

Questions and Answers 3
District Five Quick Copy Center Services and Walk-up Convenience Copiers
RFP-DOT-17-18-5009-COPY
March 27, 2018 9 Pages Total

******THERE ARE "3" QUESTIONS BELOW HIGHLIGHTED IN "AQUA BLUE/GREEN" WHERE WE ARE ASKING FOR MORE INFORMATION OR FOR YOU TO CLARIFY YOUR QUESTION. PLEASE EMAIL YOUR CLARIFICATIONS ONLY TO THOSE 3 QUESTIONS TO tamara.hodgkins@dot.state.fl.us NO LATER THAN THURSDAY, MARCH 29, 2018 AT 10AM AND WE WILL PROVIDE THOSE RESPONSES BY 4:00PM ON FRIDAY, MARCH 30, 2018 IN QUESTIONS AND ANSWERS 4.******

1. Do you want to replace the Print Center's OCE' 750 B/W Printer 36" Wide Format Printer with another B/W? **Yes. 36" format.** Or do you want a color wide format printer in the Print Center Room? **No.**
2. What are the basic functionality and accessories required for the Office multifunction devices? **See Question 38 below....**
3. What would be the Implementation Plan for the device roll out? **See Exhibit A, Scope of Services**
4. Would all expired devices in 2017 be replaced immediately? **Yes.**
5. Would devices be replaced based upon expiration going forward? **Yes.**
6. How would FDOT prefer to treat the smaller Networked and Desktop devices? **Those who have desktop devices will continue to have these and these are exempt from the contract.**
7. Would maintenance and supplies be included for these? **Department will provide maintenance and supplies for desktop devices.**
8. What is FDOT's expectation to deliver jobs back to the requestors if the FDOT's mail room personnel is not available? *RFP Reference Exhibit A Page 2 of 29 "The vendor shall provide tracking of job requests and notification of customers when jobs are complete. Work orders and remotely directed jobs from District Field Offices shall be packaged and provided to the mail room for overnight delivery as soon as the work orders have been completed".* **Prior to 3pm, Monday through Friday**
9. What is reasonable opportunity?
RFP Reference Page 7 of 24 "Replacement of all items found defective shall be made without cost to the Department, including transportation, if applicable. As it may be impossible for each facility to inspect all items upon arrival, a reasonable opportunity must be given to these facilities for inspection of the items and returning those that are defective. This information is in the RFP."
10. Is it FDOT's expectation to have a Quick Copy Center Portal?
RFP Reference Page 11 of 24 "d. Discuss how you would evaluate increasing/decreasing trends in actual volume over the life of the contract and how you would manage accordingly." This information should be outlined in the Vendor's Technical Proposal.

11. How many users and what is the current or expected quality/specs for the new equipment? *RFP Reference Exhibit A Page 1 of 29* "E. Contract for all engineering drawings at the District Office. Existing machines will be replaced by the vendor with new machines capable of meeting the quality and quantity of users" **Number of users will be provided to the winning vendor. The quality/specs are listed in Exhibit A, Scope of Services.**

12. What will be considered to be sufficient staff? *RFP Reference Exhibit A Page 2 of 29* "The Vendor shall be required to have sufficient staff in the Quick Copy Center to complete or facilitate of all copy requirements and duplicating request within the specific and reasonable customer requested turn-around times. **What the vendor deems will meet the requirements listed in the Exhibit A, Scope of Services.**

13. What will be considered specific and reasonable customer requested turn-around times? *RFP Reference Exhibit A Page 2 of 29* "3. The Vendor shall be required to have sufficient staff in the Quick Copy Center to complete or facilitate of all copy requirements and duplicating request within the specific and reasonable customer requested turn-around times. **See Exhibit A, Scope of Services**

14. Can we interview the Contract Manager? *RFP Reference Exhibit A Page 2 of 29* "4. Vendor employees will prioritize copy work by the time it is needed. In the event of any conflict the vendor will coordinate with the Contract Manager for resolution. **There is a specific chain of command listed in Exhibit A, Scope of Services.**

15. What is the expected volume of short-time notice work and what has been the historic turn-around during the past 24 months? Will the FDOT pay for Overtime under these circumstances? *RFP Reference Exhibit A Page 2 of 29* "5. Vendor shall have four hours to complete requests. Extraordinarily large, complex and labor-intensive copy requests may be negotiated for period greater than the four-hour turn-around. If the vendor employee and the requestor cannot come to a satisfactory time to both parties, the Contract Manager may assist in the negotiation. The intent of this negotiating provision is to avoid unreasonable burden on the successful vendor to meet extraordinary short notice demands. **Zero jobs**

