



Ventura County Community College District

PURCHASING DEPARTMENT

DATE: March 6th, 2023
TO: All Bidders
FROM: Spencer Herson, Purchasing Specialist
SUBJECT: Addendum 2 – RFP 642, Districtwide Multi-Functional Devices and Print Management

This addendum is hereby made part of the Contract Documents to the same extent as though it was originally included therein and takes precedence over the original documents. The outdated pages must be replaced with any updated and/or changed pages when submitting your bid. Acknowledge receipt of all addenda on the Bid Form.

The bid opening remains on **Friday, March 10th, 2023**. Bids must be received no later than **12:00 p.m.** at 761 E Daily Drive, Suite 200, Camarillo, CA 93010. Properly mark the outside of the exterior envelope on your submitted bid with the RFP Number and Name according to the requirements stated in the bid packet directions.

If you choose not to participate in this particular bid, please sign the Bid Proposal stating “no bid” and email or fax it back to me at 805-652-7700.

It is the responsibility of the Bidder to verify that their proposal has been received by the VCCCD Purchasing Department prior to the opening date. Verification of receipt can be made through the listed Purchasing Specialist.

The following information is in answer to questions that were asked at the job walk and via email request. The deadline for questions was February 28, 2023. No further questions will be accepted.

1Q – What are the hours of operation for each Copy Center?

1A – Monday through Friday - 7:00 am – 4:00 pm

2Q – How many shifts are worked per day at the copy centers?

2A – One.

3Q – Is there a storefront that copy center jobs are submitted through?

3A - Copy Center jobs are submitted through PrintNet, an online job ordering software.

4Q – The duplicators at each copy center are not plugged in. What is the reason for this? Are they not in use?

4A – When the duplicators are not being used, they are unplugged.

5Q – How many employees work at each copy center?



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5A – One vendor staffed employee currently at each college and one District-wide supervisor (4 total)

6Q – Are work orders submitted digitally or manually?

6A – Both.

7Q – Is there a lot of hole punching being done at the copy centers?

7A – Hole punching is requested at all 3 locations. Volumes vary by location.

8Q – Is the work order process the same across each campus?

8A – Yes.

9Q – Do any of the copy centers do mail – receiving, tracking, shipping, delivery?

9A – No, mail is not processed through any of the Centers.

10Q – Which vendors will be presenting?

10A – After review of RFP, Selected vendors will be invited to present their solution.

11Q – What is the deposit box at the Moorpark copy center used for?

11A – The deposit box is used for submitting orders.

12Q – Do admin use the walk-up student print machines?

12A – The walk-up machines are for the students. Admins have their own printers.

13Q – Is Papercut used for the walk-up machines?

13A – No.

14Q – What are the finishers on each of the products?

14A – Please refer to the configurations on attached documents.

15Q – Is there a need for a large capacity feeder at any of the copy centers?

15A – Please refer to the configurations on the attached documents.

16Q – Who replaces the ink and paper in the machines? Both in the copy centers and around each campus.

16A – In addition to assisting customers and running production jobs, the on-site employees take care of paper and toner requests for their entire campus throughout their shift.

END OF JOB WALK QUESTIONS



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17Q - What is reason for Oxnard not using Papercut. Is there an issue with how it works or is the software not wanted/needed?

17A – The instructional divisions have chosen not to fully use Papercut at this time due to the complexity of the software.

18Q - What is the process for providing coverage when the copy center staff are out of the office? (PTO and sick time)

18A – Current vendor provides back up when one of their employees is not available.

19Q - Will VCCCD accept a response that is only for the printshop machines and labor?

19A – No.

20Q - Can you please provide floor plans for the Copy Center on each campus?

20A – See attached.

21Q - Please provide a list of current equipment in the copy centers, including offline finishing equipment and software (hole punch, booklet maker, coil, etc).

21A – Equipment provided belongs to current vendor. There is equipment for cutting binding, & lamination. This was all on display during the walk through.

22Q - Does the incumbent vendor currently provide a vehicle for these deliveries? If yes, please include make and model of the vehicle.

22A – Current Vendor does not supply a vehicle.

23Q - Can you please describe the responsibilities of the current FTEs in the RFP that are in scope, along with a current job description if available?

