

Q #	RFP Section	Question	Answer
1	Guidelines	Will UC sign a third party lease agreement? Or is the UC looking to lease equipment directly from the awarded vendor?	The Agreement documents included in the RFP Guidelines contains the terms and conditions of the equipment lease. See Question 1 of the "Supplier Capability" Questionnaire. We are asking each manufacturer to list their partners/subcontractors. At UC's discretion, these partners can be listed as authorized service providers in each resulting awarded agreement.
2	Guidelines	Is the UC interested in negotiating final terms and conditions for any resulting contract?	See Section J.7 of the RFP Event and Process Summary
3	Questionnaire	UC is requesting employee service training for on-campus service. What type of employee on-campus service is UC requesting? Replacing toner, paper, staples, etc.?	Today only UCSD is requesting the same service training that the vendor technicians receive, to enable UC staff to be fully-qualified, factory certified technicians as UC employees. See University of California San Diego Location Profile in the RFP Event and Process Summary
4	Price Exhibit	Do all UC locations require staples? Do the supply costs include staples?	Include staples in the cost.
5	Questionnaire	Are the SLA requirements per Campus?	No, the SLA's are baselines for the UC Location. Each UC Location may elect to complete a separate Statement of Work with additional SLA's.
6	Questionnaire	Good and Services Questionnaire question #8 states "service categories listed in the above questions 12 and 13. Are the question numbers off on the document? There are 12 #1 question under Technological Capability.	Correction: Question 8 in the Goods and Services Questionnaire should read: Describe how your company will track the service performance, and what type of documentation will be provided to verify your performance for the service categories listed in this section.
7	Questionnaire and Purchase Agreement	Does each UC campus have their own invoicing requirements?	Please see Section 4 of the Purchasing Agreement in the Guideline "Agreement - Purchasing".
8	N/A	Will UC sign a Notice of Assignment Letter?	See Article 28 of the UC Terms and Conditions. See Question 1 of the "Supplier Capability" Questionnaire. We are asking each manufacturer to list their partners/subcontractors. At UC's discretion, these partners can be listed as authorized service providers in each resulting awarded agreement.
9	Price Exhibit	Attachment _1_MFD Pricing Sheet Column AL show blue color instead of green like the other columns. Please confirm is this correct.	See "Revised_Attachment_1_MFD Pricing" and "Revised_Attachment_2_Laser-Printer Pricing"
10	RFP Event and Process Summary	RFP Event and Process Summary: Per section 2.4 proposers are to submit a discount from MSRP. However, section 2.5 states that all new models must reflect the original contracted price. Being that this is a discount from list methodology, can you please change this to state that it must be at the original contracted discount	All new models must reflect the contracted price.
11	Price Exhibit	Price Questionnaire; Question 1 & 2: If we opt to propose different national pricing from UC, may we simply submit our pricing for this RFP in excel in the same format we already for Omnia Partner's, rather than utilizing the MFD pricing attachments provided by UC?	Pricing should be submitted as requested in the Price Questionnaire.

