

**MANAGED PRINT SERVICES****FORMAL REQUEST FOR PROPOSAL****ADDENDUM NUMBER: TWO (2)****NOVEMBER 17, 2020**

**THIS ADDENDUM IS ISSUED PRIOR TO THE ACCEPTANCE OF THE FORMAL RFPS. THE FOLLOWING CLARIFICATIONS, AMENDMENTS, ADDITIONS, DELETIONS, REVISIONS, AND MODIFICATION FORM A PART OF THE CONTRACT DOCUMENTS ONLY IN THE MANNER AND TO THE EXTENT STATED.**

**Q&A**

1. The RFP mentioned Vendor's Proposed Pricing Model for three (3) Year contract for Managed Print Services. However, the RFP also mentions a 5-year agreement. Can you please clarify if it's 3 years or 5 years? **Broward Health plans to award a three-year contract with two one-year renewals.**
2. Can you please specify the number of machines and the speed range requirements for each? **This will be determined by the proposer based on past experience and location.**
3. What is the current copy/print volume? **Volume pricing will be based on the tiers in the Response Requirements on the MPS Pricing Tab.**
4. Current incumbent information. **N/A, Broward Health does not currently have a MPS provider.**
5. Current pricing on the in-force contract. **Broward Health does not currently have a MPS provider.**
6. The Managed Print Response Requirements, Tab 2, MPS Pricing. Header section states, "Vendor's Proposed Pricing Model, Three (3) year Contract, Managed Print Services". Sub-header section states "prices held firm for the five (5) year period of the agreement". Please confirm the term of the MPS contract is 3 or 5 years? **Broward Health plans to award a three-year contract with two one-year renewals.**
7. Section B requirement 6. Please explain the specific requirements as it pertains to interfacing with Cerner, Nextgen and Invision. **The proposed solution must be able to support printing from this software, not interface.**
8. Is Secure Print through Cerner a requirement for Broward Health? Please describe the security concerns/requirements for Broward Health as it relates to Secure Print. **Yes, Secure Print through Cerner is a requirement. Both printing from the Windows print manager and queue printing from within Cerner. Secure Print by proxy cards (badges) is required.**
9. Section C part a requirement 3-8. Requirement 2 states that DNS would be a suitable naming system for MFPs but then states in requirement 3-8 that WINS is required. Would DNS be an appropriate naming system to satisfy requirement 3-8? **WINS and DNS are not mutually exclusive. Please specify technical abilities for each.**
10. Section C part a requirement 10. In order to track departmental and individual usage it would indicate that you are looking for a secure/centralized print management software. Please indicate if that is the case and highlight specific requirements around that workflow. (AD authentication,

Secure print release, etc) Broward Health is looking for centralized print management. AD Authentication and secure print release are required.

11. Section C part b requirement 2. What document management system is Broward Health referring to? Sharepoint and Network Shares.
12. Section C part b requirement 14. Please detail what you are looking for with this requirement. Is the pin code needed facilitating an Active directory authentication at the MFD? If AD Authentication is not available a PIN code can be used. Please specify abilities of the proposed solution.
13. Section I requirement 6. Please identify which SIEM solution is being used presently. Due to heightened security risks Broward Health cannot reveal that at this moment. Please provide examples of the systems with which you are compatible.
14. Term 3-year contract with year fixed cost? Will a 5-year term be considered? Yes, a five-term contract would be considered, however prior Board approval would be required.
15. Will Broward Health provide current monthly or yearly volume by asset type and distinguish between color and mono output? No.
16. Please provide minimum equipment configuration specifications such as number of paper sources, finishing capabilities, analog fax requirements, standalone cabinet vs desktop configurations? Vendor will provide equipment for use in the institution. Devices must be network attached and meet the requirements set forth in the RFP.
17. Based on the 43 locations provided, please provide current average monthly/yearly page counts for each device. That information is not currently available. Please use the total print tiers for pricing.
18. Can Broward Health share their current monthly/ yearly spend on MPS to provide a benchmark for future ROI? Not at this time.
19. Can Broward Health provide current number of networked vs nonnetworked print devices campus wide? All supported devices will be networked.
20. How many current computers are running on Windows 7 or prior (Win95/98/ME) and when will the migration to Windows 10 be completed? The Windows 10 migration will be completed by the end of 2020.
21. Will onsite space be provided by with the hospital district to store parts, toner and possibly devices for expedited service response times? Vendor will provide space requirements for devices. Limited space is available at each site.
22. Will the current help desk ticketing system be the primary method of communication for service and toner request? If so, what software operates that system? Yes, Broward Health utilizes Service Now work ticketing system.
23. Does the entire health system issue ID cards to their employees? If so, are they smart proximity chipped cards or mag stripe cards? All Broward Health employees are issued an employee badge that is a prox card for door entry.
24. Can specific minimum printing requirements be listed by device type? This will be determined by the proposer based on experience and location.
25. Please provide a current asset list of print devices (owned/leased, makes/models, serial numbers, locations, etc.). Broward Health is looking to replace the entire fleet.

