

Questions and Answers Part 1

for RFP 26-004JO Districtwide Multifunction Device Solution

Request for Clarification and/or Modifications – Questions & Answers

Overview

1. Can you specify if you will only be accepting new equipment on bids? **We will only accept new equipment**
2. Can bidders provide a different manufacturer for production equipment and copiers for schools? Reason being dealers have access to multiple manufacturers and in many cases can provide a better value. **District preference is for a single manufacturer for both Production and Fleet Copiers**
3. What is the term length of contract requested? Are you requesting \$1 buyout for lease? **4 year term with \$1 buyout at end of lease**
4. What is the ideal timeline for installation by site? **Installation is dependent on the Award date with current estimated time to begin late September.**
5. What are your SLA's for turnaround time with production equipment? **4 - 6 hours**
6. What are the expectations for user training? **Vendor should provide documentation on general use for all Fleet devices. Vendor should provide documentation on production devices as well as training on TCRU kit replaceable parts. In addition, the embedded tech should be available for just in time training at campuses to answer end user questions or concerns.**
7. Do you have a current map of locations for all equipment at schools? **Maps will be provided to the awarded vendor.**
8. Is your IT staff utilizing any deployment tools? **No**
9. Is there any specific IT security requirements or certifications needed for your environment? **No, we use MAC authentication, so the OUI needs to be unique per manufacturer.**
10. What finishing capabilities are currently in place on the productions units (e.g., saddle stitch, perfect bind, trimming?) **All have 2 & 3 hole punch, 4 position stapling, saddle stitch on all 10 machines. We also have (4) GBC coil punch finishers**
11. Do you require specific color fidelity (e.g., for marketing or legal documents)? **NO**
12. Can you provide the average monthly print volumes per device or location? **Refer to the Device Annual Impression Addendum.**
13. Power requirements for production equipment? **Each machine uses two 220v outlets and we have 10 total**
14. How are toner and consumables currently managed (e.g. auto-fulfillment, on-demand, on-site, manual)? **Auto fulfillment**
15. Are there specific delivery or installation restrictions at campuses (e.g. summer-only installs, background checks, lift gate requirements)? **Background Checks are required, after hours installs will be required in some locations, there are several multifloor campuses with elevator access. Delivery will be to**

- individual campus sites with no lift gate needed. Delivery of production units will be to the warehouse where a lift gate will be needed.
16. Will subcontracting or partnerships be allowed for services such as maintenance or support? **No**
 17. Is the district open to a fleet optimization strategy or equipment right-sizing recommendations during the transition? **Vendors should respond to the request as presented however they may also submit alternatives for review.**
 18. What are your expectations regarding buyback of your old equipment? **Vendor provides cash trade in, removal of equipment, and hard drive erasure.**
 19. Do you have a floorplan with electrical drop information for the print shop? **No**
 20. Bid requirements state that equipment bid must be plus/minus 5 pages per minute from current equipment. Yet, in the response section it references the minimum bid specifications to be 35 pages per minute. Could you please provide some clarification on this bid requirement? **Please use the minimum specifications listed page 11 Campus Fleet Response and page 12 Production Center Device Breakdown.**
 21. Is PISD open to considering devices rated at 70+ ppm instead of the requested 85 ppm models? **No.**
 22. Would PISD consider eliminating trade-in requirements to ensure fair and open competition? **No, vendors have the opportunity to provide their best effort on trade in values.**
 23. Could PISD provide a detailed schedule of lease expiration dates? **MP5055 district owned; IM600, IM4510 lease expires 11/30/25; IMC2510 lease expires 3.2025; remaining device leases expire 9.30.25. Installation of new devices to coincide with fulfillment of lease agreement.**
 24. Could vendors propose alternative solutions that fulfill the scope of requirements while reducing costs? **Vendors should respond to the request as presented however they may also submit alternatives for review.**
 25. Under device size, SMALL you have 35ppm required option:
 - a. Are these intended to be desktop devices? **No**
 - b. Do they need to print 11x17? **No**
 - c. Do these need to be multifunction? **Yes**
 - d. Do these need to staple? **Yes**
 - e. Do they need trays? If so, how many? **(2)**
 - f. Do they need a stand? **Yes**
 26. What is the current monthly cost associated with each device? **This information is per a confidential agreement with the current vendor and cannot be shared via this RFP.**
 27. Can PISD provide the historical volume data for each device required? **Refer to Device Annual Impression Addendum for estimated utilization.**
 28. Due to the quantity of devices currently in use across the District and the overall print volumes produced, would Pflugerville ISD be open to having a full-time Technician assigned to your account to ensure optimal performance and maximum device uptime? **Vendors should include costs for an embedded tech per the RFP requirements**

