



SERCO of Texas, Inc.
Copier and Managed Print Services RFP
Questions and Answers

Question 1: What is the quantity of equipment at each location?

SERCO Response: SERCO currently utilizes twenty-one (21) Kyocera M3860 multifunction devices across its Houston-North Region locations. The current distribution of devices is provided below.

Location	Device Quantity	Model
Willowbrook	3	Kyocera M3860
Liberty	1	Kyocera M3860
Conroe	4	Kyocera M3860
Huntsville	2	Kyocera M3860
Cypress Station	4	Kyocera M3860
Humble	3	Kyocera M3860
Northeast	2	Kyocera M3860
Acres Homes	2	Kyocera M3860

Question 2: Can SERCO provide the configurations and model types of the existing equipment, including accessories?

SERCO Response: SERCO currently utilizes Kyocera M3860 multifunction devices. Vendors are encouraged to propose comparable or equivalent equipment based on the operational needs outlined in the RFP, as well as their own experience providing services to similar clients and facilities.

Question 3: Can SERCO provide historical print volumes for black-and-white and color printing on the existing equipment?

SERCO Response: Historical print volumes are approximately 80,000 black-and-white impressions per month. SERCO does not currently maintain color-printing usage under its existing agreement. Actual volumes may vary.

Although SERCO does not currently maintain color-printing usage under its existing agreement, vendors are encouraged to provide pricing for color printing services.

Question 4: Will vendors be permitted to conduct walkthroughs of each site?

SERCO Response: At this time, SERCO does not anticipate conducting site walkthroughs. Vendors should base their proposals on the information provided in the RFP and related attachments, as well as their own experience providing services to similar clients and facilities. SERCO reserves the right to schedule walkthroughs if deemed necessary.

Question 5: Section K references optional services, including production printing devices, managed print services, and electronic workflow or digital records management. Can SERCO provide additional details?

SERCO Response: Section K is intended to allow vendors to propose optional services that may benefit SERCO in the future.

- **Production Printing Devices:** SERCO does not currently utilize dedicated production printing equipment.
- **Managed Print Services:** SERCO currently utilizes managed print services at certain locations and welcomes proposals for these services.
- **Electronic Workflow/Digital Records Management:** SERCO does not currently maintain a comprehensive electronic workflow or digital records management system but is interested in learning about available solutions.

Responses to Section K are optional and will not be required for proposal responsiveness.

Question 6: Is there an opportunity for an extension of the proposal due date?

SERCO Response: At this time, SERCO does not anticipate extending the proposal due date. Proposals remain due on August 3, 2026, at 12:00 p.m. CDT. Any changes to the procurement schedule will be communicated through an official addendum.

Question 7: The RFP references small-, medium-, and high-volume multifunction devices. Can SERCO provide additional specifications, including speed requirements, attachments, and quantities?

SERCO Response: SERCO currently utilizes twenty-one (21) Kyocera M3860 multifunction devices across its Houston-North Region locations. Vendors should propose equipment that best meets SERCO's operational needs and may recommend comparable or enhanced configurations.

Question 8: Can SERCO provide the mix of black-and-white and color devices?

SERCO Response: SERCO's current fleet consists of black-and-white multifunction devices. Although SERCO does not currently utilize color devices under its existing agreement, vendors are encouraged to provide pricing for both black-and-white and color printing solutions based on the requirements outlined in the RFP, as well as their own experience providing services to similar clients and facilities.

Question 9: Can you please provide a spreadsheet of your current MFD models, locations, and average monthly color and black-and-white printing usage?

SERCO Response: SERCO currently utilizes twenty-one (21) Kyocera M3860 multifunction devices across its Houston-North Region locations. Historical print volumes are approximately 80,000 black-and-white impressions per month. SERCO does not currently maintain color-printing usage under its existing agreement.

Question 10: Do you have any single-function printers that you would like to include in this RFP?

SERCO Response: SERCO is not including any single-function printers in this procurement at this time.

Question 11: Can you please provide a list of your current production print equipment?

SERCO Response: SERCO does not currently utilize dedicated production printing equipment.

Question 12: Can you please confirm what finishing options you would like on your multifunction devices (for example, stapling, fax, hole punch, or large-capacity trays)?

SERCO Response: Vendors are encouraged to propose standard finishing options and accessories that support SERCO's operational needs. SERCO welcomes recommendations for additional features that may improve efficiency and service delivery.

Question 13: Can you please share any end-user feedback and/or requests that should be considered when proposing a new upgraded fleet?

SERCO Response: SERCO has not established specific end-user requirements for replacement equipment. Vendors are encouraged to propose solutions that improve efficiency, reliability, usability, and overall service delivery while meeting the requirements of the RFP.