County of Fairfax, Virginia

ADDENDUM

DATE: July 11, 2022

ADDENDUM NO. 4

TO:	ALL PROSPECTIVE OFFERORS
REFERENCE:	RFP 2000003442
TITLE:	Multi-Function Devices, Electronic Record
DUE DATE/TIME:	**August 12, 2022 @ 2:00 p.m. eastern time** (Revised)

The referenced request for proposal is amended as follows:

1. Refer to Attachment A for responses to the questions received via e-mail.

All other terms and conditions remain unchanged.

_____

Yong Kim, CPPB
Contract Specialist II

THIS ADDENDUM IS ACKNOWLEDGED AND IS CONSIDERED A PART OF THE SUBJECT REQUEST FOR PROPOSAL:

_____
Name of Firm

_____   _____
(Signature)   (Date)

A SIGNED COPY OF THIS ADDENDUM SHOULD BE INCLUDED IN THE TECHNICAL PROPOSAL.

Note: SIGNATURE ON THIS ADDENDUM DOES NOT SUBSTITUTE FOR YOUR SIGNATURE ON THE ORIGINAL PROPOSAL DOCUMENT. THE ORIGINAL PROPOSAL DOCUMENT MUST BE SIGNED.

Attachment A

Q1.   5.3 and 5.8.4 – 1) Centralized interface for Print Services – Will this also be available for the County's Citizens through an online portal or WebCrd ordering process on Day 1? 2) How does this integrate with your County's E-Business plans?

A1.   1) County employees submit print jobs through RSA WebCRD and we plan to allow external customers access as well.
2) Offering access to RSA WebCRD for external customers is in line with E-Business posture.

Q2.   5.4 Enterprise Scanning Solution. Do you intend to expand scanning/archiving to the cloud for all departments?

A2.   With regard to "expand scanning/archiving to... all departments", yes. Proposed cloud solutions should meet all necessary requirements outlined in this RFP. Digitized material is to be accessible by the County while in the control and possession of the vendor, including through its storage in a cloud-based system for the various steps of the digitization process and until it is ingested and verified by target County system.

Q3.   5.6 – Will DIT conduct annual Vulnerability Assessments? Will you require a Soc 1 Report? Or Soc 2 Report?

A3.   DIT continuously conducts vulnerability assessments and undergoes routine internal and external security audits. Similarly, successful offeror is expected to continuously conduct vulnerability assessments and undergo routine internal and external security audits submitting a SOC 2 reports annually.

Q4.   5.12 – How do you intend for your CISCO SAFE Architecture Plan to integrate with your Fleet of MFDs and Printers?

A4.   The County's Cisco SAFE architecture plan is integrated with our current Fleet of MFD's and Printers.

Q5.   6.1.2 – F – Is your mention of an optional built-in or external keyboard for ADA compliance or for special projects requiring a keyboard?

A5.   Successful offeror should equip ADA compliant solutions as needed. All MFD's in the fleet are equipped with an optional external keyboard. This decision was primary in response to user requests due to the amount of typing required for some custom scan/capture workflows.

Q6.   6.1.3 --- Do you currently use HID Proximity Cards and do you intend to implement this as a requirement for all departments and agencies on day 1?

A6.   Yes. Though we are considering and testing alternative authentication methods including wearables, smartphones, biometrics, etc.

Q7.   6.3.9 Please specify Billing will not begin until the last unit is in place, working satisfactorily and approved. What are the quantity breakdowns and exact timeline for the deployment?

A7.   1) Billing will begin once all Enterprise Scan solution components are in place, working satisfactorily, and approved via signature by an authorized Fairfax County representative.
2) To be determined among successful Offeror and the County.

Q8.   In Scope Work 1.1.4 the requirement has an inclusion of systems. Does the awardee need to be authorized with each of manufactures listed within 5.8 (Example 5.8.9 specifies NetApp, Nutanix, Rubrix and Zerto)?

A8.   All proposed solutions must be fully functional and supported in the County's environment for the life of the contract. See Section 5.14. Variations.

Q9.   The county has several contracts awarded, which contract (s) are utilized today that best align with the requirements of this RFP?

A9.   The intent is for this contract to supersede all other related County contracts for solutions of similar size and scope.

Attachment A

Q10. 6.1.9 – Please explain this first sentence as it applies to the rollout of equipment. Does all equipment have to be in place before any invoices are paid?

A10. Yes. All solutions within its respective area (MFD, Production Print, Enterprise Scan) must be in place, working satisfactorily, and approved via signature by an authorized Fairfax County representative before billing can begin as indicated in Sections 6.1.9, 6.2.10, and 6.3.9.

