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COUNCIL ROCK SCHOOL DISTRICT

ADMINISTRATIVE AND BUSINESS OFFICES

30 North Chancellor Street

Newtown PA 18940

RFP # 20-13 Multifunction Copier and Printer
ADDENDUM No. 3
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TO: All Vendors

RE: Multi-Function Printer/Copier Request for Proposal # 20-13 -Request for Information

DATE: May 14, 2020

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Notice to all Vendors submitting Proposals in response to the Multi-Function Printer/Copier Request for Proposal No. 20-13. This Addendum is to amend or clarify the Multi-Function Printer/Copier Request for Proposal No. 20-13 dated Friday, May 1, 2020.

We cannot accept Zip files, or files in excess of 10 MB. Please post your RFP to a document sharing site like Google Drive, Microsoft One Drive, Dropbox, etc. for us to pull down. The email submission for the RFP should contain a link to those files.

The email subject line: Sealed Bid – Multi-Function Printer/Copier Request for Proposal No. 20-13 to Donna Heverly, dheverly@crsd.org , on or before Friday, May 15, 2020 at 2:00 PM.

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RFP General Questions Round 2
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1. **Can the bid bond be in the form of a Company Check?**
   a. Please see 5.4 in the instructions:
      i. **5.4 Bid Bond:** Bidder shall submit a Bid Bond in the amount of ten (10) percent of the total bid or a certified, bank cashier's, or treasurer's check in the amount of five (5) percent of the total bid.
      ii. A copy of the check would need to be included in the RFP but not valid until received by USPS mail only (no courier delivery at moment) to Council Rock School District, 30 N. Chancellor Street, Newtown, PA 18940, Attn: D. Heverly/Purchasing Department.
      iii. Please notify dheverly@crsd.org if sending any type of check. Your response will not be valid until the check is received.

2. **The "cancelation" example you provided is an example of *non-appropriation*. If it's non-appropriation, we have no concern. Both the *cancellation for convenience* and *non-appropriation* have guidelines listed in the GSA schedule 36; is the District recognizing these guidelines? And does "canceling the contract" apply to only the *service* contract, including future service that has not been rendered? Or would CRSD be asking to cancel the third party *equipment* lease? If so, will CRSD also require the leasing partner to agree to this term?**
   a. Please respond to the RFP as best you can, given the verbiage and updates as provided. Should your firm be selected as one of the finalists, that section of the agreement can be negotiated between our attorneys.

3. <u>**2.3 Terms of Service, pg. 14**</u>**: Please provide clarification of your "cancel for convenience" verbiage. Is the intent to be able to cancel the agreement at any time, for no specific reason, even if your vendor partner is meeting all requirements, achieving all SLAs, and all financials are in order? if so, we would need to enter into a rental agreement, (vs. lease), which would negatively impact your pricing.**
   a. Cancel for convenience is a term our attorneys require us to put in all contracts. It allows us, with 30 or 60-day notice, the availability to withdraw from a contract if it is in the Districts best interest to do so. Case in point - a worldwide pandemic hits and the District is facing a $14 million shortfall and is unable to meet its contractual obligations. This verbiage has been standard practice for over 20 years and has not yet posed a problem.

4. <u>**2.5.1 Service Availability, pg. 15:**</u>** Please provide clarification of your "99.999 percent service availability" verbiage, (in terms of *service* availability vs. *machine* availability).**
   a. Service availability implies the machines are available - if they are not, then there can be no service.

5. <u>**2.5.2 Responding to Problems, pg. 16**</u>**: Please provide clarification of your "4-hour service *completion* time" verbiage, (in terms of *completion* vs. *response*).**
   a. Within 4 hours of service interruption, it is restored.

6. <u>**2.9 Supplies and Toner, pg. 22**</u>**: Does your requirement for OEM toner apply to the printers also, or only to the MFPs?**
   a. OEM applies to MFP's.

