

## RFP 4145 – Multi-Functional Device Fleet Lease and Managed Print Services

### Vendor Questions/Inquiries and Responses

- 1: Given the scope of the RFP and the timeframe given, would MMSD consider giving vendors an extension?

RESPONSE: We can update the proposals due date to June 3 2025, at 10:00am

- 2: Is MMSD willing to provide any volume information in regard to your MFP's?

RESPONSE: We are working on gathering that data

- 3: Does MMSD want an Output Management Solution such as PaperCut or Printer Logic to accompany your quote for Hardware?

RESPONSE: Yes, a bid on managed print services, like Papercut or Printer Logic is an option for a vendor to bid on.

- 4: If so, does MMSD have a preference on what Secure Print solution they'd like to use?

RESPONSE: No Preference

- 5: Will MMSD provide any additional information on which devices should receive which accessories, or would you like each device to come with staple, cassette, fax, and card reader whenever applicable?

RESPONSE: Each device should come with staple, cassette (81/2x11, 81/2x14), fax, and card reader

- 6: Will MMSD accept internal staple finisher in replacement of external staple? finishers?

RESPONSE: For high usage copiers we would prefer the external stapler. Low usage copiers can have either the internal or external stapler.

- 7: What lease terms are MMSD looking for (i.e. 36 month, 48 month, 60 month)?

RESPONSE: 48 Months

- 8: 5.1.17 Vendor must have their headquarters based in Wisconsin and have a service center within 20 miles of Dane County. Are you willing to waive this requirement or is this a mandatory requirement as listed in the RFP.

RESPONSE: The headquarters does not need to be within 20 miles of Dane County, but the vendor must have an office\service center within 20 miles of Dane County.

- 9: 5.4.2.2 Proposal must specifically speak to the vendor's capability of providing managed print services and related software that is agnostic, in an information technology (IT) context, with regard to what equipment is placed within MMSD. Furthermore, vendor must provide a report detailing the pros and cons of providing managed print services and software with the

vendor's proposed equipment (paragraphs 5.3 and 5.4 above) and perhaps with equipment provided by a different vendor.

**Is MMSD looking for device management software and/or a person managing the fleet for MMSD? If so, how robust of solution you would like us to propose?**

**RESPONSE:** Yes, we are looking for device management software. We are not looking for a person to manage the fleet although the selected vendor should have a dedicated account manager assigned to MMSD.

- 10: 5.4.2.3 Proposal must provide information pertaining to the physical location of the vendor's managed print support staff (meaning where the support staff will be traveling from to support the managed print efforts within MMSD?).**

**RESPONSE:** The question is self explanatory

- 11: Mobile app requirement or not a requirement**

**RESPONSE:** Yes, we would like the vendor to have a mobile app for our team to enter support requests

- 12: New equipment or used.**

**RESPONSE:** New equipment

- 13: Maps of where devices are located**

**RESPONSE:** We can provide maps of device locations to the selected vendor.

- 14: Is Ricoh's leasing company going to hold MMSD responsible for the return of the equipment if MMSD chooses a different vendor?**

**RESPONSE:** We are working with Ricoh on the end of the current lease.

- 15: Or is Ricoh offering to pick up the equipment per the T's&C's of the State of Wisconsin Contract?**

**RESPONSE:** We are working with Ricoh on the end of the current lease.

- 16: If Ricoh's leasing company is requiring MMSD to ship back the gear, can you tell us the name of the leasing company that Ricoh is using? This is important as this will help us help you with advice on steps to get the equipment back properly.**

**RESPONSE:** We will share this information with vendors after our discussions with Ricoh

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**RESPONSE:**

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