

**COUNCIL ROCK SCHOOL DISTRICT /
NEW HOPE-SOLEBURY SCHOOL DISTRICT
DIGITAL COPIER RFP
ADDENDUM 1-QUESTIONS & ANSWERS**

1. Page 37, Section 4.2.1.24 Please state whether your scanning solution proposed for each model includes OCR software with advanced desktop layout analysis for editing, archiving and sharing. Once document is scanned then will this document be manipulated at the desktop?

ANSWER: Yes, this would be the preference.

2. Scanner Device Integrated with Performance Tracker. Can any technical specifications be provided for the interface with the Performance Tracker software, the Financial Software, and any other electronic document management software?

ANSWER: At least one Segment 3 unit per CRSD building must be compatible with Performance Tracker under this optional RFP section; We need to scan to a .pdf document that will be attached to an email within the financial software (Tyler Munis) being used by CRSD; there is no EDM solution currently in use.

3. Page 47, Section 4.2.5.2. The installation plan shall also include a detailed floor plan showing necessary space and electrical requirements. Will CRSD be providing a detail floor plan?

ANSWER: No, we expect the new equipment to have the same space and electrical requirements.

4. Page 58 = Attachment B. Request: Attachment B needs clarification.

ANSWER: The use of Attachment B is described within Section 3.14.

5. Number of users within the district.

ANSWER: 5,000 plus for CRSD and 1,000 for NHSSD.

6. Separate Bid Awards? How?

ANSWER: This question requires further clarification, but we can say that each District intends to make a separate contract award for either the same Vendor or different Vendors.

7. Will the Districts accept bids on equipment not meeting the specifications?

ANSWER: Yes, please state all product deviations in Section 4.2.6.1 of your company's proposal.

8. Will NHSSD have network drop lines installed before the copiers are installed this summer?

ANSWER: Yes, all drops are slated to be in place before installations are to begin under this project.

9. On page 2 the RFP it says that all supplies except paper are to be included. Does this mean that staples are to be included in the pricing?

ANSWER: Yes, please refer to the items to be included in the cpi pricing that are listed on Attachment A. Vendors are requested to validate the number of staples included under item (v) of Attachment A.

10. On page 5 in section 1.3 it references your fax server requirements. Do you want 1 fax server to be shared by both school districts?

ANSWER: Section 4.2.8.1 states that each District will be reviewing an optional proposal for a Digital Fax Server separately. Analog fax boards may alternatively be installed on a case-by-case basis.

11. Is NHSSD planning on going to VOIP any time soon?

ANSWER: No.

12. What Electronic Document Management solutions are the School Districts considering?

ANSWER: All available options are open for consideration at this time. Please provide flexible and creative options for consideration.

13. On page 15 section 3.1 the specifications ask for 2 separate finisher trays/locations for prints and copies. Are you asking for multiple output trays that accept stapled jobs in each trays or simply asking to default print jobs to 1 place (tray) and copies to a different place (tray)?

ANSWER: Losing stapling capacity in one of the trays would be considered but would not be a preferred solution over one that did not require this sacrifice.

14. On page 18 section 3.4 the specifications ask for tandem copy/print. How do you define tandem copy/print?

ANSWER: Tandem copy/print allows jobs to be scanned by or sent to one device and the job produced on both marking engines.

15. Section 3.4 also asks for File Format Compatibility in .tif/.ps/.pdf/.doc/.xls Specifically, are the .doc and .xls requirements for print, copy, ocr, scan, or all?

ANSWER: The listed file formats would be required for printing, scanning and copying. OCR capability is an optional feature.

16. On page 18 section 3.5 the specifications ask for 2 controllers. Why are the specifications built on dual processor, keyboard, mouse, 19" or larger LCD monitor, network interface card, 4 USB jacks, 2 GB of RAM memory, 500GB of hard-disk space etc... instead of performance standards? If superior technology is available with different specifications will that be acceptable?

ANSWER: Any equipment or software exceeding the RFP's specifications would of course acceptable. The standards listed are minimum hardware specifications. Any shortcoming regarding those specifications should be listed in Section 4.2.6.1 of your company's proposal.

17. On page 20 in section 3.8 you reference meter collections and tracking requirements. Will each user have their own code/ID # or will they have multiple codes to support multiple departments, grants etc...? So as an example if a person makes copies for 3rd grade English and also for a Federal program, will you want different codes to charge back 3rd grade English and the Federal program?

ANSWER: The use of codes is optional for each school. There is no District-wide tracking of copies/prints by user.

