

# ***REQUEST FOR PROPOSALS***



## **Cost Per Copy Program**

**RFP # 201009-1008**

**Date of Issue: October 9, 2020**

**Deadline for Questions: October 23, 2020**

**Answers Provided: October 30, 2020**

**Proposals Due: November 6, 2020 by 5:00 PM (EST)**

**Issued for:**

**Pender County Information Technology Services  
805 S. Walker St. #1437  
Burgaw, NC 28425  
Phone: 910.259.1260**

**Issued By:**

**Trisha Newton, Purchasing Agent  
Pender County Finance  
805 S. Walker St. #1578  
Burgaw, NC 28425  
Phone: 910.259.1281**

**NOTICE TO BIDDERS**

**Sealed proposals**, subject to the conditions made a part hereof, will be received at this office (**805 S. Walker Street, Burgaw, NC 28425**) until **5:00 p.m. Eastern Standard Time on Friday, November 6, 2020**, for furnishing and delivering the commodity as described herein.

Bids submitted via facsimile (FAX) machine or Email in response to this Request for Proposals are not acceptable. **Please refer to page 4** for information on submitting your proposal.

**EXECUTION**

In compliance with this Request for Proposals, and subject to all the conditions herein, the undersigned offers and agrees to furnish and deliver any or all items upon which prices are bid, at the prices proposed for the option, which Pender County will choose. By executing this bid, I certify that this bid is submitted competitively and without collusion (G.S. 147-33-100).

**Failure to execute/sign bid prior to submittal shall render bid invalid. Late bids are not acceptable.**

BIDDER:		FEDERAL ID OR SOCIAL SECURITY NO.	
STREET ADDRESS:		P.O. BOX:	ZIP:
CITY & STATE & ZIP:		TELEPHONE NUMBER:	TOLL FREE TEL. NO
TYPE OR PRINT NAME & TITLE OF PERSON SIGNING:		FAX NUMBER:	
AUTHORIZED SIGNATURE:	DATE:	E-MAIL:	

Offer must be valid for 120 days from date of bid opening unless otherwise stated here:

\_\_\_\_\_ days.

# Request for Proposals

## **Comprehensive Multi-Functional Copier/Printing Cost per Copy Program For Pender County Government Burgaw, North Carolina**

The purpose of this Request for Proposals (RFP) is to obtain pricing for and selection of a vendor to provide a Cost Per Copy Program for Pender County. The vendor shall provide the County with a multi-function copier and printer solution based on a fixed price per copy countywide.

The County is requesting pricing for a 60 month term covering a mix of black and white (B&W) and color machines. The awarded vendor shall provide additional equipment as needed and update or replace equipment as requested by the County during the term of the contract at the same rate and within the same term as the original contract. All additions must be new and meet the definition of page 8, Section A: Multi-Function Machines: Item 2.

The vendor will propose to the County the latest technology in printers and copiers, model and number of multi-function machine, printer, and print devices needed, per department, based on current inventory/volume. The vendor will be responsible for implementing the correct size machine, delivery, set-up, assembly, check-out, service, providing operator training and the necessary operating manuals. Please see page 21, Appendix A, for the “Current Multi-Function and Printer Inventory List”.

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

The contract will be awarded to the vendor deemed to have submitted the best overall proposal on the basis of the factors included in the RFP. The County may cancel the RFP or reject proposals at any time prior to an award and is not required to furnish a statement of the reason why a particular proposal was not deemed to be the most advantageous. The award document will be a contract incorporating by reference all the requirements, items and conditions of the RFP.

### **I. Procurement Process**

#### **A. Timetable:**

The County expects to undertake the selection process according to the following schedule. Please note that dates are approximate and are subject to change.

Release of RFP:	Friday, October 9, 2020
Deadline for Vendor Questions:	Friday, October 23, 2020
Answers to Vendor Questions:	Friday, October 30, 2020
RFP Due Date:	Friday, November 6, 2020 at 5:00 PM
Anticipated Award Date:	Monday, December 7, 2020

**B. Interpretations and Clarifications:**

Questions or clarification of this RFP must be made in writing and addressed to Trisha Newton, Purchasing Agent at the phone number or e-mail address listed below. Please reference the RFP page and topic.

Trisha Newton, Purchasing Agent  
Finance Office  
Pender County Government  
Phone: (910) 259-1281  
E-mail: [tnewton@pendercountync.gov](mailto:tnewton@pendercountync.gov)

**C. Submission of RFP:**

One (1) original, and one (1) electronic file on CD media of the proposal shall be submitted by no later than **Friday, November 6, 2020 at 5:00 p.m.** to:

Trisha Newton, Purchasing Agent  
Pender County Finance Department  
805 S. Walker St. Burgaw, NC 28425

- **Proposals should be clearly marked “RFP #201009-108 for Pender County Cost Per Copy Program”.**
- When received, all proposals and supporting materials, as well as correspondence relating to the RFP, shall become the property of the County. **Proposals sent by fax or email will not be accepted.**
- As allowed under NCGS 143.129.8, proposals will not be made available to inspect or copy until the contract has been awarded.
- In submitting a proposal, it is understood by the vendor that Pender County reserves the right to reject any and all proposals and to waive any irregularities or informalities in proposals when to do so is in the best interest of Pender County.
- Any proposal may be withdrawn or modified by written request of the vendor, provided such request is received by the County at the designated address **prior** to the date and time set for receipt of proposals.
- If a proposal includes any propriety data or information, such data or information must be specifically identified as such **on every page** on which it is found. Data or information so identified will remain confidential to the extent allowed by North Carolina law pursuant to GS 132-1.2 and will be used by Pender County personnel solely for the purposes of evaluating proposals and conducting contract negotiations.

- All proposing firms or individuals shall comply with all conditions, requirements, and specifications contained herein, with any departure constituting sufficient cause for rejection of the proposal. However, Pender County reserves the right to change the conditions, requirements and specifications as it deems necessary.
- No proposals will be accepted from any person or organization that is in arrears for any obligation to Pender County, or that otherwise may be deemed irresponsible or unresponsive by County staff or the Pender County Board of Commissioners.
- All prices quoted must be firm for a period of 120 (one hundred twenty) days following the proposal deadline.
- The cost of preparing a response to the RFP will not be reimbursed by the County.
- All proposals should include all necessary brochures of proposed equipment.
- No agreements with any selected vendor shall be binding until a contract is signed and executed by the County manager and authorized representatives of the vendor.

**D. Proposal Content:**

Proposals should contain the following information:

- Cover letter presenting the vendor's understanding of the project, a summary of the approach to be undertaken to perform the services, as well as a summary of the costs to provide the services. It should be signed by an individual authorized to execute binding legal documents on behalf of the vendor and include the name, address, telephone number and fax number of the vendor along with the name, title, address, telephone and fax numbers of the executive that has the authority to contract and the company point of contact with the County.
- The vendor shall submit an executive summary, which shall, at a minimum, include an identification of the proposed project team, responsibilities of the project team, and a summary of the proposed services. The summary should also highlight aspects of the proposal which make it superior or unique in addressing the needs of the County.
- Vendor shall include information concerning experience with similar cost per copy or multi-function machine projects. In addition, please describe why you feel that your services, from a technical and functional perspective, are the best fit for the County.
- Describe how your organization shall fulfill the County's requirements for a program designed to meet the current and future needs.

- Define each model of machine proposed including:
  - Manufacturer
  - Model
  - Minimum number of impressions per month acceptable to keep machine in place
  - Maximum number of impressions per month for this machine
  - Picture of the proposed device
  
- Describe how changes to the contract, including machine additions and deletions, would be handled administratively and operationally.
  
- Identify the page count. What is one “tic”? What is more than one?
  
- Describe the approach your company will take for training end users on the equipment.
  
- Describe the approach your company will take to implement the equipment across the County.
  
- Describe the approach your company will take for supplies replenishment.
  
- Describe the approach your company will take to resolve service issues with equipment under the contract.
  
- Describe how your scanning solution will work.
  
- Describe how your faxing solution will work.
  
- Describe how your network printing solution will work.
  
- Describe your tools for managing the devices and how the Local Government Point of Contact and IT personnel could utilize these tools.
  
- Describe the security features of the products you are proposing in relationship to denying access to the County’s network for each of the functions it performs.
  
- Describe what your timeline would be, if your organization was awarded the contract to install all multi-function machines and printer, software, drivers, connectors, and setup equipment.

**E. Pricing:**

The County is requesting a fixed cost per copy price contract for both black & white and for color copies. All supplies, such as staples should be included in the fixed cost per copy price. The cost per copy price doesn't include paper. Paper will be furnished by the County. The vendor may also submit an alternate solution based on the department information spreadsheet.

