1. Scan to document workflow is noted in the RFP, what workflow software are you using now?
   a. **The RFP for Copiers and MFP devices states "Ability to scan to network folders, and workflow applications is a plus." At this time is we are only using the scan to network folder, but we are implementing Team Dynamix, which has the workflow functionality.**
2. I want to confirm that you want all A3 copiers, however you do have 12 units, the Konica Minolta C3850 and that unit is not A3. Do you want to switch those models to A3 units? Or should we stick to something equivalent to the C3850. All of those 12 copiers have very low copy/print volumes.
   a. **For the sake of this RFP and in an effort to keep as much of an "apples to apples" comparison, please leave those as A4 units. Once a vendor is selected, we will consider discussing some different options.**

3. Is Imperial Valley College requesting service beyond the normal 8am -5pm hours or was that just a statement letting us know that you are open at all hours?
   a. **Service is to be provided between the normal business hours of 8am – 5pm, Monday - Friday. We would be interested in understanding how you would provide emergency support outside of those hours.**
4. Does Imperial Valley College own the Papercut software? The bid asks just for card readers and licenses.
   a. **IVC does own the Papercut software. We need to make sure we have the proper card readers and licenses to connect the copiers to the software.**
5. Do we need to provide Papercut Software Maintenance or is that a separate budget item and not to be included?
   a. **Papercut software maintenance is handled separate from this RFP.**
6. Regarding copier moves, what has been the history of copiers being moved around campus during the previous contract and or the percentage.
   a. **Historically, copiers around the campus are not moved that often, I would estimate that not more than a few moves per year. The copiers in Repro have never been moved. For clarification, by move I mean more than say 15 or so feet within the same building.**
7. Would you like us to propose like for like speed/model replacement to your current models or should we propose our recommended models based on your current print volumes for your MFP fleet?
   a. **Please propose models that at a minimum have the same speed as the current models.**
8. In your requirements you mentioned all proposed models should be A3 with 11 x 17 capability, however, your KMC3850 only provides up to legal size capabilities. Should we propose similar model (as your C3850) or do you require 11x17 capability on this replacement model as well?
   a. **Answered Above, question #2. For the sake of this RFP and in an effort to keep as much of an "apples to apples" comparison, please leave those as A4 units. Once a vendor is selected, we will consider discussing some different options.**
9. Delivery of proposals – do you require the hardcopies to be delivered in person by June 4th?

a. **Yes, a hard copy needs to be delivered by the 4th. It does not need to be delivered in person.**

10. Do you currently have a MPS provider managing your fleet?
    a. **The current vendors, Konica Minolta on the copier side and AM Copiers on the printer side, are providing MPS services. It is expected that the vendor who is selected will provide full MPS services.**
11. Are you currently managing the fleet with any software?
    a. **The current vendor is managing the fleet with their software.**
12. Are all the devices networked or are some that are locally attached?
    a. **All copiers and printers are networked.**
13. Is there currently a print policy in place?
    a. **Yes there is a print policy. It is now available at the RFP site.**
14. Do you have an IMAC-D (installation, move, add, change, delete) policy?
    a. **We do not have a policy that deals specifically with IMAC-D.**
15. Are device locations documented and or mapped?
    a. **No, we do not have a document that shows the location of the copiers.**
16. What are the current metrics to track success of managed program?
    a. **We do not have a set of specific metrics that we compare against. The areas that are important to us are: up time, time it takes to respond to outages, time it takes to provide replacement items such as toner, how many call outs before a unit is properly repaired, number of times a unit requires a support call.**
17. What is the Current Lease END date of the current units in the Reprographics area?
    a. **Current lease has ended.**
18. Is the School Year 9-Months or 12-months.
    a. **The school operates 12 months per year.**
19. Cannot locate any particular "Appendix A", Response Form's location. Are we to create our own Response Form?
    a. **Each vendor can create their own response form.**
20. What is the primary purpose in your use of the "cover interposer"? Are you inserting tabs, preprinted color pages, or plain "separator" sheets, or all of the above?
    a. **The primary purpose is to insert preprinted color pages and separator sheets. Our current machines will not allow us to insert tab pages.**
21. Are your cover sheets usually the same weight as the regular pages in your booklets, or are they heavier?
    a. **Our cover sheets for booklets are usually heavier. Most of our booklets are printed on 90lb. Index paper for cover pages and 20lb. standard copier paper for the regular (interior) pages.**
22. Do you have "pre-stored" digital booklet templates to drop your pdf sheets into your printer server?
    a. **No, jobs are submitted to us in either a pdf file or word file and are printed as requested through our service desk.**
23. How are you currently creating your business cards? Are you using digital templates?
    a. **We have a template set up in our design program (Illustrator) and print the cards directly out of the program.**
24. Do you currently use any of the Fiery optional utilities such as JobMaster, JobFlow, Impose, or Compose?