18. Will we have to reconcile traveling employees such as music teachers, nurses etc...? So do we have to take copies a music teacher makes as multiple schools and roll it up on a report showing that 1 teachers activities for the month?

ANSWER: Tracking data that follows the user will not be necessary under this Contract.

19. Will your users be networked to multiple machines?

ANSWER: Yes, this will be happening in order to provide back-up printing capabilities.

20. On page 25 in section 3.18 the RFP states that our technicians will not have office space. Will we have an area to store parts, supplies, etc...?

ANSWER: Section 3.29 states that the winning Vendor will be provided sufficient storage space for these items.

21. On page 29 in section 3.22 the RFP states that we must perform preventative maintenance based on the manufacturers PM schedule. Since our products do not have PM schedules, will this be a problem or disqualification?

ANSWER: All products require periodic replacement of consumable parts such as photoconductors. The Vendor's proposal should be clear on who will be replacing these items, the user or the technicians. If a Vendor's technicians will not be replacing such consumable parts, that would constitute a deviation and it must be listed as such under Section 4.2.6.1.

22. On page 30 in section 3.22 the RFP states that School District employees shall not be responsible for installing equipment components with the exception of toner cartridges/bottles and staple cartridges? Will this also be true for our Smart Kits which encompass fuser, corotrons, paper roll feeders, etc?

ANSWER: Yes, we want the Vendor to replace such kits, as is done for many clients.

23. On page 35 in section 4.2.1.1 the RFP states that the equipment include specification sheets for the equipment. How many deviations will constitute a bidder being disqualified for being out of line with the specifications?

ANSWER: Each deviation listed in Section 4.2.6.1 of the Vendor proposal will be taken into consideration. The number and severity of the deviations will be considered, however no set number will constitute automatic proposal rejection.

24. On page 35 in section 4.2.1.7 the RFP states that we are to provide surge protectors. Do you have specifications for the surge protectors?

ANSWER: No specifications for the surge protectors are stated within the RFP. Those specifications will be determined based on the models being proposed.

25. On page 37 in section 4.2.1.20 the RFP states that we should describe the type of processing scanned images undergo including de-skew, de-

speckle, and visible page edge removal. Do you require this in segments 3-5 and what are the ramifications of this question?

ANSWER: This information is being requested for all proposed models. All detailed aspects of the proposed equipment will be taken into consideration when analyzing the proposals.

26. On page 38 in section 4.2.1.31 the RFP states that we should describe the type of scanning resolution, gray scale, de-speckle, de-skew and color depth. Do you require this just for color or in segments 3-5 and what are the ramifications of this question?

ANSWER: This information is being requested for all proposed models. All detailed aspects of the proposed equipment will be taken into consideration when analyzing the proposals.

27. On page 39 in section 4.2.1.39 the RFP states that we should provide a controller that can split workload s between up to 3 light production units, and/or between color and monochrome units. Does this have to be done automatically or can it be sent as 3 different print jobs to the different devices?

ANSWER: The clear preference would be for this to occur automatically. Vendors should state in their proposals if manual intervention would be necessary to accomplish this.

28. Section 4.2.8.2. Would CRSD consider a proposal which responds to only optional section (4.2.8.2)? If yes, what would the requested quantities be? Would a pricing structure other than cost per page be considered? What support model would you like to see?

ANSWER: Yes. Please provide options as we would prefer not to restrict our options for consideration.

29. Section 4.2.3.25. Would the districts consider a response for printers only which is referenced in Section 4.2.3.25?

ANSWER: Yes.

30. In order to prepare a quality response, we respectfully request an extension until Friday, May 30.

ANSWER: An extension cannot be provided, as CRSD is currently in a month-to-month extension on several contracts containing outdated equipment.

31. What is each school's current expense for lease and maintenance of their copier fleet?

ANSWER: This information is not necessary to the development of proposals in response to this RFP package.

32. Was a needs assessment conducted to determine the actual copy volume usage and applications required for each proposed copier?

ANSWER: Yes, by Pro Buyers.

33. If yes, can this be shared with the vendors? If not, can one be conducted to validate the proposed copiers?

ANSWER: This information is a proprietary work product of Pro Buyers. We do not see the relevance of requesting this analysis, as the end result is for all vendors to bid on the same quantities of units and associated volumes.

34. Will each school district agree to accept and pay two separate invoices, one for the equipment lease payment from the leasing company and another from the vendor for the maintenance contract?

ANSWER: Yes, this will be acceptable, however, the preference is to have an internal funding source as opposed to a third-party or private-label leasing company.

