



## QUESTIONS & ANSWERS

### RFP 22-03 – Multi-Functional Devices and Maintenance

	QUESTION	ANSWER	Response
1.	In the RFP, it states, “As these <b>rentals</b> expire, the County intends to replace these MFDs with County purchased machines if it is determined there is a continuing need. On an as needed basis, the County may determine to <b>lease</b> machines.” You call out “rentals” and later say “lease,” does the County see these terms as being synonymous, or are they viewed as being different?	In this statement the term rental and lease were used interchangeably. We currently lease our machines and may possibly do so in the future when it is most effective for the County.	Via email and posted to Public Purchase and County Competitive Procurements page on 01/ 07/2022.
2.	Is there any buy-out residual or other financial obligations to be considered at the end of the current rentals? If so, would you kindly share?	No.	Via email and posted to Public Purchase and County Competitive Procurements page on 01/ 07/2022.
3.	Is the County interested in having a dedicated technician(s) for the account to maintain SLA requirements?	Yes. The selected responder will enter into a Personal Services Agreement, similar to that attached to this RFP, that outlines service levels.	Via email and posted to Public Purchase and County Competitive Procurements page on 01/ 07/2022.
4.	Would the County entertain the idea of strategically placed hot swaps assets to remedy after-hours service calls?	This question is unclear and ‘hot swap assets’ undefined, therefore, cannot be answered. The County is expecting responders to propose solutions for consideration.	Via email and posted to Public Purchase and County Competitive Procurements page on 01/ 07/2022.
5.	Would the County entertain the idea of starting the agreement with a Pull-Print Solution to minimize any potential printer-related downtime?	The County is expecting responders to propose solutions for consideration and is open to evaluating solutions offered.	Via email and posted to Public Purchase and County Competitive Procurements page on 01/ 07/2022.

6.	In the Equipment Specifications provided are general capabilities. Does the County have a minimum requirement regarding speed for monochrome and color systems?	The County is looking for variety of speeds to meet the various needs within the County.	Via email and posted to Public Purchase and County Competitive Procurements page on 01/ 07/2022.
7.	Will the County share any usage data (volumes) on the current fleet?	Yes. We are gathering a sampling of usage and will update this response once available. Please follow this link to our <a href="#">Competitive Procurements</a> page for MFD model and usage counts.	Via email and posted to Public Purchase and County Competitive Procurements page on 01/ 07/2022. Revised 1/11/2022 and sent via email.
8.	Will there be a need for a digital front end such as EFI Fiery for any new replacement devices?	We are not currently utilizing this or any similar downloads. Any downloads to any County owned device require vetting and approval from our Information Technology department.	Via email and posted to Public Purchase and County Competitive Procurements page on 01/ 07/2022.
9.	Would the County entertain using a previously competitively bid buy contract, for example, NASPO VP, Participating Addendum Number 7-19-70-46-02?	The County had initiated its own competitive procurement process and is looking for a custom solution but is open to evaluating solutions offered.	Via email and posted to Public Purchase and County Competitive Procurements page on 01/ 07/2022.
10.	What software is the county currently using for "follow me printing".	Some departments within the County use PaperCut.	Posted to Public Purchase and County Competitive Procurements page on 01/ 10/2022.
11.	While the County has provided a summary of the currently utilized equipment models, would the County please provide quantities of each model number and average monthly print volume for each model for both monochrome prints and color prints?	Please follow this link to our <a href="#">Competitive Procurements</a> page for MFD model and usage counts. The County does not have average monthly volumes but an annual average has been provided.	Posted to Public Purchase and County Competitive Procurements page on 01/ 10/2022.
12.	Section C, page 4 indicates that the County's current equipment is rented through three vendors, while the current solicitation is for purchase of new equipment. Please clarify if the RFP is requesting only purchase	The RFP is only requesting purchase pricing. Rentals will be rare and will be negotiated on an individual basis. Feel free to provide a sample of rental pricing.	Posted to Public Purchase and County Competitive Procurements page on 01/ 10/2022.

	pricing or if a vendor's proposal should include rental pricing as well. If rental pricing should be included, what is the preferred term of the rental?		
13.	Is the County's goal to award a single contract or multiple contracts as a result of this solicitation? If the goal is to award multiple contracts, how many contracts is the County targeting to award?	The County will be awarding one contract to a single vendor.	Posted to Public Purchase and County Competitive Procurements page on 01/10/2022.
14.	Since the current equipment is rented from the current vendor(s), it would be an asset belonging to that vendor. Should currently rented equipment be removed by the vendor that owns that equipment?	Currently rented equipment will be removed by the vendor that owns it upon request of the department.	Posted to Public Purchase and County Competitive Procurements page on 01/10/2022.
15.	Section D, item 10, page 5 indicates that the vendor will remove all vendor machines when the County has determined that those machines have reached end of life. Please clarify that this requirement includes only equipment that was provided by the vendor or if this requirement includes equipment provided by another vendor.	The vendor that provides the machine will be responsible for the removal.	Posted to Public Purchase and County Competitive Procurements page on 01/10/2022.
16.	Will the County settle any remaining obligation (agreed to payments or balances due to the current vendor) regarding the current equipment separately from the new equipment acquisition?	The County intends to complete the existing rental terms, phasing in new acquisitions as rentals terms expire, therefore, there won't be an obligation to any current vendor.	Posted to Public Purchase and County Competitive Procurements page on 01/10/2022.
17.	Is the County currently using badges for secure access? If yes, what kind, ie; HID, Mag Strip, ProX?	Yes on some machines. HID PROX II ISO Cards 26 BIT	Posted to Public Purchase and County Competitive Procurements page on 01/14/2022.

18.	Due to the nationwide product backorders retailers are currently experiencing, equipment can be on backorder for anywhere from 90 - 120 days, far exceeding the 30 day delivery requirement (Section 1, E, paragraph 4) How would this be handled?	This is not uncommon in many industries at this time. Responders may address how they are handling and prioritizing backorder hurdles. The County will work with the selected responder within reasonable expectations.	
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