RFP NO. WKCCD 2425-111 District-Wide Managed Print ...

Set 1 Released via Addendum 1 09/27/2024 10:36 AM (PDT) – 18 questions

1.1 18. Are we running software to monitor toner and meters?

Answer We are not currently running software to monitor toner and meters, but we prefer the new system including that capability.

1.2 17. Are our Card readers standard proximity?

Answer Yes

1.3 16. Is the Folding unit requirement a requirement for the bookstore copier?

Answer Yes

1.4 15. Do we require the Firey system on the bookstore copier?

Answer No

1.5 14. What is the age of the current equipment?

Answer Over 5 years.

1.6 13. Why is the finisher External vs. Internal?

Answer This was due to the original configuration.

1.7 12. Do we use secure release across campus?

Answer Yes

1.8   11. Do we still use fax? Are we open to using fax server?

Answer   Yes, and Yes.

1.9   10. Do we want the software to be Cloud or on-premises?

Answer   We are open to either cloud-based or on-premises software. Please provide the cost for both options.

1.10   9. Can we share the Equitrac license information?

Answer   Equitrac license information is attached.

1.11   8. Will a laser printer service be a part of this?

Answer   No

1.12   7. Will we change or upgrade the software?

Answer   We are open to exploring other options.

1.13   6. How is the money added for students to print?

Answer   The students add money to their printing account at the kiosk. The kiosk takes cash or credit cards and accepts tap and pay. The instructions for how to add money to an account are provided on the poster above the kiosk.

If students cannot add money to the kiosk for some reason, we can accept cash at the circulation desk and manually add the amount to the EQUITRAC account.

1.14   5. Do students use cards/credentials to log in? Where is the information stored?

Answer   Students use credentials to log in and employees use cards. The information is stored in Active Directory

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1.15   4. Will volumes be provided/throughout campus?

Answer   The usage report from September 1, 2024, to September 23 is attached.

1.16   3. Do we use the Equitrac system?

Answer   Yes, we currently use the Equitrac system but are open to exploring other options.

1.17   2. Do we use 11x17?

Answer   Yes

1.18   1. Can we provide generic copier specs, including location?

Answer   Please see the Copier Specs Report and the College Map

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Set 2 Released via Addendum 2 10/18/2024 1:59 PM (PDT) – 13 questions

2.1   What (5) MFD standard device type configurations should we provide pricing for? Should the vendor choose any five models and configurations, or are there specific models and configurations in your current fleet for which you would like comparable pricing?

Answer   The vendor may select any models and configurations, provided the devices include copying, scanning, and printing functionalities. Additionally, the following devices must have faxing capability: HR and hallways (second floor of the Admin Building), Financial Aid and EOPS (first floor of the Admin Building), G2, the mailroom, T Building, and the Science Building.

2.2   Does the Kiosk in the Library need a payment gateway? (i.e. Authorize.Net, My Student Acct, PayPal WPS/Payflow, RBS, Tx File)

Answer   Yes. The current payment gateway is contracted with USA Technologies

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2.3   Given that the bookstore unit is not listed in the fleet, will it be added, and will specs be provided?

Answer   Yes. The device should be capable of producing shop-quality prints, with high resolution, accurate color reproduction, and sharp detail, similar to professional printing standard

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2.4   Due to price and space limitations, will Taft College allow for the inner staple finisher and hole punch versus the external?

Answer   Yes

2.5 6. On page 5 of the RFP Section 3.10.3 Remove Old and Install New Equipment Vendor to ship back equipment to current lease return location. Can the district please provide the ship back location?

Answer The leasing company, US Bank, does not provide location information. US Bank will send us the return details once the equipment dealer submits the Buyout of Return form.

2.6 5. On page 4 of the RFP, Section 3.7 Software Solution the district requests the ability to allow students to replenish their accounts through online features or a kiosk. Is an online solution preferable to the district and would accepting cash still be a requirement?

Answer The District prefers the kiosk, or any other self-service solution, as it eliminates the need for staff involvement in cash or credit card transactions. The kiosk is easy to use, accepts cash, credit cards, debit cards, and supports tap-and-pay options. Currently, the only credit card transactions we can process in the library are through the print kiosk, which is dedicated solely to the print system.

2.7 4. Are the ITC Pay Stations owned by the district and does the district currently have an ongoing hardware support agreement in place?

Answer The ITC Pay Stations are owned by the District and the District has an ongoing hardware support agreement in place.

2.8 3. On page 4 of the RFP, Section 3.2 Print Shop Requirements, it is stated that the new printer must be capable of producing products measuring up to 18 inches by 24 inches. Can you please clarify if this the correct requirement as most devices, including the current Ricoh Pro 5200S produce up to 13 inches not 18 inches.

Answer The correct requirement should be 13 inches by 24 inches.

2.9 2. If cancellation as described in the above sections is for the services portion of the agreement only, would the district accept a reasonable cure (remedy) period and process?

Answer Please refer to the contract.

2.10 1. On page 4 of the RFP, Section 3.4 Fixed Pricing, the district is requesting cash pricing and an optional, a 60-month FMV lease, can you please confirm that cancellation as described in sections 6.1.1 and 6.1.3 of Attachment D Agreement for District-Wide Managed Print Services would not apply to the optional FMV lease.

Answer Cancellation would apply to both.

2.11   May offerors provide their template contracts/Agreement, or will the potential contract be negotiated upon award?

Answer   Yes.

2.12   Thank you for providing the format/sequence on how you would like to see the response. Where in the format would you like to see Attachments B and C included in?

Answer   The sequence is listed on the RFP.

2.13   Do the vendors need to complete Attachment D or is this a sample of your agreement?

Answer   Yes. You must submit a complete packet to be considered.