

Addendum
Community Healthcore
Request for Proposals
RFP 1001-26, Addendum
Printer Services
April 30, 2026

The posted RFP # 1005-26 Printer Services has been modified as follows:

1. Attached on pages 2 and 3 of this PDF are the final answers to the Questions that were received for the Q&A session hosted on Wednesday, April 29, 2026, from 11:04 a.m. to 11:17 a.m. Central Time.
2. Table 1 has been revised and is provided on page 4 of this PDF and separately as an excel spreadsheet titled **Addendum-Table-1-Printer-RFP-revised**. Please fill out all cells highlighted in yellow on the revised spreadsheet and submit it with your proposal. Cells that are highlighted green on the revised spreadsheet indicate changes that were made to the original spreadsheet.

All other documents in the RFP remain the same.

RFP # 1005-26 Printer Services

Question & Answer

Call on April 29, 2026

#	Question	Official Answer
1	We can provide service for the Texarkana, Atlanta, & Clarksville locations but not the other locations. Is this an all or nothing RFP? Or would you consider us if we can only service those locations?	It is an all or nothing RFP.
2	Will you be providing the current models or specific configurations that are required for each location?	Yes, we will be revising Table 1 and posting it by COB Friday, May 1 at communityhealthcore.com/about-us/contractors/request-for-proposals/ . Current Models will be shown in column I. One change is that the printer in the Operations Hallway at 105 Woodbine is color and the printer for IDD at 105 Woodbine is monochrome; the change is shown in green in Table 1. The number of color and monochrome printers remains the same.
3	May we receive the break down of black/white vs color usage per machine?	Yes, we will be revising Table 1 and posting it by COB Friday, May 1. Monthly color volumes will be shown in column J.
4	What model of Keri Systems cards are being used currently to access printers?	We are using Keri NXT-I Multi-Technology Proximity Cards.
5	Is it possible to get a list of current make and models that will be replaced?	See Question 2.
6	PaperCut	Question 6 has four parts: 6a, 6b, 6c, and 6d.
6a	What features are they utilizing?	Authentication, secure print, job tracking, and follow me printing.
6b	Do they need to track walk up activity (copying, faxing)?	Yes. It also needs fax confirmation.
6c	Total number of devices using PaperCut?	We have licenses for 41 devices and connectors. We are currently using 38.
6d	Total number of badge readers?	We currently own approximately 40 RF Ideas Card Readers. The model number is PRX-80581AKU.

7	Describe the tags that need to be printed in color. Are they labels multiple up on letter size paper, individual tags, etc. Are these tags being printed from an ERP system? (EPIC, Oracle Health, NetSuite, etc.)?	<p>The wristbands are RFID wristbands and are printed in color from Guard 1 software. The information is put into Guard 1 and then printed.</p> <p>Wristband details can be found here: guard1.com/products/laserprint-wristbands/.</p> <p>Printing instructions can be found here: guard1.com/wp-content/uploads/2023/04/TimeKeeping-FLYER-Wristband-230320_1542-TO-G1.pdf.</p> <p>A change to Table 1 will show tag dimensions are 11x1 inches not 0.62 x 0.68 inches; the change is shown in green in Table 1.</p>
8	Will desktop MFP's be acceptable in appropriate locations with lower volumes? (Less than 2,000 prints)?	<p>No, but there are three MFPs listed in Table 1:</p> <ul style="list-style-type: none"> • Executive Director Office at 107 Woodbine, • UFS/Nurse Station at 1007 South William Street which is for the Guard1 tags, • Community Development Specialist at 100 North Bolivar Street.
9	Will there be any locally connected devices, or will everything be on the network?	Everything will be on the network.
10	Please clarify the company's request for remote monitoring and automated alerts. Is this dealer monitoring capability or internal use?	This is for dealer monitoring capability to automatically send supplies and schedule repairs.
11	Which machines require 11" x17" printing capabilities?	There is one printer in the Mailroom at 107 Woodbine.
12	Could the monthly volume separated by black vs color be provided for each location?	See Question 3.

