



THE COUNTY OF GALVESTON

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COUNTY COURTHOUSE
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October 2, 2012

**RE: ADDENDUM #1
RFP #B122034, Enterprise Fleet Copier Management & Implementation Services**

To All Prospective Bidders,

The following information is being provided to aid in preparation of your bid submittal(s):

As a reminder, all questions regarding this qualification must be submitted in writing to:

Rufus G. Crowder, CPPO, CPPB
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722 Moody, Fifth (5th) Floor
Galveston, Texas 77550
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Question #1: On page 16, the term for the agreement is listed at 3 years, with the option to extend for two additional years. However, on page 18, the preferred term is listed simply as 5 years. Can you please clarify the Counties' preferred term for the contract?

Response: In both cases the County is requesting the rental price be figured on a 5 year term. The County wants the options at 3 years to move on if the product or support does not meet the County's needs.

Question #2: There does not appear to be a pricing sheet for the print shop solution, similar to the sheet in Appendix C for the fleet (Proposed Fleet Model Comparison). Do you plan to include such a sheet in an addendum?

Response: The Pricing Sheet for Print Center was left out by mistake. It was a second page of an Excel workbook. See Attached File.

Question #3: Does the scanning and workflow automation application detailed on page 21 need to be included on all fleet units?

Response: Yes, it should be included and configured on all fleet units and shall be included in the training for end users.

Question #4: Does the County want/require/prefer pricing based on a state or national co-op agreement?

Response: The County is interested in the lowest price possible. Pricing based on co-op agreements are not required but may be acceptable.

Question #5: If we look at a scenario where we offer an RFP Response utilizing a State Contract or Cooperative - These procurement contracts/vehicles are already bonded by our company. For vendors that wish to bid from a State Contract, will Galveston County be willing to waive this bid bond requirement?

Response: The County will adhere to the provisions of the Cooperative Agreement if chosen.

Question #6: Under the Type I System Finishing requirements, it is shown that 10 units require 3-Hole punch.

Can you identify those 10 units by Department, so we may configure and show assigned costs appropriately?

Response: County Court #1, County Court #2, County Court #3, 56th District Court, 405th District Court, 306th District Court, 212th District Court, 122nd District Court, 10th District Court, and Probate Court.

Question #7: What type of documents were being produced from the Wide Format and the Volume associated with the Wide Format in both locations.

Response: Engineering and architectural plans, gun targets, flow charts, network maps, black and white, etc.

Question #8: How many users will have access to the printers?

Response: Access fluctuates depending on departmental size. The county employs over 1,200 individuals.

Question #9: What is the Yearly Scan Volume?

Response: Including Smartsend, Rightfax, and email, estimated roughly 1,020,000 annually, 85,000 monthly (fluctuations may be 20% higher or lower)

Question #10: How many units on the Mainland and on the Island?

Response: Thirty-one (31) mainland (Including Bolivar), seventy-three (73) on island = 104 total units.

Question #11: On page 2 the RFP states that no proposal may be withdrawn for a period of 60 days of proposal opening date and on page 5 the RFP states that notice of award will be made within 90 days of proposal opening date. Can you please clarify this statement?

Response: Submittals may not be withdrawn for sixty (60) days. Award may be made within ninety (90) days depending upon Commissioners Court action. After the sixty (60) day period, vendors may be asked to extend their proposal submissions to allow time to make a decision.

Question #12: Does Galveston County foresee the average monthly volumes provided in the RFP to remain the same or do you project them to increase over the next five years? And at what percentage would you project the year over year increase to be?

Response: Galveston county print volumes are fairly consistent, however, they may fluctuate greatly during periods of elections and can also do so by resultant changing of department heads and said elected officials. Printing volumes may decrease slightly due to other processes however should not differ greatly.

Question #13: Is Galveston County requiring Saddle Stitch / Booklet Finishers to be proposed on any of the fleet devices?

Response: Not on fleet devices only print center production equipment

Question #14: On page 18 of the RFP under Bidding & Required Documentation, it states "Bidders may only present one (1) model per type / item line. In case where two (2) different items are bid for the same CPM rating, both items will be rejected." Can we propose two separate pages (i.e.: Option 1 & Option 2) or is it the County's intent to receive only one (1) proposed page? Can you please clarify this statement?

Response: Option 1 and option 2 are acceptable responses.

Question #15: What date is Galveston County going to award this bid?

Response: The RFP opening is October 16, 2012. The award will depend upon review and approval of the Galveston County Commissioner's Court.