Requirements:

- Please provide how you arrived at the black & white and color cost per copy per click.
- Upgrades and requested options shall be specifically identified during the first month of the addition to the County invoice.
- No third-party leasing or billing will be acceptable.
- All supplies will be covered by the vendor with the exception of paper.
- All additions later in the contract term will be at the same price, term, and conditions of the original award. All additions must be new and meet the definition of page 8, Section A: Multi-Function Machines: Item 2.
- The vendor must identify in the proposal all occasions when charges are not covered by the contract and present a proposed range of charges.
- The vendor may not increase right the cost per copy rate at any time during the contract. However, the vendor may at any time evaluate the usage and offer a lower rate or lower the rate based on technology standards and advancements.

**II. THE SELECTION PROCESS**

**A. Award of contract:**

- Upon review of proposals, the County will select a single vendor to provide the services sought within the content of this RFP. Pursuant to G.S. 143-129.8, the County will award a contract to the vendor that submits the best overall proposal, as determined by the County. Negotiations may be undertaken with the vendor whose proposal is the best overall and whose understanding, qualifications, experience, technical approach, and financial terms show them to be qualified, responsible and capable of providing the services.
- The contract awarded as a result of this RFP will be selected based on the most advantageous to the County and that best meets the needs of Pender County. The contract will not necessarily be awarded to the respondent with the lowest overall cost proposal or lowest overall cost per copy.

## **B. Selection Criteria:**

- Proposals will be evaluated and scored by a committee consisting of information technology personnel and various departmental personnel on the basis of the following criteria, which will be accorded equal weight:
  - Suitability of proposed items for purpose intended.
  - Ability of vendor and willingness of vendor to modify equipment and processes as needed based on the County's needs.
  - Ability of vendor to meet the time schedule of the project. Preference will be given to proposals demonstrating an ability to carry out the tasks and responsibilities outlined in the proposal in a prompt and efficient manner.
  - Vendor record or performance and integrity. Preference will be given to respondents demonstrating strong capabilities, experience and reputation in undertakings similar to those described in this RFP.
  - Vendor's service record. Preference will be given to respondents demonstrating the ability to respond to maintenance and service tasks and responsibilities outlined in the proposal in a prompt and efficient manner. Proposals should outline the respondent's specific responsibilities for installation, operation, maintenance and repair of equipment and systems following installation and should demonstrate the ability of the respondent to provide service on both a routine and an emergency basis.
  - Overall response to the proposal.
- The evaluation committee may conduct interviews with the finalists to clarify information provided in the proposals. Vendors will be notified if an interview is needed with them.
- Following the criteria listed in G.S. 143-129.8 and 143-135.9, the County will make a final selection based on the evaluation committee's recommendation and other factors the County deems to be in its best interest, which factors shall be recorded.

## **III. SCOPE OF WORK**

The County wishes to take advantage of the latest advances in technology for print devices and multi-function machines. The vendor should consider user-friendly functionality, supplies replenishment, and equipment service as critical components of the



RFP. Multi- function machines will be right-sized as deemed appropriate by the County's point of contact and the vendor during the term of the contract.

Any and all enterprise-wide licenses for any and all software, hardware, and connectors required to perform copy, print, scan, and fax functions must be included in your pricing structure so that all County employees can utilize the devices without additional costs. It is expected that all multi-function machines and printers will be connected to the respective networks and that all employees will utilize them. Any software, hardware, or connector's necessary for all employees, approximately 400, to utilize all aspects of the equipment must be included in your proposal.

If your solution requires any additional servers, computer hardware, and/or software it must be included in your proposal and pricing structure and should be clearly identified as additional equipment required for your solution.

Department count volumes given in this RFP are approximate; no minimum number of impressions per machine or for the total contract is implied or guaranteed. Historical volumes are offered to aid in the forecasting of equipment needs and the cost of fulfilling the contract. All vendors desiring to exercise this option should contact Trisha Newton by email at [tnewton@pendercountync.gov](mailto:tnewton@pendercountync.gov). Average monthly volume over the past twelve (12) months are provided on Appendix A.

The County will provide electrical service and network wiring for equipment installed at the beginning of the contract. All locations that may need the higher 20 amp outlet must be identified within the RFP response. The appropriate County point of contact must approve, in writing, all new equipment installations requiring any changes to monthly charges for the County. If the County requests a change in equipment requiring changes in electrical outlets, the cost to perform the electrical work of network connection will be the responsibility and expense of the County.

It is essential that the vendor understand the needs of the County departments will change over the contract period. The successful vendor must reflect a plan for moving and changing equipment to meet these changing needs as they occur, without additional cost for the services provided. The County must have the ability to add or delete machines from the contract and modify machine requirements as our internal needs change over time. All additions must be new and meet the definition of page 8, Section A: Multi-Function Machines: Item 2.

The vendor is solely responsible for maintaining and servicing all equipment installed at the County and seeing that all features of the machine are in working order at all times during the term of the contract with the County.

The awarded vendor shall be responsible for replacing the present equipment with minimal disruption to County operations.

#### **A. Multi-Function Machines:**

- Proposals that give the County flexibility in changing machine size and requirements easily, and without additional cost during the term of the contract will be given priority.
- All multi-function machines and printers installed at the beginning of the contract must be new machines and all machines are to be current retail models and digital with the latest technology. A “new” machine is defined as newly assembled for first-time use with new components and manufactured within six months of the date of the contract award. No factory-refurbished machines will be accepted. Pender County may request new machines for its departments without limitation on the number or type of proposed machines during the term of the contract at no additional cost. If the manufacturer you are proposing has introduced a new model in any level and has the older model still available as a current product, you must offer the County only the newest model as part of the bid. The County wants the newest available technology. All additions must be new and meet the definition of page 8, Section A: Multi-Function Machines: Item 2.
- All equipment added to the contract after the Effective Date must be approved in advance by way of a written contract amendment prepared by the vendor and signed by the County Manager.
- Additional machines at no cost to the County will be added as needed by the County during the term of the contract.
- The title (ownership) of each multi-function machine and printer will remain with the awarded vendor and never be passed on to Pender County. In addition, Pender County will not be responsible for any taxes other than applicable sales taxes.
- All equipment proposed must have a meter or other device to measure impressions that will be able to be accessed for easy reading. In addition, the user must be able to separate the meter monthly counts by department and B&W and color usage. The equipment console display must signal the user of the need for paper, toner, developer, or of the occurrence of paper jams and/or misfeeds. Controls should also include exposure adjustments for print quality.
- Upon the contract award, it will be the vendor’s responsibility to ensure that the equipment proposed for each location is capable of fitting into the space provided, and the voltage supply and electrical plug are adequate for the machines being proposed. Changes of electrical outlets or the addition of network connections will be coordinated with the County Point of Contact, as needed, at the expense of the County. The vendor will not be required to supply a multi-function machine to any location at which the County does not approve a network connection.

- Due to HIPAA regulations, hard drives must be destroyed using methods that are fully compliant with HIPAA. The provider must sign a contract that states it will follow appropriate procedures to protect the data until it is destroyed and then follow documented processes and procedures for the destruction of the data. Finally, the provider will also provide documented proof of the destruction of the data. Data Security Kits must be installed on all machines.

#### **B. Multi-Function and Printer Supplies:**

- All supplies (i.e. staples), maintenance items, and repair parts relating to equipment proposed in this proposal are the sole responsibility of the vendor, with the exception of paper. All parts supplied by the vendor will be Original Equipment Manufacturer (OEM) for the term of the contract, no generic parts will be allowed. The vendor is required to monitor toner levels remotely and provide automatic toner replacement to the department in need without requiring a formal request from the County. The vendor will be responsible for keeping an adequate stock of supplies and repair parts so that no County department has an unreasonable delay in productivity.
- A system such as, FMAudit will be used to automate and monitor meters, status, and service alerts on printers, copiers and MFP's. The vendor is required to install, configure, and manage FMAudit. The vendor will ensure there are no delays or issues caused by the lack of toner and supplies replenishment. FMAudit will be configured by the vendor to ensure they are notified of low toner volume and supplies. It is acceptable for the vendor to supply the County with extra toner and supplies.
- Power cords, surge protectors (if required), network connection cords, and any other required cords or connection devices, must be provided for each unit; multi-function machine and printer by the vendor.

#### **C. Scanning:**

- All multi-function machines under the contract will have the ability to scan documents into a minimum of:
  - TIFF
  - JPEG
  - PDF
- Single-pass duplex scanning will be preferable.
- It is expected that all multi-function machines, regardless of model, will have the ability to scan documents at a minimum of 600 x 600 dpi.
- It is expected that all multi-function machines will have the ability to connect to the County's e-mail system user listing via Active Directory and scan to e-mail using any of the file formats listed above.
- It is expected that all multi-function machines will be able to scan to network

file shares.

