

Texas Higher Education Coordinating Board

Managed Print Services

Questions and Answers #2

April 30, 2021

8. Provide a list of desired options for sending/receiving faxes?
(ex. Email, MFP, Print-to-fax, etc...)

We are looking for a fax solution that would allow the staff to send/receive faxes via email, MFP, and/or print-to-fax.

9. Clarification on what is meant by “cloud fax”. Is this a SaaS solution or a solution that can be hosted in the cloud (Azure, AWS, etc)?

We prefer a SaaS solution which requires no maintenance from the agency.

10. What backend software are you looking to integrate with the fax solution?

DIR Capital Complex Telephone System handles phone system.

11. Number of pages sent/received? Daily, Weekly, Monthly? – Best guess is fine.

The agency shifted to a mandatory tele-work policy in March 2020. The average monthly usage data is based on the time period between May 2019 – April 2020 to reflect volume consumption under normal circumstances.

HP CLJ E876z SERIES: 20,946/month

HP CLR LJ MANAGED FLOW MFP E67560Z: 56,646/month

12. Number of inbound fax DIDs? 16

13. What % of machines do you anticipate reducing during the term of the contract under additional requirement term b?

The agency is scheduled to move to a new building in FY2023. We anticipate reducing up to 35% of the machines when we move to the new location.

14. Do the machines need to be newly manufactured and not refurbished or used?

We prefer new machines.

15. Please clarify additional questions term f. The machine should allow for job changes from the machine console as well as the PC.

Users should be able to change configuration and/or job settings from the machine console as well as from their workstations.

16. Please clarify (7) printer only models ask. The stock states glossy, picture, check). Do these need to be color units? What is the thickest stock/media used on this application?

Standard Network Printer – “Print Only” Model

- Seven (7) machines anticipated
- Less than 8,000 monthly page volume
- Minimum 55 PPM (pages per minute)
- Color printing
 - Collate, fold, staple, 3-hole punch
 - USB support
- Four (4) drawers
 - Typical US formats (envelope, letter, legal, etc.)
 - Specialty stock (Glossy, picture, check, etc.)
- Wired/Wireless network
- Job pause/Interrupt

17. Please provide a listing of current printer models and monthly page output levels.

The agency shifted to a mandatory tele-work policy in March 2020. The average monthly usage data is based on the time period between May 2019 – April 2020 to reflect volume consumption under normal circumstances.

HP CLJ E876z SERIES: 20,946/month

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18. Cloud Fax Solution-Does the agency currently use a cloud fax solution? if so,

The agency doesn't use a cloud fax solution.

19. what product is in use today?

HP CLJ E876z SERIES and HP CLR LJ MANAGED FLOW MFP E67560Z.

20. How many unique phone numbers are currently used for faxing? 16

21. Please provide an estimated number of monthly fax pages, both inbound/outbound?

80 pages/month

22. On-site spare-What are the specifications needed for the on-site spare multi-function network printer?

23. Can a smaller more portable model be utilized to satisfy this requirement?

24. Can a lower cost or used model be utilized to satisfy this requirement?

Answers for Questions 22, 23 and 24:

Here are the requirements for the on-site spare multi-function network printer:

- Thirteen (13) machines (including one (1) spare, see additional requirements below) anticipated
- Less than 8,000 monthly page volume
- Minimum 55 PPM
- Color printing
 - Collate, fold, staple, 3-hole punch
 - USB support
- Copy
 - Staple, 3-hole punch
- Scan to email
- Fax (Cloud Fax Solution preferred; see Cloud Fax Solution section)
- Four (4) drawers
 - Typical US formats (envelope, letter, legal, etc.)
 - Specialty stock (Glossy, picture, check, etc.)
- Wired/Wireless network
- Job pause/Interrupt

25. What is the model of the current onsite spare?

The current model is HP CLR LJ MANAGED FLOW MFP E67560Z.

26. Additional Requirements: "Provide the capability to require a network logon (badge swipe) to print/some machines/users may default to non-secure print;"

Not sure what the question is.

27. Are All multi function printers required to have badge readers?

Correct.

28. How many MFP's need badge readers? All of them.

29. Are single function printers required to have badge readers? Yes.

30. When Are responses to questions expected to be provided? I may have missed it but I did not see this in the bid.

This is the question for the procurement team.

31. Are you currently using an eFax solution? No.

32. Who is the Manufacturer and version of RightFax or other eFax solution are you currently on?

The agency is not using an eFax solution.

33. Is your current eFax solution On-Premises or in the cloud?

The agency is not using an eFax solution.

34. How many Fax Servers do you currently have? 1

35. How is your telephony currently configured?

- a. Number of POTS Lines?
- b. Number of FOIP Lines?
- c. Do you have any Cloud-Based lines? If so, how many?
- d. Number of Fax enabled MFPs?
- e. Number of standalone fax machines?

VOIP- DIR CCTS

- a. 2
- b. 16
- c. In-Contact Call Center
- d. 12
- e. 0

36. How many inbound channels do you currently have? Basically concurrent active inbound calls before a busy signal is generated to the sender.

About 24

37. How many outbound channels do you currently have? Basically concurrent active outbound calls before outbound documents back up.

About 24

38. What is your average fax volumes? Please provide volume by time frame...Day, Month, etc.

- i. Inbound volume?
- ii. Outbound volume?

iii. Average number of pages per fax?

Estimated monthly fax vol- 80pgs

Estimated monthly faxes received- 41

Estimated monthly faxes sent- 39

Average number of pages per fax – 1-3 pages

39. How do you currently send/receive faxes?

i. Email?

ii. MFP print received faxes, scan to send faxes?

iii. A Fax-Utility?

iv. Other: Web, etc.

We send/receive faxes via email, MFP print received faxes, desktop faxing, and fax server.

40. Do you have or anticipate the need for any special Fax connectors (application integrations)? Ex. PDF module, Exchange module, etc.

Digital to Analog converters presently used. ATA-190. Leased via DIR CCTS

41. Would you be opposed to KM taking over as your Fax service provider?

We're open to different options.

42. If you currently have RightFax, please provide SUIDs or other licensing identifiers so we can review your configurations and current M&S expirations, ensuring a seamless integration with our MFP fleet?

The agency is not using an eFax solution.