Fairfield County – Print Management Devices RFP

Vendor Questions & Official Responses

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1. Device Types & Capabilities

Q: Black/white copiers or color?
A: Proposals must include **color copiers**, with the ability to set devices to **black & white**.

Q: Should discontinued devices be migrated out as they age?
A: If this refers to devices provided under the new agreement, replacement would depend on the terms of your proposed agreement.

Q: Are stapling and hole-punching required?
A: These features are **not required** but may influence department-level selection.

Q: What audit software is currently in use?
A: A small number of devices use **FM Audit**.

Q: Do any departments specifically require A4 devices?
A: No. No known or anticipated A4 requirements.

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2. Agreements, Contracts & Scope

Q: Is this RFP for two separate agreements—one for printers and one for copiers?
A: No. This RFP is for **one unified agreement** for print management devices (printers + copiers).

Q: How many sites are included?
A: Approximately **38 buildings** across the County.

Q: What does "light, medium, heavy use" mean?

- Light: **Up to 1,000 pages/month**
- Medium: **1,000–5,000 pages/month**
- Heavy: **5,000+ pages/month**

Q: Is the County seeking a scalable fleet/program or a quote for a single 40-ppm A3 device?

A: The County seeks a **fleet-wide, scalable program** with various device options. 40-ppm A3 is the **minimum technical requirement**, not the only device type.

Q: Will the County define segments/use categories for consistent vendor quoting?
A: See response above—devices must meet stated specifications but segment definitions beyond those are not required.

Q: Is the County looking for a vendor to analyze, inventory, consult, and propose overall optimization?
A: This is a **competitive RFP** with a scoring matrix. The winning proposal will become the contracted option from which departments may select devices as needed starting in **January 2026**.

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3. Current Fleet, Usage Data & Leasing

Q: Is there a list of all devices with make/model and monthly usage?
A: No. The County does **not maintain a full inventory** or usage tracking.

Q: Are any devices currently under lease, and when do these expire?
A: Lease and purchase agreements since 2020 are available at:
(*File posted on County bid page*)

Q: Will the County provide fleet details, usage, consumables, or service histories?
A: No. This information is not centrally tracked.

Q: Will more than the 225 printers + 12 MFDs be included in scope?
A: The RFP covers current devices mapped to the network (~225 printers + 12 MFDs). Additional specialty/state-managed devices are **outside scope**.

Q: Does the County expect vendors to analyze TCO?
A: The County does not currently track TCO. Vendors must follow evaluation criteria in **RFP Section 10**.

Q: How should vendors address current leases extending beyond the 2-year contract?
A: Not applicable. Devices purchased/leased **on or after Jan 1, 2026,** fall under the new contract. Existing leases continue normally.

Q: Expectations for data sanitization?
A: Based on IT policy and relevant laws; handled case-by-case as required.

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4. Maintenance Terms

Q: RFP shows a 2-year contract but references 5-year maintenance options—how do these align?
A: See **RFP Section 9.A.**
The contract is **2 years**, and **all pricing** (equipment, supplies, service) must be held for the **2-year term**.

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5. Cooperative Purchasing (Sourcewell)

Q: Should vendors use cooperative contracts (like Sourcewell) or provide direct pricing?
A: The County is establishing a **Central Purchasing department** and intends to use **one contract and one resolution** for purchases. Vendors may use cooperative pricing, but the County is designing a **County-specific program**.

Q: Will the County consider non-Canon manufacturers?
A: Yes. Devices are evaluated on **technical specifications only**, not brand.

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6. Print Management Software (UniFlow, etc.)

Q: Is Fairfield County retaining UniFlow as its print management solution?
A: The County does **not** have a county-wide unified print management platform.
See **RFP Section 5.A.7**. The County does **not** plan to discontinue existing agreements.

Q: How will UniFlow be integrated during the new contract?
A: No changes are planned; If an agency is currently using UniFlow, current agreements remain in place.

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7. Additional Technical & Operational Requirements

Q: Current fleet breakdown?
A: Lease/purchase records since 2020 are provided. No full inventory exists.

Q: Historical usage data available?
A: Not centrally maintained.

Q: Specialized needs such as MICR?
A: Yes—**one active MICR printer and one backup**.

Q: Remote network access for monitoring?
A: Yes.

Q: Will after-hours support be required?
A: Primarily standard business hours. Rare after-hours needs may arise for critical departments (Dispatch, Sheriff, EMA).

Q: Hard cutover on Jan 1, 2026?
A: No. Deployment will be **phased** as existing agreements expire.

Q: Building access/security requirements?
A: No special clearance required; vendor personnel will be escorted by County staff.

Q: Required compliance frameworks?
A: County IT is updating cybersecurity and compliance frameworks; vendors must adhere to applicable regulations.

Q: Will pre-proposal walk-throughs be allowed?
A: No, due to staffing limitations across 38 buildings.

Q: Requirements for data removal on outgoing devices?
A: Devices typically do **not** store data; any exceptions are handled per IT policy.