



## RFI - Managed Print Solutions for University of Colorado

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The University of Colorado is issuing this Request for Information as an invitation to interested firms who can provide information and details about their Managed Print Solutions.

<b>Open</b>	5/8/2020 12:00 PM MDT	Type	Request for Information
<b>Close</b>	5/29/2020 12:00 PM MDT	Number	PSC-U-1347
		Currency	US Dollar

### Contacts

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### Commodity Codes

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Commodity Code	Description
11	Office / Classroom Supplies & Equipment

## **Description**

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### **INTRODUCTION AND GOALS:**

The University of Colorado (herein after the “University”) offers Multi-Function Devices (MFD) via two providers, Xerox and Konica Minolta, for 36-mo or 60-mo packages on a cost-per copy basis in which departments can order the device of their choice including device finishes based on the MFD options offered. Upon order, the device is delivered, installed, maintained, and toner is also included and shipped upon request. The device can be returned or upgraded at the end of the rental period. The University also has a variety of desktop printers that are not tracked and the number is currently unknown. The University has not offered a Managed Print Solution (MPS) up to this point to manage the MFD fleet and desktop printers, and the University seeks to understand Manage Print Solutions currently available and how they can integrate and build upon the University’s successful MFD environment and as a potential to manage the desktop printers. The University’s agreements with Xerox and Konica Minolta expire March 31<sup>st</sup>, 2021 and the University will seek to post an RFP for MFD solutions in the 2020 calendar year. The University seeks to optimize the University’s print landscape and fleet operation for cost savings, print reduction, and sustainability, and understand if an MPS is a benefit to the University’s MFD/print environment. Via this Request for Information, the University seeks to understand Supplier’s MPS solutions and how it they may integrate within the University’s current MFD, desktop printers, and IT landscape.

**THIS IS A REQUEST FOR INFORMATION ONLY.** This RFI is issued solely for information and planning purposes. It does *not* constitute a Request for Proposal "RFP", Request for Documented Quote "RDQ" or promise to issue a solicitation in the future. This request for information does *not* commit the University to contract for any supplies or services whatsoever. Further, the University is not at this time seeking proposals and will *not* accept unsolicited proposals. Responders are advised that the University will not pay for any information or administrative costs incurred in response to this RFI, all costs associated with responding to this RFI will be solely at the interested contractor’s expense. Not responding to this RFI does not preclude participation in any future solicitation, if any is issued. If a solicitation is released, it will be posted on the University website at: <https://bids.sciquest.com/apps/Router/PublicEvent?CustomerOrg=Colorado>.

It is the responsibility of the potential Bidders to monitor this site for additional information pertaining to this requirement.

### **BACKGROUND:**

The Regents of the University of Colorado, the governing board of the University of Colorado (the “University”), is issuing a Request for Information (“RFI”) for **Managed Print Solutions**.

The University was created in 1861 by an act of the territorial legislature. In 1876, the State constitution established “The Regents of the University of Colorado” as a body corporate, and entrusted the Board with the supervision and governance of the University. The University began operation in 1877, with its first class graduating in 1882. Since then, the University has become the largest institution of higher education in the State of Colorado, with four campus locations in Denver, Colorado Springs, Boulder and Aurora. The number of students is approximately 64,000 and the operating budget is over \$4.1 billion.

The University has almost 1,000 MFD’s as well as an unknown number of desktop printers placed and located between four (4) campus locations and one (1) systems office, which include: Denver Campus, Colorado Springs Campus, Boulder Campus and Anschutz Medical Campus in Aurora, as well as the Downtown Denver Administrative Systems Office.

### **RESPONSE REQUIREMENTS:**

The University seeks to understand Supplier’s Managed Print Solutions: how these solutions are assessed, implemented, optimized and function to manage Multi-Function Devices. Provide responses to the questions below. Be as clear and concise in your responses as possible. Less interested in brochures and marketing

materials, rather the University seeks responses to the questions as outlined below to understand MPS, and how a MPS can function within the University's environment to build upon the current successes of the MFD program. While we are unsure what requirements will be in the RFP later this year, we have provided general information about cost-per copy and rental terms in the introduction of the RFI.

