



CITY OF EL SEGUNDO
350 Main Street
El Segundo, CA 90245

**ADDENDUM NO. 1 TO
REQUEST FOR PROPOSAL 24-05**

Date: February 26, 2024

To: All Prospective Vendors

This Addendum No. 1 to Request for Proposal (“RFP”) 24-05 is to answer questions received regarding RFP 24-05 and to modify the RFP. This Addendum is posted to the City of El Segundo’s website at <https://www.elsegundo.org/government/departments/city-clerk/bid-rfp> and is made available to all prospective vendors. This Addendum No. 1 and all information, clarification, and modifications provided herein shall be incorporated and considered part of RFP 24-05.

To acknowledge receipt of this Addendum No. 1 and to evidence that Vendor has read this Addendum No. 1, Vendor shall designate an authorized individual to sign below. Failure to include a signed Addendum with Vendor’s proposal may subject the proposal to immediate rejection.

Signature: _____

Date: _____

Print Name: _____

Title: _____

Vendor: _____

ANSWERS TO QUESTIONS RECEIVED REGARDING RFP 24-05

The questions and corresponding answers are listed in numerical order for ease of reference only. Where possible, identical (or near identical) questions are grouped together.

- 1. Question:** Can you please specify which of the 21 copiers will need color capabilities in section 1.A if any?

Question: For the 21 Copiers are you requesting a Color or BW model?

Question: For the 40, 60 & 80 PPM categories is the city considering B&W, Color Devices or is there no preference?

Question: Scope of Work Section 1A: Is the City looking for all color copiers in this section? If no, can the city please indicate which models vendors should price out as BW copiers and which models should be priced out as Color copiers?

Answer: All twenty-one (21) copiers need to be color.

- 2. Question:** Regarding the specifications for the 21-multifunction printer (MFP) copiers, does the city have any specific preferences for color printing capabilities and the inclusion of fax kits in these models?

Answer: All twenty-one (21) copiers need to be color. Fax is preferred.

- 3. Question:** Do the copiers need a Fax option?

Answer: Fax is preferred for all copiers and printers.

- 4. Question:** Does the City require faxing on any of the copiers or desktop devices?

Answer: Fax is preferred for all copiers and printers.

- 5. Question:** How does the city currently send / receive faxes?

Answer: The City uses Concord Technologies cloud fax services and faxing through the copiers.

6. **Questions:** Scope of Work Section 1B. Please confirm that the City is looking for a BW Desktop MFP here. Please confirm that the City is looking for a Color Desktop MFP here

Answer: Three (3) 57PPM black and white desktop copier and scanners. Three (3) 47 PPM color desktop copiers and scanners. Current models include: ECOSYS M3655idn, ECOSYS M6535cidn, and ECOSYS M6635cidn.

7. **Question:** Can you provide a list of your current equipment?

Answer: The City currently has 27 copiers and printers. The range of models are:

- ECOSYS M3655idn
- ECOSYS M6535cidn
- ECOSYS M6635cidn
- TASKalfa 3553ci
- TASKalfa 4053ci
- TASKalfa 4551ci
- TASKalfa 5053ci
- TASKalfa 6054ci
- TASKalfa 7052ci
- TASKalfa 7551ci
- TASKalfa 8052ci

8. **Question:** Do you have an on-site print shop? If so, which device(s) are located in the shop?

Answer: No.

9. **Question:** Is the City utilizing any MPS program with the incumbent?

Answer: Printers are managed by Kyocera Document Solutions using their Kyocera Fleet Services software.

10. **Question:** Are you using FMAudit?

Answer: No.

11. **Question:** For device management tools, does the City have preference on on-premise or Cloud software solutions?

Answer: No preference.

- 12. Question:** Is the City utilizing any Cloud applications such as DropBox, OneDrive, Sharepoint, and/or Google Drive?

Answer: Citrix Sharefile and looking to expand use of OneDrive.

