



CITY OF HOUSTON

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August 4, 2010

SUBJECT: Letter of Clarification No.2
Multi-Function Office Machines for Various Departments

REFERENCE: Request for Proposal No.: S30-T23683

TO: All Prospective Respondents

This Letter of Clarification is issued for the following reasons:

• **To revise the above referenced solicitation as follows:**

1. Page 18, SCOPE OF WORK, should be revised to add Section 27.0 Encryption:

27.1 Recognizing that certain information handled by many city departments fall under local, state, and federal regulations and must be safeguarded from accidental release any multi-function device specified must have the capability to securely store information by way of encryption during the print cycle, as well as, immediately self erase information at the end of the printing cycle. Due to erasure/overwriting methods varying all vendors must meet standards defined in US Department of Defense standard 5220.22-M standard for disk sanitization.

• **The following questions and City of Houston responses are hereby incorporated and made a part of the RFP:**

1) When does the existing copier contract expire? The RFP suggests an effective contract term starting or about 1/1/2011?

Answer: The current contract expires April 4, 2011

2) Can you provide total annual copier volumes? Monochrome? Color? Product Group?

Answer: This is listed on the website under Appendix A.

3) Are there any other unique printing requirements? (i.e. MICR). Which departments?

Answer: No

4) Question - Is toner included in current lease rate or do you purchase separately? Can you provide a rolling 12 month average of toner usage?

Answer - Toner is included in the lease rate. No usage available.

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- 5) Does the current fleet include any customer owned devices? If so, how many? Which models/departments?

Answer – No.

- 6) Question - Are all copier contracts co-terminous?

Answer – No, only the City can terminate the contract.

- 7) Question - If a print discovery has been performed since the implementation of this contract, can you share this information for bid purposes?

Answer – N/A.

- 8) Question - What is the current criteria and process to request a copier?

Answer – The user department sends a request to the City Purchasing Agent.

- 9) Question - What is the approval process for a copier?

Answer – The City Purchasing Agent approves the department request and sends a letter to the contractor requesting the addition copier.

- 10) Question - What network tool is used to manage the fleet of copiers today? Who manages this process?

Answer – The City Purchasing and staff manage the fleet process as far as invoices, location of copiers etc.

- 11) Question - Is IT responsible for the connectivity of multifunction devices?

Answer – Yes, ITD will handle the device connectivity.

- 12) Question - Can you identify your mission critical copiers? Which departments?

Answer – No.

- 13) Question - Has the city implemented a right size approach with multifunction devices? Which departments? How long?

Answer – Yes, all departments for over five years.

- 14) Question - Does your current program require loaner or hot swap devices? If so, where are these devices stored?

Answer – No.

- 15) Question - Will the City consider next day support on non mission critical copiers?

Answer – No.

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- 16) Question - What is your printer strategy?
Answer – Refer to RFP Scope of Services.
- 17) Question - How many printers are installed city wide?
Answer – See appendix A.
- 18) Question - What is your current asset disposition strategy?
Answer – Contractor is responsible at the end of the contract term to remove machines.
- 19) Question - Do you have account reviews with current vendor? How often?
Answer – Yes, bi-monthly.
- 19) Question - Are there any special integration requirements for document management platforms, help desk, etc?
Answer – No.
- 20) Question - Does the city require Ledger (11x17) capable copiers in all cases or are A4 (letter, Legal) copier's sufficient, especially in the low volume placements?
Answer – Not for under 30 ppm.
- 21) Question - Does the City of Houston want to have each machine on an independent lease or a Master Lease Agreement with Terms and Conditions with a Schedule for equipment to be added as needed?
Answer – Each machine will be billed to the City on a monthly basis. Additional machines can be added according to the contract fee schedule. Also, the City can delete machines from locations when necessary.
- 22) Question - Or does the City of Houston desiring to have a MLA and then a P.O. to order the equipment?
Answer – See answer to question 21.
- 23) Question - Does the City of Houston have a specific accounting structure that they desire for billing to fit within?
Answer – The City has procedures and codes for billing purposes which will be given to the Contractor in a pre-performance meeting.
- 24) Question - What kind of accounting structure, budget structure, or coding system does the City of Houston wish to be billed by?
Answer – See answer to question 23.
- 25) Question - Do you wish to separate the Equipment charges from the Service and Supply charges?
Answer – All charges need to be itemized.

