

Copier RFP Questions and Responses

1. Page 1 Opener: “The awarded vendor shall recommend, provide, or remove additional equipment as needed and update or replace equipment as requested by the Town during the term of the contract, at the same rate and within the same term as the original contract. “Are you stating that additional equipment added during the course of the agreement, will be at the same monthly rate as advertised at the beginning of the proposal and yet still end at the original 36 month agreement?”

We are saying the rates would be the same and the term would be 36 mo.

2. Can you provide the current monthly volume by device?

See spreadsheet.

3. What model Wide Format do you have today? Features/Accessories? Are we to replace it with a comparable device or just provide service?

The wide format printers are not part of this proposal except to let you know we may look to replace them in the future with the successful bidder of this RFP.

4. How many devices are faxing over the VOIP system? Have you had trouble with the machines not faxing properly on the VOIP system? If so, what were the problems and what resolved the issues?

All copiers with fax capabilities currently fax over the VOIP system. We have experienced no problems.

5. Please define devices already in place by make and model. Please provide a list of aged/end of life devices. This is needed to calculate risk and or cost to supply & service. Are these just desktop devices being defined as devices already in place?

The RFP includes a listing of all current devices.

6. Would the Town be Open to a Staples inclusive contract?

Yes, although our current stapling volume likely does not warrant one.

7. Would the Town accept Funding as the only reason for Cancelling the Agreement on the proposed equipment?

No. We would like language that allows for cancellation for failure of performance rising to the level of breach of contract.

8. Are there end of lease terms and conditions on your current lease that need to be included in the pricing?

No.

9. Will you accept third party financing?

The Town prefers not, but will accept as long as all other conditions of the RFP are met.

10. What model wide format printers do you currently have?

Canon, and we are not interested in replacing them at this time. The leases are still active.

11. Would you be opposed to accepting a proposal that included the lease payment for the copiers and a separate cost per copy rate for all BW and CLR copies?

No it can be submitted under the alternate bid option.

12. Would you accept used/refurbished copier placements after the halfway (30 months) point of the lease?

Perhaps. We would evaluate on a case by case basis.

13. Who would be considered the IT contact at the Town of Clayton? What is their phone number?

VC3. Our representative is Pat Spampinato. His number is 919-794-7033.

14. Who is responsible for removal of existing equipment? If the new vendor is responsible, who is the current owner of each device?

The successful bidder will be responsible for removing equipment and returning it to Canon. Please note that special delivery/removal conditions will apply to the four machines housed at 111 East Second Street.

15. Regarding the bullet point "The contract will begin with a minimum number of approximately 13 multifunction devices"; How was this number determined?

This represents the current fleet we have plus one new copier for of Finance Department.

16. Regarding the bullet point "The contract will begin with a minimum number of approximately 13 multifunction devices"; Has a needs assessment been performed on the Town's existing MFP devices by an organization specializing in document management? If so, by whom? If so, what was the method used to conclude a minimum of 13 MFP devices is required?

We are using our current inventory plus one as stated above. We have not done a needs assessment in a number of years.

17. Regarding the bullet point “All equipment must have a meter or other device to measure impressions that will be able to be accessed for easy reading. In addition, the user must be able to separate the meter monthly counts by department and B&W and color usage”; Does the Town of Clayton currently have this capability? If so, through what application?

Yes. Each copier has this functionality built in.

18. Regarding the comprehensive list of “Recommended Minimum Device Specifications” that continues through page 15. What methodology was used to determine these recommendations? By whom? With what organization?

These specs were based on survey answers from staff.

19. Currently all copiers in the Town are Canon. Does the town require Canon devices? Does the Town have any other preferred hardware brands? Are there any brands the Town will refuse to consider?

We do not have a preferred brand, nor will we refuse to consider any brands.