- 13. Question:** How many locations does the City have?

Answer: Eleven (11) locations within an approximate two (2) mile radius. Of which, eight (8) locations are within an approximate 0.5-mile radius.

- 14. Question:** Of the 27 devices, approximately how many of the installations will require stair climbing (where no elevator/lift is available)?

Answer: Approximately one (1) device.

- 15. Question:** Will the City's internal IT Department offer installation support of print drivers on all workstations. If not, is the vendor expected to be entirely responsible for this and would like this cost factored into the pricing?

Answer: The City has a virtual desktop infrastructure with two (2) print servers. The City's Information Technology Services Department (ITSD) will install the drivers on the print servers.

- 16. Question:** Is Hole Punch necessary on all A3 products? What item(s) is it that they are all producing?

Answer: As stated in Paragraph H, Scope of Work (p. 2), the requirements listed must be included at a minimum in the proposal. Vendor can suggest modifications and/or additions if Vendor feel they are warranted. In which case, the Vendor must provide a brief reason why.

- 17. Question:** For the 40 ppm offerings, can the 1,000 sheet Finisher be replaced with a 500 sheet Inner Finisher? Would this be acceptable without penalty for non-compliance? It would be more cost effective and take up less floor space.

Answer: As stated in Paragraph H, Scope of Work (p. 2), the requirements listed must be included at a minimum in the proposal. Vendor can suggest modifications and/or additions if Vendor feel they are warranted. In which case, the Vendor must provide a brief reason why.

Proposals will be scored as outlined in Paragraph J, Administrative Elements. Note the "Technical Approach" category.

- 18. Question:** In regard to "320 Sheet Dual Scan Document Processor", is this 320 sheets simplex or duplex?

Answer: 320 sheet capacity capable of scanning double-sided documents in one (1) pass.

19. Question: In regard to "Dual 1,500 Sheet Trays", will the City only utilize 8.5x11 in these trays?

Answer: Yes.

20. Question: Do any of the copiers require 11 x 17 printing?

Question: Please confirm that all (21) copiers in Section 1A need to have 11*17 printing capability?

Answer: In addition to standard 8 by 11 inch (letter) size paper, all twenty-one (21) copiers need to print 8 by 14 inch (legal) and 11 by 17 inch size papers. All three (3) size paper needs to print from a dedicated tray.

Vendor can have one (1) dedicated tray to print both 8 by 14 inch (legal) and 11 by 17 inch size paper, separate dedicated trays for each size, OR other configuration provided it is consistent with the City's requirements.

21. Question: Will the City accept + or – 10 ppm machines for the 3 copier speed categories? Example - If Xerox only has a 70 ppm model versus a 80 ppm model.

Question: Can vendors recommend devices that are +/- 10 ppm for the (3) copiers speeds? Or per 1C, to provide the closest speed to the current PPM per the manufacturer?

Answer: As stated in Paragraph H, Scope of Work (p. 2), the requirements listed must be included at a minimum in the proposal. Vendor can suggest modifications and/or additions if Vendor feel they are warranted. In which case, the Vendor must provide a brief reason why.

22. Question: Is there a preference between a stapling capability of 50 pages or 100 pages?

Answer: 50 pages for 1,000 sheet finisher and 100 pages for 4,000 sheet finisher.

23. Question: Will a document feeder capacity of 300-sheets rather than 320 meet the City's requirements?

Answer: As stated in Paragraph H, Scope of Work (p. 2), the requirements listed must be included at a minimum in the proposal. Vendor can suggest modifications and/or additions if Vendor feel they are warranted. In which case, the Vendor must provide a brief reason why.

- 24. Question:** For the accessories listed here in the grid, should vendors provide the closest accessory listed- example if a vendor has a finisher with 3,000 sheet stapling but not a 4,000-sheet stapler?

Answer: As stated in Paragraph H, Scope of Work (p. 2), the requirements listed must be included at a minimum in the proposal. Vendor can suggest modifications and/or additions if Vendor feel they are warranted. In which case, the Vendor must provide a brief reason why.

