Addendum # 1
RFP #2025-03 - Managed Print and Copier Services

SAN BERNARDINO COMMUNITY COLLEGE DISTRICT
ANSWERS TO VENDOR QUESTIONS

1. Can you please provide the estimated usage data in a worksheet to simplify analyzing the data?
    See the worksheets included in this addendum

2. The RFP states that services must support 11"x17" printing, duplexing, hole punching, and stapling – Is internal or external finishers required?
    External

3. How many servers are allocated to PaperCut? Is it one per location or is there one centralized server?
    There is one hosted per Campus (SBVC and CHC)

4. Are staples to be included in the cost per copy rate?
    We do not want staples included in the Maintenance cost, but we want staples capabilities

5. For the District Office – New Copier: What are the speed requirements? Also, B/W or Color?
    Standard model color

6. Can you clarify the cancellation clauses mentioned in the RFP?
    Vendors are able to propose their own cancellation terms

7. Can you provide the current accessories for each copier?
    Keyboards and 10 Key, external finisher and model specific staples

8. What are the current averages for all devices?
    See the worksheets included in this addendum

9. You referenced an Appendix H – Financial Statements in the RFP but did not include it. Is this Appendix H required?
    Please furnish financial information that accurately describes the financial stability of your company/entity. Information does not need to be audited financials, and can be narrative or data which describes current stability

10. Please provide configurations for each device (Feeder draws, Punch, Staple, Fax, Key- Boards).
    Devices are standardized with the same or similar configuration and accessories

11. Please provide monthly and annual volumes for each device.
    See the worksheets included in this addendum

12. On the District Services Office & EDCT sheet shows (EDCT Computer Lab) there is no device listed for new device. Please provide configuration and estimated volume.
    Standard MFP printer volume would be comparable to SBVC Welcome Center. No volume record because it would be new device

13. Can you give specific configuration details for each of the devices currently deployed?
    See the worksheets included in this addendum

14. Can you tell us who your existing lease is with?
Please see RFP Section 4.2.1

15. Do you have return instructions already for the existing fleet?
Current vendor will pick up existing fleet

16. Who is responsible for returning the existing equipment, the incumbent or the new vendor?
Current vendor will pick up existing equipment

17. Can you please provide average monthly print volume for each device, broken down by BW and Color?
See the worksheets included in this addendum

18. Can you tell us how Papercut is being used today? Is it only being used on the 5 pay-for-print devices, or on your entire fleet of 112 devices?
Paper cut is used at the campuses for staff and student printing. Papercut is not used at the DSO

19. Are you currently utilizing Mobile Print via Papercut?
We are not currently utilizing Mobile Print. SBCCD may want to use this feature in the future

20. Will there be MACs printing in your environment?
Yes, through a print server

21. Would you us to quote replacement machines based on like for like speeds on your Kyocera fleet today or use the MIN PPM column on the Appendix A?
Like for like, see the worksheets included in this addendum

22. Appendix B & Appendix C do not have a MIN PPM column – can you provide that?
Minimum is 40/40 ppm

23. We noticed some differences between the machines listed as COLOR YES on the spreadsheet and the models you currently have. Should we be basing our quote off the COLOR YES column or by matching the existing fleet?
The color Yes column should be used. Some current machines need to be upgraded to color with new contract

24. You did not list any finishing or paper tray configurations. Do you know which machines, if any, will need staple or hole-punch? Do you have minimum paper capacity standards?
All printers at the campuses should have stapler. Only three at the DSO have hole punching 2 x 500 sheets (Cassette) + 150 sheets (MPT)

25. Do you own the existing pay stations or will they be returned at the end of the current lease?
SBCCD does not own any and yes they will be returned

26. What operating Systems will you end-users be using? IE Mac, Windows, Chrome etc... What version operating systems are they?
Windows and MacOS

27. Are staffing using Papercut, or just the libraries?
Campus staff are currently using Papercut as well. DSO does not.

28. For what every Pay-Solution that is provided, do we want to allow Cash, Credit card, and Coins? What denomination do we want to allow?
In pay station solutions we would like Cash and Coin, $1, $5, $10 $20. Coins nickel, dime, quarters. Credit Cards and tap to pay, paypal to reload papercut account