26. Please provide 12 months of click volume history by device. **That information is not available, please use the total print tiers for pricing.**
27. Please provide current floor plans and process workflows. **This can be observed during the physical walkthrough.**
28. Are you seeking the MPS provider of choice to service your current fleet of MFP/Printers (walk in-take over) or are you seeking a complete refresh the current fleet? **Broward Health is looking to replace the entire fleet.**
29. After-Hours Support
  - a. Approximately how many print devices would be required for after-hours support? **After hours support would cover devices located in clinical areas.**
  - b. What locations are considered "main hospitals"? **Broward Health Medical Center/Salah Children's Hospital, Broward Health North, Broward Health Imperial Point & Broward Health Coral Springs.**
  - c. Please provide details of hurricane coverage requirements. **Hurricane coverage would include essential support only.**
30. Can you elaborate on "Broward Health may change copier models at various locations as the monthly copy volumes go up or down"? Will Broward Health be requesting to return/exchange equipment to the contractor or only relocate based on volumes? **Relocation would be the preference. If there is no option for relocation due to reduction in print volume proposed vendor may retrieve the device.**
31. What are Broward Health's document management solutions requiring direct scanning from MFDs? (e.g. OnBase) **Sharepoint and Network Shares.**
32. Please elaborate regarding, "Contractor will provide up-to-date multi-function printing device technology at no additional cost for all devices that are more than two (2) years old. All such model substitutions require the prior consent of Broward Health." Is this a hardware or software commitment? **Both.**
33. What is Broward Health's current IT Helpdesk platform? Does the current IT Helpdesk platform provide for client survey capabilities? **Broward Health utilizes Service Now work ticketing system.**
34. What is Broward's Health current SEIM solution? **Due to heightened security risks we cannot reveal that at this moment. Please provide examples of systems you are compatible with.**
35. Is USB drive print capability required on the provided print devices? **No.**
36. Which printing-related software is in place and will it remain? For example- Follow me Print, Secure Release...etc. **Vendor to propose a solution.**
37. Is equipment pricing required by device make and model, or only the base plus per click rates? **Broward Health is looking for a flat rate, per click charge.**
38. Please clarify the term of the contract: 3 years or 5 years? **Broward Health plans to award a three-year contract with two one-year renewals.**
39. Please clarify what are the required hours of service. Sections #e and #g have conflicting hours of service. **Service hours are considered 7am-7pm ET with afterhours upon request.**
40. When is the expected award date/implementation date? **Broward Health expects to award and begin contract negotiations in early 2021.**