- Scanning functions should be configurable from the network and all devices should include a software package that allows for device management. The ability to scan in color, even from a monochrome-printing multi-function machine, is preferred.
- The vendor must include any software or hardware needed to complete the proposed scanning services in their proposal as part of the standard pricing program.

**D. Faxing:**

- The County uses RightFax as an electronic faxing solution. The county requires multi-function machines that can send faxes through analog phone lines, VoIP, or RightFax.
- The County requires all multi-function machines to have the RightFax connector installed and configured to send faxes using the integrated RightFax connector. All connectors must be configured by the vendor to interface with the County's RightFax system.
- All outbound faxing will be provided at no cost to the County. All inbound faxing resulting in a printed impression and any printed fax confirmation page will be an impression for purposes of invoicing under the contract. Each vendor must include any hardware, software, or licensing needed to complete the proposed fax services in their proposal as part of the standard pricing program.
- The multi-function machine must have a secure fax modem, meaning that it cannot be used by unauthorized individuals to gain access to documents or to the county's network. Please document how the multi-function machines in your proposal are protected from this type of intrusion. Also, please document any security risks that may need to be addressed with RightFax connectors and the multi-function machines.

**E. Document Management System:**

- The County currently uses Laserfiche Document Management System. All multi-function machines must have a connector to interface with Laserfiche.
- The awarded Cost Per Copy Program vendor will be responsible for ensuring all Laserfiche connectors on all multi-function machines are installed and configured properly.

**F. Network Printing:**

- Each multi-function machine must be able to print documents at a minimum of 600 dpi.

- All network printing to multi-function machines and printers must be invoiced to a specific department by use of account code set up.
- The County is interested in using Active Directory to identify employees for use at all network devices.
- Note in your proposal if a stand-alone print server is required or if the device will function as just another printer on the network. Any required hardware such as a print server or required software must be included in your proposed costs. All Multi-Function machines and printers must have an internal network card.

**G. Department Charges:**

Each device must support the ability to program access codes for the purpose of distributing monthly costs at the County level. This capability must be available for both copy and print items. The County may consider relaxing this requirement for the smallest model when used only within one department and program. The ability to associate access codes to Active Directory groups or users will be preferable.

**H. Paper:**

- All multi-function machines and print devices must have the ability to effectively utilize 20 lb. xerographic bond paper and a range of other paper of various weight and finishes, **including recycled paper**, with at least thirty percent (30%) post-consumer fiber.
- Machine levels three and up must have the ability to accommodate card stock at 110 lb. The level one machine must be able to accommodate card stock at 67 lb. or 90 lb.
- No equipment may be proposed which requires special or coated paper.

**I. Addition of Multi-Function Machines During Installation:**

Every attempt has been made to identify and correctly determine the need of all County departments; however, machines will likely be missed during the preparation of this RFP. The vendor must allow equipment to be added to the contract without any change in the cost-per-impression. Also, some departments may wish to upgrade the equipment they have been assigned in this RFP and must be allowed to do so at no additional cost to the County. No machine upgrades will be allowed to take place without the approval of the County Point of Contact and a written amendment to the contract. All additions must be new and meet the definition of page 8, Section A: Multifunction Machines: Item 2.

**J. Multi-Function and Printer Service:**

The vendor must devise and clearly explain a procedure for service and maintenance for all machines. Vendor will devise and clearly explain a Service Call System that will benefit the County and work within the vendor's capabilities. The Service Call System must provide the following at a minimum:

- Each County department will notify the vendor directly when an issue arises.

- The IT department will troubleshoot network problems that could affect the multi-function or Laser Jet printers from printing. If no issues are found this information will be reported to the County Department to include with their work order request to the vendor.
- The vendor must have, at a minimum, a service response program that is available from 8:00AM to 5:00PM Monday through Friday. All calls to the vendor and field/service technician placed between 8:00AM to 5:00PM Monday through Friday must be answered immediately by a representative of the vendor.
- The vendor response service program at minimum shall include a phone call within one hour to the requestor who made the service request and a technician on site within two (2) hours from the initial call for service.
- If the service technician cannot repair the machine at the initial service call, a sign must be affixed to the machine giving a date and time the machine will be back in service.
- The vendor must provide Pender County access to a computerized Service Call System (SCS) to track service calls and their status. The County point of contact or designee will access this system, via a website over the internet. The SCS must be able to generate reports for service history by machine. The SCS must be able to report, in hours, how long each machine experienced downtime per call and must be able to give a total number of hours downtime, by machine, per month. The SCS must be capable of reporting problems by machine on a monthly basis. The SCS must be kept up to date at all times during the contract with accurate information about each machine's location, service history, identification number, and machine features.
- The vendor must address how to cover service for departments that have after hour emergencies (i.e. Emergency Management, Emergency Operation Center, ITS, Library, Sheriff's Office, 911 Center, Jail, and Utilities) without any additional charges to the County.
- A Service Technician shall be employed by the vendor with adequate training and available time to service the County's needs. A back-up Service Technician must be in place at all times during the contract, at no additional cost to the County, in case of illness or other reasons the assigned Service Technician is not available to meet the needs of the County.
- The Service Technician must notify the requestor of the service request upon completion of all service requests.

**K. Replacement of faulty machines:**

- Once a copier or printer has been identified by Pender County as a faulty machine, the machine shall be replaced immediately at the discretion of the

County point of contact with a new multi-function printer, same make and model or a new superior model. All additions or replacement multi-function machines and printers must be new and meet the definition of page 8, Section A: Multi-function Machines: Item 2. A loner multi-function machine or printer must be provided to prevent any downtime.

**L. Optional Services to be awarded separately- NOT required to respond to RFP or for award of Pender County’s Cost Per Copy contract**

- Pender County is seeking a Cloud-Based Fax Solution to replace our current on-premise electronic fax solution (RightFax). If your company offers such a solution, please outline the solution in as much detail possible to include all applicable costs. In addition, faxing to said cloud solution from MFP units, and end-user computers desired.
- Pender County utilizes the Office 365 environment to include OneDrive for Business and SharePoint Online. Pender is seeking a solution that would allow end-users to scan documents from the MFP units to their OneDrive for Business locations and/or SharePoint Online. If your company offers such a solution, please outline the solution in as much detail possible to include all applicable costs.

**IV. ADDITIONAL COUNTY REQUIREMENTS**

- A.** Vendor shall maintain insurance from companies licensed to write business policies in North Carolina, with an A.M. Best rating of “A” or higher, and acceptable to the County, of the kinds and minimum amounts specified below.

Certificates and Notice of Cancellation. Before commencing work under this contract, vendor shall furnish Pender County with certificates of all insurance required below. Certificates shall indicate the type, amount, class of operations covered, effective date and expiration date of all policies, and shall contain the following statement:

"The insurance covered by this certificate will not be cancelled or materially altered, **except after thirty (30) days written notice** has been received by Pender County".

The Certificate of Insurance, naming Pender County as an additional insured on Vendor’s Commercial General Liability and Auto Liability Policies, shall be further evidenced by an actual endorsement furnished to the County from the insurer within thirty (30) days of the signing of the contract between the vendor and the County.

- 1. Workers Compensation and Employers Liability Insurance.** Covering all of the vendor’s employees to be engaged in the work under this contract, providing the

required statutory benefits under North Carolina Workers Compensation Law, and employers liability insurance providing limits at least in the amount of \$100,000/500,000/100,000 applicable to claims due to bodily injury by accident or disease.

**2. Commercial General Liability.** Including coverage for independent vendor operations, contractual liability assumed under the provisions of this contract, products/completed, operations liability, and broad form property damage liability insurance coverage. The policy shall provide liability limits at least in the amount of \$1,000,000 per occurrence, combined single limits, applicable to claims due to bodily injury and/or property damage. **Pender County shall be named as an additional insured under this policy.**

**3. Automobile Liability Insurance.** Covering all owned, non-owned and hired vehicles, providing liability limits, at least in the amount of \$1,000,000 per occurrence combined single limits, applicable to claims due to bodily injury and/or property damage.

**B. Indemnify the County:**

Vendor agrees to protect, defend, indemnify and hold the County, and its officers, employees and agents free and harmless from and against any and all losses, penalties, damages, settlements, recoveries, costs, charges, and other expenses or liability of every kind and character arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings or causes of action of every kind and character in connection with or arising directly or indirectly out of this agreement and or the performance hereof. Vendor further agrees to investigate, handle, respond to, and provide defense for any such claim at his sole expense.

