**1. In Section II – Deliverables, Replacement of Devices states the vendor will provide a no cost replacement of any that is not repairable. Does this mean just printers, not MFP devices?**

WMW! doesn’t ever recall this happening --- that the vendor can’t repair a machine.  They could exchange a problem machine with the same model (used) from the print vendor’s inventory, but we haven’t experienced that in the past either.  Typically, when a machine is old and in need of frequent technician visits for repair, we will replace it by purchasing a new machine --- because its simply worn out. The MFPs typically are ready for replacement when the page count gets to around 1 million. The MFP is typically 7 to 10 years old by the time that happens.

**2. The Ricoh Pro 5200 (West Side complex) is listed twice while one listing calls for scan-to-email only. Does it just have two network cards?**

Yes, this device has two network cards.

**3. There are five devices in Muskegon listed as Ricoh 5200. Are these the Aficio SP5200 desktop BW MFP version?**

These are simple desktop printers – not MFP’s. They are capable of black and white print only.

**4. Do you have an estimate for each machine's volume or volume by type? Printer only volume and MFP volumes?**

Page volume is not provided here. The typical MFP print device typically remains in service for six to eight years with a page count of around 800,000 to 1.2 million pages before we consider replacement.

**5. The device list shows a mix of Ricoh and HP devices but we can't support Ricoh. Do you intend to keep the Ricoh copiers and HP printers and receive a proposal to take over service? Or will you have any/all devices that responders determine "replaced" to be replaced?**

Desktop printers typically are HP printers. MFP printers are Ricoh. There are a few Xerox MFP print devices still in use that will be replaced with Ricoh MFP’s as they wear out.  We plan to continue using both HP (desktop) and Ricoh (MFP) print devices.  The maintenance vendor must be able to maintain both HP and Ricoh.