DATE:       October 7, 2019

TO:         All Offerors

FROM:       Angela R. Young
            Executive Director of Contracting

RE:         RFP NO. 110-20 Multifunctional Digital Copiers and Digital Duplicators

Please see Addendum No. 4 for the above-referenced solicitation.
A. The following are questions received and Fulton County Schools, (FCS) responses for the above-referenced solicitation:

1. Is there currently a solution in place to provide the Managed Print functionality that this RFP is seeking? If so, please advise what of the following – Product name, version, what licenses are owned and quantity of each, and number of users supported by the solution.
   Yes, we are currently using PrinterLogic. FCS will share additional information post-contract award.

2. Page 36 / Section B. Capabilities / #5 notes an interest in “integrating to PrinterLogic”. What is PrinterLogic used for now and what PrinterLogic software and features are owned by FCS? Please provide details for this requirement.
   PrinterLogic is leveraged for printer deployment, print driver uniformity, printer security & access, and auditing/reporting. FCS will share additional information post-contract award.

3. How many users will the solution placed via the RFP be required to support? Approximately 14,000 employees.

4. What type of users will need to be supported - employees, staff, students, consultants, interns, or other?
   Employees to include contractors and consultants.

5. Do all users authenticate to Active Directory for computer and network access? Is the “LDAP over SSL” (LDAPS) required?
   Yes, to both questions.

6. Are there any users who need to copy, print, fax, or scan functionality that are not defined in Active Directory?
   No.

7. Page 31 / Section C. Multifunctional Copier – Specific Requirements notes “Device login via Active Directory and Active Directory integration is required”? With respect to this please answer the following:
   A. Will Active Directory Username / Password be the primary authentication method?
      Yes.
   B. Are other user authentication methods required – ID Cards (Proximity, magstripe, or barcode), PIN Code? Not immediately required; possibly in future.
   C. If ID Cards or PIN Codes are to be used, please provide the following:
      i. Where is this information defined – Active Directory, Security System, or SQL database, or somewhere else? If somewhere else, please provide details.
         Defined in the active directory.
      ii. If a Security System, is this a centralized system or independent per location? N/A
      iii. What ability is there to export ID Card or PIN Code data to a file? N/A

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17. With respect to your Print Server infrastructure:
   i. How many print servers are within the environment related to this project?
   ii. Are the print servers dedicated print servers or do they have other server functions
       (Domain server, email server, etc.)?
   iii. Are the Print Servers centrally located or distributed throughout the environment
        to various locations? If distributed, please provide locations.
   v. Are there any non-Windows Print Servers in the environment that would need to
      function with this solution?

FCS will share additional information post-contract award.

18. Is there any requirement function with or report print activity to network connected single-
function printers? If so, how many printers are there and what print emulations do they use
(PCL, Postscript, other)?
   No.

19. Is there any requirement function with USB connected desktop? If so, please provide details.
   No.

20. Is printing from mobile devices required? If so, please provide the following:
   i. Is Mobile Printing via email submission acceptable?
   ii. Are the mobile devices company owned devices or personal devices of staff and
       guests?
   iii. If the mobile devices are company owned devices, are these devices managed by
        an Enterprise Mobile Management application / system? If so, please provide
        details.
   No.

21. Is there any requirement to bill departments / locations for print and copy activity? Yes. If so,
    provide the following:
    i. Is an export of print and copy activity charges to a backend system required? No.
    ii. Is it required to integrate directly to a backend system for billing purposes? No.

22. Page 30 / #5 and #10 notes a requirement to function with “Document archive” and Page 31 /
    Section C. Multifunctional Copier – Specific Requirements / #4 has a requirement for
    “Archiving”. Please provide details for this requirement.
    This requirement is for possible future growth/usage, FCS is interested in solutions capable
    archiving files, particularly, integrated with Microsoft 0365 and OnBase.

23. Page 31 / Section C. Multifunctional Copier – Specific Requirements notes “All proposed
    devices should be capable of secure print in a variety of forms”. Please provide details for this
    requirement.
    Describe in detail secure print capabilities of your organization’s proposed solutions for
    this solicitation.

