



BID 22-38: Printer/MFD Device and Print Management Solution Response to Vendor Questions

Thank you for your thoughtful attention to the City's RFP. Below please find all vendor questions and the City's responses. Please note as you continue working on this bid that while the City will evaluate cost as one of component in reviewing the responses, we value a vendor who works with the City to optimize the fleet and use of these devices which will in the end allow us to serve our constituency better. Please use your bid response to highlight how you as a vendor will work with City staff as it relates to our fleet of MFD's and printers.

Vendor 1

1. Section 2, Item 1: Replacement Device Spreadsheet is a PDF without a Columns I and J. Will it be posted on the website?
We apologize for the error. An updated worksheet was posted to the site on March 24, 2022. Note: another update to this is being posted as a result of the vendor questions.
2. Can you provide volumes by model information?
In the newly posted Replacement Device spreadsheet (version 3), we have added columns N and O which have FY21 Annual Volume monochrome and FY21 Annual Volume color.
3. Please clarify- Do you Own or Lease your current equipment?
It is lease to own, with a \$1 buyout on June 30, 2022 when the contract expires.
4. Do you want to own the devices at the end of the new lease?
The City would like to have the option.
5. Do you currently use a print management solution? If so which one?
Yes, Windows Print Server.
6. What devices do you want print management solution on?
Ideally all of them but it is understood that working with the desktop printers may be more difficult and/or prohibitively expensive than the larger MFD's.
7. Which devices are going to need Papercut?
Papercut is not being specified but is a candidate for our print management solution. We would like it to be applied to all devices but understand if all devices cannot utilize all of the features.
8. How many print servers/site servers are you going to need for Papercut?
That would be something that we expect the vendor to assist us in determining.
9. Are you Windows based environment?
Network and domain services are all Windows, and almost all devices are Windows. We have a very small number of domain bound Macintosh computers. In our public service areas (Library and Recreation) we would like to support printing from guest devices which could be any flavor.
10. Is there any Chromebook Printing?
Potentially on the guest network.
11. Are you running a LDAP or Active Directory Server?
Active Directory.



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Vendor 2

1. Will follow me print be needed on any of the desktop networked printers?
No but interesting if it can be in a cost effective manner.
 - a. If so how many anticipated, or all?
2. Will a cloud based find me print solution be accepted? *Yes.*
 - a. Or is an on-premise solution required? Hybrid?
Either is acceptable. Please consider that we are interested in having a solution for guest devices at our public service areas (Library and Recreation).
3. For pricing purposes, should we give you a quote for a like-for-like scenario?
Yes, the intent of the Replacement Device Spreadsheet (now at version 3) is to know how each vendor would replace in kind, as well as getting a quote that demonstrates what that vendor's 5 year cost would be for a like solution. We will use this to compare against other bidding vendors and our current contract.
 - a. Knowing you want to downsize the fleet, we can adjust anything after the award is that a fair assessment?
Absolutely! We anticipate that we will reduce the fleet while increasing services using the print management solution. This will be discussed in more detail at the oral presentations.

Vendor 3

The City does not use A3 or A4 page sizes in any substantial quantity. In order to answer the questions in this section, we have substituted those page size designations with Tabloid (11"x17") and US Letter (8.5"x11").

1. There is a mention of reducing the fleet initially while maintaining service levels to users. Is it known how many devices will be ultimately needed initially?
No, we are looking to the vendor to help us to determine how we can reduce the fleet while maintaining service levels using the features of the devices and print management solution.
2. Do you have meter counts for your current devices? Is it known how much of the overall printing is done by A3 vs. A4 machines?
In the newly posted Replacement Device spreadsheet (version 3), we have added columns N and O which have FY21 Annual Volume monochrome and FY21 Annual Volume color. While this is not a meter count as requested, we believe this will give you the information you need on relative volumes by machine. For machines capable of tabloid, it does not differentiate between US letter and tabloid.
3. Would it be acceptable to propose separate (but fixed) CPC rates for A3 and A4 machines?
Yes, this is included in a newly posted Replacement Device spreadsheet. The CPC rates as included in this spreadsheet should be used to calculate the 5 year total cost.
4. Is your current lease of the FMV variety or \$1 out? There is a mention of returning the machines to a designated location as a possibility but there also is a mention of the City owning the equipment outright at lease end.



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Current lease is \$1 buyout and the lease term ends June 30, 2022.

5. Does the City currently have a print management system (e.g. PaperCut) in place?
Yes, Windows Print Server.

6. Are the A4 MFPs generally in public areas with multiple users or are they mainly used by individuals? Most A4 devices don't fully integrate with PaperCut so copying can't really be tracked. This is less of an issue if they are generally used by individuals.
Most MFP's are shared resources. However, most of the US Letter devices are printers, not multi-function devices.

Vendor 4

1. On page 3, Preparation of Bid Proposal, Question 1- "The Bidder shall submit her/his proposal upon the form(s) furnished by the City (attached)."
 - Are we allowed to insert City of Rochester's forms into our own proposal response? Or are you asking us to just reply on the forms attached and include nothing else?
Please provide responses on our forms without embedding them or attaching other documentation to them. Vendors are welcome to provide additional information as separate documents. Note that all information requested for the bid must be responded to with the provided forms so that the City can read those separate from "free form" responses.