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- 26) Does the City of Houston want one inclusive bill for Equipment and Service and Supply?
Answer – No.
- 27) Question - Or does the City of Houston desire to have each machine billed precisely for the usage that each machine does independently from the equipment leasing charge?
Answer – Correct.
- 28) Question - Does the City of Houston want a bulk usage amount for color and black and white with a bulk overage to be billed monthly or quarterly?
Answer – No.
- 29) Question - If the City of Houston plans to use a Master Lease Agreement will there be a merging of Terms and Conditions with the Terms and Conditions set for in the Solicited bid.
Answer – N/A
- 29) Has the City of Houston had considered State Approved Agreements such as TxMAS or DIR?
Answer – Yes.
- 30) Question - There would be Terms and Agreements within the State Contracts that would guide those contracts. Is the City of Houston aware of those Terms and Agreements?
Answer – Yes.
- 31) Is there a specific contract that the City of Houston would like to use?
Answer – N/A
- 32) Question - In the Bid S30-T23683 the City of Houston is asking for a 36 month lease with two 12 month renewal options. Would the City of Houston like to see what the difference would be between a 36, 48 and 60 month rate so as to see the best lease factor for the lease?
Answer – Vendors can propose whatever they choose, but a lease price as requested in the RFP needs to be submitted as well.
- 33) Which financial arm carries the paper on your current lease?
Answer – N/A
- 34) Question - Are there any particular financial arms you do not want to do business with?
Answer – N/A
- 35) Do you wish to divide the Equipment charges from the Service and Supply billing? That would create two separate invoices, one for Equipment and one for Service and Supply.
Answer – One invoice with items listed

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- 36) When you add Equipment to the fleet after your original lease in place, say for example several months down the road, do you wish to have the new equipment to be added co-terminus to the original lease, or on a schedule with the new Master Lease Agreement?

Answer – Neither, it will be added per the original contract terms and according to the fee schedule.

- 37) Question - Does the City of Houston have standard space requirements that surround the equipment so as to allow service on each unit to be accomplished by the service technician? Do you have your equipment located in areas that allow adequate space for technical service?

Answer – Yes.

- 38) Question - Do you have a network drop at each placement location? Do you currently have all of your equipment connected with network?

Answer – Yes.

- 39) Question - Do you have printers that are dedicated to one PC or Mac?

Answer – Yes.

- 39) Question - Do you currently have wireless printing?

Answer – No.

- 40) Question - Do you currently use Bluetooth features for printing?

Answer – No.

- 41) Question - Do you have equipment that is able to print and scan to and from a thumb drive?

Answer – N/A.

- 42) Question - Does each Department currently utilize scanning features on their equipment include e-mail capabilities?

Answer – No.

- 43) Question - What primary software program does the City use to retrieve scanned document?

Answer – Adobe Reader.

- 44) Question - Is there a primary Document Management system?

Answer – No.

- 45) Question - Does each department pick their own software or is there a standard Software selection that is used?

Answer – Adobe Reader.

- 46) Question - Do you have your software loaded on your servers for all to use or does each PC or Mac have the software required for their use independently distributed and loaded?

Answer – PC loaded.

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46) Question - Do all of your facilities where the current and proposed equipment is placed meet the standard codes for electrical requirements?

Answer – Yes.

47) Question - If there is a required electrical plug adjustment to fit the newly proposed equipment who does the City feel the responsibility falls on.

Answer – City of Houston, General Services Department.

48) Question - Concerning the reporting requirement for the equipment to deliver meter reading via a network port for the purpose of reporting is the City of Houston Strategic Purchasing Department and the Information Technology Department in agreement that they desire to have automatic meter reads and reporting via the network, or is there a need for discussions in that particular area?

Answer - To be discussed in contract negotiations.

49) Question - Please clarify the facility size for the designated staging area that the City of Houston will provide to use for installation of the new equipment?

Answer – Each department has various facilities and that will be discussed and planned at the pre-performance meeting

50) Question - The City of Houston would like for your chosen vendor to install the new equipment within 60 days. Please clarify if the 60 days are business days or calendar days?