Q11. 6.5.10 – Does the County expect a manufacturer warranty to cover the equipment for the life of the contract and if so, is that a 5-Year contract?

**A11. 1) Yes.
2) Initial contract term is 5-years with an option for an additional 5-years, so the potential is 10-years. Software and hardware are typically refreshed every 3-5 years.**

Q12. 6.5.17 – Is a Performance Bond and Payment Bond required with this award?

A12. Yes.

Q13. Scanning project and Digitization – 1) What are the monthly volumes for the scan project? 2) What is the frequency of that volume? 3) Do you currently own scanners? 4) What are manufacturers/models?

**A13. 1) Unknown but estimated to range between 1-10 million pages annually which roughly equates to between 84,000 and 840,000 pages per month.
2) Unknown but expected to fluctuate weekly/monthly.
3) Each of the MFD's operates as a scanner in a distributed capture environment. There are also a handful of department scanners from manufactures like Epson, Fujitsu, and Kodak.
4) While a complete listing is not currently available, newest scanners include Kodak i4850, and Kodak S3100f.**

Q14. On the Pre-proposal call, the County indicated they would like one vendor for all four areas noted in the RFP. Will the County automatically disqualify any vendor who does not provide a response to all four areas?

A14. No, you will not be disqualified, but you will be evaluated by what you provide and not providing information requested may result in an offeror in getting a lower score.

Q15. For print service, can you provide samples of the work that contains PII, PHI etc.?

A15. No. The Print Shop does not maintain or retain PII or PHI. PII and PHI is system generated and submitted to our print queue for printing only.

Q16. For print services, what are the specific scope of jobs printed on the Heidelberg press?

A16. Envelopes, NCR, forms, ballots, 1-2 color booklets, buck slips, 1 and 2 color work.

Q17. Are the provided scan volumes confirmed actuals or estimated?

A17. Estimates.

Q18. Scanning – scope and samples of documents containing PHI, PII, etc.?

A18. For scope refer to Section 1.1. 3. Sample documents containing PHI, PII, etc. are not available for distribution.

Q19. Record preservation -- scope and samples of documents containing PHI, PII, etc.?

A19. For scope refer to Section 1.1. 4. Sample documents containing PHI, PII, etc. are not available for distribution. It is anticipated that any historical records that may undergo digitization will have satisfied any statutory or policy related restrictions or protections on the information they contain.

Attachment A

Q20.   MFD's – would the county be interested in having free assessment of their current MFD fleet and look at fleet rationalization as part of an implementation plan?

A20.   Yes.

Q21.   How are print job currently submitted to the print shop?

A21.   RSA WebCRD.

Q22.   What percentage of the print jobs are submitted via email/virtually and what % is submitted in person?

A22.   All print jobs are submitted virtually.

Q23.   What is the total square footage of current print shop?

A23.   Approximately 4,400 sq. ft.

Q24.   How many staff members, both full time and part time work in the print shop?

A24.   7 full-time staff members.

Q25.   What are the hours of operation for the print shop?

A25.   Standard office hours are from 7:00 AM to 4:30 PM Monday through Friday except when the County is closed for holidays and weather related or other closings. On occasion and when needed actual operations are extended beyond these hours. As an example, during Tax season we operate 24x7 Sunday through Saturday specifically to produce Tax output.

Q26.   How are all print orders delivered within the county? If a courier, please provide a daily plan for deliveries.

A26.   Print orders are either picked up in our office, from the loading dock, or delivered via Mail Services or County DPMM Warehouse.

Q27.   Per the pre-bid conference held on Friday, June 24th at 10:00 it was stated the majority of MFD's listed within the chart on page 3 of the RFP 2000003442 were under lease thru June 30, 2025. Does the County wish to upgrade that master lease? If so, will the buyout information be provided?

A27.   The County currently has no intentions of replacing DIT-MFD Program devices prior to June 30, 2025. There are roughly 250 MFD's outside the DIT-MFD Program that may need to be replaced prior to June 30, 2025.

Q28.   Additionally, Mr. Kim mentioned one-year leases that were coming due prior to the June 2025 date. Provide information on the number of pieces of equipment that will expiring as well as make, model, and any buyout information tied to those units?

A28.   DIT does not have the specifics on these MFD's as they were purchased or leased outside the official DIT-MFD Program by individual departments/agencies. The majority of which are a mix of Konica Minolta, Ricoh, Xerox, and HP devices.

