

Responses to RFP #01-19-20

What are the models of the Ricoh devices currently under lease? **MP2554SP**

What devices on the printer list are owned assets of the college and what devices are supplied by SunPrint? **There are approximately 242 college-owned devices on the list. Full details and device locations will be provided to the RFP finalists.**

Is print tracking via mobile device required? **Yes.**

Are the current ID cards proximity and swipe? **Magnetic stripe cards CR80.030.** What company are they purchased from? **Diversified Business Machines.** Is this supplier going to change anytime in the near future? **No**

Is there any software currently in place that tracks / manages end user print behavior? **No.**

Are toners / supplies sent to a central distribution point or to individual users / departments? Are there to be mail stop codes required for the supply deliveries? **Toner will be sent to our main address: P.O. Box 13489, St. Petersburg, FL 33733-3489. Our mailroom staff will sort and distribute to departmental locations.**

Will there be an area to store parts on-site? **No.**

Will the technician be issued a parking pass? **No.**

Is there a portal link that I can register in to see any other information for the RFP?
<https://webapps.spcollege.edu/purchasing/>

When will we be able to review and analyze each department's usage patterns, volumes, needs, and business practices? **The RFP Finalist will receive detailed usage reports by department, by device during the Managed Print Services Analysis Period.**

Can we tour the facility? **The RFP finalists will tour the facilities during the Managed Print Services Analysis period.**

Do we include the quantity of paper sources based on usage or will SPC provide vendors the required quantity? **See appendix 1.**

Can we get the MFD A3 (11 x 17) departments? **The RFP finalists will meet with each department to determine these requirements during the Managed Print Services Analysis period.**

Can we get the departments that require Staple Finishing, Hole punch or Booklet Makers? **The RFP finalists will meet with each department to determine these requirements during the Managed Print Services Analysis period.**

What does SPC use for their Fax solution? **Fax server.**

Who would map the facility each month? Our staff or SPC staff? **The awarded vendor.**

Can we have an example of the floorplans that are available? **The RFP finalists will be provided floor plans during the Managed Print Services Analysis period.**

Does your current vendor supply online access to service reports, as requested in this RFP. If so, can you please share an example? **Not currently provided.**

What job accounting or cost recovery software is SPC currently using? **None.**

In regards to required reporting, is current vendor providing number of service calls per device? Can you provide samples? **Not currently provided.**

Does SPC outsource copying or printing? **SPC has an onsite document center agreement managed and staff by Ricoh located at the EpiServices building. The current term expires in November 2020.**

Do the current vendors provide off-site reprographics services to accommodate document production overflow or back-up? **Ricoh provides onsite document services.**

Will SPC share the questions and answers of all bidders? **Yes, see RFP page 13. Posted 8/9/2019. <https://webapps.spcollege.edu/purchasing/>**

Do all machines need to be multi-function? Color? Finishing? **No, no, no.**

What type of networking will be needed? Mobile? Ethernet, wireless? **See RFP, requirements 34.**

Do the usage numbers for the Ricoh devices include B/W only? **Yes.**

Are all the Ricoh devices on lease? **Yes, all the devices on this list are leased.**

Are the 6 Ricoh devices that are not expiring listed in Appendix 1? **No.**

Can you be more specific on the end date for the Ricoh lease? **1/1/2020.**

Will the start date of this agreement coincide with the end of that lease? **Yes.**

With relation to pricing, it will be difficult to provide pricing for the final fleet until we have an opportunity to review and analyze each department's usage.....? **Yes, see RFP page 15 (9a).**

Regarding #8 and #13, to clarify, you wish to have 4 hour on-site service...and if parts are not available that day to fix the issue, you want next business day parts delivery and repair? **Yes, SPC wants response to services requests within 4 hours and next day parts availability.**

Do all devices have to support job accounting and pull printing...even the low end single function printers? **Yes, that is desired.**

Will the college relax the requirement for the awarded vendor to provide surge suppressor for each device? **If SPC is confident that relaxation will not compromise service/equipment.**

Can you clarify stand requirement? **A stand should be provided if that is necessary to make the device operational.**

