

## Q6584 Printer Service, Repairs, Maintenance

### Inquiries and Responses

1. Does the District have a contract in place today with another vendor? **No**
2. What is the current scope of the printer support and maintenance today? **In house support**
3. Does the district have a listing of printers by location and a total number of printers?  
**Approximately 500 HP printers that need support in various buildings (approx. 60 sites)**
4. Does the district have any Print volume information by printer that they can share? **No**
5. Looking for on-site and depot options - does the district have a spares pool currently **Yes**
6. Any service request history by printer available? **No**
7. What percentages of these printers are currently under warranty does the district have expiration date information? **Unknown at this time**
8. OEM quality - Would the district consider other options if we can provide similar product with similar quality? **Yes**
9. What are the current standard models that the District purchases and does the district add any additional level of warranty when you purchase them? **Models for support are HP 4014, HP3525, HP3505 and HP3005. No**
10. Is the District open to a reduction in the service engagement pricing if you purchase any new printers from the vendor? **No**
11. Our clients who realize the best ROI on printer support use the managed print model, which includes toner and all replacement parts. Is the District willing to look at optional pricing models in addition to Time and Materials pricing. **At this time some components of MPS are already in place, we are only looking for printer maintenance service and repairs at this time**
12. With the overall contract would you happen to have an estimate of total printers that you have in your district that you would like under contract? **Approx. 500 see detail below**

HP 4014 135

HP3525 86

HP3505 71

HP3005 182

13. Are all the printers on one network? **Yes DMPS network**
14. Are there any local printers that would be covered in the contract? **No**
15. There were several questions regarding the information request for financial records, business practices, and references, etc. being marked as confidential and not available to open records requests.

***“We plan to take this information from all proposers and mark it as confidential; however, if you feel uncomfortable in sending this information in we certainly understand. We understand your concerns considering this is a public bid and FOIA requests are periodically made and while we may seal them as confidential we cannot guarantee they will remain sealed. Our suggestion is to reply to the information you feel comfortable in supplying and reframe from submitting information you do not feel comfortable sharing. We are simply trying to gather as much information as possible to make the correct decision for the District”***

10/11/12