



RFP: Cost Per Copy Program

201009-108

ADDENDUM 1 - Questions and Answers

October 30, 2020

NOTICE: *The Request for Proposals (RFP) is modified as set forth in this Addendum. The original RFP Documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the RFP. Respondent shall take this Addendum into consideration when preparing and submitting its Proposal.*

QUESTIONS AND ANSWERS

Q1. When are you trying to install the new equipment???

A1. February 2021

Q2. I am inquiring about exercising our option to view the historical copy and print volumes of the County. How do you recommend we accomplish that?

A2. Just a reminder that Appendix A shows the average volume of the past 12 months. Attached (Appendix B) is the historical volumes from our current contract starting from May 2016 through September 2020.

Q3. Section III: Scope of Work: Pg. 9: Could you please provide the total B&W and Color volumes for the County for Jan –Dec of 2019 and 2018.

A3. See Appendix B issued at the time of this Addendum.

Q4. Section III: Scope of Work: Pg. 10: Can you please provide the total number of net new additional units that were added over the previous 5-year contract period?

A4. 18 New Devices: 10 B/W Printers; 1 Color Printer; 5 Desktop MFP's; 2 Standard MFP's

Q5. Appendix A: It appears as though during your last contract period there was a significant number of B&W copiers that were replaced with color copiers. For example, your 2015 RFP required mostly B&W copiers in DSS....they are mostly color now. When were these copiers replaced, why were these replaced and did the County pay additional funds outside the contracted CPC for these replacements?

A5. DSS has only 2 MFP's that print color. No replacements. At no time has the County paid additional fees beyond the cost per copy.

Q6. Section III: Scope of Work: A. Multi-Function Machines: Pg. 10: How are you confirming the following requirement?

Q6A. If the manufacturer you are proposing has introduced a new model in any level and has the older model still available as a current product, you must offer the County only the newest model as part of the bid.

A6A. If the current model is still available and will not be End-of Life (EoL) or End-of-Support (EoS) during the duration of the contract, then yes, a new "current" model may be used. If the current model is EoL/EoS during the duration of the contract, then a newer model must be provided.

Q6B. Will the current vendor be allowed to leave any existing equipment as part of their response to this RFP?

A6B. No. All equipment must be new.

Q6C. Does the County have any expansions or new buildings that are in the planning stages right now?

A6C. Yes, but we do not expect that it will have any impact on our cost per copy contract.

Q7. Section III: Scope of Work: D. Faxing: Pg. 12: What version of RightFax does the County currently use?

A7. RightFax version 10.6. On October 26th Right Fax will be upgraded to version 11.2.

Q8. Section III: Scope of Work: E. Document Management System: Pg. 12: What version of Laserfiche does the County currently use?

A8. Laserfiche version 10.3.

Q9. Section III: Scope of Work: E. Document Management System: Pg. 12: Does the County have a license for the Laserfiche Import Agent? If yes, which version is deployed?

A9. Yes, the County has a current Laserfiche Import Agent license. Current version is 10.3.

Q10A. Anticipated Date of award is December 7th, 2020 – The last RFP was awarded in February 2016 with a start (install) date April 2016. That was a 60-month contract term which would put the contract ending March 2021. When will the new Contract begin?

A10A. Contract to be awarded in December. Equipment installation, service and billing to begin in February 2021.

Q10B. What is the expected install date?

A10B. Install date – February 2021

After the contract is awarded, we will meet with selected Vendor to plan an implantation schedule to be completed no later than March 2021. We expect the Vendor to be prepared knowledge of potential delivery dates of equipment.

Q11. Surge Protectors: Page 11 Item C indicates Surge Protectors (if required); Is this a requirement by Pender County on any of the devices?

A11. Yes, on all devices (MFPs and printers).

Q12. Will you provide annual volume information over the term of the contract currently in place?

A12. Yes, See Appendix B.

Q13A. Cloud Fax: Page 15 Item L - How many Fax Numbers will be ported over to the Cloud Fax Server?

A13A. 33 currently being used by RightFax

Q13B. What kind of access cards do Pender County Employees carry? Are they magnetic swipe cards, HiD, etc.

A13B. HiD/RFID card

Q14. Can you please provide volumes broken out Color vs. Black and White?

A14. See Appendix B.

Q15. If we are unable to provide connectors for Right Fax, would you consider an alternate solution?

A15. No

Q16. If we are unable to provide the connectors for Laserfiche, would you consider an alternate solution?

A16. No

PLEASE SEE APPENDIX B issued October 30, 2020 for HISTORICAL VOLUME in pdf version. Visit www.pendercountync.gov for an Excel file.

Addendum 2 is being issued to address questions from interested parties. Appendix B is being issued at the same time with historical volumes.

– END –

Equipment ID #	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	B/W Subtotal	Color Subtotal	
EQU7137	117	303	218	271	515	456	693	254	326	262	408	425	167	369	214	214	368	449	379	0	33	211	197	218	161	8514		
EQU7186 - B/W	15	37	23	45	68	19	1	26	55	25	57	2	39	2	0	0	0	0	0	0	0	0	1	0	9	456		
EQU7186 - Color	116	12	40	12	219	15	0	91	0	3	63	0	15	3	0	0	0	0	4	0	0	0	5	4	27	690		
EQU7427 - B/W	6172	7124	6045	6863	6866	6242	5914	5041	3283	9968	5849	3173	14265	6337	5640	4703	6952	6835	6199	5640	6814	4103	5783	7104	6771	176285	0	
EQU7427 - Color	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
EQU7472	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	455		
EQU7537	404	26	0	0	0	0	0	0	0	0	0	0	105	133	111	151	132	41	64	88	25	12	19	34	2199			
EQU8410					56	201	240	242	316	192	293	272	371	401	231	271	345	416	235	274	291	233	387	282	325	5874		
EQU8607 - B/W					0	0	336	44	335	36	7	8	22	0	14	10	0	0	0	2	40	120	232	24	0	1230		
EQU8607 - Color					0	0	5	0	16	12	1	3	3	0	0	1	79	137	3	6	12	0	0	1	0	279		
EQU8611										295	415	181	221	312	128	190	198	175	160	107	24	28	408	447	246	3535		
EQU8699							0	183	548	553	861	1084	537	791	243	216	318	314	256	230	474	115	112	102	252	7189		
EQU9389 - B/W									1818	1336	1522	3854	3818	5099	3111	2547	4244	5137	4603	2729	4014	4615	3192	4964	3790	60393		
EQU9389 - Color									99	148	143	1463	775	3188	2958	590	412	733	215	268	544	528	568	666	445	13743		
EQU9473													151	154	71	113	109	73	80	117	53	142	136	115	130	1444		
FC928 - B/W	1920	1568	0	4364	2725	0	3358	1789	2361	1195	4383	3412	2510	2279												50183		
FC928 - Color	1623	1269	0	3605	2432	0	3071	1928	1981	805	3499	2683	1990	1835													44259	
NH234 - B/W																											1791	
NH234 - Color																											658	
NH258 - B/W																									821	1579	2400	
NH258 - Color																								95	491	586		
NH336 - B/W																											2844	
NH336 - Color																											188	
UC1524 - B/W																											2411	
UC1524 - Color																											891	
UC1709 - B/W																						633	818	927	426		2804	
UC1709 - Color																							794	715	1570	1134	4213	
UC1746 - B/W																					33	633	1755	2123	2223	1627	8394	
UC1746 - Color																					15	527	1269	1897	1739	1406	6853	
Sub Totals																											15,363,925	2,397,327
Grand Total																											17,761,252	