



Request for Proposals 2022-050
Managed Print Services

ADDENDUM No. 1

ISSUE DATE: April 21, 2022

Responding Offerors on this project are hereby notified that this Addendum shall be made a part of the above named RFP document.

The following items add to, modify, and/or clarify the RFP documents and shall have the full force and effect of the original Documents. This Addendum shall be acknowledged by the Offeror in the RFP document.

Add/Delete Section

1. **Delete** Appendix A – Cost Proposal

Add Attachment 1, Appendix A – Cost Proposal

2. **Add** to Scope of Work, Section 5.16 Printer Technology

- Single authentication for print required, integration with Microsoft Active Directory and HID Proximity Card
- Billing report provides copier production detail by
 - Department name
- Universal Print Driver
- Secure Print Release known as "pull printing" or called "Find-Me Printing" is a roaming print solution where users print to a single queue and jobs will be "pulled" to any printer where they authenticate
- IT staff access to seeing vendor's ticketing, scheduling, and cost through a portal
- Mobile Printing: allow employees to print with smartphones and tablets
- Integration for our Library Cassie and ITC Systems for their patrons.

3. **Delete** 8.2.4 Section 4 – Proposed Print Solution

Provide a detailed description of your proposed solution addressing the requirements outlined in Section 4 Scope of Work. At a minimum, your response must include the following information:

- Provide a detailed description of the software solution, explaining the technical capabilities and functionality features of the proposed product.
- License Structure: Please describe the bidder's software licensing structure in detail. Do so for each product or module if they differ from one another.
- Warranty: Describe what is included with the manufacturer's warranty(s).

Add 8.2.4 Section 4 – Proposed Print/Fax Solution

Provide a detailed description of your proposed solution addressing the requirements outlined in Section 5 Scope of Work. At a minimum, your response must include the following information:

- Provide a detailed description of the software solution, explaining the technical capabilities and functionality features of the proposed product.
- License Structure: Please describe the bidder's software licensing structure in detail. Do so for each product or module if they differ from one another.
- Warranty: Describe what is included with the manufacturer's warranty(s).
- If an alternative fax solution is being proposed, provide a detailed description and attach manufacturer's specifications to proposal.

End of Add/Delete Section

Question/Answer Section

1. 5.7 References 67 MFDs using RightFax. Additionally, we have four analog fax locations that also will need to keep this solution. The cost proposal ask for 80 MFDs @ 100 Faxes. Can you please clarify the number of fax lines needed?

Answer: Currently, Union County has 67 MFDs using RightFax as well as four analog locations. The County wants to price out 80, but that is not a guaranteed number. On Appendix A, enter the cost for 80 faxing devices sending 100 faxes.

2. 6.10-What do you mean by “no charge” on moves, adds and changes? Does the county expect to no increase in payment for new adds or changes to the contract?

Answer: The County expects no increase in payment for moves at location or labor related changes. New devices added to the contract will result in an amendment and additional cost.

3. The volumes in the annual usage vs. the cost proposal are different. Does Union County anticipate the volume being the volume listed in the cost proposal or the annual usage?

Answer: The annual usage is the County’s current volume. The cost proposal numbers are not guaranteed; it is a tool for comparison.

4. Is there a standard configuration for all the A3 MFD models?

Answer: This RFP is based on generic configurations and not proprietary models.

5. Is there a standard configuration for all the A4 MFD models?

Answer: This RFP is based on generic configurations and not proprietary models.

6. Do the libraries have a coin op box for patrons to print? If so is this coins, bills and credit cards? What job submitting software are you using?

Answer: Yes, the four library locations have 7 devices accepting payment through coins, bill and cards through Cassie on a Jamex machine and ITC.

7. Are extra trays required for any single-function printers? If yes, please identify.

Answer: Yes, extra trays are in use in specific departments in Union County. Please provide pricing for 25 additional trays for single-function printers. Refer to the Add/Delete Section, No.1 for revised Appendix A – Cost Proposal.

8. Are any of the printers used for checks? If yes, does the County use pre-printed checks with standard toner, or checks requiring MICR toner? Is there a need for locking trays?

Answer: The County has two devices that print checks using MICR ink, as referenced in Section 5.5 Printing. We do not currently use locking trays.

9. Does the county want card readers included on every MFP (200) being proposed? (y/n)

Answer: Yes, refer to 5.1 MFD Technology, bullet No. 4. Refer to Add/Delete Section, No. 2, Printer Technology.

10. Does the county require stapling capabilities on MFP's (y/n) If yes, what is the exact number of devices that require stapling?

Answer: No.

11. Does the county require any of the 200 requested MFPs to have 11x17 Capabilities? (y/n) If yes, what is the exact number of devices that require 11x17 print/copying capability?

Answer: Yes, 11 x 17 printing is required on four (4) MFDs and/or printers. Refer to the Add/Delete Section, No.1 for revised Appendix A – Cost Proposal.

How many colors enabled devices are Union County requesting pricing on?

Answer: Please refer to Appendix A – Cost Proposal. The County requests cost based on estimated monthly usage, not per device. The current devices and usage are listed on Appendix D – Current Inventory & Locations and Appendix E – 2020 Annual Usage.

