

**BUSINESS CENTER SOUTH
THE NEVADA SYSTEM OF HIGHER EDUCATION (“NSHE”),
ON BEHALF OF THE UNIVERSITY OF NEVADA, LAS VEGAS (“UNLV”), COLLEGE
OF SOUTHERN NEVADA (“CSN”), AND NEVADA STATE COLLEGE (“NSC”)**

ADDENDUM 2 TO REQUEST FOR INFORMATION NO. 689-KO

PRINTING AND COPYING SERVICES

**University of Nevada, Las Vegas
Purchasing Department
4505 Maryland Parkway
Las Vegas, Nevada 89154-1033
(702) 895-3521**

Date of Release: May 18, 2017

**Submittal Deadline for Responses: Thursday June 1, 2017 by 3:00 PM Las Vegas
time**

The following questions were raised and are answered below:

1. What is the strategic end-goal of this project?

Answer: The goal of this RFI is to obtain information from outsource vendors on how they would or could address and/or meet the needs, requirements and expectations of the print, copy and document management functions of the UNLV/CSN/NSC campuses, students and constituents. Through this process UNLV/CNS/NSC allow an opportunity for vendors to outline their approach to offer potential cost savings, efficiencies and service level improvements. Per the RFI, “UNLV/CSN/NSC reserve the right, in their sole discretion, to directly negotiate a contract with any vendor(s) submitting a Response, to create a short list of vendors for evaluation and award of a contract or multiple contracts, or to subsequently issue a formal or informal request for proposal as UNLV/CSN/NSC deem to be in their best interests. Failure to submit a Response to this RFI does not preclude a vendor from participating in a subsequent RFP if issued.”

2. Which machines from UNLV are owned?

Answer: UNLV owns the following major/large production machines that are utilized by UNLV Reprographics and the Rebel Copy Center: AB Dick3800, Xante Impressia, Konica-Minolta 1060, Xerox J075, Duplo Slitter/Creaser, Folder, Horizon Booklet Maker, Tech Lighting UV coater, 2 Paper Cutters (20” & 42”) Canon 44’ Inkjet Plotter, HP 42” Plotter, Canon 24” Plotter, 36” Laminator, 18” Laminator, Vertical Wide Format Cutter, Plate Maker. UNLV owned smaller equipment such as small binding equipment is not listed here. UNLV owns 11 MFD’s (that are housed in various campus departments) that are serviced under the Xerox MFD contract. In addition there are other UNLV owned copiers of various brands that are not serviced under the current Xerox MFD contract. It is estimated that there are about 15 of these devices.

3. What are your rates for the impression charges from Xerox and what do you charge?

Answer: UNLV pays various impression rates for machines under the Agreement for Xerox

copy machines/multifunction devices: For most of the machines and newly added machines, the costs are as follows: B&W cost:\$.0052 charge:\$.0052 - COLOR cost:\$.0450 charge:\$.0450. Some of the older machines on the Contract have different impression charges ranging from .0044 - .0094 for B&W and .0350 - .0690 for Color. The University copier program operates on a 100% pass through. The Rebel Copy and Send charges customers \$.06 for Black & White – 8 ½"x11" and \$.36 for color 8 ½" x 11".

For CSN, the impression charge is \$.0071 on the Nuvera and \$.0429 for color and \$.0058 for black on the Versant. We charge \$.019 for an 8/5" X 11" black print and \$.10 for an 8.5" X 11" color print in Reprographics Services. On the leased multi-function devices, the impression charge is \$.0046 for black/white and \$.0506 for color. We charge faculty and staff \$.025 for b/w print and \$.05 for b/w copy and \$.20 for a color print or copy to faculty and staff. For students, we charge \$.05 for a black/white print, \$.10 for a black/white copy and \$.40 for a color print or copy. Students receive a \$10.00 stipend at the beginning of the fall and spring semester and the summer session to help offset the cost of copying and printing.

4. Are there any payments or depreciation left on the equipment CSN owns?

Answer: Payments: No Depreciation: Yes

5. How much rent is being paid for the spaces on each campus?

Answer: Rebel Copy & Send in the UNLV Student Union pays the UNLV Student Union \$25p/sqft on 855 sq ft. per year. There is no rent charge for the UNLV Main Production facility that is owned by UNLV Reprographics. CSN pays no rent for their space.

6. Would you consider a contract with HQP as a local vendor to service all the print production needs?

Answer: HQP may submit a response to this RFI to outline any services HQP offers for which HQP believes may be beneficial to UNLV/CSN/NSC per RFI instructions.

7. What happens with the staff that is handling this now?

Answer: They may be reassigned to another area on campus; however, a transition plan is undetermined at this time. Please refer to question 1.

8. Is there a budget to meet?

Answer: UNLV Reprographics/Copy Center operates as a self-supporting recharge unit with State budget monies appropriated by Departmental Administrative Staff. The University Copier Program operates as 100% Pass-Thru.

At CSN, there is no budget to meet. As a self-supporting operation, we are expected to generate sufficient recharge/revenue to pay all of our bills and replace capital equipment as necessary.

9. How long of a commitment or contract would the three colleges want?

Answer: At this time, the length of any contracts awarded as a result of this RFI or any subsequent RFP has not been determined. The original term of UNLV's current Contract with Xerox for lease of copiers/multifunction devices is five years, with one five-year renewal period.

10. Is having a certified diversity partner beneficial?

Answer: UNLV/CSN/NSC support and encourage MWDBE businesses to compete for UNLV/CSN/NSC Contracts. However, there is no requirement for, or preference given, to certified diversity partners.

11. What is your current process for bill backs to departments and what staffing/tools/time is allocated to managing this area?

Answer: At UNLV, All submitted work orders must include the requesting departments Internal/Campus Account number which indicates which budget Org and Sub Org will be charged. Work orders within Reprographics are processed through AVANTI (the Reprographics MIS system), which tracks all costs for the job. Billing is performed twice a month, on or about the 15th and also the last day of each month, at that time all costs/buyouts and misc. charges are reconciled for each job shipped/delivered and that data is uploaded to the campus PeopleSoft Advantage, where each department's account is billed. The Director of Reprographics and Design Services manages all budgets and recharge operations. The Reprographics Admin 4 is responsible for the cost reconciliation and data uploads. There are some departments that are not recharged internally instead they receive a "Hand Bill" (invoice) and pay by check. The actual time spent on dealing with the paperwork, reconciling costs and buyouts, entering the data, and assembling job files ranges from three to eight hours, two to three times per month.

