

**OHIO TURNPIKE AND
INFRASTRUCTURE COMMISSION**
682 Prospect Street
Berea, Ohio 44017

**REQUEST FOR PROPOSALS
TO PROVIDE AND MAINTAIN A
MANAGED PRINT SOLUTION**

ADDENDUM NO. 2

Issue Date: **December 31, 2015**

Inquiry Period Concludes: **5:00 p.m., (Eastern), ~~January 21, 2016~~ January 22, 2016**

Technical Proposals Due: **5:00 p.m., (Eastern), January 29, 2016**

ATTENTION OF RESPONDENTS IS DIRECTED TO:

**ANSWERS TO QUESTIONS RECEIVED THROUGH
3:00 PM ON JANUARY 21, 2016**

-AND-

MODIFICATIONS TO RFP
Page 5 and
Extension of the Inquiry Period
to
January 22, 2016

ANSWERS TO QUESTIONS RECEIVED BEFORE 4:00 PM ON JANUARY 12, 2016

Q#13 Are all of the pieces of equipment listed in the RFP (Printers, Wide Format and MFDs) currently on the network? If no, are there network drops available to put these on the network under a new program? If no, are there wireless access points available for network connection?

A#13 All equipment listed is connected to the network.

Q#14 On Page 5 - #3 – you reference the potential for requiring 24/7 telephone support for requests for service – are you requiring service to be available “on site” at the Turnpike 24/7 or would 24/7 telephone / remote support be sufficient with a technician dispatched during normal business hours for calls that come in after hours that are not repairable over the phone or via remote support?

A#14 Telephone or remote support available 24/7 with a technician dispatched during normal business hours is sufficient.

Q#15 According to number one on page 5, they state we are only to use the manufacturer’s parts and supplies. We will need to know if they mean they will only be looking for us to use OEM parts. We use at our discretion either OEM or an alternative supplier. Since we are responsible for uptime and servicing these machines we have the best interest in putting the appropriate parts to make sure you get your maximum uptime. Will this be ok?

A#15 Yes, using parts and supplies that meet the necessary specifications for the equipment to properly operate is sufficient. The Commission is modifying paragraph 2 on page 5 of the RFP with this Addendum No. 2 as follows:

2. Assume all responsibly for the Managed Print Solution hardware performance, and provide preventative maintenance services on all devices at the manufacturer’s suggested intervals and using only ~~the manufacturer’s~~ parts and supplies *that conform to the specifications required for the proper operation of the devices* in performing any maintenance or repair services.

Q#16 Number 6 on page 5, states the consumable supplies need to meet original equipment manufacturer specifications. Same situation as above, we use compatible cartridges for all of some of our devices that we maintain currently. We utilize several vendors to source toner from based on the quality of each cartridge per each model. Will this be ok?

A#16 Yes, the Commission is modifying paragraph 6 on page 5 of the RFP with this Addendum No. 2 to clarify as follows:

6. Deliver all consumable supplies within forty-eight hours of order that meet ~~original equipment manufacturer~~ specifications *required for the proper operation of the device*, and retain ownership of all consumable inventory. Downtime due to lack of consumable supplies is a material breach of the Selected Vendor's obligations

Q#17 Lastly, does the Turnpike currently use OEM parts/supplies for their entire fleet (copiers/printers)? This will give us a better understanding of current costs and therefore a more accurate view of what our cost savings potential can be.

A#17 The Ohio Turnpike prefers OEM parts/supplies from its current maintenance provider, however its current printer fleet includes equipment that is no longer supported by the manufacturers and therefore OEM repair parts are not always available.

Q#18 Part 3, page 6, question 1 under Organization, in the second sentence it states if the respondent will not service any particular brand(s) or machines identified in attachment I that the Commission currently has in service through MPS, the respondent must describe its solution for addressing those machines that have remaining economical life. We currently do not service certain machines. We will not be competitive nor will it be apples to apples for any vendor to bid this RFI and if we would have to replace all of them. If this is supposed to be once the new agreement is in place with new equipment based on the strategies each organization gives you and the machines can't be fixed or repaired then at that time I can see this being a viable option. Please clarify your intent to this paragraph.

A#18 The Commission intends to buy or lease replacement machines from the selected vendor to fulfill its printing, copying and scanning needs. However, the Commission requests the responding vendors' concepts for addressing viable machines in its fleet that the responding vendors cannot service or will not incorporate in its solution. The Commission has made substantial investments in its fleet, of which some have yet to amortize or fully depreciate. The Commission cannot simply scrap or abandon its capital equipment without having a compelling business justification for doing so. The Commission requests that the responding firms identify cost effective solutions for dealing with any existing equipment that the vendor will not service or which the vendor thinks will be more cost effective to replace.

Q#19 We would like to know if you can send the configurations of the equipment you currently have.

A#19 The Commission uses IPv4 configurations.

Q#20 Do they have finishers (internal, external, booklet) for stapling?

A#20 The current multifunction copiers have corner and booklet stapling, and the Konica Minolta have capacity to fold, 2 and 3 hole punch, corner booklet staple. However, this should not

dictate any requirements for a proposed solution based on the Commission's needs rather than current capabilities.

Q#21 Does the equipment have fax boards?

A#21 The majority of multifunction devices do not have fax boards; however, this should not dictate any requirements for a proposed solution.

