

### **ITT NMRN Printers – Supplier Questions and Answers**

Q. In the volume figures supplied, can you identify how many of these were colour and how many mono?

A. It is possible to do this through PaperCut reporting, yes. I will look to do this ASAP.

Q. PaperCut will you want secure proximity card readers fitted?

A. No

Q. PaperCut and if you do want proximity card readers fitted, will you also want them on the mono printers?

A. No

Q. 12-month Rental machine, would an ex demonstration one work for you?

A. Yes this would be fine.

Q. How do you currently use the PaperCut secure release feature, pin?

A. Yes, 4 digit pin code.

Q. **Current volume (March 2018 - Feb 2019)** - Are you classing this a 11 months usage or 1 year?

A. This is a full 12 months.

Q. **Expected volumes** Are you confirming that this would be your yearly usage or 11 month as above?

A. This would be a full 12 months.

Q. There is no mention of peripherals on the device? Or will these be a standard machine with doc feeder and low cabinet?

A. Two of the devices I have specified a finisher with, but other than that they are standard devices.

Q. Paper Cut- Please could you confirm the following:

- How many users – 211 at present. We are licensed for 225.
- Locations – Basically installed onto all suitable devices at all locations.

- Confirmation of 23 devices – we'd like Papercut installing onto as many suitable devices as possible.

Q. Please could you confirm how many devices Paper cut is currently installed on? Is it just the MFP's? You mention you would like this to be installed on as many as possible. Would your preference be a contract that can have all devices on Papercut but with a potential extra cost that this may include or would your preference be a lower cost device and continue to just run this off the MFP's?

A. Yes, it is only installed on the MFP's and we have it on 16 devices currently. My preference would be to have a lower cost device without Papercut installed.

Q. Are your PaperCut licenses owned by the NMRN or are they on lease?

A. These are all leased from Annodata at present.

Q. Can we see a copy of the Papercut license so we can check what is against it?

A. Yes, the license file is available on request.

Q. Just looking at the colour vs mono breakdown and it's showing some incorrect figures in regards to A4 Mono devices having colour clicks. Please can you confirm or update the spreadsheet that any A4 mono device will not have any colour clicks against it.

A. Yes it's a bit tricky because the current volumes would have colour in them as the printer that is there currently does colour. However it will be replaced by a mono printer, hence the requirement in column one. As you see the expected volumes drops significantly on those as well. Some of the volume moves to other printers on that site, but it is difficult to breakdown the split between colour and mono in that case.

Q. In reference to Section 1, can you please advise if the two full time members of staff providing IT support are employees of NWRN or on-site service engineers?

A. Both full time employees of the NMRN

Q. Can you please advise of the rationale of replacing MFDs with printers as mentioned in Section 4?

A. We are trying to scale back in some areas, mainly from a cost point of view and so a simple mono device will allow for basic printing but with the option of colour and A3 elsewhere on-site.

Q. Please can you advise as to why NWRN require only a 12 month contract for the Royal Marines Museum.

A. We will be vacating this site within this time and so a machine will no longer be required on-site.

Q. Please can you confirm total staff/user numbers so that we can provide pricing for PaperCut licenses?

A. We are currently licensed for 225 users and using around 210.

Q. Please can you clarify what (if any) authentication methods are used with the devices? For example, PIN, Password, Card etc.?

A. We just use pin at the moment and only require this moving forward.

Q. Please can you confirm how many sites this will be going on?

A. We have 7 separate locations in which Papercut will be installed.

Q. Also in your pricing you have listed this at £190.00 per quarter. Does that cover all machines or is that a per unit cost?

A. I believe it covers all machines, we don't have any other separate billing for it.

Q. Is this listed as a separate cost on your contract?

A. No, it is included within the lease costs for each machine that has it on it, so no separate identifiable cost.

Q. What finishers do you require for the devices where this is indicated (staple, hole punch, booklet etc.)?

A. All of those functions on the finisher please.

Q. Do you require 'follow me' printing on desktop printers?

A. It would be nice to have, but not essential.

Q. Royal Marines Museum desktop MFD – does this need 'follow me' printing as it is only one device?

A. No it doesn't actually.

Q. Explosion museum – 2 devices: one printer, one MFD. Are we right to assume there is no need for 'follow me' printing?

A. No, follow me printing would be good for the MFD. Not required for the printer.

Q. HMS Caroline - 2 devices: one printer, one MFD. Are we right to assume there is no need for 'follow me' printing?

A. No, follow me printing would be good for the MFD. Not required for the printer.

Q. RN Submarine Museum - 2 devices: one printer, one MFD - Are we right to assume there is no need for 'follow me' printing?

A. No, follow me printing would be good for the MFD. Not required for the printer.

Q. In the machines required list, only 4 seem to specify colour. Do I assume that all the others are mono only please?

A. No all those that are specified as mono are mono, the rest are colour. So the larger MFDs, such as the 25-30ppm machines, would be colour.

Q. In the existing machines list, you have indicated current copy costs. These look like they are the costs that were originally set up from new, but the existing suppliers would have increased them annually. It would be interesting to see how much they have increased in the last 3 years please.