TABLE 1 - FLEET DEPLOYMENT BY PHASE AND LOCATION - REVISED									
PROJECT START	Provide number of days after signing the contract								
TOTAL PROJECT IMPLEMENTATION	Provide total number of days to implement the project								
PHASE 1 - 3 SITES, 12 DEVICES (7 COLOR)	Provide number of days to complete Phase 1								
	COLOR	FAX	SERVICE TIER	SEE MAP	MONTHLY VOLUME	MAKE/MODEL	CURRENT MAKE/MODEL	MONTHLY COLOR VOLUME	
Longview - 107 Woodbine Place - 5 Devices (4 Color)	Executive Director Office	Yes	Yes	1	1A	50	Provide make/model	HP Color LaserJet Pro MFP 4301	Needs Color - No Data
	Human Resources	Yes	Yes	1	1B	7226	Provide make/model	Xerox AltaLink C8030 Multifunction Printer	3940
	Fiscal Services	Yes	No	1	1C	10620	Provide make/model	Xerox AltaLink C8045 Multifunction Printer	3938
	Hallway Outside Mailroom	No	Yes	1	1D	205	Provide make/model	Xerox VersaLink B605 X Multifunction Printer	Monochrome
	Mailroom	Yes	No	1	1E	12273	Provide make/model	Xerox Color C70 v 68. 3. 0 Multifunction System	2254
Longview - 105 Woodbine Place - 4 Devices (2 Color)	Care Coordination	Yes	No	1	2A	5411	Provide make/model	Xerox AltaLink C8030 Multifunction Printer	5411
	Central Near Fishbowl	No	Yes	1	2B	7035	Provide make/model	Xerox VersaLink B605 X Multifunction Printer	Monochrome
	Operations Hallway	Yes	Yes	1	2C	15480	Provide make/model	Xerox AltaLink C8030 Multifunction Printer	7460
	IDD	No	No	1	2D	NEW	Provide make/model	NEW	Monochrome
Longview - 3110 H.G. Mosley Parkway - 3 Devices (1 Color)	Work Area	No	No	1	3A	1580	Provide make/model	Xerox VersaLink B605 S Multifunction Printer	Monochrome
	East Hallway	Yes	Yes	1	3B	3113	Provide make/model	Xerox AltaLink C8130 Multifunction Printer	1202
	Reception Area	No	Yes	1	3C	4189	Provide make/model	Xerox VersaLink B605 S Multifunction Printer	Monochrome
PHASE 2 - 5 SITES, 8 DEVICES (1 COLOR)	Provide number of days to complete Phase 2								
	COLOR	FAX	SERVICE TIER	SEE MAP	MONTHLY VOLUME	MAKE/MODEL	CURRENT MAKE/MODEL	MONTHLY COLOR VOLUME	
Longview - 950 North Fourth Street - 2 Devices	Addiction Recovery in Hallway	No	Yes	1	4A	5723	Provide make/model	Xerox VersaLink B605 X Multifunction Printer	Monochrome
	Crisis Break Area	No	Yes	1	4B	2438	Provide make/model	Xerox VersaLink B605 X Multifunction Printer	Monochrome
Longview - 1300 North Sixth Street, Suite A (CORE) - 2 Devices (1 Color)	Primary Care Clinic 6th Street/Front Desk	Yes	Yes	1	5A	1218	Provide make/model	Xerox AltaLink C8045 Multifunction Printer	1067
	Manager/Admin/Staff	No	No	1	5B	NO DATA	Provide make/model	Xerox VersaLink B605 S Multifunction Printer	Needs Color - No Data
Longview - 1300 North Sixth Street, Suite B (Clinic) - 2 Devices	Reception	No	Yes	1	6A	3980	Provide make/model	Xerox VersaLink B605 X Multifunction Printer	Monochrome
	Records Room	No	Yes	1	6B	560	Provide make/model	Xerox VersaLink B605 S Multifunction Printer	Monochrome
Longview - 501 Pine Tree Road, Suite U16 - 1 Device	Veterans	No	Yes	1	NA	486	Provide make/model	Xerox VersaLink B405 DN Multifunction Printer	Monochrome
Longview - 409 South Fredonia - 1 Device	FEP	Yes	Yes	2	NA	217	Provide make/model	Xerox WorkCentre 3335	Needs Color - No Data
PHASE 3 - 5 SITES, 10 DEVICES (6 COLOR)	Provide number of days to complete Phase 3								
	COLOR	FAX	SERVICE TIER	SEE MAP	MONTHLY VOLUME	MAKE/MODEL	CURRENT MAKE/MODEL	MONTHLY COLOR VOLUME	