- 25. Question:** Regarding the specifications for the booklet maker, would a capacity of 20 sheets per booklet meet your requirements?

Answer: The City routinely prints 32-page booklets. Vendor's proposal should include copiers with booklet maker that can handle that page count.

- 26. Question:** Do you currently have an existing secured print solution or is that something you would like the vendor to propose?

Answer: Our current vendor provides Private Print and PaperCut. Please include a solution in the submitted proposal.

- 27. Question:** Do you have additional scanning requirements beyond basic scan to email and scan to folder?

Answer: Feature to scan to cloud storage such as OneDrive or Sharefile.

- 28. Question:** Just to clarify, does the preference for a mailbox imply the need for scan-to-email capabilities?

Answer: The mailbox is a physical accessory feature to sort printed documents. Please refer to chart on page 3 of the RFP 24-05 for which printers will need a mailbox. All twenty-one (21) copiers should have scan-to-email capabilities.

- 29. Question:** Do you have Card authentication today? Or do you require Card authentication tomorrow?

Answer: City employees are provided a badge identification card. The current card is 26mghz RFID cards. Employees scan the card to log-in and access the copier. The City is looking to transition in the near future to HID iClass SEOS cards. Only the twenty (21) copiers listed under H, Scope of Work, 1A (see page 2) need to have card access compatible with both standards.

30. Question: Do the printers need to be RFID/HID compatible?

Answer: City employees are provided a badge identification card. The current card is 26mghz RFID cards. Employees scan the card to log-in and access the copier. The City is looking to transition in the near future to HID iClass SEOS cards. Only the twenty (21) copiers listed under H, Scope of Work, 1A (see page 2) need to have card access compatible with both standards.

31. Question: Is the City requiring card readers for these devices? If yes, is it a requirement for all (27) devices?

Answer: Yes. City employees are provided a badge identification card. The current card is 26mghz RFID cards. Employees scan the card to log-in and access the copier. The City is looking to transition in the near future to HID iClass SEOS cards. Only the twenty (21) copiers listed under H, Scope of Work, 1A (see page 2) need to have card access compatible with both standards.

32. Question: Does the City have a print management system currently that requires end user to authenticate at the device? If yes, what are the other functions of the print management system and should vendors price the card readers and software separately?

Answer: Yes. City employees are provided a badge identification card. The current card is 26mghz RFID cards. Employees scan the card to log-in and access the copier. The City is looking to transition in the near future to HID iClass SEOS cards. Vendor should include in pricing the card readers and any proposed software.

33. Question: Is the current incumbent providing automatic service calls and toner replenishment?

Answer: Yes.

34. Question: Please clarify the requirement for auto service and repair notification. Is the desired solution to have the equipment notify the vendor when maintenance service or supplies are required?

Answer: Yes. Vendor should be notified of the following types of events: printer errors, malfunctions, paper jams, and low supplies (*e.g.*, toner). Supplies should auto-ship to each printer location with clear identification which printer the supplies are for. Depending on severity of printer errors, malfunctions, and paper jams, Vendor should auto-schedule a technician to appear on-site to troubleshoot.

35. Question: Has the city previously utilized PaperCut MF for its reporting capabilities, and would there be interest in receiving pricing for this print management software?

Answer: City is currently using PaperCut MF.

36. Question: What type of device and usage reporting are you looking for?

Answer: Usage metric such as pages printed per device, total pages printed for fleet, supplies used, replacement of parts, date and time of malfunctions, dates serviced, and service call reports. Reports should be detailed to allow City and Vendor to identify trend such as increased wear and tear (from greater usage and increased parts replacement).

37. Question: Regarding the Scope of Work in Section (3)(f), could you provide further details on the specific types of sample reports you are requesting? For example, are you looking for service call reports, post-installation reports, periodic account reviews or installation preparation reports?