41. Does Broward Health have a Production Print Center? Is it in scope? If so, where is it located? What production equipment is currently used? Would Broward Health be expecting your chosen vendor to provide equipment, services and labor at the print center? **Yes, there is a print shop and we would like this area to be considered in the assessment. We do not think anything will need to be replaced in this area.**
42. The Managed Print Response Requirements, Tab 2, MPS Pricing. Do we price out cost for Multifunction Devices and Non-Specialty Printers (MPS) on this Tab? **Pricing has been requested per click for each volume tier.**
43. Confirm pricing should be presented as a hardware inclusive cost per impression? **Yes, correct.**
44. For Multifunctional Devices, the cost per impression should include hardware, software, 4 trays, fax, stapling, usb print/scan, mobile printing, collating, folding, and hole punch functionality along with the outline service/maintenance requirements listed? If not, is there a basic configuration that should be offered? **Cost per impression count should be flat across the hospital, regardless of functions on the device.**
45. Do you have a current contract with RightFax direct with OpenText (RightFax)? Is your RightFax server on premise or in the cloud? **Broward Health does work with RightFax. The server is on premise**
46. Are you open to using a cloud-based offering, private or shared? **Broward Health would entertain a hybrid model, but printer usage must be available without connection to the cloud.**
47. Will firmware upgrades satisfy the requirement to provide up to date multifunction printing for devices that are more than 2 years old? **Yes, if the device is not end of life.**
48. Please elaborate on what you mean by interfaced with Cerner, NextGen, and Invision. Do you simply mean that the print devices being proposed be able to print jobs coming out of those three Broward Health applications? Or, do you mean that they also have the ability to report full print job status details back into those applications (bi-directional communication)? **Broward Health needs to ensure the printers that are provided have the drivers that would be supported by our EHR vendors.**
49. Is Broward Health also seeking the ability to influence or mandate printing behavior via policy printing (i.e. – recommending to the user at the time of print to change their print job from color to monochrome; showing that it will save the company \$XX.xx)? **Broward Health is open to that option.**
50. What document management solution does Broward Health use? **Sharepoint and Network Shares.**
51. Is Broward Health seeking authentication at the device by the user swiping his/her ID badge? **Yes.**
52. Does Broward Health wish to have a scanning solution integrated with RightFax, where the user is authenticated (versus general where the fax is coming from the device ID)? **Broward Health is interested in both solutions.**
53. Please elaborate on your intention of “secure faxes.” For example, are you referring to encrypted data files, only providing the ability to send faxes after a user has authenticated themselves at the device, or something else? **Broward Health wants to release jobs after authentication.**
54. What mobile print solution does Broward Health use? **None at the moment.**
55. Is the intention of this statement geared more towards printing security features on the document (i.e. – microfont, watermarks, etc.) or handling of the document (preventing unauthorized access to the device interface, preventing the printed document with PHI from sitting on the output tray of the printer without the authorized user present at the device, etc.)? **Handling of the document.**

56. Please elaborate on the extent of “encrypting data in motion.” Is Broward Health seeking software that is compatible with the print devices being proposed that can encrypt the print job for the full lifecycle of that data file (meaning from the print file generation in the application, all the way down to being printed on the printer)? **Encrypting data in motion is an IT security industry term.**
57. Is the Cost Per Print to include the equipment or can the equipment be priced out separately? **Equipment is to be included in the price. Do not price separately.**
58. Will you accept any modifications to the termination language in the RFP? **This may be discussed during contract negotiations with the awarded vendor.**
59. *Line 41: Provide multi-function printing devices in accordance with the specifications listed herein based on floor plan and workflow.*
- Where can we locate the specifications listed on floor plan and workflow? **Due to security concerns Broward Health will not be providing floor plans.**
  - Is there a list of current equipment you want us to replace? **Broward Health is looking to replace the entire fleet.**
60. *Line 42: Broward Health has the ability to change multi-function printing device models at various locations as the monthly copy volumes go up or down. Broward Health also has the ability to change multi-function printing device models at various locations for special situations without regard to monthly copier volumes, said request shall be within reason.*
- Can you please provide more details about to reasoning/goal/examples for the request listed on line 42? **Relocation would be preferred. If there is no option for relocation due to reduction in print volume proposed vendor may retrieve the device.**
61. **Owner-Direct Purchases.** *Because Broward Health is a tax-exempt entity, rather than reimburse a contractor for the costs of the materials or supplies, which would include sales tax, Broward Health may determine, in its sole and absolute discretion, it is in its best interest to use its tax-exempt status to purchase materials or supplies on its own directly from its own suppliers or from suppliers or subcontractors designated by an awarded Contractor. Contractor understands and agrees that in such event, Broward Health shall deduct from the awarded contract the cost of the materials and supplies and the amount of sales tax that would have been owed if the Contractor had made the purchase or the actual amount stipulated in the contract for such materials or supplies.*
- All supplies, consumables, labor and parts are included in our CPP cost, which would not be taxed. With that being said, would Broward Health still consider purchasing materials or supplies and deduct from the awarded contract the cost of the materials and supplies and the amount of sales tax that would have been owed if the Contractor had made the purchase or the actual amount stipulated in the contract for such materials or supplies. **No.**
62. *Line 63: Multi-function printing device scanning software running at the copier must provide scanning documents directly to the hospital's document management solution.*
- What scanning into a document management system does Broward Health use? **Sharepoint and Network Shares.**
  - Does Broward Health need the MFP to scan directly into it, or simply configure scan to email or folder where the system pulls in the scanned documents from there? **Broward Health would prefer direct scan abilities.**
63. **Supplier Diversity:** If a subcontractor being utilized by a contractor is certified by one of the Broward Health Certification Partners, must the subcontractor meet a requirement for where it's offices are located in order to participate in Broward Health's Supplier Diversity program? **Broward Health**

