Letter of Clarification #1  
Agency Wide Multifunction Devices

To: All Vendors

From: Frances Otto, Buyer II

Cc: Sharon Brauner, Buyer III, Senior Purchasing Coordinator  
Nina Cook, Purchasing Manager

Date: January 30, 2018

RE: Letter of Clarification #1 Agency Wide Multifunction Devices

For the benefit of all Vendors submitting Proposals and to avoid possible confusion, the Proposal documents are clarified as follows. Note this Letter of Clarification #1 and all attachments are hereby incorporated into the Proposal document.

CLARIFICATION

Question #1: Will there be a need for handicap accessories on any devices: such as QWERTY keyboards, voice operations, or access handles to assist in opening and closing document feeders for limited mobility or the legally blind?

Answer(s): Not at this time but, reserve the right to add if the need arises in the future.

Question #2: Roughly, what is your expected monthly page volume?

Answer(s): The expected monthly page volume is unknown at this time. The Agency did average 810,000 pages per month on all devices during the three month period of June, July and August 2017.

Question #3: How many devices do you anticipate requiring?

Answer(s): It is unknown at this time the exact number of devices the Agency anticipates requiring.

Question #4: What level of quality do you prefer or require in your printed matter (DPI)? If the material needs to be economical and still comfortable to read all day for sensitive eyes, would you consider devices which offer multi-level print technology?

Answer(s): Our current minimum is 1200 x 1200 dpi. If a vendor cannot provide this minimum, provide what you have and document on the Deviations page.
Question #5: Will unusual media sizes or types be processed with the multifunction device? If you handle documents from outside the US and Canada that require 1:1 fidelity, this is especially relevant.

Answer(s): No, not outside the specs that are provided in the RFP.

Question #6: May we have a rough range of the cost allocation budgeted for this RFP? Alternatively, your expected price range?

Answer(s): The Harris Center has not established a budget for this project. Additionally, the Agency has no expected price range.

Question #7: Page 12 #24 – What do you mean by Page Numbering?

Answer(s): The Agency would prefer if the device provided has the ability to add page numbers to documents that are copied. Provide your options.

Question #8: Page 16 #3 – Does the approximately $60,000 return include shipping fees to send the devices back to Ricoh?

Answer(s): Return estimate does not include the cost of shipping.

Question #9: Page 16 Pricing Set Up – Cost Per Copy/Page Print $ - Please explain this:

Answer(s): The price for Annual Cost per MFD, Monthly and Yearly should include up to 7,500 copies per month. The Cost per Copy/Page Print should be the cost from 7,501 copies and up.

Question #10: What is the average total monthly copies of all current copiers?

Answer(s): The Agency averaged 810,000 pages per month on all devices during the three month period of June, July and August 2017.

Question #11: Please explain why cancellation for non-appropriation would not be acceptable for this contract? This coupled with language that covers non-performance would completely cover The Harris Center for Mental Health. Cancellation without cause does not benefit either party and will drive the cost up due to financial risk the vendor has to assume.

Answer(s): The contract already has a non-appropriation clause and clause for non-performance. We have no objection to striking the “Termination without cause” provision.

Question #12: Have you had the Cancellation for Cause language in your past copier contract?

Answer(s): Yes, the Cancellation for Cause language has been in our past device contract.
Question #13: Who is the financial institution that is financing your current copier contract?

Answer(s): Wells Fargo.

Question #14: Have you ever had to cancel your contract due to lack of funding?

Answer(s): No, the Agency has never had to cancel due to lack of funding.

Question #15: Are you wanting a monthly base of 7,500 copies per MFD to be built into your monthly lease payment, where overages will be billed separate in arrears?

Answer(s): The price for Annual Cost per MFD, Monthly and Yearly should include up to 7,500 copies per month. The Cost per Copy/Page Print should be the cost from 7,501 copies and up.

Question #16: Would it be your preference to utilize a pre solicited contract such as a state or county contract?

Answer(s): The Agency does not have a preference.

Question #17: Is the $60,000 buyout intended to satisfy the financial obligation for those copiers that were installed after the installation of the original fleet, and not coterminous, which have expiration dates later than August 31, 2018?

Answer(s): Yes.

Question #18: The newer and faster (50PPM+) MFD might require a 20 Amp Receptacle in most cases; I’m wondering if The Harris Center, is aware of the electrical requirement? Generally speaking the 40-PPM (Ricoh units do not require the 20 amp, only 15 amps is required. However, are all the locations of the machines’ equipment with the 20 amp receptacle?

