

Q & A Document

Q1: On page 1, is there a weight assigned to the Evaluation Factors?

A1: Reviewers will ensure vendors have met all required criteria, and will select a vendor based on price, which is the most important factor. A score sheet for the proposals submitted for this RFP has been posted to the website titled “Multi-Function Devices RFP Score Sheet” under “Active RFPs: Multi-Function Devices RFP.”

Q2: As to Evaluation Factor 2, what does “compatibility” mean?

A2: Equipment must be able to authenticate to the ODJFS network.

Q3: Does ODJFS have a list of recommended machines?

A3: ODJFS used to provide a list of approved devices, but they do not any longer. Now, ODJFS will advise and test machines based on our selections.

Q4: Is there a way to identify compatibility in advance with ODJFS?

A4: No. So long as the machine can authenticate, then compatibility should not be a concern.

Q5: When evaluating price, what will you look for and compare – monthly lease payments?

A5: We will compare vendors based on the full five-year contract value.

Q6: The RFP indicates that machines must be removed at the end of the lease. How would we bill for this?

A6: The removal costs must be included in the proposal if it will be a separate fee. If no price is listed, CCDJFS will not pay for separate equipment removal fees at the end of the contract.

Q7: Will the questions and answers from today’s bidders’ conference, or any other questions submitted, be emailed to those in attendance today since we have provided our email address when we signed-in?

A7: No. All questions and answers will be in the final Q&A document that is posted to the website on February 24, 2016.

Q8: In the Procurement Timetable on page 2, is there a “cut down” period between March 1 and March 7?

A8: There is no scheduled or mandated cut-down. If Board deems necessary, interviews will be conducted and proposers will be notified. We do not anticipate any interviews taking place, but they will be between March 1 and March 7, if they are going to take place at all.

Q9: At the public meeting on March 1, is the purpose to just acknowledge the sealed bids, or will the envelopes be opened and the pricing, etc. be read aloud?

A9: The public meeting is just to acknowledge receipt of bids that have been properly and timely submitted and that will be moving onto the review phase.

Q10: Is CCDJFS interested in receiving proposals for the purchase of equipment, lease, or both?

A10: For multi-function devices, CCDJFS is only interested in leasing. For the RightFax or PaperCut products, we would like to see pricing for both lease and purchase.

Q11: On page 4, the last sentence – is it CCDJFS's intention that “true lease” means no third-party leases are allowed?

A11: CCDJFS prefers no third-party lessors. If a vendor chooses to utilize a third-party lessor, that lessor must agree to be a party to the contract with vendor; CCDJFS will not execute a separate contract or lease. Any lease documents that will be used by vendor or lessor must be included with vendor's proposal. Any prohibited terms contained in the lease document will be modified by CCDJFS through the contract and will not be enforceable. It is vendor's responsibility to make sure any lessor it uses will comply with CCDJFS's contract terms.

Q12: In section A on page 3, it states that there will be 3 color devices, but the current machine lists only 2 – which number is correct?

A12: It is true that we currently only use two color machines, but it is CCDJFS's intention to possibly add a third color machine in Building A. It is up to the vendor to provide pricing for one or both options and CCDJFS will decide which machine best fits its needs based on the prices of the machines offered. It would be best to propose an alternate color machine in The Building A Admin Hearing Room as an additional alternate option to black and white. This color machine option should provide a higher volume output than the other color machine proposed for Building C 4th Floor.

Q13: Should we propose nearly exact replacement options based on the current machines used?

A13: Vendors should propose options based on current usage, but vendors are free to propose or offer additional equipment that it feels might also meet CCDJFS needs. CCDJFS will make selections based on all equipment offered, depending on what it feels its future needs will be.

Q14: Does CCDJFS prefer RightFax and PaperCut (or similar products, whichever are proposed) lease or purchase pricing?

A14: CCDJFS would like to see both lease and up-front purchase options quoted; a decision will be made based on proposed cost and availability of funds.

Q15: In section C on page 6, the specifications listed are just for RightFax. Is an alternate product still a possibility?

A15: Yes. RightFax is CCDJFS's preferred program, it has been used successfully for many years, but CCDJFS is open to other options, so long as the proposed solution is compatible with the ODJFS network and provides the same functionality as RightFax.

Q16: In section E on page 6, it states that the initial contract period will be for 5 years. When you consider the vendors' pricing, will you compare just monthly lease and maintenance payments or everything?

A16: CCDJFS will compare vendors based on the whole contract value – including lease payments, maintenance/service costs, and fax and PaperCut lease, purchase, and/or service.

Q17: Is CCDJFS expecting to lease only brand new equipment?

A17: Yes.

Q18: Does CCDJFS currently use PaperCut?

A18: No, we do not currently use PaperCut or any other similar product.

Q19: What kind of access cards does CCDJFS use that it anticipates it will use with PaperCut?

A19: CCDJFS currently uses standard HID proximity cards.

Q25: Would it be possible to get a copy of one of the proximity cards to test?

A25: Yes, vendors may request a sample from Renee Southward, Renee.Southward@jfs.ohio.gov, so long as the card is returned to CCDJFS.

