



Emergence Health Network

El Paso Center for Mental Health/Intellectual Disabilities

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ADDENDUM

To: All Interested Proposers

From: Martin Ramos, Interim Director of Budget

Date: January 15, 2021

Subject: Request for Proposal RFP #21-002 "Print Management Services"
Addendum I

This addendum includes:
Responses to all questions submitted as of January 8, 2021

Reminder: RFP due January 22, 2021

Except as otherwise stated above and by any previous and subsequent Addenda, the above referenced Request for Proposal (RFP), remains unchanged. Furthermore, this Addendum is hereby made part of the contract documents.

Any questions or additional information required by interested vendors must be emailed to bidquestions@ehnel Paso.org . RFP number and title must be on the "Subject Line" of the email. Attempts to circumvent these requirements may result in rejection of the proposal.

Print Management Services
RFP No. 21-002
Response to questions raised by potential proposers

Responses to all questions submitted as of January 8, 2021
RFP 21-002 Print Services Q and A.

1. Q. Can you provide us with your average monthly, or annual monochrome and color usage volumes? If possible, can you provide us with a copy of an actual report from your current Managed Print reporting system?

A. 2016-2020 monthly averages: *425,000 monochrome, *25,000 color. Copy of actual report at end of the document.

- Counts adjusted with an approximation for 2020 as staff has worked remotely since March.

2. Q. Can you provide us with your actual 11x17 usage volumes?

A. Although actual data is unavailable, estimates indicate 11X17 use accounts for less than 5% of overall volume.

3. Q. Can you clarify how many devices, or which machines on the Printer Fleet List provided are required to have 2-3 hole punch capability? Do related machines utilize an internal or external finisher with 2/3 hole punch included?

A. 7 units will require 2-3-hole punch capabilities. Lower end units typically use an internal finisher while larger devices use external finishers for better output.

4. Q. Can you confirm how you are currently authenticating users. Are you currently using a simple sign-in at the machine, or are you using NFC cards for user authorization to grant access to MFPs?

A. NFC cards synced with Active Directory

5. Q. Do all the HP LaserJet Printers require to print in MICR?

A. No, just 2.

6. Q. Can you provide us with usage/volume for each device on your current MFP/Printer Fleet List:

A. See question #1 and Copy of actual report at end of the document.

7. Q. It indicates on page 4 that all devices should have fax. Is EHN looking to adopt an e-fax solution or fax server solution that remove the need to have fax on all devices? Do all locations have a fax line?

A. Yes. Yes.

8. Q. It indicates on page 4 that all devices should be 45-55 pages per minute, but several locations have desktop units where space is limited along with locations that have very low volume, would EHN consider a more right-sized approach to help reduce costs?

A. Yes.

9. Q. It indicates on page 4 that an “extra-large capacity paper tray for 11X17” is required, however several locations have limited space and currently have desktop units where a larger device would not fit, would EHN consider a more right-sided approach to help reduce costs?

A. Yes

10. Q. It indicates on page 4 that all devices require stapling and three-hole punch, in several areas space is limited and users currently have desktop or smaller units, would EHN consider a more right-sized approach to help reduce costs?

A. Yes

11. Q. It indicates on page 4 that vendors will assume the responsibility for recycling of toner cartridges. Will EHN have a collection site at each location for empties or will EHN require some other process?

A. EHN will have a collection site at each location for empties.

12. Q. On page 5, there are only 2 printers listed. Does EHN have other printers and which units are MICR as indicated on page 6?

A. No, just 2.

13. Q. On page 7, it indicates that EHN will be billed in arrears but is requesting an unlimited contract. With unlimited contracts, invoices are typically done ahead as there are no meters to collect. Is this acceptable to EHN?

A. Yes

14. Q. On page 11, it indicates that all pricing should be itemized, but EHN is requesting an unlimited contract where it would be one monthly payment amount. Is EHN asking for cost per unit or for accessory costs be listed separately for the specifications indicated like fax, stapling, 3-hole, 11X17, etc?

A. No. So long as specifications are listed on the contract, no itemization is necessary on invoices.

15. Q. On page 17, it indicates that if it is determined to be in the best interest of EHN to extend the agreement that the contract could be amended to do so, is that beyond the 2 option years that are already noted?

A. Yes, the extension is beyond the 2-year option.

16. Q. On page 20, it is noted that a narrative be submitted demonstrating its commitment as a mental-health friendly workplace. Can EHN clarify what is asking for?

A. As a mental health community center, EHN seeks to do business with those who are committed to equal opportunity and accessibility to the community we serve. Please submit a narrative statement demonstrating your commitment as a mental-health friendly workplace.

17. Q. Will EHN extend a one-week RFP extension?

A. No.

18. Q. Is a mailed proposal required, or can vendors submit only via email?

A. Either a hard copy or an email is required.

19. Q. What is the subcontracting % goal for the HUB requirement?

A. This RFP does not contain a specific HUB subcontracting requirement.

20. Q. The RFP lists requirements of 45-55 PPM, 11x17 paper and 2/3 hole punch. However, the list of current devices do not meet these requirements. Is Emergence Health Network wanting all new devices to have these new requirements?

A. Yes, nevertheless, EHN will consider a more right-sized approach to help reduce costs.

21. Q. Vendors will need a history of usage on your current fleet. Your current contract requires that your contractor provide you with your usage history. Will you provide that history to the bidders?

