



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

DIVISION OF ADMINISTRATION
BUDGET AND FISCAL MANAGEMENT BUREAU

Purchasing Memorandum

DATE: October 31, 2022

PLEASE ADDRESS INQUIRIES TO:

Bonnie Rosenthal, *Contract Management Specialist*
Telephone Number: (518) 776-2129
E-Mail: purchase@ag.ny.gov

REQUEST FOR PROPOSAL NO.: 22-003

TITLE: Enterprise Print Management Services

RFP DUE DATE: November 18, 2022 by 5:00 PM EST

PERIOD: TBD

SUBJECT: Answers to Questions/Inquiries

TO: ALL PROSPECTIVE APPLICANTS

In reference to the above Request for Information, the following questions/inquiries were submitted by the deadline indicated in the RFP. We are hereby providing answers to each question below:

1. **QUESTION:** What is the current Secure Print Solution that is in place?
ANSWER: Lexmark Document Distribution
2. **QUESTION:** Is it the OAG's preference to keep the current Secure Print Solution currently in use?
ANSWER: The current service contract has reached its maximum term. The Office of the Attorney General (OAG) is seeking the best value solution on the open market that fits the OAG's needs.
3. **QUESTION:** There are two device quantities mentioned in the RFP its Qty – 257 devices, in the cover letter its 275, which number is correct?
ANSWER: There was a typographical error, the current total number of devices is 257.
4. **QUESTION:** What is the model number(s) of the current OmniKey card readers?
ANSWER: HID Omni-Key 5427 Standard Card Readers
5. **QUESTION:** Is the OAG prepared to commit to volume guarantees at or about those expressed in the request?
ANSWER: The OAG will not commit to volume guarantees. Per Attachment C - Financial Response, the quantities listed throughout this RFP and attachments are estimates only. No minimum/maximum usage is guaranteed or implied. The actual volume may be more or less than estimated depending on the needs of the agency.
6. **QUESTION:** The OAG has asked respondents to quantify anticipated savings versus current cost. In order to do so we required current pricing to include rates and agreement structure.



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ANSWER: The OAG's current price model is attached.

7. QUESTION: Naturally the incumbent vendor has vision to historical volume activity by device which provides anecdotal detail otherwise not shared in the request. Is OAG willing to share this measure of detail to level the playing field?

ANSWER: Please see attached a sample of one month's PPI usage.

8. QUESTION: Will reasonable on-site access be afforded to Xerox to sufficiently fulfill a comprehensive fleet analysis for purposes of an ideal future state?

ANSWER: On site access, as well as floor plans will be afforded to the selected bidder.

9. QUESTION: Have you identified how many devices will not be using ethernet connectivity and using Wi-Fi instead?

ANSWER: Currently all devices are connected via ethernet and does not anticipate the need for WI-FI connection.

10. QUESTION: If any, are you planning to use card reader on retained single-function devices?

ANSWER: The current multi-function printing devices are not being retained as they are owned by the current vendor. The OAG owns the current card readers which will be paired with new print devices provided by the new contractor. Card readers will need to be on every device used to print or scan. The OAG is requesting pricing for the option to buy new card readers from the selected vendor at the OAG's discretion as needed.

11. QUESTION: Is the intention to only use SNMP version 3?

ANSWER: The OAG is seeking prospective bidders to propose the best value solution utilizing industry standard best practices.

12. QUESTION: Is your current printer fleet contractually leased or owned?

ANSWER: The OAG does not lease or own the printing devices. The printing devices are owned and maintained by the current contractor. New equipment must be provided by the winning bidder and all costs must be captured in the price per image rates.

13. QUESTION: Is the OAG currently using dedicated fax lines or an eFax solution?

ANSWER: The OAG currently utilizes an eFAX solution.

14. QUESTION: Why is there a request for dual network devices? Redundancy?

ANSWER: Some of the OAG locations has two separate networks and uses different equipment for each network.

