



City of Dayton Ohio

RFP 8029-D; Document Management Enterprise Solution

QUESTIONS AND ANSWERS

In the answers of these questions the City of Dayton shall be noted as "City".

The following questions mirror exactly the verbiage and grammar received by the City.

1. I was wondering if you had a Microsoft Excel file format for the Multifunctional Devices listed on pages 6 through 9 of the RFP.

Answer: *Yes. A copy of the Excel file for Schedules A & B can be obtained by providing the City's Division of Purchasing with your email address.*

2. It isn't mentioned whether you are excepting newly remanufactured products or used products in your bid?

Answer: *The City is requiring new manufacture products. Used and remanufactured products will not be accepted.*

3. Do we need to provide a Windows server (hardware and server OS) with our fax server solution or will we use an existing City of Dayton server?

Answer: *The City is looking for a complete "turn key" fax server solution, to include the needed server hardware and server OS. The City's server standard is a Dell, rack mounted server, or an acceptable equal.*

4. Are you moving away from Informatics, or just wanting hardware that is compatible with the existing solution? We would like to meet in regards to this question.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

5. What is the total daily volume of fax pages received and sent currently? We would like to meet, to discuss the following questions on the Fax solution.

Answer: *Currently the City of Dayton does not have any easy way of collecting this data. The City has approximately 2400 employees and it is unlikely that they would all send a fax per day. However there are over 71 separate department, division and agency office locations if that helps in an industry standard calculation. See attached City of Dayton organization chart.*

6. What is the maximum hourly volume of faxes pages received and sent currently?

Answer: *See answer to question number 5.*

7. By what percentage do you expect your inbound and outbound fax volume to increase over the next 24 months?

Answer: *There is no way of knowing the answer to this question. See answer to question number 5.*

8. What method do you want to use for routing inbound faxes? Three most common methods are manual, channel, DNIS/DID routing. Other routing methods are DTMF, OCR, ANI and CSID routing.

Answer: *Inbound faxes are hard copies and the delivery method is manual.*

9. How many offices are you planning on automating with the Fax solution?

Answer: *See page 25, Fax Server/Solution. Have the ability to support minimum of 120 offices throughout the City of Dayton with, 2400 users.*

10. What email package do you use for intra-company communication?

Answer: *Microsoft Exchange 2003.*

11. Would you like to automatically send documents from your accounting system or CRM solutions?

Answer: *Not an option at this time.*

12. pg. 31, paragraph 4 Contract Assignment

Will the vendors without their own "in-house" financing such as Xerox be allowed to fund their equipment purchase through a 3rd party bank provided all billing/invoicing is handled directly by the vendor?

Answer: *Yes*

13. pg. 22, paragraph 5 Desktop Software

How many MFP's will require postscript printing from Mac's?

Answer: *All MFP's are required to have a Postscript and PCL driver. All drivers need to be Citrix and Microsoft Terminal Server certified.*

14. pg. 23, paragraph 6 24/7 Service

Is a live support person expected 24/7 or just the ability to place service calls via e-service or voice mail?

Answer: *Yes, 24 hour 'live' support is required to accommodate City of Dayton departments such as Police, Fire, Aviation, IT, etc.*

15. pg. 24, paragraph 7 Network Changes

Where specifically will the vendor's responsibility end in regards to network support?

Answer: *The Vendors responsibility in regards to network support will end with the connection of the MFP at the network drop, and the configuration of the MFP for its network configuration. The vendor will be responsible to assist COD personnel on additional MFP configuration and functionality if needed, and provide all required drivers for the MFP.*

Will any service call regarding printing & scanning be a "no charge" call regardless of who's issue it is (City of Dayton's network or MFP)?

Answer: *All service calls shall be included and covered as "no charge" to the City and addressed in your proposal. No additional charges for service calls will be allowed by the City.*

16. Will the City of Dayton consider the following; an out clause based on performance & non-appropriation only, a minimum volume for billing purposes and/or the ability to charge for additional MFP's requested outside of the current bid?

Answer: *Exceptions to; any specifications(s) has to be stated (Part Three, Section 3.4). The City will be reviewing all proposals and select those that are in the best interest of the City.*

17. It appears many/most of your bid specifications have been written around the capabilities of your current vendor, Xerox; such as PPM speeds, pre-press make ready software, 2400 x 2400 print resolution, scanning 100 IPM, 250 sheet document feeder, bates stamping all models, printing on tabs, 12 x 18 scanning, etc. etc. etc. Will there be any flexibility in allowing other vendors to submit a competitive bid with different specifications?