7. <u>**Page 30, Equipment Distribution by Type:**</u>** Can you please provide us with B/W and color print volumes for each of the MFPs, (and printers, pgs. 53-54)? While we will provide an apples-to-apples response, specific volumes will help us determine if there are also alternative "right-sizing" opportunities, which could reduce CRSD's costs.**
   a. No.

8. <u>**5.5 Submission Response Checklist, pg. 27**</u>**: Do you require/prefer a hard-copy response submission via US mail or in-person, or do you require/prefer an email submission?**
   a. We cannot accept Zip files, or files in excess of 10 MB. Please post your RFP to a document sharing site like Google Drive, Microsoft One Drive, Dropbox, etc. for us to pull down. The email submission for the RFP should contain a link to those files. The email subject line: Sealed Bid – Multi-Function Printer/Copier Request for Proposal No. 20-13 to Donna Heverly, dheverly@crsd.org , on or before Friday, May 15, 2020 at 2:00 PM.

9. **Pages 53-54, Attachment 7, Existing Printer List: Can you please provide us with locations of the printers. Again, we will provide an apples-to-apples response, but printer locations will help us determine if there are also alternative "consolidation" opportunities, which could reduce CRSD's costs.**
   a. Locations were clearly defined in the RFP. Locations within the buildings will not be provided until the contract is awarded.

10. **Implementation: Please provide building lay-outs/blueprints so we can plan an appropriate implementation.**
    a. This information is not available, nor will it be provided. If you are unable to bid without this information, that is your decision.

11. **If the outage time is greater than that specified above, then the service provider will credit the account the actual daily cost of leasing the device, for each day the device is not operational. Typically, we would credit the average daily charges applied for the service portion only. Would this be acceptable?**
    a. Clearly state in your proposal what you are willing to do. We will take that into consideration as we evaluate the proposals.

12. **Financials – typically we will provide the financials after award is this acceptable?**
    a. Please submit all documentation as requested.

13. **Due to the current pandemic, with so many businesses closed it can be extremely difficult to come by a notary that is open. Due to current circumstances, can this requirement be waived for this round and made required by vendors selected as presenters?**
    a. This is acceptable

14. **2.4 Additional Equipment: CRSD may have the need for short term rental equipment. Rentals may be anywhere from one day to three or more months. Service providers must supply desktop units and 25 CPM (approximate) copiers when requested to meet this need. Please clarify if you are assuming this will be done as an additional cost for rental term or included for contract term.**
    a. This would be in addition to the contract - we just need to know what the costs would be if we needed to rent a unit.

15. **CRSD reserves the right to request additional equipment and to request removal (deletion) of equipment throughout the term of the contract. Additions and deletions will be at no cost to the district. If new equipment needs to be added or deleted to the agreement, there may need to for cost adjustments plus or minus for the additions/deletions is this acceptable.**
    a. If we need to remove equipment, we would expect the costs to be adjusted down. If we add equipment, we would expect the cost to increase.

16. **Each MFP must be able to scan to email, network repository, workflow applications. Are there workflow applications currently in place? If so what and what level of integration is required? If planned, please describe.**
    a. All 127 current MFP's have traditional scan to email capability, apart from that, ECopy's ShareScan piece is directly installed on 27 Canon MFP's through Canon's MEAP (Multifunctional Embedded Application Platform). The 27 ShareScan installed MFPs are configured for the current Assessment Management (Paper Bubble Test) system. The embedded eCopy scans the paper bubble tests, cleans up images (mostly de-skews) and saves the scans in TIF format to a specific secure network file server path

17. **Each MFP must be able to allow walk-up users mail accounts, personal sent-to lists, distribution lists. How are/will users authenticate? What type of email is being used: (Exchange (on-prem, O365 etc.)?**
    a. MFP should allow users to send, via email, items scanned. Each MFP should be capable of custom distribution lists, so users who regularly scan and email items can simply select the distribution list. Authentication should be available for any/all/single functions, based on location of MFP and CRSD's discretion. Office365

18. **All devices must have Secure Print enabled and configured. Is the plan to use native device capability and secure mailboxes or a secure printing application solution.**
    a. Our current Canon printer drivers provide the user with the ability to choose their own passcode. We are looking for a solution with the smallest administrative overhead.