23A – Copy/Print Center Services:

- All applicable duties to support fast turnaround on all jobs (Faculty, Administration)
- RUSH Requests: Call Center to determine possible turnaround time
- Current Vendor provides services as stipulated in VCCCD contract requirements.
- 7 AM – 4 PM (lunch & breaks staffed)

First Responder Services:

- With reduced staff: Services are Fleet Management (Primary) and Print Center (Secondary) with Posted Schedule
- First Responder and Service Calls – Daily support for all locations
- Equipment Response Time: Same Day
- Paper Delivery and Re-Fill for every device

24Q - Would you like the on-site vendor FTEs to wear uniforms?

24A – Uniforms are not required but a reasonable dress code should be followed.



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25Q - Does the incumbent vendor have onsite techs that refill paper and perform basic sweeps of the MFD's throughout the campuses?

25A – Yes.

26Q - How is the receiving and distribution of mail currently handled? I did not see that in the RFP, is it not in scope?

26A – Current vendor performs services as scoped in the agreement.

27Q - Please clarify this bullet point "The 'networking' or cloud-based job submission process should be explained in detail on how it would be used throughout the District." What explanation is being requested - a solution to replace PaperCut, Print Net, or both?

27A – The job submission software is Print Net. If the proposal includes a replacement of Print Net, please give a detailed explanation of how it works.

28Q - How are users authenticating at the device using PaperCut? Active Directory credentials, PIN Codes, or HID/Proximity Cards?

28A – Users have access cards they scan to authenticate.

29Q - What are the volumes for the past year for the 2 Digital Duplicators?

29A – These machines have not been used in the past year.

30Q - Does the District want the awarded Vendor to be responsible for wiping drives and removing all production units, student walk up's and "In kind"?

30A – This has not been determined, but vendors can include options in their RFP response. .

31Q - For the "inkind desktops" can we provide lower PPM units based on the volumes provided and or higher PPM units for the devices that are being over utilized?

31A – Vendors should submit a proposal for a solution that would benefit the District.

32Q - What are the accessories on all the inkind models and student models?

32A – See attached spreadsheet

33Q – Can District Clarify, if the District is looking for an alternative Solution for PrintNet and or PaperCut?

33A – The District intends to use PrintNet and PaperCut for the remainder of their contract terms. Vendors can include in their proposals new software solutions if they believe it to be the best solution for the District to move forward.

34Q - Can you Clarify the type and size of the paper? What is the volume of 11x17 or 8x14 or banner?

34A – Each Center carries:



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- Standard 20lb white paper is stocked for all equipment. Volume of legal and ledger size varies.
- 28# white laser for the color production devices. Volume of legal and ledger size varies. Stocks also available in each Center:
- 20# pastel colors (8.5 x 11")
- 67" vellum colors (8.5 x 11")
- 80# white cover (8.5 x 11" & 11x17")
- 100# white cover (8.5 x 11" & 11x17")
- 2 pt and 3 pt NCR 8.5 x 11" (volume varies by location)
- Each campus may carry additional stocks, colors or sizes based on department or organization requests for that campus. Varies by campus.

35Q - Can you provide the minimum specifications for all of the MFD's, desktops, and production units?

35A – Model numbers are provided in the exhibits; vendors can research specifications.

36Q - At the Ventura Copy Center, the Duplo was not plugged in and was said that it was not being used. Can the District provide the volumes for each of the Duplo units and what the jobs are being printed (such as MCR)? Will the District accept an alternative solution for the DUPLO based on the volumes?

36A – These machines are have not been used in the past year. Alternative solutions will be reviewed.

37Q - Will the District extend the due date of the RFP?

37A – The proposal due date has been extended until Friday March 10, 2023, at 12:00 P.M.

38Q - Do the Student Walk Up Machines have tray locks?

38A – No.

39Q - Can you provide the current year's volume for SP3610 from the OXD Production Center?

39A – Included in attached documents.

40Q – Will using a third party to operate the copy center disqualify a company from this bid?

40A – No.

41Q - Is the District looking to leverage any Cooperative and or State Contracts?

41A – Only if State Contracts are on California Multiple Award Schedule (CMAS) which is allowed for California Community Colleges.

42Q - Is it possible to provide the total meter of each device in the RFP?

42A – Please refer total volumes spreadsheet provided.