accepts various local, state, national and federal SBE, MBE, and WBE certifications to participate in the Supplier Diversity program see list in Section III, subsection D.

64. In order to meet the diverse vendor subcontracting requirement, does the subcontractors being utilized by the contract have to be registered with Broward Health at the time a contractor submits their RFP response? If no, will the awarded contractor be given the opportunity to have the subcontractor registered with the Broward Health's Supplier Diversity program? **As per Section III, subsection D, Supplier Diversity enhancements and Certified Diverse Vendor Subcontractor Requirements, all subcontractors utilized by the contractor to perform any work requested in this RFP must be a registered vendor with Broward Health. It is the contractor's responsibility to ensure that all subcontractors are properly registered with and approved by Broward Health prior to utilizing such subcontractor. Documentation of planned utilization **MUST** be submitted with the RFP response to receive the full evaluation points assigned to this section as indicated in this RFP.**
65. Line 106: Contractor will provide up-to-date multi-function printing device technology at no additional cost for all devices that are more than two (2) years old. All such model substitutions require the prior consent of Broward Health.
  - Please provide more information to the scope of this statement. Is this replacing current equipment or throughout the length of the contract? **Throughout the length of the contract.**
66. Line 137: Facility requires that media sent outside of our control should have multiple zeroization passes as well as degaussing. Are you able to meet this requirement?
  - Please provide more explanation for the about line 137. **This is a security requirement.**
67. Line 139: During the period that Vendor provides Basic Services for the equipment, Vendor will also provide software support.
  - Please provide more explanation on software support needed. Are you referring to the firmware updates and software required for the new devices? **Print release software support as well as firmware and drivers.**
68. Does Broward Health use a 3rd party secure scan software today with its MFD fleet? **No.**
69. Will BH provide an equipment pricing sheet? **No. Broward Health is only accepting a price-per-click.**
70. Will BH provide a list of equipment with usage and any lease end of term/buyout information? **Broward Health would discuss this with the awarded vendor.**
71. What lease term (36, 48, 60 month) is BH looking for? **Broward Health is not looking to lease, only pay per click.**
72. Is there an existing print policy in place? **Yes.**
73. What Security Information and event management system (SIEM) does Broward use? **Due to heightened security risks we cannot reveal that at this moment. Please provide examples of systems your solution is compatible with.**
74. Will BH provide a map with equipment plotted to show workflow, or will each respondent be given a chance to conduct an assessment? **The short-listed vendor(s) will be given a chance to conduct an assessment.**
75. In regard to BH's ability to change out machines during the term of the agreement. Is there a percentage that you are looking for, or are asking for the ability to make changes to the fleet at any time? **Broward Health is asking for replacement of the device at any time.**