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12	OMNIA Questionnaire	Omnia Partners Exhibit A; 1.2 & Exhibit B; Section 11: The administrative fee required from Vendors in two different locations. Exhibit A states that Suppliers are required to pay an administrative fee of three percent (3%) of the greater of the Contract Sales under the Master Agreement and Guaranteed Contract Sales under this Request for Proposal. Exhibit B indicates, 12. An "Administrative Fee" shall be defined and due to OMNIA Partners, Public Sector from Supplier in the amount of __ percent (%) ("Administrative Fee Percentage") multiplied by the total purchase amount paid to Supplier... From time to time the parties may mutually agree in writing to a lower Administrative Fee Percentage for a specifically identified Participating Public Agency's Contract Sales. Please clarify which percentage will be applied when calculating administrative fees.	The administrative fee is 3% of the total sales of the contract. Exhibit B is an example agreement between OMNIA Partners and the awarded supplier and is the standard Terms and Conditions. This will become a complete executed document upon award of a contract.
13	OMNIA Questionnaire	Omnia Partners Exhibit B; Section 13 – We believe the first sentence regarding the due date is meant to refer to Section 12, rather than Section 13. Please clarify. Additionally, please clarify at what time is the administrative fee payment due, on the same month as the report is due or the following month? For example, if a report is submitted for sales in January 2019 on February 10th, is the check for those sales due on February 10th or on March 10th?	"Section 13" is a typo; should be "Section 12". Administrative fee payments are due on the 10th of the following month after your submitted report.
14	OMNIA Questionnaire	Omnia Partners Exhibit F: Please confirm that the completion of this form is not a required bid submission component and is only utilized post award if an agency elects to use federal funds.	Please carefully read and follow the directions in the "OMNIA Partners Questionnaire Question 4."
15	Price Exhibit	Attachment _1_MFD Pricing Sheet can you define what is Standard Offset Stacker/finisher. Does that include stapling?	Offset stacker/finisher stacks and finishes (including staples).
16	Purchasing Agreement: 4, 1. Maintenance charges must be invoiced on separate invoices from lease or purchase charges	For leases does this apply to Service Base charges and impression charges or impression charges only?	All base and impression charges should be invoiced separately from purchase or lease payment invoices. However, this is negotiable at a site by site basis.
17	Price Exhibit	Please clarify what "Fully Configured Model" would be?	Meeting the baseline configuration detailed in rows of column A for each device category.
18	Price Exhibit	Where do we put monthly lease prices for Accessories? (There appear to be some spaces for monthly lease prices, should we expand these rows to add the lease prices for all accessories?)	Lease price should be based on required feature pricing (baseline configuration) of column A for each device category.
19	Price Exhibit	Where would we input accessory "Service" minimums (monthly service cost associated with an accessory) if applicable?	We are asking for required feature pricing in the Price Questionnaire, which would include the cost of the accessory.
20	Price Exhibit	Residuals: FMV typically are not determined until the end of any lease. What is the requirement for this cell?	We are looking for a fixed dollar amount.
21	OMNIA Questionnaire	Is the vendor required to pay the OMNIA remittance only for products sold to Cooperative members or, are remittances required on the UC system transactions as well?	Remittance is required for all products sold utilizing the resultant contract.

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22	Sustainability (Security Questionnaire)	Is there a list of additional criteria for question number 21? All MFD/Laser Printers equipped with hard drives must: ?	Reference: All MFD/Laser printers equipped with hard drives must: *isolate any incoming FAX line from all hardware that has network access. *MFDs must have no physical or data connection between the Page Memory (or Temporary Data Storage) and the FAX controller. *Provide on/off (switchable) control of read/write access to the device from portable media (e.g., SD cards, USB drives, etc.) *Be able to have their hard drives removed by a vendor technician and surrendered to UC at the end of a lease, cost-per-copy agreement, or at trade-in (or at any time, for any reason, an MFD and/or Laser Printer is removed from UC) at no additional cost to UC. Please describe each and confirm that the devices meet or exceed these requirements.
23	RFP Event and Process Summary	In Section 2 under required products, the production segment for color and monochrome are only up to 90 PPM. Has there been any thought of expanding this category for devices with higher capacity given this will also be a national program? (i.e. Most manufacturers have devices that can go up to the 150 PPM range). If not, can these models be detailed under Attachment 3, Additional Discounts?	See Question 4 of the Price questionnaire.
24	Questionnaire	Section 3.1.1.3 indicates factory training at no cost for UC employees. Would you please explain what categories this applies to (i.e. MFD's and/or laser printers) and to what degree of factory training is UC requiring for their employees. Mid and high volume MFD's typically require weeks of classroom and field training for factory certification. We want to clearly understand the expectations UC is seeking so we can respond accordingly.	Today only UCSD is requesting the same service training that the vendor technicians receive, to enable UC staff to be fully-qualified, factory certified technicians as UC employees. See University of California San Diego Location Profile in the RFP Event and Process Summary
25	General	Many Colleges and Universities across the country typically utilize additional of print and imaging solutions as part of their overall campus print services program. Examples include wide format, scanners and finishing equipment. In light of the high demand, will these additional offerings be evaluated, or will these just be detailed in Attachment 3 - Additional Discounts?	See Question 4 of the Price questionnaire.
26	RFP Event and Process Summary	Under Section 1.2 Lease options both FMV and \$1 Buyout terms are detailed. Does UC consider a Tax Exempt Municipal Lease as part of the \$1 Buyout? If not, would a program like this also be considered?	No
27	Price Exhibit	Under Residual values on the pricing worksheets for purchase and lease, is UC looking for a % or a fixed dollar amount? Values on these are highly variable given usage and environment.	Fixed dollar amount
28	General	I would like to request a copy of the current copier contract pricing for any existing vendors. Please let me know if this the proper channel to make that request or if we need to use a different channel. Thank you	Public records requests may be directed to the Office of Public Records: https://www.ucop.edu/general-counsel/legal-resources/information-practices/office-of-public-records-guidelines-for-access.html
29	Questionnaire	OMNIA Partners Questionnaire - Exhibit G: DOC #7, the link is not working. Please provide the correct link.	The correct link is: https://www.njportal.com/DOR/BusinessRegistration/