15. QUESTION: What is the current card technology? HID Prox?

ANSWER: The OAG currently uses HID 0009P cards.

16. QUESTION: Is there a preferred remote agent / VPN access OAG can supply for secure connections into the environment for remote installation and support?

ANSWER: The OAG is seeking proposals for the best value solution.

17. QUESTION: In recent years the federal government has been increasingly warning about Chinese technology in the supply chain being a potential national security threat. The Department of Defense's Inspector General issued a report in 2019 (*Report No. DODIG-2019-106: (U) Audit of the DoD's Management of the Cybersecurity Risks for Government Purchase Card Purchases of Commercial Off-the-Shelf Items (Redacted) (oversight.gov)) that identified the ongoing purchase of Lexmark printers as an example of a cybersecurity risk due to their parent company's links to the Chinese government



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DIVISION OF ADMINISTRATION
BUDGET AND FISCAL MANAGEMENT BUREAU

stating on page 16: “According to a Congressional report on supply chain vulnerabilities from China, Lexmark is a company with connections to Chinese military, nuclear, and cyberspionage programs” Additionally, the Social Security Administration successfully revoked an award to a Lexmark dealer (show_public_doc (uscourts.gov)) due to supply chain security concerns stemming from Lexmark’s ownership. Considering these facts, how will these national security concerns be factored into the evaluation of this RFP?

ANSWER: The technical evaluation includes security requirements review. Evaluations are done independently for each proposal against the requirements set forth in the RFP. Bidders should provide information on how their proposed solution meets those requirements.

18. QUESTION: Will the OAG provide historic print volumes associated with the current fleet for Color and Mono output?

ANSWER: Estimated total monthly print volume for all machines is 657,871 Black and White and 98,019 Color prints. These totals estimated based on current usage.

19. QUESTION: What is the status of the existing printing equipment being utilized by the agency? Meaning is it owned by the agency, leased, rented, or part of a price per print program?

ANSWER: The OAG does not lease or own the current printing devices. The printing devices are owned and maintained by the current contractor. New equipment must be provided by the winning bidder and all costs must be captured in the price per image rates.

20. QUESTION: If leased, are they currently held by a third-party finance company?

ANSWER: Not Applicable.

21. QUESTION: If the existing devices are not owned by the agency, will the new vendor be responsible for the data destruction and certification of destruction, the removal of the existing hard drives to return to the agency, or will this be handled by the existing vendor. If the new vendor is responsible for this service, there are costs associated with these services.

ANSWER: The removal of existing devices and destruction of existing hard drives will be taken care of by current vendor or OAG prior to being removed from the office.

22. QUESTION: Is the agency open to a model where the equipment is owned or leased by the agency instead of a pure PPI program?

ANSWER: No, this RFP is set up to seek proposals based on price per image.

23. QUESTION: If so, will the agency sign third party lease documents?

ANSWER: Not Applicable.

24. QUESTION: Will the agency allow more than one remittance?

ANSWER: Invoices from the resulting contract will be submitted monthly for actual usage. Payments are made net 30 upon receipt of a proper invoice. This will be detailed in the resulting contract.

25. QUESTION: Will the agency entertain multiple bids from the same contractor proposing different programs, models, or manufacturers, if it appears that there is more than one “best” solution?

ANSWER: The bidders should submit one proposal that offers the bidder’s best value solution. The solution should allow for more than one model of machine in order to best suit varying OAG needs across the State. The OAG is not particular on manufacturer however, the proposal should provide OAG with a streamlined solution statewide.



