



DIVISION OF FINANCIAL ADMINISTRATION

ADDENDUM #3

Request for Information # 2445

Date: February 10, 2021
Subject: Vendor Questions and Answers, Response to RFI due date change
Title: Print Operations Management Software (POMS)
RFI Due Date: Original RFI Due date: February 19, 2021
Revised RFI Due Date: February 24, 2021, 2:00 PM

Address RFI response to: Alicia.Flint@ogs.ny.gov
Re: RFI #2445

Please see Attachment #1 for Vendor Questions and Answers.

Reminder, responses to RFI# 2445 are due February 24, 2021.

All other terms and conditions remain unchanged.

***If submitting a response, we request that this Addendum #3 for RFI #2445 contain a signature, be dated, attached to, and made a part of your response.**

Company Name_____

Address (include City, State, Zip)_____

Bidders Name (please print)_____

Title_____

Signature_____

Date_____

RFI 2445 Addendum 3 - Attachment 1, Vendor Question and Answers

	Question	Program Response
1	What are the biggest challenges with your current Web storefront solution?	Program does not currently have a Web storefront.
2	Is the state looking for a cloud or on-Prem solution?	On-Prem Solution
3	What data input formats are required?	PDF, JPG, PNG, BMP, and Microsoft Products for customers to input print jobs.
4	First, section 1.2 mentions the existing EFI Logic Print MIS software. Are any vendors contracted for that existing software or is it operated in-house?	No existing contract for EFI Logic Print MIS software.
5	Second, if this does move forward to a full solicitation, do you have a target timeframe for release or will next steps still depend upon the RFI responses?	An RFI is a request for information only. It is possible a solicitation may result, but not guaranteed. We cannot give a timeframe for the possibility of releasing a solicitation at this time.
6	Provide notification to the APC when their request for access has been submitted. _need clarification on what is considered 'access'?	The capability to access system via the web.
7	Provide CPA the ability to create user profiles for APCs and Agency users and assign access roles to each profile._need clarification on what 'access roles' are needed for Job Ticketing?	To allow the APCs to submit orders to us, get quotes, check on status of job, and create internal agency users.
8	Provide the APC the ability to create user profiles for internal Agency Users and assign access roles to each profile._need clarification on what 'access roles' are needed for Job Ticketing?	To allow the APC to have multiple users in their agency that can submit orders, get quotes, and check on job status.
9	Allow APC and agency users the ability to update their account information._need clarification on what 'account info' would need to be updated?	Name, address, phone number, email, cost center information, and other required fields.
10	Customized reporting to replace excel files; Cost Sheets, Work Orders, and Purchase Orders (if vendor job) that are currently Excel files stored on V drive. Job Ticketing does not offer customized reports. Although we would need more clarification on this item to identify what is needed on the custom report?	The ability to create reports on all data in system.
11	Provide field-level security. _need clarification on this item?	The system must provide a break down of access roles and what the permissions are for each role.
12	How many MFPs are being managed? Which OEM? If mixed fleet, how many of each?	8 production printers: 2 Konica's, 3 Xerox's, 3 Ricoh's
13	How many physical locations with Print Servers will be managed?	TBD, multiple

14	How many Print Rooms, any wide format printers, Y Plotters, or 3D Printers included?	TBD, multiple
15	The opening paragraph states "on-premise web-based commercial off the shelf (COTS) technology solution". Would a cloud based solution be considered?	No
16	1) What Make/model Printers would the solution be printing too?	The system will not be printing the jobs, it will be tracking the status: Production printer are Xerox Docutech 6155, Xerox Docutech 125, Ricoh Color PRO72105, Ricoh PRO8230S, Konica 2250 and Konica 1250
17	2) Does the system need to be 508 and WCAG 2.0 compliant for accessibility compliance?	Yes
18	3) Will there be a single or multiple print shops?	Multiple print shops.
19	What are the total number of desktops being considered?	The Central Printing office currently staffs 11 but this must be expandable .
20	How many end users are you supporting? How many on-prem?	There are currently 40 end users/customers but this must be expandable.
21	- Do they all require Pull/Follow-me/Secure print capabilities?	Yes
22	- Do they have scan requirements?	Yes
23	- Do they have mobile print/scan requirements?	Not at this time.
24	Number of head office locations?	One
25	Number of remote/small office locations?	Currently one but must be expandable.
26	How many large sites vs small sites do you have? What do you consider a large site?	Currently two sites with four production printers at each site but the system must be expandable
27	Do you have infrastructure and/or applications on the cloud?	No

