1. **Can you provide the site addresses and proposed locations for the approximately 24 devices?**

   1417 N Lansing Ave Tulsa OK 74106 – 10

   6205 S Sooner Rd Oklahoma City OK 73135 – 10

   There are 4 other locations, 2 in Tulsa & 2 in OKC that will receive one device each. Building maps will be provided to the winning bidder.

2. **Which locations require 11 × 17 printing or scanning? Would letter/legal devices be acceptable at the remaining locations?**

   A3 Scanning & Printing is not required.

3. **What is the average monthly print/copy volumes for each device, including desktop printers, broken down by color and black-and-white usage?**

   Use a combined volume of 17,500 B&W and 12,500 Color for responses and be sure to include overage costs.

4. **Are there requirements for stapling, hole punching, booklets, additional paper capacity, envelopes, labels, cardstock, or high-speed scanning? If so, which departments?**

   Stapling, additional paper capacity (at least 650 sheets) should be included for each device and devices should be self-supported (include wheels and be at an appropriate height for use).

5. **Which existing devices will be removed, retained, or consolidated into the proposed fleet?**

   Existing devices are leased and will be returned to vendor.

6. **Will the vendor be responsible for removing existing equipment, returning leased devices, or sanitizing stored data?**

   No.

7. **Which locations or departments are mission critical and require priority service or faster response times?**

   Each facility address will have a minimum of one mission critical device.

8. **Which current RightFax integrations and workflows must be supported by the cloud fax replacement?**

Fax to email and print to fax (Windows) are the only required features.

9. **How many existing numbers require porting, and who is the current carrier?**

   8, AT&T IPFLEX

10. **Which existing workflows from RightFax need to be migrated and what volume of historical data must be retained?**

    None

11. **What scanning workflows must be supported, including scan-to-email, network folders, SharePoint/OneDrive, or business applications? Are searchable PDFs, OCR, or automated document routing required?**

    Scan to Email, OneDrive, and SMB Network share are required.

12. **When you say integrate with M365, does the method of scanning to email, also need to integrate with EMSA's Azure Tenant?**

    Yes. The proposed scan-to-email method must securely support EMSA's Microsoft 365 environment. Proposers should describe the authentication and mail-delivery architecture and required tenant configuration.

13. **Does the Secure Print/Badge/Find me printing solution from 3.2, need to be public cloud, or it can it be private, ie Azure tenant hosted in EMSA's tenant?**

    The RFP requires cloud-based administration but does not mandate a single hosting model. Vendor-hosted or EMSA-tenant-hosted architectures may be proposed if all security, availability, management, and support requirements are met.

14. **What identity platform is used, such as Microsoft Entra ID or on-premises Active Directory—and what badge/card technology is currently deployed? Should vendors quote compatibility with existing badges?**

    Microsoft EntraID is the identity provider and Genetec with HID Proximity cards is the on-premise security solution. EMSA will work with the winning bidder to construct the best architecture to leverage the existing badges and automate maintenance.

15. **What contract term should vendors use for pricing, and does the 30-day cancellation-without-penalty provision apply to equipment leases and committed software subscriptions?**

Proposers should clearly state all purchase, lease, and subscription terms and may provide multiple term alternatives. Section 4.1 reserves EMSA's 30-day termination right; any proposed exception must be disclosed and is subject to review and negotiation. Lease termination clauses will be negotiated with the winning bidder or selected financer.

16. **What is the anticipated implementation timeline, including the desired go-live date?**

    Desired Go-Live is between January 15th, 2027 & January, 31st 2027.

17. **Would it be possible to schedule a site walkthrough to assess device placement and recommend the best hardware configuration for each location?**

    Site visits were not planned for this RFP. All devices should be configured identically and EMSA will provide building placement maps to the winning bidder.

18. **Please provide a current device inventory, if available, including manufacturer/model, physical location, department, device type, color/B&W capability, print speed, installed accessories, equipment age, and average monthly page volume by device.**

    EMSA is consolidating a number of desktop printers into a centralized approach. Use a combined volume of 17,500 B&W and 12,500 Color for responses and be sure to include overage costs.

19. **Historical Print Volumes**

    Use a combined volume of 17,500 B&W and 12,500 Color for responses and be sure to include overage costs.