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DIVISION OF ADMINISTRATION
BUDGET AND FISCAL MANAGEMENT BUREAU

26. QUESTION: If the answers to the questions to vendors prompt additional questions, will the agency entertain a round of follow up questions?
ANSWER: **Questions can be submitted to purchase@ag.ny.gov**
27. QUESTION: The RFP identifies 257 current printers in use by the agency with an estimated average monthly volume of 657,871 B+W Prints and 98,019 Color Prints. Will the agency provide any additional information on the current fleet and volume?
ANSWER: **Please see attached sample monthly usage report.**
28. QUESTION: What is the Current Locations/Offices and the breakdown of # of each model at each location
ANSWER: **Please see attached sample monthly usage report.**
29. QUESTION: What is the estimated average monthly volume by device model
ANSWER: **Please see attached sample monthly usage report.**
30. QUESTION: Will the OAG agree to a minimum charge plus overages billed on a per image basis where the minimum charge is a guaranteed routine payment including an allowance for a certain number of images.
ANSWER: **The OAG will not commit to volume guarantees. Per Attachment C - Financial Response, the quantities listed throughout this RFP and attachments are estimates only. No minimum/maximum usage is guaranteed or implied. The actual volume may be more or less than estimated depending on the needs of the agency.**
31. QUESTION: Did the OAG extend their existing agreement to five years with their current vendor?
ANSWER: **Yes.**
32. QUESTION: As part of the assessment, will the OAG be able to provide a breakdown of volume by device/model level?
ANSWER: **Please see attached Sample Monthly Usage Report.**
33. QUESTION: During the assessment phase, is there an ability to load software tools such as FMAudit to a server to collect volume and device information needed for future state recommendations?
ANSWER: **Yes.**
34. QUESTION: Is there any existing mapping or floor planning that outlines existing footprint of print devices throughout the agency?
ANSWER: **Yes, Lexmark developed floor plans at the beginning of the current contract. Some devices have been moved but for the most part the plans are accurate. The OAG will share these with the selected bidder, the OAG will not be publicly posting its floor plans.**
35. QUESTION: Is a cloud print management software solution preferred versus an on-premise solution?
ANSWER: **The OAG is seeking bidders to propose the best value solution based on industry standard best practices.**
36. QUESTION: Is the NYSOAG interested in a cloud, secure, compliant, software-based fax solution vs. traditional fax equipment/boards?
ANSWER: **The OAG currently uses an eFax solution.**



STATE OF NEW YORK
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ATTORNEY GENERAL

DIVISION OF ADMINISTRATION
BUDGET AND FISCAL MANAGEMENT BUREAU

37. QUESTION: Do faxes need to print on the devices?
ANSWER: **No, faxes do not need to print on the devices.**
38. QUESTION: Do hard copy faxes need to be faxed directly from the copiers or can they be scanned to network folder and sent from an online portal?
ANSWER: **Faxes can be scanned and sent.**
39. QUESTION: Will you require secure print release for all users or only if selected?
ANSWER: **Secure print release is required for all users.**
40. QUESTION: How many print servers are there currently?
ANSWER: **One virtual server is utilized as a printer server with a total of six virtual servers used for the EPM and auto-replenishment.**
41. QUESTION: Is Active Directory or another directory service used?
ANSWER: **Active Directory is currently utilized.**
42. QUESTION: What is currently in use for secure release, print management software?
ANSWER: **Lexmark Document Distribution.**
43. QUESTION: Are there any cloud services being used with potential to scan into? (ie. One drive, GoogleDrive, etc)
ANSWER: **There are currently no cloud services used with the potential to scan into.**
44. QUESTION: Are Document Management and improved workflow a part of this bid or a potential future state?
ANSWER: **Bidders should provide details on their capabilities for document management and improved workflow.**
45. QUESTION: Are future state capabilities to improve workflow being evaluated to award the bid?
ANSWER: **Yes, bidders should provide details on their capabilities to develop a Future State Document (FSD).**
46. QUESTION: Is reducing carbon footprint and offsetting paper usage a priority and part of the vendor evaluation criteria for NYSAGO?
ANSWER: **Reducing the carbon footprint and offsetting paper usage is not part of the vendor evaluation criteria.**
47. QUESTION: What is the Department's specific current card reader software that is being used?
ANSWER: **It is a Lexmark specific application run on the Lexmark multi-function devices.**
48. QUESTION: Is it a Lexmark software product, PaperCut, or something else?
ANSWER: **It is a Lexmark software product.**
49. QUESTION: What is the specific type of card being used – brand and technology type?
ANSWER: **HID P/N: 1386LGGMN
HID S/O: 11102535604-1
Format: H10301
Facility Code: 33**



