

RFP 19-04

Copiers and Multi-Function Devices

Addendum I

Answers to Questions

1. In your RFP you reference the most cost effective approach. Does anything in your buy laws prohibit your company from taking advantage of the **FMV** (Fair Market Value) versus the **\$1 Buy-out** option?

BakerRipley did not include a buy-out provision in this RFP. Vendors may include pricing for a buy-out according to Solicitation Instructions, B Proposal Outline, 3, I Other Attachments. However this information will not be used in making the final determination.

2. When is the current contract expiring?

The current contract expires 9/30/2019.

3. Can you confirm that bidders will have no financial responsibility for the termination of the current contract?

Bidders will not have any financial responsibility for the termination of the current contract.

4. Who is responsible for removing the existing equipment and the wipe of the hard drives on the current equipment?

Agency will work with current Vendor to have equipment removed and make other activities related to the removal.

5. Re: Page 14, Locations. "Agency reserves the right to add or delete locations and/or services during the contract term".
 - a. Is BakerRipley wishing to make a change from how it funded the last awarded contract?

No, but within the funding contract we are sometimes asked to close existing or open new locations.

- b. Regarding the "delete locations", is BakerRipley looking to utilize cancellation via non-appropriation of funds?

Yes, we would only close a location if our funder requires it.

c. Will BakerRipley sign a non-cancellable lease document?

No.

6. How does BakerRipley prefer the new maintenance contract to be set up? IE. Allowances, Cost per Copy?

Allowances.

7. On page (7) your RFP provides the basic operating requirements for the multi-function devices are their additional configuration requirements for your desktops in detail?

No.

8. Which devices need to have card readers/secure release?

Only staff printers.

9. Can you please provide the type of access cards that are being used currently?

HB ProxCard II.

10. Re: Advance Capture

a. Does BakerRipley already have software in place for document capture?

Yes.

If so, can you please provide that to vendors?

DocuWare.

i. If there is current software in place, is BakerRipley up to date with the maintenance on this software?

Yes.

11. One issue brought up to us in our walk through was secure printing for customers. They had issues with sensitive information being picked up by the wrong people. Would secure printing for customers be something you were interested in?

No.

12. What is the network printing method, direct IP printing, or printing through a print server? If print server, how many print servers and what operating system is running?

Print Server, single print server, and Windows Server 2012 R2.

13. Does BakerRipley want all devices, including desktop MFPs, enabled with the print management software?

No.

14. Is BakerRipley looking for a “follow-me printing” solution where end users can release jobs from any printer?

No.

15. With regards to Section 3, Scope of Services, (ff): Does organization prefer the use of PIN codes or HID proximity cards, or are both required in desired print release process?

PIN (most staff do not have access cards currently)
Both may need to be required.

16. Can you please elaborate on how you want users to authenticate at the MFP; Proximity card, AD user ID/password, or pin code?

We want both (Proximity Card & PIN)

17. In the Vendor’s conference it was mentioned that IssueTrak is being used with regards to faxing. Will organization continue to utilize IssueTrak, and if so, can you elaborate on how IssueTrak is employed?

Workforce Solutions Financial Aid Payment Office (FAPO) manages a vendor application (Vendor Connection) that allows the user to make requests and take actions. Those requests and actions are sent from the application to a specific email and converted into an issue in IssueTrak.

18. In visiting Workforce Solutions sights, it appeared that every device had a Fax Option. Are these necessary, or is a type of fax connector/other software being used between all MFPs for faxing? Does each MFP have its own assigned fax number?

Yes, some have analog fax lines and not every MFP.
Yes, each MFP that is setup for fax capabilities will have a unique number.

19. During the walk-throughs of locations, many departments specified that they only use 8 ½ x 11 paper. Under the operating requirements, it states that the devices need to be “capable of producing 11x17 sized documents”.

- i. Should vendors provide recommended options for those locations only utilizing the 8 ½ x 11 size paper or do you want vendors to only recommend per the specifications in the bid?

Please submit your bid according to the RFP specifications. You may also submit an alternate bid based on your recommendation.

20. Amendment I, gg) Advanced Capture: lists multiple destinations required to scan and send to. Can you explain which applications they will be sending the documents through?

Through DocuWare, IssueTrak, and tracking the unit to route through the system.

21. Please confirm that DocuWare will continue to be used by the organization.

Yes.

22. Which devices need scanning into DocuWare?

Staff MFD's.

23. When scanning directly into DocuWare - where are things being stored and retrieved?

In the Network Share & DocuWare File Cabinet.

24. How many users do you have?

400 Users.

25. What are the printer volumes?

We do not have printer volumes because they are not connected to the network.

26. How are people using the public access computers? Are they logging in?

Customers do not log in nor do we track what they print.

27. What are you using for email? Active Directory?

Active Directory.

28. How many users are in Active Directory?

We have about 1500 total Users in Active Directory with around 400 being Workforce Solutions Users.

29. VLANS? Do you have separate networks?

Separate networks on WLAN, but one VLAN per site.

30. Do you bill back or charge back to specific grants?

Yes.

31. What type document manipulation/processing is BakerRipley interested in performing prior to being input into DocuWare?

We do not manipulate the document in anyway. A sorting process can be helpful.

32. Another major thing we found was employees perform repetitive data entry tasks that could be streamlined into a workflow. Is this an area BakerRipley would like to improve?

Absolutely, we are interested in hearing all suggestions for improved efficiency.

33. Has BakerRipley explored using Artificial Intelligence to further analyze scanned documents to attach metadata automatically?

No, but we would appreciate learning more about it and hearing your suggestions.

34. Do you have offices that can assist clients with learning/physical disabilities?

Vocational Rehabilitation Services offices opening in conjunction with the current WFS offices. There is a massive expansion planned for the Northline Career Office, as well as the East End Career office build out (expected completion in 45 – 60 days).