

COUNCIL ROCK SCHOOL DISTRICT
ADMINISTRATIVE AND BUSINESS OFFICES
30 North Chancellor Street
Newtown PA 18940

RFP # 20-13 Multifunction Copier and Printer
ADDENDUM No. 2

TO: All Vendors
RE: Multi-Function Printer/Copier Request for Proposal # 20-13 -Request for Information
DATE: May 12, 2020

Notice to all vendors submitting proposals in response to the Multi-Function Printer/Copier Request for Proposal No.20-13. This Addendum is to amend or clarify the Multi-Function Printer/Copier Request for Proposal No.20-13 dated May 1, 2020:

NOTE: All further questions should be submitted by Thursday, May 14, 2020 no later than 10:00 AM. A final Addendum No. 3 will be posted on Thursday by 2:00 PM.

We cannot accept Zip files, or files in excess of 10 MB. Please post your RFP to a document sharing site like Google Drive, Microsoft One Drive, Dropbox, etc. for us to pull down. The email submission for the RFP should contain a link to those files.

The email subject line: Sealed Bid – Multi-Function Printer/Copier Request for Proposal No. 20-13 to Donna Heverly, dheverly@crsd.org , on or before Friday, 2:00 PM, May 15, 2020.

Changes in Scope of Work

On page 31 of the RFP, Attachment 1 (pricing page), **DELETE** cost per image and **REPLACE** as follows:

Cost Per Image: \$ _____
Cost for Additional Image*:
Black and White: \$ _____
Color: \$ _____

Cost per Black and White:

Copy _____
Scan _____
Print _____

Cost per Color:

Copy _____
Scan _____
Print _____

Request for Proposal General Questions:

1. **How is the Bid Bond to be submitted if all final bids are sent via Email?**
 - a. Bid bonds should be mailed via USPS (courier is not recommended) to:

Council Rock School District
30 N. Chancellor Street
Newtown PA 18940
Attention: Donna Heverly, Purchasing
 - b. You should also scan and include with your email submittal.
2. **Section 1.4 on pages 6-7 of the RFP states “printer toner and maintenance” for the printers listed on Attachment 7. How would you like the “printer toner and maintenance” priced out? We also do not see a pricing section for where to include the “printer toner and maintenance” pricing within the RFP.**
 - a. CRSD is expecting that the vendor will provide toner/ink for the printers listed in Attachment 7 at a reasonable, fair-market price. In return for purchasing the toner exclusively from the vendor, the vendor will support and/or replace those printers for the life of the contract. If a charge is necessary for replacing a non-longer serviceable printer, then those charges need to be explicitly detailed in the submission.
3. **On page 31 of the RFP where it notes the annual usage counts.... are these print/copy counts from *just* the MFPs?**
 - a. Yes
4. **Are the usage counts inclusive of both the prints/copies done on the MFPs *AND* prints done on the printers listed in Attachment 7?**
 - a. No
5. **What is the anticipated workflow/utilization(s) of the Scanning Software (eCopy ShareScan Enterprise and MEAP licenses) and why is this scan software & MEAP licensing needed on only 27 devices?**
 - a. We currently have an assessment system that reads the data from “bubble sheets”. These bubble sheets are printed on the MFP devices, completed (in pencil) by students, and then scanned back into the system and converted by the software and imported into the assessment system. Sometime during the life of this contract, that assessment system may be replaced, and this functionality will no longer be needed.
6. **Are any print management software solutions required (i.e. PaperCut MF or Uniflow (Canon’s own print management software solution)?**
 - a. No
7. **Will CRSD accept multiple manufactures for equipment from one vendor?**
 - a. Yes