Q21: In section C on page 6, item 1, the differences between version 9.3 and 10.6 is great. Is CCDJFS up-to-date on service and maintenance of its RightFax?

A21: Yes. CCDJFS had a contract for RightFax service through January 31, 2016.

Q22: What is CCDJFS's SUID for RightFax?

A22: CCDJFS's SUID is 22278-12183.

Q23: How many RightFax channels are you currently using?

A23: CCDJFS currently uses 16 licensed channels.

Q24: Do you know how much fax volume CCDJFS has per month or day?

A24: Here is a chart which reflects CCDJFS's current usage.

Month	Year	NumFaxes	NumPages	Sent/ Received
1	2015	70	299	0
1	2015	498	2408	16
2	2015	49	259	0
2	2015	609	2525	16
3	2015	85	455	0
3	2015	653	2548	16
4	2015	77	387	0
4	2015	661	2752	16
5	2015	106	658	0
5	2015	641	2445	16
6	2015	185	1056	0
6	2015	754	3809	16
7	2015	138	526	0
7	2015	854	4293	16
8	2015	156	753	0
8	2015	1179	5295	16
9	2015	178	986	0
9	2015	1386	6592	16
10	2015	340	1567	0
10	2015	1842	8821	16
11	2015	742	3860	0
11	2015	2428	9828	16

Q25: Does CCDJFS use Cisco or another VoIP phone system?

A25: CCDJFS currently uses 3COM VoIP system, but it is hoping to replace this later in 2016.

Q26: OnBase is mentioned briefly in section A on page 5, but not much information is provided. Does CCDJFS prefer that the multi-function devices proposed access OnBase directly, or DIP?

A26: CCDJFS prefers that OnBase be accessed directly, but it currently accesses OnBase by DIP, so this option could also work if necessary.

Q27: How does CCDJFS currently utilize OnBase?

A27: CCDJFS uses OnBase mainly for case records storage, workflow processes, and for case document retrieval.

Q28: What version of OnBase does CCDJFS currently use?

A28: 12.0.1.

Q29: What kind of post-script PCL drivers does CCDJFS currently use?

A29: ODJFS prefers universal drivers. CCDJFS usually uses universal PCL 6, or device-specific PCL 6.

Q30: In section D on page 6, item 4, “Rules-Based Printing” is mentioned – please define?

A30: CCDJFS wants to be able to place restrictions on users in terms of number of pages, color usage, etc.

Q31: Will PaperCut only be used on the new multi-function devices?

A31: Yes, PaperCut will only be used on the multi-function devices, not on separate printers.

Q32: Has CCDJFS used PaperCut before or used a demo or free download of the product?

A32: No. CCDJFS has viewed an online demo, but not actually tested the product.

Q33: Where can the Sample Contract be found?

A33: The full sample is available as Attachment 1 to the RFP. It is 14 pages and begins after page 6 of the Response Sheet; Appendices I, II, and III are part of the Sample Contract.

Q34: Does CCDJFS want to see an example of a vendor’s sample lease document?

A34: Yes. Vendors should include a copy of any sample lease or other standard documents in its proposal. CCDJFS will not incorporate any additional terms or standard or form documents that are not provided to CCDJFS as part of a vendor’s proposal. Even if a vendor provides notice of terms and conditions as contained in its lease documents, any terms that are contrary to the contract terms contained in the Sample Contract or RFP will not be incorporated into the contract document with the selected vendor.

Q35: For machines that are used by the public, will proximity access cards be used?

A35: No. Machines must allow for access through an alternate code or login to allow for use without a proximity card.

Q36: Does CCDJFS have rules set-up now to direct printing to its multi-function devices rather than its smaller printers?

A36: No, CCDJFS does not currently use any rules-based printing because the multi-function devices are not currently set-up on the ODJFS network so there is no capability to print directly to the machines. Printers used by CCDJFS are supplied by ODJFS.

Q37: In Building A, do the machines need finishers?

A37: All machines currently have an internal or external finisher. It is the preference that the replacement device also have either an internal or external finisher. The proposed device for 3rd floor building C should also have the 3-hole punch capability.

Q38: For Building A Big Room Front, what kind of finishing is preferred?

A38: Internal finisher.

Q39: For Building C Basement machine, will it be connected to the network?

A39: It is not currently, but the new machine will be.

Q40: For Building C 4th Floor, are 2 or 3 drawers required?

A40: Three.

Q41: For Building A Admin Hearing Room, does the machine require an external finisher?

A41: Yes.

Q42: Where should external or internal finishers be available?

A42: External finishers should be included only on high-volume machines. External finishers should be on: Building A Admin Hearing Room, Building C 3rd Floor, Building D Legal, and Building D Front Specialty Services. Building C 4th Floor color machine currently has an external finisher, but it may not be needed on the new machine. This can be optionally available here. Internal finishers are acceptable for all other machines.

Q43: Is Building C 3rd Floor the only machine that currently has a 3-hole punch finisher?

A43: Yes, and this is the only machine that needs to retain this functionality.

Q44: For Building D Specialty Services, since the volume is the same as the Building D Legal, does CCDJFS want a higher volume machine here?

