

ADDENDUM NO. TWO

REQUEST FOR PROPOSAL

**LARGE VOLUME COPIER EQUIPMENT AND
STAFFING FOR REPROGRAPHICS**

PROJECT NO. 110-22

CITY OF THORNTON, CO

TO: Prospective Proposing Firms and all others concerned

DATE: September 15, 2022

PURPOSE: To provide additional information and clarification to the solicitation documents for the above-referenced Project.

1. The following information shall become part of the original Request for Proposal (RFP) for this Project:

A. The following has been revised to reflect an updated due date. Section A.1 Schedule of events:

<u>Solicitation Item</u>	<u>Date</u>	<u>Time</u>
Proposal Issued	08/25/2022	Noon
Deadline to Submit Additional Questions	09/08/2022	5:00 P.M.
Response to Written Questions	09/15/2022	5:00 P.M.
Proposal Due Date	10/05/2022	4:00 P.M.
Scheduled Site Visits Shortlisted Vendors (tentative)	TBD	

B. **Section B.2 Goals from this RFP:** The awarded vendor known as the Service Provider shall deliver and install new equipment, provide staff training, and have all operations fully operational and effective by May 1, 2023.

C. The award length is revised as follows:

Section B.3 Award Length: The initial award from this solicitation will be from May 1, 2023, through April 30, 2028. After the initial term expires, there will be the opportunity for a mutually agreed upon renewal up to five (5) additional years.

D. **Section B.4 Scope of Work General Considerations** – bullet point 2 has been revised as follows:

- Service Provider shall perform services necessary to operate all equipment in the Reprographics Center and run all copy jobs. Service Provider is expected to include software which will allow trained staff to manage all job workflow.

E. The equipment specified in the initial RFP document is incorrect and is revised as follows:

“Section B.4 Scope of Work – General Considerations, OPERATIONS AND MANAGEMENT:

C. Current Equipment in Reprographics

Leased Equipment to be replaced under new award:

- Ricoh PRO 8210s -Black and White Copier
- Ricoh PRO C5200S – Color Copier

Minimum Equipment Specifications: New model equipment with similar functions as existing copier equipment features listed below:

Ricoh PRO 8210s Black and White Copier - Branding Set (Engine), Finisher SR5050 with stapling function up to one hundred (100) sheets; Plockmatic Production Booklet Maker up to one hundred forty (140) pages; Plockmatic Rail Unit; Type 8200 Maintenance Package for unit includes: charger unit, drum cleaning unit, OPC, developer, belt cleaning unit, fusing cleaning unit, pre transfer belt unit, paper feed roller and waste toner bottle; TCRU 8200 routine service and onsite maintenance for maximum uptime and fusing unit; PPSE training Plockmatic PBM350, PPSE training M8200 family with GW, and PPSE training M8200 family fiery add on. Also included: onsite maintenance for lease term with fixed cost; delivery, installation, and set up.

Ricoh PRO 27100SX Color Copier - Branding set; replaceable parts for IQ includes: drum cleaning Unit, Charger roller unit, belt cleaning unit, pre-transfer belt unit, paper feeder rollers, fusing cleaning unit, and smoothing rollers; fusing unit, maintenance for 5th color for OPC, drum cleaning unit, and charger roller unit. Also included is a maintenance agreement for term of lease, delivery, installation, and set up.”

F. The following will be incorporated into **Section B.4 Scope of Work – General Considerations, OPERATIONS AND MANAGEMENT.**

“D. Copier Maintenance:

1. The maintenance coverage shall require an on-site response by the Service Technician to Thornton’s equipment location, within four (4) working hours after the initial call for service has been made.

2. Repairs shall be completed within four (4) working hours after the Service Technician arrives on the site.
3. All repairs shall be made on-site.
4. If the repair cannot be completed during the time specified, the Service Provider shall provide loaner equipment for the non-working portion of the equipment, if requested by Thornton.
5. All parts replaced in the equipment due to failure or preventive maintenance shall be approved by the manufacturer for use in that manner, and shall be of new manufacturer or fully reconditioned, in order to ensure that the equipment will continue to operate in an effective manner.
6. Upon request, the Service Provider shall provide the maintenance and shall provide reporting including but not limited to:
 - Service request reports, including dates and times of calls for service;
 - Dates and times the repairs were completed;
 - The cause of the problem; and
 - Dates and times of preventive maintenance.

Reports shall provide service data from the date of placement of equipment to the date of the request for the report.

7. The maintenance agreement shall include all parts and labor at a set monthly fee.

Coverage shall include preventive maintenance as suggested or required by the manufacturer.