Q#22 Which print drivers are required (PostScript, PCL)?

A#22 The Commission utilizes PCL print drivers.

Q#23 How many paper trays are on each copier?

A#23 The multifunction devices have four paper trays; however, this should not dictate any requirements for a proposed solution developed to fulfill its needs.

Q#24 Can you describe the features you are looking for with "Follow me" printing from output device to output device. Is Follow Me Printing a feature you are looking for across ALL printing devices or only on the Multi-Functional (Copy / print / scan / fax) devices?

A#24 The Commission's concept for the "follow me" or "pull printing" feature is the ability to hold print jobs (either on a server or on a user's workstation), which can then be released by the user at any printing device which supports this feature. The user first authenticates themselves at the printer, either using a pincode or a smartcard. Then, users may select from the list of their print jobs from the server or web portal that they wish to release at the device.

Q#25 For the "Print and Hold" functionality that you are requesting, is this a feature that is required for all printing devices or only on the Multi-Functional (Copy / print / scan / fax) systems?

A#25 The Commission is interested in evaluating all solutions available from the responding firms.

Q#26 Does the Turnpike currently utilize any type of badge system for access to the building?

A#26 Yes, the Commission uses proximity cards for employees to access its buildings.

Q#27 Who is currently servicing this fleet? If not one vendor: Who is servicing the Konica Minoltas? Who is servicing the Kyoceras? Who is servicing the Samsungs? Who is servicing the Ricohs? Who is servicing the Xerox Wide Format?

A#28 Konica Minoltas are serviced currently by Blue Technologies and Meritech; Kyoceras are serviced by Meritech and Lake Business Products; Samsungs are serviced by Fast Solutions; Ricohs are serviced by Ricoh and Lake Business Products; and Xerox Wide Format are not under a service contract but were previously serviced by R&K Technologies.

Q#28 How are the current MFP's configured? Do these machines have fax? Multiple trays? Finishers? Which of these units require 11x17?

A#28 The current multifunction printers have 11x17 trays; however, the Commission is not requiring the MPS to provide multifunction printers that exactly match the capabilities of its current fleet. The Commission is seeking a vendor to provide a solution that fits its printing, copying, faxing and scanning needs rather than its existing capacity. See also the responses to Q#19, Q#20, Q#21, Q#22 and Q#23.

Q#29 Will the Turnpike Commission consider a split bid, one for Copiers/MFPs and one for Printers?

A#29 The Commission intends to obtain a solution for fulfilling its printing, copying, scanning and faxing needs under a single contract, which may be with a partnership of vendors or subcontracted out with the Commission's prior approval. The Commission is open to its vendor subcontracting or forming a joint venture to furnish the solution; however, it will execute a single contract providing for a complete solution.

Q#30 In your words of paper utilization, is this sheets of paper used or recorded impressions on the machines?

A#30 The paper utilization counts provided in Attachment I of the RFP represent printed pages. If a sheet of paper was printed double sided, it counted as two pages in the Attachment. The counts do not include images scanned on the devices.

**Receipt of Addendum No. 2 to the RFP for
Managed Print Solution is hereby acknowledged:**

(Firm Name) _____

(Signature) _____

(Printed Name) _____

(Date) _____

Commission expects the successful Technical and Cost Proposals will obligate the Commission to solely pay for the cost per print, and with maintenance and other service costs being included as part of the cost per print. The Selected Vendor's services shall encompass all facets of the management of the delivered solution, which shall include concept recommendations, design, implementation, support, service, metering, supplies, billing, equipment relocations, removals and short term usage for any special projects.

The Selected Vendor's support and maintenance services for the delivered and accepted Managed Print Solution shall include the following at no additional cost to the Commission:

1. Performing full-service support for all devices incorporated as part of the MPS during normal business hours, and providing all consumables other than paper, which includes labor, travel, parts and toner.
2. Assume all responsibly for the Managed Print Solution hardware performance, and provide preventative maintenance services on all devices at the manufacturer's suggested intervals and using only ~~the manufacturer's~~ parts and supplies ***that conform to the specifications required for the proper operation of the devices*** in performing any maintenance or repair services.
3. Provide toll free, 24/7 telephone support for Commission questions and requests for service, and provide a proactive alert system for mechanical failures and consumable supply inventory with help desk integration to initiate the proper response.
4. Maintain an agreed upon response time for service calls, including call backs of not less than 4 hours and on-site arrival of qualified and appropriately certified technicians to perform the necessary service or repair within an agreed upon period depending on its urgency.
5. Replace any device that is inoperable for more than one business day or has three repeated calls for service related to the same malfunction or defect, and maintain the replacement device onsite until the original unit is repaired or replaced permanently. Each replacement device must be substantially similar or exceed the capabilities of the device it replaces.
6. Deliver all consumable supplies within forty-eight hours of order that meet ~~original equipment manufacturer~~ specifications ***required for the proper operation of the device***, and retain ownership of all consumable inventory. Downtime due to lack of consumable supplies is a material breach of the Selected Vendor's obligations.

In addition to recommending, designing, implementing and servicing the MPS for the Commission, the Selected Vendor must provide reporting and security services to monitor and evaluate the Vendor's services while maintaining the integrity of the Commission's network in accordance with the Commission's information security and privacy requirements.