20. **Can EMSA provide a list of physical locations where the approximately 24 multifunction devices are expected to be?**

    1417 N Lansing Ave Tulsa OK 74106 – 10

    6205 S Sooner Rd Oklahoma City OK 73135 – 10

    There are 4 other locations, 2 in Tulsa & 2 in OKC that will receive one device each. Building maps will be provided to the winning bidder.

21. **Are there specific locations or departments requiring higher-speed devices, higher-capacity paper handling, additional trays, stapling, hole punching,**

booklet finishing, or other accessories? What paper sizes and media types must be supported? Specifically, is 11 × 17-inch printing and scanning required at all locations or only selected locations?

A3 printing and scanning is not required. All devices should be capable of stapling, include additional paper capacity (at least 650 pages), and be self-supported (include wheels and be at an appropriate height for use).

22. **Does EMSA anticipate eliminating existing desktop/workgroup printers as part of this project? If so, approximately how many devices would be retired, and will any remaining printers require ongoing management or support?**

    EMSA intends to modernize and consolidate the print environment and will retire the entire existing fleet and no existing devices will require management or support.

23. **Would EMSA accept an alternative equipment configuration within the initial proposal, including a different device quantity, placement strategy, or mix of A3/A4 multifunction devices, if the proposer demonstrates equivalent functionality, operational efficiency, and improved total cost of ownership?**

    Yes. EMSA may consider alternative quantities, placements, or A3/A4 mixes that provide equal or better functionality, security, operational efficiency, and total cost of ownership.

24. **Does EMSA currently utilize a cloud print management solution or centralized print management platform? If so, please identify the existing solution and whether EMSA anticipates replacing or integrating with it.**

    EMSA does not have a current cloud print environment.

25. **What identity platform does EMSA currently utilize for user authentication, such as Microsoft Entra ID, Active Directory, or another identity provider? Additionally, what endpoint management platform is currently utilized, such as Microsoft Intune?**

EMSA currently utilizes EntraID for authentication and a combination of GOTO Resolve and Intune for endpoint management.

26. **Please identify the operating systems and endpoint types that must be supported, including Windows, macOS, ChromeOS, iOS, Android, VDI/thin clients, or other environments.**

The vast majority of devices are Windows with 2-5 macOS. There are approximately 125 VDI windows machines.

27. **What badge or proximity-card technology is currently used by EMSA? If available, please provide the card technology/frequency and manufacturer/model. Does EMSA intend to utilize existing employee credentials for multifunction device authentication, or would alternative methods such as PIN, mobile authentication, or newly issued credentials be acceptable?**

EMSA utilizes HID 3000PGGMN iClass SE Smart Cards connected to a Genetec system. EMSA would strongly prefer the use of existing employee credentials.

28. **Approximately how many EMSA users will require secure cloud printing and follow-me print functionality?**

    Depending on cost between 300 and 750.

29. **Approximately how many existing fax numbers/DIDs will need to be ported from EMSA's current RightFax environment? How many individual users and departments currently utilize RightFax, and are fax numbers assigned individually, departmentally, or both?**

    EMSA has 8 existing FAX numbers, 35 users in 3 departments, and both.

30. **Of the approximately 9,000 monthly fax pages identified in the RFP, what percentage is inbound versus outbound?**

    Inbound vs outbound is unknown. EMSA over the past 12 month averaged 4500 pages however recent changes are expected to increase incoming fax volume.

31. **How are EMSA users currently sending and receiving faxes through RightFax (email, desktop client, multifunction devices, web portal, application integrations, automated workflows, or a combination)?**

    Main outbound function is via print to fax desktop client. Incoming faxes are received to group mailboxes and distributed to individual users or worked by a team from the group mailbox within the client. There are no current integrations, portals, or automation.

32. **Are any existing EMSA applications integrated directly with RightFax, including healthcare, billing, dispatch, records management, ERP, or other line-of-business systems? If so, please identify the applications and integration methods, including any API, automated routing, or workflow requirements that must be maintained with the proposed cloud fax solution.**

    None.

33. **Does EMSA require users to send and/or receive faxes directly through the proposed multifunction devices in addition to email-to-fax, web portal, and application-based workflows?**

    MFP-based faxing may be proposed. Vendors should describe secure send/receive options and itemize required device licensing and configuration; final locations will be confirmed during discovery.

