

Shawnee Mission School District
RFP 24-001 – Print Fleet, Print Shop, and Print Management Services
February 5, 2024

Addendum No. 2

CLARIFICATION REGARDING THE NUMBER OF PRINT SHOP EMPLOYEES:

Previous addenda erroneously communicated that the District's Print Shop has three (3) employees; the correct number of Print Shop employees **is four (4) employees**. This clarification supersedes any previous communications regarding the number of Print Shop employees.

The following responses address questions submitted by vendors on January 31, 2024; responses to the questions are indicated in **bold**. If you feel that a question has not been addressed, please contact Reed Beebe at purchasing@smsd.org as soon as possible.

1. Is the District's Fiery software embedded or external?

Embedded.

2. Would you prefer vacuum feed on all production equipment?

The District does not have a strong preference and would defer to the vendor's guidance in their RFP responses.

3. Hole punch -- do you want standard 3 hole or GBC. If GBC what die do you need. IE 44/1?

The District has historically used the standard 3-hole. The District's preference is to use a punch pattern that is compatible with previously completed work. If GBC would maintain that compatibility, the District is open to considering it as a part of a vendor's response to the RFP.

4. Seventy-one (71) of these machines are desktop printers. Would you need Papercut on these as well?

Yes. Every managed device as part of the managed print services contract will need the capability of monitoring/auditing the number of clicks generated for potential charge-back to internal District departments.

5. Will we have the ability to contact the existing employees at the Print Shop for employment? Would you be able to supply contact information for them?

If needed, the District can work to facilitate communication between existing employees and any new vendor selected through the RFP process.

6. There are several controller options available. Do you have specific requirements on what the controller is capable of or a preferred brand, ie. Fiery?

All the Print Shop print devices utilize Fiery Print Controller; however, the District is open to considering equivalent controller options.

7. Do you utilize add-ons such as Fiery Impose or Job Master currently?

Yes.

8. What are your color calibration practices?

The Print Shop team currently leverages the Fiery tools that are available.

9. Do you calibrate regularly? If no, are you satisfied with the color consistency?

The Print Shop team calibrates regularly, and is satisfied with the color consistency.

10. Do you use a device such as an ES-2000 to calibrate the Fiery if this is currently being done?

Yes.

11. Do you have to edit colors or make changes to the device to get the desired color or quality for specific jobs?

No.

12. Do you run into jobs where front / back position alignment is important and do they currently run into issue where it can be challenging getting these to line up?

Yes; if so, the Print Shop team uses the software to make adjustments.

13. Do you prefer equipment configured with tools to make color and position adjustments easy and automated?

If this is a question in reference to the Print Fleet in the buildings, the District would want a solution that requires as little additional adjustment on the part of the individual printing as possible. If the question is in reference to the Print Shop, the District would be interested in receiving a vendor's recommendation on the benefits of such features.

14. When stating "booklet finisher", what are the finished book requirements? Size, # of pages, type of paper... 2-4 staples etc.. Is face trim required? Is full bleed books required? How many books are being ran / month / device?

Small run books (under 100-150 in quantity) that do not bleed are run through the machine, two to five sets per program. Large quantity books and books that require full bleed are printed and trimmed down and run through the booklet maker which can do up to 20 sets. The number of books being run through the devices varies from month to month.

15. Could you please provide the current contract/agreement with Ricoh for managing the printshop?

The District will not be providing current contracts or agreements via the RFP process; however, copies of current contractual documents may be requested via the Kansas Open Records Act (KORA). Such KORA requests should be emailed to davidsmith@smsd.org.

16. How many hours of overtime did the Print Shop accrue in the last 2 years? What projects typically cause the printshop to require overtime?

At the beginning of the academic year, there is generally a spike in needed print jobs. However, this spike requires minimal overtime.

17. Does the Print Shop have the same cost per impression as the printer fleet in the schools?

No; the Print Shop devices have different cost impressions from the printer fleet in the schools.

18. Please confirm the number of “CoverBind” (glued) books on a monthly/annual basis?

The District can provide an Excel spreadsheet listing monthly “CoverBind” volume; please email purchasing@smsd.org to request a copy of this spreadsheet.

