



Digital Copiers Bid

Response to RFIs/Questions *Updated September 11, 2013*

Please note revised response to Q12, Minimum Annual Guarantee estimates/assumptions.

- Q1. Will you accept a bid if the bidder takes exception to your cancelation for convenience clause (General Terms 6.6 Termination)? Major leasing companies will not accept this term since it opens them to non-performance related cancelation exposure.**
- A. IUSD will not reject a bid solely for taking exception to the cancelation for convenience clause, provided that other terms presented in the proposal are favorable to the District. For example, if the vendor provides significant flexibility to downgrade or remove copiers at specific sites without penalty, IUSD will likely accept the proposal.
- Q2. What are the approximate average volumes of machines in each band?**
- A. Estimated average monthly volumes by band are specified in Section 5.2 – Summary Standards (Page 19).
- Q3. For clarification purposes; if IUSD did in fact enter into a lease agreement say 60 months for equipment. Are we then to understand that IUSD could cancel the agreement for equipment installed without cause at any time? Leasing companies are not willing take such a risk. If I understand the above, the 60 month lease becomes a month to month rental agreement; due to the Termination clause as stated. I could understand if IUSD needed to terminate the service portion due to unsatisfactory service rendered.**
- A. The Termination for Convenience clause is part of IUSD’s preferred terms for any contract. However, Vendor’s may take exception to this clause and propose alternative language to include in the final contract. IUSD will not reject a bid solely for taking exception to the cancelation for convenience clause, provided that other terms presented in the proposal are favorable to the District. For example, if the vendor provides significant flexibility to downgrade or remove copiers at specific sites without penalty, IUSD will likely accept the proposal.
- Q4. IUSD currently using Papercut throughout the district and, if so, which version?**
- A. IUSD is currently using PaperCut version 13.3 throughout the District.
- Q5. Is IUSD currently integrating Google Drive and SharePoint with your current MFP vendor?**



- A. No, IUSD is not currently integrating Google Drive or SharePoint with our MFP vendor. However, as Google Drive and Sharepoint implementations are currently being piloted in IUSD, this is desired future functionality.

Q6. Do you want a disk overwrite function for use by job or just for end of life?

- A. Disk overwrite function at end-of-life is sufficient.

Q7. Where do you want to control the Management Interface - School Site or District Office?

- A. Control for the Management Interface should be at the District Office.

Q8. How many devices? How many Print Servers? How many users? Will students be included?

- A. IUSD has approximately 10,600 desktops and laptops throughout the District. In addition, we have over 1,000 iOS devices. There are 36 print servers. PaperCut is running on each one. The District is licensed for use for all of its 30,000 users (including students).

Q9. Please describe how you require the copiers to integrate with PaperCut. What functions and results are you looking for?

- A. Primarily, IUSD expects that the copiers will integrate with PaperCut to allow seamless reporting on usage and cost-accounting at a user level. Details on PaperCut's minimum requirements and instructions for integration are available at PaperCut.com.

Q10. Please describe how you want the copiers to access cloud services like Google Drive and Share Point.

- A. Users should be able to authenticate directly to their Google Drive (independent authentication) or SharePoint (IUSD Active Directory) from the Copier to access and print files, or scan files to the service.

Q11. It is stated in the RFI that IUSD shall be the first user of equipment (Page 17 of 66, Item 13).

On (Page 17 of 66, Item 12) you state or "Newly Manufactured". Newly Manufactured is a term that Xerox uses. Xerox states in their own marketing material that they use reprocessed parts in this manufacturing process. IUSD would not be the first user of this type of equipment as you state as a requirement, on Page 17 of 66, Item 13. Will you still allow "Newly Manufactured" as a requirement?

- A. Newly Manufactured equipment is defined as equipment that has been assembled for the first time from new parts. IUSD must be the first user of the equipment. Some use of



- reprocessed parts within new equipment is acceptable, provided that the components and the copier meet all new part/machine performance standards.
- Q12. It is in IUSD's best interest to request an annual guarantee of copy volume for the most attractive pricing. Is there any annual guaranteed copy volume to establish a maintenance price for this RFI (Page13-14, Item 3.3 and Page 36-36, Item 4.5)?**
- A. If Bidders' proposals are based on an annual minimum guarantee, they may assume the following:
- Black and White: ~~35 million~~ **28 million** impressions
 - Color: ~~160 thousand~~ **140 thousand** impressions
- Q13. Will Xerox be responsible for removing their existing equipment?**
- A. *The District is continuing to research this question and will provide a response prior to the September 11th Response deadline in the Calendar of Events.*
- Q14. Does the District have an idea of how many upgrades, downgrades and moves that will be required annually for the new copier fleet?**
- A. In developing their responses, Bidders may assume that the total number of upgrades, downgrades, and moves will represent less than 10 percent of the total copier volume throughout the District, or no more than 5-10 per year.
- Q15. Will proposals submitted in a three-ring binder meet the requirement of being "bound" hardcopy proposals?**
- A. Yes, proposals submitted in a three-ring binder meet the "bound hardcopy proposal" requirement.
- Q16. Is a USB (Thumb) drive an acceptable alternative to the "Electronic Proposal on CD" requirement?**
- A. Yes, proposals submitted in a three-ring binder meet the "bound hardcopy proposal" requirement.
- Q17. Does the District desires any background information on the history, products and services of the bidding vendors along with their work plan approach; or would this be considered "other modifications which are not specifically called for by the District may result in the District's rejection of the bid as being nonresponsive?**
- A. The District encourages vendors to submit additional documentation to substantiate their ability to perform and status as a responsible bidder. Supplemental documentation provided will not be considered a modification to the RFP. All specifically requested information, however, must be submitted in the format requested in the bid documents.



