QUESTIONS & ANSWERS
RFP#2019-09
COPIER LEASING SERVICES

ISSUED ON 09/03/2019

Question #1:

Would you accept 45 pages per minute equipment where you have asked for 50 pages per minute?

Answer #1:

No.

Question #2:

Can we know the type of equipment you currently have? Xerox, Canon, Ricoh, etc.? This can impact the type of credits we are able to apply that help us discount the equipment.

Answer #2:

Ricoh

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Question #3:

Please elaborate on the required machine dimensions for example (Height x Width x Depth)

Answer #3:

Width x Depth (Height is not an issue)

Question #4:

What are UPO's previous print/copy volumes?

Answer #4:

55-60 copiers … 25,000 copies approximately
25-45 copiers … 15,000 copies approximately

Question #5:

What should we base the service quote price on for the 36- month maintenance plan for year 1, 2, and 3 in appendix B?

Answer #5:

Based on the following:
- No minimum number of copies
- Price for each copy made
- Toner, staples and maintenance included in the price

Question #6:

For digitizing images what formats are documents being converted to?

Answer #6:

PDF, JPG, Microsoft formats

Question #7:

Will the scanning volume of 50,000 pages per month be done on all copiers or just one dedicated device at a work station?

Answer #7:

Scanning on copiers will be approximately 20,000 per month.

Scanning on workstation/scanning equipment could be up to 50,000 during the initial phase of the conversion from paper documents to digital documents.

Question #8:

What system are the documents being scanned into? A Shared folder? Document management systems such as SharePoint etc.?

Answer #8:

Microsoft SharePoint, email and network share

Question #9:

Referring to IV section 7 does the awarded bidder cover the return shipping of UPO's current equipment or if awarded have to cover only the provided equipment cost return at the end of the 36 month term.

Answer #9:

Current vendor will remove the existing copiers. New vendor will cover the cost of removal of new equipment after the contract period has ended.

Question #10:

Would UPO like secure printing with follow-me print for each user?

Answer #10:

Yes

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Question #11:

There are references made to electronic and hard copy submission for the formal RFP response document. Are both required or is electronic submission by itself acceptable?

Answer #11:

Electronic copy is acceptable and sufficient. Hard copy is no more required.

Question #12:

The RFP clearly states that the term is to be a 36-month initial term with two possible one year extensions, not to exceed a total of 60 months. In order to leverage a lower monthly lease payment, would UPO consider a 60-month agreement, so long as there is termination language suitable to both parties?

Answer #12:

Yes, we may consider this as an option.

Question #13:

On page 4, section IV. Scope of Work, A. Equipment, Item #1, the last sentence reads "If additional equipment is needed within the offices prior to the expiration of the contract, any new equipment will be provided at the existing contract price for the awarded category." Can you please clarify this statement? Does this mean that you wish all equipment placed within the contract period to have the same lease termination date, in other words, do you want the lease to be co-terminus? For equipment placed under a

co-terminus lease, after the initial implementation, the monthly payment of that equipment would be higher than equipment placed under the initial implementation. While the price per device is the same, the time is compressed into a shorter duration, causing the monthly payment to increase. Please clarify and acknowledge your intent.

Answer #13:

If any additional equipment is needed after the original contract is signed it should be priced according to the remaining contract period.

Question #14:

Under your request for supplies to be included, does that requirement include toner *and* staples or just toner? Please clarify.

Answer #14:

Toner and staples

Question #15:

On page 11, section VII. Proposal Requirements, A. General Requirements, item # 4, the last sentence reads "The responses should describe the most favorable terms and shall remain firm for 120 days from the bid opening date." Since the RFP states that the intent is to implement on or about October 15, 2019, would UPO allow the pricing to remain firm for 90 days as opposed to 120 days? There may be a financial impact to holding pricing firm for over 90 days.

Answer #15:

Yes, Amendment#1 has been issued and posted on the UPO website.

Question #16:

How many total users need to be considered for this project?

Answer #16:

250 users.

Question #17:

Will UPO share the monthly average print/copy volumes for each current device, or at a minimum, for the fleet as a whole?

Answer #17:

Print/copy volume should be identified by user and by cost center.

Question #18:

Does the organization use an ID card (proximity or magstripe,) or FOB for building or system access

that users use? If so, please answers to the following:

    a.   ID card / FOB type (Manufacturer and Model)?
    b.   Do all users at all locations use the same type of ID card or FOB technology? If not, please provide details.
    c.   Are user ID cards / FOBs defined in Active Directory or in a Security System? If a Security System:
    d.   Is this a centralized system or independent per location?
    e.   What ability is there to export ID card / FOB data to a file?

Answer #18:

a. HID Proximity
b. Yes
c. AD
d. Centralized
e. No

Question #19:

Do all users authenticate to Active Directory for computer and network access?

Answer #19:

Yes

Question #20:

Can we get a sample card to Test?