Answer: *Specifications are based on known equipment. Proposals for equipment not meeting the exact specification as written but which can be demonstrated to provide the needed function, reliability, maintainability, etc. are encouraged. Specifications and explanations of how items proposed fulfill the proposal's requirements should be included with the proposal.*

18. Will the City accept responses that include the production equipment and the office equipment as a "package" that must be awarded together?

Answer: *"The City of Dayton reserves the right to accept a part or parts of a bid unless otherwise restricted in the bid."*

19. We understand that the city wants a monthly base amount without copies included; if copies are billed for usage only, please explain annual reconciliation for overages.

Answer: see page 20, Terms for payment, Invoicing. *If applicable overages will be calculated at the end of each contract year only. See page 32, Meter Reads. Note: Overages will be calculated at the end of each contract year only.*

20. Please define the local city bidder/vendor according to ordinance #30260-03. Is there an additional page to the Local Preference Certification and Waiver Form?

Answer: *Excerpts from Ordinance #30260-03 giving pertinent details of this ordinance is located on page 37 of the RFP also included is the recent revision of the Excerpts from Ordinance #30260-03 which took affect on September 3, 2008.*

21. Will the City accept responses based on a monthly base amount with volumes according to historical data in order to provide a more attractive pricing vehicle?

Answer: *Yes, see page 4, Schedule A for volumes*

22. Regarding evaluation of proposals, what are the weights of each category?

Answer: *See page 16, Proposal Evaluation & Selection Process*

Evaluations of proposals will be based on, but not limited to the following criteria:

Overall response and compliance	40%
• Compatibility with the City's IT environment/network.	20%
• Integration of secure access via City's employee ID badges.	20%
Overall responsiveness to outlined requirements	30%
• Meets the required features of equipment.	15%
• Suitable solutions and deliverables.	15%
Overall pricing, invoicing and terms/conditions	20%
• Responsiveness to the City's fiscal requirements.	10%
• Capability to provide requested services in a timely manner.	10%
Overall quality of vendor and proposal	10%
• Relevant experience, qualifications, and success in providing a service of the type described in the RFP.	5%
• Value added considerations and benefits to the City of Dayton.	5%
	100%

23. Does the City require stapling on the desktop models?

Answer: *Yes, it is preferred. See page 24, Multifunctional Devices, MFDs, paragraph 4*

24. Does the City have a form for the affidavit required on page 16? Does the form need to notarize?

Answer: *The affidavit is issued by the State of Ohio, Secretary of State. The State of Ohio's website www.ohio.gov and telephone number is (614) 466-2655.*

25. Is it possible to get an electronic bid document for (RFP) No. 8029-D? one where we can insert information.

Answer: *The City can provide a copy of the RFP in PDF format only. The PDF file is available upon request.*

26. City of Dayton Standard Terms and Conditions – Back side of Page 4

Item #7 – Cancellation: The City of Dayton reserves the right to cancel this order if it is not within the contract period or if the quality of the delivered product is not acceptable.

Please define Cancellation for Cause?

Answer: *See RFP Section 1.6 Termination of Agreement.*

27. Schedule A-C Multifunctional Devices – City of Dayton RFP No. 8029-D – Pages 6-9

Schedule A, B, and C MFDs Multifunctional Devices.

May we provide a recommendation to right size the models of equipment to the total annual clicks being placed on the current MFDs?

Right sizing equipment can make sure that the equipment that is placed is not being over or under utilized.

Answer: *Yes, see RFP page 4, Schedule A for volumes*

28. Section 1.2 Proposals (Multifunction Devices and Production Equipment) – Page 16

Within the contract there will be no additional charge for lease fees.

Please define lease fees?

Answer: *The City of Dayton will not be responsible for any add-on fees associated with the original lease such as a fee for termination of contract, equipment removal, etc.*

29. Quantities – Page 22

Quantities are estimated and no minimum or maximum is guaranteed. The current City's Satellite Fleet and production equipment has an annual average of 8.2 million impressions. Proposals will be based on cost per copy only; the City will only pay for copies actually used.

Does the City want a true cost per copy agreement? If so what volume do you want this agreement based on?

- For Example: $(\text{Lease} + \text{Service}) / \text{Volume} = \text{Cost per Copy}$

Answer: *No.*

30. Multifunctional Devices, MFDs – Page 24

Multifunctional devices (“MFDs”) with copy, print, fax, and scan capability must include data ports; fax server; secure access; Bates Stamping; and print management solution features for all locations.

Are you asking for a quote for MFDs with fax boards as well as a fax server?

Fax boards on all devices are not necessary for use with a fax server and could be an unused accessory when MFD’s are connected to a fax server.