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30	Pricing Exhibit	On Attachment_1_MFD Pricing spreadsheet; Tab (1) Equipment Specifications - --Line 6 for Manufacture Date and Line 118 for Registration Date for EPEAT RATINGS will not allow for a date after 2015. Can the file be unlocked or a new file sent with those specific lines adjusted to input a current date?	See "Revised_Attachment_1_MFD Pricing" and "Revised_Attachment_2_Laser-Printer Pricing"
31	Pricing Exhibit	Attachment 2 - Laser Printer Pricing - We would like to request that the UC System modify the printer page per minute requirements to lower the B&W High category to 51 ppm to allow for additional models to be offered. 56 PPM may limit some manufacturers from being able to offer a model.	We will not modify for this change. See Question 4 of the Price questionnaire.
32	RFP Event and Process Summary	How does the University of California plan to score and weight the RFP regarding selection criteria—for example -- 30% for quality of product, 15% for sustainability practices, etc.?	See Section J.2. of the RFP Event and Process Summary
33	Pricing Exhibit	For the multifunction device pricing: the cost per copy rate will include supplies and services. Can you please provide a definition for services? The RFP suggests there could be multiple service models from utilizing manufacturer technicians to accessing University of California employees. These possible variations drive a cost structure in which the price per copy is variable.	See question 13 of the "Goods and Services Questionnaire". Today only UCSD is requesting the same service training that the vendor technicians receive, to enable UC staff to be fully-qualified, factory certified technicians as UC employees. See University of California San Diego Location Profile in the RFP Event and Process Summary. See 3.1.1.3 of the RFP Event and Process Summary, regarding discounts for the UCSD service model.
34	Questionnaire	Are services for all devices the same or are printers to be treated in a toner out (buying toner as needed) model?	See question 13 of the "Goods and Services Questionnaire": For MFDs, Options 1 and 2 are toner in, Option 3 is toner out. For Laser printers, toner out.
35	General	Should we propose only laser devices?	See section 2.2 of the RFP Event and Process Summary.
36	OMNIA Questionnaire	The RFP states that failure to submit timely and accurate invoices may result in invoicing the vendor to recoup the administrative costs of correcting said invoices at the rate of \$65.00/hour, for a minimum of one hour with quarter hour increments. Is there a cap or not to exceed rate associate with this policy?	No cap, Not to exceed the amount of the invoice (including summary invoices) or 10 hours administrative costs of correcting.
37	General	How would the University of California system plan to adopt and utilize the proposed print contract with vendors that currently hold a University of California contract, which includes print goods and supplies? Would the contract be marketed for print supplies and goods on the OMNIA contract or would it be up to the schools to decide which contract to use?	See Section O. of the RFP Event and Process Summary.
38	General	Is it possible to extend the deadline a bit due to the Memorial Day holiday?	No.
39	Pre-Proposal	if there is a transcript available from the pre-proposal conference or the Q and A that ensued to share?	See Attached.