**C. Termination of Contract:**

The County reserves the right to cancel the contract at any time by giving a thirty (30) day written notice. This is in addition to a fiscal year end cancellation caused by lack of funding. Any cancellation as described herein will not be considered a breach of contract and will not be subject to penalty payments or multi-functional and LaserJet printers removal charges.



## Required or Recommended Minimum Device Specifications

### Multi-Functional Copier Devices For Pender County, Burgaw,

#### 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.
Types of Originals:	Typed pages, invoices, drawings, ledgers, checks, photocopies, handwritten forms (pencil/ink), magazines, book text, FAX copy, photographs, transparencies
Image:	Zoom feature for reduction/enlargement, lighten/darken
Feeder:	Automatic
Finisher:	See specific copier/printer
Duplex:	All copiers/printers must have automatic feed with duplex two-sided copying ability.
Power:	110 – 120-volt, 220 volts where applicable
Meter Capacity:	Meter operation
Console stand:	Included where applicable

#### **Required Features:**

1. All units shall be network capable for print, copy, fax and scan. Scanning options shall not create a click charge. No additional hardware will be required for faxing, scanning, copying or printing.
2. Printer language must be PCL 6 and compatible with Postscript level II and III.
3. All units must have a minimum of 512 MB RAM.
4. Must have Graphical User Interface (GUI) access through the web to allow for monitoring copier functions such as viewing paper supply, toner supply, staples supply, copiers status, and online reading of meters.
5. Must be able to scan images to e-mail, network file share, and FTP.
6. All units should provide standard FAX modem with 33.6 Kbps minimum if requested by departments.
7. All units must meet ISO 15408 Security Standards.

#### **Other Features for consideration:**

1. Recommended Network Authentication (based on ADS/LDAP) to control usage and access.
2. Additional storage, if available, must be encrypted and only readable by that device.
3. Secure Print for confidential printing.
4. Some multifunction printers will be connected to an AS/400 and requiring IPDS.
5. Finishers - possible requirements: 10 bin, 20 bin, Stapling, Hole punch, Large capacity paper trays, Convenience stapler, Pamphlet Folder.
6. Wide format plotters.
7. Coin-Op (Library)

## **Color Multi-Functional Copier/Printer**

With the increased demand for full color copying and printing, departments have requested access to color copying. These devices will be used by departments to accommodate their current need for black and white copying, printing, faxing, and scanning as well as for full color output. The County will attempt to centralize devices between departments/divisions. There are a several locations that require a designated color capable copier. The monthly click charge for full color copies and prints will be billed based on the color copy count for that machine. The County must be able to separate the B&W and color count per machine and department code. The black and white click charge must be the same as all other monochrome photocopiers.

### **Administrative Requirements**

- A.** Vendor must provide a single designated account manager to work with Pender County as a point of contact who will have full authority over the contract, equipment and personnel who will be assigned to Pender County. This individual should have experience in the Multi-Function Machine/copier and printer business with a background in service, sales and management.
- B.** Vendor must include a list of any additional personnel, their contact information, and what their role and responsibilities are that will be assigned exclusively to Pender County.
- C.** The vendor must provide one invoice in an Excel spreadsheet or other agreed upon format emailed to the appointed County contact monthly. The invoice terms will be Net 30. The monthly invoice will include all costs associated with the monthly cycle counts from departments. The invoice shall, at minimum, include:
  - Invoice number
  - Bill/Invoice date
  - Department name and location
  - Machine serial number and ID number
  - Machine make/model
  - Current meter reading
  - Previous meter reading
  - B/W volume for month
  - Color volume for month
  - Service copy counts performed by vendor (applied as credit)
  - Total month volume
  - Dollar amount for each machine
  - Total of all machines???
- D.** The vendor will be required to gather monthly or quarterly copy counts for each multi-function machine and printer. An electronic invoice will be submitted on a monthly/quarterly basis, in arrears, for the actual number of copies produced.

# Request for Proposals Bid Sheet

## Comprehensive Multi-Functional Copier/Printing Cost per Copy Program For Pender County, Burgaw, NC

Bid furnished by: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

Tax ID #: \_\_\_\_\_

I (we) have carefully examined the Bid Information, reviewed the Bid Specifications, and all Addenda and therefore furnish the bid proposal as shown below.

### **BID PROPOSAL:**

#### **Sixty (60) month contract**

Price Per Copy Black & White:        \$ \_\_\_\_\_

Price Per Copy Full Color:            \$ \_\_\_\_\_

**NOTE: Black & white copies made on color photocopiers will be quoted at the same Price Per Copy rate as the Black & White rate listed above.**

#### **Name of Point of Contact dedicated to Pender County:**

Name	Phone Number	Email
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Provide names of personnel and their responsibilities who will be dedicated to Pender County:

Name	Responsibility
_____	_____
_____	_____
_____	_____

Provide 3 references for whom you have done business with in the last (3) three years (preferred consideration for County/City entities):

Name of Contact	Company	Phone Number
_____	_____	_____
_____	_____	_____
_____	_____	_____

