Purchasing Memorandum No. 3

DATE: December 6, 2024

PLEASE ADDRESS INQUIRIES TO:
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REQUEST FOR INFORMATION NO.: 24-010

TITLE: RFP-24-010 – Enterprise Print Management Services

BID DUE DATE December 17, 2024

SUBJECT: Answers to Questions/Inquiries

TO: __ALL PROSPECTIVE BIDDERS__
In reference to the above Request for Proposal, the following questions/inquiries were submitted by the November 20, 2024 deadline. We are hereby providing answers to each question below:

QUESTION: Please clarify the response due date- the RFP states- "Bid Due Date and Time*: Tuesday, 12/17/2025 By 5:00pm, EST".

ANSWER: The Bid Due date and time should read Tuesday, 12/17/2024 by 5:00pm EST.

1. QUESTION: Would the new vendor be responsible for providing onsite service to the existing fleet of Lexmark devices during the transition period or will Lexmark continue to provide service?
   ANSWER: Lexmark would provide service until the device is removed.

2. 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 existing equipment is part of a price per print program.

3. QUESTION: If leased, are they currently held by a third-party finance company?
   ANSWER: N/A We currently use a PPI model. No machines are owned or leased.

4. 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? (note) If the new vendor is responsible for this service, there are costs associated with these services.
   ANSWER: This will be handled by the existing vendor.

5. 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

6. QUESTION: If so, will the agency sign third party lease documents?
    ANSWER: No.

7. QUESTION: Will the agency allow more than one remittance?
    ANSWER: Payment will be net 30. OAG will receive one monthly invoice with a detailed statement of usage with location and printer listed.

8. 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: No. Bidders should prepare one Best Value proposal based on the detailed specifications in this bid.

9. QUESTION: If the answers provided to the questions to vendors prompt additional questions, will the agency entertain a round of follow-up questions?
    ANSWER: OAG reserves the right to answer questions before the due date at OAG's discretion.

10. QUESTION: The RFP identifies 257 current printers in use by the agency with an estimated average monthly volume of 700,000 B+W Prints and 180,000 Color Prints. Will the agency provide any additional information on the current fleet and volume?
    ANSWER: See Attachment – Monthly Volume Spreadsheet.

11. QUESTION: Current Locations/Offices and the breakdown of each model at each location
    ANSWER: See Attachment – Printer Inventory.

12. QUESTION: Current estimated average monthly volume by device model
    ANSWER: See Attachment – Monthly Volume Spreadsheet

13. QUESTION: Will the OAG agree to a minimum charge plus overages billed on a per image basis where the minimum charge is guaranteed routine payment including an allowance for a certain number of images.
    ANSWER: No. There will not be a minimum charge guarantee.

14. QUESTION: As part of the assessment, will the OAG be able to provide a breakdown of volume by device/model level?
    ANSWER: See Attachment – Monthly Volume Spreadsheet.

15. 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. After appropriate security review of software and CISO approval.

16. QUESTION: Is there any existing mapping or floor planning that outlines existing footprints of print devices throughout the agency?
    ANSWER: Yes, and it can be supplied to the winning bidder.

17. QUESTION: Is reducing carbon footprint and offsetting paper usage a priority and part of the vendor evaluation criteria for NYSAGO?
    ANSWER: It is one of the five goals stated in section two of the RFP, and will be part of the overall evaluation.

18. QUESTION: Once the answers to questions has been released, will there be the opportunity for any follow up questions if required?
    ANSWER: OAG reserves the right to answer questions before the due date at OAG's discretion.

19. QUESTION: Does the Q/A document from the last RFP still stand true?
    ANSWER: Bidders must use the information provided in this RFP and Q&A.

20. QUESTION: Is a cloud print management software solution preferred versus an on-premise solution?
    ANSWER: We are willing to evaluate either option.

21. QUESTION: How many print servers are there currently?
    ANSWER: Five.

22. QUESTION: Is Active Directory or another directory service used?
    ANSWER: Active Directory + Entra.

23. QUESTION: What is currently in use for secure release, print management software?
    ANSWER: Lexmark Document Distributor.

24. QUESTION: Are there any cloud services being used with potential to scan into? (ie. One drive, GoogleDrive, etc)
    ANSWER: Yes. OneDrive, SharePoint.

25. QUESTION: Will you require secure print release for all users or only if selected?
    ANSWER: All Users

26. QUESTION: Are Document Management and improved workflow a part of this bid or a potential future state?
    ANSWER: Those are not part of this bid.

27. QUESTION: Lexmark Document Distributer is a scanning application. Can you provide more detail with the tools used for follow-me print?
    ANSWER: Lexmark Document Distributor lets you deliver documents and data from capture sources across your organization to wherever you need them, such as an ECM or ERP system. Capturing documents at the point of receipt, including field offices and dispersed locations, speeds processing, eliminates lost documents and data, and provides greater visibility.

28. QUESTION: Is printing from mobile devices a current requirement?
    ANSWER: No.

29. QUESTION: Do Print jobs need to stay on-network?
    ANSWER: On-prem or an appropriately secured and reviewed cloud location.

30. QUESTION: What are the scanning destinations required?
    ANSWER: Windows file shares, OneDrive and SharePoint.

31. QUESTION: Do multiple scan destinations need to be combined in a single scan action?
    ANSWER: Not a requirement.

32. QUESTION: Is OCR required?
    ANSWER: Yes.

33. QUESTION: Do OCR scans need to stay on-Network or can cloud tools be used?
    ANSWER: If used, OCR scans must be on-prem or in an appropriately secured and reviewed cloud location.