At CSN, there are three recharge accounts that are billed back to departments at the end of each month. Each recharge is handled by a separate individual. Reprographics takes about four hours, device/desktop printing takes about eight hours, and device copying takes about four hours. At CSN, the print request is received through the electronic portal which includes the department account number for billing. At the end of each month, through the department's Page DNA software, a report is run which includes all completed print jobs. Jobs are billed back to the department account number through the internal journal voucher process.

12. Is PaperCut enabled for "Find me Print"?

Answer: UNLV does not utilize PaperCut. At CSN, PaperCut supports this function but it is not currently enabled.

13. Are there any union staff attached to these departments?

Answer: No union staff are attached to these departments at UNLV and CSN. At UNLV, all staff are Classified State Employees, with the exception of the Director position, which is Professional/Faculty and considered contracted.

14. What are you outsourcing today? Why are you outsourcing? What are the criteria for

outsourcing?

Answer: At UNLV, outsourcing could include Brochures, Books, Postcards and like products. Products that require a press sheet run size exceeding 13" x 19" are outsourced. Other criteria may include: Die cutting, Foil Embossing, Aqueous Coating (non UV) and quantity (usually over 100,000). At CSN, high quantity jobs that are best handled by a web press and specialty items such as pocket folders are outsourced. At NSC, everything is outsourced to either other NSHE institutions (CSN or UNLV) or local print vendors (all of the college's very high-end projects: 5-6/year; or small projects with very rapid turnaround: 20-30/year).

15. What is considered a large print job? That can't be accommodated by Reprographics?

Answer: At UNLV, products that require a press sheet run size exceeding 13" x 19" are outsourced. Other criteria may include: Die cutting, Foil Embossing, Aqueous Coating (non UV) and quantity (usually over 100,000). At CSN, a typical job that would be outsourced would contain more than 28 pages with a quantity of more than 10,000.

16. Why is there a large spike in the UNLV Production Facility in February?

Answer: February billing was inclusive of the start of the Spring Semester which is the second busiest period of the academic year.

17. Why is there a spike on the Xerox J75 in the UNLV Copy Center in April?

Answer: April/May is inclusive of the end of the Spring Semester which is the second busiest period of the academic year

18. How are course packs ordered by students? What is the lead time? Is it proactive or on-demand?

Answer: At UNLV, students do not order course packs. The process at UNLV is as follows:

- The UNLV Bookstore (operated by Barnes&Noble) works directly with Academic departments and Faculty that include course packs in their curriculum.
- The course pack content is submitted to the bookstore, sometimes directly to Reprographics. The content is forwarded to a 3rd party vendor (Xanedu) who is responsible for obtaining copyright clearances and formatting of the files.
- The bookstore obtains the registration information for the specific courses and places orders to Xanedu to cover the number of students registered. Xanedu forwards the order to Reprographics for production and delivery to the bookstore.

At CSN, printing of course packs is requested by CSN's outsourced bookstore vendor. The bookstore orders at the start of the semester and printing is done proactively whenever possible.

19. All of the current wide format equipment is inkjet, photographic quality – is this a requirement or would you be willing to look at laser based?

Answer: Proposers may submit responses inclusive of laser based options; however,

UNLV/NSC/CSN will review print quality of such options in relation to UNLV/NSC/CSN's printing needs and product quality requirements. UNLV Reprographics is committed to providing the highest quality product at the best possible cost to the campus.

20. What is the timeline for beginning this project? Are you looking at doing in phases?

Answer: The timeline for this project is undetermined at this time. A decision on how we move forward will depend on what we learn from this RFI process as well as an evaluation of our current, in-house business model. Please refer to Question 1.

21. Does UNLV use Page DNA?

Answer: Yes

22. There appears to be no breakdown by machine for the UNLV Production Facility

Answer: Page 5 of the RFI includes a breakout of UNLV Reprographics print equipment. A print break-out per machine is not available.

23. Page 5 for UNLV states that "large jobs" are outsourced. Please define - is there criteria for # of pages/sets?

Answer: Outsourcing could include Brochures, Books, Postcards and like products. Products that require a press sheet run size exceeding 13" x 19" are outsourced. Other criteria may include: Die cutting, Foil Embossing, Aqueous Coating (non UV) and quantity (usually over 100,000) and page count on average of 80+

24. What current options does the Rebel store offer for payment?

Answer: CASH, CREDIT CARD, REBEL CARD

25. When will the RFP be sent out?

Answer: At this time, it is not certain if or when an RFP for any of the services described in this RFI will be released. Please refer to question 1.

26. When will a decision be finalized?

Answer: This is not known at this time. Please refer to question 1.

27. Will each college have their own Master Agreement with the vendor of choice?

Answer: This is unknown at this time. After completing our review of responses to this RFI and any subsequent RFP(s) (if issued), UNLV/CSN/NSC would make the determination as to what is in the best interest of the institutions.

28. Just to confirm, the actual RFP won't begin until 2019, right?

Answer: Please refer to Questions 1 and 25.

29. Does this RFI include printing supplies?

Answer: The intent of this RFI is not to solicit stand-alone proposals for supplies (e.g. proposals for paper products or toner alone); however, proposals provided by respondents could be inclusive of supplies. For instance with regard to CSN, Xerox provides supplies for the MFDs, desktop printers and production equipment. In another example, respondents proposing on providing printing and/or management of production facilities may provide their own supplies as part of their services.

30. Does the vendor need to provide a proposal that includes all of Parts 1-6 in Section E4? If the vendor is not able to provide a solution for all Parts 1-6 listed below, will their proposal be accepted?

Please explain if you would be able to handle the following printing jobs and describe your capabilities for handling them.

