

Request for Information No. III

RFP No. 17/18-04 Digital Copiers

June 5, 2018

Response to Proposers' Questions

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

Answer: Contractors are welcome to propose a Municipal Lease option. The District has not had ample time to check the various aspects of this type of lease and will check with its attorneys when a proposal with a Municipal Lease option is received. It may be preferable for Contractors to propose an alternative type of lease in the event that there are complications in using a Municipal Lease contract. To propose multiple lease options please submit one Proposal with separate responses to each section that will be affected by the use of a Municipal Lease contract.

- 1.2 Question: Some sample copier model types meet minimum output speed requirements, but exceed 120V maximum electrical requirements. Please clarify this requirement.

Answer: For the higher speed copiers, IUSD will allow a 240V electrical requirement. IUSD issued Addendum No. II to clarify this requirement. The District may factor in costs of electrical infrastructure upgrades for the copiers where applicable as part of the overall proposal costs.

- 1.3 Question: Why is the high volume, Print/Publication shop equipment excluded from the RFP?

Answer: The Print/publication shop leverages State contracts to purchase and lease specialized equipment needed for their services.

- 1.4 Question: Please clarify the requirement that owned equipment be part of the same maintenance/service agreement as newly leased equipment.

Answer: The District is looking for one Consultant to lease and provide maintenance for all District copy machines. The District would like to consolidate support of copier equipment under a single provider. Contractors may choose to:

- Include maintenance of the owned copiers, performed by the primary Contractor, in the Proposal;
- Subcontract maintenance of the owned copiers, provided that costs associated with the new, leased equipment and costs associated with the maintenance for District-owned equipment are combined on an invoice with a single payee;
- Propose replacement of the owned copiers with equal or better machines that the Contractor can support (the replacement machines should be owned by the District, not leased); or,

- Propose an agreement that excludes the maintenance of the owned copiers. IUSD will then incorporate the cost of a separate maintenance agreement and its administration in the evaluation of Contractor's proposal.

1.5 Question: Are you currently using PaperCut right now on your copiers?

Answer: Yes.

1.6 Question: If you are using PaperCut, how are you using it?

Answer: Papercut is currently used to monitor, restrict, and report on printing only. Please see Question 1.3 in RFI II.

1.7 Question: Does the district currently need integration with Office 365 of just the ability for the copiers to be able to print from Office 365?

Answer: Currently, copiers are set up to scan to email (Office 365). IUSD would like the ability to scan to a Sharepoint or OneDrive location on Office 365.

1.8 Question: Is the district currently using "follow-you" printing technology?

Answer: No.

1.9 Question: How long are the district's access codes in number of characters?

Answer: Currently the District uses access codes with 4-5 digits.

1.10 Question: Are the access codes numeric or alpha-numeric?

Answer: The access codes currently used by the District are numeric.

1.11 Question: What file format is the district expecting the Scan application to deliver files in?

Answer: PDF by default though JPG, TIFF, PDF/A should be available.

1.12 Question: Regarding the district's network:

A. Number of Domains?

Answer: One.

B. If more than 1 Domain exists are trust relationship established between them?

Answer: N/A

C. Number of Print Servers?

Answer: 45

D. Print Server Operating Systems?

Answer: Currently, some print servers use Windows 2008 R2 and some use Windows 2016. The District will be migrating all print servers to Windows 2016 soon.

E. What Workstation Operating Systems will be printing?

Answer: IUSD uses a Mix of devices, including Windows desktops and laptops, MacOS, iOS, and Chrome devices. The Windows devices are currently Windows 7 and Windows 10.

F. Are there any MACs that will be printing? What OS?

Answer: Yes. Mac OS 10 and later.

G. Do users have a home folder location mapped in Active Directory (AD)?

Answer: Yes.

H. Are user's email addresses in the AD profile?

Answer: Yes. They are typically the username followed by .iusd.org

1.13 Question: In your current contract with Image2000, is there a cancellation for convenience clause?

Answer: IUSD does not currently have a contract-wide cancellation for convenience clause. However, the current contract does allow IUSD to remove, relocate, add or change up to 15% of the copier fleet without penalty.

A. If yes, has it ever been used?

Answer: IUSD has not cancelled the contract with Image 2000. IUSD has stayed within the 15% change limit during the life of the contract with the exception of purchased copiers associated with new school openings.

B. What was the reason and how many units were cancelled?

Answer: Units were relocated or upgraded, but not cancelled during the life of the contract.

