

Will you be providing the list of 200+ printers you have referenced in the RFP?

Model	Count
Canon IRADV4551i	188
Canon iPFTM-305	1
Canon IRADV4751i	6
Canon IRADV4800i	1
Canon IRADV525iF II	3
Canon IRADV6755i	1
Canon IRADVC256	1
Canon IRADVC257	3
Canon IRADVC5535i	34
Canon IRADVC5540i	3
Canon IRADVC5550i	6
Canon IRADVC5840i	2
Canon LBP312	26
Canon LBP325	9
Canon MF1127	2
Canon MF1643i/iF	8
Canon MF525	108
Canon MF735	3
FPI 4700	1

Will the award only be made to that vendor who is able to replace the Canon's and service and support the printers?

Yes, or with something compatible.

Are you looking to right size your fleet based on average monthly volume or are you requesting a like for like speed replacement?

Like for like replacement.

Can you provide the monthly volumes for the Canon devices?

Device	Black/White Monthly Avg	Color Monthly Avg
Canon IRADV4551i	0	0
Canon IRADVC5535i	2545	814
Canon IRADVC5535i	2138	6724
Canon IRADVC5535i	2149	1375
Canon IRADVC5535i	1272	733
Canon IRADVC5535i	4545	1733
Canon IRADVC5535i	6572	6061

Canon IRADV4551i	11335	0
Canon IRADV4551i	274	0
Canon IRADVC5535i	2291	803
Canon IRADVC5535i	10170	4431
Canon IRADV4551i	8538	0
Canon IRADV4551i	6546	0
Canon IRADV4551i	13072	0
Canon IRADV4551i	5908	0
Canon IRADV4551i	1452	0
Canon IRADV4551i	1866	0
Canon IRADV4551i	6157	0
Canon IRADV4551i	10332	0
Canon IRADV4551i	8729	0
Canon IRADV4551i	2490	0
Canon IRADV4551i	15980	0
Canon IRADV4551i	3854	0
Canon IRADV4551i	2307	0
Canon IRADV4551i	8769	0
Canon IRADV4551i	4178	0
Canon IRADV4551i	2884	0
Canon IRADV4551i	10903	0
Canon IRADV4551i	6370	0
Canon IRADV4551i	4997	0
Canon IRADV4551i	8859	0
Canon IRADV4551i	3132	0
Canon IRADV4551i	0	0
Canon IRADV4551i	4342	0
Canon IRADV4551i	5394	0
Canon IRADVC5535i	2031	962
Canon IRADVC5535i	3503	2127
Canon IRADVC5535i	8304	12646
Canon IRADVC5535i	992	536
Canon IRADVC5535i	3812	1148
Canon IRADVC5535i	2774	2577
Canon IRADVC5535i	4442	6635
Canon IRADVC5535i	1112	342
Canon IRADVC5535i	2736	2009
Canon IRADVC5535i	2328	3025
Canon IRADVC5535i	4584	5475
Canon IRADVC5535i	6003	3072
Canon IRADV4551i	3043	0

Canon IRADV4551i	5728	0
Canon IRADV4551i	2796	0
Canon IRADV4551i	1190	0
Canon IRADV4551i	12803	0
Canon IRADV4551i	10831	0
Canon IRADV4551i	1668	0
Canon IRADV4551i	5822	0
Canon IRADV4551i	1807	0
Canon IRADV4551i	44	0
Canon IRADVC5535i	0	0
Canon IRADVC5535i	1914	1852
Canon IRADVC5535i	3011	2230
Canon IRADVC5535i	7266	2677
Canon IRADV4551i	15818	0
Canon IRADV4551i	618	0
Canon IRADV4551i	3276	0
Canon IRADV4551i	6186	0
Canon IRADV4551i	9747	0
Canon IRADV4551i	1068	0
Canon IRADV4551i	16640	0
Canon IRADV4551i	925	0
Canon IRADV4551i	2054	0
Canon IRADV4551i	1256	0
Canon IRADV4551i	8670	0
Canon IRADV4551i	784	0
Canon IRADV4551i	9644	0
Canon IRADV4551i	7449	0
Canon IRADV4551i	1710	0
Canon IRADV4551i	9847	0
Canon IRADV4551i	985	0
Canon IRADV4551i	0	0
Canon IRADV4551i	7245	0
Canon IRADV4551i	6486	0
Canon IRADV4551i	18541	0
Canon IRADV4551i	7647	0
Canon IRADV4551i	20521	0
Canon IRADV4551i	4847	0
Canon IRADV4551i	8462	0
Canon IRADV4551i	6555	0
Canon IRADV4551i	2846	0
Canon IRADV4551i	7535	0