28	- Private cloud on prem?	No
29	- Cloud provider ex. AWS, Azure, IBM?	No
30	What are the Primary applications that support your business and what platforms do they run on?	We are gathering information to replace the current Primary system.
31	- How many business-critical application users access those applications? (SAP, PeopleSoft, Oracle, Industry specific application, etc.)	This information is not relevant to this RFI.
32	- How do these applications print?	This information is not relevant to this RFI.
33	- Does printing slow down the applications?	This information is not relevant to this RFI.
34	- What happens if printing stops?	This information is not relevant to this RFI.
35	- How does this issue affect the business processes?	This information is not relevant to this RFI.
36	- Do you have an SLA's you need to reach for your printing service?	This information is not relevant to this RFI.
37	How many printers do you have and where are they located?	Eight production printers at two different locations but this must be expandable. Note this system will be for a production print operation., not networked printer.
38	- # MFDs? SFDs? USB connected? Dot matrix, label printers?	This information is not relevant to this RFI.
39	- How many devices will require Pull/Follow-me/Secure print capabilities?	This information is not relevant to this RFI.
40	- Do you currently have a Pull/Follow-me/Secure print solution?	No

41	How many print servers do you have?	Seven, but must be expandable
42	- Windows print servers?	Zero
43	- CUPS print servers?	Seven
44	- Are these servers dedicated print servers?	Yes
45	How many employees are working from home? (WFH)	Zero
46	- Does IT supply printers?	No
47	- Are they networked printers?	No
48	- USB attached?	No
49	- Are the users accessing/printing sensitive documents that need to be secured?	Yes
50	- Do they need to print output from server-based applications within the enterprise data center?	This information is not relevant
51	- Do you currently have a way to monitor end user print activity?	This information is not relevant
52	- Are these users connected to the State of NY corporate network? VPN etc?	This information is not relevant
53	- What unmet print-related requirements for "work from home" does State of NY have?	This information is not relevant
54	Output sources?	Print Shop employee workstations to print server to production printers

55	- i.e. desktops?	Yes
56	- mobile devices?	No
57	- VDI?	No
58	- server-based applications? Cloud apps? Ex. O365?	No
59	- Mainframe?	No
60	What mobile print requirements do you have?	None
61	- Does State of NY have any BYOD strategies?	No BYOD (bring your own device)
62	Do you have scan requirements?	Yes
63	What compliance regulations must you need to adhere to?	This not relevant
64	What SLAs does IT have with the business?	This not relevant
65	Do you have specific waste/cost reduction targets?	Increased automation and efficiency
66	o Annual monochrome volume?	This not relevant
67	o Annual color volume?	This not relevant
68	o Current duplex percentage?	This not relevant

69	o Do you need to do cost accounting for printing?	This not relevant
70	o Do you have any policies which you would like to enforce/encourage with printing (eg. duplex, B&W)	This not relevant
71	Does NY State have or plan to have Virtualized Desktops?	This not relevant
72	- Would you like proximity printing for roaming end users?	This not relevant
73	Are there any desktop refreshes which will require changing your print environment (e.g. Windows upgrade)?	Yes
74	Do end users print confidential documents?	Yes
75	Do you have to manage BYOD's in your organization?	No
76	Do you have a policy for marking document classifications (private/confidential etc.)?	No
77	Are you currently or have you considered using watermarks/timestamps features to give visual guidance and tracking?	No
78	Are you now or have you considered using copy and tamper protection?	No
79	Do you have barcoding requirements?	No
80	Do you have Unicode requirements?	No
81	Do you print forms?	Yes
82	Do you have a Managed Print Service?	Yes