A. See question #1 and Copy of actual report at end of the document.

22. Q. How many printers require MICR toner?

A. 2

23. Q. Which current devices use MICR toner?

A. HP LaserJet Pro M404DN & HP LaserJet Enterprise M604

24. Q. Are all your defined capabilities of Standard Print Management capability listed in your bid?

A. Yes. The listed defined capabilities is our overall goal.

25. Q. RFP requires 45-55 ppm units, current fleet has several models that do not meet this requirement. Will this be enforced to RFP minimum specifications?

A. EHN will consider a more right-sized approach to help reduce costs.

26. Q. RFP requires up to (11"x17") paper handling, current fleet has several models that do not meet this requirement. Will this be enforced to RFP minimum specifications?

A. EHN will consider a more right-sized approach to help reduce costs.

27. Q. Current fleet has several models that cannot be equipped with finishers. The RFP requires finishers with staple, 2/3 hole punch and offset stacking. Without knowledge of how many are needed will a menu option be acceptable?

A. EHN will consider a more right-sized approach to help reduce costs. See attachment above for a list of printers currently being used.

28. Q. Current fleet has 2 HP Printers that do not have scan capabilities. Will those need to be replaced with an MFP model equipped with a RADF?

A. No

29. Q. RFP is requiring “Unlimited” Monochrome/Color model. Spectrum Imaging builds copies into the contract and has full access to Emergence Health Networks print usage averages. Page #11 Review Process states “This RFP is not intended to favor any vendor”. Will Emergence Health Network be providing accurate print average volumes?

A. See question #1 and Copy of actual report at end of the document.

30. Q. Right to terminate States EHN will terminate with 30 day notice if it receives “better rate for the same service”. Any vendor has access to pricing after the fact and can under-cut the winning vendor. Would this not be handled by Best and Final Offer (BAFO)?

A. Although the “better rate for same service” language is contained in a subparagraph related to statewide or regional buying organizations; the previous subparagraph reserves the right for EHN to cancel the contract at any time for any reason with 30 days’ notice. Nonetheless, EHN does not intend to go back out to bid for these services prior to the expiration of any contract awarded via this RFP, so the likelihood of canceling this contract due to a lower price available elsewhere is minimal.

Answers to questions not answered on this document will be provided to the awarded vendor

| Equipment make | Equipment model | Address | BW | CLR |
|----------------|-----------------|----------------------------|-----------|-----|
| Canon | IR 2530 | 9565 Diana | 6301 | |
| Canon | IR 2525 | 2400 Trawood Dr. Ste 301 B | 6884 | |
| Canon | IR Advance 4251 | 1601 E. Yandell | 2287 3 | |

| | | | | |
|-------|------------------|--------------------------------------------|-----------|----------|
| Canon | IR Advance 500iF | 1600 Montana Ave. | 1537 5 | |
| Canon | IR Advance 400if | 1551 Montana | 7231 | |
| Canon | IR Advance 400if | 1600 Montana Ave. | 2049 0 | |
| Canon | IR 1025 | 1551 Montana | 6221 | |
| Canon | IR Advance 500iF | 1601 E. Yandell | 1697 7 | |
| Canon | IR Advance 500iF | 1551 Montana | 1165 4 | |
| Canon | IR 1025 | 201 E. Main Ste. 600 Inside Chase Bldg. | 594 | |
| Canon | IR Advance 500iF | 201 E. Main Ste. 600 Inside Chase Bldg. | 1784 9 | |
| Canon | IR Advance C2225 | 201 E. Main Ste. 600 Inside Chase Bldg. | 804 | 198 9 |
| Canon | IR Advance C5235 | 201 E. Main Ste. 600 Inside Chase Bldg. | 8951 | 646 1 |
| Canon | IR 1025 | 201 E. Main Ste. 600 Inside Chase Bldg. | 777 | |
| Canon | IR 2525 | 9609 Carnegie | 2088 | |
| Canon | IR 1025 | 9609 Carnegie | 602 | |
| Canon | IR 1025 | 8500 Boeing | 3688 | |
| Canon | IR 1025 | 8824 Norton | 1169 | |
| Canon | IR 2525 | 8500 Boeing | 7811 | |
| Canon | IR 1025 | 5314 Blanco | 2142 | |
| Canon | IR 1025 | 5314 Blanco | 1877 | |
| Canon | IR 1025 | 4635 Atlas | 1106 | |
| Canon | IR Advance 6265 | 8730 Boeing | 5769 1 | |
| Canon | IR 2535 | 1477 Lomaland Dr., Suite E7 | 8007 | |

| | | | | |
|-------|------------------|--------------------------------------------|-----------|--|
| Canon | IR 2525 | 6314 Delta Dr. | 1962 | |
| Canon | IR 2525 | 8730 Boeing | 1993 | |
| Canon | IR 2525 | 1600 Montana Ave. | 3133 | |
| Canon | IR Advance 500iF | 2400 Trawood Dr. Ste 301 B | 5937 | |
| Canon | IR Advance 500iF | 2400 Trawood Dr. Ste 301 A | 1098 3 | |
| Canon | IR Advance 500iF | 8500 Boeing | 1772 6 | |
| Canon | IR Advance 400if | 2400 Trawood Dr. Ste 301 A | 4156 | |
| Canon | IR Advance 400if | 725 S. Mesa Hills Bldg. 1, Suite 1 | 3172 | |
| Canon | IR Advance 400if | 7760 Alabama Ste 100 | 7936 | |
| Canon | IR Advance 400if | 201 E. Main Ste. 600 Inside Chase Bldg. | 4595 | |