1. What are the steps to executing service calls being placed on MFP’s and Printers?
   a. Call or send email the service desk with the problem or request.

2. In order to provide the best solution will you allow us to do an assessment-walkthrough?
   a. This is not something that we planned to do. Due to the interruption to our patient care areas. If there is something you are not getting and need to see please let us know.

3. Are there any additional printers not listed on the spreadsheet that are not connected to the UTSW network that may be connected to workstations or PC’s via peer to peer? If so, how many? What models
   a. Yes there are printers that you will supply cartridges for that are not on the list. We have some printers that are supplied by vendors. Most of them are the ink jet models you see cartridges we have purchased.

4. Have you reviewed the physical and technical safeguards that are required to comply with the Final Omnibus Rule for HIPAA compliance for printing devices? What are your procedures to comply?
   a. If you want to add a solution for this issue on your bid please feel free. We will be willing to look at any process and procedures the bidder thinks will be helpful to us.

5. Exchange devices are requested, has consideration been given to areas of critical care using software that allows for automate redundancy and disaster recovery through follow me print?
   a. We have not requested any Exchange devices, but if you have this solution you sure can add it to your bid. Please also include your disaster recovery solutions if you like.

6. What are the top 3-4 applications that produce the vast majority of printing? E.g. Windows, Epic, Mainframe.
   a. Windows and Epic are our two biggest printing producers.

7. How many print servers (print clusters) are currently in operation and are they considered high availability? 10 Windows Print Servers and 6 Epic.

8. Are fax lines POTS, ISDN or FOIP? FOIP

9. There are cartridges that have been purchased for devices not on the device list. Could you clarify this discrepancy?
   a. We do have some ink jet printer and specialty printers that are supplied by vendors. The list of cartridges is actually what we purchased for 6 months. this is a better source of what we use.

10. Is the main goal of this RFP to save costs on Toner Cartridges or find ways to improve workflow, secure devices and consolidate old out of date printers?
    a. All of these things will weight in on our decision.

11. Is UT Southwestern currently using any type of print server? If so what?
    a. Yes, Windows.
12. Is UT Southwestern currently using any type of Fax Server? If so what?
a. Yes, Right Fax. Not fully implemented in the hospitals. This project is at its early stages.

13. Is BayCare Health intending on using access cards as part of the Follow Me Print solution? If so what type of card is being used?
a. Not sure who BayCare is, but we have not talked about using access card yet., but if you have a solution for this you can include if you like.

14. Is UT Southwestern intending on having access control on single function printers?
a. Not something we are discussing at this time.

15. What is the total number of PCs/Desktops in the UT Southwestern environment that would be supporting printing?
a. There are right at 7200 computers.

16. Are the personal printer volumes included in the monthly/annual number? Or is there a projected volume average that is assumed for the personal devices?
a. Did not supply volume numbers in the RFP.

17. What ERM system is UT Southwestern currently using?
a. PeopleSoft

18. How many individual pre-printed forms are currently being used in the environment? Are the forms currently ordered through a centralized process or procured regionally?
a. not something we track.

19. How are wristbands currently being printed today?
a. Zebra Arm band printer

20. How are bar code labels currently being printed today?
a. Zebra label printer

21. Does UT Southwestern require thermal printers to be included in the support model?
a. no

22. Can the printer inventory, that will be covered, be provided by facility?
a. Yes. I will put that together and we will distribute.

23. Does UT Southwestern want to track end user activity for clinical print?
a. not what we are talking about at this moment.

24. What is your definition of 1-hour response time?
a. If this is in a patient care area we will expect you to on site to access the problem, and determine an action plan to get the area back in service.
25. What is an acceptable response in order to hit the 1-hour commitment?
   a. If this is in a patient care area we will expect you to on site, and determine an action plan to get the area back in service.

26. How will the 1-hour response time be monitored for reporting purposes?
   a. When you have updated the incident with the action plan to get the area back in service.

27. What internal support ticketing system will be utilized to report printer problems to vendor employees?
   a. Service Now

28. Will UT Southwestern allow vendor dispatching systems to integrate with internal ticketing system?
   a. We will be willing to take a look at your proposal.

29. Will UT Southwestern allow vendor employees to access internal ticketing system remotely and update tickets?
   a. Our ticketing system is web based.

30. Will UT Southwestern allow access to internal ticketing system in order to generate reports related to printer service requests?
   a. Technician provided under the contract will have access to the system and can run the reports. Additionally, we can schedule a report to be run and sent to you every x days.

31. Will UT Southwestern technical staff who are servicing printers and providing cartridges during time periods that vendor is not providing service be required to update internal ticketing system tickets related to printer service?
   a. yes

32. What UT Southwestern technical support resources will be available to vendor to help resolve technical problems related to software for printer monitoring and page counts?
   a. This will depend on the problem. We will need to assess the situation individually and get the help needed. Both desktop and print server administrators will be available.

33. What response time will UT Southwestern technical support be available to vendor to help resolve technical problems related to software for printer monitoring and page counts?
   a. This will depend on the problem, and who will be helping, but we do have people here 24x7.

34. What guarantee if cartridge based model is used for MPS will UT Southwestern offer that all cartridges will be purchased through vendor?
   a. We cannot guarantee that all cartridges will be purchased from you. What I can say is when the contract is signed. We will make every effort to insure that all staff are using your cartridges.
35. What penalties to UT will be in place to protect vendor in the event that this requirement is violated? None

36. If vendor implements a cartridge based model and vendors supplies are not used, subsequent calls on that printer are billable?
   a. If you find that one of or areas are not using your cartridges and they are calling for repair we will resolve the situation. If someone has a valid reason for not using your cartridges you will not be responsible for the repairs, or the repairs will be billable with proper approval. The approval to do the work and bill will come from management.

37. Will hot swaps be the same as existing models?
   a. Whenever possible.

38. Can you provide the number and model of non-networked and or networked devices?
   a. Not something we track.

39. How will end of life be determined for printers?
   a. When it is no longer meeting the need.

40. Will servicing vendor be able to sell new printers to hospital?
   a. Yes, if you are an approved vendor for supplying printers.

41. If not servicing vendor who will UT purchase printers from?
   a. If can be a one of many approved vendors.

42. Who will install new printers?
   a. The hospital technical staff will install new printers.

43. Who will remove old printers?
   a. The hospital technical staff will remove old printer.

44. Will the Hospitals have a mandatory process to move printers so inventory can be managed?
   a. Yes

45. Who will manage the printer inventory?
   a. This will be by the hospital desktop support.

46. Will there be a paid penalty for late payments?
   a. We pay in accordance to prompt payment regulations set up by the state.

47. Is there a plan to purchase new printers in the next 24 months?
   a. Not part of this RFP
48. Is there a system in place to replace printers? If so can you explain the process and if this will stay the same?
   a. This is a printer by printer decision to decide if the printer in place is doing the job needed.

49. Is there a plan or desire to move all printers to the network?
   a. no

50. What model of MPS program is most desirable by UT? “CPC, Cartridge Based Model, Pay for supplies and service calls and parts as you need them”
   a. This is one of the reasons why we have an RFP out. We want the bidding companies to present us their plans, and then make a decision on what is the best plan for UT Southwestern hospitals.

51. How does the current MPS model work for the MPS program at the Hospitals?
   a. We pay for the printing by the cartridge. The price of the cartridge supplies all maintenance and part. There is no set end of life for a printer.