

Multi-Function Digital Networked Copiers

Request for Proposal: Questions & Responses

July 20, 2011

- 1. Will the State Bar accept proposals directly from authorized service agents, limited to the maintenance portion of the contract?**

No. The State Bar will accept proposals only from Original Equipment Manufacturers (OEMs), or the OEM-designated sales subsidiary/company, for a total solution that includes both leasing and maintenance.

- 2. Will the State Bar be willing to sign separate leasing and maintenance contracts?**

The contract for a total solution that includes both leasing and maintenance will be awarded to a single vendor. Once that award is made, the State Bar would consider signing separate leasing and maintenance contracts with the selected vendor, if it is mutually agreed that doing so will simplify administration of the contract. This would be a matter for discussion between the State Bar and the selected vendor.

- 3. Can vendors add columns or rows to the Itemized Cost Proposal spreadsheet (Attachment A) to identify additional items for which prices will be quoted separately?**

The Excel spreadsheet that was posted on our website is locked; only those portions highlighted in yellow are available for editing. In addition, it is the State Bar's intention that leasing and maintenance costs quoted by vendors in Attachment A be all-inclusive, with the only additional costs to consider being those related to possible equipment changes during the contract term (submission requirement #12). Nevertheless, a vendor which plans to quote any additional prices should note them in the appropriate "comments" section of Attachment A, including a reference to where in the proposal the additional charges are described in detail.

- 4. Will the State Bar consider changes to the warranty requirements listed in the RFP? We think it would be difficult to have a 90-day warranty period before the commencement of the maintenance agreement, as the maintenance agreement also includes the supplies necessary to operate the equipment. We would suggest that the equipment be covered under the maintenance agreement from day one, and that the "total customer satisfaction guarantee" apply to the entire contract period, not just the 90-day warranty period.**

The State Bar will consider reasonable proposals for adjustments to the warranty provisions that were noted in RFP Section II.J.1. Vendors should describe the warranty scheme/provisions they are proposing, in submission requirement #8 (warranty statement).

- 5. Will the State Bar consider changes to the way the 98% uptime requirement is defined? Defining the measurement period as one consecutive three-month period, as currently stated in the RFP, might not allow a vendor time to correct a problem, and might unfairly penalize a vendor for a single incident that could result in less than 98% uptime for a particular machine.**

The State Bar will consider reasonable proposals for adjustments to the uptime definition that was noted in RFP Section II.J.2. Vendors should describe the uptime definition they are proposing, in submission requirement #7 (description of equipment/overall package).

- 6. The RFP did not list any copiers for the Bar's Sacramento offices, and there was no information related to Sacramento in the fleet and usage data that was provided (Attachment C). Does the usage data that was listed for San Francisco include Sacramento? Will copiers for Sacramento be included in the contract?**

The contract will include copiers only in San Francisco and Los Angeles. Although the State Bar formerly maintained very small offices at two separate locations in Sacramento, one was closed in 2010 and the second will be closed by August 2011. Annual usage in the Sacramento offices was minimal. To the extent that Sacramento usage is transferred to machines in Los Angeles and San Francisco, it will not have a material impact on the usage data presented in Attachment C.

- 7. How long has your current fleet been in place?**

Most of the machines in the Toshiba e-Studio fleet have been in place since 2006. The Konica-Minolta C500 has been in place since 2006. The Ricoh Pro 1356EX has been in place since 2008.

- 8. Attachment D asks to list the standard and maximum paper capacity separately for letter, legal and ledger size paper. Copiers have multiple paper trays, most of which are adjustable to all of these sizes. So it could be misleading or inaccurate to state the capacities separately by size.**

On Attachment D and in submission requirement #7 (description of equipment/overall package), provide whatever notes/explanations are necessary so that the paper capacity is accurate and readily understood.

- 9. Many systems do not accommodate 110 lb paper stock in the lowest range machines (45 PPM). Will the State Bar still consider such systems?**

Yes. Please note such exceptions/limitations in submission requirement #7 (description of equipment/overall package).

10. Many systems do not offer fax board capability on upper range machines (85 PPM and higher). Will the State Bar still consider such systems?

