

# RFP Multi-Function Copier Services

## ADDENDUM 1 FOR Summer MFC BID

August 16, 2024

### Questions from respondents

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
5. "Use of Minority Vendor" KDI is an authorized Minority Vendor so we would not be partnering with someone else for this qualification. Is this ok. **ANSWER:** Please contact Dominique Bonds directly at 215 418-2105 (or dbonds@paconvention.com) regarding Diversity and Inclusion questions.

6. Are current readers for PaperCut on existing copiers owned by convention center or do they need to be returned with the existing copiers. **ANSWER:** Current readers for PaperCut will be returned with the existing copiers.
7. Please confirm that all printers and copiers will be network connected. **ANSWER:** All printers will be network connected.
8. Can you please provide monthly service contract cost including cost-per-page for prints for the copiers and the current lease price for equipment. **ANSWER:** This information is confidential.
9. Is there a current service and supplies contract in place for the printers? If yes, can you provide current cost. **ANSWER:** There is a current service in place and the pricing is confidential.
10. Are OEM supplies required for the printers or can certified remanufactured supplies be provided? **ANSWER:** Certified remanufactured supplied can be provided as long as it meets the sustainability objectives as outlined in the scope of the RFP.
11. "Under Section E Vi Ensure a reliable supply of consumables," such as toner and paper, and implement automated replenishment processes. Is the cost for paper to be included in our pricing? **ANSWER:** The cost of paper is to be excluded in the pricing.
12. You mentioned that you may want to replace one of the HP printers; which one were you referring to? **ANSWER:** The list of devices outlined in the scope should be considered as part of the proposal and any printer replacements should be dealt with by the successful bidder.
13. I noticed some of the HPs registered "0" for usage this past month in the sheet you supplied; would those devices normally have usage at other times during the year? **ANSWER:** See document "Print usage\_report.xlsx" on the Solicitation website for the printer usage for the three months starting 5/15/2024 to 8/15/2024. Those HP devices would generally have low usage at other times during the year.
14. During the walk through, the group asked for data that listed each device, location, OEM model, serial number with the total meter readings for color and mono print. copy and scan and for the latest average monthly volume for the same equipment. You were going to provide that data for us. When will we have it as this is critical to understanding how we can assist you in meeting or exceeding your goals to reduce expenses and improve operations. **ANSWER:** Most of this information has been posted on the Solicitation website since June 23<sup>rd</sup> 2024. The rest of the information can be found in the document "Print usage\_report.xlsx" on the Solicitation website. All devices are located on the single site at 1101 Arch St, Philadelphia, PA 19102.
15. Average Monthly Volume (**AMV**): We asked for a breakdown of the **AMV** of COLOR vs MONO pages output from the devices. This will help calculate our proposed costs of equipment to propose and the expected service and supplies for them. **ANSWER:** This information has been posted on the Solicitation website since June 23<sup>rd</sup> 2024.

16. The total of the output that you provided for all the devices was 49,413 for the 30-day period. Is that a usual month? With the equipment that you have, that **AMV** is extremely lite. Do you have a historic **AVM** of Mono vs Color for all the devices for the last 12 months? **ANSWER:** See document "Print usage\_report.xlsx" on the Solicitation website for the printer usage for the three months starting 5/15/2024 to 8/15/2024. The printing volumes in this report would generally be representative for other times during the year.
17. At the very bottom of the document you provided, there is a SHARP MX-6070V listed as #36, but it has an HP serial number (CNF8GCQ3QY) for an HP LJ M276nw. Is this a SHARP or HP device. Do you have a serial number for it if it is a SHARP? Also, on line #34 the SHARP MX-6070V has 11 digits in the serial number. There must be an extra number in it if it is not accurate as the SHARP's all have 10-digit serial numbers. **ANSWER:** The device with serial number CNF8GCQ3QY is erroneously labeled as a SHARP device and is an HP printer. The device on #34 is a SHARP printer and the serial number should be 8512248400.
18. Lastly, I remember during the walkthrough there was a SHARP MX-5070V in Finance (SN# 8506983300) that was replaced three (3) times because of a NIC problem (see photo and meter sheet). I want to be sure of the number of units you are requesting in this RFP. I have data from a third party that has been proven to be very accurate, providing date of purchase, make, model and serial number, etc. It shows PCCA originally leased or purchased fourteen (14) devices July 26, 2018, when the UCC's were filed with the State of PA. If you replaced the same device twice because of the problems you were having, that could explain why you have identified sixteen (16) devices to refresh here in your RFP. Since we didn't see them all during the walk through, and because of the serial number questions, I wanted to bring that to your attention to be sure. Are you sure there are sixteen (16) devices? It would be great if we could have a sheet like attached from each device. **ANSWER:** There are only fourteen (14) SHARP devices. Item #14 and #31 (SN: 8512487400) are duplicates, and item #36 (SN: CNF8GCQ3QY) is an HP device.