Part 1 - Digital Printing – (Production)

Part 2– Offset Printing

Part 3 – Large Format Printing

Part 4 – Course Packs

Part 5 – Copy Center

Part 6 – Banners & POS

Answer: If a Proposer is not able to provide all printing services in Section E4, this would not disqualify a Proposer's response from review and consideration. As mentioned in the Section A Introduction, Purpose of this Request, "Companies responding to this RFI may submit solutions for one, all or a combination of these areas." If your firm cannot provide all of the printing services listed in Section E4, please state so in your response and include a brief explanation.

31. Please describe your RFI/RFP process and timing.

Answer: Beyond the dates specified in the RFI, the process and timing is unknown. Please refer to Question 1.

32. Have you established a print strategy across the Institutions? Is there an optimization or standardization strategy planned to replace aged devices? Have you determined the user to device ratio goals?

Answer: No

33. Do the decision makers have the ability to mandate buying decisions for the 3 Institutions or will each individual college choose a preferred vendor offering to implement?

Answer: The evaluation committee along with key individuals from the Institutions would review the offerings to determine what is in the best interest of the Institutions.

34. Will the decision makers have authority from all 3 Institutions to negotiate and contract with the vendors?

Answer: Please refer to Question 33.

35. The RFI states that the Institutions are looking for cost savings, efficiency, sustainability, data security, tracking & reporting. Is there a priority ranking of these items?

Answer: UNLV - In Order: Cost savings, Efficiency, Sustainability, Data security, Tracking & reporting

For CSN – In Order: cost saving, efficiency, tracking/reporting/billing, data security, sustainability

36. Are you willing to engage in other competitively bid cooperative agreements and contract vehicles—TCPN/ E&I, NJPA etc. for future contracting?

Answer: UNLV/CSN/NSC are open to reviewing these options.

37. What timeframe are you looking for both contracting and/or implementation (such as a new MPS program/Repro Center etc.)?

Answer: The timeline for this project is undetermined at this time. Please refer to Question 1.

38. Is it your intention to have all contracts and efforts to be “co-terminus” across the campuses?

Answer: Yes.

39. Are you trying to drive cost savings for one contract by one vendor?

Answer: Yes, we are interested in cost savings that can be achieved by contracting with one vendor across all campuses and/or by contracting with one vendor to provide multiple types of services.

40. Is there a desire for refreshing aged technology?

Answer: Yes, UNLV has a desire for refreshing aged technology. CSN’s technology is up to date.

41. Are any volume and/or device commitments in the cross campus program?

Answer: UNLV: No.

42. Do you have a Digitization and/or Workflow strategy to overlay this print discussion?(Much of our newly announced devices MFD’s are part of a new Workflow strategy we have announced with our DocuShare Flex suite. They are also used with several partners (Hyland-Onbase) as part of workflow strategies for scanning and document management. Will this be a need of any of the University systems going forward in the near future?)

Answer: We do not have a strategy at this time. This may be something that we are interested in reviewing further. Proposers may include specifications and details of such capabilities and options in their response to this RFI.

43. Is Mobile Print required to operate seamlessly across campus a part of the future state strategy?

Answer: For UNLV, yes. At CSN, possibly, but CSN has no plans to incorporate this technology for the immediate future.

44. Are you interested in developing a customized, “one ordering” PORTAL concept integrating pricing and availability of products, materials, supplies as required across campuses?

Answer: This is a possibility. UNLV has a current on-line ordering portal for print jobs. The UCP is handled directly by staff. An effective on-line portal for UCP could be of interest.

For Reprographics Services which services faculty and staff, CSN already has an electronic storefront for submission of print jobs through a portal that is also shared by NSC. Students can access multi-function devices for copying and printing through the PaperCut software.

45. Is the future state strategy to migrate to a full MPS program across all campuses?

Answer: This is undetermined. Please refer to Question 1.

46. Is the goal of the cross campus Managed Print program to proactively monitor and drive device performance, supply replenishment and break fix for all networked printers in-scope?

Answer: At UNLV, yes. At CSN, yes, this is the goal; supply replenishment and break is currently being managed by Xerox; however, CSN has been unable to optimize the desktop printer environment.

47. Is it your intention to have “one vendor” and centralized web to order for the entire reproduction center?

Answer: This is undetermined. Refer to Question 1.

48. The RFI states that the Institutions may look to outsource current in house Reprographics / copy center operations. Would there be a limit on the miles from campus or preference on the location of the outsource facility? If operations are outsourced, would space be available on one or more campuses to house a vendor’s operation to meet the needs of the campuses locally?

Answer: UNLV: Limitations on distance would be dictated by vendor’s ability to meet deadlines of 2 hours same day delivery. For CSN, vendor would need to meet 24-hour turnaround time and delivery of finished product to all campuses and sites same-day or next day delivery. The North Las Vegas Campus only would be available to house a reprographics operation.

49. Would you be able to provide sample prints of the current applications described in parts 1-6 (pages 17-19)?

Answer: Sample prints will not be provided.

50. Will the future tour include all vendors at one time?

Answer: Yes, it is our intent that all vendors who are invited to tour the operations would be given the tours at the same time.

51. Are any of the listed inventory components available to a vendor for use in an outsourcing model or will all equipment be replaced under a new contract?

Answer: Respondents may present recommendations/options for utilization of UNLV/CSN equipment in their responses. If awarded, vendors may be given the option to purchase UNLV and/or CSN owned equipment and it is anticipated that sale of owned equipment would occur through the surplus department and vendors would have the opportunity to purchase the equipment at Fair Market Value. For UNLV leased production equipment, any transfer to a vendor would be subject to UNLV's lease agreement and the ability to transfer the lease agreement to the awarded Proposer.

52. What types of jobs are currently outsourced to a third party printer? What is the approximate volume of this outsourced work?

Answer: For UNLV, outsourcing could include Brochures, Books, Postcards and like products. Products that require a press sheet run size exceeding 13" x 19" are outsourced. Other criteria may include: Die cutting, Foil Embossing, Aqueous Coating (non UV) and quantity (usually over 100,000) and page count on average of 80+

At UNLV, annual spend on Printing Outsource is approximately \$275,000 (this total is not inclusive of the UNLV Magazine and Educational outreach catalog).

