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## MANAGED PRINT PILOT PROGRAM

QUESTION & ANSWER JULY 18, 2016 9:00AM

Overview by David Kulb

DAK mentioned City-wide use and possible expansion with the selected vendor. Also reviewed were the schedule of dates, selection and scoring, and implementation.

1. Q: How will the walk-through work?

A: Contact the Depts. directly. They have keys to locked rooms. Please schedule an appointment. They will be available and happy to answer specific questions and understand it is a process. They will also contact me.

2. Q: Will we be allowed to load specific data collection mechanism on the print servers?

A: We don't see a problem doing that. Perhaps just one vendor's device and then share the data with the other Vendors. With minimal access this should be able to be accommodated.

3. Q: Are all the printers on the network?

A: No. There are numerous desk-top devices that are free standing, single users.

4. Q: Are we going to take away all the desk top printers and replace with MFPs?

A: If that is the solution, so be it. The goal is to right-size for productivity.

5. Q: Regarding active users, how many users are involved?

A: We will provide specifics, but an estimate is about 300 users in the pilot departments.

6. Q: How many print servers?

A: We use 2. There are some desktops that are tied together but that's insignificant.

7. Q: Are you going to set up a ticket system through the service Desk for print related issues.

A: We may have a help Desk solution, i.e. for desk support press 1 for printer related issues press 2. We will have something set up with the Vendor to streamline requests.

8. Q: If the final Vendor doesn't perform and you don't want to use them for city-wide use, how are you going to tackle that?

A: We will have the individual departments monitoring this. We will go to option 2 or 3 as to the original scored top vendors. We will not have to release a new RFP.

9. Q: How are you going to monitor the performance of the chosen vendor of the RFP?

A: We will have an evaluation team in each dept. and each one will monitor that vendor. We will collectively track performance and document incidents that have an impact. We are confident that we will be able to pick the proper vendor on the 1<sup>st</sup> shot based on all the evaluations.

10. Q: What about past history of color use vs. black & white?

A: We don't have a break out of how much color use per Department. We are trying to educate and set defaults to B&W at every opportunity.

11. Q: Will every Department have a centralized color printer?

A: Every Department should already have one set up.

12. Q: Will the Dept. have an idea how much color they use?

A: Sure, the Office Managers know their Departments and they are well aware that you will have to poke & prod to gain understanding about what printing they do and what special operations they perform.

13. Q: How integrated do you want the software to be?

A: We want it to work with the AS400. But a vendor had an issue with the HP website for interface w/ AS400. We will make sure you get a link to determine this. Frank believes that this is a specific setup issue we will work out upon installation.

14. Q: The RFP is out for the ERP and that is down the road. Do you think that will have an impact on software implementation?

A: I think it's imminent, but I'm not sure. It may be by 8/11. I will email the projected date.

15. Q: Are you going to set up supplies onsite or not?

A: We want to get out of the printer business. We will not stock supplies on site.

16. Q: What references do you want us to provide. What size industry or company?

A: Something mid-sized that might compare with the city of Santa Fe. Ex. Albuquerque Fire Dept.

17. Q: What about existing contracts? Will those be renewed or just done away with?

A: We will talk to Legal and review cancellation clauses, should that be necessary.

18. Q: What about disclosure and security? Or do you want us to confine comments to the Patriot Act?

A. Reserve your comments to the Patriot Act.

19. Q: Why is there no coffee in this room?

A: I will remember that and take it under advisement for our next gathering.

THIS CONCLUDES THE ACTUAL MONDAY VENDOR Q & A.

**The following are additional questions that have come in from various sources by the deadline.**

20. Q: Please expand on the makeup of the monthly expense of \$26,263.00?

A: These are only totals on the network printers. The mix is about 85% black & white.

21. Q: Is it the City's intent to award a contract under this RFP for the 4 pilot departments?

A: Yes. The paperwork is set up to expand to city-wide use without having a new RFP.

22. Q: Is the City requesting that the pilot program be offered by the vendors at no charge?

A: No. You select the solution.

