



UMOS, Inc., Request for Bids (RFB): Copier/Multi-Function Device Services
Questions and Answers – August 8, 2025

1. Please list out the required accessories for each machine. (ex: staple finishing, Inner Finisher, Booklet Maker, how many drawers)

Answer:

| Address | Make | Model | Location | Accessories |
|--|---------|----------|---|--|
| 10733 Highway 39 Mount Vernon MO | Toshiba | ES3515AC | UMOS 10733 NORTH HWY 39 Mt. Vernon MO-Main Office | RADF, 2 Paper Sources, Fax |
| 1115 Main Crossings Ave Amery WI 54001 | Toshiba | ES3515AC | SEASONAL USE COPIER | DSDF, 2 Paper sources, Fax, 50 sheet Ext Finisher |
| 1808 Eastern Ave Plymouth WI 53073 | Toshiba | ES3515AC | HS- INSIDE REDEEMER LUTHERAN CHURCH | DSDF, 4 Paper sources w/LCT, Fax 50, sheet Ext Finisher |
| 205 E Main St Wautoma WI 54982 | Toshiba | ES4518A | 205 E Main St Wautoma WI 54982 | DSDF, 4 Paper sources, Fax, 50 sheet Ext Finisher |
| 2701 S Chase Ave Milwaukee WI 53207 | Toshiba | ES3518A | Suite A, Room 21 | RADF, 4 Paper Sources, 50 Sheet Internal Finisher |
| | Toshiba | ES2518A | 2701 S Chase Ave Milwaukee WI 53207 | RADF, 2 Paper Sources, Fax, 50 Sheet Internal Finisher |
| | Toshiba | ES3515AC | Suite A Job Center Area 4 Near Door | DSDF, 4 Paper Sources, 50 Sheet Internal Finisher |
| | Toshiba | ES3518A | LRC - Suite D | RADF, 4 Paper Sources, Fax, 50 Sheet Internal Finisher |
| | Toshiba | ES3515AC | Suite B Back Area | DSDF, 4 Paper Sources, 50 Sheet Internal Finisher |
| | Toshiba | ES5518A | Suite B Finance Area | DSDF, 2 Paper sources w/LCT, Fax, 50 sheet Ext Finisher |
| | Toshiba | ES3518A | Suite A Job center Area 1 near Mailroom | RADF, 4 Paper Sources, 50 Sheet Internal Finisher |
| | Toshiba | ES3515AC | Suite A Job Center Area 5 Mailroom | DSDF, 4 Paper Sources, 50 Sheet Ext Finisher, Hole Punch |
| | Toshiba | ES3518A | Job Center Lobby | RADF, 4 Paper Sources, 50 Sheet Internal Finisher |
| | Toshiba | ES3525AC | Suite D - Tech Hire | RADF, 4 Paper Sources, Fax, 50 Sheet Internal Finisher |