Would email to print be sufficient workflow to meet the wireless printing requirement? **SPC would prefer all options available.**

Is the current vendor responsible for the removal and return of existing equipment? **Yes.**

Does the college provide a pay-for-print system? **Yes, not part of this RFP.**

Do you currently have mobile printing in place? **No.**

Do you need optional credit loading facilities? **No.**

Do you need to bill back to different funding sources? **Yes.**

Would you consider a paper inclusive program? **No.**

Does SPC have an electronic document/content management system? **No**

Would SPC be interested in Pantone and CMS matching for color printing? **No**

Would SPC be interested in scan management? **No**

Is SPC required to pay tangible property tax to the tax collector? **Yes**

Is it the intentions of SPC to remain with the current vendor for service and support of these machines through the contract term? Or is the selected vendor from this RFP to assume service on these devices? **See RFP page 9, Scope of Work.**

Do you require document scanning? **Yes.**

Would you be open to 3rd party scanning applications or would you prefer integrated scanning functionality? **Yes**

Are we requirement to provide ethernet cables for the network copier and print devices? Will you require an assessment/walk thru to review and analyze current environment to provide the most efficient and cost-effective recommendations? **Yes, this will be required of the RFP finalists during the Managed Print Services Period.**

Per the addendum, how many printers are locally connected? **Unknown**

For better Customer Service, will SPC require the vendor have a Tampa Bay based warehouse and distribution hub for nimble and speedy deliveries, moves, parts supply, consumable resupply, emergency pickups, etc.? **See RFP pages 9-12.**

For leasing, will SPC require the vendor to utilize only a vendor owned Financial Company (not a re-labeled Financial Company) for contract continuity? **See RFP pages 9-12.**

For new equipment, does this mean "out of the box" and "most recently introduced model", not remanufactured? **Yes.**

For Translation Services, is the capability to translate documents immediately into foreign languages required? (Copy English documents into Spanish, French, Creole, Vietnamese, etc. and in reverse from foreign languages translated into English) **No**

Please confirm, is 11x17 Capability and Finisher needed for all MFD Devices? **No.**

Will SPC require the vendor to complete all moves and deliveries for free? **Yes.**

Will the SPC IT Department be part of the bid process as IT will play an important role with Device Connectivity and Implementation of Solutions? **Yes.**

Please clarify requirements for submitting the RFP response, page 17 requires final proposal must be submitted via email, page 4 requires sealed envelope? **Please follow the requirements on page 4, submit response in sealed envelope with an electronic version on a flash drive.**

Is there any integration with any cloud-based solutions needed (Dropbox, Google Drive...)? **Although not stated in RFP, SCP would be interest in exploring these options.**

Will an open network port be allowed for a secure remote communication with the devices? **See RFP 22. Please provide any specific port access requirements and use non-standard ports if possible.**

For software solutions will the college accept an on premise solution? **The RFP does not preclude this. Currently using an on-prem solution.**

If so, can the college provide the server infrastructure to support these software solutions? **Under the right circumstances yes. The TCO must justify this and the RFP objectives must be met. See RFP Requirements item 22. Please provide any requirements.**

Will the vendor of choice be given remote access to the college network and servers running the print management solution? **Yes, vendors must request access to and use SPC's approved remote access platform to securely access designated systems.**

Remote access will be assigned as one request per one account, to be used by one employee of the vendor company. Accounts must be named and not shared, in order to provide secure accountability. Vendor must notify SPC when staff members depart and/or new members require access.