35. Will each school district provide their written consent allowing Vendor to assign the lease payments to a 3rd party funding source?

ANSWER: Please see answer to previous question.

36. Page 24- 1st Paragraph and other sections of the bid with reference to Load Balancing, are you asking to have the equipment "Right-Sized" meaning that if a Segment 3 unit is doing the volume of a Segment 5 unit, you would like those units switched?

ANSWER: No, we are simply asking that if two like models are unbalanced in terms of volume at the midway point of the contract, that those two units be switched.

37. Page 26 Section 3.19- Is a District Vehicle provided for use?

ANSWER: A shared vehicle can be provided by NHSSD if necessary. All District locations except one are on the same campus.

38. Page 30 Section 3.23- Initial Training within 48 hours of install may be unrealistic with this many units, please clarify.

ANSWER: The specification will not be changed. Please provide any necessary contractual deviations in Section 4.2.6.2 of your company's proposal.

39. Page 32 Section 3.26- Loaner Pool of 10 low volume devices. How many times a year is this going to be a requirement? In the bid it states from time to time.

ANSWER: It is unknown whether/if these units will be needed. We are not asking the winning Vendor to keep these units in stock at all times.

40. Page 34: Format of Proposal: 8 numbered tabs for Sections 4.2.1 through 4.2.8 which may contain sub tabs within the tab itself. Is this correct? Also, Attachment A that contains the pricing sheet, do you want a separate tab labeled Attachment A or is it supposed to be in with section 4.2.8?

ANSWER: Yes, each section of the proposal needs to be clearly tabbed within the .pdf document. Please provide a separate tab for Attachment A.

41. Page 35: 4.2.1.2 states that if there is a deviation from the specs substitute language must be listed in section 4.2.6.3 of the proposal. Is it supposed to be section 4.2.6.1? Also, does it mean that if the bid is asking for a 75 ppm unit on a Segment 5 unit and we have an 80 ppm unit the answer to 4.2.1.2 would be "no"?

ANSWER: Please change the reference of Section 4.2.6.3 to Section 4.2.6.2. Product deviations must be stated in Section 4.2.6.1. Models exceeding the bid specifications do not need to be noted, but it would be wise for a Vendor to do so.

42. Page 43 Section 4.2.3.12, is this asking for the cost of adding fax boards to the copiers in the event that the district does not opt to go with a Fax Server?

ANSWER: Yes, this is correct.

43. Page 44 Section 4.2.3.17-Maximum Number of Units added under cost per impression program. Is that adding units at no additional monthly charge? Please clarify.

ANSWER: No, this is referring to adding units per Section 3.14. The maximum number of units to be added per year will be determined by each proposing Vendor.

44. Page 47 Section 4.2.5.2 regarding floor plan. Is a floor plan being supplied?

ANSWER: The floor plans may be provided to the winning Vendor(s) after contract award.

45. Average volume of incoming/outgoing mail each day? How many tubs? How many trays? Break out each day if possible.

ANSWER: The average volume of mail at NHSSD is 300 to 400 incoming pieces per day, or two to four tubs per day. The average volume of outgoing mail is 50 to 100 pieces per day except when we have a large mailing that could be 500 to 700 pieces.

46. Daily average of interoffice or internal mail. Average volume of express or accountable mail? Are signatures required?

ANSWER: Daily average of interoffice mail is 30 to 50 pieces per day.

47. Is incoming and/or outgoing mail picked up at the post office or delivered by the post office? What time?

ANSWER: Incoming mail at NHSSD is delivered by the post office for all campus locations to the loading dock anywhere from between 9:15 and 10:15 in the morning. The only non-campus location (Lower Elementary School) mail has to be picked up by the copy center staff because that post office does not deliver the mail to us. Outgoing mail is delivered to the post office around 4 p.m.

48. What times are the two daily runs?

ANSWER: Approximately at 10 a.m. and 2 p.m.

49. Do you use a pre-sort service today?

ANSWER: No. The mail is not sorted by buildings by the post office and all mail is delivered to the loading dock. When the mail arrives the copy center staff sorts mail by building and then delivered to each building.

50. Who manages the mail meter equipment?

ANSWER: The mail metering equipment at NHSSD is managed by both the copy center staff and the business office staff.

51. Who supplies mail bags, mail carts, supplies, etc?

ANSWER: Mail tubs at NHSSD are supplied by the post office and all other supplies are purchased by the business office.