A44: Yes, the machine proposed should match that proposed at Building D Legal.

Q45: Does CCDJFS still want a color machine at the Building D CAC?

A45: This machine will likely switch to a black and white only machine.

Q46: Should the Building D Legal machine have an external finisher?

A46: Yes. See question 42, above.

Q47: Should the Building D Legal machine retain the ability to print 60 pages-per-minute in black and white?

A47: Yes. This is a very high-volume machine and it needs to be fast.

Q48: Do the machines in Garage and Shop need to have PaperCut / proximity card reading capabilities?

A48: The Garage machine will not be connecting to the ODJFS network, so it does not need to have network connectivity and it will not be using PaperCut. The Shop is not currently connected to the network, but we would like the new machine to be, if possible.

Q49: Is CCDJFS a 100% Windows environment?

A49: Yes.

Q50: If a vendor has already submitted bid documents and forms for the County RFP done in 2015, do all forms need to be redone and resubmitted for this RFP?

A50: Yes. CCDJFS will only consider the documents contained in the final sealed bid submission. No previously submitted documents to CCDJFS, the County, or any other Clark County department or agency will be considered unless it is contained within the sealed proposal submission.

Q51: On page 5, in section B.4., do the consumables need to be OEM, or can they be non-OEM?

A51: Either is acceptable. This is likely a requirement of the machine manufacturer or lessor, so whatever is required according to that is acceptable for CCDJFS since the machines will only be leased.

Q52: On page 5, in section B.3., are staples or paper included in consumable supplies?

A52: No. CCDJFS understands that neither staples or paper will be included in the service agreement and it will be responsible for purchasing these two items separately.

Q53: On page 5, in section A.15., is this a per-month volume? Is this the volume that CCDJFS would like a base service charge to be calculated on?

A53: This is just a general number of total capacity for all machines combined. There will be no base or minimum service charge negotiated, all service will be on a per-page basis.

Q54: Does CCDJFS require that all machines proposed have the same per-page rate?

A54: No. If a vendor wants different per-page rates, that is acceptable.

Q55: On page 7, section F.4., can you clarify when liquidated damages would be assessed?

A55: As examples, if the selected vendor does not install a machine when it has agreed to (not due to CCDJFS's fault), if the vendor does not provide service within the timeframe agreed to. Essentially this section would come into play when, due to the fault of the vendor, it is not performing the work as agreed upon by the parties, and it is not due to the fault of CCDJFS or some other intervening force.

Q56: Are vendors to assume that no book of finishers is required?

A56: No, that is not required.

Q57: As to lease pricing, does CCDJFS prefer \$1-out lease or market-value lease pricing?

A57: For machines, CCDJFS will only consider Fair Market Value or operating lease. For the other services or products, if lease prices are given, either or both type of lease pricing is acceptable.

Q58: On page 5, section A.1., is CCDJFS looking for any integration with RightFax beyond what the RightFax MFP connector is capable of providing?

A58: Not at this time.

Q59: On page 5, section A.2., can you clarify if embedded scan-to-folder is sufficient? Or is CCDJFS looking for a capture solution that can create a DIP file for ingestion?

A59: The minimum requirement is an embedded scan-to-folder.

Q60: On page 5, section A.4., it states that all machines should accommodate paper up to 11 x 17, however, the Garage currently has a unit that accommodates only a paper size up to 8.5 x 14. Should this machine accommodate 11 x 17 or 8.5 x 14?

A60: The Garage machine should accommodate 11 x 17.

Q61: With regard to section C on page 6 – can you provide the SUID from RightFax server? How many routing codes and users are currently set-up? Are there any faxes that will be required to be moved to the new system?

A61: SUID is 22278-12183. CCDJFS currently has 245 users and 359 DID. At least 30 days of faxes will be migrated to the new system.

Q62: On page 6, section C.2., will CCDJFS provide the server and virtual server OS licensing? If not, does CCDJFS have a preference of server hardware and virtual OS? Please specify Rack or Tower server.

A62: Yes, CCDJFS will provide the server and licensing.

Q63: On page 6, section C.3., is CCDJFS looking for the vendor to provide a recommendation on the number of channels or should it plan to keep 16?

A63: CCDJFS plans to keep its 16 channels.

Q64: On page 6, section C.7., is this stating that CCDJFS would only like RightFax available on 10 of the 15 new machines?

A64: Yes. The RightFax support should include support for the entire RightFax solution.

Q65: As to the installation of RightFax – does CCDJFS use the Fax Util, Web Util, or Print to RightFax?

A65: CCDJFS currently uses Fax Util and Print to RightFax.

Q66: On page 6, section D.1 – does CCDJFS have print servers in place already? If so, how many? Are they virtual? OS? Are all users set-up in active directory?

A66: Yes. One. Virtual. OS = Server 2008 R2. Yes, all users are set-up in active directory.

Q67: On page 6, section D.6 – what brand and type of all different proximity cards are currently in use by CCDJFS?

A67: Indala Casi-Rusco Clamshell card, Part # HID CXCRD-SSSMW-0000.