



**STATE OF NORTH CAROLINA
DEPARTMENT OF INFORMATION TECHNOLOGY (DIT)
STATEWIDE IT PROCUREMENT OFFICE**

**THIS CONTRACT CAN NOW BE ACCESSED VIA NC E-PROCUREMENT @ YOUR SERVICE.
CLICK [HERE](#) IF YOU ARE A USER OF THIS SYSTEM.**

Statewide Term Contract: **204D – Printer / Multifunction Device
Equipment for Purchase or Lease with
Support**

Effective Dates: February 1, 2017 – January 31, 2020

Renewals: Two (2) one year options

Bid Documents: [ITS-400096](#)
[Addendum 1](#)
[Addendum 2](#)

Contract Administrator: Debbie Patterson
Email: debbie.patterson@nc.gov
Tel: 919-754-6619

NOTE: A FAQ document is available on [DIT's 204D contract page](#) with answers to commonly asked questions related to this statewide term contract.

SCOPE

The scope of the 204D Statewide Term Contract is limited to printer and multifunctional Document Output Devices and associated peripherals for purchase or lease, with options for support, to Agencies within the State of North Carolina. Table 1 summarizes the scope of this IT Statewide Term Contract.

In Scope of 204D Statewide Term Contract	
<ul style="list-style-type: none"> • New inkjet / thermal printers and associated peripherals for purchase • New inkjet / thermal multifunctional devices (MFDs) and associated peripherals for purchase • New laser / LED printers and associated peripherals for purchase and lease • New digital multifunctional devices (MFDs) for purchase and lease • OEM Consumables (e.g., ink and toner cartridges) for inkjet / thermal printers, laser / LED printers, and MFDs • Extended or upgraded warranties for inkjet / thermal printers, laser / LED printers, and MFDs • Replaceable parts for inkjet / thermal printers, laser / LED printers, and MFDs • Maintenance coverage for laser / LED printers and MFDs • Refurbished laser / LED printers and MFDs for purchase 	

Table 1: Scope of 204D Statewide Term Contract

This Statewide Term Contract **does not** cover the following:

- Managed Print Services (Agencies can procure Managed Print Services using Statewide Term Contract [920M](#))
- Remanufactured toner and ink cartridges for purchase (Agencies can procure Remanufactured toner and ink cartridges using Statewide Contract [615A](#))
- Ruggedized printers
- Production printers or MFDs (greater than 90 copies per minute)
- Digital Presses
- Wide format printers / plotters
- 3D printers
- Dot matrix / impact printers
- Standalone scanners or fax machines
- Card / ID / Badge printers
- Label printers
- Point of Sale printers
- MICR printers
- Document Imaging Software
- Document Management Software
- Document Output Device rentals

This contract is a **MANDATORY** Statewide Term Contract for the use of Executive Branch State Agencies and is a Convenience Contract, available, but not mandatory, for the use of non-Executive Branch State Agencies permitted by law. Such entities include the North Carolina University System and its member campuses, Instructional components of the Department of Public Instruction, Instructional components of the North Carolina Community College System, as well as local (municipal and county) governments.

Respective Agencies with the need to purchase other goods or services related to those referenced in this award but that are not included in-scope of this contract are required to follow the State of North Carolina IT procurement rules, consistent with [09 N.C.A.C. 06 A& B](#) and established procedures of the Department of Information Technology (DIT).

SEGMENTS AND AWARDS

DIT has segmented printer and multifunctional Document Output Devices into 28 segments based on technology, number of functions, ability to print color, maximum paper size capacity, and estimated monthly page volumes (see Table 2 for summary of segments, which are grouped into 5 lots).

