

**SUPPLEMENTAL INFORMATION
ADDENDUM NO. 2**

PROJECT: RFQ – 20-001
Copier Lease and Managed Services

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DATE ISSUED: September 27, 2019

RFQ No. 20-001 dated September 6, 2019 is hereby amended as noted herein : BIDDER TO ACKNOWLEDGE RECEIPT OF ADDENDUM BY SIGNING ON THE SIGNATURE LINE BELOW AND INCLUDING A COPY WITH SUBMITTED BID. FAILURE TO DO SO MAY, AT THE OWNER’S DISCRETION, SUBJECT THE BIDDER TO DISQUALIFICATION

- 1) QUESTION: You reference in the bid that the salient characteristics of the current equipment will be the least that will be considered. So are we to assume that the basic standard equipment offered with these models is what we are to quote as well?
ANSWER: Yes. *Please note - the Superior Court Records Room currently has an e557 copier with a County owned Jamex 7112 card reader attached. The copier replacement must be compatible with the Jamex 7112 card reader.
- 2) QUESTION: Does the fact that all of these devices are capable of 11 x 17 count towards the characteristics desired by the county? If not needed, other devices which will handle up to 8.5” x 14” will drastically lower the price. Is 11” x 17” needed on all models?
ANSWER: Yes
- 3) QUESTION: Can you clarify which models will need fax? You reference needing 5 total. The price will be determined based on which models will receive the fax board.
ANSWER: All models need fax by email capability. Four (4) will also need analog fax capability - the current machines with analog fax capability are e3508A’s.
- 4) QUESTION: There is a seventh model configuration listed: “Color copier with Saddle Stitch finisher”. Do you have a preference on the speed of this unit or other accessories? Is saddle stitch the only requirement?
ANSWER: This is to replace an e5560, so must have all the salient characteristics of the e5560 plus a saddle stitch finisher.
- 5) QUESTION: The current equipment has options for two document feeders. Which is required on each model?
ANSWER: See question 1.
- 6) QUESTION: Do we provide pricing for the 1 of each models on the BID form? Or the amount of machines on Attachment H?
ANSWER: 1 for each model.
- 7) QUESTION: Can you provide configurations for the current devices?
ANSWER: Basic configurations.

- 8) QUESTION: What paper size are you using for each device?
ANSWER: At minimum - letter, legal and 11x17.
- 9) QUESTION: Do you need follow me printing departmentally or county wide?
ANSWER: No.
- 10) QUESTION: Is native OCR capability adequate? Meaning is editable and searchable software okay?
ANSWER: Yes.
- 11) QUESTION: How are you currently mobile printing/scanning?
ANSWER: Currently N/A.
- 12) QUESTION: Do you use any cloud services?
ANSWER: No.
- 13) QUESTION: Do you need fax?
ANSWER: Yes. See question 3 and question 16.
- 14) QUESTION: Can you be more specific about the equipment and software being DoD 5015.2 compliant
ANSWER: N/A. Please delete the line 'Vendor equipment and software to be certified as DoD 5015.2 compliant' from page 4 of the RFQ.
- 15) QUESTION: What's the total equipment count? Should we include the following:
- (23) units listed in Attachment H with estimated volumes?
 - (1) color copier with a Saddle stitch finisher as listed on page 6?
 - (6) county owned devices listed in Attachment H? If so what are the current make and model for each?
 - 1.State Court (Judges)
 - 2.Senior Citizens
 - 3.Zoning - now at PW
 - 4.ECSO – CID
 - 5.Prison
 - 6.Fire – HQ
- ANSWER: Total equipment count required is currently 28. Please delete the 'Fire-HQ' line from Attachment H (page 26) of the RFQ.
The color copier with saddle stitch is for the Recreation Department.
The current make and model for the non-leased copiers are :
 1. State Court (Judges) - Lexmark E260DN
 2. Senior Citizens - Lexmark E260DN
 3. Zoning - now at PW - Lexmark E260DN
 4. ECSO – CID - Toshiba EStudio 355
 5. Prison - Toshiba E-Studio 356
 6. Fire – HQ - N/A NOT BEING REPLACED
- 16) QUESTION: Please explain the Fax Box requirement listed on BID FORM – PAGE 1. Do you need a fax accessory added? If so which department(s) will need it?
ANSWER: All models need fax by email capability. Four (4) will also need analaog fax capability for the departments listed below:

