



**HOUSTON**  
HOUSING AUTHORITY

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The Houston Housing Authority (“HHA”), has issued this Amendment No. 2 to RFP 25-05 Leasing of Multifunctional Copiers for the purpose of:

1. Answering the following Questions submitted to HHA in writing by the specified due date.

**Question 1:** Do you want the ability to see who, what, when, where, and how much was printed?

**Answer 1:** While this is not a requirement, we would consider it a value-added benefit.

**Question 2:** Is HHA open to using a print management solution for secure print rather than having to manage secure print natively from each MFD manually? If yes, would the HHA want a solution that is cloud-hosted or on-premise server solution (server provided by the HHA)? If yes, what sync source does HHA utilize? Active Directory, Entra ID, OKTA, etc. If yes, would there be only MFDs being utilized for secure print? Is there any SFD that would need to have secure print functionality?

**Answer 2:** Yes. Requirement is that we be able have secure print that utilizes our existing badge card to print. If a cloud solution we use Entra ID and if on-prem we utilize Active Directory. The only devices that utilize secure print are the equipment provided in this RFP. All secure print solutions must have all cost in the contract for the length of service including option years.

**Question 3:** How is the HHA network architected? Is each site independent from the other?

**Answer 3:** HHA network architecture is configured in a star pattern in which each property is connected to the headquarters at 2640 Fountain View, Houston, Texas, 77059 through 1 Gb fiber. Each property is active as a single Active Directory domain.

**Question 4:** Would the winning vendor be able to get a couple of sample cards to test with?

**Answer 4:** Yes.

**Question 5:** Would you be interested in having a cloud-based fax solution that could reduce the telephony cost?

**Answer 5:** No.

**Question 6:** Would you want to port the existing DIDs or be assigned new DIDs?

**Answer 6:** The DIDs will be existing analog lines on our current phone system.

**Question 7:** Do you know your current fax volumes?

**Answer 7:** No.

**Question 8:** Do you have a need to scan to any cloud repositories?

**Answer 8:** No. We do scan to local directories on our current network.

**Question 9:** Do you have a need to OCR the document to make it searchable?

**Answer 9:** While this is not a requirement, we would consider it a value-added benefit.

**Question 10:** Do you have a need to convert a scanned document to Word or Excel?

**Answer 10:** While this is not a requirement, we would consider it a value-added benefit.

**Question 11:** In the bid you mention maintenance to including staples, yet on the configurations of the equipment, there is no mention of a staple finishers. Could you verify that finishers are need and what stapling capabilities?

**Answer 11:** A finisher with document stapling capabilities is needed for all copier models.

**Question 12:** Could we get a breakdown of the b/w and color volume ran on each segment of machines?

**Answer 12:** No.

**Question 13:** Per the RFP, HHA reserves the right to add or delete locations for new multifunctional copiers throughout the contract period. Could HHA confirm the average number of additions and deletions experienced under the current contract?

**Answer 13:** Under the current contract, one copier has been reduced due to property closing.

**Question 14:** Can HHA clarify whether additions will be priced as coterminous? If coterminous pricing applies, will the pricing be consistent with the rates outlined in the RFP?

**Answer 14:** All additional equipment should have the same end date as the existing contract.

**Question 15:** If the RFP pricing applies, would HHA consider allowing vendors to provide new, coterminous additions during the first year of the contract, and subsequently permit premium preowned, like-for-like equipment for years two through the remainder of the contract term?

**Answer 15:** Yes, with the HHA Approval only and fully replaceable at HHA request.

**Question 16:** Per the RFP, removal and pickup of multifunctional copiers from HHA is required. Could HHA confirm if this removal requirement pertains exclusively to the new equipment provided under this RFP? Additionally, can HHA verify that the removal of current devices, including HDD removal and/ or data wiping remains the responsibility of the incumbent vendor?

**Answer 16:** The removal and pickup of multifunctional copiers from HHA pertain to any equipment provided to HHA under this RFP.

**Question 17:** Is the current agreement that HHA has for their equipment on a lease contract?

**Answer 17:** Yes.

**Question 18:** Has HHA experienced any terminations, whether partial or complete, for previous contracts related to this type of service or equipment?

