

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.