34. **What retention period is required for inbound/outbound fax documents, transmission records, and audit logs? Does EMSA require searchable fax archives or only transmission history and audit records?**

    A specific retention period is not stated. Proposers should describe configurable retention, searchable archive, transmission history, audit-log retention, export, and legal-hold capabilities.

35. **Will EMSA require the selected proposer and/or cloud fax provider to execute a Business Associate Agreement (BAA)? Are there specific data residency, encryption, HIPAA-related safeguards, or security certifications such as SOC 2 Type II, HITRUST, or ISO 27001 that the proposed solution must satisfy?**

    The service must be HIPAA-capable and protect sensitive information. The selected provider must be prepared to execute an appropriate BAA and document encryption, access control, auditing, residency, availability, disaster recovery, and independent assurance reports. EMSA strongly prefers US data residency.

36. **Does EMSA have a desired implementation completion date or go-live timeline following the anticipated December 9, 2026 contract award? Would EMSA prefer a phased deployment by location or a coordinated deployment across all locations?**

    Desired Go-Live is between January 15th, 2027 & January, 31st 2027. A coordinated deployment would be preferred EMSA will negotiate and participate in deployment to meet the best outcomes.

37. **Will the selected proposer be responsible for removing, returning, recycling, or securely sanitizing existing equipment? Additionally, are any existing devices or related services subject to leases, maintenance agreements, or other contractual obligations that must be accommodated during implementation?**

No existing devices will be retained and EMSA will return them to the leasing organization.

38. **Does EMSA have required minimum onsite response times, resolution targets, uptime commitments, support hours, or escalation procedures, or should proposers submit their standard service-level agreements for evaluation?**

    There is no universal minimum service levels. Proposers should submit standard and enhanced response, resolution, uptime, support-hour, and escalation commitments for evaluation.

39. **What initial contract term does EMSA anticipate for managed print, cloud print management, and cloud fax services? Would EMSA consider a 60-month equipment lease or subscription agreement, and are renewal options anticipated?**

    Proposers should clearly state purchase, lease, or subscription terms and may provide 36-, 48-, and 60-month alternatives to support total-cost evaluation.

40. **Section 4.1 provides EMSA the right to terminate a resulting contract without penalty upon 30 days' written notice. For proposals involving leased or financed equipment, how does EMSA anticipate handling outstanding equipment financing obligations in the event of early termination? Would EMSA consider separate equipment financing and managed service agreements, with distinct termination provisions, to accommodate the capital investment associated with the proposed equipment.**
    Proposers should clearly state all purchase, lease, and subscription terms and may provide multiple term alternatives. Section 4.1 reserves EMSA's 30-day termination right; any proposed exception must be disclosed and is subject to review and negotiation. Lease termination clauses will be negotiated with the winning bidder or selected financer.

41. **Section 3.1 identifies the required functionality for the approximately 24 enterprise MFPs but does not specify minimum device performance. Does EMSA have a minimum required or preferred rated print/copy speed and/or duplex scan throughput for the proposed devices?**

    The RFP establishes functional rather than brand-specific performance requirements. Proposers should recommend appropriately sized enterprise-class devices and clearly state rated print, copy, duplex-scan, and duty-cycle specifications. EMSA prefers at a minimum B&W print speeds of 50ppm, 20000 monthly pages, Scan resolution of 600 DPI, & Scan speed of 60ppm.

42. **Does EMSA prefer the proposed fleet to provide a standardized user interface, workflow experience, and common device platform across all approximately 24 MFPs wherever practical, or may proposers utilize multiple device families and user interfaces?**

    A consistent user experience and manageable common platform are preferred.

43. **Section 3.5 requests device hardening and ongoing security capabilities. Does EMSA expect the selected provider to provide ongoing centralized security policy monitoring, compliance reporting, identification of configuration drift, and remediation throughout the contract term, or is an initial device-hardening configuration at deployment sufficient?**

    Ongoing security capabilities are expected throughout the contract term, including firmware management, administrative access controls, monitoring, reporting, configuration support, and remediation of identified drift. This can be managed by the EMSA team but the capabilities are required.

44. **For purposes of consistent proposal evaluation, does EMSA have a preferred equipment lease term that proposers should use as the primary pricing basis, or should vendors provide multiple lease-term alternatives?**

    Proposers should clearly state all terms and may provide multiple alternatives, such as 36-, 48-, and 60-month pricing, to support total-cost evaluation.

