



**COUNTY OF DANE**  
**DEPARTMENT OF ADMINISTRATION**  
**PURCHASING DIVISION**

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DATE: December 12, 2006

TO: All Proposers  
Request For Proposals #106146: Printer Repair Services

FROM: Carolyn Clow, Purchasing Agent

SUBJECT: **ADDENDUM #1**

**The following answers are provided in response to questions received:**

*Question #1: How would the County of Dane expect to see parts quoted? i.e.....cost plus a percentage.....msrp minus a percentage?*

Answer #1: Cost plus a percentage.

*Question #2: Can the equipment list be provided to us in an Excel format?*

Answer #2: Yes. The equipment lists are now posted on the web site in Excel format.

*Question #3: OEM parts section: Are the costs for all parts to be included in the Hourly service fees for all three models: 8 hour, 4 hour and after hours? OR will the cost of parts be handled on an individual basis?*

Answer #3: The cost of parts will be handled on an individual basis.

*Question #4: Item 5.2, can we recommend a straight hourly rate for printer service, and a per unit uplift for 4 hr critical response and after hours?*

Answer #4: Yes.

*Question #5: Please clarify your expectation for parts expense for all units.*

Answer #5: The cost of parts will be handled on an individual basis.

*Question #6: Can we make a recommendation in our response to stop repairs if the repair cost is going to exceed 50% of the value of the device?*

Answer #6: Yes.

*Question #7: Is Dane County currently using a vendor for these services and if so, who is the vendor or where might we obtain that information?*

Answer #7: The current vendor is Paragon Development Systems, Inc. (PDS).

*Question #8: Under Section 5.0 "Cost Proposal" subheading 5.3 "Fixed Price Period" the RFP states that "All prices, costs, and conditions outlined in the proposal shall remain fixed and valid for acceptance for 60 days starting on the due date for proposals".*

Attachment E "Cost Summary Sheet" states near the bottom of the page that "Vendors must hold their costs for two years." and then lists an escalator to year five.

Given the above are we to understand that Attachment E represents the binding criteria on the bid and that the earlier statement in Section 5.3 simply informs that pricing on our bid must be "good" for 60 days?

Answer #8: Your assumption is correct.

*Question #9: The clarity of how parts cost is handled is not clear to us. In section 5.2 only 7 printers are labeled and only their preventative maintenance charge is requested. However, the types of printers included in the list given exceeds these 7 specific models. So for clarity, how would you like the preventative maintenance charge for all of the machines to be presented?*

Answer #9: The list is only a list of the type of printers we would consider to put under maintenance; all others would be on a time and material basis.

*Question #10: In addition, printers occasionally need more or different parts than those included in a preventative maintenance kit. How would you like that pricing to be illustrated?*

Answer #10: The Cost of parts needed above the normal maintenance kit will be handled on an individual basis.

*Question #11: Funding for the contract by Dane County is not detailed. We need to know when payment will be made by the county, whether it is per service call, per printer, monthly flat, annual flat, per month, etc.*

Answer #11: The vendor will be paid on a bi-monthly or monthly basis for accumulated invoiced service calls and preventative maintenance performed.

*Question #12: Clarification in Section 4.1 regarding OEM parts. This reads "In all cases, parts will be new or equivalent to new warranty certified." Does this mean we are able to quote and install rebuilt or refurbished parts, as long as we offer the same or better quality and warranty supplied with OEM parts?*

Answer #12: Yes.

Submit with RFP

<b>ATTACHMENT E</b>
<b>COST SUMMARY SHEET</b>
<b>**REVISED**</b>

<b>ITEM DESCRIPTION</b>	<b>COST</b>
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Hourly Printer Service Charge for Standard 8 Hour Response: \$\_\_\_\_\_

Hourly Printer Service Charge for Critical 4 Hour Response: \$\_\_\_\_\_

Hourly Printer Service Charge for Critical After Hour Response: \$\_\_\_\_\_

Trip Charge: \$\_\_\_\_\_

% markup over cost for parts \_\_\_\_\_%

Preventative Maintenance Charge per printer type:

COLOR LASERJET 4600DN	\$
COLOR LASERJET 4650DN	\$
COLOR LASERJET 4700DN	\$
COLOR LASERJET 5550	\$
LASERJET 4000 TN	\$
LASERJET 4345MFP	\$
LASERJET 4350N	\$

Vendors must hold their costs for two years.

% cost increase for 3<sup>rd</sup> year \_\_\_\_\_

% cost increase for 4<sup>th</sup> year \_\_\_\_\_

% cost increase for 5<sup>th</sup> year \_\_\_\_\_