

RFP7390 Managed Print Services
Inquiries & Responses

- 1) Does the district request a proposal that includes a proximity card and keypad on all printers in the district?
Yes, we would like that option
- 2) Are all the volumes on Exhibit F, and the printer volumes listed on Exhibit G the average monthly volumes?
The volumes on Exhibit F & G represent annual volumes
- 3) At this time would another Print Management Solution other than PaperCut be considered?
Yes, however we prefer PaperCut
- 4) Do you plan on managing the MFP's with PaperCut or only the printers?
Both MFP's and Printers
- 5) At this time would another Document Management Solution other than DocuWare be considered?
No
- 6) How many print servers does the district have?
One virtual print queue server.
- 7) How many fax servers does the district have and what software is it?
Two, Advantex by STR
- 8) Does the district use analog lines for faxing?
Yes
- 9) Does the district currently have in place any fax servers and is that something that would be considered at this time?
Yes
- 10) If all new toners and customer installable consumables include prepaid UPS mailing labels, can the district arrange for the used toners to be placed in the original box and be picked up by UPS for recycling?
Yes
- 11) Can you further define "OEM like toner"? Does the brand of the toner need to be the same as the original manufacturer of the equipment? Or can the cartridges be premium quality toner cartridges with extended yields from a third party with 98% or better field reliability?
OEM grade represents a level of expected quality, image quality and reliability are the expected results
- 12) On the RFP spreadsheet is it ok to provide detailed information?
No, please respond as requested on the FoP. You may submit a "cut sheet" describing the make and model being proposed which details the machine's capabilities, as well as information regarding the software utilized (if different than specified) to operate the proposed equipment.
- 13) Can you give me an idea of what the volume of faxing that is done?
We cannot. Some of these devices are on DID's with Century Link and other belong to us. Currently we have 126 fax lines in the district. There are 68 DID's that belong to Century Link and 58 belong to the district.
- 14) Does each MFP currently have an analog line?
All color copiers have a fax line. There are a few black and whites as well.
- 15) Does everyone in the district have access to utilize the Advantex fax servers from their computers and mobile devices?
No
- 16) Do the current MFD's integrate with Advantex?
No

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- 17) Would DMPS be willing to give a 2 week extension on due date? Due to multiple levels of involvement including legal we request the additional time to provide DMPS with a complete and accurate response.
We cannot extend our timeline.
- 18) Can DMPS provide serial numbers for the MFD's and printers listed?
Yes but will need an explanation as to the relevance of this request
- 19) Can DMPS give an exact number of how many MFD's you have? In the PDF you state 13 but in the excel spreadsheet there are 239 under the MFD tab by level.
There are 13 models and 239 MFD's in the district.
- 20) Can DMPS clarify that when we replace an aged printer, we are responsible for owning the replacement?
Yes
- 21) What happens at the end of the contract?
The district would return to the vendor, the district may be interested in purchasing from the Awardee but there is no guarantee of the purchase.
- 22) Can DMPS clarify for the SLA - you want a 4 hour SLA for MFD's and printers? If so, is DMPS willing to have next day SLA for printers?
District requests the SLA be the same for MDF's and Printers: "Provider shall respond to a request for service or maintenance within one (1) hour of being notified. Maintenance and repair service must be performed within four (4) hours of request for service."
- 22) Is DMPS open to having a permanent onsite body for service/support?
Yes, would consider that option.
- 23) Under Printer Requirements "delivery of supplies to point of need", is DMPS looking for desktop delivery for toner and consumables or delivery to central receiving?
Directly to the specific buildings.
- 24) Does DMPS know how many end users will be supported? This number is necessary for our software license to provide print routing.
We would like to have a district license.
- 25) You mention CPC throughout the RFP but on the form of proposal you have only provided a space for a monthly lease payment per device. Do you want a Total CPC to include equipment, service and supplies or do you want a monthly lease payment for the equipment and then a CPC rate just for service and supplies?
Please provide a cost per unit per month for the MDF's and cost per click for the printers
- 26) If your preference is for a Total CPC please provide the average monthly volume per device that you will be using for your bid tabulation.
See response to # 25 above
- 27) The pricing section in the Form of Proposal (No. 21) will need to be updated/formatted to allow for these pricing formats.
Do not understand the reference to No.21
- 28) Are you requesting a Color CPC on the Color Printers? If so, there isn't a column included on the Form of Proposal. If not, how are you going to handle color prints?
The oversight has been corrected, a revised spreadsheet will be posted online.

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29) On Page 20 under Management & Process Controls it states that proposals should include the cost of PaperCut and DocuWare. You state that you already have DocuWare, but are asking for DocuWare to be included in the RFP. Are you looking for continued support or additional modules / workflows? Please explain what services you are looking for.