29. How many fax lines do you currently have? **53**
30. Do you know your current fax volume? Send/Receive **Dependent on time of year with an average of 2200 monthly.**
31. Will Pflugerville ISD consider extending the RFP due date? **Response Time has been extended to Monday, July 28th @ 2:00 p.m. We are unable to extend beyond this due to district timelines for seeking Board Approval.**
32. Is Pflugerville ISD requesting vendors to quote a Solution that includes Papercut licensing as a cost item? **No**
33. Is Pflugerville ISD requesting vendors to ONLY integrate with Papercut and not quote the Papercut software? **Yes**
34. Is Pflugerville ISD requesting vendors to quote a Solution that includes RSA / QDirect licensing as cost items? **No**
35. Is Pflugerville ISD requesting vendors to ONLY integrate with RSA / QDirect and not quote the software? **Yes**
36. Where on the Bonfire portal should vendors upload the Certificate of Insurance? **Under the bid documentation section listed as RFP26-004JO**
37. Please confirm that vendors do not have to name PflSD on the certificate at time of submission and that will only be needed at time of award. **That is correct, vendors do not need to name PFISD until time of award.**
38. Will PflSD allow vendors to submit references from state and local government accounts in addition to, or in place of, K–12 school district references? **Vendors may submit in addition to but are required to submit K-12 references.**
39. Is PflSD requesting a cash offer for the existing devices, or would the District prefer vendors to provide a rate per device that includes pickup, return to the leasing company, and hard drive erasure? **PflSD would is requesting a rate per device that includes pickup and hard drive erasure**
40. If PflSD is seeking a cash offer, can the District please provide the average total monthly volumes for the devices listed on this page so that vendors can accurately assess trade-in value? **Refer to Device Annual Impression Addendum for estimated utilization.**
41. If PflSD is requesting a cash offer, where should vendors indicate the rates for pickup, return, and hard drive wipe on the provided pricing form? **Page 23 of RFP**
42. Is the district open to evaluating alternative print management platforms that offer similar or enhanced functionality compared to PaperCut? **The district's preferred platform is currently Papercut, however vendors are welcome to provide information and pricing for an alternate solution**
- a. If Yes:
 - i. Does the district require integration with single sign-on (SSO) solutions or federated identity providers beyond Active Directory? **No, Active Directory is our required integration tool.**
 - ii. Is there a requirement for centralized auditing and reporting of user access and print activity for compliance or security purposes? **Yes**