Answer(s): The Agency is aware of the requirement and has made this a standard (20 amp circuit) for all the MFD’s.

Question #19: Are all of your 25 facilities located in Harris County?

Answer(s): Yes, all facilities are located in Harris County.

Question #20: What percentage of the total fleet of 110 units are located at 9401 SW Freeway?

Answer(s): Approximately 35% of the Agency’s current units are located at 9401 SW Freeway.

Question #21: To what extent will the vendor be expected to assist in the networking of the MFD’s?
Answer(s): The Agency will just need to know port speed and any special settings. The Agency will provide the vendor with an IP Address and the vendor will be expected to configure and attach device to network.

Question #22: The RFP seems to be loosely structured with an open ended deployment strategy, leaving it up to respondents to propose what they feel is the best solution for the Agency.

   a. Will the Agency consider devices from a mixed manufacturer offering? Based on currently print volumes split between 3 ranges, it may be cost beneficial to propose a combination deployment of printer based MFC’s and copiers with 11 x 17 capabilities.

Answer(s): Reference page 12, Specifications, #1.

Question #23: Can the Agency provide specific device page and usage counts in order to determine if all specifications outlined on page 11 are needed? It may be that many of the “required feature sets 11x17, hard drive, 2 GB memory, 150 sheet bypass tray, are not being utilized and therefore not required by some departments.

Answer(s): Reference Page 11, Section VI – Specialized Services To Be Provided, Paragraph 1.

Question #24: Pg 11 Specifications: Does the agency require all devices to be copier based and have 11 x 17, Hard Drives, 2 GB memory and bypass tray of 150 sheets? As part of an MPS offering, it is ideal that the fleet be right sized and re-evaluated to ensure proper device placement across the agency.

Answer(s): Yes, this is a requirement.

Question #25: Re. Page 7 N. The RFP indicates that the contract period is “made effective upon execution date until August 31, 2019, the end of the Agency fiscal year. The Agency at its option may renew contract annually for four (4) successive one year terms”.

   A. Will the Agency commit to a multi-year lease Agreement that has a non-appropriation of funds clause as follows: Non-Appropriation. You may, without penalty, terminate this Lease or any Lease Schedule at the end of any budget period of you occurring during the term of this Lease, if funds for this Lease or such Lease Schedule during the succeeding budget period have not been appropriated, despite good faith efforts to do so. Upon the occurrence of such non-appropriation, you shall not be obligated for payment of any Lease Payment or other amount due hereunder for any fiscal period for which funds have not been so appropriated, and you shall promptly deliver the Equipment to the Dealer (or such other party as we may designate).

   B. Is a goal of the new Agreement to change how this project is structured around its funding?

   C. What is the term for the current lease?

   D. What type of lease is currently in place (SLG, $1 buyout, FMV)?

Answer(s):

   A. Reserved for discussion after appointment. The Agency will always have a non-appropriation clause in the contract. As a governmental unit it is always a challenge to lock into long lease terms. We recognize that as a vendor you want to get the longest term possible but annual funding fluctuates. The decision has to be made given the totality of the vendor response weighted against the Agency’s interests.

   B. Yes.

   C. It was 5 years with annual appropriation.
Question #26: Re: Page 2 and Page 16 #2: What is the anticipated award date for this project?

*Answer(s):* The anticipated award date will be upon final Board approval. (Page 16 #2 does not reference the anticipated award date.)

Question #27: Can you confirm that August 31, 2018 is the implementation date for this project?

*Answer(s):* No, The Harris Center’s goal is for implementation/rollout (delivery, installation and make ready) to be complete by August 31, 2018.

Question #28: Re: Page 12, #3. The dimensions are sole-source specified to the Ricoh MP 5055.

A. Is this intended to be a sole-source bid or can bidders submit other size equipment?
B. There is no 75ppm unit that fits these dimensions (even Ricoh). Move to strike?
C. Why would these specifications be “mandatory”?
D. What are the models and dimensions of the current units?
E. Can you please change the dimensions requested as approximate?
F. If restrictions are due to cabinets, or built-ins, are these present in all locations, and what are the dimensions?
G. Is the Height requirement the only mandatory requirement?
H. The specification for a 320 GB is sole-sourced to the Ricoh MP 5055. Can this be changed to a more significant minimum requirement, i.e. 250MB? The difference in the operation is immaterial.

