

Question #1

For the Copier RFP Portion, who is the current service provider?

Answer:

Kyocera Document Solutions West.

Question #2

For the Copier RFP Portion, is the current equipment leased?

Answer:

Yes.

Question #3

For the Copier RFP Portion, will any current equipment need to be moved or returned to the vendor or leasing company?

Answer:

Yes, at the time of replacement. The current vendor is responsible for the return.

Question #4

For the Copier RFP Portion, Total AMV in the Color 55ppm is significantly off. Is the real AMV 339,422?

Answer:

The Total AMV per device is 16,438. The Total AMV for all 7 devices is 115,063.

Question #5

For the Printer Supplies/Maintenance Portion, who is the current service provider?

Answer:

All Copy Products.

Question #6

For the Printer Supplies/Maintenance Portion, some of the units are VERY old, if parts become obsolete will these be replaced or just no longer used?

Answer:

Please ensure your response includes any necessary information about what will or won't be covered under the service contract in the RFP section Terms & Conditions of Service 1.A. Overview and 1.B. Makes/Models.

Question #7

For the Printer Supplies/Maintenance Portion, there is a box with MFP and printers listed but no # of devices required, are you looking for costs on these?

Answer:

Yes.

Question #8

Regarding LUSD 2024 RFP Copier/ MFD Hardware and Service, are there specific equipment configurations that you would like per device? Does the District want just basic configurations for purposes of the RFP and then additional features/ accessories can be added once determined at a later time? Please advise.

Answer:

The required and optional accessories are detailed in the Segment section of the RFP. As you add a device for a segment, you will be required to enter data under the Configuration sub-heading in response to the requested required and optional equipment.

Question #9

For the Printer Service Bid, who is the current vendor providing service and support for the fleet?

Answer:

See Question #5.

Question #10

For the Printer Service Bid, does the current vendor provide OEM toner, parts and supplies?

Answer:

It is a mix of OEM and 3rd Party.

Question #11

For the Printer Service Bid, will the district prefer OEM or 3rd party consumables?

Answer:

This is TBD based on the responses received.

Question #12

For the Printer Service Bid, what is the current cost per copy for the fleet? Is it standardized or varying depending on the device?

Answer:

The rate is based on whether the toner is OEM or 3rd Party regardless of the model.

B/W OEM = \$0.0263

Color OEM = \$0.118

B/W 3rd Party = \$0.008

Color 3rd Party = \$0.055

Question #13

For the Printer Service Bid, what is the district's long-term goal for device upgrades?

Answer:

This is to TBD based on the responses received.

Question #14

For the Printer Service Bid, is there a DCA setup to monitor and report on devices currently?

Answer:

Yes.

Question #15

For the Printer Service Bid, what type of security protocols are needed to be in place (since cyberattacks have been targeting education heavily) what type of security safeguards are required or expected with replacement devices in the future?

Answer:

Please provide your recommendations or best practices regarding security protocols/safeguards in the "Information" section of the RFP.

Question #16

For the Printer Service Bid, in response to RFP Terms & Conditions of Service section question 1.C., what is the approximate service start date or date acquired for the current fleet devices?

Answer:

The current printers fleet has been under a continuous service contract since November 2019.

Question #17

For the Printer Service Bid, in response to RFP Terms & Conditions of Service section question 1.C., have the current devices had PM conducted regularly and supplied with OEM parts and toners?

Answer:

See Questions #10 and #16.

Question #18

For the Printer Service Bid, in response to RFP Terms & Conditions of Service section question 1.C., are there any other exclusions to be considered other than producing a printed page at the start of contract?

Answer:

See Question #6. If you wish to provide additional information regarding how to determine whether a printer is eligible for service, please feel free to do so, but only information supplied online in the 'Information' section of the RFP will be given consideration.

Question #19

For the Printer Service Bid, in response to RFP Terms & Conditions of Service section question 1.C., is the district open to replacing older devices with equal or better devices if deemed in poor condition?

Answer:

This is TBD based on responses received.

Question #20

For the Printer Service Bid, in response to RFP Terms & Conditions of Service section question 1.G., does the district expect a new device to be the replacement or will previously owned units in good working condition be acceptable?

Answer:

Previously owned units in good working condition are acceptable.