43. Would the district consider a cloud-based print management solution to reduce infrastructure overhead and support hybrid work environments? - **Not at this time.**
44. Can the district clarify whether the preferred fax solution should be fully cloud-based, hybrid, or on-premise, and whether integration with existing email or document workflows is required? **Proposed devices should have the fax capability option (i.e. modem modules) built in. Vendors are asked to also propose a recommended alternate solution. It should be compatible with our existing email. In the event the district chooses an 'alternate solution' the device hardware fax module would not be needed and should be able to be removed from pricing.**
45. Is the district open to replacing traditional fax hardware with secure digital faxing solutions that integrate with MFPs and eliminate POTS lines? **Yes, however vendors are asked to submit proposals for both "traditional" and digital.**
46. Does faxing need to be analog (fax boards) or can we offer a cloud fax solution? **Vendors are asked to submit proposals for both "analog" and a possible alternate solution of their choice.**
47. 2. Is Papercut the only solution that can be used for authentication? **The district's preferred platform is currently Papercut, however vendors are welcome to provide information and pricing for an alternate solution**
48. Please expand on what you are referencing for web servers? Are you referring to the web interface that can allow logging into each machine? **Web Servers to allow for logging in to each machine by the district and the awarded vendor for meter reads, supply needs, service needs, etc.**
49. Are the impressions currently being utilized by your current MFP's available to determine tray needs? **Refer to Device Annual Impression Addendum for estimated utilization. Current Tray configurations are as follows: IM600 (2); IM5000 (4), IM9000(4); Pro8300 (4); IM4500(4)**
50. Are there any size needs for paper? - **Production Center devices need to be able to go up to at least 13x19; Medium size fleet units need to handle up to 11 x17 in the original document feeder.**
51. Breakdown of color vs black impressions per year. **Refer to Device Annual Impression Addendum for estimated utilization.**
52. PISD currently has 2-Ricoh C7210SX. Does PISD need to have a document feeder? The new Ricoh C7500 does not offer a document feeder for scanning or copies **No it is not necessary to have the document feeder- we have other ways we can handle it**
53. Does PISD currently use the 5th color capabilities of the C7210SX? Will the need 5th color with the new solution, what colors? **No, we do not want the 5th color capability.**
54. What software will need to include with the fiery (Impose, Compose, Jobmaster, CPS)? **At this time we do not use any of the above mentioned software.**
55. PISD mentions we must integrate immediately with your current RSA and Q Direct, Can we use a current license for the new equipment with RSA or would this mean RSA would require us to buy new license? **Vendors can use existing licenses.**

56. Given the short turnaround time following the anticipated release of responses to vendor questions, would PfISD consider granting a one-week extension to the proposal due date to allow vendors adequate time to incorporate the clarifications into their submissions? **Response Time has been extended to Monday, July 28th @ 2:00 p.m. We are unable to extend beyond this due to district timelines for seeking Board Approval.**
57. Required Booklet Thickness – What is the maximum booklet thickness (sheets/pages) the B/W production devices must support? **30 sheets**
58. Fiery Software Requirements – Is Fiery software required for the B/W devices (e.g., Impose/Compose modules or Fiery Furniture/Stand Kit)? **No additional software is, we only need the fiery unit itself**
59. 4-Staple Option – Please clarify: does PfISD require four-position stapling for booklets (e.g., two staples on the spine plus two edge staples), or simply a booklet-making capability that staples in the center fold? **We require four position stapling.**
60. Finishing for Additional Units – For the second (or any 2-4) production color devices, are basic staple finishers sufficient, or does PfISD also require small booklet-maker modules? **We would like a small booklet maker module on one color machine**
61. Specialty Toners / Extra Colors – Is the district interested in capabilities such as clear, white, silver, gold, or neon-pink toner? **Not at this time**
62. Maximum Booklet Thickness – What is the thickest (number of sheets/pages) booklet the Plockmatic unit must handle? If a vendor can meet all other specifications with a non-Plockmatic booklet-maker solution, will that be acceptable? **It does not have to be Plockmatic brand in as long as it has a cover feeder and can handle up to at least 30 sheets**
63. Fiery Software Requirements – Is Fiery RIP software required (e.g., ES-300 with Color Profiler, Impose/Compose)? Please specify any mandatory Fiery options. **No additional software is, we only need the fiery unit itself**
64. Does PfISD have a preference between a \$1 Buyout Lease and a Fair Market Value (FMV) Lease for the 4-year term? **The district prefers the \$1 Buyout Lease**
65. If FMV is preferred, should vendors include estimated property taxes in the monthly payment, or will PfISD pay property tax separately? (Note: Third-party lessors typically assess tax as part of lease.) **n/a**
66. Will PfISD provide vendors with a right-to-cure period in the event of a contract deficiency? If so, how long is the cure period? **Yes, TBD on severity of issue.**
67. Is PfISD's current device fleet under a lease agreement? **Lease which expires at the time the new contract will be implemented.**
68. Has PfISD experienced any terminations—partial or complete—for previous MFD-related contracts? **No**
69. Leasing companies typically do not accept termination for convenience clauses. Would PfISD consider instead applying this provision within a Service Level Agreement (SLA) between the district and the awarded vendor? **No**
70. Does the termination for convenience clause apply to maintenance only, or the full agreement (including lease terms)? **Full agreement**

