

BD-21-1780-WH780-WH780-76646 extended by

BD-21-1780-WH780-WH780 77178

**Whitman-Hanson Regional School District Copy Center
Operations Services FY23-FY25 Invitation for Bid**

Questions and Answers as of 7/20/22

Questions 1-28 as asked by Potential Bidders as of 7/20/22

Question #1: In order to provide a comprehensive, cost competitive proposal, would it be possible to provide a 2-week extension to the current deadline for submission?

Answer #1: Yes. As stated in Addendum #2, the new deadline for bid submission is Thursday July 21, 2022 at 11:00 AM.

Question #2: A site visit would be extremely beneficial in preparing a response/proposal. May we schedule a site visit prior to the IFB submission due date?

Answer #2: No, no site visit will be scheduled.

Question #3: What is the square footage of the 1st floor space being provided?

Answer #3: The square footage is 940 square feet.

Question #4: Does this IFB include the replacement of the copy center equipment and the satellite MFDs?

Answer #4: Yes, it does.

Question #5: With the current IFB submission deadline of 7/7/2022, and the contract start date of 7/1/2022, what is the expectation for delivery of new equipment?

Answer #5: As soon as possible after the execution of the contract.

Question #6: Can you provide a complete list of all current MFDs (copy center/satellite) with accessories (i.e. staple/finisher, fax, additional paper drawers) and the lease term end dates?

Answer #6: Our current vendor has provided the information on the attached sheets to this Questions and Answers list. No other information is available.

Question #7: Are the volumes provided inclusive of the satellite copiers or just the copy center? Can you provide monthly or annual volumes by device?

Answer #7: Our current vendor has provided the information on the attached sheets to this Questions and Answers list. No other information is available.

Question #8: If the Bidder is responsible for purchasing the supplies and billing the school, is it expected that the billing will occur as supplies are purchased, or when supplies are used for each job?

Answer #8: All machine toners and ink, staples, services, and parts are paid for by the vendor. Paper is paid for by the District. Invoices to the District will be sent quarterly as per Section VII Part F of the Invitation for Bid.

Question #9: As Bidder is responsible for ink, we need to know make/model and number of prints/sizes in order to estimate the cost.

Answer #9: Our current vendor has provided the information on the attached sheets to this Questions and Answers list. No other information is available.

Question #10: How do supplies get purchased for binding equipment, by job or some other method?

Answer #10: The bidder will purchase the tape binders.

Question #11: Please advise what different media is used for the wide format.

Answer #11: White Matte finish roll paper is used with the wide format printer.

Question #12: Inbound Mail Digital Delivery –

Does the school currently utilize any digital mail delivery technology for delivering inbound mail electronically to recipients (faculty and staff)?

Is the school interested in this technology to deliver mail digitally through our secure portal?

Answer #12: No, we do not utilize digital mail delivery technology and we are not interested in this technology for at least the next two years.

Question #13: Would you be open to using an indicia imprint for postage instead of a traditional meter machine?

Answer #13: No, we do not want to use this technology for at least the next two years.

Question #14: Is postage paid by manual checks or is it managed digitally via the USPS Enterprise Payment System (EPS)?

Answer #14: Postage is paid by a manual check.

Question #15: Section VII, item “C. Maintain and operate in the space provided, with the *equipment provided*, and use competent personnel.” Can you provide list of the current “equipment provided” and the lease term end dates (such as mail equipment, inserters, laminator, etc.)?

Answer #15: Our current vendor has provided the information on the attached sheets to this Questions and Answers list. No other information is available.

Question #16: Would you please provide PDF samples of the most frequently printed and mailed items?

Answer #16: The most frequently printed and mailed items are student and family notices. We do not have a PDF sample of a notice.

Question #17: What are the current SLAs for on-campus and off-campus services?

Answer #17: The SLA for on-campus work is within 1 business day or sooner. Off-campus work varies based on if design is required, run length, and special paper is used. The typical time frame is within 3-4 business days. Exceptions are handled as needed.

Question #18: What are the monthly volumes of the most recent 12-month period for inbound, outbound and accountable mail and packages?

Answer #18: There is no tracking software in place. Volume of packages is not high and it is not needed.

Question #19: Is there an X-ray machine and/or other services used for inbound packages inspection prior to distribution?

Answer #19: No, there is not.

Question #20: Does outbound mail go to a mail presort bureau?

Answer #20: No, it doesn't.

Question #21: Noting the requirement that "Whenever possible, the bidder will utilize non-fossil fuel powered vehicles to minimize the District's carbon footprint". Is the Bidder expected to provide the vehicle or will the District provide the vehicle?

Answer #21: The bidder will supply the vehicle.

Question #22: Noting the addendum "to deliver copy/print jobs to the Schools in the District a minimum of twice per day", is there an existing schedule for these deliveries? Do the staff deliver to one location at each school or is staff expected to deliver to individual offices/departments within each school? Will there be a representative available to sign for these deliveries in order to complete chain of custody?

Answer #22: The existing schedule is one delivery in the morning and one delivery in the afternoon. The staff delivers to one location in each school. There is no representative available in order to complete the chain of custody.

Question #23: Is the Bidder expected to pick up mail at the local post office or is a courier services currently used to pick up and/or drop-off mail)?

Answer #23: The post office delivers to the copy center daily.

Question #24: How do users/departments currently submit print jobs and/or mailing jobs to the onsite team? Is there a digital submission process beyond email?

Answer #24: The users/departments deliver the jobs by hand to the onsite team and they also utilize an interoffice website.

Question #25: How do users/departments send the mailing lists for bulk mailing jobs? Are the names and addresses verified and updated prior to giving it to the onsite Copy Center team or do we need to perform those tasks?

Answer #25: The users/departments deliver the jobs by hand to the onsite team and they also utilize an interoffice website. The names and addresses are verified and updated before being given to the onsite team.

Question #26: Virtual Queue Technology –

- a) Is the District providing the “virtual queue technology” and the bidder is just managing it, or is the bidder expected to provide this technology?
- b) Is the “virtual queue technology” applicable for the Fleet, Copy Center or Both?
- c) Can you please provide the requirements and use-cases for this technology?
- d) What solution do you currently utilize?
- e) Does your IT team have any security requirements for the solution?

Answer #26:

The online order portal and the print management software are provided and maintained by the bidder. Both are managed by the bidder with help from the District’s Technology Services Department when needed. A single user sign on is currently used. The products currently in use are Digital Storefront and PaperCut.

Question #27: Do you anticipate any future operational changes as a result of the recent pandemic?

Answer #27: No, we do not.

Question #28: Web-to-Print Job Submission Portal” –

- f) Can you provide the requirements for the Portal?
- g) Do you prefer an on-prem or cloud-hosted deployment of the solution?
- h) Is Single Sign On required?
- i) What Portal solution is currently being used?
- j) Does your IT team have any security requirements for the solution?

- k) Is there a requirement for where these jobs are fulfilled? Can the bidder determine the most cost-effective fulfillment process/location – either onsite at the District’s Center, or offsite at the bidder’s location?

Answer #28: The online order portal and the print management software are provided and maintained by the bidder. Both are managed by the bidder with help from the District’s Technology Services Department when needed. A single user sign on is currently used. The products currently in use are Digital Storefront and PaperCut. The expectation is that the bidder will fulfill all of the work needed on-site to the extent possible.
