

RFP 20-10 Multi-Function Copier Scanner Printer Lease and Services

Vendor questions are in black. **Answers are in red.**

On the volume bands listed with monthly copies, are you asking for the total cost per month payment to include the copier and that number of copies as well? If so, then each additional feature add-on would be listed as only the cost per month without copies. **We are asking for the cost per month, which includes the copier and the # of copies per month that is listed in the schedule. The overages each month would be captured as a per copy cost identified for each machine if the rates were different. Yes, we would want to know the cost of additional features if not included in the monthly cost of the copier. If it is a standard feature just identify it as included.**

On schedule B color copiers the first model with 3,000 copies included lists only one paper tray which, would indicate a desktop model size. However, the paper size listed is up to 8.5 x 17 (ledger size paper). Should this size be up to 8.5 x 14 (legal size) instead? **You can price it both ways if you would like to give us options. Have the 8.5x14 as an option and quote the 8.5 x 17 as the standard.**

Since, there is quite a difference in equipment price based upon paper size capability, I want to be sure which models actually need to print on 11 x 17 size paper. **We are not sure all the needs of our end users, so we included the options or ability to do the 8.5 x 17. We want to partner with a vendor that can provide insight and direction as to our needs and requirements during the needs assessment portion of the contract roll out.**

Page 13 #3 Warranty/Service. Please explain what you mean by warranty? Is it equal to the service agreement? **The warranty/service agreement will be equal to the contract term including extensions.**

Page 14 #6 Service call loaner. Are you asking for a brand new model or an equivalent model replacement? **We would require an equivalent model replacement for a loaner.**

What if the current model is already 2 or 3 years old? **The requirement would be to provide a machine with the same form, fit, and function of the machine that is out of service. A used machine in good working order would be acceptable.**

Page 15 #16 Are you asking for MSA to deliver and also install the toner cartridges when needed? **The vendor would be responsible to make sure that the supplies are stocked for their machines and would own this stock until installed in the machine. If for any reason the cartridges are recalled or rejected it would be the vendor's responsibility to replace that inventory.**

Page 16 #14 Are you asking for fax modules to be included with all copiers or just those located in the main office where fax ports/lines are available? **We want a price to have an**

added fax option for the different size/models of each copier. We do not know where we would exercise that option but wanted it priced. The needs assessment will help us determine where we will want what size and type machine.

Page 17 #13 Same question as above: **Same as above**

Page 18 #8 Will 8:00 A.M. availability be sufficient to meet your needs? **No. We have teachers and administrators at the facilities who arrive before school to make preparations for their day, including copying and scanning needed documents and time is of the essence for these people. We understand that 6am may be outside normal business hours, but we would expect to have an emergency contact and support even during these times.**

Can you please provide the average total annual copy/print volume system wide for all schools? **Sorry, this data is not readily available at this time given the number of vendors and copiers at all our locations.**

Can you estimate the total number of copiers needed for each volume band **speed** listed? **Sorry, this data is not readily available at this time given the number of vendors and copiers at all our locations.**

Regarding schedule C...

Are you asking for a total monthly pricing to include (1) 36" MFP wide format color copy/print/scan model with 250 linear feet of printing including all supplies (ink, parts, labor etc.) combined with (1) 24" wide Poster Maker color copy/print/scan model that also contains a built-in automatic cutter? Note: Normally, the wide format linear foot charge does not include the paper as there are so many different paper types with different associated costs. **So, paper would be a separate charge as needed. We want a total monthly price to include all the ink, parts, and labor excluding the paper. If you have, a multifunctional machine that can do the wide format copying and poster making include that as one machine. We only have a couple of these machines in use right now, so we are not sure what we will do with this category.**

The Proposal Evaluation Criteria matrix lists vendor's past relationship with the district as one quarter of the scoring. Since our company has no history with HCDE, does that mean that we are automatically down 25 points? **By not having, a past relationship with the district does not disqualify you from potential award. You will not be penalized 25 points due to lack of previous relationship.**

So that we ensure we are able to meet provide the report required in Item 10, will HCDE please provide a sample report from the current vendor? **There currently is not a single report for the copiers within the HCDE system. Around 6 vendors supply all the copiers to the district. They all provide a different report.**

Will minor variations to specifications result in a non-compliant response? **If the RFP is completed with all the required documentation than the RFP will be evaluated. Vendors may submit additional information, value adds, and cost savings as they deem prudent.**

Is it correct that the requirement to supply a copier on loan if a device is out of service for a period of 48 hours or more refers to business hours? **Yes if the copier is out of service for more than 48 hours, then a loaner is required.**

