Procurement and Contracting Services

Request for Proposals to Furnish The University of Arizona with a Qualified Operator of a Comprehensive, Self-Serve Print Kiosk Program on Campus

ADDENDUM #1

Please mark all proposal submission Envelopes with the following information

Sealed RFP # L181909
Due on 4/19/19 no later than 2:00 PM, MST
The following questions have been received by the technical question due date of April 4, 2019 by 12:00 PM, MST.

1. Is the University making any fundamental changes to student services from a technical services standpoint (user authentication, card and cardless technologies, etc.)? Are there changes to LMS?
   a. None at this time, but we would work together with the successful vendor to communicate any upcoming changes in the future. The current user authentication method is UA NetID WebAuth service that utilizes JASIG Central Authentication System (CAS) software. The University is not currently planning to offer a mobile credential for students and employees to use their smartphone’s wallet feature as a cardless technology in place of their physical ID card. The current learning management system (LMS) is Desire2Learn (D2L).

2. Can we propose any additional services?
   a. Yes, please provide any capable or additional services you may have or want to propose in addition to what is being requested in Section 5.0.

3. If a vendor has new services to offer (card less payment, mobile credential, etc.) should they be noted in the proposal?
   a. Yes, vendors are welcome to provide technical information regarding new services so that the University can assess the feasibility of implementing the services.

4. Does the University have a preferred cloud provide?
   a. There are several cloud providers, not just one, used by the University community. Google Drive and Box are the most widely used cloud file sharing/storage providers among University students and employees.

5. Can we have the volume by location?
   a. We do not have the numbers of volume by location.

6. Can you give us any idea of cumulative volume around campus?
   a. Based on reports provided by our current print kiosk operator, the approximate cumulative print volume from the kiosks on campus for the past 12 months are:

<table>
<thead>
<tr>
<th>Print Type</th>
<th>Cumulative Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black &amp; White Single-Sided</td>
<td>1,500,000</td>
</tr>
<tr>
<td>Black &amp; White Double-Sided</td>
<td>585,000</td>
</tr>
<tr>
<td>Color Single-Sided</td>
<td>63,000</td>
</tr>
<tr>
<td>Color Double-Sided</td>
<td>15,000</td>
</tr>
</tbody>
</table>

7. Can you give us current customer pricing at the kiosks on campus?
   a. Yes. Current kiosk print pricing is as follows:
# Print Price List

<table>
<thead>
<tr>
<th>Print Type</th>
<th>Retail Price (per print)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black &amp; White Single-Sided</td>
<td>$0.10</td>
</tr>
<tr>
<td>Black &amp; White Double-Sided</td>
<td>$0.15</td>
</tr>
<tr>
<td>Color Single-Sided</td>
<td>$1.00</td>
</tr>
<tr>
<td>Color Double-Sided</td>
<td>$1.50</td>
</tr>
</tbody>
</table>

8. Is there a standard set-up for all print kiosk locations or do they differ by location?
   a. Yes, there is a standard set up for all print kiosk locations: Windows PC with touchscreen monitor, hardwired network connection, magnetic stripe card reader, USB port, and printer in a secure, enclosed case.
   b. Vendors are welcome to provide technical specifications for each of the components in their kiosks so that the University can assess the feasibility of deploying these kiosks to operate within the various facilities.

9. Do the new kiosks also need to be capable of large format prints?
   a. No. The University operates a print shop (Fast Copy), so no large format printing needs to be done/accommodated at the print kiosks. Standard 8.5" x 11" printing is fine.

10. We have kiosks that include scanning capabilities. Does the University want this feature included?
    a. Vendors are welcome to list the capabilities of their print kiosks, but the University only needs standard print capabilities at this time. We will work with the successful vendor to identify any future services needed from the kiosks.

11. What brand of printer is currently being used at the University?
    a. OKI 7 is currently being used, but we have also used Lexmark, Cannon, etc. with large/small capacity and full ADA compliant kiosks.

12. Will the University factor in sustainability efforts and practices used by vendors?
    a. While sustainability efforts and practices are not explicitly listed as part of the RFP Evaluation Criteria, the University will be evaluating equipment quality and is interested in energy efficient equipment as stated in Section 5.3 of the RFP. The University is generally committed to supporting sustainability efforts and practices on campus, so vendors are welcome to include their sustainability efforts and practices in their proposals.

13. Does the University have a preference for hosting services via cloud versus on-premises?
    a. In general, the University is moving services to cloud providers, but it really depends on the technical requirements and effectiveness of the service when hosted in the cloud versus on-premises. We still have some services hosted on-premises due to cost effectiveness and improved reliability when interfacing with other systems used by the University. Vendors are welcome to offer either type of system as long as the system meets all requirements outlined in the RFP.
14. Does the RFP mention that all print kiosk equipment is managed and replaced at no charge as needed by the vendor?
   a. Yes. Please see Section 5.4 for more details on Installation, Maintenance & Operations.

15. What is the University’s requirement of ADA compliance with regard to the print kiosks on campus?
   a. The University expects all print kiosks on campus to be fully compliant with ADA rules and regulations. Please refer to Section 5.2.2 in the RFP for more details.

16. What is the University’s philosophy regarding sustainability initiatives?
   a. The University is generally committed to supporting sustainability efforts and practices on campus, so vendors are welcome to include their sustainability efforts and practices in their proposals.

17. Will the University conduct any research with regard to vendor qualifications (i.e. financial sustainability, references from other universities, etc.)?
   a. Yes. Please refer to Section 5.18.5 of the RFP for more details.

18. Will the sign-in sheet listing today’s meeting attendees be published?
   a. No, this information will not be published, any questions or comments on the RFP please direct to Jeff Sembar 520-626-7439 jsembar@email.arizona.edu

19. Do you require any specific paper type, i.e. any particular weight?
   a. No. Standard 8.5”x11” paper is all that is required.

20. What is the percentage of black and white and color prints per month on all of the print kiosks?
   a. Based on the cumulative volume data provided in #6 above, 96% of prints are black and white and 4% of prints are color. We do not have this break out by month or by kiosk location.

End of addendum, all else remains the same.