Answer: Usage metric such as pages printed per device, total pages printed for fleet, supplies used, replacement of parts, date and time of malfunctions, dates serviced, and service call reports. Reports should be detailed to allow City and Vendor to identify trend such as increased wear and tear (from greater usage and increased parts replacement).

38. Question: What analytics, if any, are you performing to quantify the impact of paper-laden processes on your business today?

Answer: Currently, none. Vendors are welcome to include suggestions for analytics in their submitted proposal.

39. Question: Can the City provide the volume for the 6 printers requested?

Answer: The City currently has three (3) “desktop” copiers with a three (3) month average print volume total of 6,000 for black and white and 3,000 for color.

40. Question: Can the City please provide the BW average monthly volume and Color monthly volume per device?

Answer: The approximate quarterly average for the City’s current 21 copiers and printers is 45,000 for black and white and 50,000 for color.

41. Question: Of the 50,000 monthly volumes, how much is B&W and how much is color?

Answer: The City has modified the monthly print volume – see below for details. The City is now looking for a 70,000 monthly print volume for black and white and a 70,000 monthly print volume for color.

- 42. Question:** Page 4 4-A. States a volume of 50,000 pages monthly. Please clarify is that 50,000 pages total for all devices and of the 50,000 pages, how many are mono versus color?

Answer: The City has modified the monthly print volume – see below for details. The City is now looking for a 70,000 monthly print volume for black and white and a 70,000 monthly print volume for color. Monthly print volume is for all 27 copiers and printers.

- 43. Question:** Please confirm that it's 50,000 for black & white and 50,000 for color totaling 100,000 in volume.

Scope of Work 4 -A. Vendor will provide on-call maintenance, including toner, parts, labor, overage charges based on 50,000 monthly volumes for black & white and color printing. The City will be responsible for the purchase of paper and staples.

Answer: The City has modified the monthly print volume – see below for details. The City is now looking for a 70,000 monthly print volume for black and white and a 70,000 monthly print volume for color.

- 44. Question:** Section 4A has a request for a monthly allowance of 50,000. Is the City looking for a “one rate” allowance for the copier and printers? If no, is the City looking for a service and supply plan for the copiers and then a separate plan for the printers?

Answer: The City is looking for on-call maintenance, including toner, parts, labor, overage charges for the entire 27 printer and copier fleet. Per modifications to the RFP, the City is looking for a 70,000 monthly print volume for black and white and a 70,000 monthly print volume for color.

- 45. Question:** As for the 50,000 monthly volume, does the city have any specific preferences for how the print allotment should be distributed across the print fleet?

Answer: No specific preference for print allotment across the print fleet. The City has modified the monthly print volume – see below for details.

- 46. Question:** Is the City requiring 1 service/supply contract to include all 27 units?

Answer: Vendor and the City will need to agree on the form of the agreement(s) for the equipment lease and maintenance-services-supplies.

- 47. Question:** Will the City accept 2 separate service/supply contracts- 1 for the 21 copier and 1 for the 6 printers?

Answer: Vendor and the City will need to agree on the form of the agreement(s) for the equipment lease and maintenance-services-supplies.

- 48. Question:** In section K.5 - can you please clarify if this pertains to termination of equipment lease and service agreement?

Answer: The termination rights in Section K, Paragraph 5 (p. 9) will pertain to the agreement(s) between Vendor and the City for the leased equipment and maintenance-services-supplies.

- 49. Question:** Regarding Section K 5 ***“City may terminate the agreement with or without cause with 30 days’ written notice to Vendor.”*** Can this request be negotiated if contract is awarded to us?

Answer: City reserves the right to add, modify, and/or waive terms to agreement(s) as it deem appropriate.

- 50. Question:** Section K: Agreement for Equipment Lease and Ongoing Services #5 – “City may terminate the agreement with or without cause with 30 days’ notice to Vendor”. We would need to take exception to that as the Lease itself with the designated financial institution is a fiduciary responsibility and commitment and is out of the Vendor’s control. Would not participating in the “cancellation for no cause” be a reason for dismissal and rejection of our submitted RFP?