- The Service Provider shall provide preventive maintenance Service without Thornton making the request.
 - Preventive maintenance shall be scheduled in advance with the Reprographics Center in order to avoid disruption of previously scheduled jobs.
8. Maintenance shall be provided by a company with operations located in the Denver Metro area within forty (40) miles of Thornton's Reprographics Center.
 9. Software upgrades shall be included in the maintenance cost and shall be provided and installed within thirty (30) Calendar Days of release.
 - Installation shall be scheduled with Thornton a minimum of fifteen (15) Calendar Days in advance of the installation.
 - Any upgrades that are loaded remotely require notification a minimum of fifteen (15) Calendar Days in advance of the installation.

10. Charges per click shall be for each impression. The charge shall be the same regardless of size of paper or image printed. It is highly desirable that usage charges be aggregated annually, allowing for peak usage with no penalty.
11. Monthly usage allowances shall be combined and computed on a quarterly basis at a minimum, with semi-annually desired. This combines the number of all monthly copy allowances into a longer specified period of time, in order to spread peak usage times over slower periods, and avoid excess charge penalties.
12. The Service Provider shall guarantee that the equipment placed in Thornton shall:
 - Be of standard new manufacture;
 - Be the latest model of a regular stock product;
 - Contain all new parts that are regularly used for the type of equipment offered; and
 - Contain no attachments or parts have been substituted or applied contrary to the manufacturer's recommendations and standard practices.
13. Thornton will not consider used, refurbished, or reconditioned copier equipment.”

G. In **Section D.6 Proposal Items, Bid item 1** replace current leased equipment in Proposal Items with the following:

- Ricoh PRO 8210S - black and white copier
- Ricoh PRO C5200S – color copier

H. In **Section E.6 Documents for Final Vendor Submissions**, incorporated the following:

“7) Provide Sample Vendor lease agreement with terms and conditions.”

2. The following questions and answers are provided for additional clarification to the RFP.

A. LEASE:

Q1: Would there be interest in a 60-month term (5 years) with the option to renew for 2 additional years?

A1: Refer to **1.C** in this Addendum.

Q2: Is award length desired length of lease 7 years?

A2: Refer to **1.C** in this Addendum.

Q3: Can Thornton confirm that a 7-year lease is requested for the production equipment?

A3: Refer to **1.C** in this Addendum.

B. EQUIPMENT: New specifications for copier equipment are provided in 1.E of this Addendum.

Q1: What feature requirements lead to the selection of the Micropress for B/w engine and fiery for color engine?

A1: Refer to **1.E** in this Addendum.

Q2: Please clarify the specifications required to match LCIT RT 5030? Is this letter/A4 only?

A2: Refer to **1.E** in this Addendum.

Q3: Regarding the Micro Press server:

- 1) Do you use it to provide Color Splitting on Color and BW files?
- 2) What are the media sizes that are required to print jobs?
- 3) Any custom size other than the standard sizes such as 8.5x11, 11x17, 12x18, 8.5x14, 13x19?
- 4) How many banks of tabs are used? Are they pre-cut tabs and Mylar?
- 5) What is the heaviest weight of Cover Stocks that will be printed?
- 6) Do any Preprinted shells need to be incorporated into a job, such as brochures with Preprinted covers?
- 7) Will you require any late-stage editing done on the Vendor's Digital Front End or any edits sent back to the user for corrections? Is this desirable?
- 8) Is pre-flighting of files part of the workflow process prior to the Production run?
- 9) Can Routine Jobs be templatized such as Hot Folders or Automated workflow setup? Given that these jobs are repeatable with routine page setup such as budget books, annual comprehensive financial report, council, planning and liquor packets, etc.
- 10) What PCL format required – PCL, PCL5, PCL5e or PCL6? How about PDF and Postscript file format?
- 11) Regarding the ordering of adequate stock of 20 lb. - 80 lb. what specific media is being used? Coated- Uncoated, any specialized paper?
- 12) Do you require to print 8.5 x 11 mostly – or do the 2-up and cut to size?
- 13) Is this for both color and black and white printing?
- 14) What is the City's Definition of "Spot or Highlight color and which do you print most - Spot or Highlight color?"
- 15) The Volume sheet in the RFP shows B/W Volume and averages and Color Volume and Averages. On the color device how much is B/W volume or are you separating the jobs where black goes

to the black and white device and color only goes to the color device?

- 16) What is your process for the Job Separation if this is the case?
- 17) If the color device is handling color jobs and black and white what is the Black and white volume going to that device?