52. Current number of staff?

ANSWER: One Canon representative sorts and delivers mail at NHSSD, along with producing and delivering copy production jobs.

53. Total copy/print volume per month?

ANSWER: Please refer to the per-Segment volume data provided in Sections 3.1 through 3.4.

54. Average number of jobs per day? Or per month?

ANSWER: We do not believe this data is critical for proposal development. We are asking Vendors to provide a proposal based on a guaranteed number of units and volumes.

55. % B&W versus color?

ANSWER: There are no color devices in the NHSSD copy center location.

56. What types of finishing requirements? GBC?

ANSWER: Please refer to the Section 3.4 finishing requirements.

57. What are the volumes for each type of finishing?

ANSWER: This data is not necessary for proposal creation.

58. How are jobs submitted to the Copy Center? (DSF, email, hard copy request).

ANSWER: Please refer to the fourth paragraph of Section 1.3.

59. Is a vehicle required?

ANSWER: Currently, the Canon representative is using his own vehicle. NHSSD will, however, guarantee the availability of a shared District vehicle for this purpose.

60. Are we responsible for supplying any finishing equipment? What equipment? IE. Offline folders, Laminators etc.

ANSWER: No, this is not a requirement.

61. How many employees per school District?

ANSWER: NHSSD: 234; CRSD 1,700.

62. How many workstations will you need to have drivers installed on per district?

ANSWER: NHSSD: 1,000; CRSD 5,000.

63. How many MAC's ? How many PC's?

ANSWER: NHSSD: Currently all PC; CRSD: 5,000 mostly PCs, fewer than 30 Macs.

64. In your specifications on pages 15 thru 18 you did not mention fax boards, is this oversight?

ANSWER: No, please refer to Section 4.2.8.1. The Districts prefer to utilize a Digital Fax Server for faxing applications.

65. How robust does your Fax server (s) need to be?

ANSWER: This question requires further clarification.

66. Pg 21- 3.11. Please define the purpose of the scanning server, as well as, what applications or utilities will be running on the server?

ANSWER: The scanning server may be necessary for a vendor to provide, as stated in this Section. The purpose of the server, if necessary based on the manufacturer and models being proposed, is to run the scanning application, not to store jobs/images.

67. Pg. 22 - 3.13. Are the two School Districts looking to implement one or two help desks?

ANSWER: Help desks currently exist at each District. Any vendor-supplied help desk would be off-site.

68. What will be the normal working hours of the School Districts help desks?

ANSWER: 8 a.m. to 5 p.m., the same as normal business hours of the Districts.

69. Will the vendor be required to provide IT support outside of the “normal working hours”?

ANSWER: No.

70. Pg 34 - 4.1. Besides giving a response to this RFP by e-mail, is it possible in the event of problems with any parties' e-mail, to submit a response on a USB drive or burn to a CD?

ANSWER: This will not be necessary.

71. Pg. 36 - 4.2.1.13. Please define in detail how access codes are currently being used? How are you tracking your prints and copies now?

ANSWER: Software is being used by CRSD to track meters on all connected copiers and printers. Codes, however, are not used by all schools/locations at CRSD, and are not being tracked centrally.

72. Pg. 49- 4.2.8.1. Once the fax server receives the incoming fax how do you want them routed? Please define in detail.

ANSWER: Routing should be to the employee's workstation via email attachment.

73. Pg. 45 – 4.2.3.25. How many of your printers will you be looking to put under maintenance agreements? What are the total annual volumes?

ANSWER: The exact quantities of units and volumes are unknown and will depend on the quality of the proposals received. Please provide creative alternatives.

74. Who is responsible for providing/ purchasing the computers for workstations in the copy center (the school district or vendor)?

ANSWER: Workstations will be provided by the districts with the exception of the front-end controller.

75. How is paper currently delivered to each of the Middle and Elementary Schools? How is it delivered to the MFD's and who loads the MFD's with paper?

ANSWER: NHSSD: Paper is delivered to district buildings by district custodial/maintenance staff. With the exception of the copy center, district

staff normally loads the paper in the individual copiers; CRSD: Warehouse staff delivers paper as needed once per month. Maintenance staff within the building delivers to each copier location and school staff loads paper into the machines.

76. Which depts. or locations are required to have access to Performance Tracker? How many P.T. locations would you feel are needed by the district?

ANSWER: CRSD requires a minimum of one location per school.

77. Is it your expectation that all devices need to have document encryption or would this requirement be based on an individual or dept. need? If based on individual or dept. need, then how many of the devices (per segment) would need document encryption?