76. Questions 1, 2, 3, 8, 9, 10, 11, 12, and 17 – If a list of equipment is provided, will the list of equipment include the configurations needed for each replacement? For example: "solution must have 4 paper trays." Are there existing desktop machines that have 4 trays on them? "Solution is able to output color prints." Are all of the machines going to be color? **Broward Health will not be providing a list of equipment at this time.**
77. Please describe your current mobile printing environment. If you are not currently using one, please describe the mobile printing solution that you are looking for. **Mobile printing is not being used at the moment.**
78. Scanner/Fax Software Requirements: Question 13 - Can you please explain the security features and functions that you are looking for? **Requirements are listed in the response requirements, provide your solutions' capabilities if you are not sure.**
79. Maintenance Services: Question 9 - Are you asking for consistent pricing when new models come out? If not, please explain further. **Broward Health is looking for a price-per-click model, regardless of the device.**
80. Delivery & Removal: Question 16 - Are you asking for charges for removal of old equipment and HD removal? **Broward Health will not be charged for either, we are looking for a price-per-click model.**
81. Question 17 - What is meant by zeroization passes and degaussing? Is this regarding HD removal? **Yes.**
82. Information Technology and Reporting: Question 6 - Regarding scanning to the health system, are you requesting a badge authentication system, or are you simply asking for the ability to lock the machine down and require the end user to log in before scanning? **Badge authentication with login backup.**
83. Basic Managed Print Services: Question 17 - this line says normal support hours should be 7am-7pm EST, but Question 1 under Maintenance Services says that maintenance service should be between 8am and 5pm. Could you please clarify? **Normal support hours should be 7am-7pm Eastern Time.**
84. Where is this provided? The Contractor will provide multi-function printing devices in accordance with the specifications listed herein based on floor plan and workflow. **Due to security concerns Broward Health will not be providing floor plans. Below is the square footage of our four main hospitals and corporate centers. Shortlisted vendors will be allowed to visit the sites for an assessment.**

Facility	Office Location	Square Footage
BHMC	1600 S Andrews Ave, Fort Lauderdale, FL 33316	1,200,000
BHN	201 E Sample Rd, Pompano Beach, FL 33064	535,683
BHCS	3000 Coral Hills Dr, Coral Springs, FL 33065	461,133
BHIP	6401 N Federal Hwy, Fort Lauderdale, FL 33308	304,000
Spectrum	1800 NW 49th Street, Fort Lauderdale, FL 33308	45,000
Spectrum	1700 NW 49 Street Fort Lauderdale, FL 33308	45,000
Information Services Center	1608 SE 3rd Ave, Fort Lauderdale, FL 33316	169,650

85. Is there any information to be provided on the current desktop printer fleet? Will there be an inventory or volume provided? **Volume is based on total print count provided.**

86. Is the expectation the selected vendor would replace all the existing desktop printers and replace with a new fleet? Or is the expectation that the selected vendor would take over service on the desktop HP printer fleet and replace the existing MFPs? **Broward Health is looking to replace.**
87. The statement is made that the term of the contract is up to 5 years. The pricing Tab on your spreadsheet is asking for 3-year pricing. How will this contract be structured? 3 year with two one-year renewals or 5 years. A 5-year term will provide a lower cost structure from vendors. **Broward Health is looking to initiate a three-year contract with two one-year renewals.**
88. What is the difference between Rightfax and Secure fax. **One is an application, one is a protocol.**
89. What is the current Document Management Software referenced in the Requirements. **Sharepoint and Network Shares.**
90. Which is the expectation for Service Support? Maintenance service will be provided during the hours of 8:00 A.M. to 5:00 P.M., Monday through Friday, excluding designated holidays. **Normal support hours should be 7am-7pm ET Monday through Friday, with on call for holidays and weekends.**
91. Please describe the interfaces that Broward Health envision developing with the API. **Broward Health will work with the selected vendor. Detail your abilities.**
92. What is the expectation of current software as it pertains to support for Windows 7 as referenced in K-8. **Driver and print release support.**
93. Are you asking as part of the RFP for the awarded vendor to replace all of your single function printers with new? **Yes, based on the need.**
94. How many single function printers are deployed in the hospital system, and can you provide a list with the make, model and accessories installed? **No.**
95. Who provides the toner and service on your single function printers and are those printers under a managed print program? **Broward Health expects the proposed vendor to provide.**
96. Can you provide single function printer volumes by device per month for the last year? **No.**
97. Are all single function printer devices networked? If not, please provide a breakdown. **All supported devices will be networked.**
98. Please confirm the number of MFP units deployed in the hospital System and can you please provide a list with the make, model and accessories installed? **Broward Health is not able to provide that list.**
99. Who provides the toner and service on your MFP Fleet? **Broward Health expects the proposed vendor to provide.**
100. Can you provide MFD volumes by device per month for the last year? **No.**
101. Are all MFD devices networked? If not, please provide a breakdown. **All supported devices will be networked.**
102. We appreciate Broward Health's stating that the RFP is an "Invitation to Negotiate". May vendors propose reasonable clarifications/variations to terms & conditions in our initial response? Or must we wait until after the Section III.B.6 selection process (Parts A to C) before Broward Health will negotiate contract terms with "the highest ranked Contractor(s)"? **This will be discussed during contract negotiations.**