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ATTORNEY GENERAL

DIVISION OF ADMINISTRATION
BUDGET AND FISCAL MANAGEMENT BUREAU

50. QUESTION: In terms of functionality required - is the Department planning to scan to any cloud applications and if so, what?
ANSWER: **The OAG is not currently planning to scan to any cloud applications.**
51. QUESTION: Is there a need to enforce any rules (e.g. duplex printing, b/w, print web pages in b/w, restrict the number of prints, etc.)?
ANSWER: **Default to duplex must be enforced.**
52. QUESTION: Does the OAG want to chargeback to a department or individual, or provide print quotas / limits?
ANSWER: **Yes – the OAG billing will be split between OAG and OAG’s Medicaid Fraud Control Unit (MFCU). There will be no quotas or limits.**
53. QUESTION: Is faxing function required on any devices?
ANSWER: **No, faxing is not required on any devices.**
54. QUESTION: Which devices will need a freestanding configuration – with a cabinet – versus sitting on a desk or table?
ANSWER: **The current number of tabletop vs free standing devices is currently listed in the RFP Section 1.2. The final solution will be determined with the selected vendor once the bid has been awarded.**
55. QUESTION: Which devices require finishing - staple / hole punch?
ANSWER: **OAG currently has larger MFD devices that staple & hole punch, and small devices that do not currently provide finishing features. Staples and whole punching is a requirement for larger devices.**
56. QUESTION: Can the OAG please provide a copy of the OAG’s Information Security Policy for Service Providers?
ANSWER: **The reference to this policy in section 3.10 was left in the RFP erroneously. Currently the OAG does not have an approved policy to share with the public. If necessary, these details can be further discussed during final contract negotiation with the awarded vendor.**
57. QUESTION: What type of output assessment are you looking for regarding the environmental audits?
ANSWER: **Excel and pdf formats are acceptable.**
58. QUESTION: Stated in the RFP it is the intension of the OAG to reduce the number of devices and bring more efficiency to the overall print environment. In order to properly evaluate the needs of the OAG individual offices and determine what accessories will be needed for each machine we would need to visit each location speak with the end users and the overall layout and distribution of the physical machines. This would need to be done prior to the RFP being developed in order to properly price the RFP. Does the OAG intend to entertain a visit to each office to do an evaluation prior to the 11/18 deadline? We would need to be able to do this well in advance of the 11/18 due date to collaborate on and craft our recommendations.
ANSWER: **No, the OAG will not be conducting site visits prior to the RFP due date. The OAG will be evaluating the bidder’s capability to produce and develop a Future State Document (FSD) as outlined in the RFP. The actual FSD will be developed with the awarded bidder.**
59. QUESTION: You request that we show you what the savings will be if we are selected as your new vendor. In order to complete that request we would need to know your current cost. Can you share that with us so that we can incorporate that into our response?



STATE OF NEW YORK
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DIVISION OF ADMINISTRATION
BUDGET AND FISCAL MANAGEMENT BUREAU

ANSWER: See answer to question 6.

60. QUESTION: What accessories are needed for each machine? Document feeder, # of paper drawers, stapling/type of stapling, etc.

ANSWER: Each office has different needs. All need devices that staple, whole punch and at least ~~2~~ two ~~4~~ 4 drawers for different sized paper including high volume paper trays

61. QUESTION: What is the max paper size needed for each device?

ANSWER: 11 x 17 on large printing devices, 8.5 x 14 for small tabletop devices. While only the larger devices hold 11x17 paper, not all office need that. Each office has different needs so some may be a max of 11 x17 while others are a max of 8.5 x 14.

