# ITN-20-007-DP Copier Services
# Questions and Answers

**Q1: Can you help explain the specs for what the ITN calls Class 1-8 please? Is there a specific minimum speed and spec for each class?**

A1: Please refer to MDCPS copier class spreadsheet provided in Addendum 2, which provides a typical class breakdown for copiers at the District. However, the School Board may adopt other proposed solutions submitted in response to this ITN.

**Q2: Do we need to send in a deposit with our bid?**

A2: No, there are no deposit requirements for this solicitation.

**Q3: Do we need to bid on all items or is it a line by line bid?**

A:3 Please submit a proposal response based on the specifications and your company's abilities to provide the services and items.

**Q4: Does MDCPSB require in any of the classes as standard configuration fax boards? If so, will a cloud faxing solution be something that MDCPSB would consider in its place as a requirement?**

A4: Per MDCPS copier class spreadsheet, not required.

**Q5: It was mentioned that a lease option would also be requested. Can DCPSB specify the exact term (36, 48, 60, etc.) required?**

A:5 The District requests that you provide us with your best options and proposals. The Selection Committee will review and assess based on options provided.

**Q6: Will the school board accept any remanufactured/used products, or will only new current models be accepted?**

A6: We will consider remanufactured products.

**Q7: In regards to parts and supplies, will the school board require only OEM parts and supplies? Are drums required to be included as part of the maintenance program?**

A7: OEM parts and supplies are mandatory for 5 years after installation. Afterwards, OEM is preferable over non-OEM parts and supplies; however, it is understood that parts and supplies may become harder to source for older equipment and that non-OEM parts and/or supplies may have to be used with the understanding that if it is determined that the non-OEM supplies and/or equipment provided or installed by the vendor has caused damage or

has hindered the equipment from performing properly, it is the responsibility of said vendor to make the necessary repairs and/or replacements, at no cost to M-DCPS, to bring the equipment back to acceptable operational standards. Drums are required to be included as part of the maintenance program.

**Q8: Will multiple awards be given for each class? Will multiple vendors be awarded to best in class?**

A8: The Evaluation Committee may recommend award to one or more vendors.

**Q9: Can the school board list the names of the committee/panel members that will be evaluating all responses?**

A9: The Evaluation Committee has not been determined at this juncture.

**Q10: Will preference be given to an organization that has occupied sales and service offices with local business tax receipt in Miami Dade County to support MDCPSB?**

A10: Please refer to Section I, XX. LOCAL-AND STATE VENDOR PREFERENCE for more information regarding vendor preferences.

**Q11: Would the school board benefit or consider making it a requirement to be able to do searchable and edit PDF's, excel, etc. directly from the copiers/mfp's?**

A11: Please see response to Question 5.

**Q12: Will cloud printing/mobile printing be a requirement without using any onsite servers?**

A12: Not a requirement

**Q13: Would it benefit or be a requirement for DCPSB to have a process in place that allows to release documents securely?**

A13: Please see response to Question 5.

**Q14: Will third party leasing be accepted?**

A14: Please see response to Question 5.

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**Q15: How will the PO's for leases be distributed? Will they be per fiscal year as full encumbrances or monthly?**

A15: The Selection Committee will review the options and make a determination in the best interest of the District.

**Q16: When copiers are delivered to individual schools and need to be connected to a network who is responsible to connect to your network.**

**a. M-DCPS IT department?**
**b. Dealer which has been awarded the bid, their IT Department tech?**

A16: Please refer to page 16 of ITN. Awarded dealer/vendor is to connect unit and leave ready for M-DCPS school's tech to finalize installation to network.

**Q17: Our solutions offer software which counts the copies, prints & scans. Will dealer be able to implement these internal solutions?**

**a. Data Collection Agent – Capture copies for each individual copier and ease of invoicing and reporting of copies.**
**b. Smart Device System – Captures copies and remote diagnostics to optimize operational up time.**
**c. Both create reports which will allows MDCPS access to analyze print volumes in each location.**

A17: Please see response to Question 5.