Date of Bid Proposal: \_\_\_\_\_

By: \_\_\_\_\_  
*Authorized signature*

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

**Pender County's Cost Per Copy Program  
Request for Proposal**

**Appendix A  
Current Multi-Function and Printer Inventory List**

Department	Area/Location/Room	Address	City	Device ID	Make	Model number	Current Accessories	Average Volume Last 12 months	Fax Board/Right Fax
<b>County Manager</b>									
	Back Room	805 S Walker Street	Burgaw	EQU4020	Konica Minolta	Bizhub C554e	F5534 WITH SD511 PLUS RU513 FINISHER/KMBS PK 520 HOLE PUNCH/KMBS PC 410 LCC CABINET - see new # A2XM019	1822	Right Fax Connector
<b>Elections</b>									
	Central MFP	807 Walker Street	Burgaw	EQU3792	Konica Minolta	Bizhub C308	F5534 + RU-513 Finisher/DF-704 Dual Scan ARDF/DK 510 Enhanced Copy Desk	13477	Right Fax Connector
<b>Emergency Management</b>									
	Emergency Operations Center	805 Ridgewood Avenue	Burgaw	EQU4022	Konica Minolta	Bizhub C554e	F5534 + RU-513 Finisher/KMBS PC 410 LCC CABINET - see new # A2XM019	794	Right Fax Connector & Fax Board
	Emergency Operations Center- Planning	805 Ridgewood Avenue	Burgaw	EQU10259	Kyocera	Ecosys M3645idnKX		0	
	Emergency Operations Center- Finance	805 Ridgewood Avenue	Burgaw	EQU10260	Kyocera	Ecosys M3645idnKX		0	
	Emergency Operations Center- Operations	805 Ridgewood Avenue	Burgaw	EQU10266	Kyocera	Ecosys M3645idnKX		16	
	Fire Marshal-Tommy Batson	805 Ridgewood Avenue	Burgaw	EQU4123	Kyocera	FS-2100DN		56	
	Deputy Fire Marshal- Josh Elixson	805 Ridgewood Avenue	Burgaw	EQU4188	Kyocera	FS-2100DN		79	
<b>Extension Services</b>									
	Central MFP	801 S. Walker Street	Burgaw	EQU4001	Konica Minolta	Bizhub C454e	F5534 + RU-513 Finisher/KMBS PC 410 LCC CABINET - see new # A2XM019	703	Right Fax Connector
	Mark Seitz	801 S. Walker Street	Burgaw	EQU4119	Kyocera	FS-2100DN		92	
<b>Facilities &amp; Fleet Services</b>									
	Central MFP	210 S Bennett Street	Burgaw	EQU3787	Konica Minolta	Bizhub C308	F5534 WITH SD511 PLUS RU513 FINISHER/KMBS PK 520 HOLE PUNCH/DF-704 Dual Scan ARDF/KMBS PC 410 LCC CABINET - see new # A2XM019	1380	Right Fax Connector
	Vehicle Maintenance	210 S Bennett Street	Burgaw	EQU8410	Kyocera	FS-2100DN		324	
<b>Finance</b>									
	Finance	805 S Walker Street	Burgaw	EQU3960	Konica Minolta	Bizhub C308	F5534 + RU-513 Finisher/DF-704 Dual Scan ARDF/KMBS PC 410 LCC CABINET - see new # A2XM019	4013	Right Fax Connector
	Left	805 S Walker Street	Burgaw	EQU4117	Kyocera	FS-2100DN	PF-320 500 Sheet Feeder	2067	
	Carol Stewart/Payroll	805 S Walker Street	Burgaw	EQU4142	Kyocera	FS-2100DN		103	
<b>Health</b>									
	Animal Shelter	3280 New Savannah Road	Burgaw	UC1746	Konica Minolta	Bizhub C3350	FK-512 FAX KIT requires MK kit/MK-738 MOUNT KIT	3937	Right Fax Connector & Fax Board
	WIC	803 S Walker Street	Burgaw	EQU3802	Konica Minolta	Bizhub C368	F5534 + RU-513 Finisher/DF-704 Dual Scan ARDF/KMBS PC 410 LCC CABINET - see new # A2XM019	1033	Right Fax Connector
	Medical Records	803 S Walker Street	Burgaw	EQU3963	Konica Minolta	Bizhub C364e	F5534 + RU-513 Finisher/KMBS DF 701 DUAL ARDF/KMBS PC 410 LCC CABINET - see new # A2XM019	2353	Right Fax Connector
	Reception/Billing	803 S Walker Street	Burgaw	EQU3968	Konica Minolta	Bizhub C364e	F5534 + RU-513 Finisher/KMBS DF 701 DUAL ARDF/KMBS PC 410 LCC CABINET - see new # A2XM019	9546	Right Fax Connector
	Marjory Cooper	803 S Walker Street	Burgaw	EQU3969	Konica Minolta	Bizhub C364e	F5534 + RU-513 Finisher/KMBS DF 701 DUAL ARDF/KMBS PC 410 LCC CABINET - see new # A2XM019	1788	Right Fax Connector
	Eligibility	803 S Walker Street	Burgaw	EQU3979	Konica Minolta	Bizhub 4750	FS-P02 Finisher	643	Right Fax Connector
	Lab	803 S Walker Street	Burgaw	EQU3980	Konica Minolta	Bizhub 4750	FS-P02 Finisher/PF-P12 Cassette	1906	Right Fax Connector
	Immunization	803 S Walker Street	Burgaw	EQU3981	Konica Minolta	Bizhub 4750	FS-P02 Finisher	169	Right Fax Connector
	Nurse's Area	803 S Walker Street	Burgaw	EQU3991	Konica Minolta	BizhubC3350	PF- P13 Paper Feed Unit/DK-P03 Copy Desk	1503	Right Fax Connector
	Dental	803 S Walker Street	Burgaw	EQU3995	Konica Minolta	BizhubC3350	PF- P13 Paper Feed Unit/DK-P03 Copy Desk	1933	Right Fax Connector
	Child Health	803 S Walker Street	Burgaw	EQU3996	Konica Minolta	BizhubC3350	PF- P13 Paper Feed Unit/DK-P03 Copy Desk	2034	Right Fax Connector
	Environmental Health	803 S Walker Street	Burgaw	EQU4003	Konica Minolta	Bizhub C454e	F5534 + RU-513 Finisher/KMBS PC 410 LCC CABINET - see new # A2XM019	2539	Right Fax Connector
	Admin	803 S Walker Street	Burgaw	EQU4019	Konica Minolta	Bizhub C554e	F5534 WITH SD511 PLUS RU513 FINISHER/KMBS PK 520 HOLE PUNCH/KMBS PC 410 LCC CABINET - see new # A2XM019	2185	Right Fax Connector
	S.Steele/Hallway	803 S Walker Street	Burgaw	EQU4023	Konica Minolta	Bizhub C554e	F5534 + RU-513 Finisher/KMBS PC 410 LCC CABINET - see new # A2XM019	7111	Right Fax Connector
	Health Promotions	803 S Walker Street	Burgaw	UC1709	Konica Minolta	Bizhub C3350	DK-P03 Copy Desk/MK-738 MOUNT KIT/FK-512 FAX KIT requires MK kit	1978	Right Fax Connector
	Environmental Health	15060 US Hwy 17	Hampstead	EQU3957	Konica Minolta	Bizhub C368	DF-704 Dual Scan ARDF/F5534 + RU-513 Finisher/KMBS PC 410 LCC CABINET - see new # A2XM019	1525	Right Fax Connector

**Pender County's Cost Per Copy Program  
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**Appendix A  
Current Multi-Function and Printer Inventory List**

Environmental Health B/W	15060 US Hwy 17	Hampstead	EQU3966	Konica Minolta	Bizhub C364e	F5534 + RU-513 Finisher/DF-701 Dual Scan ARDF/DK 510 Enhanced Copy Desk	304	Right Fax Connector
Hampstead Annex Lab	15060 US Hwy 17	Hampstead	EQU3986	Konica Minolta	Bizhub C3850	PF- P13 Paper Feed Unit/DK-P03 Copy Desk	373	Right Fax Connector
Dental	803 S Walker Street	Burgaw	EQU4120	Kyocera	FS-2100DN		352	
Jennifer Walker	803 S Walker Street	Burgaw	EQU4127	Kyocera	FS-2100DN		326	
Billing	803 S Walker Street	Burgaw	EQU4129	Kyocera	FS-2100DN		1352	
Marti Smith	803 S Walker Street	Burgaw	EQU4158	Kyocera	FS-2100DN		179	
Environmental Health	803 S Walker Street	Burgaw	EQU4161	Kyocera	FS-2100DN		0	
Health Director	803 S Walker Street	Burgaw	EQU4162	Kyocera	FS-2100DN		365	
Ashley Batts	803 S Walker Street	Burgaw	EQU4179	Kyocera	FS-2100DN		507	
Savannah Hubach	803 S Walker Street	Burgaw	EQU4191	Kyocera	FS-2100DN		408	
Donna Ramos	803 S Walker Street	Burgaw	EQU4202	Kyocera	P6035cdn		28	
WIC-Clerk's Office	803 S Walker Street	Burgaw	EQU6308	Kyocera	FS-2100DN		0	
WIC-Claudette's Office	803 S Walker Street	Burgaw	EQU6314	Kyocera	FS-2100DN		611	
WIC-Kimberly's Office	803 S Walker Street	Burgaw	EQU6317	Kyocera	FS-2100DN		443	
WIC Summary	15060 US Hwy 17	Hampstead	EQU4139		FS-2100DN		550	
<b>Housing</b>								
Central MFP	805 S Walker Street	Burgaw	EQU4000	Konica Minolta	Bizhub C3850FS	PF- P13 Paper Feed Unit/DK-P03 Copy Desk	2202	Right Fax Connector
<b>Human Resources</b>								
Public Hallway	801 S Walker Street	Burgaw	EQU3970	Konica Minolta	Bizhub C368	F5534 + RU-513 Finisher/DF-704 Dual Scan ARDF/DK 510 Enhanced Copy Desk	1674	Right Fax Connector
HR Office Hallway	801 S Walker Street	Burgaw	EQU3973	Konica Minolta	Bizhub C368	F5534 + RU-513 Finisher/DF-704 Dual Scan ARDF/DK 510 Enhanced Copy Desk	342	Right Fax Connector
<b>Library</b>								
Coin Ops	103 S Cowan Street	Burgaw	EQU3951	Konica Minolta	Bizhub 284e	JAMEX COIN BOX/KMBS DF 624 ARDF/DK 510 Enhanced Copy Desk/JAMEX 57 BASE STAND FOR COIN BOX	1071	Right Fax Connector
Staff MFP	103 S Cowan Street	Burgaw	EQU3961	Konica Minolta	Bizhub C368	F5534 + RU-513 Finisher/DF-704 Dual Scan ARDF/DK 510 Enhanced Copy Desk	1597	Right Fax Connector
Heritage House Coin Ops	108 S Cowan Street	Burgaw	EQU3952	Konica Minolta	Bizhub 284e	JAMEX COIN BOX/KMBS DF 624 ARDF/DK 510 Enhanced Copy Desk/JAMEX 57 BASE STAND FOR COIN BOX	429	Right Fax Connector
Coin Ops	75 Library Drive	Hampstead	EQU3950	Konica Minolta	Bizhub 284e	JAMEX COIN BOX/KMBS DF 624 ARDF/DK 510 Enhanced Copy Desk/JAMEX 57 BASE STAND FOR COIN BOX	348	Right Fax Connector
Staff MFP	75 Library Drive	Hampstead	EQU3985	Konica Minolta	Bizhub C3850FS	PF- P13 Paper Feed Unit/DK-P03 Copy Desk	823	Right Fax Connector
Heritage House	103 S Cowan Street	Burgaw	EQU4132	Kyocera	FS-2100DN		45	
Public	103 S Cowan Street	Burgaw	EQU4203	Kyocera	P6035cdn	PF-510 500 Sheet Mult Purpose Feeder	2803	
Hampstead Library	75 Library Drive	Hampstead	EQU4197	Kyocera	P6035cdn		855	
<b>Parks &amp; Rec</b>								
Shooting Range	8718 Shaw Highway	Rocky Point	EQU4825	Konica Minolta	Bizhub C258	DF-704 Dual Scan ARDF/KMBS PC 210 PAPER CABINET	0	Right Fax Connector
<b>Planning &amp; Community Development</b>								
Central Permitting	15060 US Hwy 17	Hampstead	EQU3967	Konica Minolta	Bizhub 364e	F5534 + RU-513 Finisher/KMBS DF 624 ARDF/DK 510 Enhanced Copy Desk	549	Right Fax Connector
Central MFP	15060 US Hwy 17	Hampstead	EQU3974	Konica Minolta	Bizhub C368	F5534 + RU-513 Finisher/DF-704 Dual Scan ARDF/DK 510 Enhanced Copy Desk	705	Right Fax Connector
Planning Conference Room	805 S Walker Street	Burgaw	EQU3972	Konica Minolta	Bizhub C368	F5534 + RU-513 Finisher/DF-704 Dual Scan ARDF/KMBS PC 210 PAPER CABINET	1114	Right Fax Connector
Inspections	805 S Walker Street	Burgaw	EQU3971	Konica Minolta	Bizhub C368	F5534 WITH SD511 PLUS RU513 FINISHER/KMBS PK 520 HOLE PUNCH/DF-704 Dual Scan ARDF/KMBS PC 410 LCC CABINET - see new # A2XM019	2069	Right Fax Connector
<b>Register of Deeds</b>								
ROD Office	300 E Fremont Street	Burgaw	EQU3958	Konica Minolta	Bizhub C368	F5534 + RU-513 Finisher/DF-704 Dual Scan ARDF/DK 510 Enhanced Copy Desk	2737	Right Fax Connector
Vital Records	301 E Fremont Street	Burgaw	EQU3965	Konica Minolta	Bizhub C554e	F5534 + RU-513 Finisher/DK 510 Enhanced Copy Desk/KMBS DF 701 DUAL ARDF	679	Right Fax Connector
PUBLIC 4	302 E Fremont Street	Burgaw	EQU4116	Kyocera	FS-2100DN		0	
PUBLIC 2	303 E Fremont Street	Burgaw	EQU4136	Kyocera	FS-2100DN		155	
PUBLIC 1	305 E Fremont Street	Burgaw	EQU4149	Kyocera	FS-2100DN		0	
Sheila Green	306 E Fremont Street	Burgaw	EQU4157	Kyocera	FS-2100DN		611	
Donna Kinto	307 E Fremont Street	Burgaw	EQU4160	Kyocera	FS-2100DN		478	
PUBLIC 3	308 E Fremont Street	Burgaw	EQU4181	Kyocera	FS-2100DN		6	
Brenda Treto	309 E Fremont Street	Burgaw	EQU4185	Kyocera	FS-2100DN		0	
Lori Kennedy	310 E Fremont Street	Burgaw	EQU4187	Kyocera	FS-2100DN		368	
Donna Barton	311 E Fremont Street	Burgaw	EQU4190	Kyocera	FS-2100DN		401	
Terri Creswell	312 E Fremont Street	Burgaw	EQU7137	Kyocera	M3040idn		194	

