

Request for Proposals

**Comprehensive Multi-Functional Copier/Printing Cost per Copy / Copy Management
Service Leasing Agreement
for the
City of Hendersonville, North Carolina**

**ADDENDUM NO. 2
October 8, 2021**

This Addendum No. 2 consists of additional clarification as follows:

I. Procurement Process

A. Timetable:

The City expects to undertake the selection process according to the following schedule:

Anticipated Award Date: December 2, 2021
(Effective date 1/01/2022)

Clarification: The effective date may be negotiated with the City due to supply chain disruptions/machine availability and logistics but shall not exceed ninety days until full implementation.

III SCOPE OF WORK.

A. Multi-Function Machines

All equipment added to the contract after the Effective Date must be approved in advance by the City and recorded by the IT and Finance Departments. Should the City approve used machines at any point in the term of the contract, the City may request a record of service for each used machine. Machines with a history of maintenance problems will not be accepted. All equipment added during the term of the contract must have a manufacture date no earlier than six (6) months before the effective date of the contract.

AND

I. Addition of Multi-Function Machines During Installation

Every attempt has been made to identify and correctly determine the copiers in use in City departments, and their capabilities (included list in Exhibit A). 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 currently have and must be allowed to do so. No machine upgrade will be allowed to take place without the approval of the City Point of Contact.

Clarification 1: All equipment additions will assume the remaining term of the contract.

Clarification 2: The Police Department has provided a list (**Exhibit C**) of equipment necessary for inclusion and consideration of replacement within this RFP. This is only a reference list. A site visit (by appointment) is encouraged to determine exact needs of the entire organization. Print optimization / removal of devices with low to no printing is desired. Network printing is strongly encouraged where feasible.

D. Faxing

The City would like to have multi-function machines that are capable of sending faxes through analog phone lines.

Clarification: The city currently utilizes XX fax analog fax lines. It is not necessary for each machine to have faxing capabilities.

J. Machine Service

The vendor must provide a process for machine service and replacement and must meet the requirements of that process and devise and clearly explain their procedure for service and maintenance for all machines. Vendor will devise and clearly explain a Service Call System that will benefit the City and work within the vendor's capabilities. The Service Call System must provide the following at a minimum:

- 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 technician must notify the IT tech of the situation and expected follow up.

Clarification: In lieu of affixing a sign to a machine to indicate availability the technician may advise the point of contact either verbally or through email the specifics of machine outage and any expected delays.

E. Network Printing

All network printing to multi-function machines must be invoiced to a specific department by use of account code set up.

Clarification: All printing must be done within the network.

EXHIBIT C - Hendersonville Police Department Copier Needs
630 Ashe St. Hendersonville, NC 28792

Large M/F Color

Records
911
Patrol
Investigations

Medium M/F B/W

Parking
Lt/Sgt
Evidence
Training
Detectives POD
Admin Asst

Small B/W Print only

Records 1
Records 2
Patrol Interview
911 A
911 B
911 Supv
Invs Captain
Patrol Captain
Invs Lieutenant