



Printer/Copier Support Services – Responses to Bidder Questions

- 1) Please confirm if you are looking for a provider to take over service/supply on all of the 819 devices listed.

Answer: Yes

- 2) Are you looking to replace any devices as a result of this bid, or are you just looking for someone to take over service?

Answer: Just service

- 3) Is your current fleet of equipment leased or owned?

Answer: This is not pertinent to a service agreement, which is the scope of the RFP

- 4) Can you provide start and end dates for all leased equipment?

Answer: This is not pertinent to a service agreement, which is the scope of the RFP

- 5) Are you happy with the performance of your current provider?

Answer: N/A

- 6) What is the term of this new agreement?

Answer: One year, terminable upon 30-days notice

- 7) Do you need the winning vendor to help reduce the amount of devices / consolidate printers / control costs?

Answer: No. This RFP is for maintenance and service only

- 8) Do they have a digital fax solution or analog lines?

Answer: Digital fax solution

- 9) Do they use an EMR and if so, which one?

Answer: N/A – SYH is not looking for bidders to provide services related to EMRs

10) If you are looking to replace any equipment as a result of this bid, are you looking for a like-for-like bid or true solution based proposal?

Answer: N/A – SYH is not looking to replace equipment

11) Can you provide the average monthly print volume for all devices, broken down by BW & COLOR?

Answer: B/W – Approx. 475,000 pages

Color – Approx. 550,000 pages

12) What are the over 300 Zebra printers used for?

Answer: General printing/copying/scanning functions

13) Are you open to awarding this to multiple vendors?

Answer: No

14) What would the contract start date be?

Answer: Approximately 30 days after SYH and the winning bidder agree upon contract terms

15) Would you consider an extension of the bid due date? There will not be much time to put a quality proposal together based on the current timeline.

Answer: No

16) Can you tell us if you have a client portal today that meets the requirements of the new portal you are requesting in the bid?

Answer: N/A

17) Can you tell us who your current vendor, or vendor(s) are?

Answer: No

18) Can you tell us which lease company you are with right now?

Answer: N/A

19) Would you accept a bid just for the Zebra and HP Printers?

Answer: No

20) Would you like to standardize the Zebra ZD421 or replace them with the Zebra ZD621 printers?

Answer: Inapplicable, as this RFP does not concern replacement of any printers

21) Could you please provide serial #'s or part #'s for all of your Zebra devices?

Answer: N/A

22) "OEM devices and associated consumables (e.g., toner and paper)" – is it the expectation of SYH to have paper and staples included in the service cost?

Answer: SYH will supply its own paper. Staples to be part of the service and maintenance

23) "Labor to include delivery and installation of consumables and parts and removal and disposal of spent parts." – is it the expectation that a technician install toner for every device on-site or is this just referring to parts for repair?

Answer: This is referring to parts for repair. Vendor is to ensure that there are always sufficient supplies of toner replacements, but is not responsible for personally installing toner for every device

24) Does SYH seek servicing for all of the devices listed on Attachment 'A' to the RFP, or just the devices owned by SYH?

Answer: All devices