#	Vendor Question	Department Response
1	Is the RFI 16-603 Printshop Software open for *any* company to submit a response or is this only open to certified MWBE firms?	All vendors are invited to respond to this RFI.
2	In the RFI document – "Section IV. Experiences and References", question numbers 4 and 5 – there is clarification / specificity needed. These questions inquire as to whether our solution is "substantially compliant with the provisions of the New York State Tax Law", and "substantially compliant with the secrecy and confidentiality requirements of the New York State Department of Taxation and Finance, New York State Law, and the IRS". Can the Department please provide the specific provisions of NY State Tax Law, NY State Law, and the IRS that would govern the referenced compliance - with respect to this software solution?	Vendors who enter into a contract with the Department are required to agree to New York State Tax Law and Internal Revenue Code Tax Secrecy Provisions. Minimally, the contractor would have to agree to language substantially similar to the following: The various secrecy provisions of the Tax Law (e.g., Tax Law §§ 487, 697(e) and 1825) prohibit independent contractors from disclosing tax information in any manner and provide for misdemeanor prosecution for violations. The secrecy provisions of the Internal Revenue Code (26 USC § 6103) provide for felony prosecution for unauthorized disclosure of Federal tax information in the possession of the Department. All other information about the Department's operations not covered by the preceding provisions of law must be kept confidential as if it were so covered. Contractor representatives must comply with the administrative procedures enforcing these rules. The Contractor, all staff members and Subcontractors shall agree to view, access, and use only that information relevant and necessary to provide Services to the State under the Agreement; and to subscribe to the provisions of §§ 73 and 74 of the Public Officers Law. The above should not be construed to be the entirety of secrecy and confidentiality requirements the contractor may need to adhere to. There may be other confidentiality requirements in addition to the above contract language should the Department move forward with an actual contract. The Department is unable to delineate any additional requirements at this time. Please describe in your RFI response your capacity to safeguard confidential information.
3	What is the current tracking software system being used by Tax & Finance?	The Department is using EFI PSI which is now running unsupported and is not compatible with Windows 10.
4	What brand/models/Digital Front Ends are in the Digital Press Room?	KODAK 300(3), KODAK 150(2) & RICOH 7210 & Heidelberg 9110, Xerox 4110
5	What are the specific requirements for the direct integration to JDF enabled EFI-Fiery digital front ends?	We do not have JDF integration.
6	How a many people would need to access the Software Suite?	15 users.
7	Are the offline Finishing devices JDF Compliant?	No.
8	Do you currently have a web submission portal? If so, what product is it?	The Department has WEB CRD, however we are not planning on renewing the license.
9	What are requirements to connect to a 3rd party billing or accounting system?	Billing will be completed in-house. The Department will not use a 3rd party billing or accounting system.
10	What are the current systems used to manage the workflow, production and job tracking for the print operations?	EFI PSI.
11	Please clarify what is meant by section 1. System Requirements	System requirements are broken down by individual requirements 1 through 3 and any solution must be able to address those requirements.
12	Is this a request for a workflow analysis with current and future states?	Yes.
13	What are your current business needs?	The Department's print shop is in need for a workflow solution that will allow work to be tracked from the initial request to job completion. This solution MUST integrate both Digital & Offset Print Shop and be user friendly.

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14	What current system are you using today?	EFI PSI.
15	What are your current business objectives?	The Department would like to utilize new and emerging technologies so that timely and accurate tax materials are provided to our customers (public and internal).
16	What are the current agreed upon Key Performance Indicators that are in place today?	Percentage of on time deliveries (prepress, production, finishing, shipping) , Average time per order, Equipment utilization & down time
17	What is the baseline time?	The Department expects a solution be installed and configured within six months of purchase.
18	What are your current costs?	We are currently running unsupported version of EFI PSI at no cost.
19	Can you provide current use cases and scenario's?	Use cases and scenarios will be developed as part of the professional install service of the software. We are asking the vendor to work with employees to document use cases and scenarios.
20	Elaborate the cost you are looking for…. a lease? outright purchase?	The Department is interested in perpetual licenses.
21	Goals for Company's Direction: a. How is your process working today? b. Where do you see your company in 2-5 years? c. What needs to change? d. Which of these 5 points below might fall into your long-term goals? · Automation (web portal through production, ganging) · Security (protection from malware) · Color consistency (G7, SWOP, etc.) · Connectivity (MIS, digital) +B34· Analytics (dashboards, metrics)	a. Currently we use EFI PSI to Cost and Track work from our agency and outside agencies from the request to the delivery of the product. b. We are a State Agency looking to keep up with demands of work from out side agencies as we have become the largest print hub for NYS. c. Current version is not compatible with Windows 10 and it is not supported, therefore we are looking to upgrade. d. Reporting and tracking of the work from start to finish with a product that is user friendly.
22	Personnel: a. How many prepress operators? b. How many planners? c. How many CSRs? d. How many shifts? e. How many days per week Prepress working?	a. 3 b. 3 c. 0 d. 1 staggered starting at 4:45am ending at 3pm e. 5
23	Workflow: a. What is your current workflow and version? b. What are the things you like best about your workflow? c. What are your pain points? d. Do you send automated ink key information to the press? e. Do you send automated cutting information to finishing equipment?	a. EFI PSI b. It is user friendly for staff that is not technological c. reporting and the fact that the current version is not compatible with Windows 10. d. No e. No
24	Imposition Software: a. What Imposition software do you currently use? b. How many Imposition licenses do you have? c. How many templates do you have?	a. Prinect Signa Station b. 1 c. 30+
25	Proofing: a. What proofing hardware/software do you use? b. Do customers still require hard proofs? c. How many proofs do you print on an average day? i. Percentage for customers and percentage for inhouse/press proofs (color breaks, imposition, etc.) d. Do you use a spectrophotometer? i. If so, what manufacturer and model and last time it was calibrated? ii. Are you looking to replace your current proofing system?	a. Prinect signa station hardware Epson 9880 b. Yes c. 2-3 i. 40% of jobs require proofs d. No i. N/A ii. No