Lot	Document Output Device Segment		Minimum Functions ¹	Mono / Color	Maximum Original & Copy Paper Size	Estimated Monthly Page Volume
A	1	Inkjet Mobile Printer - 3 or more CPM (Color)	P	Color	8.5 X 14	100
	2	Inkjet MFD - 11 to 20 CPM (Color)	P, C, S, F	Color	8.5 X 14	250
B.1	3	Laser Printer - 19 to 30 CPM (Mono)	P	Mono	8.5 X 14	1,500
	4	Laser Printer - 11 to 20 CPM (Color)	P	Color	8.5 X 14	1,500
	5	Laser Printer - 31 to 44 CPM (Mono)	P	Mono	8.5 X 14	3,000
	6	Laser Printer - 21 to 34 CPM (Color)	P	Color	8.5 X 14	3,000
	7	Laser Printer - 45 or more CPM (Mono)	P	Mono	8.5 X 14	5,000
	8	Laser Printer - 35 or more CPM (Color)	P	Color	8.5 X 14	5,000
	9	Laser Printer - 30 or more CPM (Mono)(Ledger)	P	Mono	11 X 17	4,000
	10	Laser Printer - 20 or more CPM (Color)(Ledger)	P	Color	11 X 17	4,000
B.2	11	Digital MFD - 19 to 30 CPM (Mono)	P, C, S, F	Mono	8.5 X 14	2,500
	12	Digital MFD - 14 to 30 CPM (Color)	P, C, S, F	Color	8.5 X 14	2,500
	13	Digital MFD - 21 to 30 CPM (Mono)(Ledger)	P, C, S, F	Mono	11 X 17	4,000
	14	Digital MFD - 21 to 30 CPM (Color)(Ledger)	P, C, S, F	Color	11 X 17	4,000
	15	Digital MFD - 31 to 40 CPM (Mono)	P, C, S, F	Mono	8.5 X 14	12,000
	16	Digital MFD - 31 to 40 CPM (Color)	P, C, S, F	Color	8.5 X 14	12,000
	17	Digital MFD - 31 to 40 CPM (Mono)(Ledger)	P, C, S, F	Mono	11 X 17	12,000
	18	Digital MFD - 31 to 40 CPM (Color)(Ledger)	P, C, S, F	Color	11 X 17	12,000
C	19	Digital MFD - 41 to 54 CPM (Mono)	P, C, S, F	Mono	8.5 X 14	16,000
	20	Digital MFD - 41 to 54 CPM (Color)	P, C, S, F	Color	8.5 X 14	16,000
	21	Digital MFD - 41 to 54 CPM (Mono)(Ledger)	P, C, S, F	Mono	11 X 17	16,000
	22	Digital MFD - 41 to 54 CPM (Color)(Ledger)	P, C, S, F	Color	11 X 17	16,000
	23	Digital MFD - 55 to 69 CPM (Mono)	P, C, S, F	Mono	8.5 X 14	25,000
D	24	Digital MFD - 55 to 69 CPM (Mono)(Ledger)	P, C, S, F	Mono	11 X 17	25,000
	25	Digital MFD - 55 to 69 CPM (Color)(Ledger)	P, C, S, F	Color	11 X 17	25,000
	26	Digital MFD - 70 to 90 CPM (Mono)	P, C, S, F	Mono	8.5 X 14	50,000
	27	Digital MFD - 70 to 90 CPM (Mono)(Ledger)	P, C, S, F	Mono	11 X 17	50,000
	28	Digital MFD - 70 to 90 CPM (Color)(Ledger)	P, C, S, F	Color	11 X 17	50,000

¹ P = Print, C = Copy, S = Scan, F = Fax

Table 2: DIT Printer / MFD Segments

CONTRACT INFORMATION**MANUFACTURER BRAND/PRICING**

Table 3 contains the awarded Vendors and the Manufacturers they represent by Lot (group of related Segments) that are available under this contract.

Vendor	Canon	Kyocera	Ricoh	Sharp	Systel	Systel	Toshiba	Toshiba	Xerox
Manufacturer	Canon	Kyocera	Ricoh	Sharp	HP	Konica Minolta	Lexmark	Toshiba	Xerox
Lot A			Yes		Yes				
Lot B.1	Yes	Yes	Yes		Yes	Yes	Yes	Yes	Yes
Lot B.2	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Lot C	Yes	Yes	Yes	Yes		Yes	Yes	Yes	Yes
Lot D	Yes	Yes	Yes	Yes		Yes		Yes	Yes

Table 3: Awarded Vendors and Manufacturers by Lot

To see the specific awarded Document Output Devices, ordering information, summary specifications, purchase and lease prices, and 3-year total cost of ownership estimates, Agencies should refer to the [DIT 204D Device Wizard](#). Agencies are recommended to follow the steps in Table 4 to help them address their Document Output Device needs.

Step	Description	Tip
1	Consider moving your entity to Managed Print Services, available under IT statewide term contract 920M , to outsource the provision, maintenance, support, and disposal of Document Output Devices.	For many entities, the Managed Print Services approach lowers the total cost of printing and frees up entity resources for more value added activities. Under the 920M statewide term contract, entities can receive a free assessment from awarded Vendors on 920M to help make their decision on which approach is appropriate.
2	If you wish to purchase or lease Document Output Devices, consult the DIT 204D Device Wizard for assistance in finding the awarded Document Output Device that best meets your entity's needs. The worksheet labeled Read Me in this document contains specific instructions on how to use the Device Wizard.	Consider the total costs of awarded Document Output Devices across vendors to understand the estimated costs for the 3-year lifecycle (e.g., includes estimated costs of OEM Consumables, not just initial purchase cost of Document Output Device). There are material differences in pricing of awarded Document Output Devices within the same segment. Consider leasing versus purchase to understand lowest total cost option. Leasing is available for segments in Lots B.1, B.2, C, and D for new / original Document Output Devices. Leasing is not available for Refurbished Document Output Devices.
3	For purchase or lease of multiple Document Output Devices, you can contact the vendor to confirm lowest pricing that is currently available.	Some vendors may offer promotional pricing or quantity discounts for larger purchases.
4	Once you have selected the Document Output Device, related peripherals, and consumables, create and issue Purchase Order to vendor.	Entities that are able to use NC eProcurement @ Your Service should be able to use the catalog to populate their requisition for Document Output Devices, peripherals, and consumables. Extended warranties and maintenance plans would need to be purchased via non-catalog line items.

