



DuPage County Procurement Services Division

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Addendum #5

RFP #18-020-LG

RFP # 18-020-LG Multi-Function Copier Devices and Service Solutions

1. Would the County consider text changes to its standard terms and conditions?

Answer: The County typically does not change or modify its standard terms and conditions. After selection through the bid process, the County is willing to negotiate and enter an agreement with the apparent winning bidder(s) based on the apparent winning bidder(s) standard contract agreement. This is intended to govern the equipment lease and service delivery going forward.

There are elements of the RFP that are most important to the County and that would be preserved through a new standard contract agreement and these elements include the following: Price; Indemnity; Law Governing; Liens, Claims and Encumbrances; Non-Discriminating; Patents; Payment; Termination, Cancellation and Damages; Venue; End-of-Lease; Security; Insurance Requirements; Scope of Work.

2. Our price model does not exactly match the models and specifications that the County has listed. What is the best way to respond?

Answer: The proposers are encouraged to provide a response that provides a simplified pricing solution. The discounts provided shall establish the manufacturer's minimum discount or not-to-exceed price offered by the Proposer to the County of DuPage and Participating Agencies. The models and specifications are provided as a reference point. Ideally, the County would like proposals that match the number of replacement machines i.e. "like for like" as well as your complete product line and related services. As far as the performance specification for each machine, the County is prepared to review each proposal that closely meets those models.

3. What is the best way to calculate the County's price?

Answer: The proposers are encouraged to provide a response that provides a simplified pricing solution. The discounts provided shall establish the manufacturer's minimum discount or not-to-exceed price offered by the Proposer to the County of DuPage and Participating Agencies. Proposers pricing solution should address discounts offered, freight/delivery, installation, and related options. Bidders should show the leasing prices for each unit and then, based on the County's canvassing quantities that are provided in the RFP, a rate price for B&W and color pages that will yield a total annual expected price for the County. The County understands that usage may vary from that canvassing amount (based on past actual page counts) but that the rate prices provided will govern the agreement. The County is interested in reviewing the detail lines for this calculation. Proposers must provide the total annual price for the County that is based on the provided canvassing quantities in the RFP.

4. Does the County have special requirements identified in the RFP that may more may not be a requirement for other public sector entities?

Answer: Yes



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5. RFP Page 5 of 38 item 9: County reserves the right to ... award to one...or any combination of offerors. Does this refer to the National IPA portion of the award, the DuPage County portion or both sections? Will the County potentially award to more than one vendor for the County equipment placements?

Answer: Reference page 5 of the RFP, #9 "Contract Award". During the current contract term, the County only used one vendor.

6. RFP Page 11 of 38 Item 29 Warranty: 90 day warranty. In today's marketplace, it is standard for a supplier to begin billing for service and supplies on a cost per copy basis at the time of installation as opposed to having the account purchase individual bottles of toner and Developer etc. during a warranty period. We assume this industry standard practice will be acceptable. Please confirm.

Answer: Yes

7. Page 17 of 39 of the RFP indicates that there are four (4) coin operated devices currently attached to MFP's utilized by the County. Are the coin-op devices owned by the County or are they part of the vendor lease? Will they be returned to the vendor with the MFP equipment or will they remain to be connected to the new equipment?

Answer: Coin devices are owned by the County and may be negotiated.

8. Does the current vendor for the County invoice for a base charge for equipment provided?

Answer: No

9. Does the current vendor for the County invoice for monthly or quarterly minimum copy/print allowances or simply for copies/prints produced?

Answer: Each copier is provided a monthly allowance

10. Does the County desire to maintain the same format for invoicing as is currently provided?

Answer: Monthly invoices to include the following information;

Billing ID#, Invoice Period, Invoice #, Due Date, Current Due, Total Amount Due

Copier location (address, room, or location if in hall), department, PO number, model #, serial number, number of copies made, color print charge, b/w print charge, monthly dollar total.

11. RFP Page 23 of 39, Uptime and Penalty – Please clarify the requirement in this section, vendor does not understand the statement found in the RFP that currently reads "In a work stoppage situation wither the unit must be prepared within two working days of a penalty of 1/30 of the monthly lease base will be assessed for each day it is inoperable or a loaner not provided."