**Answer 18:** In our current contract we terminated one copier due to location closing.

**Question 19:** Given that leasing companies typically do not accept cancellation for convenience clauses within lease agreements, would HHA consider incorporating an additional Service Level Agreement (SLA) that includes this provision directly between the vendor and HHA?

**Answer 19:** We recommend submitting the redlines for legal review.

**Question 20:** Can HHA clarify whether the cancellation for convenience provision pertains specifically to the maintenance portion of the agreement, or if HHA is seeking a fully cancellable agreement?

**Answer 20:** It would be the entire contract, including the leasing of the printers.

**Question 21:** Will HHA alter or strike the cancellation for convenience stipulation or provide alternate language such as applicable to non-appropriation of funding, etc.?

**Answer 21:** See answer to 19.

**Question 22:** Could HHA clarify whether RFP 25-05 is exempt from the Section 3 requirement, given that our hardware and associated services necessitate crews and technicians to hold manufacturer certifications?

**Answer 22:** The requirement is that you make a good faith effort if you have open positions. You are not required to change your hiring practices or candidate qualifications or certifications requirements. Some of the employees may qualify under the Section 3 rules and could be self-certified, which would meet the requirements.

**Question 24:** Could HHA clarify whether any of the proposed devices have specific finishing requirements, as these details are not included in the copier specifications within the RFP? Examples of finishing requirements include, but are not limited to, office finishers (internal or external), hole punching, and fax capabilities, etc. Additionally, could HHA confirm if the intent of this RFP is to perform a 1:1 replacement matching identical quantities and configurations to the current equipment installed?

**Answer 24:** All models should have stapling capabilities and fax capabilities.

**Question 25:** Can HHA confirm if proposing Device Models I-IV with a variance of +/- 5ppm for each specified category would be acceptable?

**Answer 25:** +/- 5 pp for each specified category is acceptable.

**Question 26:** The RFP specifications request secure print capabilities utilizing badge release. Could HHA confirm if there is currently print management software in place integrated with existing hardware to facilitate badge release functionality? If so, please provide the following details:

1. Software product Name and Version
2. Number of Active Licenses
3. Maintenance Agreement Expiration Date

**Answer 26:** Our current secure print is provided by our current vendor. The vendor awarded the contract will need to replace it.

**Question 27:** Does HHA require the use of any other print management functions or modules such as account bill back, user tracking or mobile printing?

**Answer 27:** No. Any such features would be considered value-added.

**Question 28:** Could HHA clarify if item number 4 in this section specifically pertains to equipment moves, and whether vendors should quote a flat fee for moves within the RFP response? Alternatively, does this item refer to pricing being inclusive of all shipping, transportation, installation and related costs?

**Answer 28:** The cost of moving equipment should be all-inclusive of all costs and be a fixed price.

**Question 29:** Could HHA clarify whether the required SLA parameter of a four-hour response time represents an average response time across the entire fleet?

**Answer 29:** The SLA four-hour response time represents the time for each ticket placed and not an average time across the entire fleet.

**Question 30:** Since GPOs such as Texas DIR, Omnia Partners, Region 5, etc. offer pre-negotiated terms that usually translate to cost savings for the end-user that far exceed savings those offered without utilizing a GPO during a bid process, would the Houston Housing Authority (HHA) insist on bidders utilizing a GPO?

**Answer 30:** HHA is part of Texas DIR, Omnia Partners and Choice Partners. If a company provides pricing under these contracts, it is up to the company on if they want to bid the pricing in those contracts.

**Question 31:** Since the MFDs utilize a Solid-State Drives (SSDs) that erased themselves at the end of each job, would HHA still insist on the removal and return of SSDs to HHA at the end of the awarded contract?

**Answer 31:** Each drive must be erased using specialized software so that erased files cannot be retrieved after the end of the awarded contract.

**Question 32:** The bid does not address late fees. The bid asks for Net 30. Will HHA be paying late fees for lease and service on invoices not paid within that time period?

**Answer 32:** No.

**Question 33:** Would HHA prefer a Fair Market Value (FMV) Lease or a \$1 out Lease? A FMV lease typically cost less per month than a \$1 out lease and the equipment can be purchased at the end of the lease term for FMV or be returned to the lessor. A \$1 out lease will transfer ownership to the lessee at the beginning of the lease term which, per GASB 87, entities such as HHA will need to show on their books anyway.

