



STATE OF DELAWARE
 EXECUTIVE DEPARTMENT
 OFFICE OF MANAGEMENT AND BUDGET

September 27, 2018

TO: ALL OFFERORS

FROM: DENNIS J SMITH
 STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: REQUEST FOR PROPOSAL – ADDENDUM #1
 NO.: GSS19091-COPIER_PRI
 Copiers, Printers and Multi-Function Devices

ADDENDUM #1

The purpose of this addendum is to respond to questions submitted regarding the solicitation.

Q1	Appendix B – Does the optimum volume listed in the color categories represent the total number black prints, color prints or a combination of both. If it is a combination, please provide the average breakdown between color and black prints for each category/group.
A1	The optimum volume listed is for the total combination of prints. The number of color and black prints is unknown for each category/group.
Q2	Section VI, Definitions and General Provisions, Item B General Provision, Paragraph 1 c. - Vendor usage reports for previous awards, if applicable, may be found at http://contracts.delaware.gov/ and referring to the prior award contract page. Past usage shall not be considered a guaranteed future volume. When reviewing the current contract’s usage reports on the state’s website, the reports are incomplete. The current contract requires that the awarded vendors provide an annual meter reading for every device. The current vendors did not comply with this requirement as the uploaded reports have either blank cells with no meter listed or meters with very old dates. We request that the incumbent vendors provide the current annual meter reading as required by the current contract’s terms and conditions
A2	The unavailability of usage data is not due to vendor’s lack of compliance. The amount of information available is limited by the State’s existing technology. The annual meter reading shown on the state website is unavailable due to the size restrictions of the current solution hosting the usage reports.



Q3	What would be the preferred or suggested way to bid multiple product lines? We sell and service all of our product lines ourselves and want to make sure we put together the best offerings for the state. Can we bid multiple units per band? e.g. one unit from manufacturer A and one unit from manufacturer B? The RFP states that multiple separate proposals would automatically disqualify a vendor so we want to be certain we do things correctly.
A3	Vendor should provide their single best option available per Group.
Q4	Page 10-Y. Subcontracts - Can authorized subcontractors accept orders and invoice customers under a manufacturers held contract?
A4	Subcontracting is not permitted under this contract.
Q5	Page 16-E-9-Criteria and Scoring -How are points calculated for evaluation criteria with regards to taking exceptions?
A5	Evaluations are subjective; based on the evaluator's interpretation of the information presented relative to the scoring criteria. Multiple evaluators score the proposals and an average score is identified. Evaluation of proposals is completed prior to negotiation of exceptions.
Q6	Page 39-Item 7- Information Requirements – What is the State's definition of gross costs for this RFP
A6	This is standard boilerplate language that can be disregarded for this solicitation. Accurate completion of the pricing appendix satisfies this requirement.
Q7	Page-62, 63-Item 1-36 months Operating Lease - If the State requires an upgrade/downgrade during the life of the lease agreement is the replacement equipment required to be new
A7	All equipment is required to be new.
Q8	Page 62, 63 -Item 1-36 months Operating Lease - Can we limit the states' ability to upgrade/downgrade to 10% of the fleet over the term of the contract?
A8	No.
Q9	Page-33-Item -49-B- Cancellation for Convenience- Does this cancellation apply to leased equipment currently placed in the field? If so is the vendor able to receive compensation for remaining value of leased equipment?
A9	Yes. Vendor will be compensated up to the time of lease cancellation date which is 60 days after receiving notice
Q10	Page 33, Item 49 b. Termination for Convenience – Would the State consider adding the following language to this section - Cancellation of any lease agreement for convenience will result in cancellation fees equal to the remaining stream of unpaid payments plus any open, unpaid items currently due or to become due.
A10	No. Cancellation fees are not permitted. Any unpaid invoices during lease time will be paid.
Q11	Page 76-1-36 Month Lease –Will the State accept 3rd party financing?
A11	No.
Q12	Page 61-2-Introduction Date-Some current models in certain segments may have introduction dates earlier than 2017. This requirement would restrict most vendors bidding in each category. Will State consider allowing for products with introduction dates after January 2015, with a requirement that Vendor bid the most current model in each segment?
A12	Vendors may elect to take minor exception to the specifications, terms and conditions of this RFP. Government Support Services will evaluate each exception according to the intent of the terms and conditions contained herein, but shall reject