8. **Council Rock's RFP back in 2016, the district was really only interested in acquiring Canon copiers. Is that still the case? If the district is only interested in Canon copiers, we will respect those wishes with no hard feelings. Please let us know.**
 - a. Please provide costs for your solutions.
9. **Request to widen range of High Speed B/W large volume equipment spec to 85 ppm to allow for more variety of manufacturers.**
 - a. Yes
10. **Electric upgrades: if electrical upgrades are required at site to support any equipment how would this be requested.**
 - a. CRSD will handle the upgrades if required
11. **Please Clarify "cost per image". Does this include both BW and Color? should it be separated?**
 - a. RFP, page 31 (pricing page) please remove COST FOR ADDITIONAL IMAGE. Should read:
Cost per B&W copy/scan/print
Cost per Color Copy/scan/print
See above – Change in Scope of Work
12. **Please clarify "cost for additional images" ...over which limit?**
 - a. IGNORE - See above
13. **Would Council Rock accept (2) 60 CPM units instead of (1) 105 CPM unit in type 4 High Speed category.**
 - a. NO. Device must meet or exceed minimum specifications.
14. **When you state "Each MFP must be able to allow network users to access CRSD mail server via authorized network login and password" and "Each MFP must be able to allow walk-up users mail accounts, personal sent-to lists, distribution lists", are you looking for walk-up authentication for all functions or just authentication when they select the scanning function?**
 - a. MFP should allow users to send, via email, items scanned. Each MFP should be capable of custom distribution lists, so users who regularly scan and email items can simply select the distribution list. Authentication should be available for any/all/single functions, based on location of MFP and CRSD's discretion.
15. **What mail server do you currently use? (Internal Exchange, Office 365, etc.?)**
 - a. Office365
16. **You mentioned that "Each MFP must be able to scan to email, network repository, workflow applications"**
 - a. All 127 current MFP's have traditional scan to email capability, apart from that, ECopy's ShareScan piece is directly installed on 27 Canon MFP's through Canon's MEAP (Multifunctional Embedded Application Platform). The 27 ShareScan installed MFPs are configured for the current Assessment Management (Paper Bubble Test) system. The embedded eCopy scans the paper bubble tests, cleans up images (mostly de-skews) and saves the scans in TIF format to a specific secure network file server path.
17. **Can you explain what workflow and applications you are referring to?**
 - a. SEE Above
18. **Is this functionality currently in place and if possible, can you explain that workflow?**
 - a. When the user scans Paper Bubble Exams, the MFP must provide a choice of network folder paths, currently these path connectors are configured by the ShareScan server.

- 19. Can you describe what eCopy is being used for (Scanning to Email, Folder, etc.? and which file types, and specific workflows, etc.)?**
- a. Do you have separate standalone scan stations for any of the 27 Canons or is eCopy embedded on the panel of all 27 MFP's now?
 - b. Are you using eCopy for completely separate functionality than what the Canon native functionality provides? If so, please let us know what that is.
 - i. All 127 current MFP's have traditional scan to email capability, apart from that, ECopy's ShareScan piece is directly installed on 27 Canon MFP's through Canon's MEAP (Multifunctional Embedded Application Platform). The 27 ShareScan installed MFPs are configured for the current Assessment Management (Paper Bubble Test) system. The embedded eCopy scans the paper bubble tests, cleans up images (mostly de-skews) and saves the scans in TIF format to a specific secure network file server path.
- 20. Do you currently use Google's G-Suite for your district with all students having Gmail accounts when logging into Chromebooks?**
- a. Yes, but not relevant
- 21. You stated, "All devices must have Secure Print enabled and configured". Is there currently a centralized, server based Secure Print (Follow-Me-Print) solution in place?**
- a. No
- 22. If No to #5 above, are you using this Secure Print on each MFP independently?**
- a. Yes
- 23. Are HID cards being used for either of the Secure Print solutions to authenticate at the MFP's? If not, how are users authenticating?**
- a. No. When a user, at their computer, requests Secure Printing, the driver asks the user to create a number code to enter when they step up to the printer. The print drivers are installed on each computer from the server queue when domain group policies run at user login. The server queues allow for some customization of secure printing. Minimal administration is optimal. The user locates their doc at the printer's touch screen and provides the user-created code.
- 24. Do your staff and students all have HID/Prox ID cards to access buildings now?**
- a. No
- 25. How are the 19 buildings/locations connected to each other (Or to main building/Data Center, if applicable)?**
- a. FIBER
- 26. Does CRDS staff have the ability to send print jobs from one building and release those print jobs in another building?**
- a. NO
- 27. Are you currently using A/D or G-Suite for PC authentication?**
- a. Active Directory