Texarkana - 2435 College Drive - 3 Devices (1 Color)	Administration Area	Yes	Yes	1	7A	7089	Provide make/model	Xerox AltaLink C8030 Multifunction Printer	2509
	Front SUD Office	No	No	1	7B	1984	Provide make/model	Xerox VersaLink B405 DN Multifunction Printer	Monochrome
	CORE	No	Yes	1	7C	861	Provide make/model	Xerox VersaLink B605 XL Multifunction Printer	Monochrome
Texarkana - 1911 Galleria Oaks Drive - 2 Devices (1 Color)	Reception	Yes	Yes	1	8A	1929	Provide make/model	Xerox VersaLink B405 DN Multifunction Printer	Currently M/C - Needs Color
	Back Conference Room	No	No	1	8B	800	Provide make/model	Xerox VersaLink B605 S Multifunction Printer	Monochrome
Texarkana - 902 West 12th Street - 1 Device (Color)	Office	Yes	Yes	2	9	469	Provide make/model	Xerox VersaLink C405 DN Multifunction Printer	363
Atlanta - 1007 South William Street, Suite D - 3 Devices (2 Color)	Consultation Office	No	No	2	10A	10201	Provide make/model	Xerox VersaLink B605 S Multifunction Printer	Monochrome
	Nurse Station	Yes	Yes	2	10B	887	Provide make/model	Xerox VersaLink B405 DN Multifunction Printer	Currently M/C - Needs Color
	UFS/Nurse Station - Must Print Tags: 11x1 inches	Yes	No	2	10C	295	Provide make/model	HP Color LaserJet Pro MFP 4301	579
Atlanta - 307 North Louise Street, Suite G - 1 Device (Color)	Main Area	Yes	Yes	2	11	936	Provide make/model	HP Color LaserJet Pro M454dw	2
PHASE 4 - 4 SITES, 5 DEVICES (1 COLOR)	Provide number of days to complete Phase 4								
	COLOR	FAX	SERVICE TIER	SEE MAP	MONTHLY VOLUME	MAKE/MODEL	CURRENT MAKE/MODEL	MONTHLY COLOR VOLUME	
Henderson - 209 North Main Street - 1 Device	Reception	No	Yes	1	12	3056	Provide make/model	Xerox VersaLink B405 DN Multifunction Printer	Monochrome
Carthage - 1701 South Adams Street - 1 Device	Office	No	No	2	13	2971	Provide make/model	Xerox VersaLink B605 X Multifunction Printer	Monochrome
Marshall - 1500 West Grand Avenue - 2 Devices	Reception	No	No	2	14A	3980	Provide make/model	Xerox VersaLink B605 X Multifunction Printer	Monochrome
	Workstation Area	No	No	2	14B	NEW	Provide make/model	NEW	Monochrome
Marshall - 100 North Bolivar Street, Suite 201 - 1 Device (Color)	Community Development Specialist	Yes	No	2	NA	NO DATA	Provide make/model	HP Color LaserJet Pro MFP M479FDW	Needs Color - No Data
PHASE 5 - 2 SITES, 3 DEVICES	Provide number of days to complete Phase 5								
	COLOR	FAX	SERVICE TIER	SEE MAP	MONTHLY VOLUME	MAKE/MODEL	CURRENT MAKE/MODEL	MONTHLY COLOR VOLUME	
Clarksville - 106 North MLK Boulevard - 1 Device	Reception	No	Yes	2	15	706	Provide make/model	Xerox VersaLink B405 DN Multifunction Printer	Monochrome
Gilmer - 101 West Madison Street - 2 Devices	Work Area	No	Yes	2	16A	426	Provide make/model	Xerox VersaLink B605 X Multifunction Printer	Monochrome
	Reception	No	Yes	2	16B	1473	Provide make/model	Xerox VersaLink B405 DN Multifunction Printer	Monochrome
PHASE 6 - 2 SITES, 2 DEVICES (2 COLOR)	Provide number of days to complete Phase 6								
	COLOR	FAX	SERVICE TIER	SEE MAP	MONTHLY VOLUME	MAKE/MODEL	CURRENT MAKE/MODEL	MONTHLY COLOR VOLUME	
Tyler - 4603 Troup Highway - 1 Device (Color)	ECI	Yes	No	2	17	506	Provide make/model	Xerox VersaLink B405 DN Multifunction Printer	Currently M/C - Needs Color
Tyler - 4609 Troup Highway - 1 Device (Color)	PAT	Yes	No	2	18	1190	Provide make/model	Xerox VersaLink B605 X Multifunction Printer	Currently M/C - Needs Color
PHASE 7 - FULL VALIDATION - 21 SITES, 40 DEVICES (17 COLOR)	Same as Column B, Row 3								