CSN outsources out Commencement program, large runs jobs with multiple pages, and specialty items such as pocket folders. During the past year, CSN Reprographics Services outsource only four offset jobs at a total volume of about 150,000 pieces. CSN recently instituted a first right of refusal policy at the college, so previously, departments were allowed to outsource print jobs to vendors directly. It is estimated that approximately 20 jobs were outsourced, but information on the volume of these jobs is not available.

At NSC, everything is outsourced to either other NSHE institutions (CSN or UNLV) or local print vendors (all of the college's very high-end projects: 5-6/year; or small projects with very rapid turnaround: 20-30/year).

53. Is the 3.6 million impression count identified in the FY 16 chart for UNV including the volume of all devices at both centers?

Answer: No., this accounts for all production impressions produced at the main production facility only, approximately 60% color and 40% B&W.

54. How is bill-back to departments for Reprographics work handled today at each campus?

Answer: See question 11.

55. Is the in place web submission print tool DNA at CSN available for expansion to other

campuses?

Answer: At this time CSN and UNLV have their own licenses for Page DNA and the licenses are not transferrable. Through CSN, the Page DNA storefront has been set up for use by NSC.

56. Will courier services continue to be available through each campus or will the selected vendor be responsible to courier print to end users/departments?

Answer: The vendor shall be responsible for their own courier services.

57. If courier services are in scope, would the colleges be able to provide details on the number of pieces & drop off locations/access to buildings?

Answer: The vendor would be responsible for their own courier services. UNLV delivers to approx. 100 departments on the main campus, Shadow Lane Campus, and Paradise Campus. The approximate amount of deliveries is 80 to 100 per week. The number of pieces of mail/parcels would vary. CSN's mail services courier travels approximately 110-120 miles per day to approximately 100 mail stops at 10 campuses and sites as well as to UNLV and NSC. Between mail and printing, the courier handles anywhere between 2,000 to 5,000 pieces of mail and parcels per week.

58. As products come up for expiration, will they be implemented as a phased in approach?

Answer: This is undetermined. Please refer to Question 1.

59. Would the colleges be interested in ways to generate incremental revenue in addition to traditional printing?

Answer: Yes, the colleges would be interested in learning about ways to generate incremental revenue.

60. Would there be an interest in piloting KIOSK system for a "shared revenue" model with ease of use for student printing with MFD at key campus locations?

Answer: Possibly, CSN and UNLV would like to know more about this system.

61. Do you want a Paper Cut (or similar solution) to extend across all campus for authentication and "follow-you print capability" across campuses?

Answer: Possibly.

62. Are there scanning and workflow capabilities desired with the future state design?

Answer: Possibly. UNLV and CSN's MFDs are currently networked to allow scanning to email.

63. In regards to managing non-networked printers, is there a desire to have these incorporated into a total Managed Print Services offering?

Answer: UNLV is possibly interested in this and would like to review options in this area. At CSN, any remaining non-networked printers must be incorporated in the managed service.

64. Is the desire to extend the CSN model for desktop laser printers other campuses with a strategy for meter reads and support of non-networked devices?

Answer: This is a possibility and something that we would like to review further.

65. Are security requirements established for the future state example of optional capability for internet protocol security (IPSEC) or transport layer security (TLS) support?

Answer: Specific security requirements have not been established for UNLV copiers and printers; however, all Internet and computer security protocols are the responsibility of the UNLV OIT department, and all vendors must work directly with OIT and meet OIT requirements. For CSN, security requirements have been established. Vendors would work directly with CSN's IT department on these requirements.

66. Will there be a strategy to track jobs performed, establish print queues with defaults to match published print policies of the colleges? (Will there be a consistent and automated web-to-print solution implemented to enable jobs to be proofed, submitted, printed, billed back, tracked (reported) for each site?

Answer: At UNLV there is no strategy, but Proposers may provide responses inclusive of such options for review by UNLV/CSN/NSC. At CSN, these functions are currently managed through the PaperCut software.

67. Will there be specific areas established for compliance with Section 508 on Accessibility for devices.

Answer: YES

68. Does a Diversity vendor have any benefit for NSHE?

Answer: Please refer to Question 10.

69. A Local Vegas print manufacturing?

Answer: UNLV/CSN/NSC are open to considering various options. If your response is inclusive of such an offering, we would expect you to provide a response explaining how UNLV/CSN/NSC would benefit.

70. A Local Major Copy, Print and Scan Solutions vendor who service a variety of models to accommodate NSHE needs?

Answer: Please refer to Question 69.

71. A Major Print, Promotional Product and Office Supply Marketing Company?

Answer: Please refer to Question 69.

72. One Company facilitating the team's solutions for NSHE to deliver guaranteed savings?

Answer: Please refer to Question 69.

73. Is it required or possible to keep the staff of 13 FTE and 8 Student employees at UNLV and 3 FTE and 4 part time FYEs at CSN?

Answer: This would be at the discretion of the individual employees. Some staff are Classified State Employees and therefore would not remain so under the employment of a vendor.

74. What are the duties or functions performed by the 8 student employees?

Answer: At the UNLV Reprographics Production facility: Deliveries, Bindery, Filing, Other areas where and when needed. At Rebel Copy & Send: Customer Service, Cashiering, All Production functions.

75. Would we be able to negotiate with any of them for future employment?

Answer: If this pertains to the student employees, on campus they are limited to working 20 hours per pay period. There would be no policy preventing a vendor from offering employment to students.

76. Are there any FTE or part time at NSC?

Answer: No.

77. How does the need for graphic service get transmitted at NSC?

Answer: Via email and the support needed is minimal.

78. Will the RFP intent to include all services now provided to all of the campuses?

Answer: Please see pages 1 – 3 of the RFI and Question No. 25.

79. Is it a condition (or possibility) of the RFP to occupy the space in the UNLV student union?

Answer: A vendor awarded a contract to operate a copy center would not be required to use the Student Union space. If the vendor wishes to occupy the Student Union space, Student Union Management would need to be involved in any negotiations.