- 28. Are you currently using a fleet management application in order for your internal IT staff to effectively manage the 169 MFP's? (In addition to simple meter reads and toner levels)**
- a. YES
- 29. You are requesting 14 fax boards for 14 MFP's located in the first 3 locations shown on Attachment 1, page 29:**
- a. **Is it safe to say that all other 14 schools (Sloan, 3 MS, 10 Elementary) also have at least 2 fax machines/lines being used in the main office and nurse's office and at least 1 each in the Maintenance and Warehouse?**
 1. NO
 - b. **Are you using analog/POTS lines for your fax environment and if so, is the total number of lines consistent with the answers to #28 and #28a (Total of 30 fax lines)?**
 1. FAX lines are available at each of the 14 locations specified
- 30. Can you tell us approximately what percentage of your workstations are still running Windows 7 or 32-bit operating systems?**
- a. NO
- 31. What is the purpose of the eCopy connection? What endpoints is it scanning to? What workflows is it supporting?**
- a. All 127 current MFP's have traditional scan to email capability, apart from that, ECopy's ShareScan piece is directly installed on 27 Canon MFP's through Canon's MEAP (Multifunctional Embedded Application Platform). The 27 ShareScan installed MFPs are configured for the current Assessment Management (Paper Bubble Test) system. Embedded eCopy scans bubble tests, cleans up images (mostly de-skew) and saves scans in TIF format to a specific secure network file server path.
- 32. What are the imaging requirements of that scanning software (OCR? Barcode? Database connection? Image Cleanup? Etc.?)**
- a. Currently only Image Cleanup and providing credentials to a specific network file server.
- 33. Why is it only required on 27 devices? Would the district be interested in adding advanced scanning on all devices? (Note, most of our current advanced scanning solutions do not require a separate computer installed at the copier like eCopy does. And so, per MFP they are much more cost efficient)**
- a. It was cost prohibitive to install. The 27 ECopy's ShareScan MFPs are expressly for the creation of images for the current Assessment Management system. Traditional "scanning to email" exists on all 127 devices at this time. CRSD does not use eCopy's Scan to Desktop due to cumbersome administration.
- 34. Is the district interested in Scanning to, or, Printing from: Google Drive or One Drive?**
- a. No, CRSD's current Assessment Management system is configured to process TIF's located in the specific network file server path mentioned above.
- 35. Does the district want to repurpose the existing eCopy scan stations they have for new devices? Or is your preference to replace them with new technology?**
- a. N/A Since CRSD does not use eCopy's Scan to Desktop.

- 36. The pricing response lists 1 line item for “eCopy Share Scan License”. Is that meant to be per device? Or for the fleet of 27? And I presume that if we respond with an advanced scanning solution other than eCopy, we should cross out that word and write in the name of the software here?**
- a. Please provide costs for traditional scanning to email using Idaps connection. Please provide costs for scanning, cleaning up images (mostly de-skew) and saving in TIF format to a specific secure network file server path.
- 37. The Google Cloud Print Requirement – Google Cloud Print is going away as of December 2020. Most of our school district customers are using Papercut Mobility Print as the solution to displace that software. Does Council Rock currently use Papercut MF or NG in any capacity?**
- a. No
- 38. What licensing / M&S does the district currently own? Can you provide your customer CRN# (on the about tab in the papercut admin console)? Or a copy of the license (usually found on the papercut server usually in C:\Program Files\PaperCut NG\server\application.license)?**
- a. N/A
- 39. Is the district interested in using Papercut?**
- a. Please provide costs for your solution for printing from enterprise managed Chromebooks. We have approximately 9500 chromebooks.
- 40. Does the district use any other print management software currently?**
- a. No
- 41. Does the district have prox cards or another RFID card for users in the district (for door access or copier authentication)?**
- a. Yes, door access.
- 42. Toshiba MFPs can do this with native functionality. Although there is an advanced scanning software that I’d like to propose as an added value option if that’s ok? It would allow additional image cleanup options, and a single sign on platform to connect to testing and grading applications (think custom grading profiles per user / group) ... and additional provides single sign on access to Google Drive & One Drive, or Classroom, Canvas or Schoology (Think easy conversion of paper docs to electronic curriculum). Is it ok if we modify the pricing response sheet to list this as an alternative option?**
- a. If you have an alternate solution, it may be included. We will accept equivalent.
- 43. There is a free tool inside Papercut that can be used to accommodate your Chromebooks. But, if you’re looking at using Papercut for this I think there is value in considering what it can do for the district outside of this particular need. Would it be appropriate to add this as a value-added software option as well?**
- a. If you have an alternate solution, it may be included. We will accept equivalent.
- 44. Does the district use any other print management software currently?**
- a. No
- 45. Does the district have prox cards or another RFID card for users in the district (for door access or copier authentication)?**
- a. Yes, door access.