*Answer(s):*

A. Vendors may submit other equipment sized equal to or less than this requirement.
B. If a vendor does not have equipment that can meet 75ppm in these dimensions, provide what you do have and it’s size and note that on the Deviations page.
C. Some device spaces can only accommodate a footprint of this size.
D. Ricoh MP4002, MP5002, MP4054, MP5054, MP5055 with the footprint being 45.30” (W) X 27.00” (D) X 47.60” (H).
E. The question is not understood as the dimensions given are not appropriate, they are maximum (if proposed equipment is larger, note on the Deviations page).
F. The restrictions are at all locations and the footprint is 45.30” (W) X 27.00” (D) X 47.60” (H)
G. Height is preferred and Width and Depth are mandatory.
H. A minimum of 250MB is acceptable.

Question #29: Re: Page 16 #3. “Provide the buyout options for the agency’s approximate remaining eighteen (18) copiers and six (6) fax boards with leases that extend past August 31, 2018”

A. Who will be financially responsible for shipping these current devices back to the leasing company at end of term in the event that they need to be returned? Are they on a $1 out or FMV?
B. What will be the estimated buyout upon the implementation of contract?
C. How many contract expiry dates exist for the remaining devices? What is the furthest out? How was the estimated buyout of $60,000 determined?
D. What will be the estimated buyout amount at the time of installation of the new contract?
E. Do you want bidders to incorporate the buyout amount into their quotes? If so, how?
F. Would the Harris Center consider letting the remaining leases go to full term of their original Agreements, then replace them with the coterminous units on the new contract?

   Answer(s):
   A. The current vendor will be responsible for shipping the current devices back. A FMV lease is currently in place.
   B. Reference Page 16, Section VIII – Proposal Reply Page/Pricing #3.
   C. The answers to the first two questions will be disclosed upon Award. The buyout is an estimate of the sum of all lease payments due on devices remaining on lease after August 31, 2018.
   D. Reference Page 16, Section VIII – Proposal Reply Page/Pricing #3.
   E. Reference Page 16, Section VIII – Proposal Reply Page/Pricing #3. Include your buyout option(s) with your proposal reply.
   F. No, The Harris Center will not consider letting the remaining leases go to full term of their original Agreements, then replace them with the coterminous units on the new contract.

Question #30: Re. Page 16 #4. Is the Harris Center aware of any centers you will be closing or adding in the near future?

   Answer(s): No, The Harris Center is not aware of any centers that will be closing or added in the near future.

Question #31: Re. Page 17, Option #2. Since Option #1 is 50ppm, should Option #2 be 51-75ppm?

   Answer(s): A vendor can use 51-75ppm as the range for this option.

Question #32: Re. Page 17, Option #3. Would it be sufficient to show a MFD that is “equal to or greater than” 75ppm?
   A. How many 75ppm units do you anticipate locations acquiring?

   Answer(s): A vendor may price a device that is equal to or greater than 75ppm for this option. The number of 75ppm units that will be needed is unknown at this time.

Question #33: Re. Page 12 #31. Will the Agency require a traditional modem fax that plugs into the phone line, as well as an option to utilize Rightfax software, or is all faxing through Rightfax?

   Answer(s): The Agency will require both.

Question #34: Re. Page 13, Option #43. Does the Agency use McAfee as part of its network security infrastructure?

   Answer(s): No, the Agency does not use McAfee as part of its network security infrastructure.

Question #35: Does the Agency currently use Badges/Cards to Authenticate in other areas of operations?
   A. If so, can you elaborate (Proximity, Magnetic swipe etc.)?
   B. Rather than key-in network name & password each time, would the Agency like to see an option for card authentication that would speed up this process?
C. Can you elaborate on the scan to file requirements/access rights? What is your process currently in use today? (Example: When a walk-up user authenticates at the MFD, should they only be able to see/browse, and scan to folders assigned to them within AD?)

D. Will the folders have rules written for them for each individual to access?

E. Is PDF file format required for scanning?

F. Is scan to email restricted to inside the organization?

G. When an individual scans-to-email from the MFD, should it be “From” the individual’s email account, or “From” the MFD?

**Answer(s): Yes, the Agency currently uses badges to authenticate in other areas.**

A. They are proximity badges.

B. If a vendor has this option, they may include it in their proposal.

C. The current process is that on an MFD, a user has permission to scan to a single folder located on their desktop. It is preferred for a user to be able to scan to folders that only they have access to in AD.

D. It is unclear what is meant by “rules” in the question since the “rules” are not defined. Each folder will have NTFS permissions allowing them to write to folder in order for that scenario to work.

E. It is not required but preferred.

F. No, scan to email is not restricted to inside the organization.

G. It should be from the individual’s account.

Question #36: Does Harris Center share patient information via the KNO2 Network? What is the current process for patient file sharing?