	exceptions that do not conform to State bid law and/or create inequality in the treatment of Vendors.
Q13	Page 63-Item 3-Prices - Is a vendor required to quote a one-time short-term all-inclusive operating lease? Please define what a currently available used model is. Vendors usually don't have used inventory available of currently manufactured equipment. If the State means that the equipment has to be currently manufactured, then this change did not help vendors or the state, as we probably cannot provide this.
A13	Vendors may bid on any and/or all categories. If bidding only on selected categories, enter NO BID on the categories for which a bid is not being submitted. "New" units are not mandated under this "One-Time/Short-Term" section, however, devices must meet Group requirements as listed in the Appendix B. Due to inventory demands, Vendor may offer a current available model different but equivalent to what is included in their proposal to meet the short term needs of the state. Maintenance, supplies, functionality and speed requirements must be equivalent to the model the offeror includes in their proposal.
Q14	Page 33-Item 49, Termination of individual purchase order-Item b-Termination for convenience - Can a vendor redeploy a machine that has been cancelled for convenience into another agency as a new placement?
A14	Only new equipment shall be placed in governmental entities using this contract.
Q15	Page 33-Item 49, Termination of individual order-Item b-Termination for convenience - Does the state have any data on the percentage of machines canceled for convenience during the last contract?
A15	The exact number of early lease terminations is not known but it is less than 2%
Q16	Page 59-Reporting - Can a vendor take exception to some of these requirements? Reporting Budget Codes, UNSPSC Codes, CRMP recommendation numbers, contact person information would be a manual and expensive process.
A16	Vendors may elect to take minor exception to the specifications, terms and conditions of this RFP. Government Support Services will evaluate each exception according to the intent of the terms and conditions contained herein, but shall reject exceptions that do not conform to State bid law and/or create inequality in the treatment of Vendors. Reporting requirements under this RFP are mandatory. The Usage Report for this contract is a customized report. It will be sent to the Awarded Vendors.
Q17	Vendor has different contacts for sales, service, removal, delivery etc. would the state accept two primary contacts for these categories?
A17	There shall be a minimum of six (6) contact persons listed in your proposal. A primary contact person for customer service/sales/removal/delivery service calls. A secondary contact person for customer service/sales/removal/delivery service calls. A contact person for repair service calls. A contact person for accounting matters.
Q18	Page 48 (actual 62): F.1.b – the URL LINK for the referenced doc does not show the doc, just the general web site. May we get an updated URL, or a copy please?
A18	https://www.cisecurity.org/controls/
Q19	The Appendix Hardware list has many items listed; are there any "Additional Options" in the list that are REQUIREMENTS for any of the bands? Examples; Bar Code Kit, Fiery Controller, Braille Kit, etc.?
A19	None of the additional options are required but including them is an added benefit to the quoted copier model.

Q20	<p>Excel File: Value Added Option Tab. To provide a quote for the #1 solution the following metrics are needed:</p> <ul style="list-style-type: none"> i. Number of Users (Usually this matches your Active Directory) ii. Are GUEST Accounts needed? iii. Is there a need for any Coin-Op, or “pay to print” (i.e. using a credit card or HID card with renewable balance for printing in a library) payment systems attached to an MFP? iv. Number of MFPs that will get the Embedded support for GLASS ACTIVITY? v. Number of Single-Function Printers (if any) vi. Number of current Printer Servers deployed? vii. Number of distinct LOCATIONS on the same WAN. (this is to calculate number of possible site servers) viii. Desktops OS' in use? Windows, MAC, Chromebooks? Any VDI Desktops? ix. Mobile Device Support? Smartphones, Tablets, Chromebooks? x. Support for Google Cloud Print? xi. Are the Ethernet and Wireless networks unified? xii. Are you an MSO365 or Google G Suite User? xiii. Do you want support to scan to CLOUD STORAGE sites from the MFP front Panel? (OneDrive, Google Drive, Box, Dropbox, etc.?) xiv. How do you want to Authenticate at the MFP? PIN Numbers, or Badge Swipe? If badges, then we need to know what type badge is in use. xv. What is your policy regarding installation of a DCA (Data Collection Agent) installed inside your firewall for reporting purposes? xvi. What is your policy regarding if the MFP itself can be enabled to “phone home” using the HTTPS and Port 443?
A20	<ul style="list-style-type: none"> i. N/A Looking for information on platform solution to the requested information. Pricing not required at this time. ii. N/A Looking for information on platform solution to the requested information. Pricing not required at this time. iii. There are a couple of pay to print copiers under lease by the state. Not enough requests to include on this RFP. iv. The number of MFD is unknown if any. v. All copiers are multi-function: print/copy/scan. vi. N/A vii. N/A viii. The State standard operating system is Windows ix. Yes, this is requested under Additional Software. x. Printing is through the state network via IP Address xi. Unknown. xii. N/A xiii. Scan to e-mail and scan to network are required. Anything else is optional. xiv. Some leased copiers may require PIN or control card reader. Badge type would be determined by individual agencies. xv. Not allowed. xvi. Not needed.

Q21	<p>Appendix B: Can you provide a description or narrative for these line items:</p> <ul style="list-style-type: none"> i. Network Printing: User Copy Security & Reporting features? ii. Fax Scanning: Scanning Software? iii. Additional Software: Enterprise Print/Image Management Software? iv. Additional Options: Control Card Reader? {Do you mean the RFID Badge Reader here?} v. Additional Options: Encrypted Secure Print Software? {Do you mean IPSEC support?}
A21	<ul style="list-style-type: none"> i. Secure Print / Retention or other various names (which is when you can print to the machine and it holds it until the user tells the machine to print the document or inputs a password to do.) Account codes allow for locking the machine so a code is needed to make copies and can be set up so different codes are needed for color, black prints and/ or different user groups for cost allocation. Account codes can also be used to record how many copies and/or prints are done by various groups in color or B/W. ii. Copiers require scanning software to enable the copier to scan to e-mail or network iii. Software that allows the copier to receive images from any platform. iv. Yes v. Yes

All other terms and conditions remain the same.