83	Will you have a managed print service contract renewal in the next 12-18 months?	No
84	Do you have multiple partners and outsourcers for different parts of the business – i.e. one vendor manages your network and one manages the printers?	No
85	Do you have a platform upgrade due in the next 12 months?	Currently not at this time
86	Will the software run on NY servers, servers you own and/or manage? Or, are you looking for a hosted solution (SAAS) where we manage the hosted servers with hosting companies such as AWS, Microsoft or IBM.	Yes, the software will run on NYS ITS servers. No we are not looking for a hosted solution at this time.
87	Do you have one central support team for all locations?	Yes, the Central Printing Office
88	Do you have a centralized helpdesk or are these managed regionally?	The Central Printing Office
89	If not, do you have dedicated helpdesk staff in each of your regional offices?	N/A
90	Or how is support distributed?	Print Shops are currently located in the same region. Equipment maintenance and support is provided by vendors as needed.
91	How many calls related to printing and output?	This question references networked printers and end user support, not a production print operation.
92	How many of these escalate to level 2 and beyond?	This question references networked printers and end user support, not a production print operation.
93	Level 1 helpdesk calls per year? Cost per ticket?	This question references networked printers and end user support, not a production print operation.
94	Level 2 helpdesk calls per year? Cost per ticket?	This question references networked printers and end user support, not a production print operation.
95	Specialist helpdesk calls per year? Cost per ticket?	This question references networked printers and end user support, not a production print operation.
96	How do you currently manage printer drivers and print queues?	NYS ITS manages production printer drivers.

97	How much IT time spent per month?	This question references networked printers and end user support, not a production print operation.
98	<p>•The following is an excerpt from the RFI: --- 1.3. BRIEF PROJECT OUTLINE / VISION The ideal replacement system will support Central Printing and the Copy Center to obtain, manage and track printing requests for NYS executive agencies and non-executive agencies, communication tracking, store documents of various types..... --- We did not understand what communications the system was supposed to track? Print status? Logins? Approvals?</p>	Communication tracking refers to the communication between the customer and the OGS Printshop, as well as the job status. The system should date and time stamp each transaction that occurs in the job flow.
99	Business impact from print outages?	Inability to complete required print jobs.
100	Is data security and confidentiality a top priority for IT?	Yes
101	Are you doing any business transformation or standardization projects?	Standardization projects
102	Is End User Productivity a key success factor for the IT organization?	Yes
103	Do you have any end user productivity requirements?	This is not relevant
104	Is End User mobility important to your business?	This is not relevant
105	Do you have any environmental policies which would affect printing?	Yes, Executive Order 4
106	Is the system hosted by the company or NY State hosted system?	NY State hosted system
107	What forms of communication need to be tracked?	Job Progress/Tracking from submission through delivery
108	What kind of documents, PDF Excel, Word, Other	PDF, JPG, PNG, BMP, and Microsoft Products customer print jobs

109	What sizes of documents?	Currently 8-1/2 x 11 up to 12 x 18
110	Volume daily? Monthly? Annually? (number and size of documents)	Approximately 7 to 10 jobs daily; 140 to 150 jobs monthly; 1600 to 1800 jobs annually.
111	From what types of devices do the documents come from?	Print requests are submitted from customers using various devices.
112	How long do documents need to be stored?	Seven years
113	Do the documents need to be printed?	Yes
114	Is it only documents that need to be printed?	No, there are various types of print jobs including but not limited to forms, signs, photos.
115	<p>Currently our Document Workflow Service allows for customizable complex workflows that allow for documents/data/notes to be passed between various parties involved within the document printing/storing process. Depending on the workflow requirements, various steps could be but not limited to approving, denying, requesting more information, printing, reprinting, etc.</p> <p>The Document Workflow Service currently provides this functionality to the largest unemployment states' UI department as part of its electronic debit card payment service.</p> <p>Provide a workflow for easy observation of item status</p> <ul style="list-style-type: none"> -Current, previous, future steps, owners ▣ this during document routing? ▣ this during a printing approval cycle? <p>Can there be more than 1 owner of a document?</p> <p>Are you talking about the approval chain for printing as the "owners"?</p>	<p>The print job is requested by the customer, routed to the Central Printing program for updates and approval, a proof or quote is provided if requested, the customer approves the job, the item is printed, shipped, and then billed. The submitting agency and Central Printing "own" the document.</p>
116	Assist in tracking and sending communications, reminders, and notifications, and restrict access to outside entities. What does "assist" mean?	"Assists" means that the system will provide that functionality as entered by the customer and the program.
117	How do you want to communicate with outside entities?	By email and/or phone
118	What does "V drive" mean?	Internal agency server and filing system
119	What does "replacing excel files" entail?	Program currently uses Excel to cost out the job and purchase orders to bill back customers