How many workstations does SPC manage that will require driver deployment/installation?
1,400

Please list what server OS version is currently running to determine if and how the vendor solution fits the environment. **See item RFP Item 22. Vendor solution should operate with Windows Server 2016 and Windows Server 2019.**

Please list the database platforms currently in place (SQL, Oracle)? **See RFP Requirements item 22. What is needed? More information required.**

Please verify there are multiple domains running in the environment. This exposes any issues surrounding any AD, LDAP, global address book access and any trust/access issues between servers. **Yes. There are multiple domains.**

Please verify the infrastructure is virtualized, this impacts the vendor's recommendation for server requirements. What is needed? **Capability exists. See RFP requirements Item 22.**

Please list the existing email platform with current version that the vendor we will be integrating the solutions with. **Microsoft Mail Systems are used at SPC.**

Please describe the WAN configuration and number of locations with along the connection type/VPNs. **Approximately 14 locations, each with private connectivity at least 100Mbps to other locations (no VPN at most locations).**

Do you want to use SSL/TLS communication with the system? **Depends on the design, may not be required for contained onsite systems. Version 1.3 or above for cloud based solutions or where required.**

Please list all desktop OS platforms and versions currently being utilized in the environment. **See RFP Requirement 34.**

How is SPC currently using the multifunction copier (MFD) scanning? **See page 12, current environment.**

Document all scan workflow requirements required at the MFD. **There may be several paths, each specific to a department or process typically set as a button for each on the MFD control panel. See RFP, "Requirements", Item 2 and "Scope of Work", Item 1, in RFP.**

Do you need a scan to folder? **Although not stated in RFP, SCP would be interest in exploring these options.**

Do you need a scan to Windows Home Folders? **Although not stated in RFP, SCP would be interest in exploring these options.**

Do you need a scan to MS SharePoint or an EDM/ECM document repository? Please list all applications and versions. **Although not stated in RFP, SCP would be interest in exploring these options.**

Do you currently print direct TCP/IP or are all prints utilizing print servers? **No**

How do you push desktop clients out over the network? **Varied methods**

Do all users of these solutions have an AD account? **Students, faculty and staff do. (multiple domains)**

Are all users authenticating into the domain that need access to print? **SPC students, faculty and staff authenticate to AD. Do any other entities need access? No**

Is SPC a Microsoft only environment? **No**

Is SPC on Office 365 or G Suite? **Office 365**

How many print servers are in use? **See item 22 on RFP Requirements**

Will SPC require 802.1x for port security? **Not at this time.**

Is creating encrypted PDF files required? **No.**

All designs should contain appropriate layered defenses or appropriate compensating controls to meet the institution's risk tolerance.

Secure configuration and appropriate hardening of devices is a requirement.

Hard Drive encryption is a requirement on systems through which documents traverse or on which user data is stored.

Print drivers shall be maintained and kept up to date in accordance with the manufacturer's recommended practice and software.

Data must remain on local site or US based systems.

Simple Network Management Protocol – Version 3 is preferred. It may be requirement for certain print locations where compensating controls will not suffice. All community strings must be changed from the defaults

Default or factory passwords must be changed on all equipment and software.

****The other items from the list are not necessarily a requirement for all designs. Numerous layers of security is desirable. Different designs will call for different sets of requirements.***

Please confirm if the following should be included with the devices to assist in productivity / efficiency:

Cloud connectivity to Microsoft Office 365 and OneDrive directly from the device?

Although not stated in RFP, SCP would be interest in exploring these options.

Any additional Cloud or Application connectivity requirements? **Although not stated in RFP, SCP would be interest in exploring these options.**

Text Searchable PDFs (OCR) at the device for scans? **Although not stated in RFP, SCP would be interest in exploring these options.**

Genuine / True PostScript 3 (not Emulated or Manufacturer Produced) license embedded at the device for printing PDFs and Color? **Although not stated in RFP, SCP would be interest in exploring these options.**

Remote Control of MFD Screen/Panel and or IT Takeover features so that SPC or vendor helpdesk can remote into MFD device and take control of MFD LED / Function Panel? **Although not stated in RFP, SCP would be interest in exploring these options.**

A Unified Address book (email/Scan to folder/fax) that can be imported / exported as a CSV File? **Although not stated in RFP, SCP would be interest in exploring these options.**

Does SPC Wireless LAN reach the LAN your printers are located on? Yes. Printers may need to be on dedicated/isolated network in order for wireless guests (not authenticated students or staff/faculty) to access printers. **See RFP requirements ITEM 34.**

For verification, please list what SPC systems currently run on various MFD units? **Windows 10 (version 17.03 or greater) and Mac OS X 10.3 or greater.**