



District-Wide Copier Services FAQ's

Q - If there are hard drives in the copiers being traded in who is responsible for making sure the data has been wiped clean?

A - The winning vendor should provide proof that all existing data on the copiers being traded has been erased.

Q - What are the current total page counts of each Copier to be traded?

A - You can find the model and breakdown of counts here ---> [LINK](#)

Q - Can you give me an average monthly usage breakdown for each machine that you currently have?

A - You can find the model and breakdown of counts here ---> [LINK](#)

Q - Under General Proposal Instructions and Conditions listed on the RFP item 8 and 11 mentions vendors must "provide assurance for on-site response time". Please explain

A - Indicate the time-frame of your response time; on-site with adequate tools, part, and equipment to troubleshoot and perform the most anticipated repairs during normal Monday thru Friday business hours of 7 am to 5 pm.

Q - The RFP Specifies "3 additional equipment relocation requests" – Confirming that is for the fleet and not per machine correct?

A - This would be a total of three relocations for the entire fleet per contract year

Q - Under General Proposal Instructions and Conditions listed on the RFP item 15 discusses software which will capture monthly meter readings.... Assuming that the PaperCut option is what you are requesting for reporting criteria from question #15 and you aren't looking for 2 different solutions to accomplish this. Correct?

A - Papercut (or similar solution) is the desired solution

Q - The RFP mentions Large Capacity Paper Trays, can you define what you're wanting?

A - Minimum of 2000 sheets of online paper

Q - Under General Proposal Instructions and Conditions listed on the RFP item 17. ...the Board of School Trustees must approve bills prior to payment - a process that sometimes results in payments extending past 30 days of invoice date... What will the district agree to? Will the district agree to a net 45 day agreement?

A - In most cases Invoices would be paid within 45 days, however due to standard school board approval processes there could be times when that's not the case. Per the FRP request, payments may extend past 30 days of invoice date and no late charges will be allowed.

Q - Can we get a list of how each current copier is configured?

A - This information is not available

Q - Model procurement regulations. Since this states that the Model Procurement Regulations override this proposal, could you provide copies of the regulations are location where they can be accessed?

A - There is not a copy of this readily available

Additional Information pertaining to setup / PaperCut (or similar product)

A Microsoft Windows Server 2016 or newer print server meeting the required specs can be provided by Cloverdale Community School with a static IP address. Active Directory and G Suite by Google is in use for authentication. We do not require any type of payment system integration with the copier solution.

We would like to implement one print release station per copier.

We would like the ability to track printing and copying for all copiers proposed. *** We have approximately 100 active users that will be tracked through the print management system ***

We would like to implement a FindMe solution for printing in which users print jobs to a central virtual queue and can then release the job at any FindMe-enabled MFP.

For security, copy tracking and job release User PINS and Swipe Cards are the preferred method for walk-up authentication at the MFP control panel

Important Dates

Date	Action
June 10, 2019	"RFP is made available through email/website."
10am EDT, June 10, 2019	Vendors may begin submitting questions through email.
4pm EDT, June 24, 2019	Question and Answer process ends.
1:25pm EDT, July 1, 2019	Completed response to RFP due. Sealed packet should be delivered to District's Admin Office (310 East Logan Street, Cloverdale, IN 46120). Packet should include one primary contact and his/her email address.
1:30pm EDT, July 1, 2019	Packets will be opened at District's Admin Office (310 East Logan). No decisions will be made at this time and no questions will be answered. Proposals will be announced and recorded.
4pm EDT, August 2, 2019 (or as agreed upon by school and selected vendor)	Equipment should be on site, installed and operational.