23. Q: What is the desired length of time for the pilot program?

A: We are confident that after 6 months we will have a good understanding of the pilot success level.

24. Q: Regarding Project Work Plan & Milestone points (page 2), which specific elements should be included in the pilot, such as MFDs only?

A: We would like to utilize stock from our existing fleet but that depends on your recommended solution.

25. Q: What is the employee count at the 4 pilot departments?

A: There are approximately 300 users.

26. Q: When will the vendor site visits be conducted? Site maps for the 4 pilot departments will be required for the vendor.

A: David Kulb can email upon request floor plans that are available. Please contact the department representatives directly for an escorted site visit.

27. Q: The pricing table (7 Budget & Estimated Pricing, page 35) indicates 4 year pricing. Is it your expectation that vendors will provide pricing for 48 month equipment leases for the 4 pilot departments?

A: An agreement that long would primarily be used as a tool for a city-wide use solution.

28. Q: Are the printers owned and fully depreciated?

A: All printers are owned by the City of Santa Fe. Some are not yet fully depreciated.

29. Q: Are the MFDs currently installed with the 4 pilot departments owned or leased? If leased, when do the leases expire?

A: All MFDs are owned. The only agreements in place are for cost per copy and maintenance. Should these existing agreements need to be terminated, we will have discussions with our Legal Department as to how to proceed.

30. Q: Page 3 says "IT personnel will be freed up and not be providing direct printer support. This function can be taken over by the print Vendor." Will the vendor be responding to end users' help desk calls for printing issues or just break fix of hardware?

A: I think this generalized statement mostly is in the context of toner, supplies, and 'down' machines. We will work with the Vendor on a solution with End User Services to perhaps have a voice prompt on the line, ex: "press 2 for printer issues."

31. Q: Page 3 says, "There are a significant number of Dell single user machines out there in the fleet. Most have a 5 year Pro-Support built in which includes service call response." Will you want those Dell units to be covered within the new contract at additional cost or wait until expiration of the 5 year Pro-Support? If so, which are the Dell units listed to be excluded from costing within the RFP response?

A: I am confident all machines under warranty can be identified. We shouldn't have to cover them under another agreement. Remember that a main goal is to right-size each department. There is no doubt there are excesses in each facility and many existing printers will be decommissioned.

32. Q: Is proximity card or simple PIN code desired for user authentication? If card, what is the card format? Are multiple card formats used?

A: A simple PIN number is sufficient.

33. Q: Does each site have its own print server/ how many print servers will be involved?

A: NO. There are two in use for all departments.

34. Q: Are all printers network devices or are some local (USB or parallel)?

A: Not all printers are networked. Most of the MFPs are on the network. The many, many desk-top printers are not linked.

35. Q: Follow up to #14. A: The ERP implementation is not imminent. We are at least 6 months out until going live, so this is a non-issue with software implementation.

36. Q: What areas are considered Finance?

A: The Finance area includes Budget, Accounting, and Payroll upstairs. Yolanda Green will provide direction.

37. Q: As to GRT, what should we charge?

A: We are exempt from GRT on supplies and parts/hardware. Everything else is taxable- i.e. labor, maintenance, purchased software and software maintenance.

38. Q: What are your system security requirements?

A: Pertaining to SC3 Section 5.6, Our Chief Information Security Officer is responsible for IT security requirements, policies, and procedures. I will reach out to him to provide a security summary.

39. Q: Please give an example of OCR support.

A: Pertaining to SN3 Section 5.9, an example of Optical Character Recognition support would be, "All of our s's are coming out z's and vice versa." Again, we will work with the Vendor to address these types of issues.

The general questions are now closed. We have agreed with a Vendor to supply a DCA (data collection agent) on the print servers for a two week test period, starting July 21, 2016. I will share this summary information with all the vendors as soon as possible after the collection period, before the RFP close date of August 11, 2016. Thank you.

David A. Kulb

Financial Analyst, ITT Department