1.14 Question: In this current contract with Image2000:

A. How many machines have been replaced, upgraded or downgraded due to performance or reliability issues?

Answer: Fewer than five machines have been replaced due to performance and reliability issues over the life of the contract.

B. How many machines have been moved or relocated?

Answer: Within the past 24 months 9 copy machines have been relocated. Detailed records are not available for earlier moves. However, the total number of copiers changed (upgraded/downgraded/moved/added) has not exceeded 15% of the total contract.

1.15 Question: Will you accept a product that requires a 220 volt electrical outlet?

Answer: Please see Question 1.2 and Addendum No. II.

A. If not, will you accept a lower speed production unit?

Answer: The features and specifications listed in Section 5.2, Subsection 2.15 are minimum requirements. Each Proposal should include proposed equipment that meets the minimum requirements for each band of copier in the RFP. Please see Addendum No. II for modified power requirements.

1.16 Question: Is your Papercut solution in your current lease or is it owned?

Answer: Our current Papercut solution is owned.

A. If on your current lease, will IUSD own the Papercut solution after the buyout provided has been satisfied?

Answer: N/A

1.17 Question: With regards to additional future copier placements, if (as an example) a machine has a lease payment of \$100.00 per month (based on a 60 month term) and IUSD wants to place that same product at another location two years into the master lease, is the district expecting the same lease payment of \$100.00 per month for the remaining three years (as it is stipulated it must be coterminous)? Or would we be able to charge IUSD a higher lease payment due to the shortened number of months remaining in the original term?

Answer: The District desires a contract that provides low, long-term costs and flexibility to accommodate our growing enrollment. The District expects each Contractor to be specific about any additional lease costs for equipment added after the original start date. IUSD will, in evaluating the cost, estimate the costs of adding equipment based on the Contractor's proposal. Part 3: Lease Adjustments of the Appendix C. Pricing Form allows for vendors to specify lease costs for equipment added after the initial start date.

1.18 Question: In a similar scenario, if after two years the school or department using the machine with a payment of \$100.00 per month outgrows it, is the vendor expected to replace it with an upgraded device at the same payment with only three years remaining?

Answer: Ideally, if a site outgrows a copier, and IUSD chooses to replace it with a unit from a higher Performance Band, the site would begin paying the monthly rate of the equipment in the higher Performance Band at the time of replacement instead of the cost of the lower Performance

Band device (without any penalties or cost increases associated with the replacement and/or shorter-term lease of each of the two copiers).

- 1.19 Question: Page 17 , P 1.3, Is it possible to provide IUSD the detailed logistical information upon award of the contract?

Answer: Contractors should provide as much logistical information as possible with their Proposals. Proposals will be scored based on all required responses, including the plans for implementation. With the Proposal, Contractor should provide enough information to give IUSD confidence in the Contractor's ability to coordinate the existing copier removal, implement the new contract and provide excellent support within the specified timeframe. A detailed sequence of sites and other logistics can be co-developed with IUSD during and after the award process.

- 1.20 Question: How old are the “owned” devices?

Answer:

Date Acquired:	Current Machine Type	Quantity
March 2014	Kyocera CS 3540idn	1
July 2014	Kyocera CS 4551ci	13
September 2014	Sharp MX-6240N	1
December 2014	Kyocera CS 4501i	1
June 2015	Kyocera CS 4551ci	6
August 2015	Kyocera CS 4551ci	1
May 2016	Kyocera CS 4501i	19
May 2016	Kyocera CS 4551ci	3
April 2017	Kyocera CS 5002i	7
April 2017	Kyocera CS 5052ci	1
December 2009	Canon IR8095	1

- 1.21 Question: If we are unable to provide service to your Kyocera devices, will you continue service with current provider?

Answer: While continuing service with the District’s current service provider is a possibility, the District would prefer for all machines to be serviced by one company.

1.22 Question: If we are unable to provide service to your Kyocera devices, would you be willing to accept/swap comparable devices that we are able to service and supply?

Answer: Please see Question 1.2.B in RFI II.

1.23 Question: What version of Share Point On-Premise do you have?

Answer: Sharepoint 2016.

1.24 Question: What Document Management system do you have?

Answer: The District utilizes Kofax and ApplicationXtender to store personnel records. Additionally, IUSD uses its on-premise Sharepoint 2016 environment for Facilities document retention. Documents are scanned and uploaded to a Document Library that contains site as-builts, architectural renderings, blueprints, contracts and other documents. We would like proposed solutions to allow for scanning directly to a document library on Sharepoint.