Will HCDE please provide the individual lease expiration dates for its current copiers? **Most of the copiers will expire on or before 6/30/20. Currently we do not have specific expiration dates for all the copiers in the HCDE system.**

Does HCDE intend to replace each copier as the individual contracts expire, or will this award encompass the entire fleet at the start date? **HCDE intends to replace copiers as contracts expire.**

Will the new copiers each be billed for 36 months from the date of installation, or will they be leased coterminously so that all contracts have the same end date? **All copiers will have the same contract end date.**

Will HCDE please provide a current list of all devices and locations? **There is over 400 copiers located in the HCDE system. Around 6 vendors lease them to us. We do not currently have a list of devices by location. We request the winning proposal to do a needs evaluation after a contract is awarded.**

Will HCDE please indicate which devices run all 12 months of the year and which have dormant periods such as over the summer months? **Some devices currently run on a 9 month cycle with central office running on a 12 month cycle.**

Regarding the numbers of copies per month listed on Schedules A and B, is it correct that these refer to the recommended duty cycle of the device? **That is correct.**

Will HCDE please clarify if a certain number of copies should be included in the lease payment – even if they will be unused – or if the lease payment should be for only the machine payment with service charge for only what is used? For instance, one of the Amendments to the State of Tennessee RFP listed statistics showing that Hamilton County (not HCDE) is being billed under State Contract terms for tens of thousands of images never made. **The intent is for the lease payment for each machine to include the volume band identified as the number of copies for each month and an overage will be paid above the number. The overage rate is requested at the bottom of each schedule.**

The cost to maintain a 30 page per minute A4 (8.5 x 14) copier is significantly different from the cost to maintain a 75 page per minute full-size copier. Will the Department of Education please update its pricing pages to include individual cost per copy charges for each model instead of just one rate that covers all models? **No, please price as indicated. Vendors may submit additional information, value adds, and cost savings as they deem prudent.**

Will HCDE please provide an overview of its current fleet, including the model and quantity of each unit? There is over 400 copiers located in the HCDE system. Around 6 vendors lease them to us. We do not currently have a list of devices by location. We request the winning proposal to do a needs evaluation after a contract is awarded.

Will HCDE please provide monthly usage averages for all devices? This should be readily available from your current vendor(s). This information is currently unavailable. Each machine is leased to individual departments or schools so purchasing does not have access to this information.

While monthly meter readings for each unit would be ideal, but if this is not available, the installation date and current meter reading of each device would provide semi-accurate information. This information is currently unavailable. Each machine is leased to individual departments or schools so purchasing does not have access to this information.

On Schedule B, will the Department of Education please verify whether the 3,000 copies per month 45 page per minute is required to copy up to 8.5 x 14 only, or to 11 x 17? Currently the specification shows up to 8.5 x 17. 8.5x17

The line items requested on Pricing Schedule C are labeled "Copier #1, Poster Maker #1, Poster Maker #1" and correspond to Volume Bands I, III, and IV. Did HCDE intend to only capture the Wide Format MFD and the Poster Maker on Pricing Schedule C? If so, will HCDE please consider revising that table to ensure clarity of entries? Please price as indicated. One poster maker with Stand and one without.

Is it correct the Wide Format MFP is to include 250 linear feet as a base or does that line item in the specification indicate what the machine must be capable of producing? The lease price should include copying up to 250 linear feet per month and an overage will be paid above that number. We have very few of these in our system currently but wanted a price in case more schools had a need to add this equipment

Is it correct that the Wide Format MFD Copiers must print and copy in B/W and only scan in Color/BW? It was our intent for the machine to do color and black and white. You can price equipment as base equipment with additional features and pricing identified as options.

On Schedule C, is it correct that the price per copy for the Poster Maker and Wide Format Copiers are actually a price per linear foot x the with? The industry standard is pricing per square feet. Price as written.

Wide Format Copier:

Define "table/stand".

Is this for output collection or to have the machine operating at a comfortable height for the user?

Machine will come with a top mounted document stacker. **To have the machine at a comfortable operating height.**

Define document feeder.

Machine will be roll fed for printing.

Are you looking for automatic feeding for scanning purposes? **Yes.**

Poster Maker:

What quality of output are you wanting (photo, medium resolution, draft) and what media do you want to use?

Are images going to be full coverage or medium density?

How long do you want the images to last?

Will they be laminated?

Will this machine be in the same room with the wide format copier?

If it can copy from the MFP's scanner, is that acceptable?

We have limited numbers of wide format copiers and poster makers in service. The intent was to include options and pricing for when schools have a need. Please provide pricing based on the information provided.

Vendors may submit additional information, value adds, and cost savings as they deem prudent.

Changes will not be made to the RFP.