1. In reference to items 5-8 on page 10 of the RFP, is ETHRA requiring that a successful bidder be able to provide direct support and maintenance renewals on these software items?
   It is not a requirement as we have found out in the last couple weeks these providers have started to move to direct support and maintenance so ETHRA will work with the vendors on providing our support / maintenance.
2. In reference to page 10 on the RFP, what is the desired deliverable to be entered in the "Rate" column for the software items (Line Items 5-8: M-Files, PSIGEN, Papercut, and StreamlineNX)? Does "Rate" mean a specific cost for these software solutions?

   Line items 5-8 no longer need to be included in anyone's submissions as we will now be going directly through the vendors for the licensing.

M-Files

1. Is the goal of ETHRA to partner with a company who can renew Maintenance & Support agreement on M-Files?
   No, it would be nice to have a partner that has experience with M-Files and supporting it but it is not a requirement.
2. Is ETHRA requiring integration between the copiers and M-Files? If yes, please provide detail on what the desired workflow is
   Yes, we have specific scan folders that are set up to automatically scan documents in to M-Files.

3. Is ETHRA open to alternative solutions to M-Files as part of the scope of this RFP?
   M-Files is our preferred solution but we are open to alternate solutions. Our renewal for M-Files Is not up until 02/22 so it will be used at least until then and we've had great success with M-Files so at this time there is no real desire to change solutions.

PSIGEN

1. How are the existing copiers interacting with the PSI Capture solution currently? For example, is a user scanning to a Network Folder or email that is being monitored by PSIGEN?
   We will actually be going directly through PSIGEN when our license is up so you can remove PSIGEN for this RFP.
2. What document types or business units are using PSI Capture solution?
3. With the PSI Capture Maintenance & Support renewal due in June 2021, is ETHRA open to alternate Advanced Capture solutions as part of this RFP?

Papercut

1. What version of Papercut is ETHRA currently on?
   We are currently on version 15.3 (Build 34420) but plan on upgrading to the latest release in the next couple months.
2. Please describe how Papercut is being used by ETHRA currently?
   It's really only used to pull print counts.

3. Do the existing copiers have the embedded Papercut software for user authentication and secure print release? If not, is ETHRA open to expanded use of Papercut as part of this RFP?
    Yes, this is already set up.
4. How is ETHRA utilizing the Papercut Internet Control module currently for monitoring Internet access?
    Not sure what this is so it is probably not used.
5. What departments or user groups utilize Papercut?
    Accounting and IT

StreamlineNX

1. What functionality is ETHRA utilizing with this solution that would need to be replicated by the successful bidder? For example, enterprise device management, mass settings updates, etc.
    We only really use it for device management.
2. With the StreamlineNX solution being a Ricoh-specific solution, is ETHRA open to comparable alternate solutions?
    Yes, open to alternate solutions.

Hardware Questions:

1. Can you please provide the average monthly volumes per model for each device for both color and black and white? Can you provide pre COVID 19 numbers?
    See below spreadsheet for volume count.

2. Regarding the $61,210 buyout estimate is this based on the remaining payments of the current lease or was this number obtained from the leasing company?
    This was obtained from our current provider. It is a very close estimate but not may be exact.