

TEXAS HIGHER EDUCATION COORDINATING BOARD

Statement of Work (SOW) - Managed Print Services

SOW No. 781-2-26969

Questions and Answers

June 10, 2022

1. Is the TX DIR a requirement?

Response: Yes.

2. Is THECB planning on purchasing the 10 standard multi-function network printers or leasing them?

Response: Leasing.

3. Why does the organization wish to do a 1 year term with 1 year renewals? This will unnecessarily inflate the price on new equipment and software. Historically agencies will do 36, 48, 60 month options with 12 month renewal options.

Response: THECB requests the option to term the contract after the first year due to undetermined need as the agency adjusts to a new office and changes in employee need during the pandemic. Additionally, THECB requests the option to term the contract if the equipment and software are not meeting fully meet equipment and software needs and specifications.

4. Will you consider copiers that do not hole punch?

Response: No.

5. Will you consider refurbished devices/used devices?

Response: If the technology is current and the devices are reliable, THECB would consider refurbished units, yes.

6. Please confirm under section 3.1 the need for 80,000 monthly pooled impressions for both Color (80,000) and Black and White (80,000) across 10 devices.

Response: This number is an estimated maximum based on total B&W and color usage on our current devices.

7. What type of proximity card do you use? (ie. Card Manufacturer, Specifications (HID, CASO, etc)). Do you utilize LDAP?

Response: THECB currently uses HID prox cards and LDAP with a standard Microsoft Active Directory attribute.

8. Does THECB use Office 365, Sales Force, One Drive, etc?

Response: THECB uses Office 365 and One Drive.

9. Does THECB require dedicated on-site support?

Response: No.

10. Does THECB prefer on-premise or cloud based hosted print management solution?

Response: Based on past experience, our current preference is on-premises, but THECB would consider a cloud-based solution if the performance is satisfactory.

11. What is THECB current monthly payment for each contracted device?

Response: Approximately \$185 average/machine/month.

12. What is THECB current average monthly volume of B&W and Color impressions per device today?

Response: Current information is not available, but THECB has a historical average from May 2019 to April 2020 of 2154 B&W and 1060 color/month/device.

13. What is THECB monthly volume history for the current installed units (B/W and Color over the past 3 years)?

Response: The most current data THECB has is an average from May 2019 to April 2020. Average 51,702 B&W and 25,434 color combined totals for all units per month.

14. If it would lead to better pricing, would THECB consider a term of 3 years with 2 - 1 year optional extensions?

Response: See the response to question number 3.

15. Does THECB have a current network fax solution that vendor would be integrating with? If yes, what is the current solution?

Response: Respondents will be expected to provide a fax solution as part of their service. Our current vendor has provided OpenText XM Fax, which THECB has some integration with.

16. Can you please provide the specific locations and departments that these 10 units will align within your organization?

Response: Units will be placed in areas predetermined by the Texas Facilities Commission and their contracted architects and/or designers. Unit locations were

planned without regard to department(s) and all units will be open for use by all authorized users.

17. Of the 80,000 monthly page volume, does the agency have a breakdown of true monthly volume per device?

Response: THECB has a historical average from May 2019 to April 2020 of 2154 B&W and 1060 color/month/device.

18. Do you have a breakdown (%) of the overall color to monochrome print output for the overall fleet considered?

Response: On average, 67% B&W and 33% color.

19. Can you move to a month-to-month contract with your current managed print services solution, in the event that the new hardware is not delivered by the 9/16/22 deadline due to supply chain constraints?

Response: THECB may request a month-to-month extension with the current vendor. This is dependent on the current vendor's supply availability.

20. What are the models of your current devices?

Response: Ricoh IMC6000 and Ricoh C530FB.

21. How many current fax lines do you have today and what is your estimated fax volume, incoming and outgoing?

Response: THECB has sixteen (16) fax lines, but does not have historical data for fax volume to calculate estimates for current or future volume.

22. Would a true consumption model be an option as compared to the flat rate billing model, in order to bill in a more customized way, so you are not overpaying?

Response: If presenting a true consumption model, please also include a flat rate price for comparison.

23. What type of HID card does THECB utilize?

Response: HID.