

Capital Area Transportation Authority



AMENDMENT NO. 1 TO SOLICITATION MANAGED PRINT SERVICES

1. AMENDMENT NO: 1	2. SOLICITATION NO: RFP 2018-100	3. SOLICITATION NAME: Managed Print Services	4. AMENDMENT DATE: February 2, 2018
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5. ISSUED BY

Capital Area Transportation Authority
Purchasing and Contracts Department
4615 Tranter Street
Lansing, MI 48910

PLEASE NOTE: Contractor is required to sign this document and return it with the bid/proposal/quote.

6. DESCRIPTION OF AMENDMENT:

- a. Responses to Vendor Questions, is attached.
- b. All other terms and conditions remain unchanged.

NAME / TITLE OF OFFEROR (Type or Print)

COMPANY NAME

(Signature of person authorized to sign)

(Date Signed)



February 2, 2018

Capital Area Transportation Authority Request For Proposal 2018-100
Managed Print Services
CATA Response to Vendor Questions

WRITTEN QUESTIONS SUBMITTED BY VENDORS

- 1. On the desktop multi-function units - are they going to remain all mono/color multifunction units as listed on Attachment A?**

Yes.

- a. If yes, do you want “find me/follow me print” on all, which requires authentication/proximity card readers?**

No.

- b. If no, and these move to single function printers, are they all mono, or color where listed on Attachment A?**

All mono.

- c. If these move to single function printers, are they included in the “find me/follow me print”?**

No.

- 2. Can you confirm your workgroup printers are the two HP M750's?**

There are additional workgroup printers. All the printers listed in the attachment are connected to the network and can function as a “workgroup printer”.

- 3. Can the listed Canon 710 Fax be added to an MFP. If so, which one?**

This is a unit that may need to be replaced, as it has likely reached the end of its useful life.

- 4. Do you currently have any form of proximity cards? If yes, please describe.**

We have proximity cards for gate/door access.





5. How many staff would be using the equipment?

We have approximately 100 employees that will be using these printers.

6. Is there a plan to consolidate desk top units based on low monthly volume? If yes, please describe.

We would like to work with the vendor on a consolidation plan, but do not have one in place.

7. Appendix A part 3 has a Termination for Convenience – are you asking for a description of a penalty, if the contract is terminated before the end of the 36 months?

No, Appendix A is CATA's standard terms and conditions. The list provided are the terms we will attach to the contract.

8. How many users are in your active directory?

We have approximately 100 user accounts for employees.

9. Does CATA have an existing address book that they would like to have downloaded or will LDAP search functionality be sufficient?

LDAP is sufficient.

10. Please clarify what types of "jobs" CATA would like the end users to be able to submit electronically. Is CATA looking for job ticket capabilities?

Job ticket capabilities are not necessary. Jobs as defined would be standard print jobs with various paper options and collating, etc.

11. Do desktop devices (printers & MFP's) need to have the ability to print on tabs or just standalone MFP's?

CATA will require this just on the standalone MFP's.

12. Is CATA willing to look at eliminating ALL devices in current population doing volumes under 600 per month?

We would like to work with the vendor on a consolidation plan, but do not have one in place.

13. How many (if any) of the devices are off site?





CATA has 2 printers at the CATA Transportation Center (420 S. Grand Ave, Lansing) and one at the Multi-Modal Gateway (1420 S. Harrison, East Lansing).

QUESTIONS FROM PRE PROPOSAL MEETING HELD JANUARY 19, 2018

14. Does CATA manage their print system in house currently?

Yes.

15. Is CATA comfortable with the data provided in the RFP?

Yes.

16. Does CATA plan on retaining any of the current equipment?

Some machines may need to be replaced; however, CATA expects the vendor to propose any changes they believe are necessary.

17. The RFP mentions that “follow me” printing is a want – is there anything currently in place to support this type of system?

No; CATA’s technology in this area is fairly outdated. We need to improve efficiency, and have identified “follow me” printing and secure printing as ways to do that.

18. Does CATA utilize access cards?

No.

19. Is CATA looking for an account code for a “follow me” system?

Potentially; we don’t want to implement too many new features at once. We are currently exploring new document management solutions, which should make our costs more quantifiable.

20. It is mentioned in the RFP that CATA will provide staples – is this mandatory?

No, this is not mandatory. CATA can provide staples, but if the vendor has a solution they would like to propose, that would be acceptable.

21. The RFP mentions that CATA requires the vendor to provide “unlimited network support”; can you define this?





CATA requires a vendor to be on call for printer issues that may arise as defined in the scope of work.

22. Will the print system need to run 24/7?

Yes.

23. So for instance, if a machine goes down Saturday at 3AM, CATA wants someone to address that?

CATA would expect the vendor to address this situation only if the machine is mission critical, and these instances would be defined as part of the plan formulated with the vendor. CATA will want to see call response times in vendor proposals.

24. After standard business hours, does CATA employ much smaller workforce?

Yes, there will be a limited number of employees working outside standard business hours.

25. Does CATA operate from a central print server?

Yes, except for the personal desktop units. CATA won't ask the vendor to support individual office printers.

a. Is that set in stone? Vendors may have ways to handle solutions for personal printers.

The vendor will not be asked to support individual office printers.

26. The RFP mentions providing online print room ordering – CATA wants the vendor to be able to monitor toner and service levels remotely to send supplies or support before it is needed?

Yes. This should be beneficial for both the vendor and CATA. This service is not likely needed in every case, but larger units could benefit from proactive monitoring. Vendor proposals should include what response times will be, and a plan for when issues arise.

27. CATA's management software is listed as SolarWinds – is this current, and does CATA plan to keep it?

It is a network monitoring tool currently utilized by CATA. We plan to replace its functionality by having the vendor monitor and send toner as part of the agreement.

28. Does CATA want to be able to monitor the system at all?





High-level usage reports will be required, as well as accounting reports. If the vendor can detail reports by printer or department, that could be helpful.

29. Is there a date set for a walkthrough?

No.

30. Where did CATA get its information for the specifications?

CATA has provided performance specifications for context. CATA does not have any brand or platform requirements. If the vendor can exceed the listed specifications, this can be included in their proposal.

31. If proposed solutions are not in range of specifications, will the vendor need to highlight this?

No, unless there is a significant difference.

32. What format is address book in?

CATA utilizes LDAP lookup in Active Directory. If the vendor can continue this practice, or has an alternative solution, it may be included in the proposal.

33. 11x17 required on all MFP's?

Yes, just on the MFP's.