**Pender County's Cost Per Copy Program  
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**Appendix A**

**Current Multi-Function and Printer Inventory List**

Sheriff's Office							
	101 Vitamin Drive	Wilmington	EQU3994	Konica Minolta	Bizhub C3850FS	PF- P13 Paper Feed Unit/DK-P03 Copy Desk	559 Right Fax Connector & Fax Board
	104 N Walker Street	Burgaw	EQU7427	Konica Minolta	Bizhub C368	FS533 Finisher/FK - 514 Fax Kit/DF-704 Dual Scan ARDF/DK 510 Enhanced Copy Desk	6361 Right Fax Connector & Fax Board
Jail Admin	104 N Walker Street	Burgaw	EQU3988	Konica Minolta	Bizhub C3850FS	PF- P13 Paper Feed Unit/DK-P03 Copy Desk	1805 Right Fax Connector & Fax Board
Det Hall	605 E Fremont Street	Burgaw	EQU3953	Konica Minolta	Bizhub C308	FS534 + RU-513 Finisher/FK - 514 Fax Kit/DF-704 Dual Scan ARDF/DK 510 Enhanced Copy Desk	3441 Right Fax Connector & Fax Board
Dispatch	605 E Fremont Street	Burgaw	EQU3959	Konica Minolta	Bizhub C308	FS534 + RU-513 Finisher/FK - 514 Fax Kit/DF-704 Dual Scan ARDF/DK 510 Enhanced Copy Desk	3276 Right Fax Connector & Fax Board
Admin-Main Hall	605 E Fremont Street	Burgaw	EQU4005	Konica Minolta	BIZHUB C454E	FS534 + RU-513 Finisher/KMBS FAX KIT FK511/KMBS PC 410 LCC CABINET - see new # A2XM019	4575 Right Fax Connector & Fax Board
Records	605 E Fremont Street	Burgaw	EQU4355	Konica Minolta	Bizhub C3850FS	PF- P13 Paper Feed Unit/DK-P03 Copy Desk	7050 Right Fax Connector & Fax Board
IT	605 E Fremont Street	Burgaw	EQU8607	Konica Minolta	Bizhub C3350	DK-P03 Copy Desk/MK-738 MOUNT KIT	12 Right Fax Connector & Fax Board
EOC Dispatch	805 Ridgewood Avenue	Burgaw	EQU4356	Konica Minolta	Bizhub C3850FS	PF- P13 Paper Feed Unit/DK-P03 Copy Desk	5 Right Fax Connector & Fax Board
SHERIFF DEPT--Hampstead Annex		Hampstead	EQU4354	Konica Minolta	Bizhub C3850FS	PF- P13 Paper Feed Unit/DK-P03 Copy Desk	966 Right Fax Connector & Fax Board
Courthouse	100 S. Wright Street	Burgaw	EQU7472	Kyocera	M3040idn		0
Jeanie Coleman	605 E Fremont Street	Burgaw	EQU4180	Kyocera	FS-2100DN		337
LEC	605 E Fremont Street	Burgaw	EQU4276	Kyocera	FS-2100DN		0
Jail Kitchen	104 N Walker Street	Burgaw	EQU5687	Kyocera	P2135DN		43
Civil Office	605 E Fremont Street	Burgaw	EQU10264	Kyocera	Ecosys M3645idnKX		321
Jail	605 E Fremont Street	Burgaw	EQU5059	Kyocera	M6535CIDN		868
Front Desk	605 E Fremont Street	Burgaw	EQU5075	Kyocera	M3540IDN		1924
Captain Billy Sanders	605 E Fremont Street	Burgaw	EQU5433	Kyocera	FS-2100DN		53
911-Jackie	605 E Fremont Street	Burgaw	EQU5688	Kyocera	P2135DN		163
911-Sharon	605 E Fremont Street	Burgaw	EQU5690	Kyocera	P2135DN		40
Major Collier	605 E Fremont Street	Burgaw	EQU9473	Kyocera	P2040DW		118
Soil & Water							
	Priscilla Pierce	15060 US Hwy 17	Burgaw	EQU10288	Kyocera	M6035cidn	145
Social Services							
Child Support Enforcement	305 S Walker Street	Burgaw	EQU4010	Konica Minolta	Bizhub C454e	FS534 + RU-513 Finisher/DK 510 Enhanced Copy Desk	3492 Right Fax Connector
East Wing South Hall MFP	810 S Walker Street	Burgaw	EQU4002	Konica Minolta	Bizhub C454e	FS534 + RU-513 Finisher/KMBS PC 410 LCC CABINET - see new # A2XM019	11224 Right Fax Connector
West Wing North Hall MFP	810 S Walker Street	Burgaw	EQU4008	Konica Minolta	Bizhub C454e	FS534 + RU-513 Finisher/KMBS PC 410 LCC CABINET - see new # A2XM019	6372 Right Fax Connector
West Wing Rm 108 MFP (E Gainey/A Gurganious office)	810 S Walker Street	Burgaw	EQU4009	Konica Minolta	Bizhub C454e	FS534 + RU-513 Finisher/DK 510 Enhanced Copy Desk	11254 Right Fax Connector
East Wing North Hall MFP	810 S Walker Street	Burgaw	EQU4011	Konica Minolta	Bizhub C454e	FS534 + RU-513 Finisher/KMBS PC 410 LCC CABINET - see new # A2XM019	2852 Right Fax Connector
East Wing North Hall 1 MFP	810 S Walker Street	Burgaw	EQU4012	Konica Minolta	Bizhub C454e	FS534 + RU-513 Finisher/KMBS PC 410 LCC CABINET - see new # A2XM019	11044 Right Fax Connector
East Wing North Hall 2 MFP(between bathrooms)	810 S Walker Street	Burgaw	EQU4013	Konica Minolta	Bizhub C454e	FS534 + RU-513 Finisher/KMBS PC 410 LCC CABINET - see new # A2XM019	3815 Right Fax Connector
West Wing North Hall 2 MFP (by bathrooms & mail station)	810 S Walker Street	Burgaw	EQU4014	Konica Minolta	Bizhub C454e	FS534 + RU-513 Finisher/KMBS PC 410 LCC CABINET - see new # A2XM019	5984 Right Fax Connector
West Wing MFP	810 S Walker Street	Burgaw	EQU4015	Konica Minolta	Bizhub C454e	FS534 + RU-513 Finisher/KMBS PC 410 LCC CABINET - see new # A2XM019	2208 Right Fax Connector
Day Care MFP-Back Trailer	810 S Walker Street	Burgaw	EQU4016	Konica Minolta	Bizhub C454e	FS534 + RU-513 Finisher/KMBS PC 410 LCC CABINET - see new # A2XM019	491 Right Fax Connector
West Wing North Hall 3 MFP	810 S Walker Street	Burgaw	EQU4017	Konica Minolta	Bizhub C454e	FS534 + RU-513 Finisher/KMBS PC 410 LCC CABINET - see new # A2XM019	2675 Right Fax Connector
Front Desk	810 S Walker Street	Burgaw	EQU4018	Konica Minolta	Bizhub C454e	FS534 + RU-513 Finisher/KMBS PC 410 LCC CABINET - see new # A2XM019	13906 Right Fax Connector
MAIN ENTRANCE / LEFT TURN AT DOUBLE DOORS / HALL	810 S Walker Street	Burgaw	EQU9389	Konica Minolta	Bizhub C3851FS	DK-P03 Copy Desk	4375 Right Fax Connector
Hampstead Annex MFP	15060 US Hwy 17	Hampstead	EQU3386	Konica Minolta	Bizhub 4750		602 Right Fax Connector
Hampstead Annex MFP	15060 US Hwy 17	Hampstead	EQU3978	Konica Minolta	Bizhub 4750	FS-P02 Finisher	304 Right Fax Connector
CSE STATE Printer	305 S Walker Street	Burgaw	EQU4138	Kyocera	FS-2100DN		714
CSE STATE Printer	305 S Walker Street	Burgaw	EQU4167	Kyocera	FS-2100DN		2851
Dorothy Beatty	810 S Walker Street	Burgaw	EQU4690	Kyocera	FS-2100DN		2022
Kelli Anderson	810 S Walker Street	Burgaw	EQU4122	Kyocera	FS-2100DN		1595
Pamela Henry-Smith	810 S Walker Street	Burgaw	EQU4124	Kyocera	FS-2100DN		1150
Tammy Hatcher	810 S Walker Street	Burgaw	EQU4125	Kyocera	FS-2100DN		1100
Bert Wilson	810 S Walker Street	Burgaw	EQU4126	Kyocera	FS-2100DN		0
Celia Pigford	810 S Walker Street	Burgaw	EQU4128	Kyocera	FS-2100DN		908
W3	810 S Walker Street	Burgaw	EQU4130	Kyocera	FS-2100DN		1250
Melony Malone	810 S Walker Street	Burgaw	EQU4133	Kyocera	FS-2100DN		0
Patricia Walker	810 S Walker Street	Burgaw	EQU4143	Kyocera	FS-2100DN		163
DSS Director	810 S Walker Street	Burgaw	EQU4144	Kyocera	FS-2100DN		486
Samantha Nixon	810 S Walker Street	Burgaw	EQU4145	Kyocera	FS-2100DN		23
Sherry Horrell	810 S Walker Street	Burgaw	EQU4146	Kyocera	FS-2100DN		2886
Amanda Graham	810 S Walker Street	Burgaw	EQU4147	Kyocera	FS-2100DN		68
Cathy Ingram	810 S Walker Street	Burgaw	EQU4148	Kyocera	FS-2100DN		831
Food & Nutrition	810 S Walker Street	Burgaw	EQU4150	Kyocera	FS-2100DN		0