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| | Toshiba | ES7518A | Suite A Job Center Area 12 Printer Area | DSDF, 2 Paper sources w/LCT, 50 sheet Ext Finisher |
| | Toshiba | ES6518A | Suite A Job Center Area 11 Printer Area | DSDF, 2 Paper sources w/LCT, 50 sheet Ext Finisher |
| | Toshiba | ES5015AC | Suite B Mailroom | RADF, 2 Paper Sources w/LCT, 50 Sheet Ext Finisher |
| | Toshiba | ES3518A | Suite D- Health Promo | RADF, 2 Paper Sources, Fax |
| | Toshiba | ES3515AC | Suite B President's Office | RADF, 2 Paper Sources, Fax |
| | Toshiba | ES5018A | Suite A Job Center Recept. | RADF, 4 Paper Sources, Fax, 50 Sheet Internal Finisher |
| 300 S Koeller St Ste E Oshkosh WI 54902 | Toshiba | ES6516ACT | 300 S Koeller St Ste E Oshkosh WI 54902 | DSDF, 2 Paper sources, Fax, 50 sheet Ext Finisher, Hole Punch |
| 308 N Main St Plainfield WI 54966 | Toshiba | ES3518A | UNITED METHODIST CHURCH | DSDF, 3 Paper sources, Fax, 50 sheet Ext Finisher, Hole Punch |
| 3516 E Expressw ay 83 Ste 9 Weslaco TX 78596 | Toshiba | ES2515AC | 3516 E Expressway 83 Ste 9 Weslaco TX 78596 | RADF, 4 Paper Sources, Fax, 50 Sheet Internal Finisher |
| 422 W Mount Vernon Blvd Mount Vernon MO 65712 | Toshiba | ES4515AC | MAIN ENTRANCE | DSDF, 3 Paper sources, Fax, 50 sheet Ext Finisher, Hole Punch |
| | Toshiba | ES3515AC | CLASSROOM 35- 506 BURKHARDT ST | RADF, 4 Paper Sources, Fax, 50 Sheet Internal Finisher |
| 500 S Main St Cardwell MO 63829 | Toshiba | ES3515AC | 500 S Main St Cardwell MO 63829 | RADF, 2 Paper Sources, Fax |
| 505 Burkhardt Street Classroom 36 Malden MO 63863 | Toshiba | ES3518A | 505 Burkhardt Street Classroom 36 Malden MO 63863 | RADF, 4 Paper Sources, Fax, 50 Sheet Internal Finisher |
| 601 E Nolana Ave Ste D McAllen TX 78504 | Toshiba | ES5516ACT | ADMINISTRATIVE OFFICE | DSDF, 2 Paper Sources w/LCT, 50 sheet Ext Finisher |
| 735 S Business Highway 13 Lexington MO 64067 | Toshiba | ES3515AC | 735 S Business Highway 13 Lexington MO 64067 | RADF, 4 Paper Sources, Fax, 50 Sheet Internal Finisher |

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|--|---------|----------|--|---|
| 812 Lester St Ste A Kennett MO 63857 | Toshiba | ES3515AC | RECEIVING | RADF, 4 Paper Sources, Fax, 50 Sheet Internal Finisher |
| N1257 County Road Z Wautoma WI 54982 | Toshiba | ES3518A | N1257 County Road Z Wautoma WI 54982 | RADF, 4 Paper Sources, Fax, 50 Sheet Internal Finisher |
| N1502 City Trunk XX Berlin WI 54923 | Toshiba | ES4518A | N1502 City Trunk XX Berlin WI 54923 | DSDF, 3 Paper sources, Fax, 50 sheet Ext Finisher |
| N2898 State Road 22 Montello WI 53949 | Toshiba | ES3518A | FRONT OFFICE | RADF, 4 Paper Sources, Fax, 50 Sheet Internal Finisher |
| W9555 Nova Pass Beaver Dam WI 53916 | Toshiba | ES3518A | FRONT OFFICE | RADF, 4 Paper Sources, Fax, 50 Sheet Internal Finisher |

2. Please indicate which machines need to have 11x17 printing.

Answer: None of the current machines require 11x17 printing at this time.

3. Does UMOs have PaperCut now? Where is it hosted? Is it on a Dedicated server, Private Azure Cloud server, or via PaperCut Hive?

Answer: No, we do not currently use PaperCut, but we would be looking at a hosted solution.

4. Is PaperCut licensed by Subscription or Perpetual (traditional) licensing?

Answer: We will be looking at subscription licensing.

5. Is UMOs using Print Deploy?

Answer: No, but streamlining the deployment of the devices to users is a feature we were looking to include.

6. Is UMOs scanning to user's Personal (SMB) Folders?

Answer: Yes, users currently scan to their Personal (SMB) folders.

7. Faxing: How many devices require it? What are the fax numbers? What is the approximate total number of fax pages sent & received every month?

Answer: Total pages received every month 0 (based on machine usage statistics). We have many fax numbers, many of them digital via 8x8. Fax numbers are available once the contract has been signed.