911 Center
ECSO – Warrants
ECSO – Jail
ECSO – Admin/Records

- 17) **QUESTION:** Monthly copy volumes are included in Attachment H. These averages are not guaranteed to remain at the current levels and are only provided for bidders to use to estimate lease volume. **Would you accept a base lease with volume and a Common Excess meter on mono and a common excess meter on color?**
ANSWER: No.
- 18) **QUESTION:** Copies included in the leased price are to be a ‘pooled’ total for all copiers and not tied to any copier. **Would a Base lease with a zero-volume commitment and a common excess meter be accepted if based on the monthly averages provided to pay for what’s used each for color and Mono?**
ANSWER: No.
- 19) **QUESTION:** **Are staples are required?**
ANSWER: See question 1.
- 20) **QUESTION:** Vendors are responsible for the return freight and any and all other expenses incurred for the return of the current equipment. **Is this requirement for equipment owned and end of lease replacements? If so can you provide an estimate of the cost?**
ANSWER: Required for end of lease equipment. County owned equipment will remain in the County. The (conservative) estimate of cost from our current provider to return the 23 leased units is between \$6,000 and \$7,000. The costs could be higher depending on the carrier used.
- 21) **QUESTION:** All bid proposals shall be typewritten or completed with pen and ink, signed by the business owner or authorized representative, with all erasures or corrections initialed and dated by the official signing the bid / proposal. All signature spaces must be signed. **Please confirm if the signed documents need to be “wet” ink or is electronic ok?**
ANSWER: Electronic signature can be used for all documents that do not need to be notarized. Notarized documents must be “wet” ink.
- 22) **QUESTION:** Can you provide more detail on your definition/expectation of Managed Services? What specific services around Managed services do you want included?
ANSWER: The managed services that the County requires include (but are not limited to) basic lease management; trouble shooting; moving equipment if/when required; providing information as requested; providing invoices as specified.
- 23) **QUESTION:** What are the estimated volumes for the Superior Court – Records?
ANSWER: 1133 copies per month.
- 24) **QUESTION:** What are the anticipated print volumes for the New Color device with Saddle stitch?
ANSWER: The color copier with saddle stitch is for the Recreation Department. The average monthly volume is 1480 b&w and 5638 color.

- 25) QUESTION: I understand that you are looking to do a 36 month lease. Is the existing equipment on a 36 month as well?
ANSWER: The current lease is 39 months.
- 26) QUESTION: With the exception of 5 fax options there are no accessories listed on the existing fleet. Are these machines going to need, stapling, hole punch, extra drawers?
ANSWER: See question 1.
- 27) QUESTION: Do all of the machines need 11x17 capability? If not can you please specify which machines only require letter and legal?
ANSWER: Yes.
- 28) QUESTION: For the last machine on the Bid Form that needs Saddle Stitch do you have an idea of the volume they will be running?
ANSWER: See question 24.
- 29) QUESTION: Do you have a set volume you want us to use for the pooled volume? Or do you want us to do an estimate based on your average monthly volumes?
ANSWER: No. Estimate to be based on average monthly volumes.
- 30) QUESTION: Is there currently a solution in place to provide the Managed Print functionality that this RFP is seeking? If so, please advise what of the following – Product name, version, what licenses are owned and quantity of each, and number of users supported by the solution.
ANSWER: No.
- 31) QUESTION: How many users will the solution placed via the RFP be required to support?
ANSWER: N/A.
- 32) QUESTION: What type of users will need to be supported - employees, staff, consultants, interns, or other?
ANSWER: N/A.
- 33) QUESTION: How many locations (different addresses) will use the solution placed via this RFP?
ANSWER: N/A.
- 34) QUESTION: Do all users authenticate to Active Directory for computer and network access? Is the “LDAP over SSL” (LDAPS) required?
ANSWER: Yes.
QUESTION: Is the “LDAP over SSL” (LDAPS) required?
ANSWER: No.
- 35) QUESTION: Are there any users who need to copy, print, fax, or scan functionality that are not defined in Active Directory?
ANSWER: No.
- 36) QUESTION: Does the organization require user authentication for this solution? If so, please answer the following:
A. What method of user authentication is desired – ID Cards (Proximity, magstripe, or barcode), PIN Code, or Active Directory Username / Password?