Question #16: By what date do all of the devices need to be installed?

Response: All devices need to be deployed by December 1, 2012 and training completed before December 19, 2012.

Question #17: The front cover of the RFP and Page 1 require 1 original and 8 copies by 2pm but page 16 requires one original, one electronic version and 9 copies no later than 2pm. How many copies of the bid response and in what format do you require? Can you clarify the time in which the proposals are due?

Response: Please provide the one (1) original, eight (8) copies and one (1) electronic version. Proposals are due by 2:00 p.m. as specifically notated in the Special Provisions section, page 16, Submission Instructions.

Question #18: Page 5, paragraph 17 "Notice of contract award will be made within ninety (90) days of opening of proposals to the lowest responsive and responsible contractor..." Page 16 first paragraph "The County anticipates final selection of a preferred Service Provider by October 30, 2012. Please clarify the date in which the County will be making an award. How quickly will the County issue a purchase order and expect implementation?"

Response: The RFP opening is October 16, 2012. The award will depend upon review and approval of the Galveston County Commissioner's Court.
All devices need to be deployed by December 1, 2013 and training completed before December 19, 2013.

Question #19: Page 7, Paragraph 23. Termination for Convenience: Can you clarify "termination for convenience"? Please describe scenarios where you would exercise this option.

Response: The Termination for Convenience clause is meant as stated. An example would be severe breach of contractual obligation resulting in a loss to the county taxpayer.

Question #20: Page 16, TERM; Does the County want a 3 year or 5 year term?

Response: 36 month with two (2) optional 12 month contract extensions. Pricing is to be based upon five (5) year model.

Question #21: Page 17, Section 2 RFP, Print Center. #2 requests user training, Advance Training, and helpdesk support for Print Shop personnel. Is Helpdesk support only needed for the Print Center and not for the fleet machines?

Response: Support is needed for the Print center and fleet.

Question #22: Page 17, Section 1 RFP, MFP Fleet Machine Type #5. Support Services; Can the County elaborate on what the expectations are for "Support Services" mentioned in the bid?

Response: Standard support services including ability to keep parts on site, response times, technician training or certification programs, etc.

Question#23: Page 17, Section 1 RFP, MFP Fleet Machine Type #5. Enterprise Reporting; Can the County elaborate on what the expectations are for "Enterprise Reporting" mentioned in the bid?

Response: The ability to run reports on fleet volumes, performance, etc. and associated tools provided.

Question #24: Page 18 BIDDING AND REQUIRED DOCUMENTATION; Is the County asking for rental and lease pricing?

Response: The County is not interested in owning the equipment at the end of the term. The County intent is on getting the best price available whether it's a rental or lease.

Question #25: Page 19 - SUPPLIES "Contractor shall proactively monitor supplies and ensure that machines are fully stocked at all times." What is the County's expectation for supply replenishment? Does the County require supplies to arrive as needed without end users having to place an order? Is it the intent of the County to have the contractor provide onsite labor to fulfill this supply replenishment task?

Response: Vendor is expected maintain a small storage of parts toner and supplies on site for county technicians to deploy and to monitor and ship toner and supplies as needed or as stock is depleted. No onsite personnel are expected however service windows and SLA's for response times will be required

**Question #26: Page 21 MFD Accounting Requirement; For MFD Accounting Requirement: - How many users
- What proximity card type (Manufacturer and Version)**

Response: The County uses HID badge access cards provided by Schneider Electric

- What do you mean by "Fleet Management accessible by County IT Departmental Staff"?

Response: The county technicians will have the right to certain management and maintenance for the fleet.

Do you require jobs to be certain sizes and then moved to the Print Center or to other office products and will there be costs associated with the workflow? Will you have the users make the decisions or will it be automatically moved to a designated device?

Response: Jobs over a certain size should "prompt" the user to a suggested alternate site, i.e. print center. Users should make the decision.

Please clarify ability to pre-configure redirection for print jobs by size with predetermined limits and workflows.

Response: Galveston County technicians ability to alter and switch from the manual job redirect to automatic. Their ability to remotely or locally manage the setting for these on fleet devices

Question #27: Page 21 SCANNING AND WORKFLOW AUTOMATION; What are the business applications currently accepting files from Smartsend? Does Smartsend application meet the County's requirements and what features do you use? Are you scanning to a server straight from the MFD and not from the server based solution? Will you have different workflows for all MFDs? What is your idea of the Security/encryption requirement? Is there an Audit trail currently being pulled from in your environment?