Answer – Calendar days.

51) Question - Will any of the facilities be available for delivery and installation on the weekend?

Answer – No.

52) Question - Will the incumbent be removing their equipment prior to the new placement, pick up their equipment after de-installation and removal, or does the City require the awarded vendor to return the current equipment to a designated location?

Answer – Incumbent will remove their equipment.

53) Question - Is there a balance of payment due on the current equipment?

Answer – N/A

54) Question - Would there be any balance settlement that the City would require included in the financials?

Answer – No.

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- 55) Question - Please clarify page 5 item 15.0 The City may terminate the performance under a Contract in the event of a default by the Prime Contractor and a failure to cure such default after receiving notice of default from the City. Default may result from the prime contractor's failure to perform under the Terms of the Contract or from the Prime contractor being insolvent, having a substantial portion of its assets assessed for the benefit of creditors, or having a receiver or trustee appointed. (I perceive this to say that if the awarded vendor should have financial difficulties and that should result in the City of Houston not receiving the service agreed upon, then the City of Houston could call foul and move on. Are you requiring a clause so as to be released from your contract for any reason?)

Answer – The language will remain as stated.

- 56) Question - The current multifunction devices serve as the primary faxing devices for all departments. Should fax capabilities be required on all proposed devices to prevent the City from having to procure individual fax devices and the associated maintenance contracts?

Answer – Submit a best practices proposal, but not necessarily a requirement.

- 57) Question - 2. The City is currently able to automatically create text searchable PDF documents while scanning on the multifunction devices. Is this a requirement in the new contract?

Answer – The requirements are listed on the RFP, the proposer may submit a price for this service.

- 58). Question - The Mayor's Office, CIO, and ARA Director recently expressed concern and required validation of multifunction device and hard drive security features, Image Overwrite, hard disk encryption (128-bit AES encryption minimum,) and separation of the analog fax line from the network satisfied their concerns. Are these features a requirement?

Answer – A letter of clarification will address this issue.

- 59) Question - Due to recent MFD security concerns, should the RFP response include a documented process for handling returned equipment, including documenting where returned equipment, including the hard drive, is physically destroyed? Will the City consider making Vendor Security programs and processes part of the overall RFP evaluation point process?

Answer – Submit your ideas and procedures into your proposal.

- 60) Question - The City of Houston has supported the Mayor's Go Green and Sustainability campaigns with duplex printing, cartridge recycle program, energy efficiency, and exploration of new, sustainable printing technologies. Will the City consider making Vendor Sustainability programs and processes part of the overall RFP evaluation point process?

Answer - Submit your ideas and procedures into your proposal.

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- 61) Question - The current environment includes 7 on-site associates reporting daily to the City during standard operating hours, performing the following activities:
- a. Respond to Service Response Requests
 - b. Supply Management/ Delivery
 - c. Ongoing end-user / New Hire Training
 - d. Equipment Move and Relocation Coordination
 - e. Systems Analyst Activities such as print driver loads, configures scanning templates, assist City IT Dept. as needed (server migration, LDAP, network configuration, Disaster Recovery support, etc.)
 - f. Meter Data Collection
 - g. Customized Billing support
 - h. Provide Detailed Reporting to include utilization, up / down time metrics, asset tracking,
 - i. Track all activities, providing the City with Transparency
 - j. Manage and provide support to all time sensitive special project requests (i.e. Security Audit)
 - k. On Site support requirements of laptops, blackberries, and vehicles are provided

Will these on-site services and this level of support be a requirement of the new contract?

Answer – Submit your ideas and procedures into your proposal.

- 62) Question - Does the contract require the ability to trade up, trade down, or remove devices with 30 day notice and NO financial penalty? (A rental contract)

Answer – Submit your ideas and procedures into your proposal. The vendor may submit a charge for changing or moving machines.

- 63) Question - Currently, all devices over 30ppm are able to scan and output up to 11x17 size paper. Is this a requirement in the new contract?

Answer – It is not required for machines under 30 ppm. Submit with your pricing the cost for machines over 30 ppm.

- 64) Question - The current contract provides moves within the same building at no charge by onsite personnel. Moves from building to building are completed with a quoted cost. Is this a requirement in the new contract?