- B. If ID Cards or PIN Codes are to be used, please provide the following:
- i. Where is this information defined – Active Directory, Security System, or SQL database, or somewhere else? If somewhere else, please provide details.
 - ii. If a Security System, is this a centralized system or independent per location?
 - iii. What ability is there to export ID Card or PIN Code data to a file?

ANSWER: No.

- 37) QUESTION: How many data centers does the organization have? If multiple data centers, what is the status of each data centers: Primary, Secondary, Disaster Recovery, other status?

ANSWER: Three (3) total. Two (2) primary and one (1) secondary.

QUESTION: Please provide sufficient details to understand what data centers the solution placed via this RFP should function with.

ANSWER: N/A.

- 38) QUESTION: Is there any need to consider Failover, Fault Tolerance, and/or Disaster Recovery with respect to printing?

ANSWER: No.

- 39) QUESTION: Are the organizations servers physical or virtual? If virtual, what platform: VMware, Microsoft Hyper-V, other (Vendor and Version)?

ANSWER: Both.

QUESTION: If virtual, what platform: VMware, Microsoft Hyper-V, other (Vendor and Version)?

ANSWER: VMware.

- 40) QUESTION: What client systems are used in the environment – Windows 7/8/8.1/10, Mac 9.x/10.x, other? If other, please provide details.

ANSWER: Windows 7 and Windows 10.

- 41) QUESTION: If Mac systems are used in the environment, do these users authenticate to Active Directory?

ANSWER: N/A.

- 42) QUESTION: Is Citrix, Terminal Services, Virtual Desktops (or other VDI system) used in the environment that require printing, scanning, or faxing capability? If so, please provide details.

ANSWER: No.

- 43) QUESTION: Does the organization have the ability to push printer drivers and software to all client computers systems (Windows and/or Mac's) whether using Group Policies, login scripts, or other method?

ANSWER: Yes.

QUESTION: If so, please provide details.

ANSWER: Group policies and login scripts.

- 44) QUESTION: Page 4 of the RFP notes “Remote network setup and monitoring capability is to be included”. Please answer the following: Is this indicating that Effingham County does not require onsite personnel by the vendor for the software solution implemented for this RFP? If so, will Effingham County have staff at any and all locations to assist with physical

activities related to the software solution installation – such as: Assist in configuring card readers (if readers are required), testing printing and scanning, etc.?

ANSWER: Yes. The County will assume installation of printers on workstations and servers.

QUESTION: Page 4 of the RFP notes “Remote network setup and monitoring capability is to be included”. Please answer the following: Does Effingham County have explicit requirements for “monitoring capability”? Please provide details of requirements.

ANSWER: Web interface for copier to allow it to be configured on network.

- 45) QUESTION: With respect to the organizations network, please answer the following: How many networks domains are in place that the solution placed via the RFP would need to function with?

ANSWER: One (1).

QUESTION: With respect to the organizations network, please answer the following: If multiple domains exist in the environment, are network trusts in place between networks so that device (server, workstation, or print device) from one network can communicate to any device on any other network?

ANSWER: N/A.

QUESTION: With respect to the organizations network, please answer the following: What is the network bandwidth between locations?