103. Are there currently Broward Health or contractor staff dedicated to Managed Print and maintaining the current fleet? If so, how many and what are their roles? Are these staff currently under contract and if so when does that contract expire? **No.**
104. What is the total volume of prints and copies being produced broken down by color vs black and white and MFP's vs single function printers. **Broward Health does not currently have this breakdown.**
105. On your MPS pricing tab please provide a breakdown for the volume tiers you are asking for. What is the color volume vs B/W volume tiers? **Broward Health does not currently have this breakdown.**
106. On the response requirements document section "B" question 10, since this software resides on the client, how many "lite version" licenses will you be requiring? **Question is unclear.**
107. Is there any type of Print Management Software in use at Broward Health (Web Jet Admin, etc.)? **No.**
108. Is there a desire to have Mobile Printing deployed within the scope of this RFP? **Yes, Android and iOS.**
- If Yes, what type of mobile devices exist within the environment that need to be able to print:
    - Apple iPhones or other Apple iOS Devices (iPad or iPod Touch)
    - Android Phones or Android Tablets
    - Other manufacturer / models
  - Are the mobile devices company owned or personal devices?
  - Are company owned mobile devices restricted or locked down by an enterprise management software/solution in any way?
  - Do the mobile devices have the ability to operate using WiFi in the environment?
109. Does Broward Health use any type of Document Management System that needs to be taken into consideration within the scope of this RFP? **No.** If so, please provide details on the package, version and desired workflow. Also, will metadata need to be imported with the scan? How many metadata fields will need to be included? Please describe methods the DMS provides (hot folder, SQL, etc) for import of scan & metadata. With respect to the Broward Health users and how they are defined in Active Directory:
- Are all of these users defined in Active Directory? **Yes.**
  - Are there any users that need to use the solution who are not defined in Active Directory? **That is a possibility.**
    - Does the organization use a single ID card (proximity, magstripe, or barcode) or FOB for building or system access that users use? If so, please answers to the following: **Proximity badge.**
    - ID card / FOB type (Manufacturer and Model)? **HID**
    - Do all users at all locations use the same type of ID card or FOB technology? If not, please provide details. **Yes.**
    - Are user ID cards / FOBs defined in Active Directory or in a Security System? If a Security System: **Badges used for door entry.**
    - Is this a centralized system or independent per location?
  - Do all users authenticate to Active Directory for computer and network access? **Yes.**
  - If defined in a Security System, is there the ability to export user and proximity card data and import into the solution placed for this RFP? **Broward Health would discuss with awarded vendor.**
  - Do all locations utilize the same type ID card? If not please advise and denote differences. **Yes.**
110. Do all Broward Health locations have connectivity to the Broward Health Facilities network? **Yes.**

111. Is the Health System Facilities network segmented in any way (VLANs, etc.)? With respect to print servers:
- How many print servers exist in the environment that will need to function with the solution? **Broward Health is open to rearchitecting based on Print release requirements.**
  - Are all print servers dedicated to print or do these systems have other functions (Domain controllers, File servers, Email server, etc.)? **Yes.**
  - Are print servers centralized or distributed thru-out locations? **Servers are centralized.**
  - Is it possible to build a new print server environment for the solution so that new MFDs and network printers added to the environment can be implemented without impacting the current print environment? **Yes.**
112. Does Broward Health leverage data centers? **Yes.**
- If so, how many data centers relate to this solution? **Two.**
  - If multiple centers are in the environment, what network connectivity is in place between data centers? **2x 10Gb connections**
  - Is the data-center that hosts the organizations servers centralized or regional? Please provide locations and details. **Servers are centralized.**
113. What Server OS's are used by the organization (Please provide details):
- Windows Server 2003 / 2008 / 2008R2 / 2012 / 2012R2 **Broward Health utilizes 2008, 2012, 2012R2, 2016.**
  - UNIX / Linux
  - Other
  - Are the organizations servers physical or virtual? If virtual, what platform: VMware, Microsoft Hyper-V, other (Vendor and Version)? **Both.**
  - Does the organization have specific server requirements involving virtualization technology (HA, FT, VMware Site Recovery Manager, etc..) that should be disclosed for Failover, Fault Tolerant, or Disaster Recovery? **Include server minimum requirements in your proposal.**
  - What Windows client OS's are used by the organization: Windows XP, Windows 7, other? Are these systems: 32bit, 64bit, both? **Windows 7 in few instances and Windows 10 64-bit.**
  - What other desktop systems are used by the organization: Terminal Services, Virtual Desk-top, other? **VDI and RDP.**
  - Does the organization have the ability to push printer drivers and software to all client computers systems (Windows and/or Mac's) whether using Group Policies, login scripts, or other methods? If so, please provide details. **Yes, include the minimum requirements in your proposal.**
  - Please provide details about the network connectivity between locations as follows:
    - Network bandwidth between locations?
    - Estimated available bandwidth between locations?
    - What mission critical systems utilize this network connection now?

