

Special Conditions  
#7 Data Security

“A device/machine is not to be removed before this has been accomplished. The data may either be deleted or the hard drive removed before the machine’s hard drive leaves the premises or may be deleted on an ongoing basis by configuring the machine to delete and overwrite the images after they are no longer required.”

**Question:** For the existing customer owned equipment with hard drives included, in which no Disk Image Overwrite exists, it is assumed that the hard drive must be removed and provided to the customer or the data is destroyed at no charge. Would the Xerox process (see below or link) in which the hard drive is removed and crushed, so that data cannot be recovered meet this requirement?

{ If a customer trades their competitive equipment with Xerox as part of a new MFP implementation, Xerox will crush the equipment making any residual customer data inaccessible. The Xerox process will involve crushing the hard drive to prevent retrieval of any residual data on the machine. The Xerox process includes pick-up of the competitive equipment from the customer site and maintaining custody of the unit until it is dropped off at the destruction facility. Xerox tracks the equipment while it’s under our control to ensure the integrity of the process until the unit is crushed. This process will give our customers “peace of mind” that their data is protected if their current non-Xerox equipment is traded for new Xerox equipment. }

A: M-DCPS can not currently comment on vendor’s individual security process due to the range of devices currently in stock. As discussed in the pre-bid meeting, the Data Security process will be reviewed with the awarded vendors as each process with each machine may be different. Each process will have to be approved by our Data Security department upon the removal of the devices.

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“Prior to de-installation of any unit within The District, the vendor shall remove any stored copy/print/scan job data from each unit's memory at no charge to The District. The vendor, at a minimum, will provide a form indicating a data security device has been installed on the machine/device. The vendor should also provide a third party certificate verifying the data security device removes any data stored on the multifunctional produce (MFP).”

**Question:** Will the Xerox hard drive crush program meet this requirement for the existing equipment? Xerox will provide a form indicating the security features associated for each model selected by M-DCPS and will also provide third party verification.

A: M-DCPS can not currently comment on vendor’s individual security process due to the range of devices currently in stock. As discussed in the pre-bid meeting, the Data Security process will be reviewed with the awarded vendors as each process with each machine may be different. Each process will have to be approved by our Data Security department upon the removal of the devices.

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**Question:** The District indicated that the preferred device security is Disk Image Overwrite, but is requesting at a minimum some form of security. To avoid a minimalist interpretation of this request, will the District confirm that the minimum security expectation for units with hard drives is Disk Image Overwrite with third party verification such as common criteria certification?

**A:** As noted in the Bid Special Conditions 7, “This data overwrite is the preferred method used, all copiers must come into the District with some form of security. The vendor, at a minimum, will provide a form indicating a data security device has been installed on the machine/device. The vendor should also provide a third party certificate verifying the data security device removes any data stored on the multifunctional product.”

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“In addition, the vendor replacing the machine and removing it from the school location must remove the hard drive and give to M-DCPS or reformat the drive certifying the drive had all the data removed. The process needs to be noted and both the technician removing the data and the M-DCPS staff must print and sign their name on the form. The original document must be left at the M-DCPS location with the principal or its designee.”

**Question:** Will the Xerox hard drive crush program meet this requirement for the existing equipment?

**A:** M-DCPS can not currently comment on vendor’s individual security process due to the range of devices currently in stock. As discussed in the pre-bid meeting, the Data Security process will be reviewed with the awarded vendors as each process with each machine may be different. Each process will have to be approved by our Data Security department upon the removal of the devices.

**Question:** For the installed leased equipment associated with the new Bid 033-KK11, what is the expectation of the vendor at lease end? Run Image Overwrite, remove hard drive and give to District, or crush the hard drive?

**A:** As noted in the Bid Special Conditions 7, “This data overwrite is the preferred method as the images will not be kept at all and will therefore not raise security concerns. Regardless of the method used, all copiers must come into the District with some form of security.” Therefore, if our Data Security department approves the security used, no other action is needed. However, if our Data Security Department notes that the drive is not secure at the end of term, additional action will be required. Only at that time will additional action be discussed with the leased vendor.

**Question:** For the purchased equipment associated with the new Bid 033-KK11, what is the expectation of the vendor for purchased equipment when replaced at a later date? Run Image Overwrite, remove hard drive and give to District, crush the hard drive, or will the next vendor be responsible for these actions?

**A:** On purchased equipment, it will be the responsibility of the replacement vendor to complete the security process which will be indicated to that vendor at the time of removal.

## Special Conditions

### # 16 Other Important Information

#### M. Moving device/machine within M-DCPS

Q: Approximately, how many MFP equipment moves are requested by the District annually? Would the District be opposed to limiting the number of moves within a year based on the percentage of the installed population?

A: Although minimal, we cannot give an approximate number of moves requested as it may vary from year to year. The District is opposed to limiting the number of moves per year.

Q: Will the cancellation clauses in the special conditions override the cancellation conditions in the general conditions? Please explain conditions for termination for convenience.

A: See previous cancellation question asked and answered.

Q: In special conditions Page SC5, Please clarify the retainage and reconciliation paragraph on pg SC5. Please provide specific examples of how this will be calculated. Please provide the criteria used to determine when a vendor will be requested to discount invoices.

A: If the reconciliation produces a large credit to M-DCPS, future invoices may be requested to be reduced from 2% - 5%.

Q: Will monochrome units which cannot scan in color be acceptable?

A: If a device is available to scan in color, M-DCPS would prefer the option to scan in color. If that option is not available, then black/white is acceptable.

Q: In SC4, paragraph 2 it is suggested that the Bypass feeders may not be substituted for drawers. Please clarify.

A: Drawers are the main source for paper feeding, bypass feeders are not considered the main source for paper feeding.

Q: Where proposed class 1 and 2 hard drives are no required, should we ignore the requirement on incoming devices to wipe hard drives also? Please clarify.

A: Any device that has a hard drive, M-DCPS will impose a data security process. If a hard drive is not on the device, security process is not necessary.

Q: In class 2 under finisher it shows 200 sheet as requirement. Is the staple stitch not required? Please clarify.

A: As noted on the bid sheet, staple stitch is not required for class 2 but it is recommended. If your device can staple, please enter the staple amount in the space provided on the form.

Q: Please define in description and characteristics of class 4, 5, 6, 7 network installed and configured to local network, explain drivers required. Are you looking for PC, Mac or something else on that line?

A: All devices in classes 4 thru 7 will need to be networked. List all “drivers” for each device you are submitting, i.e. PCL.

Q: May we please have a copy of a standard PO to review T&Cs.

A: Please refer to the 033-KK11 bid for all terms and conditions.

Q: Can a vendor Bid multiple devices for each class?

A: Yes, as long as you have a different Acquisition, Description & Characteristics page for each device.

Q: Besides the bypass tray, does the district need 1 or 2 main input trays on class 1 and 2.

A: Minimum of 1 tray is required for classes 1 and 2. Two trays are optional.