



**DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE**

**Winner 2000- 2007 Achievement of Excellence in Procurement Award  
National Purchasing Institute**

**Jerome Noble, Director**



June 17, 2008

**Re: 08RFP62158YB-CL Multifunctional Printers/ Copier Lease**

Dear Proposers:

Attached is one (1) copy of Addendum 2, hereby made a part of the above referenced Request for Proposal (RFP).

Except as provided herein, all terms and conditions in the RFP referenced above remain unchanged and in full force and effect.

Sincerely,

*Charles Leonard, CPPB*

Charles Leonard, CPPB  
Chief Assistant Purchasing Agent

**08RFP62158YB-CL Multifunctional Printers/ Copier Lease  
Addendum No. 2  
Page Two**

This Addendum forms a part of the contract documents and **modifies** the original RFP documents as noted below:

**The following questions were posed of the aforementioned RFP:**

1. Does the County require a lease or will a rental in which the vendor retains title to the equipment be acceptable?

From the County's standpoint, I don't think it really matters; we won't be taking ownership of the units at the completion of the contract anyway.

2. If the County requires a lease should the term specified be for 12 months (length of the contract), 60 months (length of the contract and all renewal options) or somewhere in between?

To my knowledge, the lease term is for 12 months with 4 Renewal options, at the County's option, based on Board approval and available funds.

3. Will the County accept a proposal that shows a monthly cost per device that includes everything (supplies, services and printer/copiers, servers, licenses, etc)?

Yes, but the vendor must also respond to the RFP as specified

4. Is the maintenance response time 4 hour or next business day for the (8X5) and (24X7) equipment?

4 hours applies to all equipment 8X5 and 24X7.

5. Can the county provide a summary of the number of calls per month by type logged to the help desk?

The County averages between 250 and 300 calls per month.

6. Will there be a charge to the vendor for utilizing the work space that the County has designated for vendor support staff?

No. space is provided free of charge.

7. May we have a copy of the remote site locations for the County?

Please reference addendum #3.

8. May we have a copy of the current detailed equipment inventory referred to as attachment A in the RFP?

Please reference addendum #3.

9. May we have a copy of the equipment requiring 24X7X365 maintenance support referred to as attachment B in the RFP?

Please reference addendum #3.

10. May we have a copy of the coin operated machines referred to as attachment C in the RFP?

Please reference addendum #3.

11. On page 2-25 in section 3.3.6 of the RFP, the County has requested a document management and retrieval system that integrates with Microsoft SharePoint. The term Document Management has become very broadly defined recently and therefore the responding vendors may or may not provide solutions that meet the expectations of the County. We would like the County to provide details on their requirements for Document Management, which includes the scanning, indexing, OCR, storage, and retrieval of scanned documents. For the best solution, a vendor would need detailed information about the environment, the users, the locations, the types of documents, how the retrieved documents would be used, and the volumes of documents that would be scanned (how many documents in each location per day, month and year). Also, the vendor would like to know if the County would be looking for all of the server and storage hardware that is required for the proposed solution; or would the County provide the servers, storage and server-related services, with the vendor providing the product, installation, and product support?

The County is looking for a basic foundation for document management that can be improved and scaled over time. The County views the MFD as an onramp for document management and wishes to establish an initial solution toward that effort. Detailed information such as workflows, types of documents, locations, etc will be established over time. Vendor will supply all hardware, software, installation, licensing and support via a lease agreement.

12. On page 2-25 in section 3.3.6.3 of the RFP, the County has requested minimum equipment features and capabilities. The County has stated that "not all models are required to meet every requirement; however all requirements must be met in the model fleet". Would the County provide more information as to which volume bands require which of the features?

Is the fleet to be determined only by the volume band and not by standard specifications like engine speed, paper size, and color or monochrome? Also, will the County provide the required "poster" which provides the information since the vendor may not have some of the required information?

The poster is to be provided by the vendor at the time equipment is installed. The required information can be gathered after the time of contract award but before installation.

