

January 7, 2021

TO: All Bidders

RE: Request for Proposal RFP 2021-1

### **ADDENDUM NO. 1**

This **ADDENDUM #1** forms part of Moore County's Request for Proposal for Copy Management Program Services for the County of Moore. All requirements of the original specifications remain in effect in their respective order. **Receipt of this Addendum must be acknowledged by its inclusion with the Proposal Form.**

**The following changes and/or clarifications are hereby made to the original Proposal:**

**PLEASE ENSURE ALL REQUIRED DOCUMENTS ARE INCLUDED IN YOUR RESPONSE, INCLUDING ACKNOWLEDGEMENT OF THIS ADDENDUM. For your convenience, a Bid Drop-Off Box is located in the lobby at 206 South Ray Street.**

**Attachments F, G, and H are located at [www.moorecountync.gov](http://www.moorecountync.gov) under Bid Opportunities.**

1. Page 8 lists "County Libraries". Are these devices managed by Jamex boxes or something similar?
  - Carthage Library has one self-service machine that is managed by Jamex (model 6557)
2. What devices are available to the public and to what capacity? Copy/Print/Fax etc...?
  - County Libraries have 5 devices that allows public to copy and fax. This is managed through Envisionware.
  - Register of Deeds has 2 public devices in their Vault area. Vault 1 device allows public to Copy. Vault 2 device allows staff to print and public to copy. Vault 2 device requires a code to be entered and reduces prints from paid allowance. This is managed through Toshiba "User Management"
  - Elections has 1 device available that allows public to copy.
3. Page 8 lists that some of the devices are not managed on the County network, are these devices on a separate network or just stand alone devices?
  - See attachment A, "Network" for device network connectivity
4. For the devices that are available to the public, are these managed by any software? If so, what is this?
  - The libraries use Envisionware to hold copies. Staff release the print job and accept payment from patrons at the checkout desk.
5. Is there an existing print server in place? If so, what is the operating system?
  - No
6. Do all devices need color capability? Or are you looking for a like for like model comparison based off of the Exhibit A spreadsheet?

- All devices do not need color capability. If you look at attachment F, you will find “Total Prints Color”. If there is a “0” in the row, this is a Black print machine only.
  - Devices should be replaced with like models. However, a full review will be completed with the awarded vendor with possible agreed changes.
7. Can you identify which devices currently have the finishing capabilities? (hole punch, stapling, additional paper drawers)
- See Attachment G
8. The bid lists that every device needs 11 x 17 capability, but on the Exhibit A spreadsheet, some of the devices currently in place do not have 11 x 17 capability. Are these to be replaced with models that offer 11 x 17 capability? Or can a like for like model comparison be offered?
- Devices that support 11 x 17 print capabilities will be necessary however it is not necessary for every machine. Devices should be replaced with like models. However, a full review will be completed with the awarded vendor with possible agreed changes.
9. For scanning, does every device need to have OCR capability?
- Yes
10. The bid lists that Moore County is open to consolidation for individual fax machines, scanners and printers. Would Moore County be able to provide a list of the standalone devices and locations for possible consolidation?
- Through our previous efforts there is not a large number of stand alone devices for consolidation. A full review of the possible consolidation will need to be completed before any action is taken. This review will be completed with the awarded vendor.
11. Page 4 – Overview – Please provide list of current devices and previous 24-month usage?
- A list of devices is provided in Attachment A. We provided 4 quarters of usage from Quarter 3 19/20 to Quarter 4 18/19 for the RFP. Quarter 4 of 19/20 and Quarter 1 of 20/21 was omitted due to normal operational usage was not represented during this time.
  - Per request, new attachment F represents the past 24 months usage.
12. Page 4 – Overview – How has Covid 19 impacted print volumes?
- See attachment F for the past 24 month prints.
13. Page 4 – Overview –Please describe your current workforce conditions – social distancing, office capacity, workforce capacity, remote workforce? How long do you expect the current conditions to continue? If conditions were to change what changes would be made?
- We follow all NCDHHS guidelines. Various departments are working remotely in different capacities.
14. Page 4 – Objective – How many desktop devices are deployed in the county? Are these devices under contract with another vendor? Who owns these devices? How do you handle supplies and support for these devices?
- The desktop count is not readily available to provide within the provided timeline to respond. This will be reviewed with the awarded vendor.
  - All Toshiba and Lexmark devices are under contract with and owned by Toshiba Business Solutions.
  - Supplies can be ordered by calling Toshiba and advising of needed item(s). This can also be completed via Toshiba website.
  - Support is obtained by calling Toshiba support.
15. Page 4 – Objective – Please provide current contract SLA’s. Are the current SLA’s being achieved with the current vendor? Which current SLA’s do you want to see in the new contract?