2. On page 3, Preparation of Bid Proposal, Question 1- "The bidder shall specify a unit price for each pay item."
 - Are you looking for an individual price per machine? Or just a total lease price for all devices? If price-per-machine, where are we to price this out? I don't see an area to do this?
Thank you for noting this. The columns for this information were inadvertently left off the spreadsheet (even the second posting of it). There should be 3 additional columns: Proposed device cost; Proposed device cost per page monochrome; Proposed device cost per page color. We will post an updated spreadsheet with those columns. If you are not proposing a solution with CPP, those columns can remain empty.

3. Just to clarify the timeline, are you going to award a vendor and potentially sign paperwork on May 6, 2022? And then are you looking for all 100 units to be implemented by June 2022?
That would be ideal. However, we understand that this is a short timeline to procure and implement all devices, especially considering a timeline to evaluate and "right size" the fleet. Therefore we will work with the successful vendor to establish a timeline that includes a solution for using the Konica Minolta devices that we have currently until they can all be replaced under the new contract. Our expectation is for full replacement by August 2022.

4. Do you currently own or lease your existing equipment? Page 8 states that: **"All successful proposers will be required to remove the current leased machines, store if necessary to fulfill the contract term, and return or dispose of them back in a manner required by the existing**



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leasing company free of charge to the City.” but then page 11 under ‘Fleet selection and sizing’ states that: “The City’s current contract ends June 30, 2022 at which time the City will own their current fleet.”

- If leased, can you please request buyout and return authorization letters from the leasing company? We will need the address in which the equipment must be returned to the leasing company if required to include the equipment return.

The current contract ends June 30, 2022 and is a lease with a \$1 buyout. We will request the return authorization letters for devices that can be returned ahead of the contract end date.

5. Is it possible to do a walkthrough to view the City’s equipment before the RFP is due? There are several references in the RFP to reducing and right-sizing your fleet. There are many tools in place to help with this but we would need a better understanding of your current environment and the floor plans of the equipment ahead of time. Is this possible to better put together a future recommendation?

Bidders do not need to provide the actual fleet recommendations. Rather, please indicate the process you would use. What would you want to do/see on the walk through? What tools do you have that you would employ? You can find quite a bit of information about the City of Rochester on our website which may help you to answer this question. A walkthrough can be a part of the oral presentations for bidders who are invited to do so.

6. Does City of Rochester currently utilize a print management solution? *We currently use Windows Print Services but are interested in a more feature rich solution.*

- If so, which solution? *Windows Print Management Services*
- If so, are you current on your Maintenance and Support for that solution? *Yes*
- Would it be possible to get a screenshot of your current software version? *No.*

7. Does City of Rochester prefer one print management solution over another or are you looking for recommendations?

We are looking for recommendations. We have seen PaperCut and like some of the tools we see there but that does not preclude any other solutions.

8. Does City of Rochester currently utilize ID cards that could be utilized for the card swipe feature of the print management solution? *Not all users have them but yes.*

- If so, do you know what type of cards? *13.56MHz contactless smart cards*
- Is it possible to get a picture of the front and back of the card? *This will be provided to the bidders who are invited to oral presentations (under NDA).*

9. What type of print management are you looking for on stand-alone printers?

- Are you looking for print release stations to be added to the devices (this can be extremely costly)? *Not required (and we appreciate your warning!)*
- Are you looking to just swipe your card at these printers and have all jobs released? *That is interesting but not a requirement.*
- Or do you want open printing to these devices but the usage is being tracked? *This is the expectation for these devices but we are open to options provided by vendor solutions.*



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10. Can you please provide current network Operating System infrastructure ? i.e Windows 2016, 2019 or 2022 servers?

While we don't expose specifics about our environment in public documents due to cybersecurity concerns, we can say that we have no devices running EOL software or OS and endeavor to maintain all software and OS close to current release with patches implemented within a week of release.

11. Does the City have Azure or AWS cloud integration or are all the current solutions running on local VM's?

Again, we will not expose specifics here but the City does use some SAAS solutions with integrations for identity management.

12. What supported databases are currently be used along with version?

Specifics not available but we do use common modern robust database products. This will be provided to the bidders who are invited to oral presentations (under NDA).

13. Single Domain or Multi Domain?

This will be provided to the bidders who are invited to oral presentations (under NDA).

14. Does the City use Microsoft windows workstations/laptops or are Mac's used as well? Please provide all OS being used.

Both are used. Specifics will be provided to the bidders who are invited to oral presentations (under NDA).

15. Does the City require that the print management solution to support SMBv2, v3 and TLS 1.1, 1.2?

We currently have scanning to folders that is supported by SMB to premise file servers. We would prefer to scan to online document storage using a secure protocol. If that is not possible, scan to premise file shares will be needed. TLS 1.1 is disabled in the network.

16. Any certificates being using on MFD's or required for Print Management Solution?

The print management solution will need to be secured. We have not put a certificate on printers to date but would welcome a conversation about security reasons to do so and the capability of the devices.

17. Will there be any non-Windows printing (ie. AS400, Citrix, SAP)?

Besides Macintosh, no.

Vendor 5

1. Is the City extending this solicitation exclusively and independent of any 3rd party that they have traditionally used for these purposes?

This is a public RFP that any vendor who wants to can respond to. We have no current commitment to any vendor after the expiration of our current contract which happens June 30, 2022.