1.25 Question: Do all the units require Saddle Stitch finishing?

Answer: No. Some units will require a Saddle Stitch finisher, while other will not. Please enter the cost for a Saddle Stitch Finisher for each proposed band of copier in the Optional/Additional Costs per Copier in Parts 1 and 2 of Appendix C Pricing Form. If a Saddle Stitch finisher is not available on a particular model/performance band, note that on the Pricing Form and in the Technology Requirements response.

1.26 Question: We would like to show the district our translator app for the district. Would you be interested in seeing a demonstration of the app during the presentation meeting?

Answer: The District will discuss this possibility with finalists selected for presentations.

1.27 Question: Do you currently have PaperCut?

Answer: Yes.

A. If yes, are you satisfied with its capabilities?

Answer: Yes. However, it is currently only used to monitor and report on printing and not copying. We would like to have both copying and printing captured.

1.28 Question: Which version of Papercut did the District acquire; Papercut NG for Education or did the District upgrade to Papercut MF for Education? Here is a link to Papercuts comparison of NG & MF - <https://www.papercut.com/kb/Main/DifferenceBetweenNGandMF>

Answer: The District currently uses PaperCut NG for Education.

1.29 Question: If the District has Papercut NG would the District like to see optional pricing that would allow an upgrade from Papercut NG for Education to Papercut MF for Education

Answer: Yes.

1.30 Question: Is the District currently using Job Ticketing for submission of print jobs to the District Print Production Center?

Answer: Yes. However, the District's Print Production Center copiers and associated software are not within the scope of this RFP.

A. If so, what Job Ticketing product?

Answer: Print Shop Pro by Edu Business Solutions

1.31 Question: Would the District like to see options that allow Mobile Printing?

Answer: Yes.

A. Would the District like to track such printing?

Answer: Yes.

1.32 Question: Is the District interested in a hold and release printing option by school, department, building, etc.(send a print job to hold queue, go to any MFP to authenticate and release the job)?

Answer: Yes. However, this option is currently available to the District through our existing PaperCut license. Contractors who wish to propose an alternative may include that information in their response to the Technology Requirements section. Additionally, some IUSD schools have requested an option to provide a solution (kiosk, terminal, online solution) for copier/printer users to buy/recharge printing/copying credit using a card.

1.33 Question: Based on questions submitted, can you share a list of vendors you anticipate responding to the RFP?

Answer: The District is unable to provide this information at this time.

1.34 Question: You mention you want all "new" devices, but one of the requests is for "newly manufactured" equipment. Newly manufactured equipment will at some times utilize refurbished and or reused components. Is that allowable or do you want every component in the device to be new?

Answer: The District's expectation that the devices and components are newly manufactured. If Contractor's proposed equipment does not or may not meet this standard, a detailed explanation should be included in the Technology Requirements Section of the RFP (Part 2, subsections 2.2 and 2.3).

- 1.35 Question: To provide Irvine USD with a comprehensive response that considers all of your valued feedback, we respectfully request a two week extension to the current due date.

Answer: Please see Question 1.17 in RFI II.

- 1.36 Question: Appendix C states the following:
"Appendix C. Pricing Form

Due to variable copying needs and school enrollments, this RFP is constructed as a unit cost RFP. Contractors must provide specifications and pricing for proposed products meeting each equipment performance level defined in the requirements and pricing form. For the leased equipment, Contractors may choose the appropriate pricing model from the options available, including:

- Flat monthly price per unit of equipment;
- Flat monthly price per unit of equipment, plus cost per impression; or,
- Cost per impression. "

Is the District requiring vendors to respond to each of the described (bulleted) scenarios above or can a vendor select only one or two?

Answer: Vendors are not expected to provide all three options; each vendor may include the number of options that it prefers in its proposal. The Pricing Form was constructed to fit the different approaches that Contractors may take in pricing the master lease agreement. Typical responses will likely choose only one Pricing Form option.

- 1.37 Question: Are the estimated quantities shown under column titled "Estimated Initial Number of Leased Devices Per Band" reflective of a like for like replacement scenario?

Answer: The estimated quantities are based on a like for like replacement scenario, as well as the average usage of individual machines. The District is conducting surveys with individual sites to determine if any additional changes will be made prior to finalizing a contract and placing an order.

- 1.38 Question: What is the time period used (1,2,3,4 years) the District utilized to achieve the average monthly mono and color volumes provided in RFP?

Answer: The District based the average monthly volume for each machine based on the usage during 2017. Each machine's annual total was divided by 10 to account for the higher volume each machine should expect during the school year.

