Written Questions and Answers

PRINT MANAGEMENT SERVICES
RFP KD-0186-26
Closing Date: 08/29/2025
Today's Date: 08/13/2025

No.	Question		Answer
1.	Are all your current devices owned? If so, are you looking for lease/purchase pricing to replace all or any of the devices?		No. See Addendum #1
2.	Will you allow a site survey/walkthrough at one or more of your locations for interested vendors?		No
3.	Is there any weighted consideration placed on a vendor that is not only located in KY (I saw that language), but founded and headquartered in KY?		See Section 5.0
4.	Does King's Daughters Medical Center own any or all the equipment listed on the equipment lists provided in the RFP?		No
5.	The RFP states that any new equipment delivered will need to be new equipment, but will any of the existing equipment for example the smaller Lexmark's need to be replaced?		Yes
6.	What is the expected delivery time frame of all the new equipment?		To be determined Post award
7.	Will the current Print Management Service provider pickup any of the existing equipment if they are not awarded the current contract?		Yes
8.	If machines are not owned by King's Daughters and need to be removed by		Yes

	the older vendor, can they be identified?		
9.	Does King's Daughters require the winning Vendor to service and supply Zebra Label printers listed on the equipment list provided?		No
10.	How much physical space is provided to the awarded vendor to stock parts and supplies and have the two technicians on site?		Estimate of 200 square feet
11.	Will King's Daughters consider entering a third-party finance lease if the RFP is based on a cost per click contract?		No; See Addendum #1
12.	Is preference given to vendors that have their physical office business address located in KY?		See Section 5.0
13.	Is High Availability a requirement for the print management software? Please define requirements.		It is not a requirement but would be nice to have
14.	Do all users authenticate to the print device before prints are released? HID, iClass, magstripe, or mobile phone tap/swipe? MFDs and printers, or just MFDs		Currently they do not, but this is a future state requirement
15.	Is Find Me printing a requirement?		N/A
16.	Do you have any scanning requirements at the MFD?		Yes
17.	What version of Rightfax are you running? On-Prem/Cloud? Are you leveraging ESA connectors? Are users faxing from the MFD or workstation only?		10.5.1.5041, On-Prem, No to ESA connectors, Faxing from both
18.	Does U of KY KD IT have any device management requirements? i.e., ability to change passwords on MFDs, open/close ports, update firmware, automatic renewal of device-level certificates?		Yes, ability to manage printer fleet and make changes to the entire fleet.
19.	Are all users in Active Directory? Any guest printing requirements?		Yes, but there may be some scenarios that required other configurations
20.	Are there any pay-for-print requirements?		Not currently but that may be a future state requirement
21.	Have you deployed print policies?		No
22.	Do users/departments receive quotas/limitations for printing?		No
23.	Is any prescription printing on unique paper required?		Yes

24.	Are drawer locks required?		Not currently
25.	Is this a VDI/Citrix environment		Yes
26.	Are all user devices managed, or is bring your own device allowed?		All user
27.	Are university-provided security certificates required at the server and device levels?		Not currently
28.	Is this strictly a clinical environment, or are there students/faculty of U of KY that need to print and leverage a payment gateway or department code		Clinical
29.	Is there any intent to merge share solutions between Kings Daughters and the University of KY? i.e., Rightfax		Currently, there is no intent but the potential to do so exists.
30.	Please identify the printers in the patient care areas that the RFP states should have the potential to have a secure printing feature by using a passcode or badge scan		See Addendum #2
31.	Attachment A in the RFP lists single-function and multifunction printers, label printers, a few wide-format printers, and one dot matrix printer. Should the pricing for print management services include only the single-function and multifunction printers		Every printer in Attachment A should be included in the proposal.
32.	Several printers listed in Attachment A of the RFP printed zero or fewer than 30 pages per month during the five-month data period. Should these low-usage printers be excluded from the pricing model?		No. For consistency, they should be included. However UK KDMC reserves the right to add or eliminate devices
34.	Does the 2% Administration Fee apply to the Print Management Services RFP, given that the services provided are leased rather than sold?		No, it does not apply
35.	Does UK currently own all devices in use?		No
36.	To ensure consistency across all proposals, could you please confirm		See Attachment A

	the number of print devices required per segment or department, along with the desired configuration for each (e.g., multifunction capabilities, speed, finishing accessories stapler or booklet stapler, secure printing features, fax, no fax, 4 paper tray's or 2 paper tray's? This will help us tailor our response to meet your specific needs accurately.		
37.	What percentage of the current device fleet is expected to be replaced upon contract award		100%
38.	Is there an existing plan identifying which devices need to be replaced?		All devices
39.	To clarify, does UK -Kings Daughter have a preferred procurement method (e.g., hardware lease payment plus service/supplies cpc or *CPC that includes hardware, service and supplies*)?		CPC that includes hardware, service and supplies
40.	Is there a preferred contract vehicle (e.g., NASPO) for this engagement?		No
41.	Is the intent to procure a phased in approach to replace fleet?		Yes, to a degree. Due to the number of machines, it will have to be phased.
42.	Can you provide a list of all locations along with the corresponding Class C subnet for each?		https://www.kingsdaughtershealth.com/locations/ Not supplying subnet info
43.	Does UK operate more than one network to support all devices? If so, are these networks interconnected?		Yes, routed back to main campus in Ashland, KY
44.	Are there any existing secure printing systems (badge, pin code) in place that need to be integrated		No
45.	Will the medical center provide network access for remote diagnostics & monitoring?		Yes
46.	Are there any restrictions on remote support or cloud-based print management tools		Case by case evaluation
47.	Will the medical center require integration with existing ERP or Procurement system		With some devices