19. How much are you spending on the “CoverBind” Thermal Covers per month (annually)?

Approximately \$20,000 annually.

20. Can we get a report from Papercut Job Submission regarding types of jobs and quantities for the last 12 months for jobs sent to the print shop?

The requested Papercut Job Submission information has been incorporated into the data listed in the RFP, or the available Excel spreadsheets that are referenced in the RFP.

21. Does the Print Shop staff provide any non-print related duties?

They do not.

22. Is there any graphic design work or editing being done at the center?

Yes; this is done by the Print Shop staff.

23. District internal staffing/deliveries: what other services are being performed by these district “couriers” today?

The delivery drivers employed by the District also deliver other items (furniture, interoffice mail, supplies, etc.) from the District’s warehouse location to other District locations, and also transport such items between different District sites.

24. Is the District open to alternative finishing options?

The District is open to considering alternative finishing options that are clearly identified as alternative options. The District would like base proposals to maintain current finishing options, or equivalent.

25. How does the District approach the replacement schedule/need of owned equipment while under maintenance contract?

The District would manage the replacement schedule/need of any owned equipment while under a maintenance contract.

26. Regarding the wide format devices (Roland and Xante); How are the supplies being purchased? Is service time and materials covered under the contract? If purchased separately, how much did the District spend in the last year on supplies for these devices?

The District currently purchases supplies (paper stock, binding materials, etc.) on behalf of the incumbent vendor. The District spent approximately \$60,000 with suppliers to acquire supplies for the Print Shop. The District is open to considering allowing the selected vendor to purchase these supplies directly, if there is a cost or workflow benefit for doing so.

27. Could you please provide the current contract for the Printer Fleet and Print Shop equipment; including any addendums?

The District will not be providing current contracts or agreements via the RFP process; however, copies of current contractual documents may be requested via the Kansas Open Records Act (KORA). Such KORA requests should be emailed to davidsmith@smsd.org.

28. Does the Printer Fleet need to integrate with any fax server or system?

No, it does not. All FAXing capabilities are handled by a separate system.

29. Are there any restrictions on job size that is printed at the individual schools (example - any jobs over 50 pages sent to Print Shop)?

The District desires the ability to send jobs of certain sizes to be sent to the Print Shop. Currently, a person using a fleet printer will receive a suggestion that a job of a certain size should be sent to the Print Shop. The District would like the ability to continue this as well as enforce sending those jobs should District leadership decide that is necessary.

30. Have the volume trends across the fleet since 2022 been steady, increasing or decreasing? If other than steady, please provide details regarding trends.

Printing in the District is very cyclical. The District has peaks and valleys in its printing volumes across a given fiscal year. Since 2022, those volumes have been, for the most part, steady with a slight upward trend.

31. Print Shop: Tab work/Tab requirements. Does the Print Shop do a high volume of tabs? Do you print on the tab itself?

The District has minimal tab work requests, and currently does not print on the tab itself.

32. Print Shop: What is the largest in-line booklet you can print today? Is 3-knife trim a requirement?

Largest in-line booklet is currently 80 pages; a 3-knife trim is not a requirement.

33. What helpdesk ticketing system does the district use today? ServiceNow?

Initial contact for “printing issues” in the District comes to the district’s ICT team via Web Helpdesk. ICT staff members then ascertain if it’s an issue on the part of the District or an issue requiring Ricoh’s help. Contact with Ricoh is done outside Web Helpdesk.

34. Are there any other finishing requirements that you would like to have optioned? For example, the need for inline punching of books, specifically coil bound books?

The District currently does not identify any finishing requirements beyond what is currently utilized in the Print Shop.

35. For existing Fiery controllers are you using any Fiery application software licenses such as Impose, Compose, JobMaster, etc.?

The District uses Impose.

36. Can you please provide job descriptions for the three Print Shop employees / contractors?

As the Print Shop employees are not direct employees or contractors (these employees are engaged by the current vendor, Ricoh), the District does not have job descriptions available for these employees.

37. Can you provide the annual dollar amount of print work currently being completed by offsite commercial print vendors? Can you identify the types of print work that is going to these offsite vendors? Top 3 jobs? Any Wide format or poster work?