80. Is mailing list management part of the RFP?

Answer: Possibly

81. Could the 3 designers included in the 13 FYEs be converted to interns?

Answer: The Graphic Designers on staff at UNLV are professional artists, one with over 27 years of service at UNLV, they are degreed in Graphic Design, and therefore offer the highest level of expertise to our campus customers. In the case of lay-offs it would be the vendor's prerogative at what level services could be offered.

82. What is the scope of the design services provided?

Answer: UNLV: Concept – Design – Execution

At CSN, the graphics designer designs all requested materials from departments across the college. The Marketing Department has its own graphic designer.

83. How do you bill for the designers time?

Answer: UNLV charges for designers time through the existing recharge procedure.

At CSN, there is no charge for graphic design services with the exception of a small charge for form automation.

84. How do you budget for Designers?

Answer: UNLV: Self-supporting budget with established rates approved through the Rate Committee at the UNLV Office of the Controller. At CSN, the wages and benefits for the graphic designer are paid by the college.

85. Where do the designers work?

Answer: The designers at UNLV are housed in the UNLV Production facility. At CSN, the Graphic Designer is housed in the print shop.

86. Do Designers require office space and is it available?

Answer: Yes, at UNLV and CSN office space is provided.

87. Is the Page DNA network available for a new vendor to use?

Answer: At this time CSN and UNLV have their own licenses for Page DNA and the licenses are not transferrable.

88. Will there be a cost to use the Page DNA network?

Answer: Continued use of the Page DNA system would be the responsibility of the vendor negotiating contractual use with Page DNA Inc.

89. Will work station installation be required?

Answer: UNLV: No. CSN: No.

90. Is UNLV Delivery Services a part of the RFP or not?

Answer: No

91. Is UNLV Delivery Services available to a new vendor?

Answer: No

92. What is the scope of operation at Rebel Copy and Send?

Answer: RCS is a complete retail copy center model offering all products and services as usually found at such operations. Further information can be found at <https://www.unlv.edu/academics/rebel-copy-send>.

93. How will space allocation be determined for on-site graphic and print services?

Answer: Copy Center space could be leased through negotiations with Student Union management. If proposer proposes to lease any space from UNLV or CSN (UNLV Copy Center Space, production space, etc.), Proposer may provide further information in their response to this RFI.

94. How will the cost of space be determined?

Answer: This is undetermined at this time.

95. Is FedEx the #1 choice to ship?

Answer: Yes for both UNLV and CSN. Currently UNLV has a Contract with FedEx which offers discounted pricing on shipping services and FedEx is preferable when pricing is lower, but UNLV does utilize other shipping methods.

96. Will shipping be included in the RFP?

Answer: No, but if proposer is proposing shipping services as part of the operation of the Rebel Copy and Send, then shipping may be included.

97. How will the shipping or freight costs be handled in the RFP?

Answer: Please refer to Question 96.

98. Will the same "branding" be used as the current services?

Answer: No

99. Will the RFP provide a contract that will be exclusive and all encompassing or still be subject to bid?

Answer: This is to be determined. Please refer to Question 1.

100. How will prices and deadlines for future services be determined?

Answer: This is to be determined. Please refer to Question 1.

101. What roll will 3rd party XanEdu have in print management, production and billing?

Answer: Xanedu provides Copyright clearances and print ready files. Any relationship with the Bookstore and Xanedu would be the responsibility of the awarded vendor.

102. Will we need to set up locations for services purchases at all 3 campuses?

Answer: This is to be determined. Proposers may present their recommendations and or proposed options related to this in their response to this RFI.

103. Can Large Format, banner, and POS equipment and processes be updated to current state of the art technology and processes?

Answer: Vendors maintain the responsibility to provide services and products as they see best fit for this purpose, if that includes upgrading equipment that is the vendor's choice, proposed equipment and costs may be included in your response to this RFI.

104. What is the desired outcome for the current equipment referred to in the RFI?

Answer: Please refer to Question 1.

105. Who will be responsible for the liquidation of the equipment and unneeded assets?

Answer: CSN and UNLV would be responsible for liquidation of the equipment and unneeded assets.

106. Once the contract is awarded, what is the implementation timeline?

Answer: This has not been determined. Please refer to Question 1.

107. Will there be any new equipment or process requests before the implementation?

Answer: UNLV Reprographics operates with a 3 year and 5 year Strategic Plan with specific goals including the acquisition and replacement of equipment. All equipment needs are pending until the results of this RFI are determined. CSN is not planning any new equipment acquisitions.

108. What will be the length of the contract awarded from the RFP?

Answer: This has not been determined. Please refer to Question 9.

109. What is the process to address disputes for resolution?

Answer: UNLV endeavors to have good relations with its vendors and to resolve disputes amicably when possible. If not possible, the governing law is Nevada and the venue is in Clark County.

110. Equipment questions;

- A. Were the Konica 1060 and Xerox J-75 installed in 2016 leased?
If so, when is the lease up?

Answer: They are both owned.

- B. When do the multifunctional devices leased thru Xerox expire?

Answer: UNLV's Contract with Xerox for multifunctional devices expires 5/31/19.
CSN's contract for leased devices expires 12/1/18.

- C. Will UNLV be willing to add approved vendors to the current HP Big Deal pricing?

Answer: Yes, if it is allowed by HP.

- D. Will we be able to do a complete inventory and inspection of equipment?

Answer: We can supply an inventory of equipment with serial numbers. At this time it would be disruptive to operations to allow a vendor to examine equipment. This may be allowed at a later time.

- E. What percentage of devices are networked?

Answer: UNLV, 188 of the 218 MFD's in the UCP are networked referenced

At CSN, all Xerox MFDs are networked. Of the approximately 750 desktop laser printers, about 500 are networked. Hopefully, by the time the new contract is put in place most of the remaining 250 desktop laser printers will also be networked.

- F. How is service provided for UNLV desk top printers?