Question #21

For the Copiers/MFD Bid, does Lakeside USD anticipate an increase or decrease in AMV over the term of lease?

Answer:

No significant changes are anticipated at this time.

Question #22

For the Copiers/MFD Bid, what make/models/configurations are the current devices?

Answer:

The current Make/Models are:

- Kyocera TASKalfa 2553ci
- Kyocera TASKalfa 3253ci
- Kyocera TASKalfa 5004i

- Kyocera TASKalfa 5053ci/5054ci
- Kyocera TASKalfa 6003i/6004i
- Kyocera TASKalfa 6053ci/60054ci
- Kyocera TASKalfa 7004i
- Kyocera TASKalfa 7054ci
- Kyocera TASKalfa 8002i

Each of the machines have one or more of the optional items detailed in the Segment section of the RFP.

Question #23

For the Copiers/MFD Bid, what does the district currently pay for monthly lease and cost per copy?

Answer:

This question is out of scope.

Question #24

For the Copiers/MFD Bid, is there monthly volume included on the current contract? If so, what is that allotted amount?


Answer:

No

Question #25

For the Copiers/MFD Bid, for departments/locations that need a 60ppm and above device, will there be an outlet that supports a NEMA 5-20 plug (shown in image below)? If not, will district cover cost to meet below requirement or will vendor?

Dimensions: (H x W x D) 48" x 37" x 28"

Power Req'd : 115V 16A NEMA 5-20 

Answer:

The District will cover the cost.

Question #26

For the Copiers/MFD Bid, who is currently servicing the district's fleet?

Answer:

See Question #1.

Question #27

For the Copiers/MFD Bid, is all current equipment under a lease or are machines owned by the district? If leased, will buyout costs need to be calculated in? If leased, what is the current leasing company?

Answer:

All devices are currently leased and will not be replaced before end of the lease. The leasing companies are Wells Fargo Vendor Financial Service LLC and Kyocera Document Solutions ALA.

Question #28

Do you have USB connected printers? Will they be on the printer contract?

Answer:

USB connected printers are out of scope.

Question #29

Are all the current copiers connected hard wired or any of them wireless? If not, do you plan to have them hard wired? Non-networked copiers will require a Wi-Fi card.

Answer:

All current Copier/MFDs are hardwired; however, please provide the cost for a Wi-Fi card in the "Information" section of the RFP.

Question #30

Would one 11 x 17 paper tray be acceptable?

Answer:

The District will consider this option.

Question #31

Is there any print management software being used to support driver deployment and maintenance on the 328 desktop devices? What software are you using to support your current print driver management?

Answer:

No.

Question #32

What is the current process for toner replenishment on the printers? Is the toner inventoried by the district in a warehouse or distributed directly to the end users?

Answer:

Toner is currently delivered to each site by the vendor.

Question #33

What are the biggest challenges with the current Printer Management Program (MPS)?

Answer:

This question is out of scope.

Question #34

Can you tell us who your current vendor is?

Answer:

See Question #1 and Question #5.

Question #35

Can you tell us who your current lease is with?

Answer:

See Question #27.

Question #36

Can you tell us when the current lease expires?

Answer:

Lease end dates fall between August 2024 and November 2028.

Question #37

Who will be responsible for returning the existing equipment, the winning vendor or the incumbent?

Answer:

The incumbent.

Question #38

Can you give us a list the makes and models you currently have?

Answer:

See Question #22 regarding the Copier/MFD models and the Printer/MFP models are listed in the Invitation.

Question #39

Would you consider a speed variation of up to 5 ppm per device from the bidding vendors?

Answer:

You may propose up to three models per segment. If you have a device that meets the minimum required speed, please include that as one of the three models proposed. The District will review all options before determining whether any option would be unacceptable.

Question #40

Given the performance guarantees of the service and the products and the 30-day replacement guarantee, why do you require a bond?

Answer:

The District is interested in the option of having a Performance Bond in the event that the awarded vendor is unable to deliver on the guarantees. Typically, the Performance Bond is issued by an insurance company and the cost to the vendor is a small percentage of the amount of the Bond. A Performance Bond is not a requirement. If your response to the Performance Bond question is "No" but you want to provide an option that includes the Bond but passes the cost for the Bond to the District, please include all of the necessary details in the "Information" section of the RFP.