

RFP Multi-Function Copier Services Meeting

July 17, 2024

Question during meeting

1. Can you provide the PaperCut license itself or info such as number of embedded licenses, support etc? **ANSWER:** Papercut Version: 18.2.0 (Build 44440). Support is with the current Multi-Function Copier (MFC) service provider, UBEO Business Services.
 - 1.1. Customer reference number: C-3TG834
 - 1.2. Licensed to: Pennsylvania Convention Center
 - 1.3. Licensed version: 23
 - 1.4. Licensed users: Unlimited (Currently 373 used)
 - 1.5. Licensed devices: 14 (Currently 14 used)
 - 1.6. Licensed release stations: 1 (Currently 0 used)
 - 1.7. Licensed advanced popup clients: Unlimited
 - 1.8. Licensed site servers: Unlimited
 - 1.9. Support valid until: Feb 2, 2025
2. How does the end-user log support tickets? **ANSWER:** We have our own internal ticketing systems used by end users to log tickets. The internal IT team will attempt to address and resolve all print service issues logged through the internal helpdesk. The internal IT team will log support tickets with the MFC service provider for all issues that cannot be resolved by the internal IT team.
3. Do the Xerox and Ricoh printers on the list also need to be replaced? **ANSWER:** The Xerox and the Ricoh devices have been removed from the list and are not in scope for this project.
4. Can the Pennsylvania Convention Center provide a list of print volumes per device? **ANSWER:** See document "~~Multi-Function Copiers 2024_Final.docx~~" "Printing Report 06-15-2024 to 07-15-2024.pdf" on Cobblestone

Attachments

1. Printer volumes in "~~Multi Function Copiers 2024_Final.docx~~" "Printing Report 06-15-2024 to 07-15-2024.pdf" on Cobblestone.