45. **Section 4.1 provides EMSA the right to terminate a resulting contract without penalty upon thirty days' written notice. Please clarify whether this provision is intended to apply to third-party equipment financing/lease agreements, or whether an equipment lease may have its own stated non-cancellable financing term while managed services remain subject to the termination provision.**
    Proposers should clearly state all purchase, lease, and subscription terms and may provide multiple term alternatives. Section 4.1 reserves EMSA's 30-day termination right; any proposed exception must be disclosed and is subject to review and negotiation. Lease termination clauses will be negotiated with the winning bidder or selected financer.
46. **For equipment lease options, will EMSA permit the use of a disclosed third-party financing company/lessor, provided the proposer remains fully responsible for the managed print solution, equipment support, maintenance, implementation, and service obligations? If so, will EMSA's written acceptance**

of the financing structure at contract execution satisfy the consent requirement in Section 4.2?

A disclosed third-party financing arrangement may be proposed, but assignment requires EMSA's prior written consent under Section 4.2. The proposer remains responsible for all solution and service obligations until EMSA expressly agrees otherwise.

47. **Section 2.6 requires "employee liability coverage" of $1,000,000 per occurrence and $2,000,000 annual aggregate. Please confirm whether EMSA intends this requirement to refer to Employers Liability coverage associated with Workers' Compensation, or another specific form of liability coverage.**

    This coverage protects the employer if an employee sues over a work-related injury that is not fully covered by workers' compensation. It is commonly known as Employers'/Employment Liability Coverage or EPL.

48. **Section 1.7 specifies that proposals must be submitted by mail or courier in a sealed package, but does not state the required number of proposal copies. Please confirm the number of physical proposal sets EMSA requires (for example, one original and one or more copies), and whether an electronic copy on USB or other media should also be included.**

    Only 1 copy is required.

49. **Is this an RFP for both in one bid, or are they separate? We do not handle the MPS portion, but we do have a cloud fax service we could bid on.**

    The RFP includes both scopes, but EMSA may purchase some or all requested products and services. A proposer may submit a clearly scoped cloud-fax-only response that identifies all assumptions, integrations, exclusions, pricing, implementation services, and support obligations.

50. **If we can bid on the cloud fax portion, what is the process? Can we just bid directly, or does it need to go through a specific channel?**

    Submit the cloud-fax proposal through the same sealed-bid process and designated procurement contact stated in Section 1.7. Clearly label the response as applying to the cloud fax scope and address all applicable requirements.

51. **Can EMSA provide a current inventory of all print devices, showing manufacturer, model, department/location, and current device placement?**
    EMSA intends to modernize and consolidate the print environment and will retire the entire existing fleet and no existing devices will require management or support.

52. **Can EMSA provide average monthly black-and-white and color print volumes, preferably by device or location?**
    Use a combined volume of 17,500 B&W and 12,500 Color for responses and be sure to include overage costs.

53. **Can EMSA provide the proposed locations for the approximately 24 multifunction devices referenced in the RFP?**

    1417 N Lansing Ave Tulsa OK 74106 – 10
    6205 S Sooner Rd Oklahoma City OK 73135 – 10
    There are 4 other locations, 2 in Tulsa & 2 in OKC that will receive one device each. Building maps will be provided to the winning bidder.

54. **Does EMSA anticipate different classes of devices based on department size or monthly volume, or should all 24 devices provide similar functionality?**

    EMSA Preferers a consistent end user experience and all 24 devices should provide similar functionality.

55. **Are there minimum print-speed requirements for any departments or locations?**

    The RFP establishes functional rather than brand-specific performance requirements. Proposers should recommend appropriately sized enterprise-class devices and clearly state rated print, copy, duplex-scan, and duty-cycle specifications. EMSA prefers at a minimum B&W print speeds of 50ppm, 20000 monthly pages, Scan resolution of 600 DPI, & Scan speed of 60ppm.

56. **Are there any departments or locations that require 11" × 17" printing and/or scanning? If so, please identify each department/location and whether the requirement is for printing, scanning, or both.**

    A3 Scanning & Printing is not required.

