**City of Tacoma**
**Managed Print Services**
**RFP Specification No. IT20-0385F**

**QUESTIONS and ANSWERS**

All interested parties had the opportunity to submit questions in writing by email to Tad Carlson by 3:00 pm on January 21, 2020. The answers to the questions received are provided below and posted to the City's website at www.TacomaPurchasing.org: Navigate to *Current Contracting Opportunities* / *Services*, and then click *Questions and Answers* for this Specification. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

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| **Question 1:** | **What Lease Term (36-48-60 months) are you seeking?** |
| Answer 1: | We are asking for a 60 month lease |
| **Questions 2**: | **Are all 296 devices on the same contract expiring June 2021?** |
| Answer 2: | No. But all are expiring in 2021 |
| **Question 3:** | **During the course of the current contract, how many devices have you cancelled/removed from the contract?** |
| Answer 3: | None |
| **Question 4:** | a.    **Do you have historical usage by device, and/or will you provide average volumes over the term by device (i.e., last 12 month history)?**<br>b.    **Do you utilize software for this information today?** |
| Answer 4: | a.    We do have usage by device.  That information will not be available as part of the RFI.<br>b.    Gathered by the managed print software |
| **Question 5:** | **Does your current vendor provide "on site administrator" managing your fleet of copiers/printers?** |
| Answer 5: | Our Ricoh vendor provides a ½ FTE to clean devices, manage toner, and address customer questions |
| **Question 6:** | **Do you currently utilize a scanning software or integrated scanning to other applications? If so, what?** |
| Answer 6: | We currenly use scan to Email and Scan to OneDrive.  We expect the new equipment to support scan to Email Scan to OneDrive, and scan to SharePoint |
| **Question 7:** | Do you currently utilize a print governance/print management software system with badge/RFID release, or pin code release?  Do you currently |

utilize or leverage Rules Based Routing to direct print traffic, address volume concerns and/or take advantage of cost reductions?

Answer 7: Our Ricoh devices use Equitrak badge readers. Our desire is for all new managed devices use badge access

**Question 8: Do you have an established CRD/Print Shop managing high volume print or specialized finishing, and if so, what software tool do you use for submission? If not, are you outsourcing these jobs to a local or state print facility?**

Answer 8: No.

**Question 9: What fax server do you currently utilize? Are there any planned upgrades that we should be aware of?**

Answer 9: We do not have a FAX server

**Question 10: What version of SAP do you currently utilize? Are there any planned upgrades that we should be aware of?**

Answer 10: ECC 6.08

**Question 11: The RFI mentions multiple City locations for devices. Please elaborate on the network connectivity of these locations to the City's Data centers**

Answer 11: Tacoma Public Utilities operates a private Wide Area Network, where the City of Tacoma Corporate network is transported to the remote sites using MPLS over dedicated fiber optic, point to point microwave, and Carrier Ethernet Circuits.

**Question 12: Are there multiple domains? If yes, are the users registered on Active Directory? Are the users listed in all domains or single domains?**

Answer 12: Only one domain where MFD would be located

**Question 13: Are Users listed as unique users across the domains or are there multiple user IDs for a user?**

Answer 13: The rule is one account per user.

**Question 14: Are there identical usernames in multiple domains or is each username unique. i.e. domain1\jsmith1; domain2\smith ; domain3\jsmith3 or are all jsmith just jsmith in each domain.**

Answer 14: All users are unique.

**Question 15: Section 7.3 "Central management of devices via a web interface", could you give a little more clarification on what is needed?**

Answer 15: Ability access the printer via web to manage configuration: Printer setting,

toner, health of device.

Managed print vendor is also expected to provide reporting on the health of the fleet: errors, service call, utilizations

**Question 16:** **Section 7.11 under equipment exchanges it say's "goal of a "right-sized" fleet" If this is a lease then it would be very challenging to remove equipment at will. Additional clarification please.**

Answer 16: Right sizing would be part of contract negotiations and fleet replacement activities.

**Question 17:** **Section 7.13 Is the city looking for any one of the 3 options listed?**

Answer 17: The Cities preferred method is A. EPayables (Payment Plus), however, we are looking for a response on all methods.

**Question 18:** **Section 7.17 "The City shall have the right to cancel any agreement entered into under this Contract in whole or in part (a) at the end of the term or (b) at any time during the term of this Contract, for the convenience of the City, by providing thirty (30) days written notice"**

**Is the term of the contract 60 months? Does the city truly want a rental with 30 day out?**

Answer 18: We are asking for a 60 month lease barring any violation of the contrac.

