Questions and Answers Related to RFP #1113BC Document Output Managed Services
THE UPDATED DEADLINE FOR PROPOSALS IS TUESDAY, 6 SEPTEMBER 2011 @ 12:00 PM

1) Are the print shop personnel Erie County employees? YES

2) Will there be a separate award for the print shop versus the fleet? WE HOPE TO MAKE ONE AWARD FOR EVERYTHING.

3) Do you plan on retaining the personnel in the print shop, or will the new MPS provider do so? WE WILL CONSIDER OPTIONS SUBJECT TO LAWS AND BARGAINING AGREEMENTS

4) When does the Production Equipment Contract expire? WITHIN 6 MONTHS TO 1 YEAR

5) Do you have buyout information to early terminate the Production Equipment? TO BE PROVIDED TO THE FINALISTS

6) Would Erie County entertain outsourcing the print shop to a secure off-site location? YES, WE WOULD CONSIDER ALL OPTIONS SUBJECT TO LAWS AND BARGAINING AGREEMENTS.

7) Do you want pricing up-front, or do you want it provided after the Sept.16th Finalists Selection? PLEASE RESPOND AS DIRECTED IN RFP.

8) What pricing template do you prefer? NO PREFERENCE OTHER THAN THE ONE THAT PROVIDES THE LOWEST COST WITH THE HIGHEST VALUE AND MOST CREATIVE LONG-TERM SOLUTION.

9) Is Erie County interested in cartridge-based fulfillment or strictly Cost Per Copy scenario? WE PREFER CLICK COUNT.

10) What is the page volume per location per device? IT VARIES BY CLASS OF EQUIPMENT, BUT WILL BE PROVIDED DURING DUE DILIGENCE.

11) What time is the Pre-Proposal meeting on August 24th? 9:00 am – 11:00 am.

12) Can an extension of the RFP proposal due date deadline of 9/2/11 be extended to September 16? TO BE DISCUSSED AT PRE-PROPOSAL CONFERENCE.

13) Section 3 provides a list of locations with number of devices, but does not provide detail. Can a breakdown be provided according to the categories below, by location?

- # of Network multi-function printers (Black & White)
- # of Network multi-function printers (Color)
- # of Network printers (Black & White)
- # of Network printers (Color)

- # of Locally attached printers
- Headcount of knowledge workers by location
- DETAILS CONTAINED IN RFP IS WHAT WE CAN PROVIDE AT THIS TIME. MORE INFORMATION WILL BE PROVIDED DURING DUE-DILIGENCE.

14) Do you have a current inventory, volume reports, meter readings? YES, WE CAN DISCUSS PROVIDING THE CLICK COUNT DETAILS AT THE PRE-PROPOSAL CONFERENCE.

15) How many of the above, by location, if any, are leased? What are the lease termination dates and early termination fees? What are the minimum monthly volumes included? Overage charges? YES, WE CAN DISCUSS PROVIDING DETAILS AT THE PRE-PROPOSAL CONFERENCE.

16) What is Erie County's position on retaining local desktop devices? WE ARE TRYING TO REDUCE THE DESKTOP PRINTING FOOTPRINT. WE ARE OPEN TO CREATIVE SOLUTIONS THAT MINIMIZE NON-STANDARD USAGE. OPEN TO DISCUSSION AT THE PRE-PROPOSAL CONFERENCE.

- How is it determined who may have desktop devices?
- Is there a certain "rank" or "position" at which privileges to retain a desktop device are extended?
- Is the intention for Erie County to replace the existing desktop devices for approved exceptions?

17) Which locations are 24x7, or have multiple shifts? PRIMARILY PUBLIC SAFETY LOCATIONS.

18) Does the required electronic version of the response mean via CD? Email? ELECTRONIC FORMAT (MS OFFICE PRODUCTS OR ADOBE PDF).