Answer – The propose may submit a cost for machine redistribution.

- 65) The current contract provides an on-site systems analyst dedicated only to the City of Houston daily from 8am -5pm. Is this a requirement in the new contract?

Answer – Yes

- 66) Question - Additionally, the current contract provides second and third level IT support at no additional cost. Is this a requirement in the new contract?

Answer – Yes

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- 67) Question - The current contract provides a telephone helpdesk with personnel trained specifically on the City's contract requirements, equipment, and processes, **solely dedicated to the City of Houston, equipped with a unique telephone number** available only to City employees. Is this a requirement in the new contract?

Answer – The contract requirements are listed in the RFP. The proposer may submit how they would implement a telephone help desk.

- 68) Question - The current contract provides detailed monthly billing which includes the following:
- a. Device breakdown by serial number including copy, print, fax, and scan volumes
 - b. Monthly cost per unit, including any additional volume charges
 - c. Any proration credits applied by serial number
- Is this a requirement in the new contract?

Answer – See the RFP.

- 69) Question - The current contract requires individually distributed invoices and payment is collected from individual end users. This is mandated for activities such as billable supplies, moves, and any additional contract services. Is ARA going to provide a focal point for these invoices that will be responsible for distribution of invoices and collection of payment in the new contract?

Answer – Yes.

- 70) Question - Dedicated second level service technicians have been required by The City of Houston to maintain increased uptime and reliability, as well as to satisfy City security requirements. (Background checks, etc.) Is this a requirement for the new contract?

Answer – Submit your ideas and procedures into your proposal.

- 71) Question - The current contract does not have any removal charges due at the end of the contract. Is this a requirement in the new contract?

Answer – Submit your ideas and procedures into your proposal.

- 72) Question - The current contract does not have any additional charges for delivery and set up of equipment throughout the contract. Is this a requirement in the new contract?

Answer – Submit your ideas and procedures into your proposal.

Question - The current contract does not charge for scanning or faxing unless a page is printed. Is this a requirement in the new contract?

Answer – Yes.

73. Question - Any 11x17 impressions are currently billed at the same rate as 8.5 x 11. Is this a requirement in the new contract?

Answer – Yes.

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74. Question - The current contract provides for software upgrades at no additional cost to the City. Is this a requirement in the new contract?

Answer – Submit your ideas and procedures into your proposal.

75. Question - 21. Section II, 10.1 reviews the City's desire to "right size". Would the City please state the number of units required by speed band for evaluation purposes? Would you consider the vendors **optimization (right-size) process** part of the evaluation process? Speed Bands are broken out as follows:

- a. 0-20 ppm
- b. 21-30 ppm
- c. 31-40 ppm
- d. 41-69 ppm
- e. 70-89 ppm
- f. 90+ ppm

Answer – Please submit your pricing structure as outlined in the RFP.

76. Question - Exhibit III on page 33 lists proposed Service Level Agreements. Please further define the metric of migrating impression from network prints to copies. Please define how the City will internally support and mandate the migration?

Answer – To be discussed in contract negotiations.

77. Question - Should property tax be included in the equipment price?

Answer – All costs must be included in the price. No additional tax charges.

78. Question - Should pricing provided to the City include all supplies except for paper and staples?

Answer – Yes.

79. Question - In today's environment, if a print job is held in queue due to a lack of resources, the job next in line is moved in up the queue, and is printed. Is this a requirement for the new contract?

Answer – Yes.

80. Question - In the current environment, print jobs can be sent to the printer with a security code, and held until the end user releases them for print with a security code. Is this a requirement for the new contract?

Answer – Yes.

81. Question – Define Printer Management. Would the City like vendors to include: Yes

Break/Fix Support
Supply/Consumable Management
Help Desk Support
Asset Tracking and Management
Proactive Device Management

Answer: Yes.

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82. Question - Please provide a list of all in-scope printers, including quantity, make and model.

Answer – Not available.

83. Question - Section 19 of the RFP refers to reporting. Are the following reports required? How will positive responses be evaluated.