Q29.   Will Fairfax be keeping the production output devices that it now owns, or look to replace with new equipment? If keeping, can the WebCRD stay in place?

**A29.   1) The County needs the ability to lease or purchase production equipment (printers/presses, finishing, bindery, etc.) as needed. That said, the immediate need by time of award (December 2022 / January 2023), will be that of a color production printer to replace the existing Xerox Color 1000i Press as it will have reached end of life support.
2) Offerors are encouraged to propose all web-to-print solutions.**

Q30.   For the variable data application, what is the print language?

A30.   Print Services currently uses Lytrod VIPP when printing to the Xerox production printers.

Attachment A

Q31.   1) If fully outsourcing (labor), will the new vendor be able to keep certain key employees? 2) How many full-time employees are currently on-site, what are their roles, and do they cross-train with other functions (ex-mailing operations)? 3)If we are transitioning employees, we would need their salaries and benefit load?

A31.   **1) Currently only two of the seven Print Services staff are contractors. This would need to be negotiated with their employers.**
2) 7 full-time staff members are currently on-site one of which occasionally assists Mail Services with manual labor jobs.
   A) 1 – Business Analyst / Acting Manager
   B) 1 – Customer Service Representative / Graphic Designer
   C) 1 – Production Print Operator
   D) 1 – Production Print Operator / Graphic Designer (Contractor)
   E) 1 – Offset Press Operator
   F) 1 – Bindery / Finishing Operator
   G) 1 – Tradesmen Helper (Contractor) (Occasionally assist Mail Services)
3) Yes.

Q32.   If the RFP, it lists "tens to hundreds of millions" of records to be scanned. 1) Are all of these records expected to be scanned in within the contract period? 2) If not, what percentage of the documents are expected to be scanned?

A32.   **1) All eligible paper documents and records are expected to be properly scanned as quickly, efficiently, and affordably as possible. The initial contract term is 5-years with an option for up to an additional 5-years.**

Q33.   Will there be any access to these hard-copy records, before award, to evaluate the quality of the documents?

A33.   **No. Hard-copy records are in various states of quality, very few in poor or extremely delicate condition, and are owned by roughly 56 different Agencies, Departments, Offices, Boards, Authorities, Commissions, etc. across the County. Though having said this the DIT Archives and Records Management Branch is open to providing an opportunity for historical records in their position that may be digitized to be evaluated before award.**

Q34.   For service-related incidents, will ServiceNow be passing the call along to the new vendors service team?

A34.   **Successful offeror is strongly encouraged to build a bidirectional integration among County ServiceNow system and Offerors' incident management system.**

Q35.   Can you please define what would trigger the "Technology Refresh" clause? Obviously, the timing of such will determine the pricing matrix?

A35.   **Duplicate question. Please reference response to Addendum 2 – Question 34.**

Q36.   Does Fairfax County prefer software solutions to be installed on-prem or can they be cloud based? If cloud based, is the vendor to host or will the County?

A36.   **1) Depends on the solution being offered though the County currently use both on-prem and cloud solutions.**
2) Depends on the solution being offered though the County currently use both vendor hosted and County hosted cloud solutions.

Q37.   Section 6.1.1 indicates that MFDs should have fax capability, preferably the ability to integrate with RightFax. If OEM devices have a built-in connector to this software, will this meet the requirement?

A37.   **OEM devices having a built-in connector to RightFax may be an acceptable solution for a handful of smaller MFD's and AIO's outside the official DIT-MFD Program, but it is not an acceptable solution for MFD's inside the official DIT-MFD Program as it would be too cumbersome and too costly to administer. The County strongly prefers the proposed MFD centralized distributed-capture solution integrate natively with RightFax via RightFax FaxUtil and its client handle capture of outbound faxes.**

Attachment A

Q38.   Can the awarded vendor be provided access to the County's instance of ServiceNow for receiving, triaging/addressing, and completing issue tickets?

A38.   Duplicate question. Please reference response to Addendum 4 – Question 34.

Q39.   Alternatively, is there possibility for API integration between County's instance of ServiceNow and vendor's ticketing system?

A39.   Duplicate question. Please reference response to Addendum 4 – Question 34.

Q40.   How many County and/or contractor staff are currently performing services in-scope of this RFP? Will all of these positions move to the awarded offeror? Does the County feel these operations are appropriately staffed today?

