

RFP#18-1003  
Managed Print Services  
**Addendum 1**  
January 22, 2019

1. Does USD intend to use an internal Help Desk or will end-users contact the MPS provider's Help Desk directly?

**Response**

Internal Helpdesk would be the starting point of escalation and triage from our users.

2. Please estimate the number of devices that are locally connected, not on the USD network.

**Response**

Roughly 54 plus or minus 3 or 5

3. Please forward the T&C attachment per the following references in the RFP.

1.1.2 **TERMS:** USD's standard Terms & Conditions (see attachment marked Terms & Conditions) will apply to all contracts or purchase order. These terms are in addition to the terms and conditions set forth in this RFP and should be read in conjunction with them unless the RFP specifically indicates otherwise.

6.1.1.1 **TERMS AND CONDITIONS:** Any exception to the terms and conditions must be submitted with the proposal. See attachment titled Standard Terms and Conditions.

**Response**

See attachment

4. Please confirm the total SHARP devices in the USD environment. The RFP states 132, Attachment B sent separately states 516.

**Response**

We are still trying to get precise number of devices but please use 132 as an estimate. We will make any necessary adjustment after the fleet assessment.

### **Buyout Information (HP Printers)**

Below is the information for the HP printers. We are still trying to get this information from Sharp. We hope to have this within the next few days.

Schedule	Buyout Date	Buyout Amount (excluding taxes)	
IFS-P7	4/1/2019	\$1,050.00	EOT is 4-1-19
IFS-P8	7/1/2019	\$1,550.00	
IFS-P9	7/1/2019	\$359.64	
IFS-P10	7/1/2019	\$1,609.60	
IFS-49	7/1/2019	\$41,818.42	
IFS-53	7/1/2019	\$21,902.95	

### **Buyout Information (Sharp Printers)**

Pending