

Village of Orland Park  
Digital Copiers and Managed Print Services  
Request for Proposal Issued April 30, 2009

**Questions and Answers May 12, 2009**

As of May 12, 2009 the following questions have been received by the Village of Orland Park regarding the Digital Copier Request for Proposal. All questions and answers are being provided to all known potential proposers.

Question #1

My question is in regards to page 22 - Digital Copier Cost Sheet - In most RFP's of this nature we construct an aggregate maintenance plan which would be a total number of images totaled for all machines and then a single cost per page. The advantage to constructing the agreement this way is that the machines that do less volume have the same click rate as the larger machines. Thus saving money on an overall basis. Would you like me to present both options?

Answer #1

Yes, proposer may present both options. If proposing one per copy fee across all copiers, proposer should provide an explanation of why this is advantageous to the Village.

Question #2

With regard to return of all your current equipment it will depend on whether or not the Village owns each individual piece of equipment or if they are under lease. It would be helpful to have this information.

Answer #2

The Village of Orland Park currently owns all 30 copiers. See page 5 of the Request for Proposal.

Question #3

On page 6, you list Average Monthly Usage figures for each placement. Do you have estimates for how much of the monthly volume is color versus B&W?

Answer #3

Clerk's Office – approximately 80% is color  
FLC – approximately 60% is color  
Sportsplex – approximately 100% is color

Question #4

Some of the Annual Maintenance Fees appear to be very high when compared to the Average Monthly Usage (multiplied by 12 to get annual volume). Is the Average Monthly Volume shown based on your contracted volume, or your ACTUAL volume?

Answer #4

The Average Monthly Volume is based on ACTUAL volume.

Question #5

There is not a place to include the 8 new placements on page 22, used to calculate the overall cost per page.

Answer #5

Please see attached revised chart.

Question #6

There is not much mention of the HP Managed Print Services requirements. Is this a separate decision, or will it be wrapped into the copier decision?

Answer #6

The Managed Print Services requirements will be a separate decision.

Question #7

Is there a spreadsheet available showing each printer make & model, volumes, and locations?

Answer #7

The chart on page 6 is a table within WORD. We do not have it in a spreadsheet format.

Question #8

Can you please clarify the clause regarding cancellation for “convenience” or cause? We are fine with the inclusion of the cancellation for cause but question the termination for convenience. What does this really mean to us? Does this mean that the Village of Orland Park is able to terminate the contract at any time, for any reason, and return the equipment to the vendor with no penalty? This places a tremendous amount of risk on the vendor for a 2 year cost-per-copy contract.

Answer #8

The cancellation for convenience clause is a standard clause in all Village contracts. However, the Village would not cancel for convenience unless all other options have been exhausted.

Question #9

Are we allowed to right size the machine bid response based upon monthly volume per unit? Can you please review the volume requirements per machine and the requested speed per unit? It appears that the volume requirements per month will not justify the speed requested per machine. Based upon your monthly volumes, the machine being requested is much too powerful for the

application. You have 20,000 copy run rates with 500,000 copy machine rates. It appears that there is a mismatch in specifications. Is there something else that we need to know about the timing of the copies, the number of users or the upside in volume that may be expected over the life of the contract?

Answer #9

The information presented in the request for proposal was based on results prepared by a qualified consultant. Yes, you are allowed to resize the machine; however, please present proposals based on the exact information given along with an alternate proposal based on your suggested machines. Please explain the alternative machine and why it is more beneficial to the Village. The Village's long term goal is to minimize the total number of copies generated and to reduce the overall expense related to copiers.

Question #10

Is there a monthly copy volume guaranteed for this bid? By the way, it is to your advantage in the bid response if there is. On page 22 of the bid, your cost sheet suggests that we would be allowed to quote a cost-per-copy based upon a monthly run rate and then charge an overage rate for any additional copies. For example, we will bill you for 20,000 copies per month (whether used or not) and then include an overage charge for any copies in excess of 20,000 copies. In order for us to be more aggressive on your CPC bid response, we would like to know the minimum number of copies guaranteed on the bid.

Answer #10

There is not a minimum monthly copy volume guaranteed for this proposal. If you require a minimum, please specify in your response. Also, please explain why this approach would be more advantageous.

Question #11

Are we able to provide a response which has a base asset charge along with a CPC usage charge? For example, we may charge a monthly fee for each copier unit and then bill you separately for each copy made. The monthly copier machine fee would be billed regardless of usage. In this case, you would receive a static monthly bill for machine hardware per month and a variable copy charge for actual CPC usage (for toner, parts and maintenance).

Answer #11

The Village is requesting a per copy fee proposal either charged per copier or a total overall average fee per copy.

Question #12

Can you please provide a direction on the term of the actual equipment installation? Your bid is requesting a 2 year term with 3 additional 1 year extension periods. Is this what you have been used to in the past? What has been the traditional length of contract on office equipment in the past? Have you

extended the contracts for the full 5 year term? I am trying to determine if we should plan for a 2 year term or a 5 year term. It may be difficult to obtain funding for a 2 year term CPC agreement and may limit the number of potential bid responses.

Answer #12

Currently, the Village owns all the copiers. We do not have any lease agreements related to copiers. The term of the final agreement may be negotiable with the selected vendor. Please state in the proposal your minimum acceptable term along with rate differences based on contract terms, if any (e.g. \$.05 per copy for 5 year term or \$.10 per copy for 3 year term).

Question #13

Can you please clarify your expectations for unit growth and subtraction? I understand that you may add units in cases where you are replacing (or combining) printer units. However, do you expect to eliminate machines if a department is merged or closed? Will these machines potentially be moved to other departments in the building?

Answer #13

At this time, the Village does not anticipate any reduction in the number of copiers required. At this time, we do not expect to move copiers across departments.

Question #14

On page 6 of the RFP, it indicates that staples and paper are not included, but on page 11, it states that there should be no charge for staples. Can you please clarify as to which one is correct?

Answer #14

Our current maintenance contracts do not include staples. The proposal for the rental of copiers should include staples.

## DIGITAL COPIER COST SHEET

Please provide all requested pricing below. Use additional sheets if necessary. The Village has asked for pricing for the base machine, as well as for the machine with all listed options in order to determine a price range. The final per copy price for each copier shall be determined based on the options selected by the Village.

(Copier location: VH – Village Hall, PF – Police Facility, FLC – Franklin Loebe Center, RDC – Robert Davidson Center, PWF – Public Works Facility).

Location/Description of Copier	Make & Model of Proposed Copier	Copies Allowed per Month	Standard Fee per B&W Copy	Standard Fee per Color Copy	Overage Charge per Copy
VH - Lobby				N/A	
VH – Finance Cashier’s Office				N/A	
VH – Finance Mailroom				N/A	
VH – Clerk’s Office (Color)					
VH – Mayor’s Office				N/A	
VH – Parks Department				N/A	
VH – Development Services - Planning				N/A	
VH – Development Services – Building				N/A	
VH – Administration				N/A	
VH - Officials				N/A	
FLC – Office (Color)					
Civic Center – Office				N/A	
Cultural Center				N/A	
RDC				N/A	
PWF				N/A	
PWF				N/A	
Sportsplex (Color)					
Sportsplex				N/A	
PF – Administration				N/A	
PF – Investigations				N/A	
PF – Patrol				N/A	
PF - Records				N/A	
(4) New – VH Administration				N/A	
(2) New – PF Investigations				N/A	
(2) New – PF Records				N/A	