16. Under short-notice work requests what would be the mail room operating hours? *RFP Reference Exhibit A Page 2 of 29* "6. The vendor shall provide tracking of job requests and notification of customers when jobs are complete. Work orders and remotely directed jobs from District Field Offices shall be packaged and provided to the mail room for overnight delivery as soon as the work orders have been completed." **As necessary**

17. Would the expected SLA for job completion/delivery be adjusted when unforeseen delays and/or changes in priority occur? *RFP Reference Exhibit A Page 2 of 29* "7. Only the District Secretary, the Transportation Support Manager, the Facilities Manager, or their delegates may approve the use of Vendor overtime to meet Department deadlines and make up for unusual or unforeseen delays experienced by or caused by Department employees requesting copying support. These same managers may also authorize changing relative job priorities to meet high priority District print support requirements. Overtime to support the Department's copy

requirements, in these cases only, will be at the successful vendor's rate" **Only if approved as noted.**

18. Will this include unusual and unforeseen delays experienced or caused by Department employees requesting copying support? *RFP Reference Exhibit A Page 2 of 29* "8. The Department may not authorize the use of overtime to make up for Vendor management deficiencies or other situations within the vendor's ability to manage, mitigate, repair, or prevent." **No. Overtime will only be authorized as noted above and in extreme circumstances.**

19. What FDOT considers reasonable notification?
RFP Reference Exhibit A Page 2 of 29 "The Quick Copy Center will be staffed by the vendor from 8:00 AM until 5:00 PM Monday through Friday except State holidays or declared Emergency Closures. Staffing shall be arranged to provide continuous operational customer service during the entire operating day, 8:00 AM – 5:00 PM. A trained vendor employee familiar with FDOT operations, procedures and operation of on-site equipment shall be available to handle any vendor employees' absences. The Department reserves the right to change the hours of operation with reasonable notification. There may be, from time to time, requirements for weekend copying by Department employees'. If copy requirements are projected for after hours, reasonable accommodations will be made. **As soon as possible.**

20. Based on the last 24-months period, What is the expected weekend copying requirements?
None

21. How many full-time equivalents are provided under the current contract?
RFP Reference Exhibit A Page 3 of 29 **Currently, the existing vendor has 1 FTE and FDOT has 1 FTE.**

22. When does the job/work order time counter starts for jobs replicated by IT to the Quick Copy Center folder. Bullets B on page Exhibit A 4 of 29 indicates these jobs will be replicated overnight? *RFP Reference Exhibit A Page 4 of 29* "Delivery of documents to be scanned and the respective digital document(s) that are the finished must be done via hand delivery or OIT will be glad to work out a nightly replication service for documents that need to be scanned or finished documents. Under no circumstances will transmission of these documents across the WAN be done during normal business hours or during OIT's data replication window with the remote site servers. Under no circumstances will scanning take place over the Wide Area Network (WAN). **it would usually start after 6pm**

23. Will the Vendor be charged for using FDOT's utilities and work areas?
RFP Reference Exhibit A Page 7 of 29 bullet D. **No.**

24. Is the vendor strictly required to appraise and purchase FDOT's equipment?
RFP Reference Exhibit A Page 8 of 29 bullet E-1 "1. The Vendor shall physically inventory the Districts stock of printers, copiers, and large format scanners/printers and submit to the Owners an appraisal of said inventory and the price the vendor is willing to pay for the equipment. The purchase price of the equipment will be offset against the first years cost of the contract. **Yes, we do require the vendor to appraise all current equipment, however, we are not requiring the vendor to purchase the equipment.**

25. Which Print Management Software does FDOT use? Will FDOT cover for any required updates/upgrades to the Licensing of the current software in use? **See Question 43 below...**