62. QUESTION: What are the locations/addresses?

ANSWER: Currently

Albany - Empire State Plaza, Albany, NY 12224

Binghamton RO- 44 Hawley ST, 17th Floor, Binghamton, NY 13901

Brooklyn RO- 55 Hansen Place, 10th Floor, Brooklyn, NY 11217

Brooklyn IFR- 55 Hanson Place, 7th Floor, Brooklyn, NY 11217

Buffalo RO- Main Place Tower, 350 Main Street, Buffalo, NY 14202

Buffalo MFCU- Main Place Tower, 3rd Floor, 350 Main Street, Buffalo, NY 14202

Buffalo OCTF/Investigations- Main Place Tower, 3rd Floor, 350 Main Street, Buffalo, NY 14202

Camillus- 4600 West Genesee Street, Syracuse, NY 13219

Harlem SOB- 163 West 125th Street, 13th Floor, New York, NY 10027

Latham – 3 Airport Park Blvd, Latham, NY 12110

Nassau RO- 200 Old Country Road, Suite 240, Mineola, NY 11501

NYC - 28 Liberty Street, New York, NY 10005

Plattsburgh RO- 43 Durkee Street, Suite 700, Plattsburgh, NY 12901

Poughkeepsie RO- 1 Civic Center Plaza, 4th Floor, Poughkeepsie, NY 12601

Rochester RO- 144 Exchange Boulevard, 2nd Floor, Rochester, NY 14614

Rochester MFCU- 144 Exchange Boulevard, 6th Floor, Rochester, NY 14614

Suffolk RO- 300 Motor Parkway, Suite 230, Hauppauge, NY 11788

Suffolk Real Property- 300 Motor Parkway, Suite 205, Hauppauge, NY 11788

Suffolk MFCU- 300 Motor Parkway, Suite 210, Hauppauge, NY 11788

Syracuse RO- 300 South State Street, Suite 300, Syracuse, NY 13202

Syracuse MFCU- 300 South State Street, Suite 350, Syracuse, NY 13202

Troy – 200 Broadway, Troy, NY 12180

Utica RO- 207 Genesee Street, Utica, NY 13501

Watertown RO- 317 Washington Street, Watertown, NY 13601

White Plains RO/OCTF- 44 South Broadway, 5th Floor, White Plains, NY 10601

White Plains Investigations/SOU- 44 South Broadway, LL2, White Plains, NY 10601

Pearl River MFCU- One Blue Hill Plaza, 10th Floor, Pearl River, NY 10965

Rensselaer MFCU- 1 University Place, 2nd Floor, Rensselaer, NY 12144

Roswell Park Cancer Institute- 665 Elm Street, Suite K411 of North Building, Buffalo, NY 14263

SUNY Upstate Medical University- 750 East Adams Street, Syracuse, NY 13210

Helen Hayes Hospital- Route 9W, Room 12-13, West Haverstraw, NY 10993-1195



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DIVISION OF ADMINISTRATION
BUDGET AND FISCAL MANAGEMENT BUREAU

Stony Brook University Hospital- 2100 Middle Country Road, 1st Floor, Suite 108, Centereach, NY 11720