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43Q - Is it possible to provide detail on how we should accessorize each machine (In-kind and print center equipment)? Example, number of paper trays, if there is an internal or external finisher, hole punch units, fax boards, large capacity trays, etc

43A – Please provide a solution that you think will be best for the District.

44Q - Can you provide any detail on the peak volume times/months for the print center and for student printing devices?

44A – Peak times vary by campus and time of the year.

45Q - How are you handling meter readings as of today? Are you utilizing software or is this a manual process?

45A – Electronically and manually.

46Q - Can we have a copy of your current SLA's for the print centers?

46A – SLA's are not available. Each Copy Center completes hundreds of jobs per month with varying job sizes. Copy all jobs as stated in the specifications agreed upon by both Vendor and Customer and specified by the job ticket with Contracted SLAs for jobs completed with no error. On-Time Completion: 12–24-hour turnaround time for print jobs. 70% are rush or same day requests.

47Q - Can we have a copy of your current Site Procedures Guide for the print centers?

47A – No, that is proprietary information.

48Q - Can you confirm how the print centers are currently operated from a cost perspective? Are you on a managed services agreement with your current vendor, or is this a gain-share agreement where your vendor provides the equipment and services and then the College may share in the revenue or profits?

48A – The copy centers are managed services.

49Q - Are there controllers in use on the Mono devices within print centers?

49A – No.

50Q - Are there any minimum requirements for paper size and paper weights in the print centers?

50A – No minimum requirements, provide a solution that may best fit the needs of the District.

51Q - How are print jobs currently being submitted to the print center?

51A - Instructors can submit jobs in person, via email or via online submittal program.

52Q - What % of Print Shop volume is student work?

52A – No student print jobs are submitted to the main campus copy centers.



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53Q - What % of Print Shop volume is for work for Faculty & Staff?

53A – 100%

54Q - Is there any work that cannot be produced in the Print Center that being outsourced currently? If yes, what type of work is being outsourced?

54A – Yes. Work that cannot be processed with current technology mix.

55Q - Can you confirm the 12m volumes on the RFP are annual volumes and not monthly?

55A - Total volumes provided.

56Q - Ricoh 8110 is a segment 6 production black and white printer. Would you accept an equivalent segment 6 printer with a speed of 100 pages per minute?

56A – The District is interested in receiving the best proposal each company has to offer.

57Q - Is Fiery your color print server of preference for your color production printers?

57A – Yes.

58Q - Based on the data provided the two duplicator risographs technology systems seemed to be not used very much (device disconnected). Are your print facilities looking at replacing these units with new ones or looking at transferring print jobs, if any, to the production B/W printers?

58A – Depends on type of work/job requested. They are unplugged when not in use.

59Q - The Usage Volume shown dated 11/30/21 - 10/31/22, is this the volume showing the amount of copies run for the 11 month period, or is the volume showing the average monthly volume over the 11 month period?

59A – Total Volumes.

60Q - Some of the volumes are very low, but they are using a machine capable of 11” x 17” (A3). For the machines that are printing low volume, can we propose a machine that will print up to 8 ½” x 14” (A4) and not propose an A3 machine?

60A – The District is interested in receiving the best proposal each company has to offer.

61Q - Under the Moorpark College Ricoh Equipment, the last machine under Student Walkup Machines shows the volume of MP 301S #W915PB00075 at 956,688 copies. Is this correct?

61A – No. The correct total is 157,838.

62Q - Can we bid “Like new condition” - reconditioned machines, not more than two years old, or would you like us to bid brand new machines? Under RFP Specifications, it says under B-Background and 2-Hardware Consideration “It is desired that the in-kind devices recommended be in new or ‘like new’ condition and no more than 2 years old.

62A – The District is interested in receiving the best proposal each company has to offer.



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63Q - On page 2 of the General Instructions, it says “the Bidder must be a DIR Registered Contractor when submitting a proposal.” Does this apply to the copier RFP?

63A – The requirement for DIR registered Contractor is not relevant to this RFP.

64Q - Can we place more than one bid form different manufacturers?

64A – Per Item #15 of the General Instruction to Bidders, vendors can not submit more than one bid.