Answer: Currently the UNLV Office of Information Technology (OIT) will respond to calls regarding printers needing service. If OIT cannot fix the printer, they may use Sunrise Office Equipment to perform the repair and/or advise the department to purchase a new printer (if it is cheaper to do so).

- G. Does UNLV have a sustainability /recycle program in place for printer cartridges?

Answer: YES

- H. For desk top printers are UNLV,CSN and NSC willing and able to centralize device printing?

Answer: This has not been determined for certain at UNLV and NSC. UNLV and NSC would like to look into this further and are open to reviewing proposals for such services. At CSN, desktop laser printing is already centralized and is managed by Xerox.

- I. Would UNLV, CSN and NSC be willing to standardize devices?

Answer: UNLV and NSC are open to considering this possibility.

At CSN, we have many makes and models of desktop laser printers. In recent years, our IT Department has streamlined the number of printers available for purchase to one all-in-one model for black, one all-in-one model for color, one model for black, and one model for color and one or two models for labs. Almost all printers purchased in the past few years have been HP.

- J. What software at CSN is used to collect meters of networked devices?

Answer: At CSN, the Xerox client associates remotes into each networked multi-function device to pull the meter read. For the desktop laser printers, a monthly report is generated in Papercut.

- K. For CSN, clarify what devices are "in scope".

Answer: The in-scope list of desktop printers is attached.

- L. Is NSC open to piggybacking off the UNLV and CSN contracts to maximize savings?

Answer: Possibly.

- M. For NSC, what is the plan for the "off campus" devices?

Answer: This is not available.

111. Can you share your current SLAs as it pertains to your end users for the following?

- a. MFD Fleet
- b. Student Copy Center
- c. UNLV Reprographics Center

Answer: Service Level Agreements are not available.

112. **Regarding Printing Services/UNLV Reprographics:**

- A. Is the desire to keep the existing employees?

Answer: Yes.

- B. Is the desire to continue to utilize student workers?

Answer: Yes. Student workers at UNLV are not just part-time employees, the work experience and work ethic they receive can be an integral part of their all encompassing learning experience.

- C. Is Reprographics considered to be under or overstaffed?

Answer: At this time staffing for UNLV Reprographics is sufficient and is comparable based on an assessment of peer institutions.

- D. How are absences in the department covered?

Answer: All staff have been cross-trained on equipment and within work areas.

The Production Manager decides where to assign staff to cover for work in process; the Production Manager may also use "load balancing" to move jobs from one piece of equipment to another.

- E. What are the hours of operations at the UNLV Print Shop?

Answer: Open to customer's 8:00am – 5:00pm - Production Operations 6:30am – 5:00pm

- F. What is the average job turnaround time at the UNLV Print Shop?

Answer: On average 24 - 48 hours

- G. How are jobs received and returned?

Answer: Online ordering, Customer drop off, Pick-up by Customer

- H. What is considered a "very tight deadline" for Reprographics/Design Services?

Answer: 2-8 hours

- I. How frequent and/or what percentage of jobs are "very tight deadlines?"

Answer: Nearly 20 percent of all work is same day

- J. What is Ricoh's role in the Rebel Copy & Send Center?

Answer: Ricoh is not affiliated with the Rebel Copy & Send Center and does not have a role in the Rebel Copy & Send Center. To clarify, Ricoh did previously submit a proposal for leasing an empty storefront space in the UNLV Student Union, but their proposal was not selected and they never contracted with UNLV for this service. The Rebel Copy & Send Center is operated by the UNLV Reprographics and Delivery Services departments.

- K. How many employees are in the Rebel Copy & Send Center?

Answer: 2 FTE and 5 Students

- L. How many hours per month are involved in Reprographic consulting services and what positions are involved in handling those duties?

Answer: This information is not available. Hours spent in consulting capacity vary depending on several factors including seasonal needs, special project requirements, and time restraints. Positions involved can be Director, CSR, Production Manager and IT Specialist.

- M. When functioning as consultants contacting vendors, do the Reprographic employees work from a preferred list? Who are the vendors?

Answer: UNLV has contracts with some printers for on-call printing services. Information is available on the UNLV Purchasing website at <https://www.unlv.edu/purchasing/contracts>. These contracts were awarded as a result of an RFP process. In addition to these printers, UNLV does utilize some specialty printers from time to time. Also, UNLV does go out to bid/rfp for some specific, large printing jobs such as printing of the UNLV Magazine and printing of the Continuing Education catalog.

- N. Are outsourced jobs billed directly to the department or through Reprographics?

Answer: Billed through Reprographics

- O. How many different outside printing firms are utilized for large format jobs? Who are those vendors?

Answer: The following vendors are used for large format: Candid, Creative Banner, Laminate Express, and PDQ.

- P. Are multiple vendors utilized for the printing of the UNLV Magazine and Educational Outreach Catalog? Alternatively, is there an established vendor for each or one vendor for both? Who are those vendors?

Answer: UNLV has a contract in place with Creel Printing for printing the UNLV Magazine and a contract in place with S & S Web LLC for printing the Continuing Education Catalog. These agreements are about to expire. UNLV recently issued Invitations for Bid for these services.

- Q. Is the condition of the off line bindery and finishing equipment considered to be in good working condition? If no, please note machines of concern. If yes, please indicate if the desire is to retain the ownership and/or maintenance costs or to have those taken over

Answer: At UNLV, all equipment is in excellent condition and well maintained with complete service records. At CSN, all bindery and finished equipment is new or fairly new and in very good working condition. There is not a preference on our desire to retain ownership and/or maintenance costs or to have those taken over.

Proposers may put forth their proposal for the equipment for UNLV/CSN/NSC review.

- R. How does Reprographics provide the data to accounting for recharging work to the department? Please advise as to if there is a software program in place, if a manual hard copy is used, or if an electronic report is used.

Answer: UNLV Reprographics uses PeopleSoft Advantage.

- S. How are the invoices to XanEdu produced by Reprographics? Are invoices produced via a software program, manually, electronically, or by accounting?

Answer: Manually

- T. How are payments received for work processed by Reprographics?

Answer: Majority is recharged through internal accounting systems. Hand Bills are through direct invoice to customer and paid by check.

- U. Is there any cash handling?