A. We have been on a framework agreement with Annodata and the prices were fixed for 3 years. I'm not sure if the other suppliers prices have changed.

Q. I have had experience of service agreements being capped on toner use, so the cost per copy only includes toner up to 5% coverage. With your most prevalent supplier, this is likely to be clause 13.8 of your service agreement, and is likely to be a cost that is calculated once equipment has been returned. If this clause has not been excluded, there is likely to be a very significant end of agreement bill. Please could you check if this is the case.

A. I am not aware of this clause and certainly the framework agreement we are on makes no mention of this.

Q. The current Papercut licences. Are they able to be transferred to the new equipment, or do I need to allow for new licences across the whole fleet. If so, are all the machines required to support an embedded secure printing and release facility, or are some or all of these 'Accounting Only'? If embedded secure release I believe the current licences can only be transferred Kyocera to Kyocera, and this will have a severe impact on any tenders by any other companies than Annodata and Kyocera. If all devices are 'Accounting Only' then this will be fine and I believe you can carry on renewing your current Papercut instance.

A. I understand the licence is an embedded secure release and any new Papercut licenses would need to be purchased by any new suppliers. The licence costs are included within our quarterly lease cost for the machine.

Q. You state Licences are currently owned by Annodata – are you planning on taking ownership at the end of the term? My understanding was that PaperCut licences were always the property of the licenced party named in the licence file itself (not the lease provider) and so you may already own these without knowing!

A. It does say in Papercut that they are licensed to us, but as I understand it they are owned by Annodata. Hopefully the license file will help.

Q. Please may I request a copy of the PaperCut licence file so that I may see what licences can be carried over to a new solution, saving you additional costs?

A. Yes, please find attached.

Q. Regarding the current PaperCut solution, is this a single central server setup, serving all locations in scope?

A. Yes, that's correct.

Q. Please advise if you have embedded PaperCut licenses on your MFDs (MF licenses) or is it just the server only version of PaperCut (NG) in use/required?

A. Embedded licenses I believe, we installed one per MFD machine.

Q. Is PaperCut MF in place/required, how do users currently authenticate for Follow-me print at MFD's via proximity card or pin or user login?

A. Just via user pin, no cards. Happy to continue with this also.

Q. Do you require Mobile/tablet printing?

A. No

Q. Will the chosen supplier be able to take over support of the current PaperCut server?

A. The server yes, but I understand the Papercut licenses are owned by Annodata so we would require new licenses.

Q. What version of PaperCut are you currently using?

A. 16.4

Q. What server OS do you have PaperCut on? If an older version will the new solution need to be migrated on a new server?

A. Server 2012R2 and no plans to migrate at this stage.

Q. Please confirm total number of print servers across all sites in scope?

A. Just a single print server in scope. This covers all sites.

Q. Can you please provide a copy of the PaperCut license file so we can provide favourable pricing? (Location of PaperCut license file can be found at Windows: C:\Program Files\PaperCut NG (or PaperCut MF)\server\application.license)

A. Yes, please find attached.

Q. Expected number of users?

A. 225

Q. Please confirm bandwidth between all sites in scope?

A. Our main site (where the server is) has 100Mbps, two sites have 100Mbps P2P, three are on 20Mbps and one is on FTTC (Royal Marines Museum) which is only valid for another 12 months.

Q. Which of the machines, or what number of machines will have an embedded Papercut licence on them? Could we have a copy of your Papercut licence?

A. Please find license file attached.

Q. Also, what finishers do you require ? Standard or booklet ?

A. Booklet please.

**Q. Section 4:** thank you for detailing the expected volumes on an annual basis for each device, do you know what is the split between colour and mono pages within that volume? Either as actual figures or as broad % across the total volume of the colour devices.

A. Yes, please see attached document.

**Q. Section 4 – software.** You are currently using Papercut across the fleet. Is this NG or MF version?

A. MF

Q. Do you use it for follow-me printing / secure release with either PIN code or proximity card/Fobs?

A. Yes we do and we use pin code only. Happy to continue on this basis.

Q. Do you require maintenance and support to be extended for the 3 or 4 year contract ?

A. Yes, we would require maintenance and support for the life of the contract.

Q. How many users do you have in Active Directory?

A. Papercut wise we are licensed for 225 and are within that.

Q. Are you a single print server environment?

A. Yes

Q. Are you able to share a screengrab of your current licence as this will enable to get accurate pricing for extended M&S for you.

A. I have attached the license file for you, hope this helps.

**Q. Section 5** It is stated that the tender will be advertised between 25/03/19 – 28/04/19 – whilst the deadline for responding is 23.59 on the 14/04/19, please can you confirm this.

**A.** My apologies Helen, tenders can be submitted up until 23.59 on 28<sup>th</sup> April. I shall get this amended.

Q. On your current Situation page, there is a £190 quarterly rental cost associated to your PaperCut. Do you want our quote to be included in the Device rental

A. Yes that's fine

Q. Do you want full term cover (3 or 4 years) or an annual term with an annual renewal ? (It is more cost effective to have full term)

A. Full term cover please

Q. The Desktop colour MFD (for Royal Marines Museum) is this going to have PaperCut added for the 12 month term ?

A. No this wouldn't be required.

Q. Do you want devices from just one manufacturer or would you be happy to have devices from **ONLY 2** split manufacturers (example Kyocera A3 MFD's and Lexmark for all the A4 devices) ?

