a copy of the contract as a Public Records Request by sending an email to Brennon Carlson at brennon.carlson@asu.edu.

Q108: Does ASU currently have any on campus Copy Centers? If so, are these centers staffed and managed by ASU? Also, will they be part of this Managed Device Program?
A108: No, ASU and SV mutually agreed to close the Copy Center within the past 12 months.

Q109: How is ASU handling and supporting the 3D Printer procurement and maintenance, and could these be part of the Managed Device Program?
A109: There is currently no discussion regarding 3D print management under this contract at this time. However, ASU is open to recommendations to be fully described in respondents’ proposals.

Q110: Please outline the department and staff members that the SV will report to and meet, for the monthly operation reviews and the strategic meetings.
A110: Additional information may be provided after the initial evaluation of proposal(s) at ASU's discretion. Generally, meetings would be held with ASU's Auxiliary Services team and staff. Other departments may be brought in as needed.

Q111: Why are there more single function and multi-function devices that are Unmanaged Devices than Managed Devices? Also, what contracts and/or agreements are being used to acquire the Unmanaged Devices (i.e. Arizona State Contract, MESC, Omnia Agreement, etc.?)
A111: ASU has not historically required departments to purchase all print devices from the SV. Purchases for unmanaged devices generally are made through ASU’s preferred vendor catalogs where one or more of those catalogs may have been created as a result of a consortium agreement (i.e. Sourcewell).

Please remember that Proposals are to be mailed or delivered to Arizona State University Purchasing and Business Services 1551 S. Rural Rd. Tempe, AZ 85281, no later than 3:00 P.M., MST, 02/07/2020.

If you have any questions regarding this notice, please contact me at 480-965-3849 or Lorenzo.Espinoza@asu.edu. You may also find RFP 342006 and any updates at http://www.asu.edu/purchasing/bids/index.html