Answer: At UNLV, yes. At CSN, no.

- V. Are the two employees provided by Xerox able to meet the service level expectations of UNLV?

Answer: Yes

- W. What areas are working well with the management and support of the MFDs by Xerox?

Answer: Xerox is in substantial compliance with contractual requirements.

- X. What areas are opportunities for improvement in the support of the MFDs by Xerox?

Answer: UNLV has had some billing issues with Xerox which we are currently trying to work through with Xerox.

- Y. What "other services" are provided by the Xerox employees?

Answer: Single user print devices being replaced by MFD's.

- Z. What are the hours worked by the Xerox employees?

Answer: 7:30am – 4:30pm

- AA. How often is Xerox management met with and what is reviewed?

Answer: An assigned Account Manager meets with the UCP manager on a regular basis usually once a week. A QBR is conducted as scheduled. At these meetings SLA's are addressed including Uptime, Service Call response, Billing Issues and Misc. business.

- BB. Given that the desktop printers are currently not managed, what is UNLV's expectation with respect to implementing a program to manage them?

Answer: This has not been determined for certain at UNLV and UNLV would like to look into this further and is open to reviewing proposals for such services. Please refer to Question 1.

- CC. Has UNLV developed a print policy?

Answer: No.

113. Regarding CSN Reprographics Services:

- A. Is there an opportunity to expand the use and implement at UNLV?

Answer: Collaboration of services has been an ongoing discussion.

- B. Is the desire to keep the existing employees?

Answer: At CSN, yes.

- C. What are the hours of operation?

Answer: At CSN, we operate Monday through Friday from 8 am to 5 pm with expanded hours during rush periods at the beginning of the semesters and whenever needed.

- D. Do any of the three employees hand deliver jobs? Alternatively, are they picked up by the end user or delivered via a CSN Courier?

Answer: At CSN, our staff and faculty have the option of picking up their completed jobs at the print shop or having the job delivered to them. Our print staff delivers jobs in person at the North Las Vegas Campus (Cheyenne) and our courier delivers to other campuses and sites daily.

- E. Does reprographics handle the billing and is it exported via Page DNA? Alternatively, is the billing data provided to accounting?

Answer: Yes and yes.

- F. What is the average job turnaround time?

Answer: At CSN, we ask for three working days for digital printing. Our usual turnaround time is about 24 hours.

- G. What is the nominal charge for the design of online fillable forms?

Answer: \$10.00 per half hour

- H. How many hours a month are used to create online fillable forms?

Answer: Minimal—perhaps a few hours per month.

- I. What percentage of jobs are refused and for what reasons?

Answer: Less than 1%. The only reason to refuse a job would be due to lack of proper approval by the person with signature authority. Even then, after approval is obtained, the job is then printed.

- J. Does Reprographics charge for brokering a job out that it cannot handle?

Answer: At CSN, generally no. For very large, complicated outsourced jobs, we add 5% for delivery services.

- K. Does Reprographics work with a select group of vendors? Who are those vendors? How is vended work billed?

Answer: We request quotes from vendors for outsourced jobs. We deal mostly with Royal Printing and Nevada Color Litho.

- L. Please describe the internal billing system utilized to charge Follett Higher Education Group and NSC.

Answer: Currently, CSN bills them and they are paid via check. NSHE is currently implementing a system-wide software system that will make internal billing with NSC possible. The new system is expected to go live in October 2017.

- M. The RFI mentions that CSN is noted for providing lower than competitive pricing. Could that pricing please be provided?

Answer: As an example, in Reprographics Services, we charge \$.10 for an 8.5" X 11" color print and \$.019 for an 8.5" X 11" black/white print.

- N. Is the employee provided by Xerox able to meet the service level expectations of CSN?

Answer: Generally, yes.

- O. What are the hours worked by the Xerox employee?

Answer: At CSN, the client associate is scheduled to work Monday through Friday from 8 am to 5 pm. He often extends his hours when needed to solve machine/connectivity issues.

P. How are absences covered?

Answer: At CSN, Xerox provides a substitute client associate.

Q. What areas are working well with the management and support of the MFDs by Xerox?

Answer: The clients associate has been on the CSN contract for several years and is knowledgeable with regard to the Xerox equipment.

R. What areas are opportunities for improvement in the support of the MFDs by Xerox? How often is Xerox management met with and what is reviewed?

Answer: Billing issues on the MFD side need improvement. Xerox meets with CSN quarterly to review operation of the equipment.

S. Aside from improving the meter collection on the non-networked printers, what are other areas of improvement CSN is looking for in a new program?

Answer: Shipping of replacement toner cartridges is a problem. Xerox uses multiple shippers and toner is supposed to be labeled to indicate it is being shipped by Xerox. Information is often missing from shipments and we are unable to determine if the toner is from Xerox or if the shipment is being sent from an illegitimate source. Billing is a huge problem also with regard to the six-month reconciliation process. It takes months to resolve issues.

T. What is working with Xerox's management of the program? What are areas of opportunity?

Answer: See answers Q, R and S.

U. Who is collecting the manual meters now? How long does it take?

Answer: The usual process is for the client associate to collect configuration pages on the non-networked machines every June. In December, a team from CSN and Xerox collect configuration pages from every in-scope printer to confirm volume for semi-annual billing reconciliation.

V. Is the PaperCut installation expandable such that it could be utilized at UNLV and NSC?

Answer: If purchased from Paper Cut by UNLV and NSC.

W. How many staff and/or labor hours are involved in managing the desktop printers?

Answer: The management of the desktop printers is very time-consuming and labor intensive. The IT Technician in Auxiliary Services spends approximately 50% of his time managing this endeavor with the assistance of the Xerox client associate and

members of the college's Office of Technology Services.

114. Regarding NSC Reprographics Services:

- A. Is there a desire to implement a quick service center like the Rebel Copy & Send Center?

Answer: Not determined at this time. Please refer to Question 1.

- B. What vendors are being utilized by NSC?

Answer: This information is not available.

- C. Is there any interest in having a program to manage the MFDs and printers? If no, why not?

