

**RESPONSES TO WRITTEN QUESTIONS
COPIER LEASING SERVICES
RFP#2021-01**

ISSUED ON 02/08/2021

Question #1:

Do you want provider to support your existing HP printers for service and supplies under a separate maintenance agreement by providing a cost per page model? We do not see an area to provide the pricing in Appendix B?

Answer #1:

Yes, please add the cost Quotes for the other costs section.

Question #2:

Do you have average monthly print volumes for the HP printer fleet over the last year and/or prior? Do you feel these print volumes are accurate considering how COVID has impacted printing in your organization?

Answer #2:

We do not have a monthly average. The print volume is for the lifetime of the printer.

Question #3:

Can you provide parameters for your tolerance of right-sizing the HP desktop printers? Should we make our recommendation based on the information provided along with some assumptions without having done a print assessment?

Answer #3:

Please make a recommendation for the right sizing for the HP Desktop Printers.

Question #4:

Are any of the HP printers used for specific applications such as check-printing (MICR), custom labels, etc.?

Answer #4:

No

Question #5:

You reference “user code” authentication and “card” authentication, what is the preferred method?

Answer #5:

Card Authentication with AD login

Question #6:

How many “Billing codes” do you have?

Answer #6:

Exact number is not available. Around 100-150.

Question #7:

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

Answer #7:

SharePoint on-premise and online, Office365 OneDrive, Shared network folder, Email.

Question #8:

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

Answer #8:

420 users

Question #9:

Does the organization use an ID card (proximity or mag-stripe,) or FOB for building or system access? That users use? If so, please answer the following questions:

- 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 #9:

- a. HID ID Card FOB for building access system.
- b. Yes.
- c. We want the ID card to work with Active Directory seamlessly.
- d. Currently, the system is decentralized. However, we are planning to implement a centralized system in the near future.
- e. No, we need a process to register card info for the new system.

Question #10:

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

Answer #10:

Yes

Question #11:

Can we get a sample card to Test?

Answer #11:

Yes, we plan to implement new centralized controlled access to UPO's Buildings and use the same cards for the copier.

Question #12:

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

Answer #12:

Windows Server 2016

Question #13:

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

Answer #13:

VMWare and Hyper-V

Question #14:

Are Apple Macintosh computer systems used in the environment?

Answer #14:

We have one MAC computer and iPads

Question #15:

Are Apple Macintosh systems managed or unmanaged?

Answer #15:

Unmanaged

Question #16:

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

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

Answer #16:

- a. Some locations have 100MB point-to-point connection and the rest are connected using VPN to the main HQ location
- b. Most location has 100MB internet access line.

Question #17:

How many print servers are within the environment related to this project?

Answer #17:

6 printer servers

Question #18:

Are the print servers centrally located or distributed throughout the environment to various locations? If distributed, please provide locations.

Answer #18:

Printer servers are located in six locations.

Question #19:

Are all of the print servers using a Windows Server OS (2003, 2008, 2012, 2016)?

Answer #19:

Printers are using Windows Server 2012

Question #20:

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

Answer #20:

Yes, Microsoft Office 365

Question #21:

What email system is used by the organization?

Answer #21:

Exchange on-premise and Exchange Online

Question #22:

What is the final destination of the scanned documents?

Answer #22:

SharePoint on-premise and Online, Office365 OneDrive, Shared network folder, email.

Question #23:

Are there any Cloud destinations?

Answer #23:

Office365 OneDrive

Question #24:

Do you want the solution to include “Staples”?

Answer #24:

Yes, and hole punch

Question #25:

Do you need any secure locker storage?

Answer #25:

No. only secure print

Question #26:

Please confirm when submitting electronically no hard copies of the response are required?

Answer #26:

Confirmed. No hard copy of proposals required.

Question #27:

What is the total number of devices requested 36 (Appendix C) or 34 page 7 Section C with 18 Ricoh replacements?

Answer #27:

The total number of units are outlined in Appendix C. If new office locations are opened, this number may change.

Question #28:

How long will the vendor get for the assessment period?

Answer #28:

The question is not clear.

Question #29:

If additional equipment is required – Should it be CoTermed ending with the main fleet or just the contracted price with a new 36 month period?

Answer #29:

Yes, co-termed with the main fleet.

Question #30:

A Do all of the locations have loading docks/areas with freight elevations?

Answer #30:

No dock or freight elevations except one location.

Question #31:

Are there more than 7 steps in the delivery path of any location?

Answer #31:

No

Question #32:

Could you please clarify the dimension bullet you have under Equipment A and B lists. Are those W x D dimensions? There are no A3 machines when configured with accessories that will meet what is listed.

Answer #32:

For equipment A: Base machine without the finisher is W x D x H (inches): 23.1 x 27 x 37.9.

The finisher is W x D x H (inches): 25.4 x 24.4 x 37.8 - Finisher SR 3140

For Equipment B: W x D x H (inches): 23.1 x 27 x 35.9 - does not have a finisher.

For Equipment C: We are looking for Desktop and not a floor model for smaller locations.

Question #33:

What type of ID cards or FOB's are you using that would authenticate the machines?

Answer #33:

HID ID Card. We are also in the process at looking at new HID ID card system that will be utilize for both Door entry system and copier.

Question #34:

On Appendix D, what do those counts represent? The lifetime of the unit? An annual number of copies made? It is unclear

Answer #34:

Lifetime of the unit.

Question #35:

For Equipment list B, there is no requirement for a finisher. Just want to verify that is correct and not missed.

Answer #35:

Yes, don't need a large finisher.

Question #36:

Would UPO allow a walk thru of the various locations for a site survey prior to the response due date?

Answer #36:

Yes – please refer to Amendment#1 posted on the UPO website.

Question #37:

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

Answer #37:

Please refer to Answer #32.

Question #38:

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

Answer #38:

SharePoint, Office365 OneDrive, Network share

Question #39:

Are the “total Copies/prints column” in appendix d usages annual? Or monthly.

Answer #39:

Life time

Question #40:

Are the print drivers going to be centrally managed?

Answer #40:

Yes

Question #41:

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

Answer #41:

Yes

Question #42:

Minimum equipment configuration requirements:

- a. Equipment A: will you accept 55 ppm devices instead of 60 ppm?
- b. Equipment B: will you accept 45 ppm devices instead of 50 ppm?
- c. Equipment B: will you accept 25 ppm devices instead of 30 ppm?

Answer #42:

- a. No
- b. No
- c. No

Question #43:

What are UPO's monthly estimated print/copy volumes for Equipment A, B and C?

Answer #43:

Please refer to Answer #2.

Question #44:

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 #44:

The service quote should be based on the Current Ricoh fleet of MFP. However, we are also looking for separate service quote for the HP desktops.

Question #45:

Would UPO consider a 60-month lease agreement instead of 36-month plus 2 extensions?

Answer #45:

No

Question #46:

Does UPO currently use (proximity) ID cards?

Answer #46:

Yes

Question #47:

Are they required in all locations?

Answer #47:

Yes

Question #48:

Is it centralized or independent per location?

Answer #48:

Centralized

Question #49:

Question 5 under B. Maintenance/Service (page 6 of 16): The contractor shall provide separate pricing for maintenance and service for the fleet of HP desktop printer devices outlined in Appendix D.

Would you like the agreement combined to include all parts, labor and toner for the printers?

Answer #49:

Yes

