

RFP 2016-0026 Leased MFD & Managed Print

Questions and Answers

1. Do you have any average monthly volumes to associate with the respective MFD's & Printers itemized in the RFP?

Answer: Please see attached volume report.

2. Would the City Accept a Bid Response that does not have an embedded lease on the new Multifunction Devices?

Answer: No

3. How many devices and in how many locations are considered "First Responder"?

Answer: Roughly 50 devices are located across Police, Fire and EMS locations.

4. IS 11 x 17 required for every device or will you let us make a recommendation after the assessment period with providing 11 x 17 access within a short walking distance?

Answer: No, it is not required for every device. 11x17 access within close proximity is acceptable.

5. Your goal is eliminate 50% of your devices and to have an assessment to identify areas of opportunity. Should fleet reduction come from reduction of the SFP's or 50% of the SFP's and the 50% of the MFD's?

Answer: This will depend on device and location. There is not a set amount per classification. The awarder Vendor will perform the right sizing analysis in order to determine the correct amount of MFDs and SFPs to eliminate.

6. Does Pull Printing need to be on every device, including SFPs or just the MFD's? Should we estimate half of the current fleet for pricing?

Answer: Pull Printing should only be included on MFDs. Please use the attached pricing sheets to price for the fleet.

7. How many users will be using Pull Printing?

Answer: All users will be using Pull Printing, which will be approximately 3,200 employees.

8. Are you requesting a recommended replacement for each single function printer or only a managed program for the existing fleet?

Answer: The City is requesting managed print services for each SFP.

9. Please clarify what "Add-On" means in the Accessories column under the Cost Proposal.

Answer: Offerors are to break down each add-on accessory available to devices, giving the cost to add a finisher, high-capacity tray, or other optional equipment.

10. Are there any lines of business applications that the City of Pittsburgh would like the MFDs to interact with?

Answer: No

11. Is the City of Pittsburgh requesting an optional quote for HID proximity card readers?

Answer: No, but we would like to incorporate currently held proximity cards into the reader solution.

12. Who is the current leasing company and where is the equipment being returned to?

Answer: Amcom.

13. Would the City consider incorporating a 30 day cure period into defective equipment terms?

Answer: No.

14. Can you please clarify that additional machines added after implementation will be added a coterminous lease rate that coincides with the number of months left in the original term of the lease and not at the original lease rate used for the initial implementation? Does the City of Pittsburgh have an expectation of the quantity of equipment that will be added outside of the original implementation?

Answer: Yes, the City would add them to the contract; however, at this time, there is no expectation for adding any new equipment.

15. Term: Lease agreements established by issuance of a purchase order shall be effective on the date the equipment is accepted, ready for use, and shall continue for the lease period. This section is in conflict with 4.5.1 – Billing and Invoicing which states that billing will not begin until the last unit is in place. Can you please clarify?

Answer: Section 4.5.1 is the correct standards for MFD billing. Section 4.5.2 pertains to any additional equipment leased after the contract is established.

16. Will the City of Pittsburgh accept volume bands listed on machines running over volume band because there could be more than 2 service calls in a month?

Answer: Yes

17. How does the City of Pittsburgh expect the acceptance testing process to be handled?

Answer: Upon installation of any device, the Contractor representative will demonstrate to an appointed City representative that the unit will perform successfully under a performance stress test, performing City-driven tasks with City provided data (faxing, high capacity copying, etc.). After successful completion of the tasks, reports/documentation will be provided to the City representative, who will then sign off on the device.

18. Warranty that comes standard is manufacturer defect warranty. What are you asking be included in the warranty?

Answer: A standard manufacturer defect warranty is all that is required.

19. Is the City of Pittsburgh asking for a monthly lease rate interest rate or payment?

Answer: The City is asking for a monthly lease payment amount on Appendix E: MFD Pricing Sheet.

20. Can the City of Pittsburgh provide copies of Appendix E & F in excel format?

Answer: Yes, they will be made available upon request by sending an email to joshua.lamonde@pittsburgh.pa.gov.