The District generally does not engage offsite commercial print vendors for wide format or poster work, and any applicable expenditure information has not been tracked by the District. Vendors for the production of yearbooks and newspapers are utilized on a routine basis, but these items have specialized print and production needs that are outside the scope of the RFP.

38. Is Mail Services or other duties a part of the Print Shop current responsibilities? Would you like it to be?

The District currently is not interested in mail services for the Print Shop, although vendors are welcome to submit information regarding mail services to the District for consideration as an alternative feature or solution.

39. What areas of improvement (other than the current delivery process) would you like to see in the Copy Center services?

The District is generally pleased with current Print Shop capabilities, and other than the transportation issues (which are currently managed by the District) has no identified areas of improvement at this time. As noted in the RFP, the District is interested in possibly creating a means to identify and prioritize "rush orders" that might require more prompt processing. Also, vendors are welcome to suggest new capabilities or improvements for the Print Shop as an alternative feature or solution.

40. Are Print Shop completed jobs charged back to respective departmental / school budgets or is under one cost center?

Print Shop jobs are charged back to respective departmental/school budgets.

41. How many physical locations are assets located?

An Excel spreadsheet listing current print devices and site locations can be requested by emailing purchasing@smsd.org.

42. How many networks capture printing devices?

Due to security concerns, the District will not discuss its network infrastructure via a public RFP process. However, for context, proposed solutions should be able to work across a sophisticated, secure Local Area Network/Wide Area Network infrastructure that practices good network segmentation for security purposes. The District will confirm network needs with the selected vendor(s).

43. What type of server(s) capture printing devices? Windows Server 2003/R2, Windows Server 2008/R2, Windows Server 2012, XP?

The District uses Windows Server infrastructure for print servers. The District will not be providing specifics on the platform via a public RFP process, for security reasons. Proposals should list a vendor's platform options and requirements. The District will consider these platform options and requirements in evaluating proposals.

44. What are your start & end IP addresses and the correlating physical location?

This is not information that the District will divulge in a public RFP process due to security posture protocols.

45. Within each network/subnet what IP Ranges define your printing devices?

This is not information the District will divulge in a public RFP process due to security posture protocols.

46. What is the estimated # of assets? Local vs. networked?

An Excel spreadsheet listing the District's current print devices may be requested by emailing purchasing@smsd.org. Due to the security concerns outlined in previous questions, the District will not be providing network information at this time.

47. In-house or Outsourced IT Department? If in-house, do you have IT presence at each location?

The District's ICT department is in-house. While each location does not have on-site IT staff, the ICT department provides a presence at each location as needed.

48. How do you currently administer supplies? What is the process? Do you have a central receiving department?

The Print Shop administers their own supplies and coordinates purchases with the District's ICT department's executive secretary. Buildings are responsible for requesting supplies directly from the current vendor.

49. How do you currently track service calls? What is the process? Do you have a central help desk? Do you have an internal ticket system?

The District has both an online ticketing system and a centralized help desk that maintains records of all tech support requests in the district, including anything that is print service related.

50. Are you currently recycling? What is your process?

The District currently does not have a toner cartridge recycling process, and the District would like to see proposals provide options regarding the implementation of a toner cartridge recycling program at the District. The District has a strong interest in implementing such a recycling program.

51. Is there an expectation for automated toner replenishment?

Currently, buildings are responsible for ordering their own toner supplies. While not an expectation of the RFP, an automated toner replenishment system might be desirable as a part of a recycling process, and vendors are welcome to submit proposals for an automated toner replenishment as an alternative feature or service option.

52. Would you like for us to provide references for schools currently using our managed print services?

If references from school districts comparable to the District are available, please provide those references.

53. Will the new vendor be responsible for servicing and/or replacing the 24 printer units?

Yes.

54. Can two partner entities provide the service as a joint teaming arrangement?

The District can consider proposed service approaches involving partner entities, so long as the roles and responsibilities of each partner entity is clearly identified in the proposal.

