



Utah Community Action™

1307 South 900 West Salt Lake City, Utah 84104
(801) 977-1122 www.utahca.org

Utah Community Action Small and Medium Copier, Large Copier RFP Questions

- Who is the current print provider for Utah Community Action? **Our current provider is Hewlett Packard Managed Print.**
- What is the primary driver behind this RFP; is there something that the current provider or the current installed print technology not allowing Utah Community Action to complete like print and device reduction strategies such as:
 - 'Follow Me Print'
 - 'Rules based print job routing'
 - Secure User- user Printing
 - Centralized printers with job hold and release capabilitiesIf so, please describe the initiative or goal.
Our current lease is set to expire in the next 90 days and we are looking for a replacement for that lease.
- What is the location or locations of the printer install base? **The majority of locations are in Salt Lake County, however we do have a few locations in Tooele County (including Wendover), Weber County, Davis County, and Morgan County.**
- Is Utah Community Action seeking a monthly or quarterly billing cycle? **Quarterly for print services.**
- Will there be a site walk through scheduled for our team to make recommendations on printer location or placement? **Not prior to the completion of the RFP. Once a provider is selected, we will engage them to perform these services on a select number of sites.**
- Can Utah Community Action provide a current printer page volume report by device to ensure device sizing, utilization or potential consolidation? **We can provide a generic average page per year on each machine size.**
Large: 113,751 color/44,237 mono (157,988 total)
Medium: 57,561 color/22,385 mono
Small: 26,365 color/10,253 mono (36,619 total)
- Does Utah Community Action seek to default color printers to monochrome to save in color costs, allowing a user to override and select color in warranted? Does Utah Community Action seek for default duplexing of print jobs to drive additional cost savings on paper? **Yes, we do make this default, but allow the user to override. We do not force duplexing of print jobs.**
- Does Utah Community Action require that the Scan to Office 365 feature be user specific and have a button on the printer panel? **No, this is not a requirement, but we would prefer Office365 integration.**
- Based on the physical keyboard request, do you require a separate stand or can it be attached to the print device? **It can be attached to the print device.**
- Does Utah Community Action anticipate a trial or device test period? If so what is it? **Yes, we are anticipating this period to be 30-45 days.**
- Please describe UCA's need for HDD erase in print devices **Yes, we do need to have this functionality on the medium and large devices.**



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- Does Utah Community Action seek to use national non profit pricing such as NASPO, National IPA / Omnia Partners, etc? **Yes, we currently use NASPO.**
- Can UCA provide a complete list of make/models being considered as part of this RFP? **We do not have any brand specifications as part of this RFP, as long as the devices meet the specifications outlined. All brands will be considered that meet these needs.**
- In the RFP, the medium size device requirement included stapling, but the similar model listed did not have this capability. Is this a requirement on the medium units? **Yes, we would like this feature on the medium units.**
- What is the average monthly usage per device? If you don't have the per device, do you have the total average monthly color & bw? **We will provide a generic average page per year on each machine size and include color and bw breakdowns.**
- Provide a list of locations and number of make/models per location **We are unable to provide that detailed list. The majority of locations are in Salt Lake County, however we do have a few locations in Tooele County (including Wendover), Weber County, Davis County, and Morgan County.**
- Do you currently use secure print by code or card? If so, what software are you utilizing? **We are not currently using this functionality. We would prefer to have some of this functionality in our new devices.**
- Do you currently have the ability to track cost centers for reporting? If so, what software are you utilizing? Any likes/dislikes? **No, we do not currently use any software for this.**
- To verify you are requiring NEW equipment only as opposed to used? **Yes, we are requiring new equipment.**
- To verify you are requiring OEM only supplies as opposed to remanufactured **We do not require OEM only supplies, they can be remanufactured supplies. Equipment must be new.**
- Do you currently own or lease their current equipment? **We currently lease the equipment, but will consider both options for this renewal.**
- If lease, what is the remaining buyout of your current leased equipment? Would you prefer the vendor to assume the current liability? Do you have a preference for coterminous leases? **Current leased equipment ends in January 2020 with no buyout required. The new vendor will not need to assume any lease liability.**
- Do they have any preference on brand or brand loyalty? **No, any equipment that meets the specifications will be equally considered.**
- Would UCA prefer a CPC by device or a blended CPC? **We do not have a preference.**
- On 3rd Page #4 it is mentioned that the service contract should provide support as well as toner/ cartridge replacement services. Is the expectation that the vendor will replace each toner when it needs to be replaced? Would it be an option to define this portion of the bid together if we are awarded so that we can set the expectation and come up with different ways to make sure the end user doesn't experience any down time? **Yes, the vendor will need to replace the toner/cartridges. As long as cost estimates are provided for these services, the service expectations can be defined during the contract period.**



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- Will the electronic form submission of this bid also be sent directly to your email or is there another place we should be submitting the bid? **Bids may be submitted via email to stacy.weight@utahca.org, or a printed copy may be sent to the following address:**

Utah Community Action
Attn: Stacy Weight, CAO
1307 South 900 West
Salt Lake City, UT 84104