- See Attachment H for current contract SLA's
  - This RFP was written to encourage the vendors best proposals to provide service needs of the County. The vendor should provide their best proposal for how they will support the County.
16. Does the county currently utilize any type of fax server, digital or hosted fax solution?
- As of this time, there are none. We are not opposed to the review of a new solution.
17. Does the county currently utilize OnBase or Laserfiche integrations with Northwoods? If so, which versions are deployed?
- Laserfiche version 10.4
18. Does the county currently have a toner and waste toner-recycling program?
- No
19. Will any machines in your current fleet be left in place and not have to be replaced by the incumbent under the terms of this RFP, or will 100% of the equipment be New? If so what percentage of the equipment will be left in place? Leaving equipment in place represent a large financial advantage for the incumbent, with that understanding would other vendors be allowed to propose like aged and metered equipment to level the playing field?
- No equipment in the current fleet will be left in place.
20. Under section "Instructions to Proposers, number 15", does the County have the ability to cancel the contract even if funding has been approved and the equipment is working to everyone's satisfaction? Our reason for the question is to see if there is any protection for the bidders against, for example, if there is faster/cheaper technology that is available during the initial 60-month term. Under the current clause, there is no such protection.
- The County of Moore reserves the right to cancel and terminate any resulting contract, in whole or in part, without penalty, upon thirty (30) days notice to the Vendor(s). Any contract cancellation shall not relieve the Vendor(s) of the obligation to deliver any outstanding services issued prior to the effective date of the cancellation.
21. Under section "Scope of Work and Proposal Requirements", is your existing per copy agreement the same as the per print charge you are requesting us to provide in the bid?
- Yes
22. Under section "Scope of Work and Proposal Requirements, the last paragraph under Objective", would the County be willing to bill the agreed upon penalty separately versus subtracting it from an invoice as stated in the RFP?
- All billing arrangements can be agreed upon with the awarded vendor.
23. Does each device need the ability to Fax?
- No
24. For the Flat Rate Option, it states Annual invoice, is Monthly/Quarterly an Option?
- All billing arrangements can be agreed upon with the awarded vendor.
25. Is PostScript required?
- Yes
26. Will the Copiers need to connect to any 3<sup>rd</sup> Party Software/Application like Google Drive/One Drive not listed in the RFP attachment "Application Connectivity"
- The RFP list applications currently utilized. There is always the possibility of additional application print needs and those will be addressed with the awarded vendor as they arise.
27. How many Print Servers does the Moore County currently utilize?
- None
28. Does the County use RFID proximity badges?

- Yes at several Departments. Not in use with existing equipment.
29. Will the awarded vendor have the chance to do a final walk through to see if there are ways to right-size the fleet to help reduce overall cost for Moore County?
- Yes
30. Will the county accept a bid for consideration that would include a base lease plus click charge or would the county guarantee a certain number of prints per month say 80%?
- Only pricing methods listed in RFP are acceptable. We do not guarantee monthly print volume.
31. Is it possible to schedule a walkthrough of your facilities? It is very important to get an idea of your spaces and come up with an overall solution that meets The County of Moore's exact needs.
- As of this time, a walkthrough will be with the awarded vendor.

No further questions will be accepted. Sealed Proposals are due to Terra Vuncannon at 206 South Ray Street Carthage NC 28327 by 4:00 pm Thursday, January 14, 2021. For your convenience, a Bid Drop-Off box is located in the lobby at 206 South Ray Street.

**END OF ADDENDUM NO. 1**

Terra Vuncannon  
Purchasing Manager  
County of Moore