55. Can each teaming partner bill Shawnee separately for the specific pieces they would be managing?

The District can consider proposals that require separate billing by partner providers. As noted in the RFP, the District has a strong preference to use an electronic payment process for invoice payments made to the selected vendor(s).

56. Is it possible to extend the RFP submission due date two weeks from the current February 13 deadline?

The District is currently not planning to extend the February 13, 2024 proposal submission due date listed in the RFP.

57. What are the SLAs of the print fleet?

SLAs will be negotiated with the selected vendor(s).

58. Please provide Printshop detailed SLAs, i.e. rush orders volume?

The District currently does not have SLAs for Print Shop rush orders. The District currently does not have the ability to flag rush orders, and the District would like to work with the selected vendor to outline how rush orders will be defined and identified, and the SLAs for such rush orders.

59. Can you please define what the district means when stating, "rush orders volume"? What does this process entail and what are the expectations of the awarded vendor?

The District currently does not have this capability, and would like to work with the selected vendor(s) to outline how rush orders will be defined and identified, and the SLAs for such rush orders.

60. Who supports and will maintain the existing print shop district-owned devices?

The District would like the selected vendor(s) to provide maintenance and service support on the District-owned devices, which is the current practice.

61. Who is responsible for removing existing Ricoh devices upon their lease expiration?

Ricoh would be responsible for removing existing Ricoh devices.

62. Are there existing lease balances? What devices? How much?

As listed on page 7 of the RFP (see excerpt below); the District intends to discuss any lease balances on existing devices with the selected vendor(s):

“Current Leasing for most MFPs and printer devices is expected to conclude by October 2, 2024. However, the District has 24 printer devices with contracts running beyond that date; of these devices, 10 devices (PC600s) have contracts that run until February 25, 2026. The District will work with the selected vendor(s) to discuss options for the replacement of these devices, if desired. The current contract for Print Shop management is expected to expire on July 31, 2024.”

63. Can you provide your PaperCut Server license CRN? The CRN, or Customer Reference Number, tells us who you are, and gives us an idea of the scale and licensing of your PaperCut deployment. It can be found on the 'About' tab of the PaperCut administration console, next to 'Support'.

The District’s PaperCut license information may be requested by emailing purchasing@smsd.org.

64. We will need a statement either by email or letter allowing us to research your PaperCut CRN license. Please provide.

The District’s PaperCut license information may be requested by emailing purchasing@smsd.org.

65. In Attachment A, it is stated the District Staff uses PaperCut software to place orders with the Print Shop. Does the Print Shop use a separate print management solution that integrates with PaperCut? Or are all print jobs and items ordered done exclusively within PaperCut? Does the District leverage PaperCut Print Room for Web-to-Print in the Print Shop?

Print Shop orders are managed via PaperCut.

66. Can you please provide information on paper stocks used with the print shop production equipment: Ricoh Pro 8310S, Ricoh Pro 8120SE, Ricoh Pro C5210S, and the Ricoh Pro C7200S?

20-lb white text; 67-lb. cardstock pastels, 80-lb. cover, 80-lb gloss text; 2,3,4,5 part carbonless.

67. What print controllers are used on your current production equipment? Do all require Fiery?

All the Print Shop print devices utilize Fiery Print Controller.

68. What shifts do the four full-time print shop staff members work? Do they all work regular business hours, or do they work staggered shifts? Do any work a night shift?

7 am to 5 pm, Monday through Friday.

69. What are the Print Shop staff's duties?

From the District's perspective, Print Shop staff duties are to accept incoming print job requests from District personnel, process those requests to completion, and then coordinate delivery of those completed jobs with District delivery personnel.

70. What is the average number of Print Shop jobs delivering each month to other locations, and what is the average number of pages in each delivery?

The Print Shop processes approximately 150-plus jobs per day; an average number of 25,000 sheets per day is estimated.

71. What is the proximity badge technology used to authenticate at the printers within the school district? HID, MiFare, Other?

The District's proxy card vendor is Avigilon; Card Spec: AC-HID-CARD-ICLASS-SE-300; Item Number: 220-0876A

72. Would the District like to have delivery of toner at no additional cost?

The District would be interested in receiving proposals that offer delivery of toner at no additional costs.

End of Addendum No. 2