

Multi-Function Device Services
RFP 23-SFY-02
Q&A

1. How many faxes are inbound monthly using RightFax?
Using June stats: 4140
2. How many faxes are outbound monthly using RightFax?
Using June stats 1102
3. How many fax lines?
We currently have 232 users. We have approx. 364 DID's available for faxing
4. How many MFP do you want integrated with faxing?
All
5. Are you utilizing Papercut on your current Konica Minolta devices?
Yes. All except CCMEP & Resource Room Copier
6. How is Papercut being used today?
 - a. Cost Accounting and Tracking for charge back purposes?
 - b. Print Que Management (Follow Me Printing)
 - c. Authentication and badge/card release (Secure Print)**Primarily B&C. We have used it for cost accounting in prior years for partners.**
7. Are users departmental specific or do they roam around?
Department specific usually.
8. Are there any specific Papercut Rules Based printing being utilized and if so, can you please provide a brief description.
Not that we are aware of.
9. Do you have mobile users?
Yes, however users cannot access printers/copier using mobile print. They must connect through VPN for accessing network printers.
10. How many RightFax channels do you anticipate needing and do you have your current Fax Volumes?
Using June stats: 4140 Incoming
Using June stats 1102 outgoing
We currently have 232 users. We have approx. 364 DID's available for faxing
Our Brooktrout configuration states 16 Channels
11. Are there any Network Printers deployed and if so, how many, what make and model?
We have several State provided network printers that are not part of this RFP process.
12. Which unit gets the hole punch?
Unit #11
13. Will CCDJFS sign our contracts? i.e. scope of services, lease agreement, etc.
 - a. -OR- will CCDJFS require the use of their contracts referenced in the RFP?
We require our contract that is referenced to be used. Any relevant documents such as your scope of services, lease agreement, etc. can be submitted and reviewed by our prosecutor. These documents is approved would be added as an addendum to our contract.
14. Please confirm who is responsible for returning the **existing** Konica Minolta equipment?
Current vendor

15. Please clarify the following statement from the Scope of Work Section A.14. "75,000+ pages per month operating capacity, total for all sixteen (16) machines"

- Are you asking for a volume allowance of 75,000 pages per month?
The devices recommended should be able to handle a volume of 75,000 pages per month.
- If so, what portion of the volume allowances need to be B&W vs. Color?
N/A. For reference the July stats show 6081 color copies. Per the RFP, a cost per page BW/Color should be provided.

16. Scope of Work Section B.3. states "[all] other consumable supplies at no additional cost to the department, in unlimited quality."

- Does this include staples?
No. These will be purchased separately from the selected vendor.

17. Scope of Work Section B.10. states "service requests for maintenance must respond within one hour"

- Is a phone response within 1 hour and 4 hour response on-site acceptable?
Yes

18. Scope of Work Section D.4. "Papercut shall include Follow-Me Printing and Rules Based Routing"

- Does CCDJFS currently have PaperCut?
Yes
- If so, what is the license number in order for us to M&S?
Our PaperCut Customer Reference Number is C-5YL5XM
- Can you clarify your expectations or requirements for "Rules Based Routing?"
I do not believe it's considered Rules Based Routing. We do have follow-me printing as well as hold/release printing enabled; scan to email configured. Users release jobs and can only scan to their email account.

19. The RFP states a volume of 75,000 as a monthly volume. What of this number is black and the other color?
The volume will vary. Per the specifications in the RFP, the response should include a cost per page for color/black & white. The July volume for color was 6081.

20. Under the current department equipment are #9 and #13 a color device?
No. Color Devices are #4; 10; 12; 14

21. I know the RFP says one hole punch, but do they want this on a black only device or a color device?
Device #11 is the current device with hole punch. It is a black & white copier.