Canon IRADV4551i	12789	0
Canon IRADV4551i	902	0
Canon IRADV4551i	3288	0
Canon IRADV4551i	5927	0
Canon IRADV4551i	15968	0
Canon IRADV4551i	1988	0
Canon IRADV4551i	2919	0
Canon IRADV4551i	6095	0
Canon IRADV4551i	2907	0
Canon IRADV4551i	741	0
Canon IRADV4551i	6604	0
Canon IRADV4551i	10409	0
Canon IRADV4551i	4372	0
Canon IRADV4551i	6416	0
Canon IRADV4551i	2516	0
Canon IRADV4551i	20595	0
Canon IRADV4551i	2811	0
Canon IRADV4551i	2105	0
Canon IRADV4551i	3945	0
Canon IRADV4551i	15620	0
Canon IRADV4551i	6372	0
Canon IRADV4551i	6094	0
Canon IRADV4551i	5624	0
Canon IRADV4551i	12407	0
Canon IRADV4551i	9014	0
Canon IRADV4551i	7435	0
Canon IRADV4551i	21388	0
Canon IRADV4551i	3153	0
Canon IRADV4551i	1665	0
Canon IRADV4551i	8646	0
Canon IRADV4551i	14044	0
Canon IRADV4551i	8451	0
Canon IRADV4551i	51	0
Canon IRADV4551i	2051	0
Canon IRADV4551i	8257	0
Canon IRADV4551i	8737	0
Canon IRADV4551i	11051	0
Canon IRADV4551i	1961	0
Canon IRADV4551i	10306	0
Canon IRADV4551i	25889	0
Canon IRADV4551i	12353	0

Canon IRADV4551i	4747	0
Canon IRADV4551i	10064	0
Canon IRADV4551i	655	0
Canon IRADV4551i	7930	0
Canon IRADV4551i	7286	0
Canon IRADV4551i	9424	0
Canon IRADV4551i	4408	0
Canon IRADV4551i	11577	0
Canon IRADV4551i	8706	0
Canon IRADV4551i	3010	0
Canon IRADV4551i	0	0
Canon IRADV4551i	12757	0
Canon IRADV4551i	17617	0
Canon IRADV4551i	976	0
Canon IRADV4551i	4338	0
Canon IRADV4551i	12602	0
Canon IRADV4551i	12223	0
Canon IRADV4551i	8239	0
Canon IRADV4551i	12311	0
Canon IRADV4551i	2845	0
Canon IRADV4551i	39401	0
Canon IRADV4551i	0	0
Canon IRADV4551i	10196	0
Canon IRADV4551i	5475	0
Canon IRADV4551i	15999	0
Canon IRADV4551i	8544	0
Canon IRADV4551i	21125	0
Canon IRADV4551i	4363	0
Canon IRADV4551i	3332	0
Canon IRADVC5535i	4059	8495
Canon IRADVC5535i	4789	3771
Canon IRADVC5535i	1226	1492
Canon IRADVC5535i	1552	2424
Canon IRADVC5535i	3756	2699
Canon IRADV4551i	1252	0
Canon IRADV4551i	0	0
Canon IRADV4551i	2182	0
Canon IRADV4551i	383	0
Canon IRADV4551i	11651	0
Canon IRADV4551i	6698	0
Canon IRADV4551i	17935	0

