

**ADDENDUM NUMBER FOUR
TO
JPL REQUEST FOR PROPOSAL (RFP) NUMBER WP-564774
FOR**

REPRODUCTION AND DUPLICATING SERVICES AT JPL

May 27, 2003

Except as specifically modified herein, this RFP remains unchanged.

Proposers are reminded that receipt of this Addendum must be acknowledged on Attachment A-1 to the RFP

Proposers are reminded that the issuance of any subcontract resulting from this RFP is subject to the Terms and Conditions of JPL's Prime Contract with NASA.

This addendum:

1. *Answers questions received through 12:00 Noon on Friday, May 23, 2000.*

Questions and Answers:

Question 1. In order to calculate the cost of the maintenance agreements for the JPL supplied equipment we need the serial numbers for the following equipment:

Xerox 6155
Xerox Docucolor 2060
Sun Ultra 2 Controller
Creoscitex 2000 CSX
Xerox Digipath

<u>Answer</u>	<u>Item</u>	<u>Model</u>	<u>Serial Number</u>
	Xerox DocuTech	6155	8VE-059200
	Xerox DocuColor	2060	PM7-326629
	Sun Microsystems Controller Ultra 2		HDD-710880
	Creoscitex 2060 color server 2000 CSX		YE5-002574
	Xerox DigiPath		
	Scanner	DigiPath Scanner	EF6704489
	Compaq CPU	AP 550	UW852240
	Sony Disc Drive	RMO S551	704184
	All Harmonics Raid Server	Harmonics 1	000721

Question 2. Security Document D- 7155, paragraph 1.4, states "different **categories of information** should be protected using different means and controls according to the risk and impact of their being altered, destroyed, made unavailable, or disclosed. The "Mission" (MSN) and "Business and Restricted Technology" (BRT) categories in particular have many varieties of sensitive information.

Given the services that will be provided, What category is the information to be processed by the provider?

If any information (even 1% of the total is MSN) does ALL security require MSN implementation?

Does the current provider have any Waivers as discussed in Security Document D- 7155, paragraph 1.6?

Answer The systems that the contractor will be responsible for are not categorized in the high risk MSN or BRT categories. The category for computer systems used by the contractor to support duplicating and distribution are ADM or Administrative.

Question 3. Security Document D- 7155, paragraph 1.4, also states "The **criteria for aggregating the IT resources into systems** to which IT Security requirements are implemented can be based on geographic location, function, or organizational ownership of the resource."

What is the grouping assigned to the IT resources employed by the provider to meet JPL's requirements?

Answer The grouping assigned to the IT resources is "All Computer Systems that support duplicating and distribution Services". The Systems interface with the JPL supported intranet and administrative servers and workstations via the JPL backbone. Network access is gained only through JPL supplied Hi-net ports installed near hardware locations. Off-site systems are connected to the JPL backbone.

Question 4. Anti-Virus Releases. Questions for JPL:

What is the criterion for issuing Anti-Viruses releases?

Are the releases analyzed for relevance by JPL prior to release?

Service failures caused by faulty releases by JPL will not penalize the provider, correct?

JPL provides Anti-Virus releases that the contractor can download from an internal JPL web site. JPL alerts personnel of new viruses and instructs on necessary downloads. In addition, the Contractor's System Administrator will be responsible for working with JPL Computer Security and other IT organizations to ensure computer security requirements are met. The Contractor's System Administrator will also be required to take computer security courses taught by JPL and should be certified and knowledgeable in computer security requirements.

Question 5. For our response to Attachment A-20, Section I, Item 8 (a), the use of off-site resources would result in a lower per-square-foot charge due to the moderate amount of activity. Would this be acceptable if service standards were maintained?

Answer All duplicating, printing and engineering reproduction must be done on-site. Large format color would be included in this category.

Question 6. For our response to Attachment A-20, Section III, Item 18 (a), the use of off-site resources would substantially reduce JPL's cost for this activity. Would this be acceptable if service standards were maintained?

Answer Please see above

Question 7. What is the total volume you are currently producing on the decentralized copiers, printers and multifunctional? I just need a total monthly number no break downs.

Answer The average monthly production for copiers and multifunctionals is 929,000. Statistics for desktop printers are not available.

Question 8. How much has this declined or increased over the past 12 months?

Answer Over the past 12 months the volume has decreased by 14%.

Question 9. What amount of the "distribution" requires folding, inserting into envelopes?

Answer Approximately 30% of the total distribution

Question 10. Can we get the actual CAD files of the floor plans of all the sites in their native formats (not the PDF's) but the actual program files they were created in?

Answer JPL will try to accommodate your request as soon as possible but because it is not readily available and has to be requested, it may not be issued on time for your use.

Question 11. What is the required response time for service in 171 for the 6155 and 2060?

Answer Call from Service Technician within one hour and arrival to perform service within four hours.

Question 12. Does JPL require the large format color scanning to be done on-site?

Answer Yes

Question 13. RFP - Vol. III 1.0, P.15 - Asks for a total price (per unit) in Attachment A-20, but states there is no guarantee of the volume of work. Specimen Contract - Article 3, 1.0, P. 18, asks for a total fixed price for contract services, but again states there are no guaranteed volumes except if there is a 25% variance from the historical data for the B&W and Color volumes. Does JPL want a price predicated on historical data (with itemized pricing) or are we going to be held to a per unit fixed price? There is also Attachment A-21, which references Attachment A-20 for volume. Variance does not matter when there is a minimum included; only when it is a CPC, please get clarification. Also, will we be non-compliant if we do not provide paper pricing?

Answer Please review Addendum No. 3, dated May 16, 2003 in regards to the clarification made to pricing as being "cost per copy". A proposal that does not respond with a unit price for each item in Attachment A-21 "Schedule of Prices" will be considered non-responsive.

Question 14. What kind of Internet access will JPL provide?

Answer JPL will provide the contractor with a supported gateway. The contractor will need to provide a T1 line coming into JPL.

Question 15. What kind of security will be required to use the Internet?

Answer Any computers accessing the JPL network will be required to have all security patches and virus protection up to date. Any computers accessing the JPL network must follow the requirements stated in the JPL Computer Security document D-7155.