Answer: *Yes that is correct. There are at least four areas (approx. 25 MFDs) that are not on the City of Dayton’s main network and may not benefit from a fax server solution.*

31. Document Management Scanner(s) - Page 27

-...operating requirements the City of Dayton feels are important to the document management enterprise solution.

We are seeking a definition of CoD’s enterprise environment: Number of offices, users, departments, offices, etc. Would this environment be part of a greater IT infrastructure and/or part of an existing installation?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

32. General – Page 28

-...compatible with Enterprise Informatics Enterprise Bridge and Kofax.

Please define the nature of these installations. Are they core applications that this solution will connect, or are they ancillary applications that will connect/release to the proposed solution?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

How many users are envisioned to be part of this solution? What are the current document/content volumes that will need to be ingested to the system?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and*

Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.

For retrieval and viewing is there a preferred file format standard? Will users access image files via a web service, a portal, a standardized document viewer?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

33. Security – Page 28

-...the scanned files are accurate...to meet the legal requirements

Are you looking to ensure a given legal standard is met? If so, which? Or from a legal perspective what criteria is paramount to the project?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

-...provide multiple levels of security and confidentiality to meet specialized and unique needs of various operating departments.

Please provide examples of these specialized and unique requirements.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

34. Scanning Requirements – Page 28

Will all document scanning be done via MFD's or will dedicated document scanners be used as well? If yes, please provide document volume, feeder sizes, throughput requirements, and any other metrics related to document scanners as to provide the proper model/features/performance.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

-...meet the need for capturing the City's identified indexing requirements

Please provide definitions of said indexing requirements as well as the number of indexers and number of site performing indexing functions.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

35. Capture Environment – Page 28

-...Scanner operators should be able to...

This section reads as if document scanners will be deployed among different departments with the MFD fleet. If this is correct, please provide document volume, feeder sizes, throughput requirements, and any other metrics related to document scanners as to provide the proper model/features/performance.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

-...operators should be able to adjust scanner parameters for each scan session...

Is there a preferred means of cleanup? Some options are user defined as a series of settings enabled at each scan job. Alternate options can run as a scan driver doing dynamic image cleanup for each document/batch with little user intervention.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

-Scanning software should: support duplex scanning on simplex scanners including collation...

Please re-define. Is this a requirement to scan duplex documents twice and then collate them virtually to recreate them in duplex again?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

-Scanners should be able to handle documents with watermarks

Are retained or suppressed watermarks preferred?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

36. Quality Control – Page 29

-Should be able to annotate scanned images with...

Is this function more desired in a workflow environment? To maintain an initial “original” image free of any markups, initial QC would only verify the image is clean/suitable as replacement for the paper document.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

37. Indexing – Page 29

-Should support indexing to be conducted separately from scanning and allow indexes...

Please elaborate. Does this speak to database connectivity? If so, which databases require connectivity? Please list.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

-Should support drag and drop movement of scanned and electronic documents...

Is this function more desired in a workflow environment? This reads as if original images may be routed through workflows and possibly not maintained on a back-end repository.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

38. Indexing – Page 29 Cont.

-Should allow users to assign documents to user-defined document types to optimize...

Please elaborate. Does this requirement speak to authentications, logins, roles, permissions, batch controls? If so, which securities are preferred and/or in use? Or is this a desired workflow function?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

-Should be able to create, rename, or delete document containers

Please elaborate. This also sounds like a workflow function. Will this function be a requirement for all users or just administrators/"superusers"?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

-Should be able to designate a record as active or inactive.

Is this a desired or required reporting function? Would a defined reporting methodology be preferred or would simple access to software license/use utilities (logs) be sufficient? Also, would records management rules be enforced? If available, please share standards. Example: document retention in an accounting area would be 7 years.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

39. Administration – Page 29

-Should be able to add, modify, and delete user profiles and passwords...

Would this requirement be able to be tied into Windows policies?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

-Should provide statistics on how efficient users are working within the system...

Is this a desired or required reporting function? Would a defined reporting methodology be or would simple access to software license/use utilities (logs) be sufficient? Would this efficiency reporting require real-time views or daily/weekly/monthly-style of reports?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

-Solution should support the retrieval of the image and information data by external applications for purposes of archival

If available, please share any requirements related to document management system availability or is there an SLA for system uptime and/or problem resolution?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and*

Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.