**Answer 33:** HHA is not seeking a \$1 buy back lease.

**Question 34:** If a FMV lease is preferred, HHA will not take ownership of the equipment at any time and the equipment will belong to the leasing company. Any leasing company will pass on the property tax to the district unless it is built into the lease. Is HHA mandating that the property tax be handled by the leasing company?

**Answer 34:** All equipment costs should be included in the contract.

**Question 35:** If funds become unavailable in the future due to non-appropriation would HHA require the contract be terminated? If so, does HHA require such language to be part of the winning bid?

**Answer 35:** Yes.

**Question 36:** Is HHA mandating that shipping charges for supplies, such as toner, be included in the cost per copy rate?

**Answer 36:** All charges for supplies must be included in cost of equipment and no additional charges for supplies.

**Question 37:** Is HHA mandating that service prices be fixed for the entire length of the contract, to include the (2) optional 1-year extensions or will HHA allow service costs to increase during the 1-year optional extensions?

**Answer 37:** All pricing must be fixed within the contract for the three years and two option years.

**Question 38:** Will HHA commit to print per month minimums in order to get more aggressive rates?

**Answer 38:** No.

**Question 39:** Is HHA mandating the issuance of Purchase Orders in lieu of signing contracts?

**Answer 39:** No.

**Question 40:** Will HHA allow the use of refurbished parts in the machines or do the machines need to include 100% new OEM parts?

**Answer 40:** HHA requires initial supplied equipment to be New, never used.

**Question 41:** Will you allow a second proposal based on right sizing after the bid process once the actual needs of HHA can be seen/addressed?

**Answer 41:** No.

**Question 42:** Would you like all MFD meters to be collected remotely through software at no cost to HHA and never have HHA employees contacted in order to manually read meters?

**Answer 42:** We desire the machines to be capable of automatically ordering toner when they detect that the toner level has reached a predetermined low volume. Currently, the machine notifies us when it is low, and we put a manual order in. We will not accept manually checking the toner level and manually ordering toner.

**Question 43:** The bid does not address fuel surcharges that many companies are charging during this time of inflated fuel costs. Will HHA pay fuel surcharges on top of their regular service costs?

**Answer 43:** HHA would like fixed price costs with no variable fuel surcharges.

**Question 44:** Will HHA allow the winning bidder to charge digital connectivity fees?

**Answer 44:** No.

**Question 45:** Would HHA mandate that machines be capable of ordering toner automatically when the machine detects that toner level has reached a pre-determined low volume thus eliminating the need for HHA employees to check toner levels and manually order toner manually?

**Answer 45:** We desire the machines to be capable of automatically ordering toner when they detect that the toner level has reached a predetermined low volume. Currently, the machine notifies us when it is low, and we put a manual order in. We will not accept manually checking the toner level and manually ordering toner.

**Question 46:** Are you looking for the ability to forward incoming faxes to email or fax from the copier to an email address?

**Answer 46:** The goal is to route incoming faxes to an email for retrieval.

**Question 47:** Is the goal of having 2 fax cards per device to have a rollover line in case the primary line is busy? If so, would a digital fax service that had this capability and more with potential cost savings meet your requirements?

**Answer 47:** The goal is to have coverage for fax lines for each fax machine needed.

**Question 48:** Do you have badge readers on your current copier fleet or would we need to provide them? If you have readers currently, are they plugged into the USB and on the outside of the machine or are they embedded under the panel?

**Answer 48:** Our current copier fleet has card readers. The vendor will need to provide card readers for the copiers they are to provide. The current card readers appear to be embedded under the panel, but I do not know for sure.

**Question 49:** Would you be open to an exact-usage billing with no minimums or print pooling in an effort to reduce costs?

**Answer 49:** No.

All other terms and conditions in the solicitation shall remain the same.

3/26/25  
Date

Austin Ng  
Austin Ng  
Senior Procurement Specialist  
Houston Housing Authority (HHA)



*A Fair Housing and Equal Employment Opportunity Agency. For assistance: Individuals with disabilities may contact the 504/ADA Administrator at 713-260-0353, TTY 713-260-0547 or [504ADA@housingforhouston.com](mailto:504ADA@housingforhouston.com)*