120	Please provide an example and more detail of what you mean by field level security?	The system must provide a break down of access roles and what the permissions are for each role.
121	Please provide an example of what you mean by update rates, materials or labor costs?	Price updates for materials/inventory. Ex: paper prices fluctuate and require adjustment in the system.
122	Are attachments printed? Are they attached to a file to be printed?	Yes they may be attached or downloaded
123	What type of hardware units will the software(s) need to manage? (Current print environment)	Xerox Docutech 6155, Xerox Docutech 125, Ricoh Color PRO72105, Ricoh PRO8230S, Konica 2250 and Konica 1250
124	Do the software(s) need to support print/security and management of copiers, printers and presses?	Yes
125	What is the ideal workflow that the software(s) should be capable of managing?	Including but not limited to the print job requested by the customer, routed to the Central Printing program for updates and approval, a proof or quote is provided if requested, the customer approves the job, the item is printed, shipped, and then billed.
126	This RFI is listed as solution(s) for State customers, will political subdivisions be allowed to purchase from this contract as well? (K-12 and universities)	No
127	Will these customers want to own their own data?	No, the Central Printing program will own the data.
128	Will current fleet be updated soon? (offset print press to digital press)	Not at this time but possible in the future.
129	Will the software(s) need to manage a single manufacturer's brand of product or will there be a mixed fleet of hardware devices? (manufacturer agnostic)	Mixed
130	Is there a need for a front-end web interface as well as the backend managing of the devices? (web-to-workflow)	Yes
131	Should the solution(s) provide an automated front-end experience that will be able to simply notify end-user customers of their print progress?	Yes
132	What standards in data protection/security will the proposed software(s) need to meet?	The solution will need to meet all appropriate NYS ITS security requirements/standards found at https://its.ny.gov/ciso/policies/security .
133	Does this software solution need to meet Federal standards/regulations in security? (https://www.fedramp.gov/)	The solution will need to meet all appropriate NYS ITS security requirements/standards found at https://its.ny.gov/ciso/policies/security .

134	How many locations need access to the solution?	Currently 2 but must be expandable
135	How many total forms will need to be created and stored?	TBD, must be expandable
136	Do they want to leverage existing forms or re-create?	Both
137	How many users will need to submit and access the forms?	Currently 40 but must be expandable
138	How many users will require full access vs read only?	Currently 10+ with full access and 30+ read only but must be expandable
139	How many users will participate in workflow approval steps?	Currently 2 but must be expandable
140	Do they want an on-premise solution or is cloud permitted?	On-Prem Solution
141	Allow Guests to submit the Print Request Form electronically via a web-based portal. *This will be limited to specific agencies. Would "Guests" be anyone – general public, any agency employee, etc.? Would it be acceptable for Guests to self-register and then authenticate into the system and place a print request? Or would you prefer an anonymous guest be allowed to submit a print request without any sort of authentication?	OGS does not anticipate allowing anonymous guests to submit print requests. All users accessing to the portal will be authenticated against the NYS Directory Services repository. Most client agencies allow only certain staff to be able to submit print requests to OGS. These people will have their specific userid authorized within the solution. A few agencies, however, allow any staff member to submit requests to OGS. The desire is that their permissions to the portal would be granted based upon the agency to which they belong.
142	Provide the ability to upload and download documents and images in the system based on user role. Is this referencing the front-end user experience, or the back-end operation, for the print shop to produce the job? Example: Is the requirement the ability for upload of documents as well as the ability to download digital content for ordering? Or are you referring to the backend of downloading digital files that users have uploaded?	Both the front-end and back-end users will require this functionality
143	Provide the ability to export data in multiple formats, e.g. excel, pdf, html, xml, etc. Is exported data to be integrated with another system? Or is this for reporting purposes?	Both, exported for billing and reporting
144	Is exported data to be integrated with another system? Or is this for reporting purposes?	Both, exported for billing and reporting
145	Provide field level security. Please define specifics of "field level security".	The system must provide a break down of access roles and what the permissions are for each role.
146	Can we request information on the volumes that they print? Number of average print requests/jobs per month submitted and produced by NYS OGS?	Approximately 7 to 10 jobs daily; 140 to 150 jobs monthly; 1600 to 1800 jobs annually.

