

RFP Copier Q & A

Vendor

- Is your company an independent dealer for the copier company or are you a corporate dealer?
- Is your company an authorized dealer with the State of Georgia? If so, please provide documentation that includes your company name and contract number.

Supplies

- Will you provide the district with backstock and not have district dependent on vendor's warehouse and tech for delivery and install of replaceable parts? District is requiring a complete set of all copier replacement items per copier at all times.
- Will district have supplies for July teacher startup of all replacement items per copier?
- Will Vendor include in hardware contract a July refresh of replacement parts and cleaning of all copier for beginning of school year and prior to teachers returning?
- Through what method is the Technology Director able to order parts and cartridges for replacing stock?
- Are staples included in the items supplied through the contract? If not, please quote separately per box (which contains 3 refills) per model. The District will order these separately and this not included in pricing.

Software

- As an option, do you have rules-based software to install on teachers' desktop, if desired and district decides to use this, to customize print jobs by size, page numbers, color?
- For use by the Technology Director and any appointed designee, do you have device agent/production software for monitoring (including meter readings) and configuring copiers (ex: email address book) that is a local install or web-based provided in the contract?
- Do you have a translation app on copier that will translate English document to Spanish? IF so, is there a fee for this and how much?

Hardware

- Can you provide the district with information on proposed copier durability, reliability and volume? Is there a vendor comparison document available?
- What is your process for the district having verification that copier hard drive has been wiped before a copier is removed from the premises? Is there a cost and if so, what is the cost?

Support and Down Time

- Is your copier support through your corporate ticket system or your independent vendor ticketing system?
- How many technicians are in your organization?
- What is your response time for technician to be on-site from time the issue is reported (based on report time during the school day 7:30 AM – 4 PM)?
- If another copier has an issue when tech is on-site and this machine has not been reported through ticket system, what is technicians response?
- What is the maximum allowed downtime for a copier in the district and the vendor's guarantee on response to that maximum downtime?
- Does your technician carry a fully stocked supply of copier items for on-site service and repairs?
- What is the technician's routine for on-site repairs/service and reporting and logging that repair/service on the copier?

Contract

- District would like to consider contract for hardware/equipment only (to include labor, parts, service, repair, travel, toner cartridges and all replaceable parts) and usage to be billed month-to-month
- Does the vendor have or offer a "released from contract at any time" or Walk Away Clause for hardware contract? If not, what is the process for canceling the contract?
- Are you on the State of Ga Contract list? If so, please supply documentation of proof for pricing month-to-month usage per machine type. Highlight machine you are quoting and cost per sheet for that particular model.

Does the district currently use FOB or swipe cards?	NO
Do Chrome books print through traditional windows print queues?	NO CHROMEBOOKS in the district
Number of users teachers/students?	75 teachers/ 32 classified; NO STUDENTS for usage
Number of current print servers	2
Will we provide a dedicated server for print management?	No – not setting up print management
Do all users log in to domain?	YES
Student printing – sever print queue or Direct IP?	Based on computer not student credential ; not using centralized print management and students will not print to copiers
Mobile printing?	Not interested
Ability to default to B&W?	YES
Are you interested in reporting data that shows the print environment usage and details?	YES
Would you like users to authenticate on the device and automatically Google docs/One Drive/etc.	Cloud is in the future plan- & not at this time
Document feeder	Appendix A on RFP
Scan to Google Docs/OneDrive	Primary is scan to email