Answer: DuPage County will not pay for copier out of service for over 48 hours. Deployment of copier loaner is acceptable



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12. Page 23 of 39 of the RFP indicates that a penalty would apply to the next monthly invoice for failure to meet uptime needs of the County that exceed two days. Would the penalty apply to the entire County invoice or only the invoice of the affected unit?

Answer: Any penalty would apply to the copier impacted DuPage County will want vendor to maintain a trouble ticket log that can be provided to DuPage listing date and time of service call, issue, time when issue was resolved

13. Does the "Certification/Proposal signature affidavit page" listed in the Submittal Checklist refer to the signature section of the "Proposal Form?"

Answer: Yes

14. The Submittal Checklist listed "Attachments A through F." We only received Attachments A-E, which is also detailed in Section 8 of the RFP document. Is there an "Attachment F?"

Answer: Attachment F does not exist.

15. Please describe your current process for end-users to place calls to the helpdesk.

Answer: Departments have designated employees that place service calls

16. What is the deadline and format for exceptions/clarifications?

Answer: Reference Addendum #2.

17. Is it the county's intent to require EPEAT certification on the production-level devices?

Production-level devices are not applicable for EPEAT certification.

Answer: No

18. Do you require full-time, dedicated on-site support labor resources or is the county open to other strategies to best support the print environment?

Answer: No, however offerors are encouraged to provide a guarantee response time and include replacement parts as part of the service. The County is open to other strategies that provide the best in class service.

19. Attachment "D" lays out the equipment specifications by category band, however there is no ability to evaluate full costs based on the format or to allow a response for a full product line. Can vendors complete the spreadsheet to represent a representation of products by band and submit a full price exhibit of product prices?

Answer: Offerors are encouraged to provide a response that provides a simplified pricing solution. Offerors pricing solutions should address discounts offered, freight/delivery, installation, and other options.



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20. Are the invoicing requirements on page 25 for DuPage County only or would that information be required for any entity participating in the national contract, even those that may only procure a device or two?

Answer: This applies specifically to the County of DuPage. Other Participating Agencies may have similar requirements that the awarded supplier will have a chance to review and agree to.

21. Please confirm that you are anticipating two price exhibits, one for the National not-to exceed pricing and one based on the specific requirements and scope of the DuPage county solution.

Answer: One model pricing is recommended.

22. Will vendors have the ability to add new services and products to the contract post-award? In the RFP you cover the replacement of old device models on contract but specifically seeking clarification that vendors would have the ability to add new innovative services and products throughout the course of the 60-mo term.

Answer: Yes. All post award requests must be approved by the County of DuPage via a contract addendum.

23. The RFP states that there is just cause to reject an offeror's proposal if it does not provide subcontractors. Does this apply to the county response only? Subcontractors are typically negotiated at the order level per the customer requirements.

Answer: Subcontractor language in the RFP applies to the County of DuPage only. Follow all appropriate subcontractor measures when responding to this RFP.

Other Participating Agencies may have similar requirements that the awarded supplier will have a chance to review and agree to.

24. Are the reporting requirements on page 25 for DuPage County only, for all devices procured under this contract and/or for any and entity participating in the national contract, even those that may only procure a device or two?

Answer: Reference Question 19.

25. In regards to the Submittal Checklist, is the Certification Proposal Signature affidavit the same as the Proposal Form document?

Answer: Reference Question 12

26. In the Submittal Checklist you mention "Attachments A through F and including National IPA (Exhibits A through F). For the primary RFP attachments, should there be an Attachment F? Currently we only have attachment A through E.

Answer: Reference Question 13

27. Can vendors submit Attachment "A" with the proposal response or submit post-award as stated in the RFP?

Answer: Yes



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28. We will have exceptions on the National IPA Attachment E. In the meeting NIPA requested we red line the items then add the exceptions to the completed response. Do our exceptions need to be given to Du Page in the question period as questions, or attached to the final response March 6th?