ANSWER: Encryption is not seen by the Districts as a requirement.

78. Is it your expectation that every user have access to OCR capabilities? If yes, can the OCR capability reside solely on the MFD?

ANSWER: No, this is stated within various sub-sections of Section 4.2.1 of the RFP as an optional non-mandatory feature.

79. Do you currently have SQL or/and Oracle database running?

ANSWER: NHSSD: SQL-based; CRSD: SQL-based.

80. Please describe in more detail what you mean by "advanced desktop layout analysis"?

ANSWER: Please strike the word "analysis" in this sentence. We are looking for the software to provide easy desktop options for editing, archiving and sharing.

81. Do you want both OCR to create searchable-text files and OCR to create MS Word files?

ANSWER: The ability to import scanned text into Microsoft Office (Word) files is a requirement. Word does allow text searching.

82. How many analog fax lines would the Fax Server replace?

ANSWER: Six lines at NHSSD and 35 lines at CRSD.

83. What Financial software application/version are you using?

ANSWER: NHSSD: Pentamation Finance Plus through the internet;
CRSD: Tyler Munis.

84. The specs call for both PCL Printing and Postscript 3 printing, since the district has very few MAC units and many vendors now list postscript as an option; is the district sure they want to pay the extra cost to have postscript 3 on every device?

ANSWER: Our research shows that most vendors offer Postscript as a standard feature. The RFP requirement will not be modified.

85. Are the expectations of the districts that in addition to the two full time technicians and the one full time Copy Center/Mailroom Operator that the winning vendor provide another full time "Customer Care Specialist" dedicated solely to the this contract and these two districts?

ANSWER: No, the customer care specialist is not required by the RFP to be full-time or on-site by the districts.

86. May we use the Council Rock and New Hope/Solebury School Districts' logos or official seals in our proposal? If so, can you send a high-resolution version of these images?

ANSWER: Yes.

87. Since only an email copy of proposals is required, should vendors sign required RFP forms and include scanned versions of the signed pages with proposals, or do the school districts require original, hard copies of signed documents?

ANSWER: Yes, the scanning of signed pages will be sufficient.

88. RFP Section 4.2 requires a separate numbered tab for each of the eight subsections within 4.2. Since electronic proposal submission is required, is it sufficient to begin each subsection on a new page or is another type of separation requested by the school districts?

ANSWER: .Pdf documents should be tabbed and searchable for easy scrolling.

89. What model printers are the school districts presently using?

ANSWER: This information is not seen as critical to the development of proposal options.

90. What output speeds are they looking for?

ANSWER: Please provide units in a range of speeds that your company is willing to provide under a cost per page program, if available.

91. Looking for network printers?

ANSWER: Yes, please provide a range of printers. The preference is to have a proposal from Vendors including all printer volume in the master copier contract.

92. What types of output sizes?

ANSWER: No requirement is stated in the RFP.

93. Optional paper trays required? if so, how many?

ANSWER: There is no RFP requirement for optional paper trays for this optional section.

94. Duplexing required?

ANSWER: This will be determined by the model(s) being proposed, but the Districts would like to see a mix of units including some with and some without duplexing.

95. What types of paper sizes? (8 ½ x 14, 11 x 17 . . .)

ANSWER: There is no requirement stated in the RFP.

96. How much memory? (i.e., 256MB RAM standard; 512MB RAM max)

ANSWER: Each proposal will be considered on its own overall merits, including the RAM memory of each proposed device. There is no specific RAM requirement in the RFP for this optional element.

97. Monthly duty cycle?

ANSWER: This would be determined by the manufacturer of the printer.

98. What front end controllers are currently in use at both Council Rock and New Hope/Solebury School Districts on currently installed equipment?

ANSWER: There are none currently installed.

99. What limitations do you have on current controller technology?

ANSWER: There would be no maximum limitations for the controller.

100. Color splitting has several interpretations. Please describe how you define color splitting?

ANSWER: This is the process of delineating color pages from monochrome and producing color pages first, then instructing the operator to insert those pages into the post-process insertion tray for seamless intermixed color/monochrome sets.

101. What information needs to be captured in your tracking requirements for a front-end controller?

ANSWER: All basic job data and the requesting school/department number.

102. What percentage of centralized copy center work requires tabs?

ANSWER: The exact percentage to be produced is an unknown.

103. Is there an Energy Star compliance specification?

ANSWER: The Districts are under the understanding that all digital copiers are Energy Star compliant. Vendors should state clearly in their proposals if any proposed models are not Energy Star compliant.