34. QUESTION: Lexmark Document Distributer is an advanced scanning tool. Can you provide more detail with how it's used?
    ANSWER: Lexmark Document Distributor lets you deliver documents and data from capture sources across your organization to wherever you need them, such as an ECM or ERP system. Capturing documents at the point of receipt, including field offices and dispersed locations, speeds processing, eliminates lost documents and data, and provides greater visibility.

35. QUESTION: Does the AGO need translation scanning?

ANSWER: This is not required.

36. QUESTION: Do the OmniKey HID Readers output the card number in a plain text format?
ANSWER: Yes.

37. QUESTION: Can a sample card (with expected output) be obtained to validate which replacement reader may be required for additional devices?
ANSWER: Yes.

38. QUESTION: Are there any virtual desktop services or applications in use?
ANSWER: Yes.

39. QUESTION: If so which type, i.e. Citrix, RDS, etc
ANSWER: Omnissa Horizon.

40. QUESTION: Can/will the required applications be installed on the OAG network that OAG provides the server infrastructure?
ANSWER: Yes, if required.

41. QUESTION: Are there any plans to change the current user directory source?
ANSWER: No.

42. QUESTION: Are there any planned to changes to the enterprise network structure or design?
ANSWER: No.

43. QUESTION: Are there VPNs currently in use?
ANSWER: Yes.

44. QUESTION: Are the MFPs currently integrated into the eFax solution?
ANSWER: No.

45. 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. The above is not a requirement.

46. QUESTION: What is the name of the solution in use currently?
ANSWER: Biscom eFax.

47. QUESTION: IS OAG open to other eFaX provider services if there is additional capabilities/value enabled by doing so?
ANSWER: We are willing to evaluate but it is not a requirement.

48. QUESTION: Do incoming faxes print on the MFP's currently?
ANSWER: No.

49. QUESTION: Do they print immediately?
ANSWER: No.

50. QUESTION: Are outgoing faxes sent on the current fleet of MFPs?
ANSWER: No.

51. QUESTION: Do faxes need to print on the devices?
ANSWER: No –not directly but yes as a print job.

52. 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: No, they can be scanned to network folder and sent from an online portal.

53. QUESTION: How in depth is the AGO looking for respondents to describe workflow software's outside of print/scan for future state?
ANSWER: As in-depth as required for a technical evaluation.

54. QUESTION: How many separate locations are to be covered by the services?
ANSWER: See Attachment E.

55. QUESTION: What is the approximate average age of the current Lexmark devices highlighted in this RFP?
ANSWER: 6-7 years

56. QUESTION: How should the various optional trays/envelope feeders/side cars/finishers and other miscellaneous accessories be priced in this proposal when their need is likely to be determined (based on operational need) after the RFP proposal has been submitted?
ANSWER: All costs must be captured in the all-inclusive PPI that bidders will submit on the Attachment C – Bid Financial Response Form. No other costs or fees will be given any consideration. See instructions on Attachment C and in the RFP Sections: 6.2 part 4, 7.5, 7.7.

57. QUESTION: Is it your intention to fully replace the current fleet (page 4) upon contract award or to continue to utilize the current Lexmark fleet (page 6, Cost Deliverable 1) for an extended period?
ANSWER: All current machines will be removed by Lexmark and replaced by the new awarded contractor, as soon as possible after contract execution, in a coordinated rollout to ensure no gap in printing services.

58. QUESTION: **3.10:** Will your security requirements change over the course of the 7+3 agreement? If so, how should we account for devices that meet the stated security requirements, but for one reason or another can't meet future security requirements?
ANSWER: We do not anticipate any changes in security requirements.

59. QUESTION: **3.12:** To what extent will surveys or changes in how the OAG performs its printing operation allow for revisitation of pricing?
ANSWER: Pricing will remain firm for the first three (3) years. Any increase in price will be in accordance with section 7.7 of this RFP. Price decreases are allowed at any time. Nothing herein shall be deemed to prohibit a Bidder from offering the OAG better and more advantageous pricing during the awarded contract term.

60. QUESTION: **7.5**: Will you accept an alternate pricing proposal, such as one that may include equipment, accessories, card readers, software, and managed print services pricing separately from a PPI for supplies and service/maintenance?
ANSWER: No – OAG is seeking a PPI solution. The only costs outside of the PPI is the pricing for replacement card readers already defined on Attachment C – Bid Financial Response Form. Deviations from Attachment C will not be given any consideration.

61. QUESTION: **7.5:** Will you accept pricing that includes a minimum monthly charge in the event volumes drop below a certain threshold?
ANSWER: No. There will not be a minimum charge guarantee.

62. QUESTION: **7.7**: In addition to the items highlighted in section 7.7, will the OAG be open to new services or innovations in the Managed Print Services space over the term of this agreement? Will there be an opportunity to change pricing to accommodate such innovations over the term of the agreement, as to the extent that they would benefit the OAG.
ANSWER: Pricing must be based on the scope of this RFP. Pricing will remain firm for the first three (3) years. Any increase in price will be in accordance with section 7.7 of this RFP. Price decreases are allowed at any time. Nothing

herein shall be deemed to prohibit a Bidder from offering the OAG better and more advantageous pricing during the awarded contract term.

63. QUESTION: Is the bidder required to provide state contract pricing, or be an authorized NYS agent?
ANSWER: This is open to all bidders. OAG is seeking the Best Value solution based on the detailed specifications outlined in this RFP.

64. QUESTION: The awardee must be registered with the NYS VENDOR FILE. Is the expectation that this registration is completed prior to the RFP due date? Are there any other registrations that you recommend we begin filing for immediately in order to be considered?
ANSWER: In the bid package there is a NYS Substitute W9 form to be filled out and submitted with each bidder's proposal. If awarded the OAG will request the bidder be added to the NYS Statewide Financial System and be assigned a NYS Supplier ID. Bidders who already have an assigned NYS Supplier ID should identify it in their proposal.

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: _____