1. **Question** – Hello, Regarding the MPS bid, can you please confirm when the questions are due? There is a minor confusion on the day of the week and the date. Is it Friday the 12th or Monday the 15th?

   **Answer** – The date is Monday the 15th. Addendum 2 has been issued to correct the error.

2. **Question** – In page 4, you indicated that the technical submittal will include, in item "1," Part II-4 Evaluation Criteria, Proposal Requirements and Part III, Technical Submittal. In page 5, however, specifically on item "2," sub-item "a," only Part III is referenced as the section, among the ones mentioned page 4 to be responded to. Can you confirm that bidders do NOT have to provide responses/answers to the Evaluation Criteria and Proposal Requirements?

   **Answer** – Please note the first line of Part II-4. Evaluation Criteria informs Offerors “The following criteria will be used in evaluating each proposal.” Offerors do not have to respond directly to the Part II items. Part II describes how your proposal will be evaluated. That evaluation will be based on the information you submit. Please review Part II carefully because it includes required certifications. Proposal requirements are covered within the Technical Submittal as Part III-1. Requirements

3. **Question** – Would PennDOT provide VPN access to the output devices to help provide the following support? 6. Proactive maintenance and technical support of print devices.

   **Answer** – PennDOT would be willing to discuss this in more detail with the Selected Offeror.

4. **Question** – Who does the vendor need to contact within 2 hours - PennDOT end user, PennDOT help desk or both?

   **Answer** – The offeror must contact both the end user and the PennDOT Service Desk within two (2) hours.

5. **Question** – Item a) states: Devices must be restored to full function and operation, or replaced with a temporary functionally comparable loaner device, within 48 business hours of PennDOT opening a ticket with the Selected Offeror’s customer service center. But the SLA document (APPENDIX - P) lists numerous levels of SLAs, including 2hr and 4hr restore SLAs. Can you please clarify what response and restore SLAs are required for the hardware.

   **Answer** – The SLA time periods of Appendix P will apply. The maximum resolution time for a break-fix hardware incident is two hours. Please refer to Addendum 4 and Appendix P – Service Level Objectives (SLO) & Service Level Agreements (SLA).

6. **Question** – We plan on leveraging the (ITQ) Contract, 4400004480, can PennDOT confirm that this is a valid contract to use?
Answer – This RFP is not issued under an ITQ. Please refer to RFP Part I-5. Type of Contract.

7. Question – For the 50-page limit, do responses printed on both sides of a page count as one page?

Answer – No, responses printed on both sides of a page count as two pages.

8. Question – Please advise when Appendix I – Lobbying Certification Form will be released?

Answer – Appendix I, Lobbying Certification Form, has been removed. Please see Addendum 3.

9. Question – Is the Commonwealth open to incorporating the printer hardware into the MPS Services?

Answer – Yes. As part of this RFP, PennDOT anticipates receiving printer support services as well as discounted printers and badge readers from the Selected Offeror.

10. Question – If the Commonwealth is expecting to purchase and or lease the hardware separately from the MPS Services, is a set discount offering acceptable for the hardware piece?

Answer – Yes, a set discount is acceptable for hardware. Please enter discounts in the tab labeled “Discount Table” in Appendix C – Cost Submittal.

11. Question – If the Commonwealth prefers to purchase the printer hardware outright aside from the Supplies and Maintenance services procured with the MPS rates, is it acceptable to offer a set catalog of printer hardware products the OEM offers that are available for MPS services?

Answer – Yes, it is acceptable to offer a catalog of printer hardware products. Please see the tab labeled “Year 1 List Pricing” in Appendix C – Cost Submittal.

12. Question – Should we assume a one for one replacement or would you like to optimize the printer fleet?

Answer – PennDOT prefers continued optimization of the printer fleet, however, there is no specific number of devices projected in its future printer fleet.

13. Question – Do you want a complete assessment at each location or would you set up templates based on size of location and deploy a set of standards?
Answer – Templates and standards may be used, but floor plans and the scope and nature of work must be considered for the assessment.

14. Question – We noticed that in a number of Districts, there are multiple titles in areas. If we are optimizing, do we assume that devices could be used in more than one area. For Example, in District 30, there are multiple trailers locations at the same address, should we assume they are separate lotions?

Answer – They are separate offices, and therefore they are separate locations.

15. Question – Do you want dedicated staff at any locations?

Answer – No, however, Offerors may submit alternative options for consideration.

16. Question – What level of security clearance do service technicians need to enter premises?

Answer – Please see Paragraph 23: Background Checks in Appendix B - IT Contract Terms and Conditions.

17. Question – Does you use Windows, Linux or Novell print server or other? If so, what version?

Answer – PennDOT uses Windows Server 2008R2.

18. Question – How many print servers do you use? Where are they located? Are they virtual or on premise?

Answer – There are 86 print servers: 4 virtual servers and 82 physical servers located at physical locations.