Canon IRADV4551i	5585	0
Canon IRADV4551i	333	0
Canon IRADV4551i	0	0
Canon IRADV4551i	8061	0
Canon IRADV4551i	8158	0
Canon IRADV4551i	1104	0
Canon IRADV4551i	11080	0
Canon IRADV4551i	12626	0
Canon IRADV4551i	11589	0
Canon IRADV4551i	10286	0
Canon IRADV4551i	9729	0
Canon IRADV4551i	4725	0
Canon IRADV4551i	8590	0
Canon IRADV4551i	1753	0
Canon IRADV4551i	19936	0
Canon IRADV4551i	1079	0
Canon IRADV4551i	7718	0
Canon IRADV4551i	5953	0
Canon IRADV4551i	6550	0
Canon IRADV4551i	10508	0
Canon IRADV4551i	3362	0
Canon IRADV4551i	10137	0
Canon IRADV4551i	9591	0
Canon IRADV4551i	3960	0
Canon IRADV4551i	1164	0
Canon IRADV4551i	3511	0
Canon IRADV4551i	3147	0
Canon IRADV4551i	2032	0
Canon IRADV4551i	5751	0
Canon IRADV4551i	2958	0
Canon IRADV4551i	2373	0
Canon IRADV4551i	8448	0
Canon IRADV4551i	11950	0
Canon IRADV4551i	2028	0
Canon IRADV4551i	7212	0
Canon IRADV4551i	1934	0
Canon IRADV4551i	3587	0
Canon IRADV4551i	4075	0
Canon MF525	0	0
Canon MF525	987	0
Canon MF525	2343	0

Canon MF525	160	0
Canon MF525	0	0
Canon MF525	5	0
Canon MF525	168	0
Canon MF525	0	0
Canon MF525	0	0
Canon MF525	2984	0
Canon MF525	2499	0
Canon MF525	21	0
Canon MF525	931	0
Canon MF525	0	0
Canon MF525	0	0
Canon MF525	3720	0
Canon MF525	3999	0
Canon MF525	508	0
Canon MF525	65	0
Canon MF525	1099	0
Canon MF525	343	0
Canon MF525	1605	0
Canon MF525	2991	0
Canon MF525	8944	0
Canon MF525	1414	0
Canon MF525	108	0
Canon MF525	5873	0
Canon MF525	0	0
Canon MF525	3527	0
Canon MF525	1112	0
Canon MF525	2714	0
Canon MF525	896	0
Canon MF525	1942	0
Canon MF525	3653	0
Canon MF525	503	0
Canon MF525	433	0
Canon MF525	978	0
Canon MF525	4362	0
Canon MF525	0	0
Canon MF525	0	0
Canon MF525	702	0
Canon MF525	0	0
Canon MF525	1016	0
Canon MF525	1489	0

Canon MF525	790	0
Canon MF525	70	0
Canon MF525	998	0
Canon MF525	2027	0
Canon MF525	232	0
Canon MF525	2446	0
Canon MF525	35	0
Canon MF525	818	0
Canon MF525	354	0
Canon MF525	604	0
Canon MF525	79	0
Canon MF525	147	0
Canon MF525	700	0
Canon MF525	2681	0
Canon MF525	398	0
Canon MF525	218	0
Canon MF525	327	0
Canon MF525	1612	0
Canon MF525	0	0
Canon MF525	2417	0
Canon MF525	963	0
Canon MF525	1114	0
Canon MF525	180	0
Canon MF525	0	0
Canon MF525	105	0
Canon MF525	840	0
Canon MF525	463	0
Canon MF525	2683	0
Canon MF525	1328	0
Canon MF525	54	0
Canon MF525	438	0
Canon MF525	0	0
Canon MF525	1404	0
Canon MF525	2696	0
Canon MF525	243	0
Canon MF525	848	0
Canon MF525	273	0
Canon MF525	895	0
Canon MF525	0	0
Canon MF525	6060	0
Canon MF525	2246	0

