

Request for Information No. II

RFP No. 17/18-04 Digital Copiers

May 31, 2018

Response to Proposers' Questions

- 1.1 Question: On page 4, section 1.2, number 5, we would like to better understand this requirement. Is IUSD requiring the winning vendor who will be replacing all leased equipment with new, but also requesting they also have the capacity to service and supply the existing owned Kyocera, Sharp and Canon brand equipment?

Answer: Yes.

- 1.2 Question: If this is true (re: no. 1.1) would the district be willing to approve one or more of these alternative solutions to this challenge?:

A) Allow winning vendor to partner with a local authorized service provider in a subcontractor position?

Answer: Yes. The winning Contractor may propose to subcontract support for the existing owned equipment. However, the winning Contractor must include all maintenance and lease costs for each site on a single invoice with a single payee (regardless of the source of the support for the copier(s)).

B) Swap out the owned fleet with equal or better used remanufactured equipment that would meet the needs of the district ?

Answer: Yes. The District would entertain a proposal to swap out the owned fleet with replacement equipment provided that:

- The replacement equipment is equal to or better than the existing equipment (as determined by the District);
- If not new equipment, the provider can demonstrate a clean service record for the replacement equipment;
- The replacement equipment is warranted for the full-life of the contract term; and, The replacement equipment shall be owned by the District (District shall pay for maintenance/impression costs only, not an equipment lease).

- 1.3 Question: If the district is using it, could you please provide a detailed overview of exactly what you are using it for. If using the reports is part of it, who views and uses the reporting functionality. Clarification - This question pertains to PaperCut. It is mentioned within the RFP that you wish do understand if vendors can connect to it, but we are trying to understand if the district is actually using it or wish to acquire it. If you are using it, what exactly are you using it for, if you are currently using it, are all machines connected to it? PaperCut can do a number of things including follow me printing and provide reporting functionality. However, there are more powerful Enterprise Print Management software solutions available

Answer: The District is using PaperCut to monitor and restrict printing and to get reports on printing usage. PaperCut is used at most schools for **printing** from desktop printers (not included in this agreement and copiers). The District is not currently monitoring **copy** usage with PaperCut as this solution was not supported in our previous agreement; however, PaperCut integration for both copy and print monitoring has been incorporated into this RFP to provide overall visibility from a centralized location. If PaperCut is not supported by your solution, please provide an alternative option to meet this goal.

1.4 Question: Does the district foresee during the life of the contract deciding to upgrade district owned machines to a lease? If so, what is the estimated number, or will these placements most likely to remain a purchase situation including when requiring an upgrade?

Answer: Yes. When the owned machines reach the end of their usable life, the District expects to replace the copiers with new equipment under the lease agreement. Below are estimations based on a 5-year lifespan:

Estimated Replacement Date (based on a 5-year lifespan. This estimation does not guarantee that IUSD will replace these machines within the specified time.)	Current Machine Type	Quantity
March 2019	Kyocera CS 3540idn	1
July 2019	Kyocera CS 4551ci	13
September 2019	Sharp MX-6240N	1
December 2019	Kyocera CS 4501i	1
June 2020	Kyocera CS 4551ci	6
August 2020	Kyocera CS 4551ci	1
May 2021	Kyocera CS 4501i	19
May 2021	Kyocera CS 4551ci	3
April 2022	Kyocera CS 5002i	7
April 2022	Kyocera CS 5052ci	1
TBD	Canon IR8095	1

1.5 Question: Concerning the 54 owned machines, are they already connected to PaperCut and will need no additional connectors or software? In addition, are these machines equipped with the ability to scan into SharePoint, Google Drive and Office365? If not is the district expecting the

awarded vendor to provide it?

Answer: All copiers are already connected to PaperCut so no additional connectors or software are needed. These copiers are currently only equipped with the ability to scan to Office365 (scan to email) and not to SharePoint or Google Drive. The awarded vendor is not expected to provide additional integration services for the existing/retained copiers unless the vendor is proposing to use software/tools other than PaperCut.

- 1.6 Question: Is the district currently scanning to SharePoint, Google Drive or Office365 for all current equipment and if so, what application are you using?

Answer: The District is not currently scanning to SharePoint or Google Drive but we would like to have those options available. The District is making use of scan to email to Office365 and to Network Locations (shared folders).

