1. Q Regarding current equipment: Will the University provide a buyout figure for the leases they wish to eliminate for equipment on contract? What is the plan for all of the equipment that is under contract through 2017-2020?
   A There may be an optional buyout depending on the program we choose.

2. Q What machines are in the fleet? Please break down by machine model, type and features. Also please indicate what devices need fax functionality. What is the monthly volumes for the entire fleet and or for each unit?
   A Currently the distributive copier program has the following models in the fleet: Ricoh MPC 3001, Ricoh MPC 4000, Ricoh MPC 6000, Ricoh MPC 8000, Ricoh MPC 6001, Ricoh MPC 5000, Ricoh Aficio 2022, Canon ir 3480i, Ricoh MPC 7000. We have approximately 55 copiers in the program. These statistics only include those copiers contained within this distributive copier program. There are numerous copiers that were purchased/leased outside the program. At this time, we do not anticipate needing faxing capabilities.

3. Q Is the University using any type of ancillary software such as Equitrac or PaperCut to gather copier and printer usage? If yes, what software? If not, how are they currently collecting copier/printer/scanner usage?
   A Blackboard

4. Q Is the University expectation that the vendor will replace all toner cartridges when they are empty within 24 hours of the request?
   A Yes

5. Q What are the University’s normal operating hours?
   A 8:00 am – 5:00 pm

6. Q The RFQ states that after hour service must be available and provided by a qualified technician. Please clarify what “after hours” entails, and what levels of service the University expects outside of normal operating hours?
   A Currently, any after hours service is via telephone. Any on site service occurs between normal operating hours.

7. Q Will the University provide certificates of liability and property insurance upon completion of the equipment installation?
   A We can provide evidence of property insurance. We will need the physical location of the equipment and value. RU is a State Agency and does not have liability insurance. For the liability we would need to provide a letter explaining State of NJ Tort Claims protection.

8. Q Please clarify the statement “the vendor shall be solely responsible for all damage or unauthorized destruction to any Rowan University buildings, equipment, premises or facilities; lease, lent or in care, custody or control of the University or State.”
   A Vendor must indemnify the University for any damage they cause.
9  Q Please provide an example of a reason as to why the University would decide to reduce the scope of work for any task or subtask. Or issue a stop order directing the vendor to suspend work under the contract?
   A  Change in mission, needs or actions of the Vendor could precipitate this action.

10 Q Under Numeral V, Letter C, Number 3, the RFP indicates that a “per location or project endorsement” shall be included so that the general aggregate limit applies separately to the Rowan location or project. Is this a requirement to bid on the project?
    A  No, the per location endorsement can be waived for this specific bid.

11 Q What is the current lease payment?
    A  Information unavailable at this time.

12 Q Is service included in the lease?
    A  Currently, yes.

13 Q In order for any vendor to provide an accurate quote including buying out your current equipment, will you be supplying vendors with the following:
   - Copy of lease bills
   - Copy of service bills
   - Current models and print volumes
    A  We do not intend on receiving quotes for this part of the RFQ.

14 Q Are you willing to extend the due date since our questions won’t be answered until the 20th?
    A  Yes, the submission date will be extended.

15 Q Is there an existing print/copy management software system in place? If so please describe?
    A  Information unavailable at this time.

16 Q Since scanning is an important part of the solution, is there a current document management system in place? If not, can we meet with the appropriate people involved?
    A  There is no document management system in place related to scanning. Going forward this will be a requirement.

17 Q Will you be granting vendors appointments to discuss needs, do a walk around and talk about solution options?
    A  Not currently. General information on University website.

18 Q How many print servers are in your environment?
    A  Not applicable as this RFQ does not include printing

19 Q Are you currently able to print from your mobile devices?
    A  Not applicable
20  Q  Any mainframe/application printing?  
   A  Not applicable

21  Q  Current known ‘bottlenecks’ or workflow inefficiencies that you would like addressed?  
   A  The current program would not allow additions/deletions of copiers after the contract/leasing period began. There was also no opportunity to upgrade.