Response: The current applications are: DocuShare, OnBase, Odyssey, and OSSI. The SmartSend application meets the County requirements, straight from the MFD, potentially different workflows depending on which location the MFD is located. Security encryption should be AES128 and FIPS142 compliant for Sheriff's office and areas of CJIS and HIPAA.

Question #28: Can you explain the last bullet "The ability to automatically release and store images (hard copies) into assigned electronic folders/repositories.

Response: Functionality on the devices to access stored images and release them from the control panel.

Question #29: Page 21 Provisions; Will the County be using the MFD as a fax machine, walk up fax or fax server (RightFax)?

Response: Yes to all of the above.

Question #30: Page 22 Pre-Press / Job Submission requirements "Accept job files in any format"; Please elaborate on the file formats used for printing by the County of Galveston.

Response: Proprietary format, word, excel, adobe, MAC, lotus, wordperfect, etc.

Question #31: Page 22 Pre-Press / Job Submission requirements "Preview thumbnail images"; Please elaborate. Is this the ability to produce a PDF proof of a complex document from multiple files and sources following assembly in the print shop (consistent with current capability)? Or is this a new requirement providing end users with the ability to view an online proof of a job prior to submission to the print shop?

Response: The requirement is for in the print shop and is consistent with current capabilities.

Question #32: Page 22 Pre-Press / Job Submission requirements "Quote sheet generation to allow for charge back"; Please elaborate. Is this the ability to generate job accounting data that can subsequently be used for charge backs? Or is this the ability to generate real-time quotes prior to submission to the print shop?

Response: Actually both. County wants to be able to show comparative pricing to outside entities, and also county has 3rd party agencies we are partnered with that will be utilizing our print center functionality.

Question #33: Page 22 Pre-Press / Job Submission requirements "Chart Job Progress, Visualize and Streamline workflow"; Is the requirement to monitor and manipulate the production print queue, consistent with current capability?

Response: Yes, this is correct.

Question #34: Page 22 Pre-Press / Job Submission requirements "Ability to divide jobs for Color or B&W"; During the bid meeting this was described as the ability for the proposed color equipment to be able to correctly interpret individual pages within a job as color or B&W and bill accordingly. Is this correct? Or, is the County seeking the ability to split a job into two separate print streams (color and B&W) that can be directed to the appropriate device and subsequently remerged (manually) into the final job?

Response: Proposed color equipment should be able to correctly interpret individual pages within a job as color or B&W and bill accordingly.

Question #35: Page 22 Black & White Production requirements: One pass duplex; Please clarify one pass duplex.

Response: That page will not have to be released and re-fed to duplex. This should all be done in a single pass through the equipment.

Question #36: Page 23 Color Production Requirements Four paper drawers standards, bypass tray, paper deck; Is the paper deck requirement over and above the four paper drawers?

Response: Yes, it is in addition. If no solution please provide as most similar device/solution.

Question #37: Page 26, Appendix B, column , 9th line down for County Clerk, 2nd Floor, Current Model WCP 265; The WCP265 in the County Clerk's Department does not have a check mark in the Type V column and not included in the totals. Is that correct or is this unit intentionally omitted from the RFP?

Response: That was an error. Please include its replacement in your proposal submittals.

Question #38: Which devices (or device type categories) require 11x17 printing? The reason for this question is that if this is not a requirement, you can typically see about 30% lower cost of device.

Response: Please submit responses with all devices having this capability.

Question #39: What is the estimated number of users that will be printing?

Response: The County employs over 1,200 personnel of which approximately 900 are computer users who print regularly.

Question #40: How many print servers exist in the current environment?

a. If this can be broken out to show which facilities or locations the servers support, it would be helpful.

Response: Our print servers are virtualized in a farm. We have three (3) for the main on island campus. Each WAN facility has its own domain controller that serves as it's print server as well.

Question #41: What Operating Systems are used for servers and desktops in the environment?

Response: The servers are a mix of Server 2003 and Server 2008 R2 /. The desktops are a mix of Windows XP / Windows 7 32/64 bit.

Question #42: Do you have any estimates on potential scanning volume for end user walk up scanning?

Response: 65,000 - 85,000 per month.

Question #43: Are you printing from a mainframe environment or other data streams from legacy devices? If so, then what are the flavors?