**Due to heightened security risks Broward Health cannot reveal that at this moment. Provide examples of systems you are compatible with.**
  - Do firewalls restrict traffic between locations? If so, can ports be open if required? **Due to heightened security risks Broward Health cannot reveal that at this moment. Provide examples of systems you are compatible with.**
  - Does the organization have any documents or diagrams that would assist in understanding server environment and network infrastructure? **Due to heightened security risks Broward Health cannot reveal that at this moment. Provide examples of systems you are compatible with.**
114. What VMware functionality (Site Recovery Manager, HA, FT, etc.) is available within the environment that can be incorporated into the solution to provide the HA/DR functionality? **Due to**

heightened security risks Broward Health cannot reveal that at this moment. Provide examples of systems you are compatible with.

115. With respect to network connectivity for locations:

- What type of network connectivity services each location? (Please give a summary of the various network connectivity types in place and associated bandwidth of each type).
- Are any locations restricted by limited bandwidth or network outages?

Due to heightened security risks Broward Health cannot reveal that at this moment. Provide examples of systems you are compatible with.

116. For faxing services:

- Will all in-scope MFDs be co-located with an analog phone line? **Possibly.**
- Does Broward Health currently have a centralized fax server system (RightFax or similar) in the environment that this solution should utilize for the sending/receiving of faxes? **Rightfax.**
- If a centralized fax server (RightFax or similar) is in the environment, please advise of the following:
  - What fax server is in place? (Manufacturer and version) **Rightfax.**
  - Does the fax server use scan to email or scan to folder as part of the current workflow for faxing? **Yes.**
- What volumes of faxes are received/sent on a monthly and annual basis per device? **Broward Health does not have this information.**
- Do faxes sent originate as paper documents or as files that are faxed? **Both.**
- Do you want inbound faxes to be routed to the recipient's workstation automatically using DID/DNIS routing? **Broward Health would be interested in the possibility.**
- Which telephony platforms does your company use today for voice? Do you use VoIP? What system? **Broward Health is currently in the process of migrating to a complete VoIP system.**
- Which email platform is used today? **Exchange and Office 365.**

117. With respect to host system(s), is there any requirement to print from any of the following system(s) – if so please provide details:

- Citrix - **Yes**
- SAP
- UNIX / Linux
- Mainframe
- Terminal Services - **Yes**
- Thin client systems - **Yes**
- Virtual Desktop systems - **Yes**

118. With respect to tracking and reporting of copy/print activity:

- Is there any requirement to track activity back to cost centers/school- whether related to the individual, department, locations, etc.? **Yes**
- Is there any requirement to export data so that it can be imported to a secondary system for accounting, reporting or chargeback purposes? **Yes**

119. What is Broward health's current distribution method for deploying print drivers? **GPO and SCCM.**

120. Does Broward Health have specific background check requirements that would be performed on vendor staff working on this engagement? **Yes.** If so, can you provide? **This will be provided to the awarded vendor.**

121. Who is responsible to remove and return the existing leased MFD's and SFP's at end of term? **Proposed vendor will work with Broward Health.**

**END ADDENDUM TWO**