**Answer(s): No, the Agency does not share patient information via the KNO2 Network. The Harris Center is a part of a Health Information Exchange. Additionally, if a separate entity wants client data, they are required to fill out an ROI which is then vetted by our Privacy Officer. The information is then faxed or mailed to the requestor.**

Question #37: Could you please provide the approximate total monthly or annual volume?

**Answer(s): The Agency averaged 810,000 pages per month on all devices during the three month period of June, July and August 2017.**

Question #38: Fax capability built in (in and outbound capable, with OpenText Rightfax) – What is the current version or OpenText Rightfax?

**Answer(s): The current version is Rightfax Enterprise 10.6.2.951.**

Question #39: Email to OpenText Rightfax acceptable from the MFD interface. – Is the current Ricoh equipment fax option using the I-FAX and/or pointing to the OpenText Rightfax directly from the machine set-up?

**Answer(s): Currently, the physical fax card in the unit is being used.**
Question #40: The multifunction device offering must support Microsoft Active Directory authentication integration for the purposes of authenticating scan to email and/or scan to file operations. The vendor will be responsible for assisting with integration at the time of solution delivery. This would require a card reader for each device. Would you like to include in the price initially or as a line item since it is included in the minimum requirements?

**Answer(s):** Yes, include in the initial price.

Question #41: State & local contracts are mentioned in the bid (i.e.: DIR, TCPN, etc…), is this a requirement?

**Answer(s):** No, this is not a requirement.

Question #42: What is the quantity needed for each speed category? (Ex. 50 ppm, 50-75 ppm, 75+ ppm)

**Answer(s):** The quantity needed for each category is unknown at this time. Provide all 3 options.

Question #43: Multiple leasing banks that we have spoken with are requiring clarification on the statement below.
This Agreement initially is made effective upon date of execution until August 31, 2019, the end of the Agency fiscal year. The Agency at its option may renew contract annually for four (4) successive one year terms. Any subsequent term will begin September 1 and end August 31 of each successive year unless terminated.

**Answer(s):** The Agency’s fiscal year is September 1 through August 31 of the following calendar year. Because we are a governmental unit we try not to enter into agreements that commit past any singular fiscal year. This contract will not likely be in place for some months. Thus, in the first year the agreement will start from the time it is executed to the end of the fiscal year. Thereafter, it will be renewed from Sept 1 through August 31. We do not automatically renew. Each year the assigned Agency representative makes a request to renew the contract. The last contract was renewed for a maximum of five years. Every five years we will go back out for an RFP. Unless, there are unresolved problems typically there is not any reason a selected vendor will not in effect have a five year contract. We always include a non-appropriation clause. The final decision on term is reserved until after a vendor is selected.

Question #44: Termination without cause – The bid states that either party may terminate with 30 days’ notice. Is this a termination for the vendor services and the equipment or just the services? If the machines are on a lease, then 30 day hardware termination would not be possible for new equipment.

**Answer(s):** We have no objections to removing the termination without cause. If a contract is terminated it could be one or the other or both. Facts scenario will determine the best interest of the Agency.

Question #45: Is electronic invoicing an available option?

**Answer(s):** Provide all your invoicing options in your response.
Question #46: Software – Will vendor be allowed to install meter and supply reporting software on the network? (Ex. Print Fleet, FM Audit)

Answer(s): Yes, this will be allowed.

Question #47: Many manufacturers offer end of life equipment at large discounts. Does the equipment have to be a manufacturers latest released models?

Answer(s): The devices do not have to be the latest model. However, the Agency does not want EOL (End of Life) Equipment.

Question #48: Will technicians have authorization to quickly access equipment at the 20 locations?

Answer(s): Yes, during normal Agency business hours.

Question #49: Is there storage at each facility to stock complete sets of backup supplies?

Answer(s): The Agency cannot answer this question since “complete sets of backup supplies” is not defined in the query.

Question #50: At the end of the term, does the Harris Center require the hard drives from the equipment or is a certification of format sufficient?

Answer(s): Either option is sufficient for the Agency.

Question #51: Will you accept newly manufactured machines?

Answer(s): Reference Page 12, Specifications #1.

Question #52: Print resolution Up to 600 x 600 dpi an option?

Answer(s): Our current minimum is 1200 x 1200 dpi. If a vendor cannot provide this minimum, they should provide what they have and document on the Deviations page.