A. I'm ok with that so long as we can have follow me printing on the Papercut devices and that you can support both manufacturers. Ideally it would be one single manufacturer though.

Q. The seven listed locations, do they run on one network ?

A. Yes, we have a single print server which covers all locations.

Q. Please can you provide us with a breakdown of mono and colour usage for the machines you require. We have total volumes currently but as there is a large difference between mono and colour copy costs knowing the split will allow us to ensure we provide you the most accurate pricing and that our tender comes within your budget.

A. Please see attached document.

Q. For 2 machines you have requested a finisher (One for Fleet Air Museum, one for NMRN) – Please can you confirm the full requirements for the finishers. Do these simply need to staple or do they require additional functions such as booklet making capabilities or hole punch options?

A. Yes, staple, booklet and hole punch would be good please.

Q. How many trays do each of the MFDs require? The default number is 2 per A3 device and 1 per A4 device (also both include bypass trays) but we can add an additional large capacity tray or 2 additional standard sized cassettes. Could you let us know on a per machine basis so I can price this accordingly?

A. I'm happy with the defaults apart from the larger devices (45-50 ppm) could we go for 4 trays each on those devices.

Q. Please could you provide some further information about PaperCut – Do you intend to continue using your existing PaperCut server licence and will we therefore only need to provide print release and embedded device licenses or do you require a new PaperCut solution, I which case we will need to know the number of users, servers and various other details.

A. I understand that new licenses will need to be purchased. I have attached our Papercut license if that helps?



Q. Is your preference for brand new equipment only or would you be interested in us submitting a tender to provide remanufactured equipment, we always offer remanufactured equipment as an option as we can help charities to minimise their capital outlay. Remanufactured equipment also has the benefit of being more environmentally friendly as there is not an additional carbon footprint associated with the production of the machines.

A. I think we'd prefer new equipment just from a reliability point of view.

Q. Please can you confirm how many (in total) of your devices require follow-me printing?

A. We would require it on 14 devices, all of the MFD ones.

Q. Paper cut – Do you have a full licence and if so can the new devices be added to this licence .

A. We do, along with embedded licenses on our MFDs. As I understand it the embedded licences will go back with our existing devices, so new licences would be required.

Q. A3 is this business critical and how many pages do you produce a year.

A. It is on some devices, yes, mainly the larger MFDs. I am struggling to get a report from Papercut which shows A3 copies only. We don't do large numbers, but a reasonable volume I would suggest.

Q. Do you need Fold, Staple & finishing on the A3 units?

A. Yes, only on 3 of them though please.

Q. I have been asked by our Brother Printer account manager to see how much use the finisher currently get. These parts of the printers bump up the pricing and very rarely get used. If you could confirm the expected use of the finisher I will forward your response to Brother.

A. Difficult to say definitively, they are used infrequently but they are useful and so we would require 3 in total please.

Q. Can you please confirm how many devices the printers are going to be connected to and if they know what operating systems are being run on the devices?

A. I assume you mean PCs etc. We have around 300, a mix of Windows 7 and Windows 10.

Q. Can you please provide a breakdown of how many computers are at each location.

A. So we have around 25 in Belfast, 25 in Hartlepool, 50 in Yeovilton, 10 in Southsea, 30 in Gosport and around 150 in Portsmouth.

Q. Would you prefer a remote install or onsite technician install ?

A. We'd like an engineer install for the printers at each site please.

Q. With regards to your Tender for your MFD contracts and the expected volumes of your required devices, would you happen to know the expected colour and mono split? I note that the first device listed for a desktop colour MFD historically only printed in mono but I'd imagine with the consolidation of printers and the facility to do colour, there would be colour within the expected volume.

A. I haven't got a forecast looking forward, only what we have done historically. I'd imagine the volumes will remain about the same moving forward other than some machines we are consolidating and so those volumes will inevitably move, but difficult to put a definitive number on it. I've attached the colour vs mono split for the past 12 months if that helps.

Q. The cut off date for the Appendix 1 was 23:59 on Sunday 14<sup>th</sup> April, am I still able to get this across to you tomorrow?

A. Apologies, this was the original date and it then got put back to the 28<sup>th</sup> April so that can be submitted with the tender by the 28<sup>th</sup> April, not the 14<sup>th</sup>.

Q. When do sections 9 & 10 need to be signed and sent back to you?

A. By the 28<sup>th</sup> is fine.

Q. With regards to the A3 MFD's, are you looking for a 2 tray and cabinet configuration?

A. No these would be 4 tray configurations please.

Q. PaperCut, how many users will be using and will you be using PIN or card release?

A. Pin release only and we are currently licensed for 225 users.

Q. Do you know your average colour coverage? (Approx. % will be fine)

A. I don't know colour coverage I'm afraid, I suspect fairly low in most cases.