19) Is there a preferred format for the Cost Proposal? MS EXCEL

20) Typically, Xerox offers pricing to be valid for 90 days. Is that acceptable? TBD

21) Do you want the electronic version of both the response and cost proposal delivered in Word format? PROPOSAL CAN BE IN MS WORD AND COST CAN BE IN MS EXCEL

3.2 Project Service Guidelines & Principles

22) How does Erie County propose to measure customer satisfaction, and at what frequency? BASED ON MUTUALLY AGREED / INDUSTRY – STANDARD METRICS. QUARTERLY.

3.3 Project Scope

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23) "Timely replenishment of supplies" – Is Erie County looking to the Vendor to do the actual feeding of the machines, or is this just referring to "just in time" delivery to the end user? OUR CURRENT MFD VENDOR PROVIDES THIS SERVICE FOR ALL MANAGED MFD'S. PROPOSE AS YOU THINK BEST.

ERIE COUNTY
DIVISION OF INFORMATION & SUPPORT SERVICES

Document Output Managed Services

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3.4 Current Environment

24) Can Erie County share what part of the fleet is owned vs. leased? ALMOST 100% OF COPIERS AND LARGE-SCALE PRINTERS ARE RENTED. ALMOST 100% OF LASER PRINTERS OR DESKJETS ARE OWNED BY ERIE.

25) Would Erie County be able to provide head count by location? YES

6.1 Technology Requirements

26) Can Erie County share with us the type of data warehouse software it utilizes, that which it wants the Vendor to export data to?   WE USE SAP BUSINESS WAREHOUSE AND BUSINESS OBJECTS.

6.2 Equipment Requirements

27) "Respond to service requests made before noon within the same business day. Service requests made after noon are to be responded to by noon of the next business day." - is this phone response or on site technician response? IT IS THE SLA. HOW YOU DELIVER IS UP TO THE VENDOR.

28) "Quarterly voice of the customer (VOC) " - is this customer sat survey already in place, or will Erie County be looking to the Vendor to develop and implement? WE HAVE METHODS FOR SURVEYS, BUT VENDOR IS FREE TO USE OWN METHODOLOGY.

29) "Up-time performance levels for each device" - are there SLA's contemplated for this? YES, BUT NO MORE DEMANDING THAN INDUSTRY BEST PRACTICES FOR MACHINE CLASS.

30) "Digital MFD's must be covered by a manufacturer's guarantee that states if a customer is not satisfied with the product within three (3) years after installation, at the customer's request, the copier will be replaced by a product of like features and functionality" - Please define what constitutes "satisfaction". BASED ON MUTUALLY AGREED / INDUSTRY – STANDARD METRICS.

31) Does Erie County know what percentage of paper consumption is 11x17? NO, WE WOULD HAVE TO COMPUTE. DO YOU HAVE A METHOD FOR CALCULATION?

32) What percentage of the fleet is 11x17 capable? ALMOST ALL.

7.3 Implementation and Asset Management Services

33) Erie County outlines a specific sequence of equipment replacement, by category. Would Erie County be open to alternate methods of implementation, for example by site? YES, WE WOULD

BE OPEN TO ALL METHODS OF BEST PRACTICES, CONSISTENT WITH LEAN SIX SIGMA THAT DRIVE REDUCED COSTS TO OUR TAXPAYERS.

7.5 Enterprise-wide Support Services Operations

34) "Leverage existing provider's call tracking system or integrate with it". Can you share what that call tracking system is? WE CAN USE ONE OF THREE SYSTEMS, TRACK-IT, MICROSOFT DYNAMICS OR SAP CRM. CURRENTLY WE USE TRACK-IT, BUT IT REQUIRES SUBSTANTIAL UPGRADE THERE WE ARE CONSIDERING GOING TO EITHER SAP OR MICROSOFT. WE WELCOME VENDOR SUGGESTIONS.

35) "Accept and resolve all escalated print/copy/scan/fax incidents within specified timelines". What are the timelines? ACCEPTANCE – UPON RECEIPT. RESOLUTION WITHIN 4 HOURS.

36) "What structure (people, process and technology) would you put in place to manage the contract on a global basis (during implementation, post implementation)?" LEAN SIX SIGMA, AND IT INDUSTRY STANDARD VMO PRACTICES, INCLUDING PERFORMANCE-BASED SCORECARD.