

Multi-Functional Printer RFP Bidder Q and A

1. Do you have average monochrome and color volumes for the 13 devices?

Average cumulative monochrome for all copiers 480,000. Average cumulative total for color 120,000.

2. Item 5.7 mentions cancellation without cause. Can you describe the circumstances under which you would execute this?

Union County Community Action, Inc. (UCCA) is provided funding from various state and federal agencies to operate grant programs aimed at assisting low-income children, youth, adults and families across our three-county service area. Our largest funding source, the United States Department of Health & Human Services, Administration for Children and Families, Office of Head Start provides funding to operate our Head Start/Early Head Start program and requires multi-year contracts provide a funding contingency clause.

Our funding contingency clause would be necessary if UCCA were to lose a major program, such as the Head Start/Early Head start program, and/or experience a funding disruption that required UCCA to reduce overhead costs.

UCCA has been in operation since January 6th, 1966, and we maintain good relationships with our vendors and service providers.

3. The RFP mentions the use of PaperCut, is this NG, MF or HIVE?

Papercut MF. We are not brand specific and will consider bids that include pricing for similar systems.

4. What is the operating system and version of the print server? October of 2023 is the scheduled end of support for Windows 2021 R2 , Will you be upgrading? If so, to which OS?

Our printer server is currently running on Microsoft 2012 Server R2.

Our current plan is to eventually phase out this machine, its only current function is running papercut. We can have a Windows 11 Pro Machine ready if needed for the installation.

5. What is your current version of PaperCut MF/NG?

Version: 19.0.7 (Build 50110).

6. Are you using site or secondary servers for the multiple locations?

Our sites are connected via WAN and we have one server with no secondary servers.

7. Do you require badge readers for the devices for authentication? If so, what kind and can we get a sample card?

Our current configuration allows employees to use the badge reader or manually enter a unique code. We would prefer for the next system to have the same abilities. Please specify in your proposal whether or not the proposed system provides both abilities.

The current badges are XSF format ioProx cards. We can provide a sample card to the winning bidder.

8. Are you integrated with Windows Active Directory, Azure AD, or Google Suite or Workspace? Where is the user database coming/syncing from?

Our current system does not include Windows, AD, Azure or Google integration.

We originally imported users from a .csv file into the papercut database. We manage users from the papercut database via browser interface.

9. If using Windows, are you using group policy to deploy print drivers? If not, are you using PaperCut print deploy?

Our current system uses papercut installer to deploy over the network.

10. Are you a strictly Windows environment or do you have macs as well?

Windows.

11. Do you provide mobility printing for Chromebook, smartphones and tablets? If using straight AirPrint, how are you tracking the prints from mobile devices?

No mobility printing through papercut, we have airprint enabled for direct printing from mobile devices.

We are not currently tracking prints from mobile devices, we have a low volume of pages printed from mobile devices.

12. Do you currently use or wish to use in the future hold release and find me print queues?

Hold and release is enabled, users print to a single shared "virtual" printer, then can release from any copier on the network.

13. Did you use the native database that came with PaperCut? Or have you switched to a different ODBC compliant database?

Native Database.

14. How many former references?

Bidders should provide 2 former clients and 1 current client as references.

15. How is UCCA utilizing PPC currently. Budgeting, Charge Backs, Secure Release?

We are currently utilizing PPC for secure release, but we do want to eventually use it for cost allocation and budgeting for separate departments/programs.

16. Does UCCA have a current solution for desktop printing? How many are in the fleet? Are they owned? How are they supported?

We have no plans for the deployment of desktop printers at this time.

17. Can we get a copy of the current ppc license?

A copy of the Papercut License is available upon request.