

## **QUESTIONS AND ANSWERS**

### **RFP for Digital Copier Program**

#### **Project # 12-39**

April 9, 2012

To: All Prospective Respondents

From: Houston Community College, Procurement Operations

Subject: Informational Letter # 1 – The following questions were received in Procurement Operations within the time period specified in the solicitation document Request for Proposals (RFP) for Digital Copier Program (Project # 12-39).

#### **Question # 1:**

3.2.k – Is this question to ensure the copiers are “terminal ready” to interface with your legacy self service and pay-for-use solution?

#### **HCC Answer:**

Yes

#### **Question # 2:**

3.8.1 – Are you expecting price to include staples in your monthly lease/cpc monthly investment or list as an additional supply cost.

#### **HCC Answer:**

Yes

#### **Question # 3:**

4.2.2 – Which college campuses currently have staffing of full-time employee support for the copier/fleet operations?

#### **HCC Answer:**

At the present time we have just one location at the Northwest College.

#### **Question # 4:**

Is HCC asking for pricing for the on-site support staffing on a per FTE per month cost to HCC?

#### **HCC Answer:**

Yes, a separate figure as noted in the price proposal, section 4.2.2 On-site Support Staffing.

#### **Question # 5:**

4.2.3 – Will HCC provide detailed current volume and assets by location so that we can accurately calculate costs to manage non-supplied output devices mentioned in this section?

#### **HCC Answer:**

Please see volume and asset information available in Attachment 1, Exhibit A.

#### **Question # 6:**

4.5 – Is there an estimated number of copiers to be relocated based on historical data?

#### **HCC Answer:**

This information is not available.

#### **Question # 7:**

Will the awarded vendor be expected to use the existing document management system to develop communication strategies and improvements?

**HCC Answer:**

Yes – document management systems currently in use are ImageNow and Sharepoint.

**Question # 8:**

Can you explain how you distribute information about infrastructure improvements and changes today?

**HCC Answer:**

We distribute information via our email system, through HCC News and IT Alerts.

**Question # 9:**

The RFP references badge readers, please describe your current system and how is it used?

**HCC Answer:**

There are currently two (2) badge/card reader systems in use. Both are HID with identification and access for staff (bar code only) and identification for students (bar code and magnetic strip).

**Question # 10:**

Is the current ImageNow document management system enterprise wide or based on individual departments?

**HCC Answer:**

It is based on individual departments.

**Question # 11:**

Does your document management system integrate with your CRM i.e. Jenzabar, Banner, Oracle/Peoplesoft, SAP, etc.?

**HCC Answer:**

Yes – Oracle/Peoplesoft.

**Question # 12:**

Do you need to scan directly into any of the document or information systems that are mentioned in the RFP, example Oracle/Peoplesoft, ImageNow?

**HCC Answer:**

Yes.

**Question # 13:**

As it relates to sustainability and green initiatives, are you open to recommendations/opportunities that reduce printing and convert the print to electronic?

**HCC Answer:**

Yes, please include recommendations as part of your proposal.

**Question # 14:**

Can we have your printer inventory information sorted by: Model/Quantities/Volume/Network or non-Network/Location?

**HCC Answer:**

This information is not available.

**Question # 15:**

Will you provide site headcount?

**HCC Answer:**

**STUDENT COUNT**

Central College	20,057
Coleman College	3,707
Northeast College	12,868
Northwest College	19,197
Southeast College	15,057
Southwest College	20,933

**Question # 16:**

Will you provide BW/Color volume split by site?

**HCC Answer:**

Please see volume and asset information available in Attachment 1, Exhibit A.

**Question # 17:**

In the RFP it is referred to as a rental. Is it the intent of HCC to only consider rentals or will they consider a lease with the ability to upgrade and down grade, an out for funding, and an out for performance?

**HCC Answer:**

HCC is looking for flexibility, and a solution that is priced based on output (prints).