



EQUITY CHARACTER EXCELLENCE TEAM JOY

Request for Proposal #23030

Managed Print Services

Addendum 3

03/6/2023

RESPONSES TO QUESTIONS

1. **Question:** Does the district require all the leased devices to end at the same time (Coterminous) no matter when they are installed or is the district seeking to have a fixed lease term on each device?
Answer: The intention is to have a 5-year fixed lease model that is renewable yearly. The district may only contract for 1-year intervals.
2. **Question:** What lease term does the district desire for the lease to purchase acquisition method?
Answer: 5 years. See question #2
3. **Question:** What are the individual usage histories of the devices under your current contract for the past 12 months at minimum and for 2020 Covid period if possible (FY 2020-2021)?
Answer: See Addendum 2
4. **Question:** How are service calls currently placed on the non-print shop devices?
Answer: FreshService
5. **Question:** During the Contract transition, is it the district's intention to maintain service agreements on the existing Ricoh devices until they are upgraded?
Answer: All machines that have viable life should be included in the proposal for service until such time they reach end of life, become unmaintainable or are included in the upcoming refresh cycle.
6. **Question:** What is the current version of Digital Store Front being used and the modules involved?
Answer: Digital Storefront v13.2.1.26472
7. **Question:** Will vendors be allowed to do on site assessments prior to submitting a proposal?
Answer: Not currently
8. **Question:** What contract vehicle was utilized to procure the two (2) new B&W devices?
Answer: Sourcewell Cooperative Contract

9. **Question:** Will the District accept responses under an existing cooperative contract such as Omnia Partners or Sourcewell?

Answer: Yes

10. **Question:** What will be the term of the software license renewals?

Answer: 1 year with optional 1-year renewals over the course of the Managed Print Services contract.

11. **Question:** Does the district expect that the vendor will provide software updates and technical resources to install and configure all upgrades at no cost to the district throughout all of the 5 years?

Answer: Yes

12. **Question:** Is the actual end date 6/30/23? If so, when will you engage with a new Print supplier to begin the renewal process?

Answer: The District anticipates selection of awarded vendor in April, 2023 with engagement with the school board in June 2023. Actual contract to begin in July 2023.

13. **Question:** Is the actual printer count 635 for licensing purposes?

Answer: Please refer to the RFP for counts.

14. **Question:** Block of Time (BOT), is that maintenance and support? Please confirm what it covers.

Answer: Currently the BOT is specifically for maintenance and support of RightFax and PaperCut.

15. **Question:** What version of Papercut is the district currently using?

Answer: PaperCut V18.1

16. **Question:** Does the district employees use their badge to access and use print equipment? If not, what is used?

Answer: Yes, the district uses FollowMe printing. Staff may also walk up to the device at any district location and use credentials to authorize printing.

17. **Question:** What types of documents are being OCR'd by printers?

Answer: The District does not currently use OCR features. The proposal may include solutions that include OCR if they are found to be beneficial to the district.

18. **Question:** What departments use the OCR feature?

Answer: N/A

19. **Question:** Can exact model including suffix on the following A4 devices; SP 5210, SP 330, SPC262, be provided allowing vendors to determine if they are single function printers or multifunctional devices?

Answer: See Attachment 2

20. **Question:** How many moves occurred during the existing contract period to date and how many do you anticipate on A3 floor model devices per year?

Answer: See Addendum 2 for move history

21. **Question:** Is the expectation for FreshService to have bi-directional communication with vendors service requests solution?

Answer: Yes – API connection that talks directly with FreshService.

22. **Question:** Would the district accept delivery of hard drives to the Tulsa Public Schools warehouse for destruction?

Answer: No. All drives must be destroyed by a reputable company and certificates of destruction must be provided to TPS.

23. **Question:** Are the current supplies being shipped to a single location at Tulsa Public Schools for delivery or is it preferred for the vendor to receive the supplies and then deliver from the vendor location?

Answer: All supplies are the responsibility of the provider and should be received at TPS locations as needed.

24. **Question:** What additional abilities are desired in a more robust solution regarding the current use of TRAC and FM audit? What are the limitations of the current solution?

Answer: TPS desires the provider to advise and deliver on best business practices.

25. **Question:** Section A.8.1 under Fleet Support and Fleet Replacement/ Upgrade, including software, end of lifecycle is mentioned and elsewhere in the RFP. How is the end of lifecycle being determined by TPS and what information source is utilized?

Answer: See Attachment 3 – part assurance date

26. **Question:** Does the district have a further definition of minimum training, education, and certification that can clarify expectations?

Answer: Provider shall abide by best practice for staffing and provide in the RFP response the minimums.

27. **Question:** Does the district currently have an arrangement for “small percentage of color spatial coverage still be billed as B&W” and the ability to eliminate blank pages from volume count as described in section 6.5.6?

Answer: Yes

28. **Question:** What is the monochrome and color volume per machine? If that isn’t available, are they able to see monochrome and color volume per model?

Answer: This is not available

29. **Question:** Does the district own or use any sort of Job Submission Portal (web-based or otherwise) currently? If so, what is it called and /or who is the mfg., current version, and original install date?

Answer: Digital Storefront v13.2.1.26472 is used

30. **Question:** How many people are currently staffing the Print Shop? Does staff include remote support employees?

Answer: There are currently 6 (six) staff members in the Print Shop. See Section 6.2.4 Staffing

31. **Question:** Are there parking, badge, or vendor access fees?

Answer: Badges are \$5.00 each

32. **Question:** Are the job descriptions for each position and how many are in each position?

Answer: See Section 6.2.4 Staffing

33. **Question:** What job duties will the graphic design person have? Editing and production or creation?

Answer: All the above

34. **Question:** What type of vehicle is being used currently and is it adequate for the task?

Answer: The current vendor provides the vehicle for courier services. This vehicle is not provided by the district.

35. **Question:** How is the cost of the vehicle and expenses for it to be included in the cost?

Answer: N/A.

36. **Question:** If the cost of the vehicle is included in the cost, is it a separate billable amount, or is it to be included as a cost in the click charges of the print shop?

Answer: Should be included in the Managed Print Services cost and not a separate billable amount.

37. **Question:** What are the current software products used by the district that need to be compatible for the district ongoing support?

Answer: Any proposal should meet all the requirements of the RFP and the district needs to continue all services regardless of current software.

38. **Question:** Should new software solutions be cloud-based or does the district focus on utilizing server-based enterprise software?

Answer: Cloud based preferred

Proposal responses must include a copy of this page, signed by the vendor, confirming receipt of same. We hope this information is helpful in developing your response and we appreciate your participation.

Vendor Acknowledgement Signature