



## Managed Print Services Request for Proposals

### ***Questions and District Answers from Pre-Bid Phone Conference and Written Requests***

**Q. Can you please provide a list of printers with print volumes for each.**

A. Yes, please see attachment *Gainesville City School System Copiers and Print Volume of Current Devices.xlsx*. Also please refer to page 21 where we describe each of the categories of MFDs desired and the number for each category.

**Q. Will desktop MDFs (printers) be included in this lease agreement?**

A. Yes all desktop MFDs will be included in the lease agreement.

**Q. Will the award winner be expected to handle return/shipment of the current devices?**

A. No, the district will work with the current contractor to handle return/shipment of the current equipment.

The award winner IS responsible for shipping and installing all new devices. The district does not have pallet jacks, loading docks and cannot accept double stacked pallets. Freight delivery may be problematic at some sites. All logistics regarding delivery will be discussed with the award winner.

The award winner IS responsible for installation, configuration and ensuring every device is fully working before walking away.

**Q. Please share the price schedule A-E.**

A. See attachment *Gainesville City Schools Managed Print Services Pricing Schedule Template.xlsx*.

**Q. Page 24 mentions quarterly billing. Are you willing to entertain monthly billing for the hardware lease and quarterly billing for usage?**

A. Yes

**Q. The RFP mentions that you are currently using PaperCut for secure release, is the district current on maintenance and support for PaperCut? What version are you running and how many endpoints are part of the solution?**

A. We are using the current version of PaperCut. Maintenance is expiring this month. We have approximately 150 devices included as endpoints.

**Q. Are you using Microsoft Active Directory for authentication?**

A. Yes

**Q. Are you using rules for page count thresholds or is it just for counts?**

A. Today we use PaperCut for counts. It is the intention of the district to move towards page count thresholds in the next lease.

**Q. What kind of cards are you using for secure release?**

A. We use HID Prox cards.

**Q. Do you use Papercut with the desktop MFDs?**

A. We do not use it to set thresholds or secure release. We do use to record page counts.

**Q. Should we include card readers on Desktop MFDs?**

A. No

**Q. Regarding eGoldFax, do you want to keep your current provider because you do not want to lose the fax numbers you have in place?**

A. That is correct. We do not want to have to change fax numbers. If you wish to make an alternative proposal, the RFP does provide options for a bidder to do so.

**Q. Are you wanting analog fax boards in the copiers?**

A. No.

**Q. Can you provide fax volumes – inbound and outbound?**

A. See attachment ###.

**Q. Please explain the need for OCR.**

A. Teachers want to scan non-editable documents and be able to manipulate and search the scanned version. Another example is wanting to search a long student record.

**Q. On the requirements for a high-volume monochrome copier, you list a requirement of 75 pages per minute. Would you accept 70?**

A. You can propose this through an alternative proposal. We want an answer to our specific types before you provide the alternatives.

**Q. How many locations (schools and offices)?**

A. There are 13 locations. There are several locations that are multi-building campuses

**Q. The last time this was up for bid, there were desktop printers not MFDs; just clarifying – you do want MDFs for desktop devices?**

A. Yes

**Q. What are the contract terms?**

A. 5 years with the option to renew for 2 years.

**Q. What is the length of your current contract?**

A.

**Q. Will you require a presentation?**

A. We won't require it but we've left ourselves the option to request one.

**Q. When would the presentation take place?**

A. Between April 11 and 14.

**Q. Do you have a current incumbent manufacturer?**

A. Sharp copiers and some HP and Kyocera desktop MFDs.

**Q. Under section 19, third paragraph, you discuss meter readings and mention that a technician would need to do manual meter readings if the device is not networked. Do you have a percentage or an approximate amount that would not be a connected device?**

A. By default, all devices are connected. However, there are times (summer especially) when devices may be unplugged.

**Q. How much toner do you want to store in-house?**

A. Toner must go to the location where the device is located. It will not and cannot be stored centrally. Schools do not have storage room for large quantities of toner. It should only be delivered when the device indicates that it's low on toner.

**Q. On page 22, you mention that all tickets need to be entered by contractors, service dispatch and they must be emailed in real-time. If we have software to allow the you to have full visibility into the account meaning supply issues or service calls, would that be sufficient?**

A. That is sufficient.

**Q. Would you accept the proposal with two separate invoices. One for leasing and one for service?**

A. Yes.

**Q. Do you want staples included in the service agreement?**

A. No, it should be a separate billable item.

**Q. Regarding configurations on the mid- and large- size copiers, you mention a 4-drawer minimum. Would it work if one of the drawers is a tandem, meaning it pulls paper from both sides?**

A. We are looking for paper capacity rather than number of drawers.

**Q. Will GCSS sign commercial third-party lease documents?**

A. Upon review and approval from our attorney, we are willing to sign 3<sup>rd</sup> party lease documents. There will be significant stipulations from the attorney regarding wording on lease agreements (must state that the agreement is for one year and renews annually), termination (must give opt-out if funding is not available), governing laws (must be GA) and indemnification (the school district cannot indemnify).

**Q. Are any federal funds going to be used for the contract?**

A. No

**Q. Would the Gainesville City School System be amenable to participation in a cooperative purchasing agreement for this RFP?**

A. Gainesville City Schools will consider pricing from Georgia's Department of Administrative Services Statewide Contracts (SWCs)

**Q. What is the term of the contract? (On page 23 Section 15. Common expiration dates, it is mentioned that all contracts shall have the same termination date, namely June 30, 2027 (4 Years). On page 45 section 5.8/5.10 the RFP asks for a 60-month contract.)**

A. Please see amended RFP with corrected and consistent information.

Each Copier/MFD placed under this Contract shall have the same termination date, namely June 30, 2028 (60 Months) with the option of renewing the Contract under identical terms and conditions on a monthly, quarterly or annual basis for up to two (2) additional years once the initial sixty (60) month term expires.

**Q. How many MFPs will be using papercut?**

A. All except the desktop MFPs

**Q. Given that your papercut license will soon expire, would you extend it or need brand new licenses?**

A. The winning bid will include support renewal and device licensing costs.

**Q. What is the total number of lines to port?**

A. 15