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February 18, 2016

INVITATION FOR BID GSA-016-16
60 Month Lease Agreement
Multifunctional Device Copier/Printer/Scanner/Fax

Questions submitted by Xerox Corporation dated January 15, 2016

Question 1:

Can you please confirm that the 120,000 black print allowance is to be "pooled" or shared between the 4 machines requested in this bid?

Response: Yes. 120,000 black print allowance is to be pooled or shared between the four (4) machines.

Question 2:

Can you please confirm that the 1,000 color print allowance is to be "pooled" or shared between the 4 machines requested in this bid?

Response Yes. 1,000 color print allowance is to be pooled or shared between the two (2) color machine.

Questions submitted by AllStar dated January 15, 2016

Question 1:

The bid states that it is a "60 Month Lease Agreement". As a document solutions provider, we recommend GSA and the end user to request for a 36 Month Lease with an option to renew for the additional 24 Months upon satisfactory performance from the vendor.

Response: The "60 Month Lease Agreement" remains status quo.

Question 2:

After reviewing the bid we noticed that the following services were not included in the bid packet:

- All consumable replacement supplies (i.e. toner, drums, imaging unit, maintenance kits, developer, waste container, fusers, staples for convenient stapler, staples for finisher/booklet maker and paper) are include without additional costs to the enduser.
- Enduser will be credited in the amount of \$25 for every business day the machine is down or malfunction.
- Support for delivery (including excess rigging and steps with no additional charge), setup, initial installation of copier on a network and Professional training to the enduser.
- Proactive Solution – the copier will automatically send email notification to the vendor in case of service calls or supplies are needed.
- Mandatory Preventive Maintenance visits on quarterly basis (a log sheet will be provided to the enduser to track the preventive maintenance).

Please note that the above services were not included in the bid packet. As a complete document solution provider, AllStar humbly requests GSA and the enduser to add the above services in to the contract and as a part of the lease price. These services should be covered with the fixed monthly lease price and should not be charged separately.

Response: See attached "Amendment #4"

Question 3:

In regards to the print allowance for Black and White and Color, are they pooled print allowance between all the four copiers? Please clarify.

Response: Yes. 120,000 black print allowance is to be pooled or shared between the four (4) machines and 1,000 color print allowance is to be pooled or shared between the two (2) color machine.

Question 4:

In regards to the "Online Account Management available 24/7" please note that these services can also be provided via email. The end user can send an email request to us any time 24/7 and we will be able to provide them with updated invoices, current balances, purchase order and renewal and email notifications of new invoices. Also please note that requested information (invoices and balances) can be provided with the monthly reporting. We kindly request GSA and the end user to have access to all of the requested information via email.

Response: Requirement will remain status quo. Email is not sufficient.

Question 5:

The copier specifications for the Director's Office states "4050 total Sheet Capacity". The capacity spec is too specific to the Xerox brand. To promote open and fair competition we request GSA and end user to accept a minimum of 3,000 sheet capacity. This will open the bid to other vendors for participation.

Response: See attached "Amendment #4"

Question 6:

The copier specification for the Director's Office state "4 Paper Trays and a By-Pass Tray". Please note that as long as the minimum sheet requirement for the trays (3,000 recommended) is met, there is no need to specify the number of trays. We kindly request GSA and the end user to eliminate this spec from the bid.

Response: See attached "Amendment #4"

Question 7:

The copier specifications for the Directors Office state "250 Page Automatic Duplexing Document Feeder". We kindly request GSA and the end user to request for an Automatic Document Feeder with minimum capacity to 200 sheets for the following reasons:

- a. 250 sheets Automatic Document Feeder is too specific to one brand. Requesting 250 sheets Automatic Document Feeder limits fair competition. To promote open and fair competition we kindly request GSA to accept minimum of 200 sheets Automatic Document Feeder. This will allow vendors to offer different brand copiers.
- b. Since scanning function such as "Continuous Scan" lets the user scan larger (more than 200 pages) documents and send them or store them as one single document, reducing the sheet capacity from 250 to 200 will have little or no effect on the productivity.

Response: See attached "Amendment #4"

Question 8:

The copier specifications for the Directors Office state "Booklet Making with Saddle Stitch and Folding up to 25 Sheet". To promote open and fair competition we request GSA and the end user to accept a minimum of 20 sheets for saddle stitching. This will open the bid to more than one vendor for participation.

Response: See attached "Amendment #4"

Question 9:

The copier specifications for the Directors Office state "240v, 15 Amp Electrical". Please note that different copiers have different electrical requirements. Some copiers consume more energy and some consume less and hence the power specifications vary from copier to copier however all of our copiers are made for USA power and they are all compatible with USA power requirement (they are manufactured with US power compatible). We kindly request GSA and the end user to eliminate the bid spec "240v, 15 Amp Electrical" from the bid.

Response: Requirement will remain status quo.

Question 10:

The copier specifications for Tax Enforcement state "On board anti-virus protection". We request GSA and the end user to clarify if this is referring to the Anti-Virus Software that will be installed on the work stations connected to the copier. Please clarify.