19. **Scanning software (i.e. eCopy ShareScan Enterprise and MEAP or equivalents) must be provided as part of the lease, installed, and maintained during the life of the contract on twenty-seven (27) devices (to be identified during the installation phase). Is there a solution in place, if so, please list.**
    a. The current solution is 27 eCopy ShareScan jar/licenses embedded (MEAP) on 27 Canon MFP's and eCopy ShareScan Enterprise is installed on a CRSD server.

20. **If there is a solution in place, please provide licensing in formation in order to be able to receive a manufacturer quote. If no solution currently exists, please list all required workflows, connectors, and requirements Will a server/VM be provided for new software?**
    a. The current solution is eCopy ShareScan formerly licensed by Nuance now Kofax. https://www.kofax.com/Products/ecopy The workflow requires the scans generate a B/W tif file and save to specific secure network file server paths. If a server piece is required for your solution, CRSD will provide the server, VM (Virtual Machine) solution is desired.

21. **All devices must be configured and maintained to support Google Cloud Print™* allowing documents and photos to be printed from a range of popular Google-based platforms, including Google Docs™, Google Chrome™ and Chromebooks during the life of the contract. Additional cloud printing services should be available on an as needed basis. Is there a solution currently in place to enable cloud-print and integrations? If so, please list and describe workflows.**
    a. Currently, we use Google Cloud Print which is going away soon. There isn't really any workflow.

22. **OCR? Please describe OCR requirements: i.e. Conversion to searchable PDF/Word/rtf/PowerPoint?**
    a. We don't currently have OCR capability. The Performance Plus software does the OCR for the Assessment system.

23. **Are you looking for a separate Managed print contract for these devices including service and supplies?**
    a. No.

24. **When reviewing the bid, I did not see any instructions for the printers included, can you provide what you are looking for?**
    a. In addition to printer/copiers identified, CRSD is interested in entering into an agreement that includes the maintenance of existing printers NOT provided by the vendor. Agreement should include maintenance and replacement of these devices should they no longer be serviceable

25. **If you are looking for an MPS program, can you please provide volumes by model.**
    a. No.

26. **For this portion of the agreement, will Certified remanufactured toner be acceptable? The price differential is very significant.**
    a. For some of the specialty printers, genuine products are required.

27. **Are you looking for the vendor to simply respond that they will be able to supply toner and device replacement, or provide toner pricing by model including replacement? We have several different programs which include device replacement which may be more cost beneficial than the toner only program to the district however, more information would be needed such as print volumes but if selected, we would like to explore to best possible alternative.**
    a. Give us a base price based on what we've provided/asked for. If you have a better program, include the details of the program(s) without pricing, but describe how pricing works.

28. **Noted ECopy's ShareScan piece is directly installed on 27 Canon MFP's in 16 schools. Can you please tell us which machines in which locations, so we can plan our roll-out?**
    a. 16 schools will get them and the high schools and middle schools split the remaining 11.

29. **There is no final total column so are we just adding the monthly columns or are we to multiply out by the number of units in each segment plus CPC?**
    a. We are primarily interested in the cost per copy.

30. **Small Color unit; Please confirm how small? Is this a desktop as well?**
    a. For the Type 7 (Small Color) question, they should look at the (existing unit Canon imageRunner C350iF) which is referenced on page 45 of the RFP.

31. The GBC Lamination units, Sawgrass Sublimation Printers, and Xante Platemaker are not types of equipment that are usually included in MPS or Print services agreements. To what extent is CRSD expecting service and replacement? Or can these be eliminated from coverage.

    a. If a vendor is unable to provide service to any of the additional printers listed in Attachment 7, they should make a notation of this on their submittal.

(End of Addenda 3)