147	What type of jobs/work will be submitted by end users through the new “job submission web portal”? What PDL format is required to support?	There are various types of print jobs including but not limited to forms, signs, photos.
148	How many print centers does NYS OSG support/print work to?	8 production printers: 2 Konica's, 3 Xerox's, 3 Ricoh's
149	How many items does NYS OSG want to fulfill and track inventory?	All requested and completed print jobs and associated inventory
150	Is inventory management through the new system a requirement? What specific aspects of inventory management are you looking to utilize?	Yes, material counts and cost
151	Please provide greater detail to “provide field level security”, what are you looking to address here?	The system must provide a break down of access roles and what the permissions are for each role.
152	Please provide greater detail to “provide audit capabilities”, what specific auditing are you looking to do? What reports are you looking to generate?	Reporting for all data in the system including but not limited to customer profiles, quantity of print jobs requested, quantity of print jobs completed, inventory, and billing metrics
153	What are the specific print engines that you will continue to use and what are their print controllers? If they are Fiery driven, are they JDF enabled?	Xerox Docutech 6155, Xerox Docutech 125, Ricoh Color PRO72105, Ricoh PRO8230S, Konica 2250 and Konica 1250
154	In order to allow time for a comprehensive and meaningful response, will the state extend the due date of the RFI to a minimum of 3 weeks after the questions are answered?	The RFI response date has been extended to 2/19/2021.
155	Please share the following pertaining to your current state and for what period of time: The total Volume, Color, Mono,# of Jobs, Major Printing Locations (Please Specify), Print Output Devices (Make/Model), Offline finishing and other offline equipment to fulfill requirements, job types/requirements (booklet, tape bind, GBC,and others - please specify, largest and smallest paper size requirement, envelop types), Please provide detail in regard to the quantity of printed pieces disseminated via traditional mail, current SLA for any Agency or Job.	Currently two sites with four printers but must be expandable . Xerox Docutech 6155, Xerox Docutech 125, Ricoh Color PRO72105, Ricoh PRO8230S, Konica 2250 and Konica 1250.. Paper size: currently 8-1/2 x 11 to 12 x 18...envelope types: #9, #10, #11 and brown kraft..., GBC, tape bind, saddle stitch, tri-fold, staple
156	Many print operations have had their volume impacted by COVID19 both increases and decreases, please provide a volume trend for the past 24 months and a future projection for 12 to 24 months.	This is not relevant
157	Will Central Printing be open to outsourcing traditional printing activity for non-regulatory or statutory print?	This not relevant to the solution.
158	Are there any SLAs or governmental regulations tied to print that is mailed? For example, proximity of print to the mail operation, print and mail timeframes or others.	Yes

159	What is your current inventory management system? Please elaborate on your needs associated with inventory management. Please provide specific activities and functionality required.	The Central Printing program is looking to implement a solution to replace the existing, EFI Logic Print MIS software. The current system is running on a version of SQL that is at end-of-life without manufacturer maintenance.
160	Are you open to understanding what solutions exist today inside NYS agencies?	Yes, however program has canvassed other agencies and no current solution exists.
161	Is Central Printing open to outsourcing activities pertaining to print and or mail operations if it were to save money or drive efficiencies?	This is not relevant to the solution.
162	Please estimate if you do not know, what percentage of all available activity does Central Printing fulfill for stationery and business cards for all State Agencies? Is your response an estimate or an actual figure?	This is not relevant to the solution.
163	Please estimate if you do not know, what percentage of COVID Related Print Activity does Central Printing fulfill for all State Agencies? Is your response an estimate or an actual figure?	This is not relevant.
164	Please estimate if you do not know, what percent of the work that Central Printing accepts is outsourced to 3rd party providers? Is your response an estimate or an actual figure?	This is not relevant to the solution.
165	Does the web-based technology need to be integrated with other systems you depend on for your business? If yes, please provide examples.	Not directly but content needs to be exportable to the statewide financial system.
166	Should the web-based technology support Print Buyer Budget Control or order limits? If yes, please provide examples.	The functionality should be available. No examples at this time.
167	What specific interactions and stages of the process would you like to track?	All process workflows
168	If applicable, please provide a use case for each of the file types you want ability to export, e.g. excel, pdf, html, xml.	This will vary and may include but is not limited to all formats which could be exported for print production and excel files that may be exported for import into the billing system.
169	Please clarify the requirement for "field level security"?	The system must provide a break down of access roles and what the permissions are for each role.



