



**NEW HANOVER COUNTY  
REQUEST FOR QUALIFICATIONS  
COST-PER-COPY PROGRAM  
RFQ 16-0052**

**August 13, 2015**

**QUESTIONS & ANSWERS**

1. I reviewed the four bills, should I use the last bill for the machine count? The most recent bill has 155 machines. Please confirm.

*New Hanover County IT Response: Yes.*

2. Specific configurations:

- *Page 2 "The County prefers not to use stand alone printers and faxes as a multi-function solution. However, there are some locations that will need a designated network printer."*

Which locations?

- *Page 14 "Finisher: See specific copier/printer" and "Console stand: Included where applicable."*

I reviewed billing documents but do not see any reference to configurations.

*New Hanover County IT Response: 2a. All locations are networked.*

*New Hanover County IT Response: 2b. Please reference attached spreadsheet with the model number, location, finisher type, and description.*

3. May we please receive clarification on the following model numbers shown on the billing summary Excel sheets:

- CKB23

*New Hanover County IT Response: Konica Minolta Bizhub 283*

- CKB33

*New Hanover County IT Response: Konica Minolta Bizhub 363*

- CKB843

*New Hanover County IT Response: CKB43 is a Konica Minolta Bizhub 423*

- CKB51

*New Hanover County IT Response: Konica Minolta Bizhub 501*

CKB71

*New Hanover County IT Response: Konica Minolta Bizhub 751*

CKBH3

*New Hanover County IT Response: Konica Minolta Bizhub 223*

CKC35

*New Hanover County IT Response: Konica Minolta Bizhub 35*

PRH14

*New Hanover County IT Response: HP P4014*

PRH55

*New Hanover County IT Response: HP 2055dn*

4. Please clarify that it is the desire of New Hanover County is to replace the existing desktop printers that do not already have document feed systems and fax/scan capabilities with fully functioning MFP's that include copy/print/fax and scan.

*New Hanover County IT Response: No, this is not correct.*

5. Please clarify that ALL existing equipment is to be replaced by 11 x 17 capable machines. If they do not, please clarify which ones will not require this capability.

*New Hanover County IT Response: No, not all existing equipment is to be replaced by 11x17 capable machines. Review existing models from spreadsheet for clarification on machines to be replaced with 11x17 capabilities.*

6. Will New Hanover County be providing a revised list of equipment to designate those requiring finishers, staple finishers, hole punch, stands and other accessories not provided in the current equipment list?

*New Hanover County IT Response: Yes, a spreadsheet has been attached.*

7. May we schedule a walk-through prior to the required Bid date to identify equipment accessories and required footprints in order to provide the most accurate proposal to meet the needs of New Hanover County?

*New Hanover County IT Response: Yes, if required, a sample set of equipment can be reviewed.*

8. Will actual networking of each MFP be the responsibility of the Vendor or the County IT Department?

*New Hanover County IT Response: New Hanover County will partner with the vendor to ensure that networking capabilities are functioning at equipment installation.*

9. Will New Hanover County be providing its desired implementation structure based on priority, IT Department availability, deadlines, etc. so that the Vendor can ensure its ability to meet their specifications?

*New Hanover County IT Response: Yes, it will be at the determination of New Hanover County IT as to the scheduling of equipment installations.*

10. Have Vendor Notification, Interview or Award dates been determined?

*New Hanover County IT Response: No, these dates are yet to be determined.*

11. Because answers won't be posted to questions until after August 7th, would the county agree to an extension on the published deadline? If so, what is the new due date for responses.

*New Hanover County Finance Response: The County has agreed to extend the deadline for receipt of proposals **FRIDAY, SEPTEMBER 25, 2015.***

12. Will the County be answering each question as they are received? Or is the county waiting until the question submission deadline of August 7 after which you will post the answer to all questions?

*New Hanover County IT Response: We will be compiling the questions and answering and posting after August 7<sup>th</sup>.*

13. I did not see a pre-bid meeting with vendors scheduled. Is there not going to be one?

*New Hanover County Finance Response: Originally, the County did not schedule a pre-bid meeting for this project; however, due to several requests, we will hold a Pre-bid Meeting on **WEDNESDAY, SEPTEMBER 2, 2015 AT 10:00 am in Finance Conference Room 500 located 230 Government Center Drive, Suite 165, Wilmington, NC 28403.***

14. I have a question pertaining to New Hanover County RFP 16-0052, Cost Per Copy Program.

The top of page 14 reads, "Recommended Minimum Device Specifications Multi-Functional Copier Devices For New Hanover County, Wilmington, NC

Black/White/Color Multi-Functional Copier/Printer

Original Copy Size: For all units; 5.5 x 8.5, 8.5 x 11, 8.5 x 14, and 11 x 17."

Is it a requirement that 100% of the proposed devices be capable of copying 11 x 17?

*New Hanover County IT Response: No, not all devices are currently 11x17 capable.*

May we propose devices that can copy letter and legal and use 11 x 17 only in areas where 11 x 17 is needed? Can New Hanover County provide the breakout by device, of 11 x 17 copy counts for the previous 12 months?

*New Hanover County IT Response: No, a breakout by device for the last 12 months cannot be provided.*

15. This may sound funny but I have a question about questions. Will the County be answering each question as they are received? Or is the county waiting until the question submission deadline of August 7 after which you will post the answer to all questions?

*New Hanover County IT Response: We will be compiling the questions and answering and posting after August 7<sup>th</sup>.*

16. Is it correct to assume that where color copies and charges are shown that these should remain as color units even if color counts are less than 100 per quarter? Also where there are no color copies done will these units all remain black/white units with color scanning?

*New Hanover County IT Response: Yes, all units currently with color printing will need to remain color capable.*

17. Can it be clarified which units are printers only as opposed to a multi-function unit by department and location?

*New Hanover County IT Response: Currently all equipment is networked.*

18. There is also mention on page 14 under other features #6 about wide format plotters-can these be identified

On the list and specifications given such as one roll or two roll units?

*New Hanover County IT Response: Currently there are no wide-format printers on this contract, but reserve the right to request in the future.*

19. On page 14 under device specifications it states- Finisher: See specific copier/printer.

There is no detail of finishers or what type such as regular stapling finisher or booklet finisher (2 point center). These need to be identified by department/location. Most MFP units come with (2) standard paper trays and the bypass tray, however on the larger 45-60 page per minute units come with additional paper trays. Are the two trays fine for smaller units?

*New Hanover County IT Response: See attached spreadsheet for reference. Yes, two trays are fine for smaller units.*

20. Page 8 section A. 2<sup>nd</sup> paragraph it states current vendor could have the right to leave in place any new units installed in the last (12) or fewer months. This presents an unlevel playing field because these units have been placed under the old contract and cost has been allocated as such. All other participating vendors will have to incur cost associated with these units as part of the new contract which gives incumbent vendor a big advantage quoting the new cost per copy. The only way to make it fair is to stipulate which units these are and allow vendors to install units with same age and copy volume as being left in place by the incumbent vendor. With reserving the right to leave these in place naturally the incumbent vendor is using a much smaller cost of equipment than other vendors. The only other fair way is to have them to place all new equipment like everyone else and allow inspection of units to be sure this happens. There have been county situations where inspections revealed new units were not installed even though the RFP stipulated new equipment only.

*New Hanover County IT Response: All equipment less than 12 months with an outstanding service record is eligible.*