A40.   1) Currently 22 staff are fully or partially engaged and performing services in-scope of this RFP including Multi-Function Device, Production Print, Enterprise Scan, and Records Compliance and Preservation.
2) Only 9 of these staff are contractors. Successful Offeror would need to negotiate personnel transfers with their employers if desired.
3) Most of the operations are certainly understaffed or improperly staffed from a redundancy, skillset, and ability to execute standpoint.

Q41.   Are there any restrictions as to where offsite scanning, as needed, can be performed? Does it need to be within Fairfax County, or the state of VA?

A41.   This is determined by the customer and on a case-by-case basis and would depend upon the data contents of the documents and records. Case in point, for digitization of historical records which are overseen by the DIT Archives and Records Management Branch, it is preferred that the location be within a day's drive by car, van, or other ground transport vehicle.

Q42.   Can the County provide MFD locations (department and address) along with average monthly volume by device for the last 12 months?

A42.   Duplicate question(s). Please reference response to Addendum 2 – Question 10 and 9 respectively.

Q43.   In Section 5.2, page 3 volumes are provided for the current MFD Fleet, ~36,000,000 grayscale and 14,000,000 color. Can the County advise what year this data is from? If not 2020, 2021 or YTD 2022, can data be provided for these years.

A43.   These were FY 2021 through FY 2025 annual projections based on pre-COVID volumes and fleet composition.

Q44.   Can Fairfax County please provide the termination date of the current MFD leases?

A44.   Duplicate question. Please reference response to Addendum 2 – Question 2.

Q45.   Are Single Function laser and inkjet printers in scope of the RFP?

A45.   Potentially, under a holistic managed print solution.

Q46.   What entity owns and provides Kofax, WebCRD and the other software in scope of the RFP? If the County is the owner, will the awarded vendor need to price upgrades to the software or maintenance and support pricing for the term of the engagement?

A46.   1) The County either owns perpetual licenses or leases (subscription) all software directly and/or indirectly used under the scope of this RFP procured through multiple contracts and vendors.
2) Successful Offeror must provide all proposed software which should be reflected in Attachment C – Pricing Schedule.

Attachment A

Q47.   Will County staff handle the technical aspects of new device IMAC, as it pertains to KOFAX workflow enablement, or the awarded offeror?

A47.   While the successful Offeror is expected to be highly proficient and active in implementing, sustaining, and supporting all solution proposed, this is a collaborative effort, and the County will assist the successful Offeror as needed with regard to accessing County infrastructure and resources.

Q48.   The RFP Pricing Sheets include a request for included monthly volume per MFD in each segment tab. Is the County requesting a volume allowance per device or a pool of volume allowance for all MFDs installed under the program?

A48.   Yes. All scenarios should be priced.

Q49.   Can the County provide Print Services annual volumes for 2020, 2021, and year to date 2022 broken down as they are for 2019?

A49.   Volume by fiscal year is as follows:

	FY20	FY21	FY22
Black & White	4.3	3.2	3.4
Color	1.8	1.2	2.2
Offset	15.5	11.1	13.7

Q50.   What have been the peak Print Services volume months historically?

A50.   January-February, May-September

Q51.   Must all Print Services work by the vendor be produced onsite?

A51.   Depends on the print job, but negotiable.

Q52.   Are there any Print volumes performed by outside vendors that the County would like to claw back and produce in-house? If so, can estimated annual volumes be provided by type?

A52.   All work is printed in-house unless it can be printed by outside vendors at a lower cost or is outside the scope of Print Services capabilities. Outsource volumes are estimated at 40-million impressions annually.

Q53.   Is the intent to have the chosen vendor manage any of the outsourced Print Services work with the current contracted commercial print vendors?

A53.   Depends on the print job, but negotiable.

Q54.   Can Fairfax County advise what percentage of staff worked remote in 2020, 2021, and 2022 and will remain remote go forward for the duration of the contract term?

A54.   DIT does not have these figures at a County-level but the vast majority of positions within the scope of this RFP are not eligible for telework. Staff who are eligible to telework may telework up to 60% of their scheduled pay period as determined by their supervisor.

Q55.   For the above noted staff, how has Print Services provisioned and delivered print for this segment of County staff?

A55.   This has not impacted our day-to-day operations as all Print Services Staff work onsite.

Q56.   Does the county have criteria for determining what documents will be scanned onsite vs offsite? If so, can you please advise what they are?

A56.   This is determined by the customer and by the data contents.

Attachment A

Q57.   Section 6, Subsection 6.1.4, E XII indicates that staff will need to perform "other duties as assigned". Can the County provide examples of these and an estimate of time devoted to them per month?