- a. What is your current configuration of DocuWare?
 - i. What version do you currently have?
6.7a
 - ii. How many User Licenses do you currently have?
Unlimited
 - iii. What Modules do you currently have?
We have installed all modules available but they aren't all currently being used.
 - iv. Do you have Maintenance and Support agreements that are in place and current?
Yes
 - v. What organization is currently supporting your DocuWare?
Des Moines Public Schools IT Staff
- b. DocuWare is offered both, as server-based (on premise) or online. Are you considering either? Each has advantages.
We are using both but pushing more users to online.
- c. Are you currently using Papercut? If so, to what extent?
Reports at this time
 - i. What version of PaperCut do you currently have?
Version 13.5 (build 24862)
 - ii. Will you provide us with a copy of your current license file?
Yes, currently we have 6700 licensed users.
 - iii. Do you have Maintenance and Support agreements that are in place and current? If so, when does your current support expire?
January 21, 2017- PaperCut Only
 - iv. What organization is currently supporting your Papercut solution?
Laser Resources, Des Moines, Iowa
- d. How many print servers do you have?
One Virtual Print Server
- e. How many user licenses do you need?
District Site License
- f. What is the total number of devices you plan on integrating with the software?
All the MFP and printers. Depends on how many printers we reduce.
- g. You desire to take advantage of current and emerging technologies that are adaptive and may evolve into a managed document services solution in the future. Some of the desired solutions will require additional information (needs analysis) to be able to determine final costs and configuration of software and professional services. Is it the intent of the District to award the RFP to a vendor capable of providing desired solutions then negotiate pricing post-award?
Based on the interviews, presentations and board recommendation a post award needs assessment would be conducted.

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- 29) On Page 20 under Management & Process Controls
- h. You state that “software must integrate with the Interoperability Standard” listed in Exhibit I. A needs analysis would need to be performed to determine capabilities and costs based on final system software configurations. Will there be an opportunity to do this before bids are eliminated or a final decision is made?
Based on the preliminary evaluations, district personnel will select five candidates to present their proposals in a personal interview. Based upon the preliminary evaluation and interview / demonstration district personnel will make a recommendation to the board to award the RFP.
- 30) What integration requirements are expected with the systems listed in Exhibit I? For example just needs to support printing and cost tracking from these applications?
We will need to be able to scan into these applications.
- 31) “System software which optimizes the cost per copy, i.e. job routing large Printing Services. Proposal should include the cost of:
- a. District wide license of PaperCut 15.3 (or newer)
 - b. District wide license of Docuware 6.5.1(or newer)”
- It’s our understanding you already own these applications, don’t understand what you asking for. Are you asking us to configure Papercut rules to route larger jobs to the print center? I don’t see where Docuware fits into this requirement?
We are asking that users have the capability to scan into Docuware
- 32) Is Papercut already installed and configured? Who is your support provider for this? Are you expecting us to configure Papercut components or your current provider?
Papercut is installed but is only being used for reporting. The current provider is Laser Resources. Yes, we would like the awardee to take on the configuration of this software.
- 33) Is Docuware already installed and configured? Who is your support provider for this? Are you expecting us to configure or just support scanning to DocuWare?
Docuware is installed and being used by departments. The current supporter is Advantage, Cedar Rapids, IA. Yes, we would like to be able to have users scan into Docuware.
- 34) “System must allow web and mobile (student and / or staff) access to content to all users using NTFS within Active Directory.” I don’t understand the requirement, is this for printing or scanning?
We use NTFS for authentication.
- 35) “Network Server Fax; must provide integration with Network / Internet Fax Server” I assume this isifax? If not what system is used?
Advantex is our current fax server.
- 36) “Multiple Access Codes” – Does this mean bill back to a department, building and/or project code? Or users have different access codes? If users have different access codes, are these attributes in Active Directory that we can tie to the user’s prox / smart card when they badge in at the device?
At this time this is not tied into AD. These codes are an attribute to our enterprise system, Sungard Business Plus.
- 37) Do MAC workstations/users authenticate to Active Directory?
No, MAC do not authenticate to AD. They are not bound to the domain. If you try to access a network resource they would need to authenticate each time.
- 38) Are mobile users authenticated to Active Directory on phones/tablets to support printing?
No
- 39) Is Active Directory updated regularly and are all users managed within this application, including proper unique employee/student ID, department/building code or location, budget code, home folder, etc.?
Yes