- 1.7 Question: Will the district entertain multiple responses from a contractor where it would be in the best interest of the district to have multiple solution choices where the solutions are each unique in capability and scope?

Answer: Please refer to the answer to question 1.3 on RFI I.

- 1.8 Question: How many print servers does the district currently operate? Which district locations are they being operated at

Answer: The District currently has 43 printer servers, one at each school site plus one at the District office and one at Maintenance and Operations.

- 1.9 Question: How many users will be using the system? Clarification - This pertains to user codes; how many will be needed across the entire district? (We may have an alternate solution unique to Canon that dramatically lowers your cost for tracking users across your enterprise while providing all of the reporting you are looking for. This alternate software solution can save the district a very large amount of money. However, based upon your requirement that only one offering to be provided, we will be forced to only bid this one way. This is why we asked about offering up more than one solution. We will be providing only one hardware solution.)

Answer: Use of codes varies from site to site. Most elementary and middle schools will use from about 1-50 individual codes per copier while some sites use a code for each group of individuals or department and in that case there would usually be less than 10 codes per copier. Some high schools will use from about 1-120 individual codes. Most older elementary and middle school sites will have about 2-3 copiers with high schools and new sites about 7-8 copiers. There are about 45 sites. IUSD has approximately 3,500 staff. If the proposed solution would allow for central management of user codes, driven off of staff data, IUSD anticipates up to 3,500 unique accounts needed.

1.10 Question: Are all school locations joined to a central network?

Answer: Yes. All school locations are directly connected to the District.

1.11 Question: How many user codes are needed for the district? Are these assigned to individuals or to groups of individuals?

Answer: Use of codes varies from site to site. Most elementary and middle schools will use from about 1-50 individual codes per copier while some sites use a code for each group of individuals or department and in that case there would usually be less than 10 codes per copier. Some high schools will use from about 1-120 individual codes. Most older elementary and middle school sites will have about 2-3 copiers with high schools and new sites about 7-8 copiers. There are about 45 sites.

1.12 Question: Does the district currently use Papercut? If so what version is being used?

Answer: The District is currently using PaperCut version 17.2.3 but is anticipated to move to version 18.1.3 this summer.

1.13 Question: If the district chooses to use Papercut will the contractor be exempt from supplying an excel spreadsheet of usage by code, and instead just supply a total usage as measured by the internal meter of the device?

Answer: PaperCut currently only monitors printing by Active Directory User Account. Copies are not being managed at this time through PaperCut. Contractors must provide a mechanism for reporting all usage by user (incorporating data related to user printing and copying). PaperCut does not provide sufficient information to monitor copy usage by user. Providers may demonstrate their ability to extend PaperCut to meet this need or may provide independent reporting of copying and printing by user.

1.14 Question: Does the district require scanning to ALL of listed destinations on ALL devices (Google Drive, OneDrive, Sharepoint on-premise), or will the requirements vary per device?

Answer: All copiers must support scan to email and to network location (folder). The other destinations are desirable requirements that will factor into scoring as many school sites have moved exclusively to online file storage.

1.15 Question: Would the district approve of the use of a Municipal Lease contract for this opportunity?

Answer: The District is reviewing this option with our Fiscal Services team and will respond prior to the RFI deadline stated in the RFP.

1.16 Question: Could the Question Due Date be moved to June 5th?

Answer: Unfortunately we cannot move the deadline for questions submitted for the Requests For Information (RFI). The RFI timeline is dependent upon the response deadline. Receiving questions through June 1st allows the District 2 business days to formulate responses for vendors, and allows vendors 10 days to finalize proposals with additional information from RFI Responses.

1.17 Question: Also the District is asking vendors to treat this as both an RFP & an RFI. Processing RFI questions and their responses takes extra time as I think Irvine USD want non- homogenized responses. To allow vendors time to make customized responses I am submitting the following question: Could the proposal Due Date be moved to June 26th?

Answer: The RFI process is part of the RFP process wherein vendors can ask for clarification about the RFP. Unfortunately, due to the current Board meeting schedule, the District cannot extend the Proposal due date. The District realizes the complications this tight timeline brings, and thanks Contractors for being understanding and working with the schedule.