Albany Offices

Appeals & Opinions- Justice Building, 2nd Floor, The Capitol, Albany, NY 12224 (Empire State Plaza)
Administrative Services- Agency Building 4, 3rd Floor, The Capitol, Albany, NY 12224 (Empire State Plaza)
Budget & Fiscal Management- Agency Building 4, 4th Floor, The Capitol, Albany, NY 12224 (Empire State Plaza)
Charities- 146 State Street, 3rd Floor, The Capitol, Albany, NY 12224
Civil Recoveries- Justice Building, Annex, The Capitol, Albany, NY 12224 (Empire State Plaza)
Claims- Justice Building, 4th Floor, The Capitol, Albany, NY 12224 (Empire State Plaza)
Consumer Frauds- Justice Building, Annex, The Capitol, Albany, NY 12224 (Empire State Plaza)
Contract Approval- 146 State Street, 3rd Floor, The Capitol, Albany, NY 12224
CEFC- Agency Building 2, 9th Floor, The Capitol, Albany, NY 12224 (Empire State Plaza)
Environmental Protection- 146 State Street, 2nd Floor, The Capitol, Albany, NY 12224
Correspondence- The Capitol, 2nd Floor, Albany, NY 12224
Health Care- 146 State Street, 3rd Floor, The Capitol, Albany, NY 12224
Human Resources- Agency Building 4, 7th Floor, The Capitol, Albany, NY 12224 (Empire State Plaza)
Investigations- Agency Building 2, 10th Floor, The Capitol, Albany, NY 12224 (Empire State Plaza)
Library- Justice Building, Concourse, The Capitol, Albany, NY 12224 (Empire State Plaza)
Litigation- Justice Building, 3rd Floor, The Capitol, Albany, NY 12224 (Empire State Plaza)
Medicaid Fraud Control Unit- Agency Building 2, 19th Floor, The Capitol, Albany, NY 12224 (Empire State Plaza)
Real Property- 146 State Street, 4th Floor, The Capitol, Albany, NY 12224
SOMB- 146 State Street, 4th Floor, The Capitol, Albany, NY 12224
State Counsel- Justice Building, 4th Floor, The Capitol, Albany, NY 12224 (Empire State Plaza)
Mailroom- Justice Building, Concourse, The Capitol, Albany, NY 12224 (Empire State Plaza)
Copy Center- Justice Building, Concourse, The Capitol, Albany, NY 12224 (Empire State Plaza)

63. QUESTION: Replacement of Damaged card readers: does this mean the awarded contract has to provide a new card reader at no cost to OAG regardless of reason for damage? What is meant by this?
ANSWER: **No. The Financial Response Form allows bidders to include pricing for new card readers and for one-time installation costs of new readers. However, the initial set up and installation of the OAG's existing card readers during the new equipment rollout is to be included in the PPI.**
64. QUESTION: Does your current solution allow for just secure printing or "follow me print" as well? Follow me print allows an end user to print their documents and then retrieve them from any MFP they choose, anywhere on their network. Going forward, are you looking for a solution that includes just secure printing or follow me print as well? Follow me print comes with a cost.
ANSWER: **The current EPM allows for both secure printing and "follow me print". The proposed solution must have both and all costs must be captured in the PPI. .**
65. QUESTION: Is faxing currently utilized through specific Lexmark devices or enterprise wide via a fax server?
ANSWER: **No**
66. QUESTION: Regarding hard drives on the machines you will be acquiring. At the end of our lease term, we can wipe each hard drive to DOD standards & provide a certificate at no cost to you. If you need the physical hard drive given to you, there will be an additional cost of approximately \$400/per machine. Page #7-8 of the RFP seem to conflict on which option you would prefer. Please clarify.



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DIVISION OF ADMINISTRATION
BUDGET AND FISCAL MANAGEMENT BUREAU

ANSWER: At the end of contract term, the contractor can wipe each hard drive to DOD standards & provide a certificate at no cost to additional cost to the OAG. Again, all costs under the agreement must be captured in the PPI rates on the Financial Response Form. The only exception is the purchase of the new card readers (Deliverable 7 on the Financial Response Form).

67. QUESTION: What are your average monthly volumes per device?

ANSWER: Estimated average monthly print volume is 657,871 Black and White and 98,019 Color prints.

All other RFP terms and conditions remain the same.

This Purchasing Memorandum is to be signed, submitted and made a part of your proposal. If you have any questions, do not hesitate to contact the person listed on top of this memorandum.

VENDOR: _____

ADDRESS: _____

SIGNATURE OF BIDDER: _____

DATE: _____