Answer: Submit proposed language changes as part of the response to the National IPA Exhibit, Attachment E.

29. Regarding the national program, will third-party financing be an option to channel dealers who lease equipment to National IPA members?

Answer: Yes. However, finance channels do not name or include National IPA.

30. Assuming National IPA cannot negotiate lease terms on behalf of each of its members, is it allowable for lease terms to be outlined in a supplemental documents between channel dealer and National IPA member? Example of lease terms may include coterminous vs. non-coterminous language, ownership, assignment, risk of loss and insurance, default and remedies, and end of lease/return/purchase option/renewal.

Answer: Yes, the supplier and member may create a supplement agreement on their behalf. National IPA will not be named in such supplement agreement(s).

31. What are the T's and C's associated with possible pricing changes over the life of the contract?

Answer: All associated changes to contract(s) under this RFP must be presented at the time of the price change request and must have approval by the County of DuPage. The County of DuPage reserves the right to reject.

32. As the OEM, can we respond to the County's RFP partnering with one of our resellers?

Answer: Reference Minimum Qualifications, Page 19 of 38.

33. In the absence of RFP questions, does DuPage County wish for the SOW to be responded to section by section?

Answer: Reference Section 1 – Project Information, page 3 of 38.

34. On National IPA Exhibit A, do responses to "Section 3.0 - Supplier Qualifications" constitute our proposal?

Answer: No. Reference Section 1 – Project Information.

35. The Submittal Checklist listed "Attachments A through F." Attachments B (DuPage County Copier Listing) and C Configuration Details) are reference/data attachments. How does DuPage County want this returned in the proposal?

Answer: DuPage: Reference Question 32.



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36. The Submittal Checklist also listed "National IPA (Exhibits A through F)." How does DuPage County wish to have Exhibits C, D, E, and F returned as they are examples and/or reference/data attachments?

Answer: [Reference Question 32.](#)

37. RFP Page 17 of 38 introduction and Attachment E, Page 3 of 26 item 1.3: indicates that based upon a set of assumptions or forecasts that the estimated annual volume of National IPA contract for MFP's is \$60M. For past calendar years 2016 and 2017 can you please provide the exact historical revenue generated and reported by the current vendors under the agreement and the portion of that revenue reported that is for hardware vs the aftermarket portion?

Answer: No. While no minimum volume is guaranteed to the Supplier, the estimated annual volume of MFP purchased under the Master Agreement through National IPA is approximately \$60M.

38. RFP Page 19 of 38 Objectives: For DuPage County are you expecting to pay only for copies made or will you allow a base lease charge or a minimum number of copies to be charged for. Or should the vendors format their proposed pricing with a base charge for equipment and a cost per copy for maintenance and supply services for actual copies and prints?

Answer: The County of DuPage and National IPA encourage suppliers to submit responses that provide their most advantageous complete offering and solutions.

39. Please clarify if rebates are to be paid on hardware acquisitions only or on hardware plus aftermarket charges? On the hardware portion, if it is a lease, should the rebates to be paid monthly as the customer pays or up front on the sale value to the leasing company?

Answer: There is no rebate. There is an Administrative Fee, Reporting and Payment made from the supplier to National IPA. Reference Attachment E, National IPA, Exhibit B, Administrative Fee, Reporting & Payment, #12 for more details.

40. Page 5 of 26 Item 2.2, Attachment E, Pricing commitment: Would an awarded vendor pay National IPA a rebate for agency orders placed under a different contract or by separate solicitation that is not related to the National IPA contract? Should an awarded vendor bypass a customer's existing contract and force or request them to utilize the National IPA contract rather than one that they solicited and awarded separately. In this case, which terms and conditions would prevail?

Answer: The awarded supplier(s) will pay an administration fee only on total purchases paid to Supplier, less refunds, credits on returns, rebates and discounts, for sales of products and/or services pursuant to the Master Agreement. Reference Attachment E, National IPA, Exhibit B, Administrative Fee, Reporting & Payment, #12 for more details.