26. Is the Department interested in "follow-me print" capability? **Yes.**
27. Can FDOT provide printing volume information for each device for the past year? **See Questions and Answers 2 posted on Mach 22, 2018**
28. Is it permissible for vendors to provide pricing for optional components in a separate pricing form? **Yes, as long as it is options beyond the basic needs of the contract. Please use a separate sealed envelope.**
29. Is the Department interested in mobile printing capability?
Need further clarification
30. Will end users utilize an FDOT issued ID card and/or FOB technology in the future state solution? **At a minimum, every user needs to have a password protected mailbox.**
31. Are user ID cards / FOBs defined in Active Directory or in a Security System? If a Security System: Is this a centralized system or independent per location? **Independent right now, but centralized in the future.** What ability is there to export ID card / FOB data to a file? **See Question 30.**
32. Do all users authenticate to Active Directory for computer and network access? **Yes.**
33. Are there any users who need to copy, print, fax, or scan functionality that are not defined in Active Directory? **No.**
34. Is the data-center that hosts the organizations servers centralized or regional? Please provide locations and details. **Centralized, but we do have communication rooms at each location that does have a DHCP\File Server\Print Server**
- District Office : Main office and most of the servers for D5.**
 - i. Kepler Office: DHCP\File Server\Print Server**
 - ii. SunRail Office: DHCP\File Server\Print Server**
 - iii. Oviedo Office: DHCP\File Server\Print Server**
 - iv. OOC Office: DHCP\File Server\Print Server**
 - v. Orlando Operations: DHCP\File Server\Print Server**
 - vi. Brevard Operations: DHCP\File Server\Print Server**
 - vii. Leesburg Operations: DHCP\File Server\Print Server**
 - viii. Ocala Operations: DHCP\File Server\Print Server**
- Lisbon uses Leesburg server and Rockledge uses Brevard.**
35. How many Print Servers are in use? **9. One in the District office and One at each site location.**

36. What Server OS's are used by the organization (Please provide details):

- a. Are Mac computer systems used in the environment? If so, please provide details of the Mac OS version(s)? Do all Mac computer system / users authenticate to Active Directory? **No Mac machines**
- b. What other desktop systems are used by the organization: Terminal Services, Virtual Desktop, other? **N/A**
- c. Does the organization have the ability to push printer drivers and software to all client computers systems (Windows and/or Mac's) whether using Group Policies, login scripts, or other methods? If so, please provide details. **This is not the goal of the contract. This is not where we want to tie up our resources.**
- d. Please provide details about the network connectivity between locations as follows:
 - i. Network bandwidth between locations?

See below.

Site	Connection
District Office	1Gbps
Cocoa	12 Mbps
Kepler	21 Mbps
Leesburg	15 Mbps
Ocala	15 Mbps
OOC	12 Mbps
ORMT	12 Mbps
Oviedo	12 Mbps
Sanford	8 Mbps
Lisbon	4Mbps
Rockledge	4Mbps

- ii. Estimated available bandwidth between locations?

That is impossible to say. Depends on the day and time and what is going on. The sites are not saturated on a day to day basis so they have bandwidth available.

- iii. What mission critical systems utilize this network connection now?

Everything uses these connections. It is our only connections. Access to applications, file servers, internet, etc.

e. Do firewalls restrict traffic between locations? If so, can ports be open if required? **No, but if we ran into an issue we can open ports.**

f. Does the organization have any documents or diagrams that would assist in understanding server environment and network infrastructure?

We are a typical business environment. Please clarify your question.

37. Please provide details as to where and how users will need to scan documents at the MFD.

User will want to scan their documents from anywhere and have them accessible from a location they can get to from their computer. Currently, we have a shortcut on the desktop that links to a script that allows them to only see their folder with their scans.

38. Please, indicate if the accessories/functions below should be included in the configurations of our proposed MFDs. Stapling **Yes**, Hole Punching **Yes**, Fax capability **No**, Multiple paper sizes **Yes, 8.5x11, 8.5x14, 11x17 (minimum)**

39. Are you open to replacing e-Copy with a proprietary software from the manufacturer? Do you require any specific features other than basic scanning? **We do not have to have E-Copy. We just need the users to be able to scan documents and retrieve them from their computer.**

40. Do you need a web submission software to send PDFs to be printed at the Copy Center or emailing these jobs will suffice? **Yes, not just PDF's**

41. On wide formats are you open to inkjet based units or toner only? **No.**

42. Is FDOT open to 3rd party CPC leasing? **No.**

43. What is the name of FDOTs current print management software? **Currently, we are using Windows Print Server. We would prefer something more robust and easier to use for our users. We are deferring to the vendor to have something for us.**

44. Is FDOT open to a minimum base? CPC leases require a minimum base in order to fund the equipment. **No.**

45. Regarding work suspension (P.24-25), please confirm that this only applies to future work and not the existing lease. **It applies to everything under this contract.**

46. Will you provide the information/ data sheets which contained the 6 month totals for the units, as well as information about end users/ staff, number of machines/ desktops, copiers under lease, # machines owned by FDOT, etc for each of the locations covered under this bid please? (I received a similar document during one of my site visits.) **Already provided...See Questions and Answers 2**

47. Will you provide the RFP and bid award for FDOT District 7 which was mentioned during the first meeting? **A public records request would need to be made through District 7.**

