ROSWELL INDEPENDENT SCHOOL DISTRICT
PROCUREMENT DEPARTMENT
ADDENDUM #1 FOR RFP NO. 21-11
COPIERS DISTRICTWIDE
APRIL 16, 2021 – 2:00 PM LOCAL TIME

March 29, 2021

Please note the RFP information on the following two pages:

- Response to Written Questions

ACKNOWLEDGE ADDENDUM WITH RFP:

Addendums not returned and signed as part of the proposal will be considered non-responsive and rejected.

_____
Company/Firm/Independent Contractor Name

_____
Signature

_____
Date

Questions with Responses

1. The current equipment column shows vendor codes but does not specify what accessories are currently installed. For instance, the first machine on the list shows a 4050 XPF / FK. We can find the Biz Hub 4050 specifications but they do not indicate what the XPF or the FK are on the machine. Can you please clarify by machine what the required accessories are? Such as: 50 sheet stapling finisher, fax, stand, etc.
XPF – Extra Paper Feed
FK – Fax Kit
PK- Punch Kit 2/3 Hole
50 Fin – 50 Sheet Stapling Finisher
100 Fin – 100 Sheet Stapling Finisher
LCC – 2500 Large Capacity Cassette

2. Item 20C specifies a cancel for convenience clause with 10 days notification. You are requesting a lease in other sections of the RFP based on 36, 48 or 60 months. You are also requiring new equipment. A cancel for convenience clause conflicts with both the lease term and new equipment requirement. Does the district actually want a monthly rental with the ability to cancel with 10 days notice, or are you seeking a true lease which provides a better cost but is non-cancellable except for cause?
The District will concede the cancel for convenience clause with 10 days notification. The remaining Termination provisions, however, still apply along with Section 21: "Sufficient Appropriations" on page 7 of the RFP document.

3. Section III Specific Conditions, Item B Vendor Requirements: This states the vendor will supply and INSTALL all supplies except paper. Toner/Ink, staple cartridges, waste toner bottles and possibly a couple other items are designed to be user replaced to keep the machine up and running without waiting for someone to replace these items. They are normally simple and user friendly. Does the district require the vendor to install these common items every time they are needed?
The District currently installs paper and toner.

4. Will the district entertain two unique offers from the same company? If so, do they need to be submitted as completely separate responses or can they be combined?
Only one unique offer.

5. The District must have the ability to upgrade/downgrade copiers without penalty or cost to the District other than any potential cost difference depending on the type of upgrade.
The District would like the flexibility to swap a device if it does not sufficiently/efficiently satisfy the needs of the school.

6. Is "Follow Me Printing" currently being utilized, throughout the RISD system?
Yes.

7. If so, How many users would that include, and are they wanting to access a Card Reader system?
I do not know the number of users. There has not been a request for a Card Reader system.

8. Any way for us to do a walk thru on schools and district buildings to make sure we are including the correct options?
Due to the pandemic, no. The options are reflected on the Attachment A.

9. Due to circumstances surrounding COVID-19, will an electronic only submission be allowed?
No.

10. Due to circumstances surrounding COVID-19, will electronically signed forms be allowed?
No.

11. Vendor understands that they are required to provide supplies. Is the vendor required to install the cartridge in the MFD?
No.

12. How many equipment moves per year does the district average?
Over the past five (5) years there was one movement/swapping of several devices between sites with higher usage and lower usage.

13. How many devices does the district expect to add during the contract?
None.

14. What software does RISD currently use for the follow me printing and active directory login to the copier?
Pin login.

15. Does RISD wish to use employee badges, HID cards or just an active Directory password to login each time the device is used?
Devices are not locked. May consider an active directory password.

16. We will need the current monthly volumes for August 2020 to present date to have more accurate cost per copy pricing based on current volume.
The 2019 Calendar year volume represents the most recent time when our in-person school learning environment was not disrupted by the pandemic. As of March 29, 2021 our schools will offer in-person learning to all students five days per week. We expect this to continue in the Fall.

17. You discuss the ability to upgrade and downgrade printers. What criteria would be used to trigger a swap out?
The current device doesn't fit the needs of the site.
    a. How has this be done in the past and how often?
       This has not happened.

18. How are service calls and toner requests handled? Do certain individuals call by phone from each school or use an online portal?
Individuals call by phone.

19. Do you employ software or other means to automate this process? Please describe your current service and supply request process.
    Software is used to determine toner levels, etc.

20. Does the district utilize budget chargebacks to the schools for printing/copying?
    No.

21. We didn't notice a term for this contract. Do you intend to have a 3 -4 year contract with X amount but renewal's etc.?
    We are open to reviewing pricing over a three-year term, four-year term, and five-year term.

22. We assume you lease the current equipment. What is the normal length of time you'd like to see for leases for this RFP ?
    See question directly above.

23. Would you consider buying the equipment outright if it showed a better pricing structure?
    No.

24. Do the students have access to print to any of the units and under what condition?
    No.

25. We note some high volume machines in the list at the High School (Pro1100). Are these controlled by trained personnel on this at the school behind the counter or are they free to be used by teachers directly? If there is a copy center on campus, how do teachers and faculty submit jobs-through online submission software or via email?
    Free to be used by teachers directly. The District does have a Teacher's Center which offers assistance to teachers.

26. Would the district consider a centralized print center?
    The district does not have, nor has it had a centralized print server in the past but would consider one as an option.

27. Does the district currently outsource any printing?
    No.

28. For follow-me printing, do you use employee badges to authenticate or pin codes? If badges, what type are they, ie, HID, Prox, magstripe?
    Pin codes.

29. What server OS are you using, i.e. MS Server 2012, 2016, 2019 or Apple OS, what version?
    Microsoft Server 2016 and 2019

30. Are teachers or staff allotted a maximum number of prints etc. on some routine basis?
    No.

31. Does the school use any print usage control software on campus like Equitrac or Papercut?
    No.

32. How does the district handle printed or digital student communications?
    Communication is by printed handouts from schools and digital is district restricted email and through SM as our mass communication platform with robo-calls, email, and text.

33. Other than scan to email or network folder, do you utilize the machines for advanced scanning to back server processes such as PowerSchool, iVision, etc?
    RISD uses a product called Laserfiche but utilizes standalone scanners not MFPs.

34. Do you have a content management system to archive student or HR documents as a workflow from the current MFDs?
    Laserfiche

35. Are you looking to add faxing from the devices and desktops? If so, how many current devices have fax boards? How many devices in this RFP will need to have fax boards? What is the current volume of both incoming and outgoing faxing?
    Fax boards will need to be available as an add on option.

36. Does Roswell Schools have a digital fax solution? If so, what is it? How many lines are ties to it?
    RISD does not currently have a digital fax solution.