ANSWER: One (1) gig.

QUESTION: With respect to the organizations network, please answer the following: Do firewalls restrict traffic between locations? If so, can ports be open if required?

ANSWER: Yes and yes.

- 46) QUESTION: Does the organization have WiFi within the environment? If so, is the WiFi available for use for staff, consultants, guests, general public? .

ANSWER: Yes.

QUESTION: Please provide details of how the WiFi is required to be used for this project.

ANSWER: N/A.

- 47) QUESTION: With respect to your Print Server infrastructure: How many print servers are within the environment related to this project?

ANSWER: One (1).

QUESTION: With respect to your Print Server infrastructure: Are the print servers dedicated print servers or do they have other server functions (Domain server, email server, etc.)?

ANSWER: Dedicated.

QUESTION: With respect to your Print Server infrastructure: Are the Print Servers centrally located or distributed throughout the environment to various locations? If distributed, please provide locations.

ANSWER: Centrally located.

QUESTION: With respect to your Print Server infrastructure: What Windows Server OS do Print Servers run - 2003, 2008, 2012, 2016, 2019?

ANSWER: 2008.

QUESTION: With respect to your Print Server infrastructure: Are there any non-Windows Print Servers in the environment that would need to function with this solution?

ANSWER: No.

- 48) QUESTION: Is there any requirement function with or report print activity to network connected single-function printers? If so, how many printers are there and what print emulations do they use (PCL, Postscript, other)?
ANSWER: N/A.
- 49) QUESTION: Is there any requirement function with USB connected desktop? If so, please provide details. What configurations/accessories are required on each MFD?
ANSWER: No.
QUESTION: What speed is required for the color unit with a saddle stitch finisher?
ANSWER: 55ppm minimum.
- 50) QUESTION: Page 5 of the RFP document notes a requirement for mobile printing. Please provide answers to the following:
A. Is Mobile Printing via email submission acceptable?
B. Are the mobile devices company owned devices or personal devices of staff and guests?
C. If company owned devices are to function with the solution, are these devices managed by an Enterprise Mobile Management application / system? If so, please provide details.
ANSWER: Not required. Please delete the line 'Mobile Printing and Scanning' from page 4 of the RFQ.
- 51) QUESTION: Is there any requirement to bill departments / locations for print and copy activity? If so, provide the following:
A. Is an export of print and copy activity charges to a backend system required?
B. Is it required to integrate directly to a backend system for billing purposes?
ANSWER: No. Currently the County requires each machine to be listed separately on the monthly invoice, showing the department, serial number, start read and end read and total amount of copies made that month.
- 52) QUESTION: Page 5 of the RFP notes "Copiers must be able to support enterprise content management software". Does Effingham County have specific requirements in this area? If so, please provide details.
ANSWER: No.
- 53) QUESTION: With respect to scanning: Is scanning a requirement for this solution
ANSWER: Yes.
QUESTION: With respect to scanning: What type of scanning is required: Scan to email; Scan to pre-defined network folders; Scan to Active Directory Home Folders; Scanning to an internal system (SharePoint, FileNet, an Accounting system, etc.) or cloud based system (Dropbox.com, Box.com, etc...) (Provide details)
ANSWER:
Scan to email: YES
Scan to pre-defined network folders: YES
Scan to Active Directory Home Folders: No
Scanning to an internal system (SharePoint, FileNet, an Accounting system, etc.) or cloud based system (Dropbox.com, Box.com, etc...) (Provide details): NO
QUESTION: With respect to scanning: Which document types should users be able to produce via scanning: JPG, TIFF, PDF, Word, Excel, other?
ANSWER: JPG and PDF.
QUESTION: With respect to scanning: Is it a requirement that users should be able to use OCR (Optical Character Recognition) during the scanning process to convert scanned documents to editable text?

ANSWER: Yes.

QUESTION: With respect to scanning: Are advanced scanning capabilities (such as: Zone OCR, Batch scanning using barcode separation pages, Forms recognition, Line item extraction, Document image enhancement, etc...) required?