Answer #20:

Yes

Question #21:

What Server OS's are used by the organization (Please provide details): i.   Windows Server 2008R2 / 2012 / 2012R2 / 2016?

Answer #21:

Windows Server 2012R2 and 2016

Question #22:

Are the organizations servers physical or virtual? If virtual, what platform: VMware, Microsoft Hyper-V, other (Vendor and Version)?

Answer #22:

Both - Microsoft Hyper-V

Question #23:

Are Apple Macintosh computer systems used in the environment?

Answer #23:

Yes, One MAC PC and a number of iPads

Question #24:

Are Apple Macintosh systems managed or unmanaged?

Answer #24:

Unmanaged

Question #25:

Please provide details about the network connectivity between locations as follows:

a.   Network bandwidth between locations?
b.   Estimated available bandwidth between locations?

Answer #25:

UPO has several locations with the minimum of 20MB to small remote offices and 100MB to larger locations

Question #26:

a.   How many print servers are within the environment related to this project?
b.   Are the print servers centrally located or distributed throughout the environment to various locations? If distributed, please provide locations.
c.   Are all of the print servers using a Windows Server OS (2003, 2008, 2012.2016)?

Answer #26:

a. 5 print servers
b. Print servers are distributed; five (5) different locations within Washington DC Area
c. Windows Server 2012

Question #27:

Does the organization currently use any cloud-based services and/or technology (Google Drive, Microsoft Office 365, Box, or other SaaS solutions)?

Answer #27:

Microsoft Office 365

Question #28:

What email system is used by the organization?

Answer #28:

Hybrid configuration – Exchange 2013 on-premise and office 365

Question #29:

With regard to the Optional Document Digitization, is this in one central location or across the enterprise in various departments?

Answer #29:

One central location for mass conversions, however, each copier should have reduced/limited capabilities as well.

Question #30:

Is digitization of paper-based document being done today and if so, how is this being accomplished?

Answer #30:

Conversions are planned, starting in 2020.

Question #31:

Are the Multi-function Copiers being used to support this scanning? If not, is there a preference to do that or would having a dedicated scanning station(s) be preferred?

Answer #31:

Yes, MFC are being used to support scanning.

Question #32:

What is the final destination of the scanned documents?

Answer #32:

Email, Microsoft SharePoint, Network share

Question #33:

Are there any Cloud destinations?

Answer #33:

Office 365

Question #34:

What File formats are needed and/or desired?

Answer #34:

PDF, word and image

Question #35:

What type of documents are being scanned?

Answer #35:

Text, photos and images.

Question #36:

Are there mixed-sized originals?

Answer #36:

Yes

Question #37:

Will there be a need to share the digitized documents with users and/or user groups within the enterprise?

Answer #37:

Yes

Question #38:

How many data centers is the solution placed via this RFP required to function with?

Answer #38:

One

Question #39:

Is there any requirement for this solution to function within a Disaster Recovery or Fault Tolerant configuration? If so, please provide details.

Answer #39:

No

Question #40:

Are the print drivers going to be centrally managed?

Answer #40:

On each print server.

Question #41:

"Seamless integration to Microsoft Network"- do you mean Windows Active Directory, Office 365 Azure. Other? Please elaborate.

Answer #41:

Both Windows Active Directory, Azure AD and Azure AZ SSO

Question #42:

Is there a need for mobile print from outside the network?

Answer #42:

Yes

Question #43:

Equipment A & B specs are for a minimum requirement of 60 ppm color and black & white devices. Will you except 55 ppm devices color and black & white devices?

Answer #43:

No.

Question #44:

Equipment C & D specs are for a minimum requirement of 50 ppm color and black & white devices. Will you except 45 ppm devices color and black & white devices?

Answer #44:

No.

Question #45:

Optional – Document Digitalizing: Equipment and software to convert up to 50,000 pages per month. Are you currently using Equitrac to convert the documents?

Answer #45:

Yes, but only scan to email. A solution is needed with native integration with SharePoint 2013.

Question #46:

Where are you scanning documents into a repository? Can you elaborate?

Answer #46:

Currently, documents are not being scanned to a repository.

Question #47:

Do all devices need to be able to scan to Microsoft applications?

Answer #47:

Yes.

Question #48:

Can this be line itemed separately as part of the Optional Document Digitalizing?

Answer #48:

No.

Question #49:

For Question #4 on the posted Q&A, are those volumes monthly or annually?

Answer #49:

Monthly.

Question #50:

Is there a breakdown of BW vs Color?

Answer #50:

No.

Question #51:

Do the space requirements you list per machine type include service space or are they just for the machine itself?

Answer #51:

Just for machines.

Question #52:

How strict are the space requirements listed in the RFP? RFP asks for 54x30 inches; is there room for 57.9x26.2 inches?

Answer #52:

Yes.

Question #53:

Are you looking for a separate scanner to handle the work of digitizing?

Answer #53:

Yes.

Question #54:

Will the work (50k scans) be consistent throughout the term of the lease (36 months)?

Answer #54:

Not necessarily.