19. Question – How many active directory users do you have?

Answer – There are 11,500 active directory users.

20. Question – Are the mobile devices proprietary? Can you load drivers to them? What OS do they use?

Answer – PennDOT’s Apple iPads use the current version of iOS and are not proprietary devices. Per PennDOT policy, drivers are not installed locally.

21. Question – Regarding Subtask D-3: Print Device Maintenance and Support --- 48 Business hours -- does that mean 48 business hours or 2 day business days?
22. **Question** – Regarding Task C: Licensing and Print release software, Will the potential offeror be allowed to propose an alternative print release solution?

**Answer** – Yes, Offerors may submit alternative options for consideration.

23. **Question** – How many critical impacted areas are there?

**Answer** – Historical ticket priority breakdown is as follows: Critical - 1%; High - 10%; Medium - 60%; Low - 29%

24. **Question** – How many High impacted areas are there?

**Answer** – Please refer to the response to question # 23.

25. **Question** – What type of badge reads do you currently use?

**Answer** – PennDOT currently uses HID OmniKey 5427 and OmniKey 5325 badge readers.

26. **Question** – Regarding Task C: Licensing and Print release support, What product and software and version of software are you currently using for this?

**Answer** – PennDOT currently uses Lexmark Document Distributor v 4.8.5.

27. **Question** – Why was the scope of this RFP narrowed to include only the Lexmark output devices?

**Answer** – PennDOT standardized on the Lexmark printer solution, however Offerors may submit alternative options for consideration.

28. **Question** – Will Penndot commit to a minimum monthly print volume?

**Answer** – PennDOT is willing to discuss this in detail with the Selected Offeror.

29. **Question** – Please further define secure and easy to use printing environment?

**Answer** – PennDOT uses universal print driver with badged access or login to retrieve printed material. Offerors may submit alternative options for consideration.
30. **Question** – Do we need to integrate with Penndot help desk? If so, please provide details on current Penndot Help Desk Software?

   **Answer** – PennDOT prefers help desk integration; however, Offerors may submit alternative options for consideration. PennDOT currently uses BMC Remedy IT Service Management version 8.1.

31. **Question** – Is the selected vendor required to maintain the current current print release software or can they acquire and/or refresh current print release software?

   **Answer** – Offeror may submit alternative options for consideration.

32. **Question** – Is there a way to put the consulting engagement first before entering into a contract?

   **Answer** – No. Assessments will be part of the ongoing optimization efforts of the printer fleet.

33. **Question** – Does Penndot have a formal Print Police established? If so please provide it.

   **Answer** – No, PennDOT does not have a formal “print police” established.

34. **Question** – What is the name and version of the current print release software?

   **Answer** – Please refer to the question and answer for #26.

35. **Question** – How many of the Lexmark Devices in the scope of the RFP are utilizing the current print release software?

   **Answer** – All existing Lexmark printers in scope are capable of using the print release software. 433 are currently enrolled.

36. **Question** – How many of the Lexmark Devices in the scope of the RFP currently have Card Readers?
    a. How many are external card readers?
    b. How many are internal card readers?
    c. Please provide Make and Model # of card reads in use.
    d. Does Penndot own the current Card reader in use?

   **Answer** – All existing Lexmark printers in scope have badge readers.
    a. All badge readers are external to the printer.
    b. See above.
c. HID OmniKey 5427 and OmniKey 5325.
d. PennDOT owns all the current badge readers.

37. **Question** – Is the current print release software maintenance and support current? If so, what does the current print release software maintenance and support include??

   **Answer** – Yes. The software is current through 12/31/2017. Maintenance and support elements are outlined below.

   **Maintenance**
   - Next business day on-site Maintenance Service support model for Output Devices listed in Statement of Work.
   - All parts and labor associated with maintaining the Output Devices.
   - Maintenance kit replacement.

   **Secure Print Release**
   - Lexmark Print Release Remote 24x7 Support.
   - Software licensing.

   **Lexmark Managed Print**
   - Proactive Consumables Management.
   - Asset Lifecycle Infrastructure.
   - Reporting.
   - Lexmark Managed Print Services.

38. **Question** – How is the current print release software licensed to Penndot??

   **Answer** – Yearly, based on number of devices in solution.

39. **Question** – After the initial Mapping/analysis is replacement of all Lexmark technology and the current print release software acceptable?

   **Answer** – Offeror may submit alternative options for consideration.

40. **Question** – Is the Current print release software vendor propriety software or is it 3rd party manufacture agnostic current print release software?

   **Answer** – The current print release software is proprietary.

41. **Question** – Are non-Lexmark devices supported by the Current print release software now?
Answer – No, non-Lexmark devices are not supported by the current print release software.

42. Question – Are non-Lexmark devices able to be supported by the Current print release software?

Answer – Please refer to the answer to question #41. PennDOT makes no representations whether non-Lexmark devices can be supported.