A3: Refer to **1.E** in this Addendum for current equipment. However, additional responses are included below:

- 1) No.
- 2) Standard 8½ x 11 – 12 x 18.
- 3) No.
- 4) 5 Tabs, Precut, not Mylar.
- 5) 80 lb.
- 6) No.
- 7) No. This work is completed by the Communications Division.
- 8) No.
- 9) No. This work is completed by the Communications Division.
- 10) Typically PDF.
- 11) Varies depending on the job needs, typically copy and laser paper.
- 12) Typically 8.5 x 11 – 12 x 18 or we can 2-up and cut to size.
- 13) Yes.
- 14) Neither. The cost to run this print is expensive.
- 15) Print jobs are not separated; black and white jobs will be sent to the black and white copier and the color jobs will be sent to the color copier.
- 16) This process is not used.
- 17) Black and white jobs are sent to the black and white copier.

C. MAIL:

Q1: Mail - Can Thornton provide mail volumes (ie, in/out with accountable breakdown?)

A1: Mail volumes:

Pitney Bows Piece Count Out – July 10,451;
Denver Presort Piece Count Out – July 26,116;
USPS Inbound Piece Count – July 5,100;

Q2: What time does USPS pick up outbound mail? What times do the carriers ie, UPS, DHL, and Fed Ex arrive to pick up?

A2: Most carrier deliveries are between 9 am – 1 pm (Fed Ex, UPS are daily and Amazon a few times a week) and pickups are between 2 pm - 4 pm; USPS mail is picked up by Rocky Mountain mail daily Monday - Friday at 3:30 pm.

Q3: Can the existing online request system continue to be used or leveraged?

A3: The existing online system is owned by the current Service Provider.

- Q4: What percent of print jobs require offline finishing?
A4: Approximately 40% of jobs, binding, padding, cutting, hole punch, shrink wrap, boxing, and folding.
- Q5: What are the total number of print devices that the vendor staff shall be responsible for reporting on?
A5: See **1.E** in this Addendum for Leased Equipment to be replaced under new award.
Refer to the **RFP Section B.4 Scope of Work – General Considerations, OPERATIONS AND MANAGEMENT, C. Current Equipment in Reprographics** for all other Thornton owned equipment.
- Q6: Could the bidder solely bid on equipment? Does Thornton want the bidder to provide the finishing equipment mentioned under B. Copy Operations for both machines?
A6: Refer to the **RFP, Section B.4 Scope of Work**.
- Q7: Is Thornton asking the Service Provider to provide service on both the leased machines and the machines Thornton already owns?
A7: Refer to the **RFP, Section B.4 Scope of Work**.
- Q8: What are inbound mail volumes for USPS, Fed Ex, and UPS?
A8: TRAC inbound acceptable pieces for July – Two hundred forty-seven (247) pieces.
- Q9: What types of packages were received by Thornton – sizes, weights, any suspicious packages, any procedures for suspicious packages?
A9: Thornton receives various mail, envelopes, computer boxes/IT equipment, maintenance equipment, custodial supplies, pallets, police/fire equipment, evidence, paper and envelopes. The current Service Provider has procedures in place for suspicious packages and it is part of the new and annual staff training.
- Q10: List of requirements shows responsibility for providing CASS certified /presorted mail lists, does Thornton have a software solution already in place to do postal verification or will a solution need to be provided by the Vendor?
A10: Thornton has its own CASS that will be used by the awarded vendor.
- Q11: Does Thornton utilize its own software for tracking incoming packages or is it vendor provided?
A11: TRAC is owned by the current vendor. Awarded vendor will be expected to provide a similar software tracking.
- Q12: What is monthly outgoing volume of mail pieces (outside of utility bills and disconnection notices)?
A12: The Denver presort piece count is all utility billing mail. Pitney Bowes count includes the disconnection notices because the vendor runs the postage. Refer to **C. Mail Question 1** above.

Q13: Does Thornton have volume history for mail and packages/ packets (both inbound and outbound), similar to copy volumes provided?

A13: Refer to the answer in **C. MAIL Question 1** above.

Q14: Does Thornton possess CASS certified postal software?

A14: Yes.

Q15: Are copy requests being sent to other service providers at this time because deadlines can't be met?

A15: Offsite work shall be determined by the Project Manager. Offsite work usually consists of print jobs not possible with current equipment (ie, banners, large posters).

Q16: Have Smart Lockers been considered for package delivery?

A16: No, all deliveries are within work hours.

D. COPYING:

Q1: Does Thornton own its own software for incoming production jobs?

A1: TRAC is owned by the current vendor. Awarded vendor will be expected to provide a similar tracking software.

Q2: What is the percentage breakdown of incoming production jobs: copy vs. print?

A2: The majority of the incoming production jobs are print from files directly with few copy jobs.

Q3: Are all production jobs print-ready or do some require document creation/graphic design?

A3: Thornton's Communication's division will create or approve most of the designs to be printed (Utility bills are an exception). Some work may take some manipulation in the print software to do some tasks like numbering.

Q4: Does all production need to occur onsite or is the use of overflow permitted?

A4: Most work is completed onsite. Offsite work shall be determined by the Project Manager. Oversized projects have been sent out to other vendors as needed.