22  Q  Are you looking for a managed print services provider for your desktop printers?  
   A  Not applicable

23  Q  Does the staff have building access/ID cards that can be used for our solutions?  
   A  Yes, Mifare classic ID cards

24  Q  Do you currently have a service technician on site at all times?  
   A  Yes

25  Q  Will your IT team be available to help us with networking the new devices?  
   A  YES

26  Q  Have any vendors done a walk around yet to determine your needs?  
   A  No

27  Q  What are the specifics of Rowan Universities’ Network? What is the operating system? How many print servers are in operation? What is the breakdown of Windows/MAC users?  
   A  Printers are not a part of the RFQ

28  Q  What are Rowan University’s top 4 priorities for the Managed Copy and Scanning program?  
   A  Accessibility to faculty/staff as well as servicing student needs, flexibility to make changes with the program (ease of additions and deletions), coordination between Rowan and the vendor that no copiers are to be leased/purchased outside the program, ability to account for scanning as well as copying, quick response for service.

29  Q  Which Departments/Processes are still paper based in the university? Which ones use the most paper?  
   A  Information unavailable at this time.

30  Q  Please clarify if the University is looking for pricing on a specific equipment mix or just looking for pricing on the whole series.  
   • If requesting pricing on a specific set of equipment, please specify the current makes, models, accessories, & usage volumes by location.  
   • If requesting a pricing menu, please provide the extent of the university requires. (i.e. 20ppm monochrome & color up to 75ppm mono & color, plus 1 25ppm desktop printer)  
   A  We are not receiving price quotes at this time.

31  Q  Please provide the buyout information per each unit  
   A  Information unavailable at this time.
32 Q Who is required to remove existing equipment from the University?
   A TBD

33 Q Who will be required to remove new equipment from University upon lease end?
   A The vendor is required to move all equipment.

34 Q What is the monthly volume of each machine?
   A The volume of copies varies on a monthly basis by department. There are approximately 62 copiers that have a card reader installed on them throughout campus. Approximately 6,500-7,500 card swipes are done monthly.

35 Q What is the name and model # of the machines you are replacing?
   A We have a wide variety of equipment on campus.

36 Q How many month lease are you looking to do?
   A 48-60 months

37 Q When are you looking to do this?
   A ASAP

38 Q Please confirm that the winning vendor will be expected to provide and install the toner for every copier (MFP) on each of Rowans campuses, both main and remote sites.
   A This is how we currently operate but not necessarily in the future.

39 Q Please confirm that this Request for Qualifications (RFQ) is for information only and is not to include pricing for specific solutions offered at a later date.
   A Yes

40 Q Is this RFQ to include information on printer strategies as well as MFP’s or just MFP’s?
   A Printers are not applicable to this RFQ

41 Q Is it acceptable to provide a Table of Contents as the requested "index"?
   A Yes

42 Q What type of discovery will be allowed prior to the bid response?
   A I do not know the answer to this question.

43 Q How many users would be impacted by such scanning technology? (Total number of users)
   A Thousands (Campus & clinics have about 3000 employees and 16,000 students)

44 Q Is there any legacy hard copy that needs to be converted to digital formats?
   A Possibly – would like to get information for this service

45 Q What are the document types?
   A Please clarify.
46 Q For the number of users for the scanning system what are the specific departments?
   A Scanning would have to be available for all departments

47 Q Is there a need for workflows? (digital approvals to advance and action)?
   A Information unavailable at this time.

48 Q Are any of the dept users requiring forms with digital signatures?
   A Information unavailable at this time.

49 Q Is there any records retention needed in the system?
   A Information unavailable at this time.

50 Q What percentage of the Universities data is digitally born vs needed to be scanned?
   A 50% - est

51 Q Are they currently using output management applications to track user copy, print & scan activity? If so, do users authenticate with user name/password, or PIN at devices?
   A Only currently tracking copies via the Blackboard system. ID badges have to be swiped to activate copier functionality and to charge the appropriate department.

52 Q Are they currently capturing information (either on dedicated scanners, or MFD's) to be ingested in a Content/Document Management System?
   A No

53 Q Would the university consider a lease type of agreement with a committed term, for advantageous pricing?
   A Yes

54 Q Would the university be willing to provide more detail as to the causes for the increase in expenditures?
   A Information unavailable at this time.

55 Q Can you provide more detail around the equipment scope and services required under the “Duplicating Production Equipment on Page 6 A?
   A Information unavailable at this time.

56 Q Does the University currently utilize a document management platform, and what Student Information System and/or ERP do you currently use? Please provide a synopsis of how it is used today (e.g., Admissions processing, Financial Aid verification, Registrar’s Office forms processing).
   A None at this time.

57 Q When do you anticipate a down selection and how do you intend to notify the potential candidates?
   A We will notify all vendors that submitted a proposal regarding the shortlisted award accordingly.

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Can you provide a list of the make and model of the current MFD's?

Provided in question 2