Asset Details Report
Incident Details Report
SLA Report
Meter Volume Report
Global Meter Volume and Sustainability
Monthly Business Review Support

Answer – Submit your ideas and procedures into your proposal.

84. Question - What percentage of the machines are currently networked?

Answer – N/A.

85. Question - What software is the City currently using for fax and scan capabilities?

Answer – Bixcom Fax Server and Xerox Software.

86. Question - In Section 8.0, does the city anticipate the resulting contract to be coterminous, ending after three years (with potential for extensions)?

Answer - The initial term is 3 years with 2 years of extensions.

87. Question - In regards to question 16.4, can the City provide more details regarding its current infrastructure to ensure compatibility?

Answer – Please refer to the RFP.

88. Section 22.2 references the potential for including Printer Maintenance as part of the Agreement.

Question – N/A.

- a. Can the City provide any information on the current printer fleet (e.g. quantity by manufacturer and/or model?)
- b. Is the city seeking purely MFD product/support, or a true Managed Print Services contract?

Answer – Refer to the RFP.

89. Question - In Section 24.1.1, please define the term “step down” as it relates to the SLAs.

Answer – Submit your ideas and procedures into your proposal about the response time.

90. Question - Regarding the request for Previous Customers, can the list include current clients that have renewed for another term?

Answer – Yes.

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91. Question - How would you like vendors to present the pricing? Do you want us to present our pricing in the format of the Sample Price Sheet/Fee Schedule included in the bid?

Answer – Yes, use the price sheets included in the proposal.

92. Question - On Page 32 (PDF copy of the bid), in reference to the Sample Price Sheet/Fee Schedule:

a. If we are proposing 10 different models, do you want us to create 10 different Price Sheets/Fee Schedules that mirror what is on the Sample Price Sheet/Fee Schedule?

Answer – Yes.

b. In reference to Monthly Impressions volume on the Sample Price Sheet/Fee Schedule, do we need to include a Monthly Volume Allowance, or can we provide pricing based on a Cost Per Copy basis? If Volume needs to be included, do we use the volumes you provided us in Appendix A?

Answer – The City will pay on cost per copy basis.

c. Regarding the Base Unit, how is the base unit configured? Is there a minimum configuration to the base unit other than copy, scan and network print – such as a document feeder, cabinet, or stand?

Answer – Proposer should submit their basic unit cost and add pricing for any additional features.

d. Regarding Recommended Features, under Paper Trays, are you looking for pricing on paper trays in addition to what comes standard? If so, do you want pricing on one additional paper tray, two additional paper trays, or a large capacity feeder?

Answer – In addition to standard features, list pricing for additional or larger features.

e. For Cost of Ownership, can you please clarify what to put in the Cost per impression, Staples, Operating Software, and Other? On the Sample Price Sheet, "Operating Software and Other" is in the section under Cost of Ownership, and under the Recommended Features sections above. Does this mean for Cost per impression and Staples, we should total up the rest of the line items (Fax, Network Card, Memory Upgrade = Cost per impression) (Finisher/Collator, Stapler = Staples) from the Recommended Features section above?

Cost of Ownership

Cost per impression	_____	
Staples (if applicable)	_____	per _____
Operating Software	_____	per _____
Other (Please Specify)	_____	per _____

Answer – List what the City will pay per impression, along with any additional cost and then total.

93. Question - On Page 31 (PDF copy of the bid), in reference to the Sample Price Sheet/Fee Schedule (Summary Pricing Sheet), can you please clarify the three columns: Unit Cost, Est. Cost Year 1, 2, & 3, and Est. Cost Year 4 & 5, that pertain to Monochrome and Color Print Impressions, Asset Charge, Asset Deployment, Maintenance. What amount are you looking for in this table?

Answer - Total cost for each unit and what the total cost will be for years one, two and three of the initial contract term followed by the total cost for the last two contract years.