ANSWER: No.

- 54) QUESTION: Is there a requirement for faxing for this RFP?

ANSWER: Yes.

QUESTION: Is there a requirement for faxing for this RFP? If so, please answer the following: Are MFDs to use internal fax-boards connected to analog phone lines?

ANSWER: See question 3 and question 16.

QUESTION: Is there a requirement for faxing for this RFP? If so, please answer the following: Does the organization have a centralized fax server (RightFax or other) in place? If so, please provide details of what type of system is in place – particularly if the fax server integrates to existing MFDs via email, hot folder, or direct integration.

ANSWER: Yes. Solgenia FACSYS integrates via email.

- 55) QUESTION: Is there any requirement to print from mainframes or other host systems (UNIX, Linux, Sun OS, SAP, etc.) within the environment? If so, please provide details.

ANSWER: No.

- 56) QUESTION: What email system is used by the organization: Microsoft Exchange, Lotus Notes, Novell Groupwise, other? Is the email system internal to the organization or hosted?

ANSWER: Microsoft Exchange.

- 57) QUESTION: Is there any requirement to track copy, print, fax, and/or scan activity for auditing purposes? If so, please provide details – particularly to reporting requirements.

ANSWER: No.

- 58) QUESTION: Is the organizations IT internal or outsourced?

ANSWER: Internal.

- 59) QUESTION: Does the organization utilize a "Test Environment" to test applications on a limited scale prior to production roll-out? If so, please describe your organizations requirements.

ANSWER: Yes. N/A for this RFQ.

- 60) QUESTION: Does the organization have "Change Management Policies and Procedures" that need to be considered as part of a production roll-out?

ANSWER: N/A.

- 61) QUESTION: HARDWARE – For copier configurations, can you provide the minimum specifications you need each device to have (doc feeder, cabinet or number of paper trays, staple, fax, hole punch)

In the RFP it states that “All products must meet or exceed the form, fit and function of the brand identified”. All devices listed are currently A3 devices (11X17 capable). Can you please confirm that all devices need to be 11X17 capable to prevent bidders from substituting lesser A4 (letter / legal) devices.

ANSWER: See question 1 and question 27.

62) **QUESTION:** What configurations/accessories are required on each MFD?

ANSWER: Basic configurations. See question 1.

63) **QUESTION:** What speed is required for the color unit with a saddle stitch finisher?

ANSWER: See question 49.

END OF QUESTIONS

Please see revised RFQ schedule below.

RFQ SCHEDULE: *REVISED*

| Request for Proposal | Date/ Time |
|---|---|
| Owner issues public advertisement of RFQ | Friday September 6, 2019 |
| Deadline for submission of written questions | 2.00pm (EST) Monday September 23, 2019 |
| Addendum issued and posted online at www.effinghamcounty.org *REVISED* | <u>From</u> 5.00pm (EST) Thursday September 26, 2019 <u>To:</u> 5.00pm (EST) Friday September 27, 2019. |
| Deadline for submission of Bids *REVISED* | <u>From</u> 11.00am (EST) Thursday October 10, 2019 <u>To:</u> 11.00am (EST) Thursday October 17, 2019. |
| Bid and Contract/Lease to Board of Commissioners (<u>TENTATIVE</u>) *REVISED* | <u>From :</u> Tuesday November 5, 2019 <u>To:</u> Tuesday November 19, 2019. |
| Lease 'Go-Live' Date (<u>TENTATIVE</u>) | Saturday February 1, 2020 |

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Addendum No.2
RFQ 20-001 – Copier Lease and Managed Services

All other terms and conditions in RFQ No. 20-001 remain unchanged.

Effingham County reserves the right to reject any and all proposals, to waive any technicalities or irregularities and to award the offer based upon the most responsive, responsible submission.

Please sign receipt of this Addendum No. 2 below:

Print Name

Signature

Date

END OF ADDENDUM NO. 2