DIVISION OF FINANCIAL ADMINISTRATION

ADDENDUM #2

Request for Information # 2445

Date: February 5, 2021
Subject: Response to RFI due date change
Title: Print Operations Management Software (POMS)
RFI Due Date: Original RFI Due date: January 22, 2021 @ 2:00 PM
Estimated Revised RFI Due date: February 19, 2021 @ 2:00 PM

Address RFI response to: Alicia.Flint@ogs.ny.gov
Re: RFI #2445

Reminder: Responses to RFI# 2445 are due no later than February 19, 2021. This will be the earliest responses are due. The actual due date will be announced in the upcoming addendum to answer questions from vendors.

All other terms and conditions remain unchanged.

*If submitting a response, we request that this Addendum #2 for RFI #2445 contain a signature, be dated, attached to, and made a part of your response.

Company Name
Address (include City, State, Zip)
Bidders Name (please print)
Title
Signature
Date



DIVISION OF FINANCIAL ADMINISTRATION

ADDENDUM #1

Request for Information # 2445

Date: January 21, 2021

Subject: Response to RFI due date change

Title: Print Operations Management Software (POMS)

RFI Due Date: Original RFI Due date: January 22, 2021 @ 2:00 PM
Estimated Revised RFI Due date: February 5, 2021 @ 2:00 PM

Address RFI response to: Alicia.Flint@ogs.ny.gov
Re: RFI #2445

Reminder: Responses to RFI# 2445 are due no later than February 5, 2021. This will be the earliest responses are due. The actual due date will be announced in the upcoming addendum to answer questions from vendors.

All other terms and conditions remain unchanged.

***If submitting a response, this Addendum #1 for RFI #2445 must be signed, dated, attached to, and made a part of your response.**

Company Name_____

Address (include City, State, Zip)_____

Bidders Name (please print)_____

Title_____

Signature_____

Date_____



Request for Information (RFI) # 2445

Print Operations Management Software (POMS)

1. INTRODUCTION

1.1. GENERAL INFORMATION AND PURPOSE

The Office of General Services (OGS), on behalf of Central Printing, is seeking information relating to the availability of an on-premise web-based commercial off the shelf (COTS) technology solution to manage print operations.

Central Printing requires a replacement of existing functionality and reports, such as internal job tracking, product inventory management, and billing functionality. The replacement system will add new features including but not limited to a self-service customer portal for print request submissions, job tracking for customers, and enhanced process automation. The purpose of this Request for Information (RFI) is to acquire information that should be considered in developing a procurement for a service and/or software to manage print operations.

Vendors interested in participating in any possible future opportunities are encouraged to respond to this RFI.

1.2. PROJECT BACKGROUND / CURRENT CONDITION

The Central Printing program is looking to implement a solution to replace the existing, EFI Logic Print MIS software. The current system is running on a version of SQL that is at end-of-life without manufacturer maintenance.

The new system will have web-based technology supported by the product vendor. In addition to replacing the existing functionality and reports, the new system will have updated technology and features that will bring more efficiency, transparency, better controls and faster service.

1.3. BRIEF PROJECT OUTLINE / VISION

The ideal replacement system will support Central Printing and the Copy Center to obtain, manage and track printing requests for NYS executive agencies and non-executive agencies, communication tracking, store documents of various types, provide a workflow for easy observation of item status of current, previous and future steps and owners; provide insight into timelines and deadlines on the workflow items, assist in tracking and sending communications, reminders, and notifications, and restrict access to outside entities. The ideal system will also easily create reports, provide various views of the data, allow all system data to be filtered, sorted, aggregated and analyzed.

1.4. KNOWN REQUIREMENTS

The following is a list of known requirements. There will be additional requirements; however, they are not known to OGS at this time.

- Provide Agency Print Coordinators (APC) the ability to request access on-line.
- Provide notification to the APC when their request for access has been submitted.
- Provide notification to the Central Printing Admin (CPA) of a request from an APC.
- Provide CPA the ability to create user profiles for APCs and Agency users and assign access roles to each profile.
- Provide the APC the ability to create user profiles for internal Agency Users and assign access roles to each profile.
- Provide APCs and agency users notification with the information they need to access their account (username, password, link).
- Allow APC and agency users the ability to update their account information.