40. General Scalability Requirements – Page 30

-System should be expandable and scalable to accommodate additional users and applications without changes to the initial software and applications

If available please provide the total users to the system today, at deployment, and at final configuration.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

41. Scanning /OCR/Conversion – Page 30

-Describe scanning speed...accuracy...for the proposed system

Specific metrics like this cannot be provided until we have a greater scope of what scanners (via MFD) and document scanners will fit the environment. If available, please define accuracy. Would it be related to image quality thresholds being met by cleanup middleware, actual OCR rates, etc? Actual OCR rates could only be provided in an estimation if respondent is provided sample documents for testing.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

-Explain what...throughput is available

Specific metrics like this cannot be provided until we have a greater scope of what scanners (via MFD) and document scanners will fit the environment. Also note that input device throughput is only one step in a series. A given scanner device may present images to a capture and/or document management system at a rate higher than it may process. If the environment is distributed across a LAN/WAN, throughput and the ability to upload image/metadata to the central system will be subject to the size of the LAN/WAN and other traffic.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section “General”, and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

42. Workflow – Page 31

-Specify what types of analytical tools are provided such as “what if”

Please elaborate. Is this a request for business process modeling applications or an alternate means to create environmental simulations? This technology is available but is often a specialized module or application addition. Is this workflow item a requirement?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

43. General – Page 31

-Describe E-commerce capabilities and potential applications

Please elaborate. Is this for user/remote access to the document management system via the internet, intranet, and/or VPN? Capabilities of such a system would require understanding of the current IT infrastructure to support such an initiative.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

-Operational integrity

Please elaborate. Is there a SLA for this project? Fail-safe, fail-over, and systemic redundancies can be designed in but will require understanding of the current IT infrastructure for correct design.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

-Describe any potential performance impact of the proposed solution...on the existing LAN/WAN network.

Performance impact will require an understanding of the current network infrastructure as well as some degree of understanding of the image/metadata volume and traffic generated from this new environment. Also, an understanding of the distributed nature of remote sites and central site processing structure will help better create an idea of network impact.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

44. "The City may terminate this contract at any time upon 30 days written notice to the vendor." Is this provision negotiable or is it able to be revised to help protect the high level of investment that is required to furnish the City of Dayton the best possible

solutions at our disposal. The initial equipment investment required coupled with our high service standards would extend a high level of economic exposure to ComDoc under these conditions.

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

45. Secondly, does the city have an electronic version of this bid (Word format) you could send me? This would help immensely.

Answer: *No. The City can provide a copy of the RFP in PDF format only. The PDF file is available upon request.*

46. Does the City of Dayton PREFER for the vendors to respond to all three schedules on the RFP; in other words is there a negative to only responding to one Schedule?

Answer: *See RFP page 16, paragraph 4. The City reserves the right to award the contract to more than one vendor if **in** the opinion of the City the "selected" proposer(s) cannot meet all the requirements for the Document Management Enterprise Solution.*

47. Can a vendor use a subcontractor(s) who will provide certain portions of the RFP?

Answer: *Should the vendor utilize a subcontractor to perform all specifications in this RFP the vendor shall be responsible for all aspects of the contract regardless of who performs any facet of the contract.*

"Document Management Scanners" Schedule C Questions.

48. Since there is already a central repository being Enterprise Informatics (Eb) and Kofax, is the Doc. Mgt Scanners a front-end or to be a separate stand-alone solution?

Answer: *The Document Management Scanners will be front-end solution; we are not looking for a stand-alone solution. See answer on question 31*

49. If it is to be a front-end solution for the Eb system, why are there additional requirements for Imaging, Scanning/OCR, Workflow, etc?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

50. With the existing Kofax software, do you have the Page Count Volume to handle the additional output from the new devices being requested in the RFP?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and*

Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.

51. Are there two scanners being requested for Schedule C?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

52. What are the anticipated monthly volumes for scanning?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

53. How many pages-per-minute should the scanners run at?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

54. Is there just one 8 hour shift per day and is the workweek Monday through Friday?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

For Schedule C, can a vendor submit a total purchase price amount versus a Monthly Lease Cost and if so, would the vendor be penalized?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

55. Please clarify The Cities intention on pg. 16 asking for cancellation with 30 days notice. What would The Cities' expectation be for existing units in place once a cancellation would be received under the terms of a 5 year contract?

Answer: *The City of Dayton has elected to remove the specifications relating to the Document Management Scanner(s), pages 27 through 31, Section "General", and Schedule C, pages 5 and 9, in RFP No. 8029-D. All other specifications in this RFP shall stand.*

56. Normal industry standards for service response time are 4 hours. Is The Cities' expectation truly 3 hours or would industry standards be considered?

Answer: *The City of Dayton prefers three hours from the time a service call is placed.*

57. Please clarify the first and last sentence under Multi Function MFD's on pg. 24.

Answer: *The last sentence on page 24 under Multifunctional Devices, MFDs, lists additional requirements not mentioned in the first sentence with the exception of Bates Stamping—mentioned in both sentences.*

58. For production equipment, how many RDO files does The City have?

Answer: *The production equipment currently has less than 25 RDO files.*