71. Would PfISD consider revising or removing the cancellation for convenience language, or replacing it with language tied to non-appropriation of funds or similar? **No**
72. Are vendors required to upload the terms and conditions pages under the "Standard Terms and Conditions" section? **Yes**
73. Should vendors upload the RFP and Page 19 under the sections labeled: RFP 26-004JO Districtwide Multifunction Device Solutions Page 19. **Yes**
74. Are the following pages required to be submitted with the bid? May vendors use their own pricing pages if all requested information is included?
- a. Campus Fleet Response Breakdown
 - b. Production Center Device Breakdown
 - c. Fleet Support Pricing Proposals
 - d. Campus Pricing Proposal Summary
 - e. Pricing Proposals for Trade-In and Removal **The pages are required. Vendors may submit their own pricing pages in addition to the PfISD required pages**
 - f. If required, where should these forms be uploaded in Bonfire, as no specific upload section is indicated? **Under the bid documentation section listed as RFP26-004JO.**
75. Where should vendors upload other required RFP information (e.g., company background, service & supply details, software info, equipment specs) not specifically called out in the Bonfire structure? **Under the bid documentation section listed as RFP26-004JO.**
76. Although volumes are listed annually, is PfISD requesting monthly pricing here? **No**
77. Will overage reconciliation on allowance plans occur annually, or should vendors follow a different cadence (e.g., quarterly, semi-annually, etc)? **Annually**
78. What pricing format is preferred—monthly or annual? (Monthly pricing is standard as it aligns with lease payments; please confirm) **Pricing should reflect the annual cost; Payments will be made monthly**
79. What do the asterisks (*) represent under the impressions per year section? **Plockmatic reference**
- a. Are they specifically referring to the Plockmatic device noted for the (1) color unit? **Yes**
80. Is there a minimum number of paper trays required per device?
- a. **Fleet Devices - Small 2 trays; Medium (4), Large (4)**
 - b. **Production Devices (7)**
81. Is there a minimum total paper capacity requirement per device? **Production capacity, with 7 trays, would be 7500.**
82. The grid shows three segments: (53) small color devices (53) small black & white devices The third segment is unclear—can you clarify what is being requested, or is this an error? **There are three segments to allow vendors to price three options.**
83. For the small devices, should vendors propose models that support only letter and legal size paper, based on Current District Fleet? **Yes**
84. Does PfISD have a preference for internal vs. external staple finishers? **Preference is internal staples**

85. Are vendors required to submit Page 4 for question 26a? **Yes**
a. If not, where in the portal should vendors provide this discount information?
86. Please confirm when PflSD expects delivery and installation of new devices. The schedule lists an award date of August 28 and contract start date of September 1, but there is no implementation timeline specified. **Dependent on Award with anticipated implementation to begin late September. .**
87. Should vendors include pricing for the migration of the existing PaperCut license to the proposed devices? **Yes**
88. Should ongoing PaperCut support and maintenance be included in vendor pricing? **The district purchases support outside of this RFP**
89. Out of the 40–50 million impressions per year, what percentage is black and white (BW) versus color? **Refer to Device Annual Impression Addendum for estimated utilization.**
90. Out of the 35–40 million impressions per year, what percentage is black and white (BW) versus color? **Duplicate question from same vendor**
91. The RFP references an optional Plockmatic Booklet Finisher for one of the requested color production devices. Could you please provide additional specifications for this requirement, specifically:
a. The maximum finished booklet size you anticipate producing. **8.5x11 (11x17 paper folded)**
b. The maximum number of sheets/pages per booklet. **Up to 50 sheets (200pages)**
c. The type of paper typically used for these booklets, including the weight or thickness of the cover stock. **20lb, 90lb white index, 100lb smooth cover**
92. Will PISD entertain a rental agreement? **A lease agreement is preferred for the multiyear requested per the RFP**
93. Is a payment Bond required for this RFP? **No**
94. In reviewing the RFP for District-Wide Multi-Function Device Solution, we noticed that the document does not include a section outlining the evaluation criteria for this solicitation. Could you please clarify the following: **Evaluation criteria is noted on page 4**
95. Will a bid tabulation be made publicly available after an award is issued? **Yes, the bid tabulation will be posted on our website and on Bonfire.**
96. Does Pflugerville ISD intend to award the contract to the lowest-cost bidder that meet all specifications? **All evaluation criteria is taken into consideration**
97. In reviewing the RFP for District-Wide Multi-Function Device Solution, it appears that several pages may be missing from the current document. Specifically, there seem to be gaps where critical information - such as production center specifications - would typically be found. We compared the current RFP to the version released in 2021 and noticed that the previous document contained significantly more detail, including the number and type of production devices requested. That level of detail appears to be absent from the current release.
a. Could you please confirm whether this omission was intentional or if an updated version of the RFP will be issued with the missing content? **An**