**Question 19:** **Section 7.17 During the 180 day trial the city is looking for immediate cancellation and then to the remainder of the term a 30 day out for convenience? Clarification please.**

Answer 19: There are two parts here. One is referring to the trial period of 180 days. The second is regarding the overall contract term. After the 180 day trial period, the City has the right to cancel the contract by providing 30 days written notice. Any cancellation of the contract would not impact the Lease terms unless the terms of the lease were not being fulfilled.

**Question 20:** **Section 7.20 current lease obligations end on 6/30/21 is it the cities intention to start a new contract before this time?**

Answer 20: No.

**Question 21:** **Section 7.21 fleet info. The manufacture make, model and quantity are listed. The unknown is what type of accessories each location would need. Stapling finishers, hole punch, large capacity feeders, fax boards etc. Will this list also be provided and would the city want them all built the same way?**

Answer 21: That information will not be part of the RFI. All MFD devices should have the capability identified in the RFI. Adding Accessories and functionality would be based on end user requirements.

**Question 22:** **In this RFI there are total volumes for B&W & color will there be a**

**breakout by individual system and location? This would be helpful for right sizing fleet or moving equipment.**

Answer 22:       We do have a breakout by device.  That information will not be part of the RFI.

**Question 23:**       **Is the City of Tacoma willing to consider other national cooperative contracts (rather than NASPO) that the vendor may have if they offer better SLAs and pricing discounts for the City's consideration?  (In the essence of addressing  the RFI questions and preparing pricing for the 2/9 date, if this question could be answered more rapidly than the other questions below that would help in our preparation- thank you).**

Answer 23:       The NASPO contract is the only one being considered at this time.

**Question 24:**       **In section 6 (Contract Obligation) it states it is the City's intent to issue a contract based on the findings of this RFI.  As said RFI is exceptionally thorough and includes pricing, could the City utilize only this RFI (and not a follow up RFP/RFQ) to reduce the vendor field and even make a final decision?**

Answer 24:       The City will use the information gathered in this RFI to make a purchase off of the NASPO contract.

**Question 25:**       **Would the City consider extending the RFI due date to 2/12 (end of week) to provide vendors additional time after all questions are addressed by the City and to thoroughly and properly answer all the questions and prepare pricing based on the City's answers?**

Answer 25:       Yes, submittal deadline is extended to February 16th.

**Question 26:**       **Multipart question, with questions in BOLD and,**

Answer 26:       Multipart answer with non-bold answers immediately following associated question.

       **In Section 8.2.8-11 references are made to providing a secure "roaming" ability for employees to be able to copy/print at any location, all mobile printing for employees working from home, cost accounting by department and routing of high-volume jobs to a central printing location:**

       **a.    Does the City currently have such a system?  If so, please elaborate on this system (name of mfg and product and version) and what the City likes and doesn't like about this current system.  Also, what improvements would the City like in this system?**

       The Ricoh devices use Follow-you printing.  It is our expectation that all managed devices will have a secure "follow-me" feature.  A feature we would like is for the end user to have the ability add/remove a delegate for there follow-me print job.

**b.** **Keeping the current system and updating it to the most current version with any and all updates may meet the City's needs and save money. Does the City want to consider this option?**

**Or does the City prefer to move away from its current system and to another entirely new system for these functions?**

We would consider discussing options that saves the City money and provides the same or better functionality

**c.** **How many MFD/Printers will be on the secure print and release anywhere solution**

All

**d.** **How many City print/scan users could use this system?**

All

**e.** **Does the solution need to be cloud based, on-prem or does it matter?**

Depends on the solution and where it is applied.

**f.** **Does scan to OneDrive need to default to the user's home directory/account?**

Yes

**g.** **Is the City using OneDrive for Business?**

Yes

**h.** **What kind of Prox Cards does the City use?**

Details on this are not available at this time

**i.** **Are there lines of business applications the City wants to be able to scan to? If so what are they?**

Scan functional at this time should include: Scan to Email, Scan to OneDrive, and Scan to SharePoint.

**Question 27:** **MFDs for most manufacturers come "standard" with only basic accessories. Additional or "enhanced" accessories can be added as needed by the City for various department's needs.**

**For this RFI lease pricing (Appendix A- Price Proposal Form) for all the different models being requested, how does the City wish to see this lease pricing? In other words, what accessories should be "included" standard and which accessories should be included as optional?**

1. **Stapling**

2. **Hole Punching**

3. **Faxing**

4. **Additional Paper Drawers**

Answer 27:     We consider stapling to be prt of a base unit cost. Include base cost plus additional features.