a. **No, we experienced some compatibility issues with Papercut so we do not use any of those Fiery optional utilities.**

25. Do you print on Tabs, and utilize Tabs as inline inserts in printed jobs?
    a. **No, we do not have the option to print on tabs with our current machines in Reprographics.**
26. What software do you use for business card multi-up imposition prior to printing?
    a. **Answered above in question 23.**
27. Do you currently use an inline Ring Binder on any of the production devices? If not, is it required?
    a. **Yes, our current Konica Minolta bizhub 1250 features an inline GBC ring binder with a GBC punch unit. The printer that will be used to replace this machine will also need to have an inline ring binder/booklet making option.**
28. Do you currently use an inline folding unit? If not, is it required?
    a. **Yes, all three machines currently in Reprographics have inline multi-folding units and it is required.**
29. Are the production units (Reprographics) using Papercut now, and do they have Fiery installed? If so, are they used with a Fiery tool to manage the prints in Papercut?
    a. **The units within Reporgraphics is using Papercut at this time.**
30. How many devices in total use Rightfax connectors for their physical faxing?
    a. **We have a total of 12 devices using Rightfax**
31. Do you currently have a MPS provider managing your (printer) fleet?
    a. **The current vendors, Konica Minolta on the copier side and AM Copiers on the printer side, are providing MPS services. It is expected that the vendor who is selected will provide full MPS services.**
32. Are you currently managing the (printer) fleet with any software?
    a. **The current vendor is managing the fleet with their software.**
33. Are all the devices (printers) networked or are some that are locally attached?
    a. **All of the printers are networked.**
34. Is there currently a print policy in place?
    a. **This is a print policy in place. It will be uploaded to the RFP site.**
35. Do you have an IMAC-D (installation, move, add, change, delete) policy (for printers)?
    a. **We do not have a IMAC-D policy in place.**
36. Are device locations (for printers) documented and or mapped?
    a. **We do not have a document that show the location of the printers.**
37. What are the current metrics to track success of managed program (for printers)?
    a. **We do not have a set of specific metrics that we compare against. The areas that are important to us are: up time, time it takes to respond to outages, time it takes to provide replacement items such as toner, how many call outs before a unit is properly repaired, number of times a unit requires a support call.**
38. Do you currently use OEM or Non-OEM toner in your Printers?
    a. **All of the toners are OEM and provided by the current MPS partner.**
39. Do you plan to keep your PaperCut services and devices as is with the exception of the Konica Minolta models? (Example, release setations, payment gateways, etc.)
    a. **Yes.**
40. **Page 13: 4.2.2. SPECIFICATIONS AND REQUIREMENTS FEATURES**: • All proposed equipment must be "New" A3 spec and will not have been used since manufacture and shall be current

models of modern technology in current production and not scheduled to retire within the next 24 months. • Must be U.L. approved, ENERGY STAR® compliant ISO hard drive security standards complaint. Contractor is responsible for assisting IVC in maintaining confidentiality and security of documents and information that pass-through Copier. • Must be capable of 11"x17" Printing with duplexing and stapling also included. The Current KM **C3850 model** is (A4/Legal) only, these do not support 11x17 and offer Off-Line Stapler: 20-sheet Corner Stapling., these units average **326** prints monthly. Does the College require tabloid (11x17) printing and finishing for this category of product?

   a. **This was covered in question #2 above. For the sake of this RFP and in an effort to keep as much of an "apples to apples" comparison, please leave those as A4 units. Once a vendor is selected, we will consider discussing some different options.**

41. **Page 28: Section 2: Bid** CONTRACTOR must enter a fixed price for each Unit Price item in the space(s) provided on the next page of the Bid Form. We are not seeing the Bid Form as described. Will you supply the required documents?

   a. **Same Response as question #19 - Each vendor can create their own response form.**

42. **Page 14: 4.22** Proposers should outline which proposed equipment is National Information Assurance Partnership (NIAP) Certified Level 2 equipment.
    Question: Seeing that the NIAP has an established partnership with "Common Criteria" (CCC) for Information Technology Security Evaluation which is an international standard for computer security certification. Will you accept CCC certifications for hardware security since they have a partnership with the NIAP?

   a. **Yes we will accept CCC certifications.**

43. **Page 16: REMEDIAL AND PREVENTATIVE MAINTENANCE AND SUPPLIES:** Coverage offered in each instance, is to be a full service maintenance contract including all toner, developer, fuser, oil, drums, staples, repair parts, labor and preventative maintenance service. You noted early in the RFP (Page 12) that staples are not included in current agreement. The above statement seems to indicate that you want staples to be included in the new proposal. Is that correct? Do you know the current volume of staple usage?

   a. **Yes, please include staples. We do not know the current volume, but we estimate that we use around 500,000 staples per year.**

44. Can you please upload the "Recommended Copier Responder Work Sheet"

   a. **Same Response as question #19 - Each vendor can create their own response form.**