**Q18: Termination of Convenience**

**a. In this clause if there is a lease involved for a system or several systems, how are the remaining lease payments processed?**
**b. Can you please be specific on how clause is processed under leases and or purchases.**

A18: The School Board will not pay for services or systems not rendered. As a result, the lease agreement or purchase would be terminated. This clause is negotiable.

**Q19: If a specific copier system is not the property of the current winning vendor, how does the vendor awarded the bid handle?**

**a. Who will be responsible to Return of the Equipment to the original lease?**
**b. Who will be responsible to remove the hard drive?**

A19: Refer to page 16 of the ITN.

**Q20: Not all brands have equipment in all categories. Can a dealer submit more than 1 manufacturer (brand) that they are authorized to sell as part of the solution?**

A20: Please see response to Question 5.

**Q21: Presently M-DCPS accepts leases from leasing company listed below. During our meeting this morning, did we hear correctly that these leasing companies might not be accepted.**

**a. Wells Fargo**
**b. US Bank**
**c. Great America**
**d. Can you please clarify this section with leasing companies listed above?**

A21: Please see response to Question 5.

**Q22: Is the award-winning bid to replace all machines on the bid.**

**a. All at once?**
**b. Different phases?**
**c. Over a specific amount of days, weeks, months?**

A22: Please see response to Question 5.

**Q23: Will all the leases be 60 months?**

A23: The information provided in Section 4.2.1 reflects the District's current program. Please refer to Question 5.

**Q24: Is MDCPS looking to have Fair Market Value leases?**

A24: Please see response to Question 5.

**Q25: Is MDCPS looking to have $1.00 Buyout lease?**

A25: The ITN format is flexible. The District may consider $1.00 buyout leases.

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**Q26: Will all classes have more specific features that are regional? Example:**
- **a. Document feeders**
- **b. Finishers**
- **c. 2 vs 4 paper trays**
- **d. Color vs Black / White**

A26: Please see response to Question 1.

**Q27: Can the user manual be an electronic version vs paper version as most manufacturers do not include a hardcopy nowadays?**

A27: Yes

**Q28: On the class 8 machines, since the ITN "reads NOT a walk up machine"**
- **a. Will the school be providing a key operator?**
- **b. Please indicate who will operate the class 8 machine?**
- **c. Who will be financially responsible for the key operator?**

A28: Please refer to page 19 of the ITN.

**Q29: Is this going to be a Sole Source Award? If no, will you be picking multiple vendors for each class or by solution for the classes?**

A29: Please see response to Question 5.

**Q30: If an award is given to a vendor other than your current vendor, will they be the servicing the existing equipment or will the current vendor?**

A30: Current vendor services their equipment, incoming vendor services their own equipment per page 16 of ITN.

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**Q31: It is our understanding that the district will provide a current asset list that includes additional information. We would like to know the following information, if possible, from that list.**

**a. Device list to include**

**i. Average monthly volume for Black and white as well as color**

**ii. Current finishing options, input options, drawer count and total input count**

**iii. Is faxing required or is there another fax service in place?**

**b. Existing count per device Tier 1-8 and expected replacement count if other than like for like.**

**c. List per location with device counts, locations and any other information per campus.**

A31: Please refer to Copier Class Spreadsheet on Addendum 2. If a school site wants faxing capabilities, they handle that with vendor.

| Class | Own | ITS Managed | Total |
|---|---|---|---|
| 3 | 6 | 1 | 7 |
| 4 | 173 | 1 | 174 |
| 5 | 249 | 3 | 252 |
| 6 | 217 | 20 | 237 |
| 7 | 35 | 6 | 41 |
| 8 | 0 | 0 | 0 |

**Q32: Are there evaluation criteria to determine lease vs purchase and if so, can you provide the factors?**

A32: Please see response to Question 5. In addition, please refer to Section 7 of the ITN for evaluation criteria details.

**Q33: Does the district currently utilize any Data Collection Agent such as PrintFleet, FMAudit or another? If so, can you provide any reports on usage for the last 24 months?**

A33: The District does not have any related contracts.

**Q34: Does the district have any indication of how many additional devices are School owned or leased?**

A34: This data is not available.