A57.   Successful Offeror staff may be cross trained in other DIT areas, and when underutilized, re-tasked as needed performing any and/or all legal, moral, and ethical duties as assigned within the scope of RFP 2000003442/resultant contract.

Q58.   Each Solution section of the RFP indicates that billing cannot begin until solution is in place, working satisfactorily and signed off as completed by a County representative. Can each Solution be billed once deemed complete, or must all be completed before billing can begin?

A58.   Duplicate question. Please reference response to Addendum 4 – Question 10.

Q59.   For offsite scanning, what will be the process to transfer images and data back to Fairfax County systems for ingestion?

A59.   Offeror should present all available options including physical media, managed file transfer, and integration with County enterprise/document/content management solutions as required by the customer.

Q60.   Has the County determined a time frame in which all backfile scanning, processing/indexing and archiving should be completed?

A60.   Duplicate question. Please reference response to Addendum 4 – Question 32.

Q61.   Currently, are County staff replacing toner and other consumables for the MFD's?

A61.   Yes, though occasionally Offeror staff are requested and should be prepared to replace these.

Q62.   Is the County in need of a solution to manage main frame printing? If so, can the annual volume estimate be provided?

A62.   The County mainframe was decommissioned effective April 30, 2022. This volume was transferred to Print Services.

Q63.   Section 6.3.1 refers to IWR as a processing need, is the definition Interactive Web Response? Describe the situation(s) where this is required in detail including the expected response.

**A63.   IWR or Intelligent Word Recognition is used in recognizing handwritten (print or cursive) text on forms and documents and is focused on recognizing whole words rather than individual characters.
ICR or Intelligent Character Recognition is similar to IWR but focuses on identifying individual handwritten (print or cursive) characters within a word.
OCR or Optical Character Recognition focuses on recognizing individual typewritten characters.
OMR or Optical Mark Recognition focuses on recognizing marks on documents and forms like tests, ballots, etc. (think filling in blank ovals with a number two pencil or pen).**

Q64.   Where are these documents currently stored?

A64.   These documents and records are owned and stored by roughly 56 different Agencies, Departments, Offices, Boards, Authorities, Commissions, etc. across the County.

Q65.   Are the paper volumes listed in the pricing schedule backlog or expected annual volumes?

A65.   While scenarios listed in Attachment C – Pricing Schedule closely match County needs, paper volumes listed are purely for comparing, contrasting, and evaluating Offerors solutions cost.

Q66.   Are the documents requiring microfilming also required to be scanned?

A66.   Yes.

Attachment A

Q67.   What is the average number of pages per document (item 1 and 11 on Enterprise Scan, Section A-C in the price schedule)?

A67.   Please use 10-pages per document when Attachment C – Pricing Schedule Unit of Measure (UOM) states Per Document. Please use 1-page when Unit of Measure (UOM) states Per Image.

Q68.   We are assuming that conducting a Gap Analysis is akin to assessing the various service areas in scope, i.e., Fleet, Production Print Services, ECM/Digitization Services. Can Fairfax County confirm?

A68.   This may be an oversimplification but essentially the Gap Analysis begins with a snapshot of the current state compares that to the desired state and provides a plan to overcome the difference or Gap.

Q69.   Regarding Section 7.2.4 – "The contractor will assist the County in identifying and evaluating existing business processes:" Does Fairfax County have an estimate of how many processes will be assessed during the Gap Analysis?

A69.   Scope of Section 7.2.4 is limited to internal business process in each of the four areas identified in Section 1.1.

Q70.   Does the County currently have a Print Policy that aligns with your long-term objectives with regard to reducing print costs, and other goals of this RFP? If so, what is the level of end user adoption to this Policy?

A70.   No. These long-term goals and objectives are however being realized through our ongoing education and training campaign and through our efforts in the digital transformation arena adopting a digital-first posture.

Q71.   What strategies does the County currently have to accelerate end-user adoption of any changes to how end users will leverage the multifunction devices and other solutions involved in this RFP? What has worked in the past in similar situations? What lessons learned have been identified?

A71.   These are too numerous to list here and would take several pages, a separate document or even a day-long seminar. We do intend to share this information with the successful Offeror as we have a vested interest in a successful outcome.

Q72.   What other main changes in technology / workflows (other than the ones that are within the scope of this RFP) are end users likely to experience in the next few months? For example, are there changes planned to specific software or hardware that is core to end users' everyday work?

A72.   There are no planned "main changes in technology / workflows (other than the ones that are within the scope of this RFP)" effecting end users in the next few months.