57. **Are there any departments or locations that require finishing options such as stapling, hole punching, folding, or booklet making? If so, please identify the department/location and the required finishing features.**

    Stapling is required.

58. **Are there any special paper-handling requirements such as additional drawers, envelopes, labels, cardstock, or high-capacity paper feeding?**

    Additional paper capacity (at least 650 sheets) should be included for each device and devices should be self-supported (include wheels and be at an appropriate height for use).

59. **Are there any departments or locations with high scanning volumes or that regularly scan document sets of 100 pages or more? If so, please identify the department/location, typical number of pages per scan job, and approximate frequency.**

    No.

60. **What scan destinations are EMSA users currently using, such as scan-to-email, network folders/SMB, SharePoint, OneDrive, or other cloud/document-management systems, and are there any department-specific scan workflows that will need to be maintained with the new devices?**

    Scan to Email, OneDrive, and SMB Network share are required.

61. **Does EMSA require wireless network connectivity on any of the proposed multifunction devices, or will all devices be connected through wired Ethernet?**

    Wired.

62. **Are there any electrical or power limitations at the proposed device locations that should be considered when selecting equipment, including available outlet type, dedicated circuits, or other site-specific power requirements?**

    No.

63. **What secure print or print management software is EMSA currently using, if any, and are there any existing workflows, user settings, or reporting requirements EMSA would like carried over to the new solution?**

    None.

64. **Approximately how many EMSA employees will require access to the secure print environment?**

    Depending on cost between 300 and 750.

65. **Is EMSA currently using Microsoft Active Directory, Microsoft Entra ID, or another identity provider for user authentication?**

    Microsoft EntraID.

66. **Can EMSA provide the card technology and specifications for the employee badges currently in use, including manufacturer and card type if available?**

    EMSA utilizes HID 3000PGGMN iClass SE Smart Cards connected to a Genetec system.

67. **Would EMSA be able to provide a sample employee badge/card for reader compatibility testing prior to deployment?**

    Yes.

68. **Does EMSA expect badge readers to be installed on all approximately 24 multifunction devices, or only certain locations? If only certain locations, please identify them.**

    All.

69. **In Section 3.2, EMSA requests cloud-based print administration with role-based access for EMSA administrators. Can EMSA clarify the specific administrative roles and permission levels required, for example, IT administrator, help desk, department administrator, or reporting-only access?**

    The platform should support full administrator, help-desk/operator, reporting-only, and appropriately scoped departmental roles, with auditable administrative activity.

70. **Are there any applications or workflows that currently print directly to specific printers and would need to continue doing so after implementation?**

    There is one Batch printing workflow that would need to continue directly with one device.

71. **Does EMSA currently operate on-premises print servers? If so, how many, and is EMSA's goal to eliminate those servers entirely where practical?**

No print servers currently and EMSA is not intending to deploy on-premise print servers.

72. **How many fax numbers are currently in use within EMSA's RightFax environment, and how many of those numbers will need to be ported to the new cloud fax solution?**

    8 Numbers.

73. **Approximately how many EMSA users currently send or receive faxes through RightFax?**

    35 users in 3 departments.

74. **Are fax numbers currently assigned to individual users, shared departments, locations, or a combination of these?**

    One outbound and then shared departments.

75. **Will EMSA require users to send faxes directly from the proposed multifunction devices? If so, approximately how many locations or devices will require this capability?**

    No, Windows based application or equivalent**.**

76. **Does RightFax currently integrate with any EMSA billing, medical records, document management, or other applications? If so, please identify the applications and any workflows that will need to continue with the new cloud fax solution.**

    None

77. **Does EMSA have a preferred managed-print billing structure, such as an included monthly print allowance with overages or a per-page service model?**

    Monthly invoicing of print allowance with overages is preferred.

78. **Does EMSA have any locations that require an onsite service-response time of less than four hours due to operational criticality?**

    No.

79. **Does EMSA have specific preventive-maintenance requirements or a required maintenance schedule, or may the proposer follow manufacturer-recommended intervals based on device usage?**

Manufacturer-recommended intervals are acceptable

80. **If stapling finishers are required, does EMSA require staples to be included in service contract as part of consumables?**

    No, Staples can be purchased as needed.

81. **Does EMSA have a desired completion or go-live date following the anticipated December award?**

    Desired Go-Live is between January 15th, 2027 & January, 31st 2027.