Response: The device must have anti-virus protection for it is use to copy confidential information.

Question 11:

The copier specifications for Tax Enforcement stated "Print Form and Scan to USB Memory Drive". Please clarify is this referring to "Print from and scan to USB Memory Drive.

Response: See attached "Amendment #4"

Question 12:

The copier specifications for Tax Enforcement state "20 Amp Line Conditioner". Please note that not all copiers specifically require 20 Amp or 15 Amp Line Conditioner. Our copier for Tax Enforcement can meet all the mentioned requirements and can easily operate on a 15 amp line conditioner, we request GSA and the end user to change all the specs pertaining to the Line Conditioner to the following:

Appropriate or Suitable Line Conditioner for the copier. _____

Response: See attached "Amendment #4"

Question 13:

The copier specifications for the Tax Enforcement state "110v, 20 Amp Electrical". Please note that different copiers have different electrical requirements. Some copiers consume more energy and some consume less and hence the power specifications vary from copier to copier however all of our copiers are made for USA power and they are all compatible with USA power requirement (they are manufactured with US power compatible). We kindly request GSA and the end user to eliminate the bid spec "110v, 20 Amp Electrical" from the bid.

Response: Requirement will remain status quo.

Question 14:

The copier specifications for Tax Payer Service do not state whether the copier is a color printing copier or black & white. Please clarify if the required copier for Tax Payer Service is required to have color printing or black & white printing.

Response: See attached "Amendment #4"

Question 15:

The copier specifications for the Tax Payers Service state "100 sheet Two-Sided Automatic Document Feeder". We kindly request GSA and the end user to request for an Automatic Document Feeder with minimum capacity to 75 sheets for the following reasons:

c. 100 sheets Automatic Document Feeder is too specific to one brand. Requesting for 100 sheets Automatic Document Feeder limits fair competition. To promote open and fair competition we kindly request GSA to accept minimum of 75 sheets Automatic Document Feeder. This will allow vendors to offer different brands of copiers.

d. Since scanning function such as "continuous Scan" lets the user scan larger (more than 200 pages) documents and send them or store them as one single document, reducing the sheet capacity from 100 to 75 will have little or no effect on the productivity.

Response: See attached "Amendment #4"

Question 16:

The copier specifications for the Tax Payers Service states "3240 total Sheet Capacity". The capacity spec is too specific to the Xerox brand. To promote open and fair competition we request GSA and end user to accept a minimum of 2,500 sheet capacity. This will open the bid to other vendors for participation.

Response: See attached "Amendment #4"

Question 17:

The copier specification for the Tax Payers Service state "4 Paper Trays and a By-Pass Tray". Please note that as long as the minimum sheet requirement for the trays (2,500 recommended) is met, there is no need to specify the number of trays. We kindly request GSA and the end user to eliminate this spec from the bid.

Response: See attached "Amendment #4"

Question 18:

The copier specifications for the Tax Payers Service state "Stapling". We would like GSA and the end user to clarify if this is referring to an off-line convenience stapler.

Response: In-line stapling

Question 19:

The copier specifications for the Tax Payers Service state "320 GB Hard Drive with Image Overwrite". To promote open and fair competition we request GSA and the end user to mention the requirement of a Hard Drive instead of requesting for specific size of Hard Drive. We request GSA and the end user to change the spec to mention Hard Drive with Image Overwrite.

Response: See attached "Amendment #4"

Question 20:

In regards to "Charges for overage of copies exceeding the monthly allowance print", will this rate/charge be fixed for the year or can it change every year? Please advise?

Response: Will be fixed for the term of the lease.

Question 21:

The copier specifications for Tax Payers Service state "15 Amp Line Conditioner". Please note that not all copiers specifically require 20 Amp or 15 Amp Line Conditioner. Our copier for Tax Payers Service can meet all the mentioned requirements and can easily operate on a lower amp line conditioner (instead of a 15 Amp that is required). Instead of requesting for a specific line conditioner, we request GSA and the end user to change all the specs pertaining to the Line Conditioner to the following:

Appropriate or Suitable Line Conditioner for the copier _____

Response: See attached "Amendment #4"

Question 22:

The copier specifications for the Tax Payers Service state "110v, 15 Amp Electrical". Please note that different copiers have different electrical requirements. Some copiers consume more energy and some consume less and hence the power specifications vary from copier to copier however all of our copiers are made for USA power and they are all compatible with USA power requirement (they are manufactured with US power compatible). We kindly request GSA and the end user to eliminate the bid spec "110v, 15 Amp Electrical" from the bid.

Response: Requirement will remain status quo.

Question 23:

The bid packet does not specify monthly pooled allowance for the paper, staples for off-line stapler and staples for finisher/booklet maker. A document solutions company that provides high end copiers should also be responsible for providing consumables such as paper and staples. As a complete document solution provider, AllStar request GSA and the end user to add a monthly allowance for paper (letter, legal, or ledger), staples for off-line stapler and staples for finisher/booklet maker. This allowance of paper and staples should not be a separate charge but should be included in the monthly lease price.

Response: See attached "Amendment #4"


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