- 1.39 Question: Does the District currently own the referenced PaperCut Software Solution or any other copy/print tracking/accounting management solution?

Answer: Please see Question 1.16.

A. If yes, what is it?

Answer: Please see Question 1.28 and Question 1.12 of RFI II.

1.40 Question: Does the District currently utilize a “Document Management” Solution?

Answer: Yes.

A. If yes, what is it?

Answer: Please see Question 1.24

1.41 Question: Is the District currently using Sharepoint (Office 365 and On-Premise), File servers, Office 365 (OneDrive) and G-Suite (Google Drive)?

Answer: We are using all of the referenced solutions at schools and administrative offices.

1.42 Question: Section 2.15 of the RFP asks Contractors to determine the “best fit” model for each Performance Band. Can Contractors propose models based on the actual monthly volumes as shown starting on page 50, or is the “Monthly Print Volume Range” a minimum requirement?

Answer: The Monthly Print Volume Range is a requirement. Each Proposal should include proposed equipment that meets the minimum requirements for each band of copier in the RFP as listed in Section 5.2, Subsection 2.15.

1.43 Question: Page 14 You state must come with full amount of supplies not starter kits? Can you clarify?

Answer: The District requires that each machine (both owned and leased) be supplied with a full amount of supplies, including but not limited to drums, belts, process rollers, brushes, filler bags, wiper bags, staples and toner, excluding paper.

1.44 Question: Page 16 You state in the reference area that we can give you 5 K-12 or government organizations of similar size. Question can we use local colleges with the same size?

Answer: Yes.

1.45 Question: Page 18 You talk about supplies can you clarify how much stock your talking about for each school?

Answer: The District requests an extra set of staples, black and color toner cartridges for each copier to be stored onsite at the school or department. Provider should be proactively monitoring for replenishment of supplies. The supplies housed at the school site are to ensure no interruption of service.

1.46 Question: Page 21 You talk about machine replacement due to repeated service calls. Can you expand on how many service calls that is or provide further details?

Answer: Pursuant to Section 5.2, subsection 1.4.7, "Contractor shall confirm that it will replace a copier that is out of continued service for more than three (3) workdays during a thirty (30) day period with a temporary loaner or permanent replacement machine of the same or better make and model at no cost to District. For clarification, a copier that is not operational shall be considered out of service, even if a required part has been ordered. Additionally, a copier that suffers from repeated, intermittent outages that significantly impact site operations for more than three (3) days in a thirty (30) day window shall be considered out of service." If a band of copiers experiences this same frequency of service calls (not due to user error or issues resulting from over-use) the entire band should be replaced pursuant to Section 5.2, subsection 1.4.9.

- 1.47 Question: Page 25 & 26 You talk about the schools infrastructure. Can you share with use what type of workflows are not working for the school district and what would you like the new vendor to help with?

Answer: Desired requirements for the new system are included in detail in the RFP. Please read and respond to each requirement. Our current copiers generally support school printing and copying needs. Through the new contract, the District is seeking to improve:

- Visibility for school and district staff into copy and print usage by machine and user,
- Visibility for District IT staff into service calls, outages, and supply levels (with historical information),
- Increased speed and capacity of printers for all schools and departments,
- Excellent, proactive service from the lease/maintenance provider,
- Single payee and timely, detailed invoicing to support Finance Department needs and school-site chargebacks for device costs,
- Low costs and contract flexibility that supports IUSD's growth and program changes,
- Improved features for printing from mobile devices, especially Chromebooks and iPads,
- Ability to individualize management features to serve the unique needs of our sites,
- Accountability for unreliable equipment and a commitment to continuous performance throughout the life of the contract.

- 1.48 Question: Page 25 & 26 Also what types of documents are you storing for more than 7 years or more? What type of document management system is in place now with the district?

Answer: Please see Question 1.24 regarding the document management system. Documents that are scanned and electronically stored longer than seven years include limited personnel records, as well as facilities documentation (capacity, construction and contract information related to the permanent facility).

- 1.49 Question: Do the existing IUSD copiers use any card reader technology or employee ID badge solutions?

Answer: Current copiers do not use a card reader or employee ID badge solution. However, the District would like to have the option for students to be able to pay for their personal printing using card-reader technology. Schools have expressed interest in this feature.

- 1.50 Question: Please advise which Format should be followed for the RFP response. There is a discrepancy in the layout between the listing starting on page 15 of the RFP and the checklist. The listing starting on Page 15 omits Section 6, while the Checklist on page 60 omits Section 8.