29. Please provide the volumes/meter reads for each device listed in Appendix A-C.
See the worksheets included in this addendum

30. Please provide the accessories per device that are required for this RFP?
Keyboards and 10 Key, external finisher and model specific staples

31. Please confirm which machines require fax, extra high capacity paper trays, 2/3 hole punch, bookletmakers, ACDI print kiosk?
All copiers should be fax capable, SBVC has two quick prints high capacity paper trays, 3 hole punch capable copiers at DSO, SBVC has 4 ACDI print kiosks and CHC has 1 ACDI print kiosk

32. Is PaperCut required on every machine? Please confirm. How many licenses do you currently have?
Papercut is not required on every machine namely the mfps, however the copiers papercut will be required for campus

33. Do you own the current coin op devices or lease them?
SBCCD owns the coin op devices, we don't own the pay station kiosk

34. Do you require RFID card readers on each machine?
Yes

35. How many print release stations do you require?
At SBVC, four release stations, the primary one being the library currently housing 3 copiers. Another release station for the Writing Center housing 1 copier, the STEM Mesa center housing 1 copier and lastly 1 currently at the Welcome Center which houses a mfp but will in the future require a copier

36. Please confirm that SBCCD wants to keep the external key board.
Yes

37. Please confirm that SBCCD wants to keep the 10 key pad.
Yes

38. What is your intent with your current machines? Who will be returning the current machines? Will the awarded vendor be returning the current machines to the leasing company or SBCCD?

Previous Vendor will pick up and items will be returned to said vendor.

39. May vendors provide their template contracts/Agreement, or will there be an opportunity to negotiate the contract upon award?
Yes, vendors can propose their agreement and terms. Yes, negotiation is an option

40. Would SBCCD please provide a list of each of the accessories configured on the devices? And/or the desired accessories?
Keyboards and 10 Key, external finisher and model specific staples

41. Do all the units require a PaperCut License – if not, how many do?
All units do not require a PaperCut License but do need the ability to put the papercut application on it

42. Would SBCCD please provide the average monthly volume of the fleet and/or per device?
See the worksheets included in this addendum

43. Is there a standard model speed, paper tray configuration and finisher that SBCCD would like to deploy?
40PPM and match current copier configuration but adjust for high impact areas

44. Is there a volume requirement or application requirement that determines when an internal finisher or external finisher is configured?
There is not a current volume requirement, please adjust based on best practices

45. What type of RFID cards are being used for authentication?
Currently no RFID cards are being used but we would like to integrate it as an option for future

46. Which methods of authentication are used for devices managed by PaperCut?
SBVC and CHC Staff sign in using their Staff IDs on the copiers

47. What are the configurations of each unit in the current fleet of devices?
All devices include keyboard, 10 key, external finisher with stapling capability with ability to scan and copy

48. What are the average monthly volumes per unit (B/W & Color)?
See the worksheets included in this addendum

49. Please confirm how many release stations do you require?
At SBVC 4 release stations with the primary one being the library currently housing 3 copiers. Another release station for the Writing Center housing 1 copier, the STEM Mesa center housing 1 copier and lastly 1 currently at the Welcome Center which houses a mfp but will in the future require a copier

50. Please confirm how many ACDI print kiosks do you require?
4 at SBVC 1 at CHC

51. How many vend stations will be needed? Which machines need vend stations? Can we assume those with (student pay per copy) are those needing vend stations?
We will need at the very least 3 vend stations to replace the current 3 we have

52. Would be acceptable to offer a tolerance of ± 5 ppm for the devices in the RFP?
This is an acceptable tolerance

RFP 2025-03 SBCCD Copier – Technical Clarifications and Responses

Device Volumes and Usage
- **Estimated Usage:**

- Estimated print volumes per device can be found in the following Excel documents:

- SBVC_print_summary_03-25.xlsx SBVC24-25_print summary.xlsx

- **Monthly/Annual Volumes:**

Please refer to the attached Excel files listed above. These provide average monthly and annual volumes, broken down by Black & White and Color printing.
- **Volume Data for New Devices (e.g., EDCT Lab):**

No historical volume data is available for new devices. However, anticipated usage should be comparable to SBVC's Welcome Center.

