



SUPERIOR COURT OF CALIFORNIA
COUNTY OF ALAMEDA
FINANCE BUREAU

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TO: POTENTIAL BIDDERS RECEIVING RFP NUMBER SC 015/049

FROM: Superior Court of California, County of Alameda
Finance Bureau

DATE: September 21, 2015

SUBJECT/PURPOSE OF MEMO: ADDENDUM NO. 1 TO RFP NUMBER SC 015/049

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This Addendum No. 1 is issued for the Digital Copiers/Managed Print Services RFP No SC 015/049 which was issued on August 27, 2015.

Questions received

Q1: Will the Court consider reviewing a third party lease agreement or will they issue a PO only against the award?

A1: Yes the Court will consider a third party lease agreement.

Q2: On page 52, section 2 addresses Assignment. Will the Court consider amending this to permit awarded vendor to assign to a third party the right, title and interest in the equipment and the right to collect payment but none of the obligations of the awarded contract?

A2: Yes the Court will consider this.

Q3: On page 34 the Court states that one of the requirements for Digital Copiers is "Edge to Edge" copying/printing. Will the Court please provide clarification as to what the expectation or need is?

A3: This simply means that the copy or print from the recommended equipment captures the entire page based on the original document from edge to edge.

Q4: The Court states that it will require awarded vendor to change out toner or consumables. Is the Court stating that awarded vendor will be required to have employee on site at all times to provide such services?

A4: No Court staff can install the toner cartridges into the equipment, however there needs to be a mechanism in place where toner cartridges are received and available to staff in a timely manner in which to make the replacement as needed.

Q5: Must ALL proposed devices include fax boards or does the Court wish to see this listed as "Accessory Option"?

A5: Please make it an accessory option.

Q6: **Attachment A-1, 4.9 - "...any discontinued model shall be replaced..."**

From time to time in this industry (typically every two to three years) every copier model will be discontinued and replaced with a new and improved model.

All manufacturers are required to provide parts and service for a period of seven years from date of discontinuation.

Replacing any/all discontinued models on the date of discontinuation will be an expensive cost consideration for the Contractor to bare and would need to be included in the Contractor's bid.

Is it the Court's expectation that the Contractor replace any model that may have been in service for a short time (days, weeks, months, or any time period of less than 5 years)?

A6: No the Court does not anticipate replacing any model in place less than 5 years, however in instances where the equipment's functionality is in question we need an option for replacement within its term.

Q7: **Emergency Maintenance**

The ability to provide on site repair service at any time of day or night will be an expensive cost consideration for the Contractor to bare and would need to be included in the Contractor's bid.

Is it the Court's expectation that the Contractor provide **emergency** maintenance and/or repair service to any/all Court locations outside of normal business hours of Monday thru Friday, between the hours of 8 AM thru 5 PM?

A7: The Courts expectation is that all maintenance and/or repair service to any/all Court locations be complete during normal business hours of Monday thru Friday, between the hours of 8 AM thru 5 PM.

Q8: What is the Court's definition of emergency maintenance?

A8: The Courts expectation is that the Contractor repair staff should be on-site within two (2) work hours after initial contact by the Court; or, within four (4) hours after a call back failed to fix the equipment problem. Contractor staff responding to calls made after 1:00 pm for repairs must be on-site no later than 9:00 am the next business day.

Q9: **Copier Program Manager CPM** and/or **Program Project Manager PPM**

The products and services provided by the Contractor will be at various locations throughout the County of Alameda.

Is it the Court's expectation that the Contractor's personnel replace all toner cartridges? ...for each of the Court's sites/locations?

A9: No Court staff can install the toner cartridges into the equipment, however there needs to be a mechanism in place where toner cartridges are received and available to staff in a timely manner in which to make the replacement as needed.

Q10: Is it the Court's expectation that one? (or more?) Copier Program Manager(s) CPM fulfill the tasks that are defined and described in the RFP, for all sites simultaneously?

A10: The Copier Program Manager is responsible for answering questions regarding copier features, special copying requirements, machine capabilities, etc. In addition, the Program Manager, in accordance with the manufacturer's specifications, shall coordinate the scheduling of all preventative maintenance and the scheduled replacement of supplies (drum, toner, developer, etc.). Each location has a main contact to facilitate service calls for equipment.

Q11: **Please clarify the offer/pricing guaranteed time period:**

Finance rates are subject to change over time. The RFP, as written, is requiring fixed pricing with conflicting number of days, please clarify.

Page 5, 7.3.2 Cost Proposal "...prices proposed...will be valid for a minimum of 150 days..."

Page 6, Item 8. Offer Period "...irrevocable offer for ninety (90) days..."

A11: It is expected that the lease prices quoted per machine will remain the same throughout the lease period. Should finance rates be a part of that calculation and calculated at the current rate there needs to be some mechanism in which the Court can determine its cost for equipment annually for budgeting purposes.

Event Dates

The event dates within the RFP remain as follows:

Latest date and time proposal may be submitted: October 5, 2015, 3:00PM

Evaluation of proposals (estimate only): Week of October 19, 2015

Oral Presentations (estimate only): Week of November 2, 2015

Notice of Intent to Award (estimate only): December 1, 2015

Negotiations and execution of contract (estimate only): December 7, 2015

Notice of Award (estimate only): December 14, 2015

Contract start Date (estimate only): January 1, 2016

Contract end Date (estimate only): December 31, 2020

If you have any questions please submit them directly to the Court's email address at bidquestions@alameda.courts.ca.gov. All questions will be answered in an Addendum and the document will be posted on the Courts website.

Thank you.