Answer: This has not been determined for certain at NSC and NSC would like to look into this further and is open to reviewing proposals for such services. Please refer to Question 1.

- D. How often will the need for variable data services and mailing services arise? How are those services handled now?

Answer: The need for variable data is minimal at this point, but NSC does anticipate it increasing in the future to approximately 5-10 times per year.

- E. What is NSC's vision of how it fits into a single managed program providing the same services for all three Universities?

Answer: Information on this is not available.

115. Can you provide the PaperCut License file so that we can review the configuration of the current installation?

Answer: This will not be provided.

116. How do users authenticate at the devices with PaperCut? Do users authenticate at devices without PaperCut? If so, how?

Answer: CSN uses Active Directory.

117. Do all users authenticate to Active Directory/LDAP for computer and network access? Are there any users who need copy, print, fax, or scan functionality that are not defined in Active Directory/LDAP?

Answer: Yes, including faculty, staff, and students. All users are defined in AD.

118. How do any locations currently support guest users who need access to copy, print, fax, or scan functionality?

Answer: All UNLV UCP copiers are placed in departments and are not open to public/guest use. The Lied Library does control and maintain their own copiers which are available to the public with either cash or Rebel Card. For CSN, Guest users would need to have an AD account created by OTS.

119. Do users use an ID card (proximity, magstripe, or barcode) or FOB for building or system access? If so, can you provide the ID card/FOB type (Manufacturer and Model)? 7. Do users print from mobile devices such as smart phones and tablets? If so, what types of devices?

Answer: UNLV: There are building access cards; however the buildings are open during business hours. UNLV uses the Ingersoll Rand Security Technologies aptiQMT15 and aptiQMT11 Card Readers and 8520 Series ISO MIFARE DESFIRE EV1 Smart Cards. UNLV does not have mobile printing

For CSN, Yes, the same ID card/fob is used for building/room access and MFD features. At CSN, we use the Millinium Xtra devices for building/room access and to access multi-function devices through active directory. No model information is available. Printing to mobile devices is not available at this time.

120. Is there any segmentation in the network between locations that would prevent all printers and multifunctional devices from being seen on the network?

Answer: UNLV: YES Individual colleges (Law, Business, Fine Arts, etc) have their own networks) For CSN, Yes, at Nellis AFB.

121. What system is used to track student balances? (ex. Blackboard, Banner or CBord)?

Answer: At UNLV, Blackboard is used. At CSN, Paper Cut is used.

122. Is the equipment in the production facilities wholly owned or a part of the leases each location has on the multi-function printer (MFP) contract?

Answer: For UNLV, the Konica-Minolta 1100 is leased and two each Xerox 4112 are leased per the UNLV Xerox MDF Contract. All other production equipment is owned by UNLV. All equipment in CSN's Reprographics Services Department is owned by the college.

123. What equipment will remain on-site that is currently a part of each location's printer fleet?

Answer: For UNLV this is to be determined. For the most part, UNLV's desktop printers are owned by UNLV. At CSN, printers are owned by the college and the function to move, delete, add, or change a printer is the decision of CSN.

124. What on campus transportation is available or used related to the production centers?

Answer: UNLV, utilizes campus courier services and owns an official UNLV vehicle for deliveries to off-campus locations (Shadow Lane campus: School of Dental Medicine, Charleston campus: School of Medicine, Paradise campus: Extended Learning) and for deliveries and pick-ups from vendors. For CSN, Auxiliary Services, which is responsible for

Printing and Mail Services, has two vehicles assigned for delivery functions.

125. Would there be perceived increased value by UNLV if we can free up valuable campus square footage for production by taking part or all of the large production offsite?

Answer: No.

125. The RFI references the total volume for the production facility to be over 3.5 million per year. Could you please provide a monthly breakdown for color & black & white?

Answer: Approx. Totals: B&W 800,000 COLOR: 2,700,000

Monthly volumes vary based on Academic Calendar, Monthly Averages: B&W 70,000 – Color: 225,000

For CSN, black/white digital production totaled 2,010,000. The monthly breakdown is as follows:

Jul 15	89,003	Jan 16	315,800
Aug 15	63,006	Feb 16	182,062
Sep 15	391,165	Mar 16	142,630
Oct 15	229,978	Apr 16	101,315
Nov 15	214,174	May 16	66,547
Dec 15	92,563	Jun 16	122,602

Color digital production—188,000 color impressions

From July 2015 through December 2015, color impressions were billed quarterly on the old equipment and totaled 136,660.

On the Xerox Versant 80, which began operation in January 2016, monthly volume was as follows:

Jan 16	18,544
Feb 16	1,118
Mar 16	7,755
Apr 16	8,264
May 16	3,919
Jun 16	12,148

126. What is the volume and the amount spent for outsourced “digital” jobs?

Answer: UNLV: Only outsources a minimal quantity of digital work. At CSN, digital work is rarely outsourced.

127. What is the offset volume?

Answer: UNLV: 500,000, At CSN, 900,000 four-color impressions

128. Could you please outline the internal process for charging internal customers for work done in the production facility?

Answer: See answer to Question no. 11.

129. On page 15 of the RFI it mentions the need for NSC for variable data services and mailing services, will UNLV and CSN have the same needs?

Answer: UNLV: Runs VDP & IDP internally utilizing XM Pie. CSN currently produces its own variable data printing utilizing current software and equipment as well as its mailing service. CSN also offers these services to NSC.

130. With regards to the Reprographics Print Shop:

- a. Is the plan to “Rip & Replace” old devices with new ones, or is there a gradual implementation plan in place?
- b. Or – are you considering having this environment “managed as-is”?
- c. Or – are you looking to remove all devices and have a complete managed print/copy environment (outsourced)?

Answer: This is undetermined. As outlined in this RFI UNLV is requesting Proposers provide plans for how they would address these issues Please refer to Question 1.

131. Will UNLV be requiring “on-site” employee’s to assist with the future print/copy environment?

Answer: Yes

ALL OTHER TERMS, CONDITIONS AND SPECIFICATIONS OF THIS REQUEST FOR INFORMATION REMAIN THE SAME.