**Question 28:     Section 8.18 (Removal of Equipment) refers to HDD Erase/wipe and also removal and replacement of the HDDs. Most manufacturer's HDD Erase feature are included free and are DoD compliant while replacement HDD's cost between $300-$400 each (costing the City upwards of $100,000 to remove, destruct and replace the HDD). Will the City still require HDD replacement at the end of the lease on all MFDs? Please quantify the # of MFD devices requiring remove, destruct and replace?**

Answer 28:     Any hard drive that need to be destroyed would be identified and turned over to the City for destruction.

**Question 29:     For the volumes listed in section 7.21 it states these volumes were for November 2020. Can the City share any average monthly volumes (Pre-Covid) from 2019 or early 2020?**

Answer 29:     The volumes provided are early 2020, prior to work from home

**Question 30:     The list of equipment under the Cities current MPS include both MFDs as well as single-function Printers. Does the City have additional printers (HPs, Lexmarks, and/or other brands) that are serviced and supplied outside of this MPS Program by either the City's IT department or by other vendors? Please describe if this MPS program may grow to replace other printers in the City under these other programs.**

Answer 30:     The devices listed in the RFI are the ones in scope for replacement and management

**Question 31:     Section 8.4 and 8.5 refer to "Point of Sale" and "Key Elements". Can the City please expand on these concepts and provide additional information on both?**

Answer 31:     The Key Elements, are elements in the proposal that the City will look to when evaluating each submittal. The Point of Sale element, has 2 questions that the City would like to evaluate submittals on:

1.      Describe your concept of the most effective account settlement or charge back process.

The Print contract will be centrally managed and we need an effective and efficient way to charge back each department using the service. How can your service help us do this? What tools or features do you have in place to help us split up the internal billing.

2.      Describe print job queue and hold features for remote users to send jobs to specific MFDs for later retrieval/print.

With the City's staff working remotely, having the ability to print to a queue and pick up later from whichever device is a nice feature. Can your service provide this feature? Can your service determine which end user, used a device and charge that user's department accordingly for that device usage?

**Question 32:**      **Distant remote sites are referred to in the RFI and possible challenges in response times.  Can the City please address any of these remotes sites and any special requirements accessing these locations (security and any other requirements our service personnel would have getting to and into these facilities)?**

Answer 32:      The furthest remote site is 2 hours away.  The challenge is distance to the City and network access.
Tacoma Public Utilities operates a private Wide Area Network, where the City of Tacoma Corporate network is transported to the remote sites using MPLS over dedicated fiber optic, point to point microwave, and Carrier Ethernet Circuits.

Some site may require special security access.

**Question 33:**      **Does the City have any historical data on the estimated # of MFD moves or % of it's fleet that has had to be moved in the past (5) years?**

Answer 33:      Less than 15 printers were move over the past 5 years

**Question 34:**      **In Section 7.7 (Start-up Kits and Supplies), it states "Supplies are to be OEM approved".  Can the City please expand on their intention with this sentence?  (Typically, "OEM supplies" refers vendors to only utilizing New & Genuine Manufacturer OEM supplies -no "compatible", "remanufactured" or anything other than New & Genuine Manufacturer OEM supplies would be acceptable)**

Answer 34:      We would not accept refurbished parts or parts not approved by the manufacturer

**Question 35:**      **Section 7.18 (Removal of Equipment) states Proponent (awarded vendor) will remove HDDs on the City's owned equipment and provide proof of destruction and disposal of said HDDs.**

        **a.  Can the City provide a list of these owned assets (makes/models and quantities)?**

      **b. Are the Ricoh and the Sharp MFDs and Printers listed under Appendix D (Fleet Information) owned by the City or are they owned by the vendor and/or their lease company?**

      **c. If owned by the previous vendor (Ricoh or Sharp) or their leasing company, please confirm that the new Proponent/Vendor will not be responsible for removing and disposing/destructing of these HDDs (that is typically the previous vendor's responsibility).**

Answer 35:      All equipment listed is leased and the removal and destruction of the hard drives would be coordinated with the current vendors

**Question 36:**      **Section 8.1 (Business Model/Price) references "buyout of leased equipment & replacement of existing equipment with state of the art right-sized equipment".**

      **a. Does this refer to any of the City's current Ricoh, Sharp or other manufacturers equipment?**

      **b. Does the City have current equipment leases or contracts that extend beyond June 30, 2021? If yes, please list equipment and remaining obligation dates.**

      **c. Section 8.1.8 asks about a "rolling equipment refresh or a total equipment refresh".**

           **i. Can the City confirm that it is their intention for all the listed Ricoh and Sharp models listed in Appendix D (Fleet Information) to be removed by these vendors on June 30, 2021?**

Answer 36:      All equipment listed will be removed and replaced in 2021