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| --- | --- | --- |
| **Question** | **Answer** | **Action** |
| **Large Capacity Machine** | | |
| Is the device in scope for like to like pricing comparison? | The device is to be included in the contract schedule, this includes pricing. | None |
| Will the device be used by students or have a dedicated operator? | The device will have a dedicated operator and will not be for general use. | None |
| Will the device be managed as part of the whole contract? | Yes, the device will not be on a separate schedule | None |
| How large is the room in which the device will reside? | 4.5 metres by 2.8 metres | None |
| What offline finishing equipment does the Students Union currently own? | They currently have a business card cutter and several comb binders. | None |
| Is there a desire for the device to have online finishing facilities? | Yes, there is interest in seeing the range of finishing facilities and options available. | None |
| Is there a requirement for the device to have edge to edge printing? | This is desirable but not essential. | None |
| **Printers** | | |
| Which devices are owned or leased? | The network and local desktop printers and large format devices are owned by the University. All the Multi-Functional Devices are leased. | None |
| What are the volumes of the printers and MFDs? | See Appendix A below | None |
| Going forward, will all new installations of network printers have a network point provided? | Yes, any new printer installation would be expected to be a networked solution, the University would be responsible for ensuring that suitable network points were available. | None |
| What is the yearly spend on printer cartridges | See Appendix A below | None |
| Clarification of new and refreshed devices, does the entire estate need to be refreshed? Define which must be new and which can be refreshed from current devices. | The only devices that must be replaced as new are the MFDs which are leased from the current supplier.  The network printers and large format devices do not need to be replaced at the outset of the contract, but the incumbent must accept the responsibility of managing the estate and replacing devices that reach their end of life and support devices in place.  The University requirement is for a fully managed service, maintain and replacing existing equipment and providing new devices where required. | None |
| Is there an option to retain the MFDs from the current supplier? | No (answered by Ricoh present in the room) | None |
| What machines have finishing facilities and what facilities are required? | The University expects that all devices to have a like for like replacement of current facilities at the very least. The only devices that do not require finishing facilities are the Library machines. For full details of current provision please see Appendix A below. | None |
| Do the large format printers have to be replaced? | Applicants are referred to section 3.9 of the tender document which details the University requirements. The large format devices can be replaced or the current fleet can be managed as long as it can satisfy the requirements of the University. | None |
| Are the large format printers to be managed by the new service provider? | Ideally the devices are expected to be managed as part of the printer estate as per requirement 3.9 from the ITT tender document. | None |
| How are print jobs currently submitted to the large format printers? | All jobs are submitted from client desktop devices (PC or Apple) via the campus based print server. Jobs are costed at time of submission. | None |
| What is the current configuration for pull (follow-me) printing? | All University MFDs use pull (follow-me) printing and jobs can be selected and released from any MFD device at any campus. | None |
| Does the University have an expectation that pull printing or PIN release is enabled on the network printer estate? | While the University does not currently use this facility and has not made a request for this to be provided, it would welcome any proposal and would consider this depending on the infrastructure requirement. | None |
| Does the University have a preference for a lease or purchase of devices? | The University does not have a preference (so leasing is a perfectly acceptable solution) but obviously the University is looking for the most cost effective way of delivering the required service. | None |
| Mobile printing – does the University have a requirement for guest printing? | No, all printing is done from authenticated network accounts, even for visitors to the University. Under the current system the University is able to assign funds/cost centres to these accounts to allow for printing and manage the service. This would be expected to continue with any new service provision. | None |
| Is email the preferred delivery method for scanning from MFDs? | Scan to email is the current primary delivery option provided by the University, secondary is a facility to scan to UNC path, there is the expectation that this service would continue. However the University is aware of new developments and would welcome integration with Office 365 and the Onedrive facility provided to students. | None |
| Does the University require paper tray locks for public machines? | The University only uses locks on one device and would welcome costings for adding such locks to any single device but does not envision these being installed as a standard feature. | None |
| Does the University have an expectation that local staff will replace parts? e.g. toner, fuser units or drum units. | University staff currently replace toner cartridges when necessary. There is not an expectation that staff would replace other internal units such as fuser units or new drum units, this would be part of the managed solution. | None |
| 36 PPM is a very high requirement for general printing, would the University accept proposals with slightly slower speed machines without adversely diluting the score? | Following clarification of the current solution performance, the University would accept a print solution in the range 30-35 PPM without any impact on the scoring of the proposed solution | None |
| **Other questions** | | |
| What are the arrangements for the settlement of the current contract and crossover of suppliers? | Settlement of the current contract is a commercially sensitive matter and the University expects to work closely with both incoming and outgoing suppliers to effect an efficient handover. | None |
| Would the University be open to an outsourced ID solution with a 24 hour turnaround on cards? | The University would fully consider a managed service for the provision of ID cards. While the majority of ID card generation is predictable there must be a business process to generate an ID card on an emergency basis at any of the three campuses. The University printed approximately 5300 cards during the last academic year (1st August 2014 to 31st July 2015). | None |
| Does the University have a formal print policy? | The IT Policy Framework document contains the following statement:  “The University employs a centralised system of printing and photocopying using Multi‐Functional Devices (MFDs). MFDs can print, photocopy (colour or black and white), fax, staple and scan. In some areas, MFDs will be supplemented by additional network laser printers. This would only be done in agreement with the Director of IT Services” | None |
| Does the University have a preferred Gateway provider for online payments? | The University uses Web Page Marketing for processing online payments (www.wpmeducation.com). The University welcomes all proposals and will consider alternative solutions as long as they integrate with University systems (as per requirement 3.7 from the ITT document). | None |
| Does the managed solution extend to the local user client machine? e.g. managing local print drivers. | No, the University retains control of all staff and open access desktop devices and deploys images and drivers via SCCM. The expectation is that the solution provider ensure that the University is notified of any requirement to install or deploy new drivers e.g. when a device is replaced or upgraded. Such drivers to be supplied if necessary for specialist devices. | None |
| What is the expectation for integration between the supplier service and integration with the IT Sunrise Helpdesk? | The University would expect the supplier system to update the University system and notify when calls are resolved (closed) either via email or API integration. The University would want to have visibility of any current service calls and be able to see updates. | None |