E. STAFFING:

Q1: Please elaborate on the onsite "Technician" responsibilities?

A1: Refer to the **RFP Section B.2 Goals from this RFP** and **Section B.4 Scope of Work Operations and Management**.

Q2: Are trained staff required to backup Vendor staff when they are out for paid time off?

A2: No.

Q3: Are you firm on having three full time employees or would you entertain having the successful Bidder suggest alternatives based on a thorough analysis of your needs?

A3: Bidders must respond in accordance with the requirements and specifications as defined within the RFP. If bidders would like to provide an alternate solution, they can do so under a separate cover and submit as part of the one (1) proposal submission. Any alternate solutions must be clearly identified. Refer to the **RFP Standard Proposal Considerations - Section 12.**

F. PRICING:

Q1: Does the annual hourly rate adjustment based on the CPI preclude contracted labor escalation?

A1: Thornton typically uses the most current Consumer Price Index for the Denver-Aurora-Lakewood. However, Thornton may consider other price indexes as deemed appropriate. The final agreement will contain the mutually agreed upon Price Index.

Q2: Pricing – What is the BW AMV for the BW device? What is the BW AMV and Color AMV for the color device.

A2: Refer to **1.E** in this Addendum.

Q3: Warranty – Is Thornton asking is there is an annual fee to keep these devices under service contract? If not, please clarify what Thornton is looking for with regards to pricing?

A3: Yes. Refer to the **RFP, Section D.6 Proposal Items** for proposed maintenance warranty of the leased equipment and proposed pricing for maintenance.

G. OTHER:

Q1: Will the associate have a cost that is associated with parking?

A1: No.

Q2: Please define or elaborate on the driving role. How many runs per day?

A2: The Service Provider's staff travel to the post office an average of 15 times per month, each week will vary. Service Provider is responsible for fueling the vehicle at Thornton's fuel station.

Q3: Printing jobs – is this a web-based tool? Owned by Thornton or incumbent?

A3: TRAC is owned by the current vendor. Awarded vendor will be expected to provide a similar tracking software.

Q4: Please further explain the supply ordering procedure and billing?
A4: Awarded vendor will be responsible for supply ordering. Billing is handled by the Project Manager.

Q5: Is pallet jack/lift certification required?
A5: No.

Q6: Will Thornton supply PDF sample files for Vendors to print?
A6: Yes.

Q7: What are current bindery volumes?
A7: Typically, Two – five (2-5) times per month.

Q8: Is Ricoh TRAC the online tracking system used for both copy and mail service requests?
A8: Yes.

Q9: Is TRAC being used for receiving accountable packages as well?
A9: Yes.

Q10: Are there any other TRAC modules being used?
A10: No.

Q11: Does Thornton have any plans for aged assets?
A11: No.

Q12: Does either of the production devices require booklet making finishing?
A12: Yes, the current color copier is equipped with the booklet option. Refer to the RFP, Section B.4 Scope of Work.

Q13: Can you elaborate on the requirement for PCL? Any specifics that vendors need to be aware of??
A13: Refer to **1.E** in this Addendum

Q14: Cancellation for Convenience Clause: Is this referring to service and the onsite staff for Thornton? Leases are non-cancellable unless for non appropriations. Will Thornton sign a non-cancellable lease?

A14: Thornton will review lease agreements provided by the proposing vendors prior to acceptance of terms. However agreements shall include a provision that after the first year, each additional year of the lease is year to year, to the extent it is subject to non appropriation.

Q15: Who is responsible for returning the existing equipment?
A15: The current vendor.

Q16: Please confirm date of when the samples are required to arrive at Thornton's facility?

A16: Samples shall arrive by bid closing date and time.

Q17: Does Thornton have a preference on the format of the proposal?

A17: Refer to **RFP Section E.5 Submission of Proposals**.

Q18: Will the proposal due date be extended to October 5th?

A18: Refer to **1.A** in this Addendum.

Q19: What is the planned award date?

A19: Award will be made after review and evaluation of proposals by the Selection Committee.

Q20: Is there any flexibility in the delivery and installation date in consideration of the global supply chain and microchip issues?

A20: Delivery and installation shall be in place prior to April 30, 2023.

Q21: Please clarify the specifications required to match the finisher SR5000. Do you require Z-folding?

A21: Refer to **1.E** in this Addendum.

Q22: Can you provide a more readable copy of the floor plan and a key to the codes?

A22: The floor plan was provided in the RFP. No additional information is available at this time.

3. All other terms and conditions shall remain unchanged except as provided by this Addendum. Proposing firms must acknowledge receipt of this Addendum in their Proposal.

END OF ADDENDUM NO. TWO

Megan deGrood, CPPB
Purchasing Manager

Date