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- Provide CPA the ability to maintain the status of user profiles - Active/Inactive.
- Monitor and track (user, date and time stamp) all interactions and stages of process.
- Allow APCs and Agency Users to submit the Print Request Form electronically via a web-based portal.
- Have the functionality to notify the APC that an Agency User has submitted a Print Request via a web portal.
- Allow Guests to submit the Print Request Form electronically via a web-based portal. *This will be limited to specific agencies.
- Apply, track and report on State Agency submitted and approved requests.
- Customized reporting to replace excel files; Cost Sheets, Work Orders, and Purchase Orders (if vendor job) that are currently Excel files stored on V drive.
- Be able to display print job status (requested, approved, in progress).
- Allow internal users to sort and filter views depending on their roles.
- Provide the ability to upload and download documents and images in the system based on user role.
- Provide the ability to export data in multiple formats, e.g. excel, pdf, html, xml, etc.
- Provide field level security.
- Provide audit capabilities.
- Provide a web-based user interface compatible with Internet Explorer 11 or higher, Google Chrome (current version for Windows), current version of Mozilla Firefox, current version of Safari, and current version of Microsoft Edge.
- Retain data for seven years.
- Provide robust search facilities based on multiple criteria (e.g. Request Number, Job Number, Print Location, Agency, ACP, etc.).
- Allow functionality to update rates by materials and/or production labor.
- Allow attachments to be submitted with the Print Request Form.
- Allow Administrators, Office Staff, and Print Supervisors to manually enter and submit a Print Request Form for agencies submitting via eFax, email, or hard copy.
- The Portal must have ability to track the following: quotes provided to customers, quotes approved by customers, quotes waiting for approvals, and past job requests (for customers with recurring jobs with the same requirements).

2. DESIRED KNOWLEDGE

OGS seeks to gain a comprehensive understanding of technology and equipment that could be used to meet our needs to manage and track printing requests for NYS executive agencies and non-executive agencies.

Vendors are encouraged to be both comprehensive and creative when providing information related to this RFI. The State understands there are a host of potential solutions and it expects equal consideration be given to all options available in the marketplace. Vendors are permitted to submit responses, either in whole or in part, and/or in collaboration with other vendors.

3. CONTENT OF RESPONSE

OGS requests that vendors include the following information in their written responses:

- Company Background – Provide general background information regarding your company, including a summary of previous experience in similar types of projects.
- Contract Information – Include your NYS Contract Number (PTXXXXX), if applicable. Indicate what products and services may be available under the contract as well as what products and services may not be available under the contract. A NYS Contract number is **NOT** required to participate in this RFI.
- Product Background – Provide information regarding products and/or equipment/technology that you envision could be implemented for a project of this scope, including any applicable names, manufacturers, specifications and relevant information, such as products used in similar situations.
- Work Plan – Provide a general approach to a project of this size, equipment/technology expectations, milestones and a project plan and/or timeline.

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- Issues and Concerns – Provide information regarding any potential issues or concerns that should be considered. Responses may include strength and weakness comparisons of known potential solutions from the vendor's point of view.
- Provide the cost of a completed project of similar scope and size.
- Indicate if the vendor is agreeable to providing a demonstration for NYS.
- Additional Information – Provide any additional information and/or any other parameters that should be considered or required for bidders to respond to a formal solicitation.

Please respond to the information above and provide the name of your company, its location, a contact person, phone number, and email address when replying to this RFI. A response does not bind or obligate the vendor to any agreement of provision or procurement of services referenced.

Since this RFI is designed as a tool to collect information and shall not result in a procurement contract, it does not fall under the requirements of State Finance Law §§139-j and 139-k (the Procurement Lobbying Law) and there is no restricted period. We ask that you direct your questions and responses in writing to the OGS point of contact listed below. Questions must be submitted via email by **January 8, 2021 at 2:00 pm EST.**

Provide electronic responses by **January 22, 2021 by 2:00pm EST:**

Primary Contact

Alicia Flint, Contract Management Specialist 1
Office of General Services, Financial Administration Agency Procurement Office
32nd Floor, Corning Tower, ESP, Albany, NY 12242
(518) 474-7003 alicia.flint@ogs.ny.gov

Secondary Contact

Paige Corning, Contract Management Specialist 2
Office of General Services, Financial Administration Agency Procurement Office
32nd Floor, Corning Tower, ESP, Albany, NY 12242
(518) 474-8209 paige.corning@ogs.ny.gov