Canon MF525	0	0
Canon MF525	3069	0
Canon MF525	89	0
Canon MF525	55	0
Canon MF525	608	0
Canon MF525	205	0
Canon IRADVC5550i	3499	4309
Canon IRADVC5550i	9341	1920
Canon IRADVC5550i	13590	9456
Canon MF735	481	122
Canon IRADVC5550i	7267	3829
Canon IRADV4551i	8254	0
Canon MF735	0	0
Canon IRADV4551i	4927	0
Canon IRADVC5550i	3310	1751
Canon IRADVC5550i	2522	1417
Canon MF735	599	275
Canon IRADV4551i	3506	0
Canon IRADVC5535i	590	534
Canon MF525	984	0
Canon MF525	1292	0
Canon IRADV4551i	20127	0
Canon IRADV4551i	15037	0
Canon IRADV4551i	12057	0
Canon IRADVC5535i	15306	1427
Canon IRADVC5535i	403	145
Canon IRADVC5535i	18255	2655
Canon IRADVC5535i	15340	1575
Canon IRADVC256	860	601
Canon IRADV525iF II	2792	0
Canon IRADV525iF II	1988	0
Canon IRADV525iF II	1043	0
Canon IRADV4551i	0	0
Canon IRADVC5540i	2106	1057
Canon IRADVC5540i	24856	7612
Canon IRADVC5540i	1314	8283
Canon MF525	2080	0
Canon MF525	0	0
Canon MF525	206	0
Canon MF525	627	0
Canon MF525	515	0

Canon MF525	121	0
Canon MF525	372	0
Canon MF525	55	0
Canon MF525	65	0
Canon MF525	409	0
Canon MF525	729	0
Canon MF525	1503	0
Canon MF525	3372	0
Canon IRADV4751i	1638	0
Canon MF525	259	0
Canon IRADV4751i	0	0
Canon IRADV6755i	13034	0
Canon IRADV4751i	0	0
Canon IRADV4751i	4233	0
Canon IRADV4751i	0	0
Canon MF1127	729	501
Canon MF1127	195	187
Canon MF525	7	0
Canon IRADV4751i	0	0
Canon IRADVC5840i	1119	1021
Canon IRADVC5840i	8374	2693
Canon MF1643i/iF	0	0
Canon IRADVC257	0	0
Canon iPFTM-305	0	0
Canon IRADVC257	0	0
Canon IRADVC257	0	0
Canon MF1643i/iF	0	0
Canon MF1643i/iF	0	0
Canon MF1643i/iF	0	0
Canon MF1643i/iF	0	0
Canon IRADV4800i	0	0
Canon MF1643i/iF	3	0
Canon MF1643i/iF	4	0
Canon MF1643i/iF	7	0
Canon LBP312	2024	0
Canon LBP312	8	0
Canon LBP312	1688	0
Canon LBP312	2349	0
Canon LBP312	1283	0
Canon LBP312	525	0
Canon LBP312	2110	0

Canon LBP312	1241	0
Canon LBP312	1038	0
Canon LBP312	701	0
Canon LBP312	2014	0
Canon LBP312	631	0
Canon LBP312	750	0
Canon LBP312	739	0
Canon LBP312	1354	0
Canon LBP312	963	0
Canon LBP312	1530	0
Canon LBP312	458	0
Canon LBP312	1225	0
Canon LBP312	2830	0
Canon LBP312	0	0
Canon LBP312	969	0
Canon LBP312	842	0
Canon LBP312	1254	0
Canon LBP312	596	0
Canon LBP312	1985	0
Canon LBP325	1521	0
Canon LBP325	1800	0
Canon LBP325	2212	0
Canon LBP325	3001	0
Canon LBP325	1001	0
Canon LBP325	724	0
Canon LBP325	781	0
Canon LBP325	145	0
Canon LBP325	215	0
FPI 4700	0	0

Can the units be new or newly remanufactured?