Answer: The District inadvertently excluded the Section 6. District Rules and General Terms from Section 5.2, Parts 5 – 9. Addendum No. I with the corrected lists is posted to the website. Thank you for bringing this to the District's attention.

- 1.51 Question: Please specify PaperCut version IUSD is using? MF or NG

Answer: Please see Question 1.28.

- 1.52 Question: Is PaperCut currently utilized on all MFPs?

Answer: PaperCut is not used on the MFP's or copiers but is used on the printer servers to monitor, restrict, and report on printing only.

- 1.53 Question: Can you provide the license file? (Needed in order accurately price integration)

Answer: Yes. If the selected Contractor requires access to the license file this will be provided after the RFP is awarded and contract negotiations are complete.

- 1.54 Question: Is PaperCut being used currently to support Chromebook printing?

Answer: Chromebook printing is supported by PaperCut via integration of Google Cloud Print with PaperCut. Because printers are currently deployed to devices via Google Admin Console to make management easier, usernames are not currently reported properly. The District is looking to deploy printers to users which would include the proper reporting of usernames.

- 1.55 Question: What method of authentication will be used? If Card, what card format?

Answer: Currently, printers/sites that require authentication are only using user codes. During the initial transition, the District is likely to continue to use user-assigned codes. However, IUSD is interested in both Active Director authentication and card-based authentication. Contractors should list all available options in their proposals.

- 1.56 Question: To clarify, on the owned equipment, is the District wanting to keep these devices and have them placed on a service contracted with the awarded vendor, is that correct?

Answer: Yes. Please see Question 1.4 in RFI III for additional details and options.

- 1.57 Question: In section 1.1.3 pg 16, Can the District clarify what type of detailed experience statement and resume for the proposed project manager they are looking for?

Answer: The District would like to see resumes and recent experience for the proposed project manager, primary installation contact, billing contact, and the proposed primary contact for ongoing maintenance and support. This will enable the District to see the qualifications of

individuals it may work with, as well as provide information for the District when conducting reference checks with Contractors' other customers. The resume/experience statement should minimally include the length of the proposed contact's employment with the Contractor in the proposed role, examples of similar projects he/she has worked on, and certifications or related qualifications that evidence the contact's ability to perform on the proposed contract.

- 1.58 Question: In section 2.6, Can you provide details on IUSD's existing technology/telecommunications infrastructure?

Answer: IUSD currently has a print server deployed at each site. Sites are connected to the IUSD data center via a 500 Mbps or 1 Gbps connection. Elementary and middle schools connect to centralized file storage at the Data Center (3PAR). High Schools have onsite file storage. District staff and students regularly use Office 365 (email, Office Apps, OneDrive, and Sharepoint) and G-Suite to support communication and collaboration. Current copier locations generally have Cat 6 or Cat 6e and a standard electrical outlet (120V). At a few sites undergoing modernization, cabling may be Cat 5e.

- 1.59 Question: In section 2.10, is there a solution in place for web-based printing currently?

Answer: PaperCut has an option for devices to submit print jobs via a browser called Web Print but it is not currently widely used. PaperCut also has an option for BYOD print called Mobility Print that allows printing for different Operating Systems like Apple iOS, Android, Chrome, Windows and Mac OS that allow native print options or via an app.

- A. Please define the scope of web-based printing: IE within a school or within the district for a given user?

Answer: The majority of web-based printing should be limited to within a school. Select personnel will require extended printing options (throughout the District).

- B. How many users will require access to the web-based printing solution

Answer: All users should have access to web-based printing.

- 1.60 Question: In section 6.2 pg 39 under 6.2.5 Is the District willing to expand on the termination for other reasons?

Answer: The termination section reflects the District's desired termination language. The termination for other reasons is intended to protect the District should continuing the contract not be in the best interests of the District.

- A. If so, can the district please provide reasons for terminating the agreement?

Answer: It is unlikely that the District would choose to exercise this clause on the agreement. However, the District is seeking protection for circumstances that would significantly impact the contract. Examples might include:

- A major shift in technology (e.g., new mobile device platform) that the copiers cannot support and for which there is no comparable supported alternative;

- Unexpected shifts in enrollment or budgeting that significantly impact the District's ability to continue the contract.
- Large-scale shifts to online programs or curriculum that drastically reduce copier needs.

IUSD does not anticipate that these shifts will occur to such a degree during the life of the contract to require a full termination; however, the District does anticipate needing flexibility to upgrade, downgrade, remove and add individual copiers in response to program changes throughout the contract.