



Request for Proposal Questions and Responses

Request for Proposal: Multi-Function Printer Lease and Maintenance Service

Proposal Due Date: 01/02/2026 by 5:00PM EST

1. Are you currently running a data collection agent, like FM Audit that collects print volumes/meters?

Yes

- a. Can you provide a report for the last 12 months' usage for print, copy, fax volumes, monochrome vs. color?

Annual usage - Printers

Copy	Print	Scan	Total
635,598	1,419,240	275,512	2,330,350

Color vs B/W pages

B/W	Color mode	Total
1,014,788	1,040,050	2,054,838

Annual usage - Fax:

In = 141,894 pages

Out = 25,067 pages

2. Considering the current age of the Canon copiers would you prefer a 60-month lease term to keep the monthly cost low?

We want 3 years + 2 optional years.

3. Understanding that a requirement of the RFP is to have the new vendor include the return at lease end. Will the current vendor, Canon, be responsible for returning the current Canon's?

No. This will be the winning vendor. They will need to coordinate with Canon on the return.

4. On Page 10, Tab 5, section G it specifies a minimum speed of 55 pages per minute (ppm) except (2) copier's noted in sections H & I. Is that a requirement considering BPHC currently has equipment that has speeds of 45 ppm & 35 ppm?

Match the speed on Models from RFP or propose new based on your opinion.

5. On Page 10, Tab 5, Section H specifies that MFD's need to print and color as well as black & white. Does this mean ALL copiers need to print Color considering (26) Canon's only print black & white Not color?

No. we have both. Please refer to canon models on RFP.

6. On Page 10, Tab 5, Section I specifies 11 x 17 printing is this a requirement for All copiers?

Yes

7. Do you currently have a "follow me print" solution? If so, what is it?

Yes. Uniflow application.

8. If you have a solution, may we get a copy of the license so we can ensure proper pricing on license transfer and M&S?

This is part of Canon Solution. You can supply your own solution.

9. You refer to "follow me" print, would you like end users to have the ability to release prints at any device or would you like secure release at the device they printed to?

Any and all

10. What type of authentication method(s) do you currently use for secure access (e.g., proxy cards, key fobs, RFID cards, etc.)?

Badges and Active Directory Authentication. They are RFID

a. Please specify all types currently in use.

RFID only

11. Do you currently operate an on-premises print server?

Yes

If yes, how many print servers are in use?

12. What operating system(s) are they running?

Windows 2022, Windows 11 and Mac

13. What is your preference for a print management environment?

- i. ☐ Fully on-premises
- ii. ☐ Cloud-hosted
- iii. ☐ Hybrid (combination of both)

14. If you have multiple print servers, are your networks interconnected?

Yes

15. How many fax lines do you have?

8 Channels

16. Are there Fax retention requirements? If so, what are they?

No

17. Anything outside of fax that needs secure communication? i.e. encrypted email

No

18. Does fax need to be automatically printed in any area?

No

19. Are there any other devices aside from Toshiba that need to be considered?

We don't have Toshiba

20. Could you elaborate on what is meant by "improving staff efficiencies" in the context of this RFP? Are there specific workflows or pain points BPHC is aiming to address?

If your company has something you feel sets, you aside related to this please share.

21. Could you clarify the specific requirements for printing on labels, card stock, and envelopes (e.g., media weight, sizes, frequency)?

We need all printers to print labels, card stock and envelopes. They all need whole punch, staples and booklets.

22. Are you seeking a server-based (on-premise) or cloud-based "Follow-Me" printing solution?

Either

23. Do you require the ability to apply print quotas or usage tracking by user or department?

No. Just need reporting

24. What user authentication method is currently in use (e.g., Active Directory, Entra ID, Okta)?

Badge, Active Directory or Azure directory

25. What ID card technology is currently used (e.g., HID, Prox, magnetic stripe)?
RFID Card
26. What software is currently used to manage ID card authentication at MFDs?
Canon Uniflow
27. Do users require mobile printing capabilities (e.g., iOS, Android, AirPrint, Mopria)?
Yes. We want IOS and Android compatible. Only work devices. Airprint as well.
28. Are you currently using Canon's uniFLOW print management software? If so, is it hosted on-premise or in the cloud?
Yes. On prem
29. Will BPHC consider alternative print management solutions to uniFLOW?
Yes. Vendor Provided solution.
30. What software tools are currently used to monitor and manage the Canon fleet (e.g., device status, usage, supplies)?
Auto Shipping and Status alerts to vendors for repairs and ship consumables with labels on which unit.
31. What is the current eFax or traditional fax solution in use?
Rightfax provided by Canon (vendor)
32. Are you interested in a specific eFax platform (e.g., cloud-based, integrated with O365)?
Cloud based
33. Do all 70 MFDs require fax capabilities? If not, how many should be fax-enabled?
Yes all. Use fax through network.
34. Are any toll-free (800) fax numbers required?
No
35. Please confirm whether a detailed fax solution quote is expected as part of the proposal, given the dependency on the above information.
Yes. Should be included
36. Given current global economic conditions, will BPHC allow pricing to be refreshed within 90 days of submission?
No. BPHC will use pricing from Local, State and federal contracts.
37. Will BPHC provide network access or configuration support during installation for integration with Office 365, SharePoint, and OneDrive?
Yes
38. Are there any specific security compliance standards (e.g., HIPAA, CJIS) that the MFDs and associated software must meet?
HIPAA Compliance

39. Will BPHC require a proof-of-concept or demo of proposed MFDs and software prior to award?

Yes. We may ask the top 2 or 3 vendors to bring in POC devices.

40. Can you clarify expectations for signage and training materials—should these be customized per site or standardized across all locations?

I assume this would depend on the vendor's software as it relates to the different models. All would be the same unless systems work differently. We would want each MDF labeled with Support number/Model and SN.

41. On page 8, it is mentioned that "Subject equipment shall be removed no later than 30 days after receiving notification for termination of contract." Referring to the statement on page 2, will the incumbent be notified in June 2026 of the contract termination, given the anticipated installation date in July 2026, to comply with the 30-day notice period for executing both installation and removal within the same schedule?

Yes. Alternatively, will they have 30 days to remove the old equipment to prepare for the new equipment? No. Winning Vendor would need to plan for this swap with the incumbent vendor.

42. ID Card scanners that auto logon and allow access to Office 365 Sharepoint/One Drive.

Yes

43. Follow me Printing and allow for missed printed documents to be automatically deleted over 24 hours.

Yes