- 46. DO you know what format they are? HID, Kerri, Etc.?**
- a. HID
- 47. Is the district willing to waive the bid bond requirement? It's a challenge to get that resolved in a short timeframe with everyone working remotely.**
- a. No. Our contracts follow the fiscal year. The printers need to be installed in the summer when school is not in session to lessen the impact on users.
- 48. Is the district willing to consider an extension on the timeframe for responses, for the same reason?**
- a. No. Our contracts follow the fiscal year. The printers need to be installed in the summer when school is not in session to lessen the impact on users.
- 49. On Page 31 of the RFP, it shows the matrix for pricing, where is the best place to put pricing for the options for each category of copier (such as hole punch Booklet finishing)**
- a. We are interested in the total monthly charge. If there are additional charges, please notate under the Type # heading.
- 50. All the specifications show the type of document feeder required except for Type 3 is there a preference?**
- a. Duplexing Automatic Document Feeder (Standard)
- 51. Does CRSD allow for third Party Leasing. To be clear will separate documentation be permitted to allow for payments to a Leasing company.**
- a. We do not currently have a preference one-way or the other. Vendors should present their proposals with pricing models that they believe are the most cost-effective for the District.
- 52. Referencing page 13 of the RFP. Can you explain how the eCopy and MEAP software is being utilized today?**
- a. All 127 current MFP's have traditional scan to email capability, apart from that, ECopy's ShareScan piece is directly installed on 27 Canon MFP's through Canon's MEAP (Multifunctional Embedded Application Platform). The 27 ShareScan installed MFPs are configured for the current Assessment Management (Paper Bubble Test) system. The embedded eCopy scans the paper bubble tests, cleans up images (mostly de-skews) and saves the scans in TIF format to a specific secure network file server path.
- 53. Referencing page 13 of the RFP. Google Cloud print is end of life 12/31/20. Is this a 100% Chromebook environment for mobile print?**
- a. NO, iPads and cell phones also use a mobile print option.
- 54. On the 27 devices with eCopy, approximately how many users? Also, can you indicate how many locations?**
- a. There are approximately 40 users. The 27 machines are in 16 schools.
- 55. Is the district using any type of print management software that ties in with secure print?**
- a. No. When a user, at their computer, requests Secure Printing, the driver asks the user to create a number code to enter when they step up to the printer. The print drivers are installed on each computer from the server queue when domain group policies run at user login. The server queues allow for some customization of secure printing. Minimal administration is optimal. The user locates their doc at the printer's touch screen and provides the user-created code.

- 56. Is the district willing to waive the requirement of corporate seal and notarized signature due to offices being closed?**
- a. No. We are required to have those documents.
- 57. Since we're emailing the response is there a size limitation for our response?**
- a. We cannot accept Zip files, or files in excess of 10 MB. Please post your RFP to a document sharing site like Google Drive, Microsoft One Drive, Dropbox, etc. for us to pull down. The email submission for the RFP should contain a link to those files.
- 58. Would Council Rock be interested in using a fax server?**
- a. We already use a fax server. The copiers that require fax cards require multiple users and higher volume.
- 59. Devices must log copy/print usage. If you are utilizing a specific application today, are you currently using it to *pull usage*? What app are you using?**
- a. We do NOT collect the numbers. The current vendor set up a software to do that (on an internal server owned by CRSD).
- 60. All devices must support the TCP/IP protocol over an Ethernet network. Bar Code (39, UPC, Code 25 Interleaved 2 of 5). Are you currently receiving this functionality directly from your device, or via another application?**
- a. It is done via software application from assessment Management program/eCopy.
- 61. Request to accept 40ppm vs 45ppm in the Type1 Standard Unit category.**
- a. No. Device must meet or exceed minimum specifications.
- 62. Is there a monthly breakdown of volumes by categories or equipment to allow for a more accurate and aggressive calculation for cost per copy?**
- a. No
- 63. Type 6 Desktop category contains no specs. How will this be unit be evaluated? Will specs be issued?**
- a. The desktop printer must be roughly small enough to fit on one end of a desk, take up about the size of a legal file box and not require floor space.
- 64. Most Vendors utilize 3rd party banks to finance their equipment to provide the lowest lease rates and equipment lease payments. However, this requires the CRSD and the bank to mutually negotiate and execute the 3rd party bank's Master Lease Agreement terms and conditions which will be the sole controlling document for *equipment lease* transactions. A separate, stand-alone Maintenance Contract would be negotiated with the Vendor for their *maintenance* services. Will CRSD agree to this contractual arrangement in lieu of utilizing the Independent Contractor Agreement in the RFP?**
- a. We do not currently have a preference one-way or the other. Vendors should present their proposals with pricing models that they believe are the most cost-effective for the District.