8. Do you currently use PaperCut Cloud (Hive) and if so, when does your licensing expire?

Answer: No, but a cloud solution would be preferred.

9. For User Authentication what Card Technology are you using?

Answer: We use YubiKey FIDO2 security keys for authentication, currently only using RFID proximity cards for door access and entry.

- a. Will you provide a sample card for testing and Card Reader Configuration?

Answer: No, cards are for door access and entry.

10. What accessories are needed for each unit (of paper drawers, stapling, faxing, etc.)

Answer: Refer to question 1.

11. Can you please provide clarification on the requirement for the replacement equipment to be "as close as practicable" to the existing equipment? For example, if a current copier is 50 pages per minute and an interested bidder only has a 45 or 55 page per minute speed unit available to bid. Alternatively, based on the usage meters some of the replacement equipment could be right-sized (either up or down in copy/print speed to meet usage requirements) if that is something you would be interested in learning more about as well.

Answer: The intent of this clause is to ensure continuity and operational efficiency. Minor variations (e.g., a 45-ppm vs 50 ppm copier) may be acceptable if usage patterns support the proposed speed. We are open to reviewing alternative models with similar or improved capabilities based on actual usage of metrics.

12. Your RFP mentions PaperCut in Technological Stipulation 14. Are you using PaperCut currently? If so, and if you would like to continue using PaperCut, please share your PaperCut MF Customer Reference Number or Organization ID such that we can be authorized to include the relevant quote for PaperCut licensing services in our RFP response.

Answer: Refer to question 3.

13. Will you provide specific paper feeding and job finishing hardware requirements for each device or should RFP responses assume no additional paper feeding or job finishing hardware beyond what is standard equipment on each proposed model of machine will be required on each device?

Answer: No. Optional features can be proposed as add-ons.

14. Is there a specific reason for a 36-month lease term? Would you be open to considering longer lease terms as an alternative bid?

Answer: Yes, the 36-month term aligns with UMOs' capital planning cycle and operational budgeting. We are seeking a 36-month term at this time.

15. Are there any other cloud services or software applications not outlined in Technological Stipulations 14-18 that need to be accounted for in our proposed solution to meet the Technological Evaluation Criteria?

Answer: No additional cloud or software solutions outside of the outlined Technological Stipulations 14 – 18 need to be considered at this time.

16. What is your current faxing solution? If faxing using analog fax lines, please specify which devices need to have faxing hardware included in our RFP response. Are you open to discussing a higher performing, more secure fax solution?

Answer: Some current devices include fax capabilities. We also utilize 8x8 digital fax solutions. For faxing hardware, refer to question 1.

17. Addressing Technological Stipulation 25, are you asking that the winning bidder provide data drive removal and destruction services upon termination of the lease agreement, onsite removal and transfer of possession of data drives to UMOs IT staff to fully maintain security of chain of custody of UMOs data at time of termination of lease agreement, or to perform and confirmation of performing factory end of lease initialization of data drives without removal of data drive hardware from each device upon termination of the lease agreement?

Answer: Yes, the winning bidder will be expected to ensure factory-level data wipe or removal of all storage drives in compliance with UMOs data protection policy, either via on-site removal or certified chain-of-custody transfer.

18. Are there other print devices outside the scope of the RFP (Desktop printers, laser/inkjets)? If so, how are those currently managed and supported?

Answer: Yes, there are desktop printers in use across UMOs locations. These are not part of the current RFP. Managed internally.

19. Do you have the list of equipment in Excel format to allow for easier access to enter in replacement models, etc?

Answer: Yes, an Excel-based inventory list is available.

20. Are you going to provide time for a walk-through?

Answer: Yes, it is possible to arrange a walk-through. However, please note that services are required in five different states. Furthermore, a walk-through will not be used to provide additional details that may benefit the visiting bidder.

21. Why are you asking for the ability to move equipment several times during the course of the contract?

Answer: Due to operational changes and program relocations.