Answer: City reserves the right to add, modify, and/or waive terms to agreement(s) as it deem appropriate. Vendor must include a requested written statement with the submitted proposal stating their willingness (or not) to accept terms listed and provide a brief reason why not.

- 51. Question:** Leases are typically binding through the leasing companies. Is this question referring to the service component of the agreement?

Agreement for Equipment Lease and Ongoing Services, Supply, and Maintenance Support:

5. City may terminate the agreement with or without cause with 30 days’ written notice to Vendor

Answer: The termination rights in Section K, Paragraph 5 (p. 9) will pertain to the agreement(s) between Vendor and the City for the leased equipment and the maintenance-services-supplies.

City reserves the right to add, modify, and/or waive terms to agreement(s) as it deem appropriate. Vendor must include a requested written statement with the submitted proposal stating their willingness (or not) to accept terms listed and provide a brief reason why not.

- 52. Question:** Section K #5: Due to leases being non-cancellable with the exception of non-appropriations, is this termination without cause within 30 days for service only?

Answer: The termination rights in Section K, Paragraph 5 (p. 9) will pertain to the agreement(s) between Vendor and the City for the leased equipment and the maintenance-services-supplies.

53. Question: In regard to "Please review and then provide the City with a written statement of Vendor's willingness to accept the terms. Please identify any term Vendor is unwilling to accept, in whole or in part, and the reason why." Is this to be completed during the process or as a part of our response?

Answer: Vendor must include the written statement with the submitted proposal.

54. Question: Please elaborate on quality control as it relates to this RFP. Deliverables 3 - e. Provide a detailed description and/or examples of your quality control procedures that ensures all work products delivered to the City (i.e., drafts and final versions) are of high quality, accurate and have been thoroughly reviewed prior to delivery to the City.

Answer: Describe any material or reference used to prepare the proposal. Discuss generally the steps taken to prepare the proposal, *e.g.*, which department created the proposal, who approved. Discuss when the recommended printer model was introduced, years in service, and any recent hardware updates. Describe any organization changes within the last three (3) years that allowed Vendor to meaningfully improve its ability to serve its customers.

55. Question: Please define nuisance. Scope of Work 4 -D. In the event a printer becomes a consistent nuisance or ceases function, Vendor shall replace the printer, at no cost to the City, with a printer with all the same functionality.

Answer: The City and its employees is dependent on working copiers and printers to serve the public. A nuisance is the interruption of the working functionality of the copiers and printers impacting that mission. A *consistent* nuisance is the continued, unabated interruption of the working functionality of the copiers and printers despite reasonable attempts – as defined by reference to industry standard – to remedy.

56. Question: Is there a specific pricing format required?

Answer: No.

57. Question: Does the City have any required pricing pages, or should vendors provide their own?

Answer: No required pricing pages.

58. Question: Can the City confirm if they want pricing based on base devices in grey and accessories priced out separately?

Answer: Pricing should include the device and any accessories/features.

- 59. Question:** Please define and elaborate on “not to exceed.”
Required Statements
a. A statement that all charges for services will be a “Not-To-Exceed” fee, as submitted with and made part of said Vendor’s quote.

Answer: Vendor must include a total price that includes all costs associated with the project. The total cost and each line item – including any recurring monthly charge such as maintenance-services-supplies and equipment lease - must be a not to exceed amount. Vendor should note in the written statement if Vendor is unable to and the reason why.

- 60. Question:** Will the City be posting the questions/answers for the various vendors?

Question: Will all vendors questions be shared with each other?

Answer: Yes, answers will be posted as an addendum to the RFP.

- 61. Question:** Will the City consider an time extension for this RFP?

Answer: There is no current plan for a time extension.