**Pender County's Cost Per Copy Program  
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Current Multi-Function and Printer Inventory List**

Stephanie Summerland	810 S Walker Street	Burgaw	EQU4163	Kyocera	FS-2100DN		343	
Melinda Bradshaw	810 S Walker Street	Burgaw	EQU4164	Kyocera	FS-2100DN		570	
Nicole Maund	810 S Walker Street	Burgaw	EQU4165	Kyocera	FS-2100DN		889	
Aimee Watson-Green	810 S Walker Street	Burgaw	EQU4166	Kyocera	FS-2100DN		681	
Kristin Dombroski	810 S Walker Street	Burgaw	EQU4168	Kyocera	FS-2100DN		535	
Tonya Hooks	810 S Walker Street	Burgaw	EQU4169	Kyocera	FS-2100DN		772	
Adult Medicaid Supervisor	810 S Walker Street	Burgaw	EQU4170	Kyocera	FS-2100DN		1050	
Keisha Hooks	810 S Walker Street	Burgaw	EQU4182	Kyocera	FS-2100DN		153	
Leonora Corbett	810 S Walker Street	Burgaw	EQU4196	Kyocera	FS-2100DN		342	
Angelo Garcia	810 S Walker Street	Burgaw	EQU8611	Kyocera	ECOSYS P2040DW		379	
Aimee Watson-Green	810 S Walker Street	Burgaw	EQU8699	Kyocera	FS-2100DN		157	
<b>Tax</b>								
Main Tax Office	300 E Fremont Street	Burgaw	EQU3954	Konica Minolta	Bizhub C308		2237	Right Fax Connector
Appraiser	300 E Fremont Street	Burgaw	EQU3993	Konica Minolta	Bizhub 368		205	Right Fax Connector
tax collections PAST FRONT DOOR BEHIND COUNTER	300 E Fremont Street	Burgaw	EQU3987	Konica Minolta	Bizhub C3850FS		1565	Right Fax Connector
TaxLaser2	300 E Fremont Street	Burgaw	EQU4121	Kyocera	FS-2100DN		377	
Marie Jackson	300 E Fremont Street	Burgaw	EQU4134	Kyocera	FS-2100DN		259	
TaxLaser1	300 E Fremont Street	Burgaw	EQU4189	Kyocera	FS-2100DN		893	
Sarah Pridgen	300 E Fremont Street	Burgaw	EQU4131	Kyocera	FS-2100DN		602	
TC-1	300 E Fremont Street	Burgaw	EQU4151	Kyocera	FS-2100DN		513	
Takia McIntire	300 E Fremont Street	Burgaw	EQU4152	Kyocera	FS-2100DN		368	
Tereca Crenshaw	300 E Fremont Street	Burgaw	EQU4153	Kyocera	FS-2100DN		430	
TC-2	300 E Fremont Street	Burgaw	EQU4154	Kyocera	FS-2100DN		312	
Back Room	300 E Fremont Street	Burgaw	EQU4172	Kyocera	FS-2100DN		11	
Kayla Southerland	300 E Fremont Street	Burgaw	EQU4173	Kyocera	FS-2100DN		0	
Sarah Pridgen	300 E Fremont Street	Burgaw	EQU4174	Kyocera	FS-2100DN		668	
Jo Woods	300 E Fremont Street	Burgaw	EQU4192	Kyocera	FS-2100DN		176	
<b>Tourism</b>								
Central MFP	106 E Wilmington Street	Burgaw	EQU4021	Konica Minolta	Bizhub C454e	FS534 WITH SD511 PLUS RU513 FINISHER/KMBS PK 520 HOLE PUNCH/KMBS PC 410 LCC CABINET - see new # A2XM019	604	Right Fax Connector
Tammy Proctor	106 E Wilmington Street	Burgaw	EQU7537	Kyocera	FS-2100DN		19	
<b>Utilities</b>								
WasteWater Treatment Plant	469 Quality Way	Wilmington	EQU6350	Konica Minolta	Bizhub 4750		263	Right Fax Connector
Clerks	605 E Fremont Street	Burgaw	EQU3977	Konica Minolta	Bizhub 4750	FS-P02 Finisher/PF-P12 Cassette	5938	Right Fax Connector
Public Utilities Office	605 E Fremont Street	Burgaw	EQU4004	Konica Minolta	Bizhub C454e	FS534 + RU-513 Finisher/KMBS PC 410 LCC CABINET - see new # A2XM019	4422	Right Fax Connector
Water Treatment Plant	289 Quality Way	Wilmington	EQU3998	Konica Minolta	Bizhub C3850FS	PF- P13 Paper Feed Unit/DK-P03 Copy Desk	781	Right Fax Connector
Hampstead Annex Receptionist	15060 US Hwy 17	Hampstead	EQU3999	Konica Minolta	Bizhub C3850FS	PF- P13 Paper Feed Unit/DK-P03 Copy Desk	1602	Right Fax Connector
Clerk's Office	605 E Fremont Street	Burgaw	EQU4140	Kyocera	FS-2100DN	PF-320 500 Sheet Feeder	1358	
<b>Veteran Affairs</b>								
Roy's Office	805 S Walker Street	Burgaw	EQU3997	Konica Minolta	Bizhub C3850FS	PF- P13 Paper Feed Unit/DK-P03 Copy Desk	333	Right Fax Connector
Hampstead Annex	15060 US Hwy 17	Hampstead	EQU3990	Konica Minolta	Bizhub C3850FS	PF- P13 Paper Feed Unit/DK-P03 Copy Desk	681	Right Fax Connector
<b>Total Devices Requesting</b>			<b>164</b>					