**Appendix A**

**Volumes**

|  |  |  |  |
| --- | --- | --- | --- |
| **MODEL** | **Units** | **Date Range** | **Monthly Average** |
| Ricoh Aficio MP C3002 | 64 | Sept15 – Feb16 | 570,000 |
| Ricoh Aficio MP C3003 | 3 | Sept15 – Feb16 | 22,000 |
| Ricoh Aficio MP C2051 | 7 | Sept15 – Feb16 | 36,000 |
| Ricoh Aficio SP C320DN | 10 | Sept15 – Feb16 | 14,000 |
| Ricoh Aficio SP 3410DN | 28 | Sept15 – Feb16 | 15,500 |
| Ricoh Aficio SP 4310DN | 10 | Sept15 – Feb16 | 4,680 |
| Epson/HP Wide Format | 5 | Sept15 – Feb16 | 350 |
| HP/Epson Lasers etc. | 22(+) | Sept15 – Feb16 | 8,000 |

**Cost of Consumables annually**

|  |  |  |
| --- | --- | --- |
| **MODEL** | **Date Range** | **Spend** |
| Wide Format Printers | Aug14 – July15 | £10,914.90 |
| HP/Epson Printers | Aug14 – July15 | £4,057.96 |

**Media for Wide Format**

|  |  |
| --- | --- |
| **Paper (Rolls)** | **Weight** |
| **HP white** | **90gsm & 130gsm** |
| **Epson** | **120gsm** |
| **Essential Satin** | **200gsm** |
| **A4 & A3 for MFDs & Printers** | **80gsm 100% recycled** |

**Current Devices**

|  |  |
| --- | --- |
| **MODEL** | **Quantity** |
| Aficio MP C3002 AD/FINISHER | 32 |
| Aficio MP C3002AD | 32 |
| Aficio MP C3003SP/FINISHER | 3 |
| Aficio MP C2051AD/FINISHER (Integral) | 7 |

**Tray Capacity**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **MODEL** | **A4 Large Capacity** | **A4 Standard** | **A3** | **Bypass** |
| MP C3002 | 1x4 reams | 2x1 ream | 1x1 ream | Yes |
| MP C3003 | 1x4 reams | 2x1 ream | 1x1 ream | Yes |
| MP C2051 | 1x1 ream | 2x1 ream | 1x1 ream | Yes |