### **MANAGED PRINT/MFD Questions:**

1. What MPS Solution does the Supplier offer? What is the software called, and what MPS functionalities does the software support? Does MPS support MFD's and Desktop Printers?
2. How does the MPS support print reduction, sustainability, and reporting? How can the University access the software? Is a reporting dashboard offered for the University, and what functionality does the dashboard provide/display? What data points do reports provide?
3. What is the rate structure for MPS: is it per device, subscription based? Does Supplier have general information they can provide on the *structure*? (Do NOT provide pricing.)
4. Is Secure Print an option via your MPS solution? What controls are available for printing? What types of badges can be integrated for secure print release?
5. Does Supplier's MPS solution include mobile printing for iOS and Android devices?
6. Does Supplier offer production devices or wide format printers in conjunction with an MFD contract? If yes, is MPS a solution for production devices/wide format printers?
7. What is Supplier's company's methodology for an assessment of the University's current environment for optimization and device recommendations prior to implementation?
8. What would the outcomes of an assessment look like, and what deliverables would be expected at the conclusion of an assessment?
9. What is the selection process for printer assignments? It is based on the outcome of the assessment, historical records, or other criteria?
10. Does the Supplier work with a third-party delivery service to pick up and/or deploy printers?
11. If the Supplier works with a delivery service, are the delivery personnel required to have a working knowledge of the device setup?
12. What is the IT impact/server impact in implementing a Managed Print Solution in an environment that has never had Managed Print before? What are University IT staff required to complete for implementation?
13. Does the Supplier maintain responsibility for device patching for any security issues that arise during the contract?
14. Can the Supplier outline explainable diagram/architecture on how devices are connected within a network and how MFP/print activity data is transmitted to supplier's cloud environment/network? Outline encryption at rest and in-flight, and the roles/responsibilities of CU to support the architecture and secure transmission.
15. A department may still have a term on their current device rental. How would the Supplier transition these devices to the new contract? Would it be a phased or buy-out transition model? What successes has the Supplier seen with other accounts of similar size? If the model is to wait for the devices to expire (phased), would the Supplier support these devices?
16. How has the Supplier partnered with other customers who transition to an MPS environment to educate, train and promote the program to the end-users for change management and program success?
17. Does the MPS solution offer department charge back for usage? If yes, what does that look like when successfully implemented?
18. What is a successful supplier team structure for assessment, implementation, support and service for MFD/MPS for an account of the University's size? Please note: the University's campuses are divided between 4 cities ranging from 5-60 miles apart from one another. Is there a dedicated on-site support for the University? What is the services support model?
19. Does MPS decrease system down-time and increase service response times for preemptive maintenance to identify and notify users or managers for issues?

20. After the MPS solution is implemented and device deployment is complete, does the Supplier *or* University manage new device requests from departments to maintain optimization? How has the Supplier seen this managed in other environments?
21. How are devices upgraded at the conclusion of a rental period, and what support is required from the University to upgrade devices?
22. Describe on-going continuous improvements the Supplier's solution and service(s) provides. Given technology is constantly changing, what is the Supplier's approach to continual improvement for services Supplier currently offers?
23. If a department seeks to remove a device prior to the rental period concluding, what are the department's options to do so?
24. What additional information about MPS can the Supplier provide that may assist the University with the research and planning?
  1. Lessons Learned
  2. Risks
  3. Successes or Best practices
25. Do the MFDs Supplier's carry support scan to email? Does the device support encrypted authentication using TLS 1.3 with SMTP Auth?
26. Can the MFDs Supplier's carry support scan to a SMB/CIFS file share? Is NTLM 3.x supported? Please describe this process.
27. Can Supplier describe how fax integration, delivery and functionality works?
28. Is there a threshold in which the number of times an MFD is repaired results in the replacement of the unit?

### **ACCESSIBILITY Questions:**

1. Can Supplier demonstrate compliance with the most current version of WCAG level AA?
2. Does Supplier have and can Supplier provide company policy or commitment statement regarding digital accessibility? Supplier does not need to provide company policy in response to this RFI, rather detail if this policy is developed/available.
3. Does Supplier have an employee in the company responsible for digital accessibility policy and compliance (provide contact information)?
4. Does Supplier's organization have established accessibility processes?
5. Does Supplier's organization have a team devoted to accessibility?
6. Describe the testing protocols Supplier uses to assess the accessibility of product/service.
7. How does Supplier assure that the products are current with accessibility best practices?

### **COMPLIANCE:**

1. Describe experience deploying services in settings with laws and regulations commonly found in higher education environment.
2. Describe MPS security measures to with respect to Protected Health Information (PHI) and Health Insurance Portability and Accountability Act (HIPPA).
3. Describe the process for customers requesting security review or compliance requirements on a project-by-project basis (in the event that a higher level of security or a BAA is necessary, etc.).
4. Describe the termination, cancellation, expiration or other conclusion once a contract is complete, or when a device is returned or upgraded, how destruction of data is handled.
5. Describe how any confirmed or suspected data security breach that could result in the unauthorized access, use, or disclosure of University data upon discovery is disclosed.

### **SECURITY ASSURANCES:**

1. Describe if the MPS software is developed and deployed using secure coding practices and business processes in a manner that minimizes security flaws within the Software.

2. Describe how MPS data is stored. Is it in a secure environment to protect the Client Data from unauthorized access, modification, theft, misuse, and destruction whether it resides in a repository or while in transit over networks?  
Is Client Data stored in the United States at all times?
3. Does the software require a 3<sup>rd</sup> party host?
4. Does the software allow for security and penetration testing to be conducted as an audit by the University?
5. Confirm if the Supplier will only use Client Data for its intended use under executed Contract Documents, and not to “mine” any of the Client Data for any purpose.
6. How is MPS data stored? Is MPS data stored in the Cloud? If it is stored in the Cloud, does the services comply with the most current Criminal Justice Information Services (“CJIS”) Security Policy? If data is stored in the cloud, describe how Client Data is portable to other systems and interoperable with other operating systems to an extent that does not compromise the security and integrity of the Client Data.

**SUBMISSION REQUIREMENTS:**

Responses must be submitted electronically via the CU solicitation portal ([www.cu.edu/psc/solicitations](http://www.cu.edu/psc/solicitations))

Late submissions will not be accepted. It is the responsibility of the respondents to ensure that the response is submitted on or before the closing date and time as specified in the CU solicitation portal.