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24. Page 36 / Section B. Capabilities / #7 asks for information about “content management”. Is it sufficient that the proposed solution be able to scan documents and produce document formats that can function with the noted systems – Microsoft O365 Suite, OnBase, Adobe, etc.? **Yes.** Is there any specific requirement FCS has in this area? **No.** Please provide details for this requirement.

25. With respect to scanning:
   A. Is scanning a requirement for this solution? **Yes.** If so, what type of scanning is required:
      i. Scan to email - **Yes**
      ii. Scan to pre-defined network folders - **Potentially in the future.**
      iii. Scan to Active Directory Home Folders - **Potentially in the future.**
      iv. Scanning to an internal system (SharePoint, FileNet, an Accounting system, etc.)
          or cloud-based system (Dropbox.com, Box.com, etc…) (Provide details) – **Potentially in the future.**
   B. Which document types should users be able to produce via scanning: JPG, TIFF, PDF, Word, Excel, other? **All documents mentioned.**
   C. Is it a requirement that users should be able to use OCR (Optical Character Recognition)
      during the scanning process to convert scanned documents to editable text? **No.**
   D. Are advanced scanning capabilities (such as: Zone OCR, Batch scanning using barcode
      separation pages, Forms recognition, Line item extraction, Document image
      enhancement, etc…) required? **No.**

26. Is there a requirement for faxing for this RFP? **Yes.** If so, please answer the following:
    i. Are MFDs to use internal fax-boards connected to analog phone lines? **Yes.**
    ii. Does the organization have a centralized fax server (RightFax or other) in place?
        **No.** If so, please provides details of what type of system is in place – particularly if
        the fax server integrates to existing MFDs via email, hot folder, or direct integration.

27. Is there any requirement to print from mainframes or other host systems (UNIX, Linux, Sun OS, SAP, etc.) within the environment? If so, please provide details. **No.**

28. What email system is used by the organization: Microsoft Exchange, Lotus Notes, Novell
    Groupwise, other? Is the email system internal to the organization or hosted? **Cloud hosted with on-premise exchange.**

29. Is there any requirement to track copy, print, fax, and/or scan activity for auditing purposes? If so, please provide details – particularly to reporting requirements. **There is no requirement but can be added as an option.**

30. Is the organizations IT internal or outsourced? **Internal.**
31. Does the organization utilize a "Test Environment" to test applications on a limited scale prior to production roll-out? If so, please describe your organizations requirements.
   Yes. FCS will share additional information post-contract award.

32. Does the organization have "Change Management Policies and Procedures" that need to be considered as part of a production roll-out?
   No.

33. Please confirm that we can bid for the copiers only - without being disqualified.
   Vendors can bid for copiers only.

34. Will FCS accept pricing for a 5-yr lease term with annual funding out clause?
   No.

35. Do you want pricing for a 12 month, and a 24 month/each and a 36 month/each lease term for all the equipment and solutions?
   Yes, for each model proposed.

36. Will the existing provider continue to provide service on the existing copiers and duplicators until replaced?
   Yes.

37. Please confirm that moving of copiers will be limited to inner school moves and not from one building to another?
   FCS cannot confirm. Equipment, in rare instances, will have to move from building to building.

38. Can FCS confirm that locations have 120v, 20-amp electrical outlets? The proposed devices, depending on the page per minute speed, require either 120v, 15-amp outlets, or the 120v, 20-amp outlets. MFDs that are rated for 60 pager per minutes or higher will require the 20-amp outlet.
   FCS outlets are rated at 120V, however, 15- and 20-amp varieties exists.

39. Will FCS accept remote training via webinar for technical staff and key end users? How many attendees should the vendor expect will require training?
   Yes. Training for Technical Staff consists of approximately 100 Technicians and Network Administrators; technical staff will be identified by FCS post contract award. Functional training is required for Key Users (by department or school site) as MFD deployment(s) occur, and on an on-going basis as required by FCS. The number of users attending training sessions can vary; however, a typical functional training session could range from 1 to 10 individuals.

   B. All other terms and conditions remain the same.

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