Device Configuration & Accessories
- **Required Functions:**

All devices must support:
  - 11" x 17" printing

  - Duplex printing

  - Stapling (External finisher for SBVC)

- **Standardized Configuration (Recommended):**

  - Copy, print, and scan capabilities

  - Four paper trays

  - Staple finisher

- **Accessory Requirements:**

  - External finisher with stapling

  - Keyboard and 10-key pad

  - Fax capabilities on all devices

  - Two SBVC units with high-capacity paper trays

  - Three-hole punching required on three DSO devices

  - SBVC: 4 ACDI print kiosks

  - CHC: 1 ACDI print kiosk

- **Confirmation on Accessories:**

  o External keyboard: Required

  o 10-Key pad: Required

  o Model-specific staples: Required

Print Management Software – PaperCut
- **Server Deployment:**

One PaperCut server is hosted per campus (SBVC and CHC). Two total
- **Device Coverage:**

PaperCut is used on both staff and student devices at campus locations. DSO currently does not use PaperCut.
- **Licensing Requirements:**

PaperCut is and should be paid through our Copier Lease Contract, all campus units must support PaperCut integration and application installation.
- **Mobile Print:**

Mobile printing via PaperCut is not currently in use but is desired for future implementation.
- **Authentication Methods:**

Devices managed via PaperCut use standard username/password authentication. No RFID cards are currently in use, but integration is desired.
- **Release Stations:**

SBVC currently utilizes four release stations:
  o Library (3 copiers)

  o Writing Center (1 copier)

  o STEM Mesa Center (1 copier)

  o Welcome Center (1 MFP, will require copier soon in new Student Services Building 2028)

Device Specifications and Standards
- **Minimum Performance Requirements:**

  o All devices must support a minimum of 40 ppm (B/W and Color).

  o ±5 ppm tolerance is acceptable.

- **Color Requirements:**

  o DSO devices must be color-capable.

  o Proposals should follow the "Color: Yes" column in Appendix A, as some B/W models are to be upgraded.

- **Feeder Draws and Paper Capacity:**

  o   Standard configuration: 2x 500-sheet cassettes + 150-sheet multipurpose tray (MPT)

  o   Extra high-capacity trays are only required on select SBVC "quick print" devices.

Lease and Return Information
- **Current Leasing Provider:**

  Please see RFP Section 4.2.1
- **Machine Returns:**

  o   Current vendor is responsible for picking up existing equipment.

  o   Existing pay stations will be returned at the end of the lease.

- **Ownership Details:**

  o   Coin-op devices: Owned by the District

  o   Pay stations: Leased (not owned)

Operating Systems and Network Integration
- **Supported OS Environments:**

  o   Windows

  o   macOS

  o   Chromebook compatibility is not currently required

- **Authentication & Access Control:**

  o   Devices must support RFID card readers (future integration planned)

  o   Card/code-based access control preferred

- **Print Software Integration:**

  o   Required: PaperCut

  o   Desired: PrinterLogic or equivalent cloud-based print driver deployment tool

Contractual and Administrative Details
- **Staples in Maintenance Program:**

  o   Staples should **not** be included in the per-copy cost, but staple functionality must be available.

- **Standard Model Speed and Configuration:**

  o   Minimum speed: 40 ppm

o   Match current device configurations, with adjustments for high-volume areas.

- **Finisher Criteria:**

o   No strict volume threshold for internal vs. external finishers; configuration should follow best practices.

- **Pay-for-Print Capabilities:**

o   Desired payment methods include:

▪   Cash: $1, $5, $10, $20 bills

▪   Coins: nickels, dimes, quarters

▪   Credit/debit cards

▪   Tap-to-pay

▪   PayPal for PaperCut account reloading

END