41. Page 20 of 26, Attachment E, Exhibit F indicates that the solicitation was advertised to comply with various State statutes. This page also lists agencies from a few states, including Oregon, Utah,



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Louisiana, Hawaii and Tribal Organizations. Are the listed agencies current members of National IPA or are they listed as a portion of the potential agencies that could become members of the National IPA?

Answer: Attachment E, Exhibit F is strictly informational. This is not a comprehensive list of possible participating agencies.

42. Please provide a list of current National IPA members or a link to that information.

Answer: Only awarded supplier(s) with an executed National IP Administration Agreement will receive access to the membership list.

43. Page 12 of 39, Section 4, 3) of the RFP indicates that device hard disk drives must be removed and destroyed when the device is being removed from the County site. Does this requirement apply to all equipment supplied under the National IPA contract as well or should it be offered as an option for those devices installed outside of the County?

Answer: This applies specifically to the County of DuPage. Other Participating Agencies may have similar requirements that the awarded supplier will have a chance to review and agree to.

44. Page 21 of 39 of the RFP indicates that standard paper sizes (up to 11" x 17") shall count as a single copy. Does this requirement apply to the equipment placed under the National IPA contract or only for those devices placed within the County?

Answer: This applies specifically to the County of DuPage. Other Participating Agencies may have similar requirements that the awarded supplier will have a chance to review and agree to.

45. Can we bid just the local County of DuPage opportunity abiding by the NIPA regulations and processes here locally?

Answer: For the purpose of this solicitation Offeror's should provide products and services that meet the County of DuPage and a national program.

46. Would it be acceptable to add language to the solicitation and resulting contract that would allow participating agencies to add related products and services to their purchase order that may not be directly listed on an awarded vendor's contract catalog? This would be for dealer-provided items on an open-market basis that are related to the contract order such as third-party software applications, professional services for support of software applications or solutions engineer services, third-party input or output devices or products related to the MFP devices such as coin-op devices, card reader products or vendor-produced office products in addition to MFP devices.

Answer: No. The awarded supplier(s) is contracting with the County of DuPage. All requests for additions/ updates (catalog, pricing, products, and services, etc.) must be approved by the County of DuPage. The County of DuPage and National IPA encourage suppliers to submit responses that provide their most complete offerings and solutions.



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47. Ref: Page 10, Item 10: As the County's Response to Vendor questions may appreciably affect our acceptance of the RFP language, will the County accept Exceptions from offerors after we receive and review the County's responses to questions?

Answer: Submit all proposed language changes as part of the response.

48. Section 3. General Conditions

Ref: Page 10, Item 10: As the County's Response to Vendor questions may appreciably affect our acceptance of the RFP language, will the County accept Exceptions from offerors after we receive and review the County's responses to questions?

Answer: DuPage Submit all proposed language changes as part of the response.

49. Will have exceptions on the National IPA Attachment E. In the meeting NIPA requested we red line the items then add the exceptions to the completed response. Do our exceptions need to be given to Du Page in the question period as questions, or attached to the final response March 6th?

Answer: Submit all proposed language changes as part of the response.

50. Section 3 – General Conditions

From:

EXCEPTIONS: Exceptions to the Request for Proposal language will be considered up to the Deadline for Exceptions to Request for Proposal Language date indicated in Section 1 - Project Information. Exceptions must be fully described, on the offeror's letterhead, signed, and reference the RFP number. In the absence of such statement, the proposal shall be considered as if submitted in strict compliance with all terms, conditions, and specifications; the offeror shall be held liable. No exceptions will be accepted with the proposal. If the offeror wishes to propose terms and conditions or alternative paperwork he must do so as an exception.

Modified to read:

EXCEPTIONS: Exceptions to the Request for Proposal language will be considered. Exceptions must be fully described, on the offeror's letterhead, signed, and reference the RFP number or in the exceptions area provide below. In the absence of such statement, the proposal shall be considered as if submitted in strict compliance with all terms, conditions, and specifications; the offeror shall be held liable. If the offeror wishes to propose terms and conditions or alternative paperwork he must do so as an exception to offerors response.

Enter exceptions below.



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All exceptions and language changes must be submitted with the offerors response and detailed in the section where the exception and language change is requested.