

ATTACHMENT 12

Form for Vendor Question Submission

Q #	Questions	RFP Reference (Document & Page-Section-Item)	Answers
1	Can you provide additional information about emergency supplies as detailed on Page 7 of the RFP document? How often does the county expect to need emergency supplies, and which type of supplies would be included in this (i.e. toner, staples)?	Page 7	The court rarely needs emergency supplies if the contractor is actively monitoring supplies. Toner is the primary supply that is needed.
2	Regarding minimum desired features. Can the Superior Court provide additional information on the scan to cloud options they would like to have setup (i.e. Google Cloud, Microsoft)	Page 9	The court is currently not using the scan-to-cloud option.
3	Do you utilize “Scan to One Drive (sharepoint)”, “Scan to DropBox”, “Scan to Google Drive” or any similar “cloud” locations?	General question	The court is currently not using the scan-to-cloud option.
4	Do you utilize OCR? If no, would you like to?	General question	The court is currently not using OCR but may do so in the future to scan documents in our case management systems.

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5	Would you like to automatically deploy devices securely to users with little or NO IT interaction?	General question	The court prefers to deploy devices automatically and securely, but with active involvement from IT. IT staff should remain fully informed about every device being deployed.
6	Would you like to eliminate print servers?	General question	No.
7	Would you like the ability to translate over 190 languages “on the fly” at the copier?	General Question	Not needed at this time.
8	How do you fax (SIP, PBX, Pots lines through a telco, etc.)? -Would you like to eliminate fax lines and have the ability to fax from the desktop?	General Question	We currently use RightFax. We would like to eliminate fax lines and have the ability to fax from the desktop.
9	Will the Court accept processing invoices within 30 days and not 45 days?	Payment Information section 3.1	Prospective Bidders may propose processing invoices within 30 days in their bid proposal by redlining the Court’s payment terms and conditions. Proposed payment terms and conditions will be determined during contract negotiation with the awarded bidder.

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10	Are the admin machines or admin sites the only machines requiring booklet and hole punch?	2.2 Copier General Features	Yes, at this time, however additional machines may require booklet and hole punch capabilities as the Court's needs may change throughout. Prospective bidders should have the capacity to meet the Court's needs as they change through the life of the agreement.
11	Can you clarify for the severity level 1 includes hardware failures?	Page 11	Yes, Severity Level 1 includes hardware failures.
12	What is the definition of emergency supply that would trigger a 4 hour delivery?	Page 7 – Section 2.1 (H)	The contractor would be responsible for expediting a 4-hour delivery if there is no work-around available.
13	Is the 4 Hour response time per call or an average?	Section 2.1	Per call.
14	Is the 24 hour parts replacement business hours?	Section 2.1	24 hours, next business day.
15	Regarding automatic device replacements after 3 failed repair attempts. Is this within a call back period ?	Section 2.1	See section 2.1.M. – 30 Days
16	How many devices are needing to be configured with Tri-fold and Booklet Makers?	Pg 8, Copier General Features/Specifications	1. Learning and Development
17	Do all the models that require a Finisher also require a 2/3 Hole Punch?	Pg 9, Minimum Desired Features	The following departments require a finisher: Executive Office, Finance (2,), HR., Learning and Development along with all copiers in the admin offices

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18	May offerors include their Agreements for Leasing and Maintenance as part of the proposal response?	Page 3, Prospective Bidder's Acceptance of Terms and Conditions	Yes, offerors may include their own set of leasing and maintenance agreements as part of their bid proposal, proposed agreements will be determined during contract negotiation.
19	Regarding Termination for Convenience, in the event the Court exercises its right to terminate the Agreement or a Statement of Work without cause, does the Court intend to pay a negotiated settlement for the remaining unpaid lease payments or a specific 'buy-out' fee for the equipment? Additionally, will the Court clarify if it remains liable for all fees due for deliverables completed and accepted up to the date of the termination notice, as referenced in Section 8.4(c)	Attachment 2, IT Terms and Conditions, Page 14, Section 8, Term/Termination #8.2	Prospective bidders may propose additional lease terms to address termination clauses and equipment liability responsibilities between lessee and lessor with their bid. Acceptance of those terms will be determined during contract negotiation. The Court is liable for incurred costs of service up to the effective date of the termination. Please note the Court's obligations under the lease agreement are subject to the availability of funds per state policy.