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26	Are you using Color Management throughout your shop? i. If so, what does this consist of? ii. Does your company run to a color standard? 1. If so, what standard? 2. Are you certified? iii. Do you have problems matching press to proof? iv. Are you interested in Ink Optimization (Ink savings and press stability improvements)?	No i. N/A ii. No 1. N/A 2. No iii. No iv. No
27	File transfer. a. What are your typical methods of receiving customer files (FTP, email, Dropbox, etc.)? i. How are you notified when a customer uploads their file? b. Are they native applications or PDF ready to print? i. Do you provide a profile for PDF creation files?	a. FTP, Email b. Email c. Yes d. No
28	Preflight a. How do you preflight customer files? i. Do you correct a problem file or does the customer? ii. What are the typical issues you have with customer files? b. How do you get approval from customer to print? i. How long is a typical approval cycle?	a. Adobe Acrobat b. We usually correct c. Fonts not embedded, Greyscaling d. Email e. 1 day
29	CTP: a. What is your current CTP device? i. What are your plate sizes? b. How many plates do image on an average day? c. How many plates do you image on a peak day? d. What is your average monthly plate usage? e. Are you looking to replace the CTP device? f. Do you use any special screening (hybrid, stochastic, etc.)?	a. Heidelberg Suprasetter A106 i. 17 3/8 x 23, 24 5/8 x 36, 20 27/32x 25 9/16, 17 3/8x 18 7/32, 13 3/16x 19 3/32, 13x 19 3/8 b. 5-7 c. 10-12 d. 20 e. No, CTP was just replaced in 2019 f. No

30	Offset Presses:
	a. Color King Web – 5 color
	i. Do you have issues with web growth?
	b. Didde Web
	i. How many colors?
		a. 2 color, 2 sided
		i. No
		b. N/A
		i. 2 color, 2 sided. 4 print heads no full color on Didde web presses
		    Ryobi- 2 color
		    AB-dick – 1 color
		    Omni- 2 color 19X25
		The Offset presses generally prints black & spot colors only.
		The Digital copiers prints full color.

31	Digital Press: a. Are you sending files to any digital presses? i. What manufacturer and model of the device and what RIP is in front of it? ii. Are you using variable data and if so, what software application are you using to apply the information	a. Yes i. Fiery, Q-Direct ii. Fusion Pro
32	Storage/Archiving/Disaster Recovery: a. Are you archiving/retrieving current jobs? i. Is there a dedicated person for this – or is it automated somehow? ii. How much storage is required to house archived jobs and current working jobs? b. What percentage of your jobs are reprints (including partial)? c. Do you have a failover or Disaster-Recovery policy – offsite or redundant? i. Is this important?	a. Yes i. dedicated person ii. Saved on the server, not sure b. greater than 75% c. Yes-offsite for checks d. Yes
33	Fulfillment: a. Do you have a fulfillment system and if so, can you share links to it or can you describe what products are purchased from it?	We use an internal system called ICS built by our ITS department and it cannot be shared.

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RFI 19-603 Print Software		
34	MIS system: a. Do you have an MIS system? i. Does it currently have a planning and scheduling module? b. Is it connected to workflow currently?	a. EFI PSI i. yes b. yes
35	Automation: a. Repetitive processes i. Are workflow processes predictable and repeatable? ii. Are jobs exported to another plants for production? iii. Do you archive successfully completed jobs? b. Meeting standards i. Do you have customer approval processes that can be automated by email and remote web-based approvals? c. E-mail notification i. Should the operator get an e-mail message when a process fails? ii. Should the operator get an email message when a process completes?	a. i. yes ii. No iii. Yes b. i. Yes c. i. Yes, depending on the job ii. Yes, depending on the job
36	Cloud Services: a. Is the New York State Dept of Tax and Finance considering moving their Prepress system to a Cloud based system?	a. Not at this time
37	The Department's print shop is in need for a workflow solution that will allow work to be tracked from the initial request to job completion. DTF is seeking an out-of-the-box software/suite specialized for the printing industry which will provide workflow which should include, but not be limited to, marketing automation, eCommerce, Web-to-print, planning, imposition, scheduling, shop floor data collection, fulfillment, warehousing, shipping, and direct integration to JDF-enabled EFI Fiery © digital front ends. Can you share definitions on the following: 1) Marketing Automation: 2) eCommerce: 3) What objective do you see in integrating with the EFI Fiery RIPs; what exactly do you want this workflow to do in its integration?	a. Focusing on the customer relationship to ensure work is completed to their satisfaction using an automated process. b. Transaction conducted electronically for a better customer experience. c. Improve every essential aspect of the workflow process.