New.

Does Erie need to print onto 11x17 paper?

Yes.

Can you explain what you mean by on-site technician (document management output)? Will they only be stationed at one location, or will they be responsible to service all 50 + locations?

The technician will be here onsite during normal business hours and has to service all county locations that have a fleet printer.

You reference Veteran-Owned Business, will there be special consideration provided to Veteran owned business vs one that is not?

NYS OGS doesn't observe preferences in this scenario.

Erie County will require, minimally, that your company or agent provides installation and de[1]installation of devices-Can you provide an example of why a unit has to be de-installed?

An example would be we created a department for contact tracers during COVID that was disbanded after the pandemic was considered over. They had a printer.

Are you referencing end of lease?

No.

Will this be a non-cancellable lease, other than for lack of funding or performance?

Yes.

Can Erie County add equipment as the enterprise grows or changes its needs, without a fresh services agreement or equipment lease? Will you agree to a "flexibility clause" which would enable Erie County to add to current fleet by 10% of size of originally leased fleet?

Yes.

Do these additional units need to be coterminous with the master lease? Can I assume Erie would sign something like a product schedule for these additional units or provide a PO that references the terms of the master agreement?

We would PO any additional needs.

Pricing requirements, I didn't see a format- is Erie looking vendors to provide a monthly lease cost and a maintenance CPC to replace the Canon's?

Yes.

How do you currently add document management fields to documents?

Handled by the vendor

Are there a set amount of fields for meta data?

Not that we are aware of.

What types of documents need meta data?

All documents.

How do different types of documents get selected for meta data?

All documents are selected.

Are there any intelligent capture methods for scanning employed by the county?

This isn't anything that we deal with internally.

If so, please provide details on the software applications being used or the platforms being used.

Centricity and OnBase.

Are there any single function scanners being used by the county?

Yes, but only for Centricity and OnBase but not managed by our department (not part of this RFP).

Do you require an audit trail for tracking documents in the scanning process?

No.

Do you require authentication for the end user to scan into OnBase?

Yes.

What types of documents are being scanned into OnBase?

Tiffs, PDF, DOC etc...Depending on the document type, OnBase may convert the document to a TIFF.

Are there any digitized workflows that utilize multi-function devices (MFD) to onboard documents?

Scanner would be used to scan a document in so it could then be attached to a digital fax in XMedius.

What types of documents are scanned into network folders?

This could be anything but mostly Word, Excel, and PDF. The content could be anything from a resume to a business proposal.

Are there any other platforms that are being scanned into (SharePoint, Google, etc.)?

OnBase. There may be more, but this is the only one I know of.

What is the requirement for audit trail around employees scanning into a repository (OnBase, Network Server, SharePoint?)

OnBase has a built-in audit trail that tracks when documents are scanned in along with any access of that document.

Do documents get scanned to individual locations directly into OnBase today and if not, where do they get scanned and how does OnBase ingest those files?

Documents are brought into OnBase several different ways.

- a. When documents are scanned, they are usually sent to a specific folder and a background job sweeps them into the correct document type in OnBase.**
- b. Documents can also be directly imported to the document type using OnBase Unity Client.**
- c. Large set of documents are imported using OnBase DIP (Import Process). An index file is created along with all the TIFF Documents that need to be imported into OnBase. The DIP important is only done by OnBase Administrators.**
- d. A webform (created by OnBase Administrators) could be used to Import Documents**
- e. OnBase Virtual Print could be used to import documents into OnBase**

Any import of documents is controlled by permission set up by OnBase Administrators.

