Addendum No.5

Issued: April 19, 2018

RFP Name: Leased Digital Copiers, Supplies & Services

RFP# 2018-PUR-022

The RFP deadline has been extended to April 25, 2018 at 2:00 p.m.

Questions and Answers:

1. Regarding existing PaperCut installation mentioned on Page 4 of RFP and addendum #1, Please indicate the version of PaperCut currently deployed (PaperCut NG or PaperCut MF)? MF
   a) Please supply the current Support ID or Reference Number of the existing PaperCut installation (Found in the 'About' page in your PaperCut Admin interface)? This is required if we will be utilizing the existing installation as part this RFP.
   Support ID PS58166-0084   Ref: C-DBR6VR

   b) Please list any desired features currently missing from existing PaperCut system?

2. How many physical locations will be covered as part of new solution? 36

3. How many print servers are within the environment related to this project? 4
   a) Are the print servers centrally located or distributed throughout the environment to various locations? If distributed, please provide locations. No, they are located at Central Office, Data Center
   b) Are all of the print servers using a Windows Server OS? Yes
   c) Are there any non-Windows print servers in the environment? No

4. Please provide the ID card and Make (Manufacturer and Model)? Indala 33 Bit (Motorola)
   a) Do all users at all locations use the same type of ID card? Yes
   b) Do any duplicate card issues exist? No
   c) Are user ID cards / FOBs defined in Active Directory or in a Security System? Security System

5. Is there any requirement to track copy, print, fax, and/or scan activity for **statistical or auditing purposes**? Just Internal Auditing

    a) If reporting is required, what is required to be reported: User, Department, Location, and Device (MFD, network connected printer, and/or local printer), Activity (copy, print, scan, and/or fax)?

    b) Is there a need for any **rules based routing** of print jobs? Ex Jobs of ten pages or more most go to specific devices. yes

6. Please describe your **server environment, client environment, and network infrastructure:**

    a) Is the data-center that hosts the organizations servers centralized or regional? Centralized

    b) Amazon Web Services (AWS) or AZURE in use? no

    c) What Server OS's are used by the organization (Please provide details):

        Windows Server 2003 / 2008 / 2008R2 / 2012 / 2012R2/ 2016

    d) Servers physical or virtual? 2/3 VM Ware Virtual, 1/3 Physical

    e) If virtual, what platform:

        VMware, Microsoft Hyper-V, other (Vendor and Version)?

    f) Please provide details about Network bandwidth between locations and methods of connection? Fiber Network, 2 Gbps per location, Ring within a Ring. Moving to 10 Gbps within a couple years.

    g) Does the organization have Wi-Fi within the environment? If so, is the Wi-Fi___33 available for use for staff, consultants, guests, general public? Please provide details of how the Wi-Fi___33 is required to be used for this project. We have Wifi but it isn't required for this project. All MFPs should be hard wired.

    h) Do firewalls restrict traffic between locations? If so, can ports be open if required? No, Just restricts traffic from the Public Internet to the Private WAN/LAN

    i) Are there any legacy systems or applications that need to be considered for printing, scanning, or faxing? No.

7. Please describe any customized in-house applications relative to printing and the requirements that these application function with the printing solution Canon provides. None.

    a) If mainframe(s) or other host systems exist in the environment, what requirement is there for this solution to function with the mainframe(s) for printing?

8. What **email system is used by the organization:** Microsoft Exchange, Lotus Notes, Novell GroupWise, other? Gmail, G-Suite

    a) Is the email system internal to the organization or hosted? Hosted

9. Please provide details for the following relating to **mobile device print requirements** within the environment?

    a) Are the mobile devices company owned or personal devices? Yes. Chromebooks, iPads

    b) Are company owned mobile devices restricted or locked down by an enterprise management software/solution in any way? Yes.

    c) Do the mobile devices have the ability to operate using Wi-Fi___33 in the environment? Yes

10. With respect to **mainframe (IBM AS/400, etc…) or host systems (UNIX, Linux, Sun OS, Citrix, SAP, etc…):**

Are there any mainframe (IBM AS/400, etc…) that exist in the environment? If so, please provide the following: No

    a) What print language (IPDS, AFP, PCL, Postscript, other) does the mainframe generate as print output that is required to function with this solution?

    b) What account (Active Directory user account, system account, other) is associated to print jobs when a user prints from the mainframe? Is this account associated to the print job end to end – from origination on the mainframe to printing on the printer?

