

Managed Print Services RFP Question & Answer

1. Do you have any requirements for additional paper trays or stands for the replacement devices? **It is understood that the vendor selected may not be able to recommend specific customizations for each device until a walkthrough of each location can be performed. For each device proposed in the response, please indicate if the device is customizable with stands, # of paper trays, etc. Alternatively, the vendor may recommend a specific device with customizations understanding that these may change based on need once a vendor is selected.**
2. Do you currently use the tabloid-size paper - 11 x 17 on the MFP's that have that capability? **At present, only the Toshiba eStudio 6506AC excepts ledger size.**
3. Any unique media requirements that you are using?
Almost exclusively copy paper. The agency's media team does print flyers and other promotional materials on paper with a high gloss. This is done primarily on the two existing Toshiba devices. The Xerox 7845 has a special locked drawer for check stock.
4. What are your finishing requirements on the copiers for stapling, hole punch, or booklet making, along with the overall output capacity?
The existing 6506AC has a finisher that hole punches and staples. Booklet making is not a requirement. Output should be similar to or above output of existing machines.
5. Should replacement printers have any particular features like two-sided capability or direct wi-fi capability?
See answer to question #1.
6. Would you like to have more detailed reports on who is printing what?
Internal ability to pull reports by device separated by color and black and white is preferred.
7. Would you like to have the ability to walk up and release your print jobs at any MFP?
Yes
8. What is the time frame used for the average monthly volume provided?
A 24-month timeframe was used. Vendors should indicate whether the # of prints per month is locked in and if so for how long. This is especially important given the uncertain nature of working environments and the potential of a shift back to more remote working.
9. Do you currently use analog fax lines?
In some locations.
10. Is there a cloud faxing solution or fax server in place today?
In some locations.
11. If yes, what solution/server are you leveraging today?

E-fax (web service), etherfax, and analog fax are in the environment.

12. Would we be able to visit your Farwell location for a walk-through?
Yes, please reach out to Mark Polega (mapolega@mmcaa.org) to schedule. The walkthrough will be provided to review existing equipment. Questions regarding any element of the RFP response cannot be addressed.
13. Are all devices today networked?
The vast majority are connected to the network via a print server. All proposed devices should have network capability.
14. When would you like implementation?
Spring/Summer 2022.
15. I noticed the note at the bottom as to what two ** means. Is there a meaning for the one *?
One * indicates buildings that we rent.
16. Do you lease or own the Xerox/HP devices?
Lease.
17. The RFP says the Toshiba leases end in October 2022, it actually ends in November 2022.
Correct.
18. Would you like us to optimize based on the average monthly volume?
The monthly volume is included to provide a sense for overall print volume throughout the agency. Proposal should include a structure that is optimized for volume, number of devices, etc.
19. Would you consider an early refresh or wait until the end of term?
All options will be considered.
20. Who is responsible for returning the current equipment?
Mid Michigan CAA will coordinate with existing vendors to return any applicable equipment.
21. When will the RFP be awarded?
Responding vendors will be notified no later than December 31st. Selection of a provider will be contingent upon Board of Directors approval on 1-27-22.
22. When will the contract be able to be signed?
It is anticipated that the Board of Directors will vote on the acceptance of proposed vendor on 1-27-22.
23. When will MMCAA be able to accept delivery?
This will vary somewhat based on the vendor selected, equipment availability, and the proposed implementation plan of the vendor.

24. What contracts expire in Oct?
The leases for the existing Toshiba devices end in November 2022.
25. What if any responsibility of the awarded company is the balance or the return of contracted equipment.
Mid Michigan CAA will coordinate with existing vendors to return any applicable equipment.
26. What is the balance on contracts (i.e. if the awarded organization can move forward before Oct) what is the responsibility to the balance of any contract.
Vendor should indicate whether or not buy-out assistance of any equipment still under lease agreement is possible and to what extent. If no buy-out assistance is available, vendor should still indicate how it will handle replacement of equipment that is on a different lease timeline than the rest.
27. What is the balance of the contract (s) and how long is that balance good for?
There is an existing balance of \$15,199.05 on existing Xerox machines, and \$25,428 remaining on existing Toshiba machines.