Fees, Insurance, and Payment Terms

- Will the awarded vendor be allowed to increase service or lease pricing at any point during the contract?
Pricing adjustments would be available through year 4 and 5, through Board authorized extension amendment.
- Will the awarded vendor be allowed to charge for staples?
Yes
- Will the awarded vendor be required to relocate equipment occasionally at no charge?
We are willing to pay for equipment moves

4. Will the awarded vendor be required to pay a monetary penalty for excessive downtime?
A monetary penalty will not be included in the contract for excessive downtime. However, downtime of more than one week would require a replacement.
5. Will the awarded vendor be allowed to charge for insurance?
Yes, the cost needs to be included in the quoted cost.
6. Will the awarded vendor be allowed to charge late fees?
NO
7. Will the awarded vendor be allowed to charge documentation fee?
The cost needs to be included in the quoted cost.
8. What is the allowable payment term? (Net 10, Net 30, Net 60)
Net 30

C. RIGHTFAX (OR SIMILAR PRODUCT) REQUIREMENTS

1. Upgrade Department's RightFax from current version to latest version; Current Version 21.2.1.515
Question(s):

1A: Does Clark County DJFS want their own independent RightFax instance?

Yes

1B: Will Clark County DJFS be "piggy backing" off the Ohio JDS existing RightFax infrastructure?

No

1C: If piggy backing, please confirm the existing RightFax SUID#?

N/A

1D: Please confirm "current version" of the existing RightFax SUID# being referenced? (screen shot of current version would be helpful)

Name	Version	Licensed channels	Time Running (dd...)	Queue ...	Availability Index	Character Set Mode	Server Identifier
CCRIGHTFAX (T...	21.2 Update 549	16, FoIP: 16	0000:13:59:38	0%	N/A	OEM (437)	22278-12183

1E: Please confirm that the final expectations is to have RightFax configured with version v21.2?

When contract is awarded, the most recent version of RightFax should be installed/configured.

2. Build a new virtual server to support RightFax for Department if required; Current Server Windows 2019

Question(s):

2A: The VM for which the final RightFax application is to be installed on is currently on VM windows OS2019 or final configuration needs to be on current VM OS2019?

Current VM is OS2019. If a new version is required to support the most current version of RightFax, select vendor shall assist in the configuration/installation.

2B: What is the VM Windows OS currently of the existing RightFax SUID?

2019

3. FoIP – enable existing channels and update IP addresses at no additional cost when/if required by ODJFS;

Question(s):

3A: Are there existing RightFax Document Delivery Channels (DDCs) already in place? If so how many?

Yes. We currently have 16 channels

3B: Do you want to include the addition of future possible FoIP Enabled Channels for added capacity, if need then?

No additional needs at this time.

3C: How many total FoIP Enable Channels are desired?

16

4. Provide support for new FoIP enabled channels;

Question(s):

4A: Are there existing FoIP Enabled channels to be used under Support now?

Yes, 16

4B: If New additional Channels are desired, How many new Channels are desired?

N/A

5. Provide modular fax gateway T-1 E1;

Question(s):

5A: Are the any fax Gateways already existing with current RightFax SUID?

Yes

5B: Please clarify existing Telco environment that would be require a Fax Gateway?

Current PRI through AltaFiber (Formerly known as Cincinnati Bell) connects to RightFax Appliance.

5C: Does existing Telco connect via PRI, T1, SIP, POTS lines? **PRI**

6. Provide fax gateway advanced unit replacement if available;

No Question

7. Provide support service for RightFax for 16 connectors for term of contract;

Question(s):

7A: Are there existing RightFax MFP Connectors that will be used in place today?

There are RF connectors on current copiers.

7B: If there are existing MFP Connectors are they currently under Support?

Yes

8. Equipment, installation, set-up, IP upgrades, and all training required by Department relating to the upgrade and use of RightFax shall be included in the RightFax cost; and

Question(s):

8A: Will services that are needed be for an “Upgrade” of an existing RightFax SUID environment?

Yes

8B: Will services that are needed be for a “New” RightFax instance?

Upgrade of existing.

8C: If “upgrade” of an existing RightFax environment will there be a need for “data migration”

Yes

D. PAPERCUT (OR SIMILAR PRODUCT) REQUIREMENTS

1. What is Clark County Job & Family Services current PaperCut Customer Reference Number?

C-5YL5XM