## RFP: Cost Per Copy Program

# 201009-108

### ADDENDUM 1 - Questions and Answers

October 30, 2020

**NOTICE:** *The Request for Proposals (RFP) is modified as set forth in this Addendum. The original RFP Documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the RFP. Respondent shall take this Addendum into consideration when preparing and submitting its Proposal.*

### **QUESTIONS AND ANSWERS**

Q1. When are you trying to install the new equipment???

A1. February 2021

Q2. I am inquiring about exercising our option to view the historical copy and print volumes of the County. How do you recommend we accomplish that?

A2. Just a reminder that Appendix A shows the average volume of the past 12 months. Attached (Appendix B) is the historical volumes from our current contract starting from May 2016 through September 2020.

Q3. Section III: Scope of Work: Pg. 9: Could you please provide the total B&W and Color volumes for the County for Jan –Dec of 2019 and 2018.

A3. See Appendix B issued at the time of this Addendum.

Q4. Section III: Scope of Work: Pg. 10: Can you please provide the total number of net new additional units that were added over the previous 5-year contract period?

A4. 18 New Devices: 10 B/W Printers; 1 Color Printer; 5 Desktop MFP's; 2 Standard MFP's

Q5. Appendix A: It appears as though during your last contract period there was a significant number of B&W copiers that were replaced with color copiers. For example, your 2015 RFP required mostly B&W copiers in DSS....they are mostly color now. When were these copiers replaced, why were these replaced and did the County pay additional funds outside the contracted CPC for these replacements?

A5. DSS has only 2 MFP's that print color. No replacements. At no time has the County paid additional fees beyond the cost per copy.

Q6. Section III: Scope of Work: A. Multi-Function Machines: Pg. 10: How are you confirming the following requirement?

Q6A. If the manufacturer you are proposing has introduced a new model in any level and has the older model still available as a current product, you must offer the County only the newest model as part of the bid.

A6A. If the current model is still available and will not be End-of Life (EoL) or End-of-Support (EoS) during the duration of the contract, then yes, a new "current" model may be used. If the current model is EoL/EoS during the duration of the contract, then a newer model must be provided.

Q6B. Will the current vendor be allowed to leave any existing equipment as part of their response to this RFP?

A6B. No. All equipment must be new.

Q6C. Does the County have any expansions or new buildings that are in the planning stages right now?

A6C. Yes, but we do not expect that it will have any impact on our cost per copy contract.

Q7. Section III: Scope of Work: D. Faxing: Pg. 12: What version of RightFax does the County currently use?

A7. RightFax version 10.6. On October 26<sup>th</sup> Right Fax will be upgraded to version 11.2.

Q8. Section III: Scope of Work: E. Document Management System: Pg. 12: What version of Laserfiche does the County currently use?

A8. Laserfiche version 10.3.

Q9. Section III: Scope of Work: E. Document Management System: Pg. 12: Does the County have a license for the Laserfiche Import Agent? If yes, which version is deployed?

A9. Yes, the County has a current Laserfiche Import Agent license. Current version is 10.3.

Q10A. Anticipated Date of award is December 7<sup>th</sup>, 2020 – The last RFP was awarded in February 2016 with a start (install) date April 2016. That was a 60-month contract term which would put the contract ending March 2021. When will the new Contract begin?

A10A. Contract to be awarded in December. Equipment installation, service and billing to begin in February 2021.

Q10B. What is the expected install date?

A10B. Install date – February 2021

After the contract is awarded, we will meet with selected Vendor to plan an implantation schedule to be completed no later than March 2021. We expect the Vendor to be prepared knowledge of potential delivery dates of equipment.

Q11. Surge Protectors: Page 11 Item C indicates Surge Protectors (if required); Is this a requirement by Pender County on any of the devices?

A11. Yes, on all devices (MFPs and printers).

Q12. Will you provide annual volume information over the term of the contract currently in place?

A12. Yes, See Appendix B.

Q13A. Cloud Fax: Page 15 Item L - How many Fax Numbers will be ported over to the Cloud Fax Server?

A13A. 33 currently being used by RightFax

Q13B. What kind of access cards do Pender County Employees carry? Are they magnetic swipe cards, HiD, etc.

A13B. HiD/RFID card

Q14. Can you please provide volumes broken out Color vs. Black and White?

A14. See Appendix B.

Q15. If we are unable to provide connectors for Right Fax, would you consider an alternate solution?

A15. No

Q16. If we are unable to provide the connectors for Laserfiche, would you consider an alternate solution?

A16. No

**PLEASE SEE APPENDIX B issued October 30, 2020 for HISTORICAL VOLUME in pdf version. Visit [www.pendercountync.gov](http://www.pendercountync.gov) for an Excel file.**

*Addendum 2 is being issued to address questions from interested parties. Appendix B is being issued at the same time with historical volumes.*

**– END –**

















Equipment ID #	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	B/W Subtotal	Color Subtotal	
EQU7137	117	303	218	271	515	456	693	254	326	262	408	425	167	369	214	214	368	449	379	0	33	211	197	218	161	8514		
EQU7186 - B/W	15	37	23	45	68	19	1	26	55	25	57	2	39	2	0	0	0	0	0	0	0	0	1	0	9	456		
EQU7186 - Color	116	12	40	12	219	15	0	91	0	3	63	0	15	3	0	0	0	0	4	0	0	0	5	4	27	690		
EQU7427 - B/W	6172	7124	6045	6863	6866	6242	5914	5041	3283	9968	5849	3173	14265	6337	5640	4703	6952	6835	6199	5640	6814	4103	5783	7104	6771	176285	0	
EQU7427 - Color	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
EQU7472	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	455		
EQU7537	404	26	0	0	0	0	0	0	0	0	0	0	105	133	111	151	132	41	64	88	25	12	19	34	2199			
EQU8410					56	201	240	242	316	192	293	272	371	401	231	271	345	416	235	274	291	233	387	282	325	5874		
EQU8607 - B/W					0	0	336	44	335	36	7	8	22	0	14	10	0	0	0	2	40	120	232	24	0	1230		
EQU8607 - Color					0	0	5	0	16	12	1	3	3	0	0	1	79	137	3	6	12	0	0	1	0	279		
EQU8611										295	415	181	221	312	128	190	198	175	160	107	24	28	408	447	246	3535		
EQU8699							0	183	548	553	861	1084	537	791	243	216	318	314	256	230	474	115	112	102	252	7189		
EQU9389 - B/W									1818	1336	1522	3854	3818	5099	3111	2547	4244	5137	4603	2729	4014	4615	3192	4964	3790	60393		
EQU9389 - Color									99	148	143	1463	775	3188	2958	590	412	733	215	268	544	528	568	666	445	13743		
EQU9473													151	154	71	113	109	73	80	117	53	142	136	115	130	1444		
FC928 - B/W	1920	1568	0	4364	2725	0	3358	1789	2361	1195	4383	3412	2510	2279												50183		
FC928 - Color	1623	1269	0	3605	2432	0	3071	1928	1981	805	3499	2683	1990	1835													44259	
NH234 - B/W																											1791	
NH234 - Color																											658	
NH258 - B/W																									821	1579	2400	
NH258 - Color																								95	491	586		
NH336 - B/W																											2844	
NH336 - Color																											188	
UC1524 - B/W																											2411	
UC1524 - Color																											891	
UC1709 - B/W																						633	818	927	426		2804	
UC1709 - Color																							794	715	1570	1134	4213	
UC1746 - B/W																					33	633	1755	2123	2223	1627	8394	
UC1746 - Color																					15	527	1269	1897	1739	1406	6853	
<b>Sub Totals</b>																											<b>15,363,925</b>	<b>2,397,327</b>
<b>Grand Total</b>																											<b>17,761,252</b>	