Q18. Will the District accept "Newly Manufactured that may contain some reprocessed parts or components that meet new parts or components performance standards? "4.3 Item - 12 Provide copiers that are the manufacturer's newest, most recent series or "generation." Acceptable copiers shall be all "New Equipment" or "Newly Manufactured Equipment." In the event that one of the incumbent vendors is awarded the contract, the existing equipment shall be replaced with new equipment at the commencement of the new contract term." The definition of newly manufactured machines as defined by Buyer's Lab in their current BLI COPIER FACT SHEET GLOSSARY, available on their website states: "Newly Manufactured, a term also used by Canon, Oce and Xerox, is equipment that has been assembled for the first time from new parts (it may contain some reprocessed parts or components that meet new parts or components performance standards).

A. Newly Manufactured equipment is defined as equipment that has been assembled for the first time from new parts. IUSD must be the first user of the equipment. Some use of reprocessed parts within new equipment is acceptable, provided that the components and the copier meet all new part/machine performance standards.

Q19. What does the approval of the District require? "6.10 ASSIGNMENT: provides that no part of the contract may be assigned thereof without prior written consent of the District."

A. Vendors must receive written approval by the District to assign all or a portion of the contract to another provider/subcontractor. If a subcontractor is being proposed as part of the Bid response, that subcontractor must be clearly identified in the Bid and must meet all of the requirements associated with the scope of work to be assigned. The Bidder is fully responsible for the work of the subcontractor/assignee.

Q20. Has Irvine Unified School District signed a third party lease agreements in the past?

A. To the best of our knowledge, IUSD has not signed third-party lease agreements for copiers in the past. However, the District has done so for other production equipment (e.g., Riso).

Q21. Do you want the corporate seal in the blank area if Page 41 of 66?

A. The corporate seal is not required on page 41 by IUSD.

Q22. How many additional copiers does the District expect to add per year?

A. The District expects to add 6-8 copiers over the 60-month term of this contract (1-3 copiers per year) as new schools and programs are opened.

Q23. How many additional copiers has the District added each of the last Five years?

A. The District has added approximately seven copiers over the last five years and five Riso duplicators.

Q24. Will Irvine USD permit an Alternate bid, based on section 2.10, page 11?



A. No, IUSD will not permit alternate bids.

Q25. Clarifications: what is the expected uptime for equipment performance?

A. Equipment uptime must be at least 98%.

Q26. What fees would the Customer expect to pay if they cancel, upgrade or downgrade a unit during the install period?

A. Ideally, given the overall growth in the District (over 1,000 students per year) and expected contract, the District would suffer no penalties for canceling, upgrading or downgrading individual units during the term of the contract. Bidders should detail all costs associated with such changes in their Pricing Form response. IUSD will incorporate those costs into the hypothetical scenario that will be revealed at bid opening.

Q27. What monthly lease price per unit would the Customer expect to pay if they add a unit during the 60 month lease term?

A. Ideally, the District would expect no change in the monthly cost for a unit if it is added during the least term. However, we understand that depreciation may be greater during the early years of a machine's life and some vendors may insist on recouping that differential. Any additional costs or differential cost associated with adding copiers will affect the total cost calculation and the award of the bid.

Q28. There seems to be a conflict regarding staples: 2.7, page 9-10. Please clarify if staples are required.

A. Staples are required to be included in the lease agreement (they should be provided as consumables like toner, etc.) . The conflict is an error and will be remedied by amendment. The section should read:
"Consumable supplies shall minimally include toner, masters, developer, and staples.
Consumable supplies shall not include *paper*."

Q29. Would Irvine USD permit proactive tools installed on your network to manage supplies and service? This software would allow your onsite technical to receive notifications on their smart phone to proactively response in a timely manner? This is currently being utilizing by the District with Xerox, page 18, section 24.

A. Yes, the District will allow installation of monitoring tools on the network provided that they don't present a security risk to the District's technology services and/or have a significant negative impact on the performance of the District's network.

Q30. Please clarify what the Districts intent is with this statement "Additional sites may be added or deleted without notice during the period of performance of this project." Section 2.7, page 10.



- A. The District is rapidly growing and programs are shifted as a result of need and space availability. The District desires the flexibility to add or relocated units throughout the life of the contract. The District will make a good faith effort to provide the vendor at least thirty (30) days advance notice of additions, relocations, or removals of equipment.

Q31. Page 18, section 19 requests a response within one hour, and onsite within four hours. Xerox is currently providing onsite within an average of 120 minutes. Is it then acceptable that the onsite response time degrade to a four hour window?

- A. The Bid defines minimum performance requirements. Vendors are encouraged to exceed the requirements specified in the bid.

Q32. Meter read collection is currently done electronically by Xerox, would a manual approach be acceptable?

- A. Yes, manual meter reads are acceptable provided that (1) all onsite personnel meet clearance requirements defined within this bid; and (2) the meter reads are completed in time to meet all reporting/accountability requirements defined in this bid.

Q33. Would Irvine USD consider an extension where the answers provided back to the vendors leaving only two days to make material changes if required by the answers?

- A. IUSD is not considering an extension at this time.

Q34. What are your plans for future Google integration?

- A. Users should be able to authenticate directly to their Google Drive (independent authentication) or SharePoint (IUSD Active Directory) from the Copier to access and print files, or scan files to the service.

Q35. Is the District planning to roll out Chrome books or Google cloud printing?

- A. The District has no definitive plans to rollout Chromebooks. However, there is increasing demand from school sites and it may become a future project.

Q36. What version, level of Paper Cut are you using?

- A. Version 13.3 is being used throughout the District.