65. Would the district consider a *\$1 out lease*, if the Municipal lease rate used was more aggressive than the FMV lease rate?
- See above
66. Section 2.4 requires equipment to be added or deleted at no charge. Since all equipment added or removed during the lease term is required to have a monthly charge, are you referring to the equipment *delivery and return fees*?
- Yes
67. Who is responsible for returning your existing units to the leasing company; your existing vendor or the incoming vendor?
- Existing vendor
68. Do the *service* contract termination dates on your existing fleet coincide with your *lease* expiration dates?
- Yes
69. Is your current vendor responsible for wiping the hard drives for your existing fleet?
- Yes
70. **2.3 Terms of Service, pg. 14:** Please provide clarification of your "cancel for convenience" verbiage. Is the intent to be able to cancel the agreement at any time, for no specific reason, even if your vendor partner is meeting all requirements, achieving all SLAs, and all financials are in order? if so, we would need to enter into a rental agreement, (vs. lease), which would negatively impact your pricing.
- Cancel for convenience is a term our attorneys require us to put in all contracts. It allows us, with 30 or 60-day notice, the availability to withdraw from a contract if it is in the District's best interest to do so. Case in point - a worldwide pandemic hits and the District is facing a \$14 million shortfall and is unable to meet its contractual obligations. This verbiage has been standard practice for over 20 years and has not yet posed a problem.
71. **2.5.1 Service Availability, pg. 15:** Please provide clarification of your "99.999 percent service availability" verbiage, (in terms of *service* availability vs. *machine* availability).
- Service availability implies the machines are available - if they are not, then there can be no service.
72. **2.5.2 Responding to Problems, pg. 16:** Please provide clarification of your "4-hour service completion time" verbiage, (in terms of *completion* vs. *response*).
- Within 4 hours of service interruption, it is restored.
73. **2.9 Supplies and Toner, pg. 22:** Does your requirement for OEM toner apply to the printers also, or only to the MFPs?
- OEM applies to MFP's.

- 74. Page 30, Equipment Distribution by Type: Can you please provide us with B/W and color print volumes for each of the MFPs, (and printers, pgs. 53-54)? While we will provide an apples-to-apples response, specific volumes will help us determine if there are also alternative "right-sizing" opportunities, which could reduce CRSD's costs.**
- a. No.
- 75. 5.5 Submission Response Checklist, pg. 27: Do you require/prefer a hard-copy response submission via US mail or in-person, or do you require/prefer an email submission?**
- a. We cannot accept Zip files, or files in excess of 10 MB. Please post your RFP to a document sharing site like Google Drive, Microsoft One Drive, Dropbox, etc. for us to pull down. The email submission for the RFP should contain a link to those files. The email subject line: Sealed Bid – Multi-Function Printer/Copier Request for Proposal No.20-13 to Donna Heverly, dheverly@crsd.org , on or before Friday, May 15,2020, 2:00 PM
- 76. Pages 53-54, Attachment 7, Existing Printer List: Can you please provide us with locations of the printers. Again, we will provide an apples-to-apples response, but printer locations will help us determine if there are also alternative "consolidation" opportunities, which could reduce CRSD's costs.**
- a. Locations were clearly defined in the RFP. Locations within the buildings will not be provided until the contract is awarded.
- 77. Implementation: Please provide building lay-outs/blueprints so we can plan an appropriate implementation.**
- a. This information is not available, nor will it be provided. If you are unable to bid without this information, that is your decision.

(End of Addendum #2)