21. City of Pittsburgh mentions per click-rate price for each printer. What is included in click-rate? Is it equipment, maintenance and supplies?

Answer: Equipment and supplies minus paper.

22. Please elaborate on specific needs for software requirements: “transactional-based document capture and workflow automation?”

Answer: While document capturing and flow automation are required, the City also wants the capability to track printing, sustainability measurements, Green IT tracking, and user authentication. This should all be made available to City Employees via software.

23. GREEN IT: Please provide clarification on acceptance of Newly Manufactured systems? Would not accepting Newly Manufactured devices that may contain non-critical technological or operational pieces, (i.e. Frames, etc) go against your GO GREEN policies as it did for the County of Allegheny due to accepting recycled parts? If all equipment being delivered has brand new serial numbers and equipment that has never been installed at another site will you accept this manufacturing status?

Answer: No, it would not violate any Green initiatives on the City’s part.

24. Will the city be providing the MFP CONNECTOR LICENSE FOR RIGHTFAX referenced in Section 4.3.2?

Answer: Answer pending.

25. The city is requesting two high volume production systems (95 pages per minute). Do these units require an integrated fax? Production systems typically do not have fax capabilities. Are you trying to achieve production printing or fast black and white for general office use?

Answer: Yes, Fast black and white for general office use.

26. Are the print queues managed on central print servers or through direct IP Printing?

Answer: The current queues are on servers, but direct IP Printing would be an option the City would be willing to consider.

27. How many users are in Active Directory? If Direct IP Printing, how many work stations are involved?

Answer: 2,800+

28. The city is requesting a Municipal Equipment lease, however there is verbiage such as 30 day cancellation clause and verbiage in Cancellation of Leased Units which make these assets again, units that cannot be leased. Will the city strike this clause?

Answer: Answer pending.

29. Could you please provide specific detail of which staff of our company you wish to have details on; People working at the onset/analysis portion of this project or team members assigned to manage your account life of this project.

Answer: Team members assigned to manage the account life.

30. Is there any flexibility to the SLA's as posted?

Answer: There is always room for negotiation on SLA's ; However, proposals that adhere more closely to the City's requirements will be weighted favorably during the selection process.

31. For the old equipment in house will there be a disposition program related to operational performance of said equipment to insure that the lease company accepts the product back?

Answer: The current lease in place insures that the equipment will be accepted upon return.

32. If the discovery phase has major cost adjustments what is the state's percentage of swag that is budgeted?

Answer: There is no state involvement in the proposed contract; The City is the sole purchasing agent.

33. Clarification on the flat lease fee? Is that a replacement cost of those printers?

Answer: The flat lease fee for standalone printers is meant to be a cost proposal option in which the Offeror gives the City one flat cost to pay for a specific printer. After that cost is paid, no further payments will be expected of the City on that standalone device.

34. Would the City be accepting of having a hot swap, for all first responders, in lieu of a 1 hour response time 24/7? Or, a 1 hour call back and a 3 hour fix?

Answer: Yes, a hot swap program would be an acceptable solution.

35. How many users, or City employees, will be using the MFD software, for example Sharepoint?

Answer: 3,200

36. Referring to Section 4.4.3 Account Management, 'the City desires timely access to all Offer records related to the contract awarded.' What records does this refer to?

Answer: Any and all requested records pertaining to installed equipment specifications, history of software updates, account billing and transaction history, and any other related documents.

37. Referring to Section 4.5.2 Equipment Lease, Cancellation of Lease Units, 'the City reserves the right to cancel and terminate any lease orders, in part or in whole, for MFD non-performance (Machine Performance, Section 6.2.16) ; Section 6.2.16 is not included in this RFP. What is the machine Performance standard/expectation?

Answer: Any machine that consistently becomes inoperable for a period of sixteen working hours. It will be at the City's discretion to determine whether to cancel any orders; however, this is a last resort, and would only occur in extreme cases.

38. Please provide type of ownership, warranties and ages of printers.

Answer: All current devices are leased via Amcom. Other than ownership, no warranty or age documentation is available.