Please describe the current fax workflow in the county.

Some are POTS lines that go in & out of FAX-capable multifunction printers. Some are POTS lines that go in & out of single-purpose FAX machines. Most are VoIP numbers that "go to" XMedius FAX server, which sends them into shared exchange mailboxes. Xmedius sends FAX out from an Intranet-only web-browser interface.

Is there a current cost to the county for maintaining fax phone lines?

Yes, whatever we have left that has not been converted is thru Verizon.

Is the faxing done today from analog phone lines or from Voice over IP?

Both, majority VoIP.

Please provide details on the telephony in place for the county.

VoIP, Traditional PBX, and dedicated POTS, depending on location.

How does the county ensure that faxes are delivered to the correct recipient today?

VoIP mailboxes, or physical location of MFP/FAX device.

Are there any times when a fax line or device is not available and if so, what happens today?

A service call is placed, and a repair is made.

Would an audit trail for faxing, both inbound and outbound, be desirable for the county?

How much does it cost compared to how much is it used? Are there any regulations or laws requiring an audit trail?

How is UniFlow being utilized today?

We only use it to allow users to print their documents from any printer, to scan to their home drive, and as a reporting tool.

What type of integration with UniFlow is required?

It was configured by vendor.

Do end users authenticate at the MFD and if so, how is this accomplished?

Yes, using an Employee ID card at the badge reader, or typing in their AD credentials.

Is this HID Proxy?

I believe so.

Would a sample card be able to be provided?

Security and Personnel could probably provide one.

If not using a badge and reader, how is this accomplished?

Active Directory.

Is there any active synch with Active Directory?

There is a task in Uniflow that run an LDAP import and syncs with Active Directory.

Please explain how users are authenticated?

The first time a user uses their ID card, the printer asks for AD username and password. Then the card gets linked to their uniflow account that was created from the LDAP import from AD.

What applications does the county use that require authentication for audit trail purposes?

UniFlow.

Does the county manage its own on-premises infrastructure?

Yes.

Does the county manage its own applications, or does it require 3rd party assistance for management (outside of support)?

Yes.

Is there one network or multiple networks across the departments?

Generally, there is one routed internal network for most employee daily work.

Is there any VPN in use?

Multiple VPNs, generally not used by most employees for most work.

For the monthly invoice – is the county seeking to see one inclusive invoice for both hardware lease payment & maintenance monthly – or hardware with maintenance billed quarterly or semi-annually?

One invoice for all.

Will the County agree to signing a lease?

Yes.

Would the awarded vendor be tasked with the lease return and removal of the existing devices, or would that be your current service provider's responsibility?

Current provider.

Are you utilizing an onsite technician staffed for your help desk currently? Can you define in more detail what you are looking for here?

Onsite during normal business hours 8:30am-5:00pm.

Will the on-site technician be dedicated solely to Erie County during standard business hours?

Yes.

How will the on-site technician communicate and coordinate with the Erie County Help Desk team and other relevant stakeholders?

Ticketing system.

Will the on-site technician have access to additional support or resources from the Erie County when dealing with complex or unusual issues?

Tier 2 support for our infrastructure and Deskside support personnel.

How would you like the performance of the on-site technician to be monitored, evaluated, and reported to Erie County?

Yes.

What procedures does the on-site technician follow to ensure compliance with Erie County's security policies and requirements?

All county security policies and procedures as defined.

What Erie County guidelines will the on-site technician follow to document and report the completion of trouble calls?

Ticketing system update and closure procedures.

Does Erie County currently own or lease the UniFLOW platform software you speak about on page 10 under Print Job Queueing and Management?

Lease.

Is the version of UniFLOW currently under a support contract and updated to current version?

Supported by current vendor.

Are you currently utilizing card readers at the devices for your current ID Badges or just PIN numbers at each device?

Card Readers.

Are you currently integrating Hyland OnBase with your UniFLOW Platform? If so, what aspects are you currently utilizing with it?