65Q – Would you like us to supply the paper for all of the machines we will be installing at the three campuses, or will the District be purchasing their own paper. If we are to supply the paper, are we supplying just 8 ½” x 11” 20 lb. bond, or would you like us to supply 8 ½” x 14, 11” x 17”, card stock, etc.?

65A – Vendors need to submit a solution that meets the needs of the District.

66Q - Will you be wanting to lease or purchase the new machines? If lease, you mentioned under Terms of Contract “The successful vendor contract will be for a minimum of three years.” Would you like us to propose a 3 year lease, or will you accept a 5 year lease?

66A – The District owns most of the current machines in the fleet. Vendors can propose a solution that either involves managing the current fleet or a proposal that includes trading in the current machines for new machines that will be leased. Please propose a three (3) year lease if new machines are included in vendors proposal.

67Q - All contractors and subcontractors must furnish electronic certified payroll records directly to the Labor Commissioner. The link provided was not working. Is this a requirement for only the Awarded Vendor to supply employee information that will work on the VCCCD account?

67A – Electronic payroll records and registration to DIR is not a requirement of this RFP.

68Q - All the pages of the pricing forms are to be initialed and signed in longhand. Do you want both on all the pricing forms?

68A – Yes.

69Q – Would the District sign a 3rd Party Lease Agreement?

69A – Depends on the Vendors RFP response and requirements; however, 3rd party lease agreements will be considered.

70Q – Will the District be providing an extension for the RFP?

70A – The proposal due date has been extended until Friday March 10, 2023, at 12:00 P.M.

71Q - Is a centralized output management/follow me printing solution required?

71A – Question unclear



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72Q - Currently, VCCCD doesn't offer Print Center output services to students, is VCCCD requesting to add student print services as a requirement and how does VCCCD intend to charge students for Print Center usage? (I.e. Student Debit card, Credit Card, Apple & Google Pay?)

72A – The District is not requiring this option; however, vendors may include in a proposal.

73Q - 2.E Can we get the headcount located in each department at each campus?

73A – This data is currently not easily available.

74Q - 2.G Will VCCCD IT allow 3rd Party vendor to manage Print Server environments? For example, a cloud-based solution.

74A – This District currently uses Print.Me cloud-based print service for student printing in the open access labs. This service is not used for staff.

75Q - Does the district use e-fax? Is there a need to add hard line fax to the copiers?

75A – Yes.

76Q - Does the District plan to use Papercut at all 3 colleges?

76A – The District will use PaperCut for the duration of the current contract. The District will then move forward with the selected vendors proposal.

77Q - In regard to the segmented networks between colleges, is there a 2 way trust between segments?

77A – There is some network communication across the District, there is no 2 way communication between the printers at each location.

78Q - Can you confirm the Annual Volumes for the following devices: i. #1) PE - Athletics Annex Offices, PE RM 111 (MP 3054 - G155RA30637 - Annual Volume - 445,349)

ii. #2) FH - Fountain Hall, 1st Flr, Under Stairs (MP 301S - W915PB00075 - Annual Volume - 956,688); iii. #3) Production Center/OE7 (Pro 5100S - E255C900114 - Annual Color Volume - 1,792,831)

78A – Please refer total volumes on spreadsheet provided.

79Q - Is VCCCD using PaperCut for tracking / reporting on Student Printing Devices as well as Departments?

79A – PaperCut is only being used for tracking faculty/employee requests.

80Q - Is VCCCD Requesting a minimum configuration of paper trays for MFP Department Units?

80A – No. Each company should submit a proposal that meets the needs of the District.



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81Q - Is VCCCD Requesting a minimum configuration of staple finishing for MFP Department Units?
Or should we propose as Optional?

81A – No. Each company should submit their optimal proposal.

82Q - Are Net 30 payment terms acceptable?

82A – Yes.

83Q - Does VCCCD currently utilize a web-to-print job submission tool to allow end users to submit jobs to the Copy Centers?

83A – Yes, the District uses PrintNet software.

84Q - Does the District plan to renew/extend the contract for the EFI M600 kiosks and Windcave when it expires?

84A – The District is open to all options. Each company should submit their optimal proposal.

85Q - Please provide details on the current version of PaperCut, number of licenses, and expiration of the maintenance.

85A – Current 65 PaperCut licenses, expiration of software is March 31, 2023 with renewal pending.

End of Section