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- 40) Is 100% of the 16.9 million RISO volumes shifted to the Print Center in year 1?
This is what we hope will happen, we are making as many arrangements internally to facilitate this change
- 41) What is the current Service request flow today? Do end users contact the DMPS IT help desk and open a trouble ticket on devices?
Currently they place a ticket with the help desk to be sure it's not a network issue, if it's a printer issue they call the vendor directly.
- 42) What is the current Supply request flow today? Do end users contact the DMPS IT help desk with supply requests?
No, they order directly from the contracted vendors or Central stores in the case of staples for the MDF's
- 43) What is the DMPS Help Desk system, i.e. Service Now?
Solar Winds Web Help Desk
- 44) Delivery of supplies, p. 17 Scope of Services, delivery of supplies to point of need is requested. Is this considered Delivery to the school or loaded into the device?
Delivery is considered to the requesting school / site office however, loaded in the device would be considered a value add service
- 45) P. 17 Toner cartridge recycling. Will DMPS place used toner cartridges in return containers with for either pickup or return shipping?
Yes, we would prefer that the delivering agent pick up the consumed cartridge at the time of delivery or loading the new cartridge in the printer
- 46) Are you willing to consider vendor management of any aspect of DMPS centralized print to meet service levels? (mail/print job delivery)
No not at this time
- 47) What is your supply cost for printers?
Approximately \$70,000.00 has been spent from 7/1/14 – 1/31/16 for toner
- 48) What is your service cost for printers?
Less than \$7,500.00 has been spent from 7/1/14 – 1/31/16 for printer service
- 49) Can the district please provide the existing service levels for turnaround from receipt to delivery for the centralized print operation?
Working for same day but current delivery is within 24 hours.
- 50) Any metrics available on achievement of those service levels?
Not at this time.
- 51) How are the typical requests received within the centralized print operation? Hard copy request, email? % of each vs. Total?
At this time it's via email or electronic form. We will be implementing Print Net on our Print Center soon.
- 52) What % of the total employees or locations have proxy cards in use currently?
Right now we only use proxy cards to access buildings. This is something we want to have available when we are ready.
- 53) Does the district currently provide an allotment per classroom, school for print/copy in any capacity?
That will be decided post award of the RFP.
- 54) How do you currently bill back the schools for any of print volume (fleet or print center)? If so, who manages that currently?
Currently this is done through our Print Shop, via the ERP's stores system, and journal entries
- 55) How do you currently manage use of school printing to outside activity programs? (I.e. PTO's, Athletics, Band, etc.)
We use a tiered pricing model at our Print Shop.

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- 56) On Form of Proposal Tab, question 11 - Do you plan to have the technician replace toner cartridges? Are you referencing delivery or physically within the machines at each location?
Delivery is considered to the requesting school / site office however, loaded in the device would be considered a value add service
- 57) Is the districts preference to take over maintenance on existing printer fleet? Replace some or all of them? Or a hybrid?
Turnover all maintenance. Replace the printers needed now and through attrition.
- 58) What specific end user and or district wide reports are desired?
We would like a district wide report with comparisons, a location report, a department report, and the ability to get down to a specific user.
- 59) The following questions pertain to the RFP7390 Managed Print Services Excel File: In the first tab, Form of Proposal, Cell H34 is defined as Cost per Device per Month and the cell I34 is defined as the Monthly Lease Amount multiplied by 12 months—this formula appears to be incorrect as it is not multiplied by 12.
Input the dollar amount per month/ per device and the monthly amount will populate
- 60) In the Form of Proposal tab there is no way to enter a click/service cost for the MFD's.
We are seeking a monthly lease for each device and not a per click charge for MFD's
- 61) In the Form of Proposal tab there is no provision for entering a Color click/service charge for the Printers in rows 141 – 207
That has been addressed and a revised workbook will be available online @
<http://www.dmschools.org/departments/operations/purchasing-central-stores/purchasing/open-proposals/>
- 62) What is the methodology used to determine the expected life cycle of the current printers?
When repairs exceed the cost of the printer or if the use of the printer necessitates the introduction of an MFD or a larger printer
- 63) Is there a projected timeline for printer replacement?
Vendor discretion.
- 64) Does the Des Moines Public Schools currently have a fax server? If so, what is being used?
Yes, Advantex
- 65) Proposal shall include all supplies, i.e. toner, staples and maintenance costs, the district will provide paper. P17 - Staples will be supplied by District, Q: Are staples to be provided by vendor for equipment?
Yes, everything but paper.
- 66) The Provider shall be responsible for all toner, fix/repair, maintenance and /or replacement of printing devices as needed when the device has reached the end of its lifecycle. Q: Will the district provide the replacement printer if the printer is unrepairable and has reached the end of its lifecycle?
Printer will be provided by vendor.
- 67) How many users do you want to track with Papercut? Staff only?
We would like to have a district license.
- 68) Are all servers located at Data Center?
Yes
- 69) Do you use a Printer Server and it is located at Data Center?
Yes
- 70) Are their local print servers at each site?
No

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71) System software which optimizes the cost per copy, i.e. job routing large jobs to Printing Services.

Proposal should include the cost of:

- a. District wide license of PaperCut 15.3 (or newer)
- b. District wide license of Docuware 6.5.1(or newer)

Q: Can we assume you are asking for device licensing for Docuware to connect to MFD's?

Yes

72) Since DMPS already has DocuWare in place and a partner. DocuWare doesn't want to give us accurate pricing unless the partner of choice is changed to us. Can we submit an RFP without including DocuWare since they do not want to provide us accurate pricing? Or do we need to include it with an estimate of its pricing?

No, our current DocuWare maintenance agreement ends on 7/1/2016 which coincides with this agreement.