12. Is Union County requesting a “like for like” segment of devices compared to the current list of MFP models provided?

Answer: No. Use chart below as a reference.

Current Device Utilization

Serial Number	Model Number	Mtg. Recommended Volume (Monthly)	3 Month Usage
C717MC10959	MP C3004EX	5,000	32,472
G746RA10461	MP C2004	3,000	12,394
C737M940159	MP C4504EX	10,000	59,639
C717MC10171	MP C3004EX	5,000	28,238
C737M841354	MP C4504EX	10,000	43,154
C737M940080	MP C4504EX	10,000	39,957
G746RA10451	MP C2004	3,000	10,980
C717MC10007	MP C3004EX	5,000	21,105
G756RA10430	MP C2504	4,000	13,276
W916PA01858	MP 301SPF	2,200	8,674
C737M940160	MP C4504EX	10,000	33,344
G756RA10532	MP C2504	4,000	13,703

W916PA01892	MP 301SPF	2,200	7,051
G756RA10168	MP C2004	3,000	10,541
C737M940145	MP C4504EX	10,000	28,236
C717MC10034	MP C3004EX	5,000	18,500
G746RA10467	MP C2004	3,000	11,789
C718M110079	MP C3004EX	5,000	16,565
G756RA10191	MP C2504	4,000	12,848
C737M841339	MP C4504EX	10,000	30,578

13. On the pricing page, what specific solution is Union County asking for a price per license? i.e solution eFax, Output/Print Management

Answer: Refer to 5.7 Faxing, 2nd sentence, "We own RightFax as our VOIP faxing solution, but we are open to using alternatives." Refer to 5.4 Enterprise, "Enterprise-wide licenses for any software or hardware required to perform copy, print, scan, and fax functions must be included in the pricing structure..." Refer to Add/Delete Section, No. 3.

14. Section 6.10 Moves, Adds and Changes – Please clarify the part on adding additional equipment as needed. Additional devices would require a purchase – will this be added to current lease, cash, or a separate lease?

Answer: The County expects no increase in payment for moves at location or labor related changes. New devices added to the contract will result in an amendment and additional cost.

15. Section 6.1 – Please provide integration description/expectations for the Library Cassie and ITC Systems

Answer: The Cassie printers are accessed via USB and a local computer for print release. The ITC has a customized connectivity set up that will need to be custom ordered from ITC.

16. Section 5.6 – if scanning to searchable PDF or .DOCX (option will be available but can be disabled) require HIPAA compliance?

Answer: Yes, it is required.

17. Printers vs. MFD – do print only devices require Badge Release option or release station in public areas?

Answer: Refer to Question 9.

End of Questions/Answers

- *Attachment 1, (Revised) Appendix A – Cost Proposal*

End of Addendum No. 2

ADDENDUM 1, ATTACHMENT 1, APPENDIX A – COST PROPOSAL

THIS FORM IDENTIFIED AS, ADDENDUM 1, ATTACHMENT 1 MUST BE SUBMITTED WITH PROPOSAL. PREVIOUS FORM WILL NOT BE ACCEPTED.

1 APPENDIX A – COST PROPOSAL

RFP 2022-014 Managed Print Services

SUBMIT WITH PROPOSAL

Company Name: _____

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The County is not obligated to accept the lowest cost proposal. The County may accept the proposal that best serves its needs, as determined by County officials in their sole discretion. The award shall be made in the best interest of the County. This Request for Proposal is not subject to any competitive bidding requirements of North Carolina law. The County reserves the right to accept other than the most financially advantageous proposal. See evaluation criteria in 8.4 Evaluation Selection Process.

Based on the requirements of this solicitation, Appendix A – Cost Proposal, should be completed and submitted in Section 8 of the Proposal Format. The monthly estimated usage amounts provided are not guaranteed.

Print/Copy: In this section, provide cost per page or cost per license for each category and multiply by the estimated monthly usage to enter total cost.

Print/Copy Categories	Estimated Monthly Usage	Cost per Page	Cost per License	Total Cost
MFD - Image B&W	75,000			
MFD - Image Color	125,000			
Printer - Image B&W	75,000			
Printer - Image Color	125,000			

If a minimum set-amount of impressions is part of the total cost, provide the following:

- Minimum amount: _____
- Cost: _____
- Overage cost per impression: _____

ADDENDUM 1, ATTACHMENT 1, APPENDIX A – COST PROPOSAL

Appendix A – Cost Proposal

Company Name: _____

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Lease/License: In this section, provide cost for leases and cost for licenses per category based on the estimated usages provided. ***Note:** 11 x 17 printing is required on four (4) MFDs and/or Printers.

Category	Estimated Monthly Usage	Cost
MFD - Lease Cost	200	
Printer - Lease Cost	55	
Fax Licenses	80 MFDs @ 100 Faxes	
Software Licenses (by printer)	255	
Software Licenses (by staff member)	1,000	

Additional Categories: In this section, provide cost per category.

Category	Cost
Annual Maintenance	
Implementation	
Hardware	
After Hour Support - Cost <i>per Hour</i> , 24hr x 7days (Required)	
25 Additional Trays for Single Function Printers	

End of Cost Proposal