13. On page 2-33 in section 3.3.6.6 of the RFP, the County has requested an E-fax solution. Is this solution a complete replacement for the current system provided by Xerox? Are there problems or issues with the current solution that the County is looking to improve upon? Could the County go into more detail in what they are looking for in a fax solution? What are the incoming and outgoing fax requirements (workflow and volume capacities)? Also, the vendor would like to know if the County would be looking for all of the server and storage hardware that is required for the proposed solution; or would the County provide the servers, storage and server-related services, with the vendor providing the product, installation, and product support?

Yes. The County would like to improve capacity of the back up server which is why the spec calls for a minimum 24 port primary and secondary server. The fax solution must allow incoming and outgoing faxing from the MFD as well as from MS Outlook. Vendor will supply all hardware, software, installation, licensing and support via a lease agreement.

14. On page 2-34 in section 3.3.6.7.1 of the RFP, the County has requested Electronic Billing according to TCIF EDI Billing Guidelines for ANSI ASC X12 Version 4010 EDI invoicing; including, but not limited to 811 level nine calls and USOC level detail. Would the County accept an alternative to this billing model if the vendor with the most advantageous solution does not provide it?

The County will need to be able to manage, monitor, and slice the monthly charges up down to the departmental and divisional level, and by machine, and by user code for color copies so that costs can be allocated correctly. It is our hope that we may be able pay electronically at some point, which is the other reason for the EDI capability. A vendor may provide an electronic alternative to EDI billing provided that we will be able to easily get the information we need.

15. On page 3-2 in section 3.3.6.9.2.1 of the RFP, the County has requested a possible alternative to coin boxes and coin collection. As coin boxes are a viable solution to print and copy vending, the vendor would like to know the environment in which the vending is taking place. Is there a cashier who can sell cards? Is there the possibility of card-vending machines? Is there a current database of users and/or accounting information? Would the County elaborate on the placement of these units and what their ideal for that area would be.

The primary environment is the 34 branch libraries of the Atlanta-Fulton Public library. Patrons have bar coded library cards and use Envision ware software to reserve and use computer equipment. Cashiers are available at some branches. It is hoped an eventual solution will leverage the existing environment to move away from coin collection to a more streamlined, less transactional solution. It is up to the vendor to assess and recommend the optimal placement of units.

16. On Page 3-2 in section 3.3.6.9.4 of the RFP, the County has requested proven methods for controlling costs related to color printing and copying. Is the County looking for Color Access Controls on the MFP, which can block color printing based on user, department, or software application (i.e. no printing color from the Outlook application), or a more advanced system with limits and quotas per user or department, or a system based on Least Cost Routing which can take a print job and automatically route it to a device or a copy center that provides the least printing cost in the organization?

Present your best and most affordable solution for controlling color print expenses. The RFP calls for auditing capabilities of color volume. It is up to the vendor to recommend, based on their expertise and best practices, a sound solution for monitoring and controlling color print volume.

17. On Page 8-5 in Exhibit 3 of the RFP, the County states that all pricing must include any and all cost associated with conversion from existing equipment and systems (Fax, scanning, E-Fax, etc...) to connecting vendor's system and service; and all equipment and supplies necessary to provide the service. Does the county need data conversion services from older systems to the vendor's proposed systems?

No.

ACKNOWLEDGEMENT OF ADDENDUM NO: 2

The undersigned proposer acknowledges receipt of this addendum by returning one (1) copy of this form with the proposal package to the Purchasing Department, Fulton County Public Safety Building, 130 Peachtree Street, Suite 1168, Atlanta, Georgia 30303 by the RFP due date and time Tuesday, July 08, 2008 at 11:00 A.M.

This is to acknowledge receipt of Addendum No. 2, \_\_\_\_\_ day of \_\_\_\_\_, 2008.

\_\_\_\_\_  
Legal Name of Bidder

\_\_\_\_\_  
Signature of Authorized Representative

\_\_\_\_\_  
Title