- 62. Question:** Is the city open to considering responses for a 5-year term, given that the total cost of ownership is generally lower with a 60-month lease?

Answer: A four (4) year term only.

- 63. Question:** Will electronically signed forms be accepted?

Answer: Wet signature preferred, but e-signature will be accepted.

MODIFICATIONS TO RFP 24-05

The following modifications are made to RFP 24-05:

Section H – Scope of Work, Paragraph 4(A) is revised to read as follows:

- “A. Vendor will provide on-call maintenance, including toner, parts, labor, overage charges for the 27 copier and printer fleet based on ~~50,000 monthly volumes a~~ 70,000 monthly print volume for black & white and a 70,000 monthly print volume ~~for~~ color-printing. The City will be responsible for the purchase of paper and staples.”

Section J – Administrative Elements 5, Paragraph 2 is revised to read as follows:

- “2. Vendor must provide all necessary personnel, instruments, equipment, and materials to perform the described services. Please note that all work performed on-premise for the City of El Segundo’s Police Department will require a valid identification card, a police escort through the building, and a warrant check. Without limiting the foregoing, this would include installation and subsequent maintenance of printers and copiers for the Police Department.

Section K – Agreement for Equipment Lease and Ongoing Services, Supply, and Maintenance Support is revised to read as follows:

“The City and Vendor will need to enter into ~~an~~ one (1) or more agreement for the leased equipment and the ongoing services, supply, and maintenance support. The City reserves the right to determine and negotiate the form of the agreement(s) and to add, modify, and/or waive terms to agreement(s) as it deems appropriate and with consideration to Vendor’s written statement. ~~The form of the agreement will be negotiated and the City reserves the right to determine the form of the agreement and to add/delete terms as it deems necessary. Notwithstanding the foregoing, the agreement must~~ The agreement(s) will incorporate the following terms:

1. All requirements regarding scope of work and technification specifications outlined in this RFP and/or addressed in Vendor’s accepted proposal.
2. A four (4) year term.
3. Vendor will represent and agree that it can performed the work outlined in generally accepted professional standards of practice.
4. A fifteen (15) day cure period upon notification of any deficiencies.

5. City may terminate the agreement with or without cause with 30 days' written notice to Vendor.
6. Vendor may terminate the agreement with cause with 90 days' written notice to City.
7. Vendor will agree to the following indemnification:
 - a. Indemnification for Professional Services. VENDOR will save harmless and indemnify and at CITY's request reimburse defense costs for CITY and all its officers, volunteers, employees and representatives from and against any and all suits, actions, or claims, of any character whatever, brought for, or on account of, any injuries or damages sustained by any person or property resulting or arising from any negligent or wrongful act, error or omission by VENDOR or any of VENDOR's officers, agents, employees, or representatives, in the performance of this Agreement.
 - b. Indemnification for other Damages. VENDOR indemnifies and holds CITY harmless from and against any claim, action, damages, costs (including, without limitation, attorney's fees), injuries, or liability, arising out of this Agreement, or its performance. Should CITY be named in any suit, or should any claim be brought against it by suit or otherwise, whether the same be groundless or not, arising out of this Agreement, or its performance, VENDOR will defend CITY (at CITY's request and with counsel satisfactory to CITY) and will indemnify CITY for any judgment rendered against it or any sums paid out in settlement or otherwise.
8. Vendor will maintain the following insurance policies and limits throughout the term of the agreement:
 - a. Commercial general liability: \$ 1,000,000
 - b. Professional Liability \$ 1,000,000
 - c. Business automobile liability \$ 1,000,000
 - d. Workers compensation Statutory requirement
9. Vendor will maintain a current business license with the City throughout the term of the agreement.

Please review and then provide the City with a written statement of Vendor's willingness to accept the terms. **Please identify any term Vendor is unwilling to accept, in whole or in part, and the reason why.**"

END OF MODIFICATIONS

Except as modified, all other information in RFP 24-05 is unchanged.