

**Gary Palmer
City Administrator**

**Lori Henry
Mayor**

Questions & Answers

City of Roswell Purchasing Division

Request for Information #18-024-E

February 12, 2018

To All Prospective Offerors:

In reference to the RFI listed above, the following clarification, answers to questions, additions, deletions and changes are hereby incorporated into the Request For information:

Clarification:

Several industry inquires have been made regarding what happens as a result of this RFI. The RFI process is simply the City of Roswell seeking industry information in order to make an informed decision regarding its planned use of available state or consortium contracts. The questions below have been answered because they were asked, but will have no direct impact on any future contract arrangements. Utilization of a State or Consortium contract remains (as prominently detailed in the RFI) the City's plan for meeting its printing, scanning, and faxing needs. Please reference section 1.1 of the RFI. Based on initial review of industry provided information, please note the following excerpt from the RFI:

"If action is taken to procure copier leases through a state contract or consortium, the competitive bidding requirement will be considered met through the original procurement process, and no further accommodation or notice for competition is required by law, policy, or procedure."

Questions and Answers:

1. Are there any locations that do not require 11 X 17 input?

Answer: Yes, there are multiple locations that do not they are as follows: Smith Plantation House (R&P), Cultural Arts Center(R&P), Battalion Office (Fire), Roswell River Landing(R&P), Barrington Hall(R&P), & the Adult Recreation Building(R&P).

2. Will the City allow for on-site service visits if required to resolve a problem in a timely manner?

Answer: The City allows on-site service visits.

3. At this stage of the RFI are you just looking for confirmation that we have a solution to match each of the requirements or are you asking for a specific recommendation with literature describing the solution at this stage?

Answer: The main purpose of this RFI was to obtain information regarding available state and consortium contracts, and to obtain information regarding the latest industry capabilities and technology. The RFI has proven useful in this regard.

4. We can provide a handful of cooperatives that can offer aggressive pricing and a municipal lease per your example. Do we just leave it at that or send cooperative details.

Answer: The City is looking for participants to provide solutions based on the information provided in section 5, with available cooperatives and/or statewide contracts that can be used.

5. Does the city use a cost accounting software?

Answer: Yes, the City currently uses Munis 11.3

6. I assume that price response is not required in this RFI; what are the City's critical factors in reviewing and considering a potential contract(s)?

Answer: In section 3.2.4 a table was requested. One of the table headings requested information about the advantages of the contract. It was anticipated that if pricing was a comparative advantage of the contract that pricing would be listed as an advantage. We were not seeking specific pricing of packages.

7. In providing quantity and usage profile of your current fleet, do you expect recommendation of equipment type matching each quantity line and usage?

Answer: We were not expecting right-sizing to be a part of this process – we were only providing a picture of our current use.

8. What information is passed along to Rightfax in the authentication process?

Answer: Active Directory login info. and the user's email address.

9. "Supports" RightFax Digital Solution integrate - does this mean that you are faxing directly from the MFP which then the fax is converted to digital and sent out via RightFax?

Answer: We need a solution that fully supports FoIP/SIP/T.38 for certain MFPs in our environment (Not all MFPs require a faxing component).

10. Scan models; Scan-to-URL; Does the City have any cloud based repository?

Answer: No, the City does not have a cloud-based repository.

11. What version of Rightfax is currently running?

Answer: Open Text 10.6.3

12. How does a user authenticate with the MFP to utilize Rightfax?

Answer: User's currently use Ricoh's CAP (Card Authentication Package).

13. Is any tracking of faxes taking place through Rightfax?

Answer: Yes

14. Does the City of Roswell currently use a print management software?

Answer: All print jobs are sent to the Windows Print Server, which sends all printing requests to the MFPs.

15. Autostore Advanced Scanning & Connection to Server" - Autostore is manufactured by NSI. Not all companies are partnered with NSI so, is it safe to assume, that a "NSI Autostore" equivalent would be acceptable?

Answer: Yes, an alternative solution would suffice.

16. Is there an active support agreement on the Rightfax server? If so who supports your Rightfax installation.

Answer: Yes, the support is supplied from Ricoh and Roswell IT Support.

17. How is the city using FlexRelease and if we could mirror that functionality would a replacement software be considered? If so, how many end users and what is the deployment strategy used by the city to deploy applications to end users?

Answer: Yes, it would be considered. There would be 25 licenses and all applications are pushed to users via a 3rd party application installer (MSI or EXE format).