**Q35: Does the district intend to replace all devices listed in the 1000+ count initially or is there a lifecycle plan in place?**

A35: The District will replace devices as needed and upon lease expiration.

**Q36: Are badges currently used by the district for building access and if so, can you provide the make and model?**

A36: Yes

**Q37: Will the winning respondent be responsible for service of existing printer assets?**

A37: See Question 30.

**Q38: Can Miami-Dade County please send a page volume report of the existing copier fleet for the past calendar year?**

A38: This data is not available.

**Q39: Does Miami-Dade County currently utilize district employed technicians for their current printer fleet?**

A39: No

**Q40: Can a company submit a response in different capacities for this opportunity (i.e. as Proposer AND listed as subcontractor on a different Proposer's response)?**

A40: Yes. In addition, please refer to the response to Question 5.

**Q41: What are the average monthly volumes for both black and white and color per device?**

A41: Please refer to MDCPS copier class spreadsheet provided in Addendum 2.

**Q42: How many machine moves have been made in the past 5 years?**

A42: Machine moves are infrequent occurrences and are arranged per location with specific approval of Enterprise Service Management or the Graphics Department; whichever manages the equipment in question.

**Q43: Are the 730 Units in the school site locations all black and white machines? If not, what percentage is color?**

A43: Copiers managed by ITS are black and white; however, some locations may have purchased/leased their own color machines. The percentage of color copiers is not available.

**Q44: Are the 297 machines in the graphics department all color?**

A44: No, there are a few color machines, but the majority of them are black and white.

**Q45: Any special accessories and or Fiery controllers for the Graphics machines?**

A45: The only special accessory that is offered is a fax board and the cost is in addition to the lease. The Graphics department has 2 Fiery controllers for their commercial printers.

**Q46: How many single function/desktop printers currently across all schools?**

A46: This data is not available.

**Q47: Is the pre-proposal conference available for review?**

A47: The recording may be accessed at:

https://zoom.us/rec/share/jgEJ3Jc0kNUTujTVrV_eV30VSDuPpJJV53XYTJ7N7YHEQB1gv37pnsFmwJP_CGS3.CutrJ3F7L7JeMwyK

Passcode: 3@MN3L+h

**Q48: Are there any policies in place across Schools and Administrative areas to reduce print waste? Is there any form of secure authentication policies in place?**

A48: No

**Q49: Is there a mobile printing strategy throughout Schools and administrative areas?**

A49: No

**Q50: Are Chromebooks being used in any capacity throughout the Schools?**

A50: Yes

**Q51: How are print queues deployed throughout the School District? (Ex:GP,scripts, local installation)**

A51: Local installation

**Q52: What directory service is used throughout the organization? (Ex: AD, GSuite, Okta)**

A52: Active Directory

**Q53: Does the School District have any standardized Document Management platform or file hosting service?**

A53: No

**Q54: Does the School District utilize any electronic fax service?**

A54: No

**Q55: Are students allowed to print to machines related to this ITN? If so, are limits or controls put in place to avoid misuse?**

A55: We are not aware of District managed copiers at school sites used by students.

**Q56: Are there any standardized scan workflows used across the School District? (Ex: Testing forms)**

A56: No

**Q57: Does the School District have a device management platform to push security or power management policies to its equipment?**

A57: Yes

**Q58: Can you clarify your reference to classes of MFP's (ex Class 1 is not required to have 11x17)?**

A58: Please see response to Question 1.

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**Q59: Will you provide last yrs (precovid) copy / print volumes?**

A59: This data is not available.

**Q60: What is your current cost per page for service?**

A60: The service rates range between $0.0030 and $0.0037.

**Q61: Can School Board revise the removal process in section 4.2.2, labeled "pick Ups"?**

- **Request of change to read: "The servicing outgoing vendor would be responsible to remove the HDD or reformat the device prior to removal to safeguard and confirm proper Disconnect of devices."**
- **This will also avoid any liabilities on equipment if the new vendor is not familiar the existing device.**

A61: Please see response to Question 5.