No.

Referencing page 7 number 11; How frequently might we expect these inspections of our books, records, offices, and facilities to occur?

Negotiable.

What constitutes 'reasonable notice' before the County conducts an inspection?

Negotiable.

What is the process if discrepancies are found during the inspection? Will there be a chance to rectify the issues before contract termination?

Negotiable.

What are the implications of being deemed 'not qualified to participate in future county contracts'? How long does this status last and is there a process for requalification?

Negotiable.

What support or resources does Erie County provide to help contractors understand and maintain compliance with this executive order?

Legal.

Are there any other compliance requirements related to equal employment opportunity or equal pay that potential contract holders should be aware of?

Any federal or state mandates that we are to enforce.

In the case of contract termination, what are the expected obligations or penalties for the contract holder?

Negotiable.

Referencing page 9 under Technology requirements it states Service Provider should conduct regularly scheduled IT security training for Service Provider's employees appropriate to their role, including understanding of Service Provider's IT security policies. What is the frequency of the IT security training sessions conducted for the employees?

Annually.

How is the understanding and application of the IT security policies assessed among the employees after the training?

Passing the online training, following policies and procedures implemented.

Is the Service Provider required to have any specific certifications or accreditations that attest to the quality of their IT security training program?

No.

Referencing page 10 Networking Scanning and Faxing; Erie County will require security measures in place to ensure that outside agents are unable to gain access to EC network via fax line. What communication method is currently used for fax? (VOIP, POTS, hosted, etc)

Faxing is mostly done thru VoIP.

If using POTS lines currently how fax lines does the county have?

Less than 100 that will all be converted to VoIP this year.

If not using POTS lines is Erie County currently utilizing a Cloud Fax solution? If so, what are you currently utilizing?

Xmedius solution is hosted on-prem.

Are there any security protocols in place for handling sensitive information sent via fax?

Health dept may have human policies/protocols due to HIPAA. TLS/SSL is used for transport to/from Xmedius Fax servers.

Does Erie County currently monitor for potential breaches or unauthorized access via the fax line?

Yes, I believe so.

What is the response plan in case of a detected breach or unauthorized access via the fax line?

Information Security team responds to all breaches using established procedures.

How is the fax line isolated from the rest of the network to prevent potential breaches from spreading?

Routing and firewalls.

Are there any fail-safe or backup measures in place in case the primary security measures fail?

Firewalls are "fail secure".

Referencing page 12 under Help Desk, First, and Second Level Support Do you provide help desk support for other vendor's equipment?

Yes, for equipment purchased by the county.

Could you elaborate on the range of other vendors' equipment help desk support would cover?

PC's, tablets, laptops, phones.

What's the average response time expected when handling issues related to other vendors' equipment?
Depends on the priority or severity of need.

How do you manage warranty claims or hardware issues for equipment from other vendors?
Contact vendor.

How would software compatibility issues with other vendors' equipment be handled?
Work with vendors for solution.

Referencing page 13 under Service Level Agreement; Will you agree to close work order requests for service within one business day of receiving them? Are there any exceptions or conditions under which a work order request may take longer than one business day to close?
Supply chain issues may cause delays.

What is your protocol if a work order request cannot be completed within one business day?
User or department is contacted updating status and alternatives may need to be put in place.

What accessories are on the IRADV series and other devices?
Basic printer except for specific departmental needs and those are leased separately.

Will on-site visits to each location be allowed to assess cost reduction opportunities?
Yes, where warranted.

What are the current communications systems within Erie County enterprise wide?
Voice, data, fax.

What is currently being used for mobile and tablet printing, if any?
Not currently supported.

Are you asking if a "flexibility clause" of adding by 10% to the current fleet is at a cost, or at no additional cost?
Cost.

Please describe what other devices in the fleet are not a part of this RFP?
Production print shop and specialty print devices(geo printing)