



Addendum #1
RFP # 56-24, Citywide Printer and Copier Services
August 9, 2024

NOTICE IS HEREBY GIVEN that the following addendum serves to provide clarification and to answer the questions received on RFP # 56-24, Citywide Printer and Copier Services.

Question 1: What are your top three pain points related to the print program?

Answer to Question 1: *There are no pain points related to the print program.*

Question 2: Has your print program been measured from a sustainability perspective? Is that important to your organization?

Answer to Question 2: *The print program has been evaluated from a sustainability standpoint and is important to our organization.*

Question 3: When was the last time you measured customer satisfaction related to your print program? What were the results?

Answer to Question 3: *This is not applicable.*

Question 4: How are toner levels managed? How is toner distributed and installed?

Answer to Question 4: *Toner is provided by the vendor upon request by the City department and is installed by the department.*

Question 5: How are meter readings collected and/or reported to your current vendor(s)?

Answer to Question 5: *Meter readings are collected and/or reported by HP WebJet.*

Question 6: Do you receive consolidated service level reporting for all single and multifunction devices? If not, what type of reporting do you receive or require?

Answer to Question 6: *Yes, HP WebJet generates reports for all single and multifunction devices.*

Question 7: What are your current vendor SLAs? What do you expect from a new vendor relative to service level commitments?

Answer to Question 7:

- ***Service Requests: Respond to service and supply inquiries in a timely manner (within one (1) business day).***
- ***Deployment: Deployment of equipment in a timely manner (within one (1) business day).***
- ***Service Response Times: Average response time of four (4) hours.***
- ***Equipment Repair and Maintenance: Equipment repair and maintenance services will be provided in accordance with manufacturer's specifications.***
- ***Equipment Relocation: All equipment moves and relocations shall be at no charge.***
- ***Equipment Delivery: Equipment shall be delivered within thirty (30) days or less.***

Question 8: What are your security requirements around print devices?

Answer to Question 8: *This is not applicable.*

Question 9: Are users required to authenticate prior to printing in any area of your organization?

Answer to Question 9: *This is not applicable.*



Question 10: Do any of your user groups within your central print program leverage your MFD technology to drive digital workflows that increase efficiency and reduce output?

Answer to Question 10: This is not applicable.

Question 11: Does the City have a current Document Management System being used on the City locations and how is the data being stored?

Answer to Question 11: This is not applicable.

Question 12: Is there a desire for Mobile Printing across the City?

Answer to Question 12: This is not applicable.

Question 13: How many print servers are there in the city?

Answer to Question 13: There are a total of seven (7) print servers in the City.

Question 14: Does the City currently use any type of secure faxing or printing?

Answer to Question 14: The City does not currently use any type of secure faxing or printing.

Question 15: Will 11" x 17" be required on any of the devices?

Answer to Question 15: Yes, some devices will require 11" x 17" paper.

Question 16: For all of the equipment devices the MFD and Printers need to be "new" or "refurbished" and "out of the box"?

Answer to Question 16: Yes, both depending upon the device.

Question 17: The number and role of employees in your current MPS? Do you currently have a data collection agent (DCA) for the print environment?

Answer to Question 17: The City's Helpdesk assists with HP WebJet Admin.

Question 18: Finishing options can we get more detailed information on how many units with stapling, how many with 3 hole punch, how many drawers are needed on each device, etc.?

Answer to Question 18: Reference Exhibit A Equipment and Volume List, additional or future feature additions should be price certain.

Question 19: Do you have any scanning requirements? Scan to me/email, scan to home folder, scan to cloud folder?

Answer to Question 19: Yes, scan to email or folder.

Question 20: Do you require reporting of output (print, copy, scan, fax) by user?

Answer to Question 20: Reporting of output is not required.

Question 21: Do you require OCR?

Answer to Question 21: OCR is not required.

Question 22: Would you be authenticating to traditional Active Directory, Azure, or LDAP?

Answer to Question 22: No.

Question 23: Are you primarily a Windows, Chrome or MAC printing environment?

Answer to Question 23: The City operates in a Windows printing environment.



Question 24: Are you looking for a SaaS solution, or are you looking to host the MPS solution in the cloud? No If you are looking at hosting, will the city be managing the application or the winning vendor?

Answer to Question 24: The City is not seeking a SaaS solution or to host the MPS solution in the cloud.

Question 25: Is the city requiring only HP that are listed in the RFP for replacement or would it be ok to bid other manufacturers brands?

Answer to Question 25: The City requires the HP models specified in Exhibit A Equipment and Volume List, or other HP models.

Question 26: Regarding RFP 56-24 is the city open to Canon equipment or are you only looking for HP equipment?

Answer to Question 26: The City is exclusively seeking HP equipment.

Question 27: Can you accept proposals for Epson printers/copiers or does it have to be only HP products?

Answer to Question 27: See Answer to Question 26 above.

End of Questions and Answers

All other dates and terms and conditions remain the same in this Request for Proposal.

End of Addenda