addendum was posted. Refer to pages 8 through 10 for Fleet and Production Center specifications.

98. In reviewing the table titled Campus Fleet Response Breakdown on page 12 of the RFP, we noticed that PflSD will be seeking a pooled volume across all multifunction and production center devices. To provide an accurate and competitive response, could you please clarify the following:
- What total number of impressions (black/white and color) should be included in the proposed pool volume for all multifunction and production center devices? **Volume Pooled impression amounts are listed on page 14.**
 - Additionally, could you provide the total number of black/white impressions and color impressions per device that PflSD used during the most recent fiscal year? **Refer to Device Annual Impression Addendum for estimated utilization.**
99. After reviewing the RFP, we noticed that the specifications for the Production Center include five black and white devices. However, we did not find any mention of color production print devices in the solicitation. We do see that the district is requesting a trade-in value for a Ricoh PRO C7210SX color production unit, but there does not appear to be a request for a replacement color production model.
- Could the district please clarify whether it is their intent to discontinue the use of color production print devices in the production center? **We still need at least 2 replacement color production units. Refer to page 12 Production Center Device Breakdown**
100. The RFP states that embedded staffing is to be included in the response. Could you please clarify the following:
- How many embedded staff members are currently part of the district's existing agreement? **1**
 - What are the specific responsibilities assigned to the embedded staff members under the current agreement? **Refer to page 7 Embedded Hardware Support Staff Member**
 - Is the district seeking onsite dedicated technicians as part of this RFP, or is the intent to have personnel responsible for tasks such as replenishing toner and paper for all devices across the campuses? **A dedicated technician is required as part of this RFP (page 7) and vendors can provide pricing on page 13 for the various hours per week. Campus personnel replenish paper and toner**
101. Dear Ms. Ornelas, I am writing to respectfully request an extension to the response deadline for RFP 26-004JO, District-Wide Multi-Function Device Solution, currently due on July 25th. Given the scope and anticipated value of this project to Pflugerville ISD, we believe it would be beneficial to the District and all interested vendors to allow for a 30-day response window from the original release date of July 11th. This additional time would enable respondents to prepare a more thorough and competitive proposal and to participate more meaningfully in the Q&A process. Thank you for your time and consideration. We appreciate the opportunity to participate in this process and look forward to your response. **Response Time has**

been extended to Monday, July 28th @ 2:00 p.m. We are unable to extend beyond this due to district timelines for seeking Board Approval.

102. Is the district interested in outsourcing the print shop personnel? **Not at this time**

103. Can you provide a detailed breakdown of print job attributes over the past year? # jobs corner staple? # jobs double staple or saddle stitch? Total number of jobs? This information should be able to be pulled from the WebCRD software.

- **WebCRD 1 Year Totals:**
- **Saddle stitch stapled books- 154,122 individual books**
- **GBC multi hole punch- 22,542 individual books or 2,899,118 pages**
- **Dual- landscape staple- 16,760**
- **Dual- portrait staple- 156,876**
- **Single- landscape staple- 71,986**
- **Single- portrait staple- 1,589,614**
- **3-hole punch- 1,488,472 (6,498,399 pages)**
- **Total number of jobs- 193,636**

104. Are the TCRU kits required for the (2) Color Production devices? These are listed on the BW production devices, but not on the color. **Yes they are required**

105. Are you open to a new job submission solution? Utilizing PaperCut software. **Not at this time**