Question #53: Is a 100 Sheet Manual Feed Bypass trays acceptable?
Answer(s): Our current minimum of 150 sheets is preferred however, a minimum of 100 sheets is acceptable

Question #54: Scan To PDF (Searchable/OCR Capable). OCR from the MFD, Desktop or Server?

Answer(s): MFD or Desktop.

Question #55: Do you have a need for hole punching?

Answer(s): The Agency does not have a need for hole punching.

Question #56: SNMP functions must be enabled for the central management console/solution that the manufacture has. Is there an option to allow SNMP to be enabled?

Answer(s): Yes.

Question #57: Who are you currently leasing through?

Answer(s): Wells Fargo.

Question #58: What is your current monthly lease payment?

Answer(s): The current monthly lease payment cannot be given out at this time.

Text of the Texas Public Information Act
2014 Public Information Handbook
Office of the Attorney General
§ 552.104. Exception: Information Related to Competition or Bidding, (a) Information is excepted from the requirements of Section 552.021 if it is information that, if released, would give advantage to a competitor or bidder.

A formal written Open Record Request may be requested after Contract is awarded for this RFP.

Question #59: What is your current CPC rates?

Answer(s): The current CPC rates cannot be given out at this time.

Text of the Texas Public Information Act
2014 Public Information Handbook
Office of the Attorney General
§ 552.104. Exception: Information Related to Competition or Bidding, (a) Information is excepted from the requirements of Section 552.021 if it is information that, if released, would give advantage to a competitor or bidder.

A formal written Open Record Request may be requested after Contract is awarded for this RFP.

Question #60: How many units at each location?

Answer(s): Currently, there are 1 to 38 units at each location.

Question #61: Are there maps for each location and floor where you desire the MFD’s?

Answer(s): There are no maps available.

Question #62: What is the earliest that we can start removing and placing new equipment?

Answer(s): That is unknown at this time since it is dependent on when the contract is fully executed and an implementation/rollout (delivery, installation and make ready) plan is approved.

Question #63: Provide a description of the Right Fax solution you currently have? Cloud, server, etc. Do you plans on changing that solution?

Answer(s): The Agency’s RightFax solution is server based with no intention of changing the solution anytime soon.

Question #64: Provide the details of your current buyout? (Buyout to end now, return cost, etc.) Is there a buyout that is up to date?

Answer(s): Reference Page 16, Section VIII – Proposal Reply Page/Pricing #3. That is the up to date buyout information.

Question #65: Can you provide contracts for the remaining 18 copiers with leases that extend past August, 31, 2018?

Answer(s): No.

Question #66: What time frame (i.e. 90 days) or notification will be given to the chosen vendor, when choosing to auto renew and or terminate the contract?

Answer(s): We do not automatically renew. Each year the Agency designee will request renewal of the contract as part of our normal operating procedures. Refer to page 27 of 35 of the RFP packet. Termination notice if not immediate (IX (1)(a) will be either 30 to 60 days’ notice.
Question #67: On page 12, specification #1, will you not accept newly manufactured equipment?

   Answer(s): Page 12, #1 states that the Agency only want new devices.

Question #68: On page 12, specification #3, it is stated that "width and height requirements are mandatory, height preference is preferred." Can you clarify which requirements are mandatory or preferred?

   Answer(s): Height is preferred and Width and Depth are mandatory.

Question #69: On page 12, specification #35, does training need to be on-site, or will online training qualify?

   Answer(s): On-site training is preferred but online is acceptable.

Question #70: Does The Harris Center currently use any type of authentication for secure printing at the device level? And if so, what type of technology or process is utilized?

   Answer(s): It is currently a digit pin code located on the MFD.

Question #71: The term of contract is stated as effective upon date of execution until August 31, 2019, with the option to renew the contract annually for 4 successive one year terms. Can a vendor elect to bid a 3 year term with the option to renew for 2 successive one year terms, or a 4 year term with the option to renew for 1 year?

   Answer(s): No.

Question #72: Do you currently have Rightfax SMTP licenses for all of your devices?

   Answer(s): The Agency currently does not use Rightfax SMTP licenses on our MFD devices. However, we will begin to do so and will purchase ourselves through our current Rightfax vendor.

Reminder: Turn in Section IX, Signature Page located on page 18 of 35. This page, signed by an authorized representative, must be included in the response. Proposals that do not include Section IX, Signature Page will not be accepted.

This Letter of Clarification #1 is hereby incorporated in the Proposal document and shall supersede any previous specification or provision in conflict with the Letter of Clarification #1. All Vendors are directed to propose accordingly. Vendors are required to add this Letter of Clarification #1 to the original Proposal document.