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40	RFP Event and Process Summary	The landscape in this industry has changed significantly in recent years. Manufacturers continue to move away from direct operations. And companies like ours continue to grow. We have significant national coverage. And are winning very large contracts in the private and public sector that have broad geographic reach. Dealers are proving they/we are well equipped to handle dynamics like billing, delivery time lines, and customer support on a National, even International scale. And, at the risk of stating the obvious, by opening up this bid to strong regional/national dealers you increase the potential for stronger offers and lower costs. We recognize the national scope of this RFP and can demonstrate, in our offer, how it is quite possible for dealers, such as ours, to support that size.	See Question 1 of the "Supplier Capability" Questionnaire. We are asking each manufacturer to list their partners/subcontractors. At UC's discretion, these partners may be listed as authorized resellers in each resulting awarded agreement.
41	General	Can you let us know if there any specific reasons why certain campuses do not utilize the UCOP contract. Do you see that changing going forward?	See Section O. of the RFP Event and Process Summary.
42	General	Can you confirm if you plan on awarding this contract to multiple vendors, as you have in the past? If so, can you confirm how many?	See Section A. of the RFP Event and Process Summary
43	RFP Event and Process Summary	Can you please provide the number of MFPs and Printers you currently have in each category of device under the current contract? You have several different PPM categories, but no breakdown of how many you currently have in each category.	See last paragraph of Section D of the RFP Event and Process Summary.
44	RFP Event and Process Summary	Can you provide us with some historical print/copy volume per category of MFP/Printer or device, if possible? Any historical print/copy volume information is appreciated.	See last paragraph of Section D of the RFP Event and Process Summary.
45	Pricing Exhibit	Providing exact residual values at the end of a lease term is very hard to do in advance. Fair Market Value is exactly that, the Fair Market Value at that very moment in time. There are many variables that come in to play, like the copy/print volume on the machine, the condition of the machine, etc. Not all machines will be the same. Is it possible for us to provide a range as answer to that question? Any guidance or flexibility is appreciated.	We are looking for a fixed dollar amount.
46	Pricing Exhibit	The current speed requirement for Category 5 machines is 61-90. Would you be willing to change that to 60-90 PPM or be willing to accept a 60 PPM machine in that category?	We will not modify for this change. See Question 4 of the Price questionnaire.
47	Pricing Exhibit	Can you please confirm that vendors can turn in two pricing responses, one specific to the UC campuses and one specific to the Omina Partner contract?	Carefully read instructions to each question in the Pricing Questionnaire.

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48	Questionnaire	Questionnaire: Goods and Services Questionnaire: Q 15 question is incomplete. Please check and provide us with a complete question.	<p>The full question is visible in CalUsource, you must scroll down to get the full question. Here is the question for reference: Quarterly report of population of MFDs and Laser Printers reports including, but not limited to the following data:</p> <ul style="list-style-type: none"> UC Location UC department UC purchase order number Name, phone and email for department placing the purchase order Equipment serial number Name and Model of product(s) and/or service(s) Purchased Quantity purchased Price paid, per unit and total Method of acquisition (lease, purchase, etc.) Sustainable product purchases <p>Monthly reports:</p> <ul style="list-style-type: none"> Response time Repair time Uptime Total service calls Delivery time Installation time Open leases, remaining terms, etc. <p>Please indicate you acceptance and describe your quality control procedure you have in place to ensure reports are accurate. If you do not comply with explanation and describe.</p>
49	General	Preferences: Is there any consideration given for Small Business, Disabled Veteran, etc. participation?	See question 3 of the Sustainability Questionnaire.
50	General	General Question – Event Timelines: The timelines on the online portal is in GMT. Please provide timelines in Pacific Time. Thank you.	See "Supplier Bid Response and Resource" Guideline to obtain Supplier guide on how to change your time zone.
51	General	General Question – Sales Strategy: Will UC Systems consider a sales strategy whereby the winning printer company may establish a sales channel through authorized dealers/resellers to sell to UC Systems on behalf of the OEM?	Yes, See Question 1 of the "Supplier Capability" Questionnaire. We are asking each manufacturer to list their partners/subcontractors. At UC's discretion, these partners may be listed as authorized services providers in each resulting awarded agreement. All pricing should be pass through.
52	Pricing Exhibit	Can you please explain what your policy will be if a vendor has a machine discontinued at any point of the life of the contract?	See "Price Questionnaire" description. For clarification: If supplier has a discontinued machine supplier must replace it with an equivalent or better device at the same price. All replacement devices need to be provided to UCOP's contract administrator or their designee for approval. This must be done IN ADVANCE of the discontinuance of the device so there is no break in the ability of the vendor to provide devices in all categories.
53	Questionnaire	Do the campuses always sign a lease for the machine(s) they buy or do they issue POs?	The Agreement documents included in the RFP Guidelines contains the terms and conditions of the equipment lease.
54	Questionnaire	Are you expecting all signed leases to include a provision for "cancellation for convenience"? If so, can you give us an estimate on how many leases have been cancelled under the current contract?	See the UC Terms and Conditions of Purchase and the Terms and Conditions of Equipment Lease in the Guidelines section of the RFP.

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55	Questionnaire	Assuming you are signing leases for equipment with your current vendors, can you tell us which lease companies are financing these transactions?	The Agreement documents included in the RFP Guidelines contains the terms and conditions of the equipment lease.
56	Questionnaire	If we are a current Omnia contract holder, can we disclaim to our currently negotiated Omnia terms and conditions?	No. The resultant contract will be totally separate from any contract that you currently have with OMNIA Partners.