Yes. Please note such exceptions/limitations in submission requirement #7 (description of equipment/overall package). In addition, since fax boards are one of the optional accessories for which pricing has been requested, please enter "0" in the Fax Board price on Attachment A, and make a note in the "comments" section. Please use this same process for any of the other optional accessories that may not be available for particular copier models.

11. Did you intend to include fax boards as part of the base price?

No. The RFP states that all machines except light production be fax capable, and that the price of a fax board per machine be listed as an optional accessory in the price proposal (Attachment A).

12. Our machines can handle multiple fax lines depending on the model. How many did you want to include as part of the price proposal?

For the purpose of the proposal, assume a single line fax board per copier. If machines have additional capabilities, these can be described as part of submission requirement #7 (description of equipment/overall package).

13. For your light production needs, you have specified copiers at 135 PPM. Based on the usage data you provided, we think lower level machines would be more cost effective, with a limited impact on performance. Will the State Bar consider proposals for lower level light production machines?

For the purpose of receiving apples-to-apples price comparisons, vendors are requested to quote the model most comparable to the Ricoh Pro 1356EX in the Bar's current fleet. As stated in RFP Section II.C, the exact composition of the new fleet to be provided, including number, size/speed, features and accessories, will be determined through a more comprehensive analysis to be conducted by the selected vendor and the State Bar. Alternatives to a 135 PPM light production model can be discussed at the time. If a vendor wishes to include in its proposal a preliminary recommendation for an alternative light production model, it may do so as part of submission requirement #7 (description of equipment/overall package).

- 14. Under Network Connectivity Requirements you included “Active Directory.” Does this mean that you require the copiers to work with LDAP in pulling an active directory from your network to load address books on to the copier?**

The Bar was not necessarily asking for that specific feature, though if it is available it is something we would consider using. The State Bar listed its network environment, with the requirement that any proposed equipment be compatible with that environment.

- 15. There are other standard features and optional accessories that were not listed in the RFP, but that we feel might be of interest to the State Bar. Should we include them in the proposal?**

Vendors can include such information as part of submission requirement #7 (description of equipment/overall package).

- 16. The RFP asks for the leasing price to include the cost of removing or swapping out the hard drives at the end of the contract. Our solution can include a data security kit on each copier, which re-writes the copiers’ hard drives multiple times, erasing all data. This might be a more cost effective solution than physically removing the hard drives. Would the State Bar consider this option?**

Yes, the State Bar would consider this option. Vendors should describe the proposed solution as part of submission requirement #7 (description of equipment/overall package).

- 17. The RFP asked that an external staple finisher be included as part of the base configuration, and included in the base lease price, and that a saddle stitch finisher be included as an optional accessory and priced separately. But if you were to order a saddle stitch finisher, this would be installed in place of a standard external staple finisher, not in addition to it. In Attachment A, how should we account for this? Should we list the line item price for a saddle stitch finisher, or just the delta?**

We apologize for this confusion. Since the base price already includes the cost of an external stapler finisher, the price listed for a saddle stitch finisher under optional accessories should be the delta, i.e., the full price of a saddle stitch finisher if ordered separately, minus the cost of an external stapler finisher that has already been included with the base lease price.

- 18. For the fleet management system, did you intend to have one system that manages San Francisco and Los Angeles together, or two separate systems for each city? If it’s one system, in which city did you intend to install any server software that might be required?**

The State Bar would prefer one fleet management system that covers both San Francisco and Los Angeles, but if it is technically or logistically more desirable to have two separate systems, that would also be acceptable. To the extent that there is any software to install on State Bar servers, it could be installed in either or both locations. The State Bar's network infrastructure is such that it can manage both locations from either location.

- 19. The RFP asked that vendors state their willingness/ability to bear the total or partial cost for returning the State Bar's exiting fleet of Toshiba e-Studio copiers (19 in San Francisco and 21 in Los Angeles) to the Lessor. Did you mean just the shipping cost, or a buy-out cost as well?**

We intended to include just the shipping costs. The Toshiba lease is ending.

- 20. The RFP asks vendors to submit copies of business licenses, professional certifications or other credentials, together with evidence that they are in good standing and qualified to conduct business in California. Are you referring to Technician Certifications?**

At a minimum this refers to a business license. If there are other relevant licenses and certifications, please submit those as well.

- 21. Do vendors need to submit annual reports and Attachment B (Vendor History Questionnaire)?**

Yes.