



CITY OF SUFFOLK

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Purchasing Division

ADDENDUM # 1 REQUEST FOR PROPOSAL Managed Print Services and Printing Devices

AMENDED ACCEPTANCE DATE/TIME:

Prior to 5:00 p.m. January 17, 2013 "Eastern Standard Time"

RFP NUMBER: 2013-00037-IC

ACCEPTANCE PLACE: Department of Finance
Purchasing Division, Room 105
441 Market Street
Suffolk, Virginia 23434

Requests for information related to this Invitation should be directed to:

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This document can be downloaded from our web site:
www.suffolkva.us/bids/info/jsp

Issue Date: January 2, 2013

These are some of the questions that have been asked since the pre-proposal conference and because of changes at the City of Suffolk the RFP acceptance date has been extended until January 17, 2013.

Questions and Answers in regards to RFP 2013-00037-IC, Print Managed Services and Printing Devices.

1. Can you provide a list of the current equipment by make and model that the city has now that is being considered for MPS?

A. No, the first part of the RFP will be to select a vendor to do a study of what we have now.

2. Can you provide a list of monthly print volumes by device? Do you have it by mono vs. color?

A. No, We do not have this information.

3. Does your IT department currently collect printer volumes from the City's print server network?

A. No, we collect volumes on the copiers but not the printers that are located at various locations.

4. Are you looking for an MPS agreement that covers all locally attached and standalone (not networked) devices as well?

A. Yes.

5. Are there any buyouts or current lease agreements in place now that the new vendor would need to anticipate?

A. There are only a few of the machines that are on new leases, most will not require buyouts.

6. What is the on site break fix service response time requirement?

A. The response time is something we want to see in the proposal.

7. How many estimated devices are in scope?

A. We do not have this information until we select a vendor to do the study.

8. Are you interested in an alternative base plus cost per page model so that the city only pays for what you use?

A. We are looking for what will be the most cost effective way to handle our fleet of copiers, mfd's and printers.

9. You use the term 'rental' on the pricing page? Can you clarify if you mean 'lease' or define what you are looking for as a rental?

A. It would be leased equipment.

10. Is there a preference to utilize any particular printer or MFP brand?

A. We do not have a brand preference, we are looking for cost effective, efficient, innovative ideas and a reduction in our fleet while still maintaining a system that will be reliable and hard working.

11. What is the majority of the brands that you now have?

A. Currently the majority of our copier fleet is Xerox and the majority of our printer fleet is HP.

12. Anticipated initial Term of contract – is it 5 years with possible revision at 2 years with the new building and certain department moves into new building?

A. Exactly – we anticipate changes and an even larger reduction in the fleet of devices once the new building has been completed.

13. Confirm the number of full time and part-time employees?

A. Full time employees - 1250; Part time employees - 147

14. The number of workstation with the city? By Department if possible?

A. No, the first part of the RFP will be to select a vendors to do a study of what we have now.

15. What Operating systems does the City currently have implemented? Are there any future changes to these planned?

A. Microsoft Windows – No changes anticipated.

16. Will the City of Suffolk require any printing from Mainframes? If so, what are they and what are their applications?

A. This RFP does not incorporate mainframe printing.

17. Does the City currently use any printing or copying tracking technology to control or bill back for printing or copying?

A. No.

18. Do all city employees have proximity or magnetic swipe ID badges currently?

A. No.

19. Approximately how many printers are networked within the City? Approximately how many printers are not networked but will require service and supplies under the new contract?

A. We do not have this information available.

20. What is the average print volume for the current printer fleet?

A. We are asking for this information to be gathered in the study to be performed.

21. What percentage of current printers are color and Black/White printers? What is the average color print volume per color printer?

A. We do not have this information.

22. Are supplies and maintenance for printers in a centralized budget or are they charged to each individual department's budget?

A. Each department is responsible for supplies and maintenance in their budget.

23. Is printer maintenance all from one vendor now?

A. We do not currently have a "printer" maintenance, we have "copier" maintenance with Xerox.

24. Are printer supplies purchased all from one vendor currently?

A. Printing supplies are purchased through our office supply contract currently.

25. Are any other PDL's required other than PS and PCL?

A.

26. Clarification of #1 & 2 on page 11 of RFP.....Do we understand this to read that only one hard copy is required and there are to be 6 electronic copies on a CD?

A. One hard copy and 6 CD's or thumb drives will be acceptable.

27. Can the Electronic Copies be provided on a USB thumb drive?

A. Yes.

28. Can the electronic versions of the proposals be submitted as PDF?

A. Yes.

29. What is the name of the current Document Management application you are utilizing now?

A. WebExtender.

30. Does OCR need to be part of the scanning solution?

A. There are some instances that OCR should be available, but we are currently scanning to a web based site and indexing through that with cost associated with OCR being a determining factor.

31. Is current scanning to your document management system utilizing the Xerox MFP's as the on-ramp or do you have standalone scanners for archiving? If you have standalone scanners, what models are you utilizing?

A. We use both, Xerox MFP's and several other standalone scanners.

32. Is your document management system cloud based or server based?

A. Web based.

33. Are the wide format systems you have currently black/white systems or do you also have color systems?

A. We have black and white but also use color plotters

34. Do you currently have a fax server solution?

A. No.

35. Would you consider adding IT services to this proposal?

A. No.