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94. Question - On page 11 section 1.0 ("M/WBE") program, the contractor shall make good faith efforts in at least 11% of the value of this agreement with city approved M/WBE companies. What percentage of direct versus indirect will be acceptable to be in compliant?
- Answer – The 11% must be related to the performance of the contract.
94. Question - On Page 17 section 23.0 Print languages paragraph 23.1 it states, HP PCL 6, PostScript Level 3 emulation, direct PDF; automatic language switching. Can you please explain as to the detail of automatic language switching and what the city is wanting from this?
- Answer - Submit your ideas and procedures into your proposal with the current compatibility used by the City.
95. Question - On the revised Appendix A dated 7-9-10 there are locations that have a monthly volume of 0. Since the city is looking to right size, what is the city willing to look at, like for like units or lowest segment possible quoted?
- Answer – Units that work with the current location copier.
96. Question - What department does HEC and Affirmative Action fall under?
- Answer – HEC is a department, while Affirmative Action is under the Mayor's Office.
97. Question - Is ledger-size (11x17) print/scan/copy capability required of all of the proposed MFDs?
- Answer – It is not required for machines under 30 ppm. Submit with your pricing the cost for machines over 30 ppm.
98. Question - In reference to Section II, Item 16 (Technical Support), please describe your current Technical Support Help Desk.
- Answer – The tech-support takes calls and attempt to solve issues and problems. It will escalate up to the contractor.
99. Question - What is the name of your current Help Desk software system utilized by city employees to report issues (e.g., computer, driver, blackberry, network outage, password reset/management)?
- Answer – HEAT.
100. Question - What is the current process for a user to submit a request to the Help Desk?
- Answer – Phone or email.
101. Question - What additional levels of IT support does the City expect the vendor to provide?
- Answer – The vendor should propose what additional IT support they can provide to the City.
102. Question - Please clarify your needs, as related to Section II, Item 17 (Network Infrastructure).
- Answer – Please refer to the RFP for this question additional ideas may be submitted.
103. Question - Please clarify your needs, as related to Section II, Item 18 (Enterprise Application).
- Answer – Same as 102.

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104 Question - For example, in Section II, Item 18, the word "printer" is used. Is it the City's intent to use "printer" interchangeably when referring to "MFDs"?

Answer – Yes.

105 Question - As per Exhibit III, Sample Price Fee Schedule (pg.31), please clarify "OPTIONAL PRINTER MAINTENANCE COST".

Answer – It is the total of all the unit costs.

106 Question - On Exhibit III, pg.34, there are some Agency/Office listings that are absent. Should we add these manually, or will you issue a new exhibit with the following added": Adm & Reg Affairs; Affirmative Action; Anti-Gang; GSD; HC&D?

Answer – You may add manually.

107 Question - In Appendix A, are the volumes provided based on average monthly data (over 12-36 months), or based a one-month snapshot?

Answer – Monthly

108 Question - How many on-site, Full-Time Employees does your current contract provide? Please define their roles/responsibilities.

Answer – Not available.

109 Question - How many on-site, Part-Time Employees does your current contract provide? Please define their roles/responsibilities.

Answer – Not available.

110 As per Exhibit III, Sample Price Fee Schedule (pg.31), please either confirm or correct our understanding of the definitions of these terms found in the table:

- a. **Unit Cost**—Monthly total lease payment for MFD
- b. **Asset Charge**—Monthly payment for hardware
- c. **Asset Deployment**—Delivery Charge..... if any
- d. **Per Monochrome (Color) Impression**—Cost per click, including all maintenance and supplies (toner, parts, labor, etc.); excluding paper
- e. **Maintenance (software)**—Firmware upgrades on MFD hardware
- f. **Maintenance (preventive)**—Proactive maintenance including PM schedules
- g. **Maintenance (reactive)**—break-fix repairs
- h. **Equipment Redeployment Charges**—please define scope (building-to-building, or floor-to-floor, etc.) Whatever requested.

Answer – Confirmed

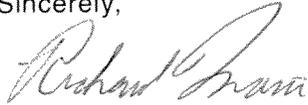
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When issued, Letter(s) of Clarification shall automatically become a part of the solicitation documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. It is the responsibility of the respondent to ensure that it has obtained all such letter(s). By submitting a bid on this project, respondents shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this bid.

If you have any questions or if further clarification is needed regarding this solicitation, please contact me.

Sincerely,



DM Richard Morris
Senior Procurement Specialist
City of Houston, Strategic Purchasing Division
832-393-8736

cc: T23683 Solicitation File

END OF LETTER OF CLARIFICATION NO. 2

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