Response: We do have mainframe and several Legacy systems including a Mainframe AS400. Legacy word perfect and a few proprietary systems (GDT/JIMS) are also utilized.

Question #44: What are the color and b/w volumes on the production color unit?

What are the B/W volumes on the monochrome unit?

Do you have any peak printing windows and what are the volumes during those times?

Response: Print center color: est 21,000/month.
Print center B&W: est 60,000/month.
Printing fluctuates from month to month so accurate estimates are limited. Heavier printing times are generally tax bills, tax letters, elections, new officials taking office, alterations to policy or procedures manuals or procedures for court documentation.

Question #45: Do you have any color job profiles and examples of those jobs?

Do you have any B/W job profiles and examples of those jobs?

Do you require spot color matching on the color unit?

Response: We do have a few profiles. We will submit separately. PMS color matching is done for voter registration cards every 2 years.

Question #46: Is any off line finishing used? If so, is that finishing suction fed or friction fed?

Response: No offline finishing is used.

Question #47: How many people would be doing make ready? Are there any color matching requirements?

Response: One (1) possibly two (2) personnel would be utilizing make ready.

Question #48: What kind of automated ticketing are you looking for? Web submission? Print Driver? What exact formats do you require us to support? (In Any Format is very broad)

Response:

- Automated ticketing and web submission would allow for users to fill out and submit an order online. Notification of job submission should be via email which could be directed to County ticketing system for ticket creation and follow up.
- Print Drivers for fleet machines should be a universal driver that supports print languages listed on Appendix A.

As per Section 8, Page 2 – RESTRICTIVE OR AMBIGUOUS SPECIFICATIONS:

Please note the following RFP Terms as being restrictive, as they will work against Galveston County’s overall goal of gaining the most favorable and advantageous proposal. We ask that Galveston County make amendments to the RFP on the following items for the reasons provided.

Section 23, Page 7 – TERMINATION FOR CONVENIENCE – please remove from RFP

“This clause defines the RFP as a RENTAL, and does not allow for any lease options OR the option for Galveston County to take advantage of some State Contracts.”

Allowing this clause to remain in the RFP will unfairly limit response to those, if any, organizations that provide rentals.

In addition, in asking for TERMINATION FOR CONVENIENCE and the level of risk that is being asked of vendors, this risk must be priced into proposed offerings, resulting in higher prices.

Furthermore, in review of the RFP it appears that 25%-35% of the dollars associated in achieving the desired state will be for Software Applications and Solutions. To the best of our knowledge, there is no vehicle available for the RENTAL of software.

Response: The Termination for Convenience clause will not be removed from RFP conditions at this juncture. The solicitation does not define the request as a rental or a lease. All proposers should submit the best solution per the RFP guidelines. The awarded firm can suggest changes during the contract negotiation phase. Any exceptions to the proposal conditions should be submitted per the guidelines as mentioned in the General Provisions, page 2, Item #10, Exceptions to Proposal.

TERM – Page 16 – Please alter within RFP

This clause ALSO defines the RFP as a RENTAL, and does not allow for any lease options OR the option for Galveston County to take advantage of some State Contracts.

Allowing this clause to remain in the RFP will unfairly limit response to those, if any, organizations that provide rentals.

Furthermore, this clause bases monthly costs to be factored on a 36 month schedule which implies the vendor will have satisfied all of their costs within this shorter period (i.e. Higher Monthly Payments). The options to renew at this point suggest “bonus profits” for the vendor, should they be exercised.

It will be far more advantageous to Galveston County to consider 36, 48, or 60 month terms, and to choose the term and associated pricing most favorable in the eyes of the County. This will allow vendors to work with multiple financing vehicles to achieve their best offers.

Response: This does not define the RFP as a “rental”. Vendors are to base monthly pricing on a 60 month/5 year contract. Vendor’s performance and County satisfaction will determine if extensions will be allowed. Vendor’s ability to perform and be responsible for their equipments performance will be their associated risk and at no time should the county be charged a “higher” rate to recoup pricing in 36 months. The County will consider all proposed options (State contracts) or otherwise if they meet the requirements of the RFP.

If you have any further questions regarding this bid, please address them to Rufus Crowder, CPPO, CPPB, Purchasing Agent, via e-mail at rufus.crowder@co.galveston.tx.us, or contact the Purchasing Department at (409) 770-5371.

Please excuse us for any inconvenience that this may have caused.

Sincerely,



Rufus G. Crowder, CPPO, CPPB
Purchasing Agent
Galveston County

