

## Question and Answer Response

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
1	Do you currently have an MPS provider, and if so, whom?		The Court's current provider is Pacific Office Automation.
2	If you currently have an MPS provider, are all aspects of this RFP included in your current program?		Yes
3	Please clarify your need for 24/7 assistance on a Severity Level 1 Occurrence. What court functions require 24/7 operations?	Section 2.7 (i), pages 9-10 Addendum No. 1	We do not need 24/7 assistance on a Severity Level 1 occurrence. Addendum No. 1 issued on (5/3/2022), resolution hours for Severity Level 1 has been updated.
4	We see that the Court has 652 non-networked printers. Is there a plan to get these networked?		No, there is no plan to get the local printers on the network.
5	How many unique models on the local printers do the Court own?		Below are the local printer models; 1. HP LaserJet Pro M404dw 2. HP LaserJet Pro M402dne 3. HP LaserJet Pro 400 M401dne 4. HP LaserJet Pro M501dn 5. HP LaserJet Pro M605dn 6. HP LaserJet 2430 7. HP LaserJet p3005 8. HP LaserJet p3015 9. HP LaserJet 2055dn 10. Dell 2350 printer

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6	Will the Court provide a complete asset list of networked and non-networked devices, including make and model, associated volumes (monthly averages), and age (installation date)	Attachment 14, Cost Proposal	Attachment 14, Cost Proposal, provided a complete list of networked printers including make, model and associated volumes. A complete asset list of network and non-networked devices will be provided upon contract award.