43. Question – How many Employees use the devices currently in the scope of this RFP?

Answer – Approximately 11,500 employees use the devices currently in the scope of this RFP.

44. Question – Is the PennDOT open to negotiating the terms and conditions of the agreement?

Answer – Please see RFP Part III-9. Objections and Additions to IT Contract Terms and Conditions.

45. Question – What is meant by "The Issuing Office will notify all Offerors in writing of the Offeror selected for contract negotiations after the Issuing Office has determined, taking into consideration all the evaluation factors, the proposal that is the most advantageous to the Issuing Office?"

Answer – This statement refers to the phase in the proposal process where all proposals have been evaluated, and the Issuing Officer notifies all Offerors of the Selection Committee's decision regarding which Offeror has been selected for negotiations.

46. Question – Is PennDOT willing to utilize the T&C from the already establish Commonwealth Managed Print Contract off the ITQ Contract?

Answer – Please refer to RFP Part I-5. Type of Contract and Appendix B - IT Contract Terms and Conditions.

47. Question – Will PennDOT allow for a 2nd round of questions after the initial round of questions are answered by PennDOT to prove further clarification if needed?

Answer – The Pre-Proposal Conference provides Offerors an additional opportunity to ask/submit questions in person. Please see the Calendar of Events on page iv. of the RFP for logistics information on this event.

48. Question – Will PennDOT extend the Proposal due date?
Answer – PennDOT does not plan to extend the deadline. However, Offerors are encouraged to monitor eMarketplace for information pertaining to the RFP. PennDOT reserves the right to change dates as needed.

49. Question – How Many Print Servers does PennDOT utilize?

Answer – PennDOT will utilize 86 print servers.

50. Question – There seems to be confliction in these two RFP sections: In III-1 “Licensing and support of PennDOT’s current print release software and infrastructure to manage the volume of printing, authenticate users, and enable secure print functionality” and in I-4 B “Acquire and/or refresh print management software to authenticate users, provide secure print capabilities, and manage print queues.”?

Answer – There is no conflict. Part III-1 lists the General Requirements for which Offerors must demonstrate “proven capabilities, past performance and customer satisfaction.” Number four on the list is licensing and supporting PennDOT’s current print release software.

Part I-4 is at the beginning of the RFP and lists the Specific Objectives we would like Offerors to address. Number nine on this list of objectives is to acquire or refresh print management software.

51. Question – Does PennDOT have auto replenishing in place today?

Answer – No, PennDOT does not have auto replenishing in place today.

52. Question – Regarding required uptimes, is the requirement on an average of the entire fleet or individual devices.

Answer – PennDOT’s required uptimes are measured per individual device.

53. Question – The terms options and alternatives keep coming up. Will you consider a completely alternative proposal?

Answer – Offerors may submit alternative proposals for consideration.

54. Question – Do you have a contact at Cheney University that we can contact?

Answer – Yes, the Diverse Business Supportive Services Center is a shared initiative between PennDOT and Cheyney University. The center is located on the campus of Cheyney University, within the Economic and Workforce Development Center.

Website: http://www.padbssc.com/

Toll-free phone: 1-844-498-5750
Mailin g Address: Diverse Business Supportive Services Center; 1837 University Circle; PO Box 200; Cheyney, PA 19319-0200

55. **Question** – What are the devices labeled stockpiles? Are they spares?

   **Answer** – Stockpiles are salt sheds located throughout the state. Most of these have offices with a computer and printer.

56. **Question** – The consumables tab is for Lexmark only. May we add another tab for non-Lexmark device consumables?

   **Answer** – The consumables tab is based upon PennDOT’s current inventory and PennDOT’s preference for Lexmark branded consumables for its Lexmark printers. If an Offeror’s solution consists of printers that use non-Lexmark device consumables, an Offeror may add a tab for non-Lexmark consumables.

57. **Question** – Would PennDOT be okay with two pull print solutions running at the same time during transition?

   **Answer** – If PennDOT selects an alternative solution, it would be acceptable to run two pull print solutions in parallel during the transition.

58. **Question** – How many PennDOT employees currently manage the print process?

   **Answer** – There are currently two (2) individuals who help manage the print process.

59. **Question** - Are there any specialized forms or fonts in use on Lexmark printers?

   **Answer** - PennDOT is not aware of any specialized forms or fonts in use on its Lexmark printers. Specialized forms and fonts may be installed on individual printers.

60. **Question** – Are all network locations accessible from a single PennDOT site?

   **Answer** – Yes, all network locations are accessible from a single PennDOT site.

61. **Question** – Is mobile print part of the existing print management suite or a separate software?

   **Answer** – Mobile print is part of the existing print management suite.

62. **Question** – Will PennDOT allow Offeror to place non-Lexmark printers?

   **Answer** – PennDOT is open to reviewing alternative solutions.