48. Would FDOT guarantee monthly CPC volumes on Addendum #1?
Ricoh's pricing structure will not allow for typical CPC pricing when the following components included: MFD's, Technology (Software) and Labor. Not having guaranteed monthly volumes or base fees will prevent us from bidding on this RFP. Also, for comparative purposes, it's easier for FDOT to compare pricing for all the vendors this way and allows you to see a detailed pricing component for MFD's, Technology and Labor. **No, those are only estimates.**

49. Would FDOT consider the following cost structure: **No.**
Individual MFD Lease Price with CPC maintenance cost?

- Separate Technology Lease Price for software and services?
- Labor Price for Print Shop Staffed Services?

50. What are the database platforms currently in place (SQL, Oracle)? **This is supplied by our current vendor.**

51. Are there multiple domains running in the environment? This exposes any issues surrounding any AD, LDAP, global address book access and any trust/access issues between servers. **One domain for District 5.**

52. Is your environment virtualized? What platform/version are you running on?
Yes. Hyper V 2012 R2.

53. What is the existing email platform and version that we will be integrating our solutions with? Is your email server hosted? **We use Office 365 in the cloud. Clients are Outlook 2016.**

54. Are there any planned changes in progress that could potentially impact our solution during implementation? **Not that we are aware of thus far.**

55. What does your WAN configuration consist of? How many locations? **11 total sites including the District Office.**

56. You list Windows 7 and up as your desktop OSs. Are there any other desktop OS platforms/versions currently being utilized in your environment? **We are mainly Windows 10. We have very few Windows 7. Those are the only clients on our domain.**

57. Do you require a single point of administration for the MFD scanning workflows/address books? **This is a vendor managed item.**

58. Do you need to scan to folder or Windows Home Folders? **We need this scanned to a folder so that only the user can see their print jobs and not other employees print jobs.**
59. You said in the pre-bid meeting you have a home grown EDMS system. Do you need to scan to this EDM document repository using the MFDs? Do the users need to enter metadata at the MFD panel? What data file formats can you import into the EDMS system? What image file format does the EDMS system require? **“A scanning density with a minimum of 300 dots per inch (dpi) is required for scanned images created by the agency from hard copy permanent or long-term records. Record (master) copies of scanned images created by the agency from hard copy permanent or long-term records must be in accordance with a published International Organization for Standardization (ISO) open standard image format. Published standards can be found at <http://www.iso.org/iso/home.htm>. There is no specific image format requirement for records with a retention of less than 10 years, although the agency must ensure that the records remain accessible and readable for as long as they are retained.”** I am not aware that user need to scan directory into EDMS.
60. Do you need to be able to scan to email (authenticated) for interoffice mail? **No.**
61. Will you allow implementers remote access to perform services? **Yes. The vendor would have access and it would be their equipment.**
62. Do you have a print server based environment? Please detail the print server environment including the number of print servers in place and OS versions. **See Question 35 above.**
63. Do you currently print direct TCP/IP or are all prints utilizing print servers? **Print Servers, but we want a better option than what we currently have now.**
64. Do you wish to be able to track copy as well as print activity? **Yes, to a dept. machine level.**
65. How many total AD users are there in your environment? **This information will be provided to the vendor who is awarded the contract.**
66. How many total workstations are there in your environment? **See Answer for Question 65.**
67. What tool do you use to push desktop clients out over the network? **Install packages for software? We use SCCM if that is what you are asking.**
68. Please list the specific print rules you require. **See Exhibit A, Scope of Services.**
69. Do you wish to include walk up/copy tracking for the MFDs as well as print tracking? **See answer to Question 64 above.**
70. What type print and copy usage reporting do you require? **Monthly, quarterly, and annually usage and trends**

71. Would you like to utilize follow you/secure print release with authentication? **Yes.**
72. Do you need the user to be able to authenticate by PIN code? **Yes.**
73. Do you need to be able to authenticate the user by integrating a badge swipe technology? **No.**
74. What is the current access badge type and technology (HID Prox, MagStripe)? **N/A**
75. Do you require single sign on functionality? To what applications? **Need clarification.**
76. Do you require mobile printing to support Android and IOS devices? **No.**
77. Do you require Device Management for the fleet of MFDs? **Yes.**
78. The RFP is clear over the requirement for a 42" scan. Is this just for scanning and not print? **We need to scan and print for 42".**
79. There are three (3) engineering units within the current hardware matrix. Is the 42" scanning requirement necessary at all three (3) locations? **No. Just two in the District Office are part of this contract.**