11. Is it necessary that **MFDs be able to scan** documents? If so, how many MFDs require this function? All

    a) Is there any backend Document Management System (OpenText, SharePoint, etc…) that this solution needs to scan and store documents to? No

    b) Is there any online system (Dropbox.com, Box.com, etc…) that this solution needs to scan and store documents to? Google Drive

12. Is it a requirement that users be able to scan documents to be sent outbound, or to themselves, via email? Yes

    a) If so, should the outbound email be sent using an email address defined for the MFD or using the users own email address? Either.

    b) Is it a requirement that users be able to scan documents to predefined shared network folders or Active Directory Home Folders? Not required, but we are Interested in that.

    c) Is there a need to browse the folder structure to which documents are to be scanned and deposited to? Yes.

    d) Is it a requirement that users should be able to use OCR (Optical Character Recognition) during the scanning process to convert scanned documents to editable text? Yes

    e) Are advanced scanning capabilities (such as: Zone OCR, Batch scanning using barcode separation pages, Forms recognition, Line item extraction, Document image enhancement, etc...) required? Not Required, but Interested.

f) Please describe any customized in-house applications relative to scanning and the requirements that these applications function with this project. None.

13. Is it necessary for **MFDs be able to send / receive faxe*s?*** No.

   a) If so, how many MFDs require this function?

   b) Is there a centralized fax solution (such as RightFax) that needs to be considered in the environment? If so, please provide the following: We use RightFax.

   c) What fax solution is currently place (Manufacturer / Model / Version number)? Rightfax

   d) Does the current fax solution function by Scan-to-Email, Scan-to-Folder, or via Direct Integration by MFDs to the fax solution? Please provide details. Scan-to-Email

   e) Is there any requirement for faxes to be archived for tracking or auditing purposes? No.

14. Is there a need to **charge a group of users for printing, students, etc…**? No

15. Are there any copy Centers in the environment? Yes
   a) Are they Self Service or manned? Manned
   b) How do jobs get routed Print Center operator

16. Please provide information on the organizations IT department as follows:

   a) Is IT outsourced? No

   b) Is IT support available at all of the company locations? Yes

   c) Are network and Application Diagrams Available. Yes, Network Diagrams

   d)

17. Does the district wish to have the ability to scan documents directly into Google Drive from the MFP? Yes

18. Pg 16 regarding 8.1.1.2
   a. The addendums state that the Toshiba lease is set to expire in May of 2018. Typically, when an organization goes to the end of term, there is no buyout. Can you please verify that the buyout amount of $48,380.39 is valid for a July 2018 installation, and state what it covers?   The lease is a Fair Market Lease and we have to return the equipment back to the leasing company. The lease ends May 25, 2018 and we have been given a prorated leasing amount for five weeks. The amount is $48,380.39 for the timeframe of May 28, 2018 to June 30, 2018.

19. Pg 7 regarding 3.1.1.9.1
   a) Can you verify that 'included' staples are only required for the Print Shop?   Is there an estimate of how many cartridges of staples the print shop went through per month/year, etc.? Yes, 10 boxes a year for Booklet Staples and 8 boxes a year for Single Staples.

20. Pg 24 – Appendix D
    a) There are two different types of 50 sheet stapling finishers available: internal and external. Are there any specific requirements as to which finisher needs to be used in the RFP? Internal staplers are what we prefer.

21. Pg 24 – Appendix D
    a) 2 Drawers with minimum paper capacity of 550. Would 500 sheets per drawer acceptable?   Yes

22. Pg 26 Appendix D regarding Segment 7
    a) The requirements for the 55 ppm color and 65 ppm B&W unit state the requirement for 13x19 size paper in the bypass.   Can you verify the requirement of the 13x19 paper in the bypass?   If required, can you describe the application that will use it?
    The largest size paper/card stock that is run through the machines are 11" x 17".

23.   Pursuant to page 11, 4.3 - Is a bond required for this opportunity?
    Due to the dollar amount of this contract we would require a bond

24.   Would the school district be open to using co-op pricing such as NIPA?
    Yes
25.   Pursuant to page 16, 8.1.1.3 - Is there any further information that you can provide, based on the terms of your current Lease agreement, on requirements to ship back equipment, to Toshiba (ie) insured amount or how the equipment needs to be shipped back and any other specific details regarding the return?
    Please return 142 Toshiba's with finishers including 3 print shop Toshiba's with staple finishers, punch units and external large capacity feeders to Waukegan, IL. They should be sent back by a shipping company and the number of machines & location should help in estimating the shipping cost.

26.   Traditionally bonds are 10% of the value. Is that what you are requesting for in section 4.3?
    We will accept 5% of the contract.

27. Are you planning to replace your HP's or have the bid winner service the existing HP fleet?
    No replacements.

28. Would a best value response be acceptable over a fully compliant response, if it provides additional cost savings?   Yes.

    a) Bypass paper size 12.6in x 19in vs 13in x 19in   The largest size paper/card stock that is run through the machines are 11" x 17".

    b) 2,320 sheet capacity requirement for tandem sheet feeder vs 2,000 capacity. We would consider a 2,000 capacity.