48.	Is there a centralized helpdesk that coordinates service and toner requests for end users?		Yes
49.	Should end users contact the vendor directly for service and toner orders?		No
50.	What is the preferred method for toner ordering and delivery?		Your software should monitor this.
51.	To clarify, the medical center will provide space for onsite technicians, will they have network access?		Yes
52.	Who is your current vendor(s)?		We cannot share this information at this time. See Section 6.23
53.	Is new equipment and break/fix service provided by the same vendor currently, or are these handled separately?		Same vendor
54.	**Paper Tray Configuration and Accessories by Model** Based on the asset data in *Attachment A*, models such as the Lexmark XM7355 (547 units), XM3250, and XC2235 are heavily deployed. The RFP does not specify the required or preferred paper tray configurations for each device type. Could you please confirm: • The number of trays required per device class (mono MFPs, color MFPs, desktop units). • If default configurations should be assumed, or if certain departments have special paper-handling needs (e.g., legal size, labels, cardstock). Please provide a breakdown of any required accessories by device type or model (e.g., badge readers, additional paper trays, finishers, high-capacity feeders) so we can ensure accurate configuration and pricing in our proposal		No badge readers. High capacity machines should have letter, legal trays, finishes, etc

55.	**Print Management Software Expectations** **Section 4.6.10 specifies software for tracking print and copy usage per department but does not outline functional requirements. Could you clarify:** • Whether badge-release secure print is required across all departments or only for patient care areas (per Section 7.1). • Any required integration with Active Directory, Epic EHR, or other systems. • Expectations for mobile printing, delegated printing, or user quotas.		Yes patient care areas as well as a few other areas such as HR, admin, etc. No required integration
56.	**Driver Support and Deployment Environment** **Given the diversity of models (e.g., XC2235, XM7355, XM3250), are there standard driver requirements? Specifically:** • Should support be provided for Universal Print (Microsoft) or Citrix VDI environments? • Are Mac OS or Chromebook users' part of the environment?		UKKD support staff manage print servers and drivers for devices

57.	**Software Architecture** • Is a locally hosted print management server required, or is a cloud-hosted print tracking solution acceptable/preferred? If cloud-hosted is acceptable, please confirm any data residency or HIPAA compliance requirements.		We would have to meet all cybersecurity requirements as it pertains to cloud hosted applications.
58.	**Security & Compliance** Beyond secure print in patient care areas, are there additional compliance needs (e.g., HIPAA, PHI data control, print audit trails) that our print management solution should address? • Could you please specify which devices or device classes (e.g., mono MFPs, color MFPs, desktop printers) require badge reader authentication, and whether this applies across all departments or only to specific areas (e.g., patient care, administrative, or secure access zones)?		See Addendum #2
59.	**Consumables Replenishment and DCA** • Does the Medical Center require automated toner ordering and service alerting through a remote monitoring tool (e.g., Data Collection Agent)? If so, is DCA currently installed or would it need to be deployed?		It is currently installed and enabled

60.	**Existing Equipment Transition** • Given the large installed base, will the selected vendor be responsible for decommissioning existing equipment, or will UK King's Daughters Medical Center handle this internally?		Current vendor will be responsible.
61.	**Volume and Device Strategy** Would you prefer device right-sizing recommendations (e.g., replacing XM7355s in low-usage areas with lower-volume devices), or a one-to-one replacement strategy?		We prefer right-size recommendations.
62.	**Fleet Segmentation and Location Mapping** • Can you provide a departmental map or list indicating where each model is currently deployed? This will assist in validating device placement, capacity matching, and finishing feature needs.		A map is not available
63.	**Legacy Software** • Are there any existing embedded print solutions (e.g., PaperCut, Pharos, Lexmark Print Management) in use that will need to be replaced or integrated?		N/A
64.	**Lease vs. Purchase** Should our proposal assume an outright purchase or a lease-based model (e.g., FMV or capital lease)		UK King's Daughters is requesting vendors to provide a print management program. We will not be looking to lease/rent equipment. All costs for any equipment, services, or supplies would be included in the cost per click.

65.	**Installation Timeframe** What is the desired installation and deployment timeframe post-award? Are there any critical deadlines or phased rollouts by department or location?		To be determined post award
66.	**Current Device Ownership Status** • Do you currently own your devices, or are they leased? If leased, are there specific return conditions, timelines, or requirements?		They are provided by our current service provider.