Table 4: How To Determine Best Solution For Document Output Device Need

The following awarded pricing items, which are listed in the [DIT 204D Device Wizard](#), are fixed for the term of the contract:

- Minimum Device Discount % Off MSRP
- Minimum Peripherals Discount % Off MSRP
- Minimum Consumables Discount % Off MSRP
- Minimum Replaceable Parts Discount % Off MSRP
- Minimum Extended Warranty Plan Discount % Off MSRP
- Minimum Annual Maintenance Plan Discount % Off MSRP
- 36-Month Lease Rate Factor (excluding Software)
- 48-Month Lease Rate Factor (excluding Software)
- 60-Month Lease Rate Factor (excluding Software)
- 36-Month Lease Rate Factor for Software
- 48-Month Lease Rate Factor for Software
- 60-Month Lease Rate Factor for Software

Vendor may provide more favorable terms to the State for these items at any time during the contract.

Any additional models that are approved by the NCDIT Contract Administrator to be added to this statewide term contract shall be in accordance to the above pricing items by segment.

If, during the life of this contract, a Manufacturer directly offers any special price incentives beyond what Vendors agreed to provide under this Statewide Term Contract, whether temporary or permanent, then the Vendors must make such special pricing available to all Agencies eligible to purchase from the contract.

VENDOR ORDERING INFORMATION

Table 5 contains the awarded Vendors' Ordering Address and Assigned Contact information. Orders shall be issued directly to the respective Vendor. To address product or pricing questions, please contact the Vendors listed below.

Vendor Name	Manufacturer Name	Ordering Address	Assigned Contact
Canon	Canon	One Canon Park Melville, NY 11747 <u>Vendor Ordering Instructions:</u> Canon will use dealers to assist in the fulfillment of this contract. All purchase orders will be issued directly to Canon. When placing a purchase order with Canon, Agencies should designate their Canon Dealer of Choice in the comments of their po	<u>Sales – State and Local Government & Education</u> Alan Hendessi ahendessi@cusa.canon.com Office: 404-987-1888
Kyocera	Kyocera	225 Sand Road Fairfield, NJ 07004	<u>Sales – State and Local Government & Education</u> Kristy Hurley kristy.hurley@da.kyocera.com Office: 803-280-6533

Vendor Name	Manufacturer Name	Ordering Address	Assigned Contact
Ricoh	Ricoh	400 Regency Forest Drive Suite 210 Cary, NC 27518	<p><u>Sales – State and Local Governments, K-12</u> Roger Hosler roger.hosler@ricoh-usa.com Office: 561-529-2204 Cell: 561-598-9365</p> <p><u>Sales – Higher Education</u> Mark Lemmon mark.lemmon@ricoh-usa.com Office: 910-231-8930</p>
Sharp	Sharp	One Sharp Plaza Suite 1 Mahwah, NJ 07495	<p><u>Sales – State and Local Government & Education</u> Allison Terry (Inside Sales) terrya@sharpsec.com Office: 201-529-8200 Toll-Free: 800-813-6127</p> <p><u>Outside Sales</u> Christine Bush bushc@sharpsec.com Office: 804-519-3703 Toll-Free: 800-813-6127</p>
Systel	HP	2604 Fort Bragg Road Fayetteville, NC 28303	<p><u>Sales – State and Local Government & Education</u> Bill Stone 204D@systeloa.com Office: 919-876-8522 Toll-Free: 800-849-4600</p>
Systel	Konica Minolta	2604 Fort Bragg Road Fayetteville, NC 28303	<p><u>Sales – State and Local Government & Education</u> Bill Stone 204D@systeloa.com Office: 919-876-8522 Toll-Free: 800-849-4600</p>
Toshiba	Lexmark	400 North Main Street Post Office Box 1299 Mount Gilead, NC 27306	<p><u>Sales – State and Local Governments</u> Angie Norman angie.norman@tbs.toshiba.com Office: 910-975-0897 Toll Free: 800-553-0748, ext. 2320</p> <p><u>Sales – K-12 and Higher Education</u> Joanne Murphy joanne.murphy@tbs.toshiba.com Office: 919-422-7030 Toll Free: 800-553-0748, ext. 2327</p>
Toshiba	Toshiba	400 North Main Street Post Office Box 1299 Mount Gilead, NC 27306	<p><u>Sales – State and Local Governments</u> Angie Norman angie.norman@tbs.toshiba.com Office: 910-975-0897 Toll Free: 800-553-0748, ext. 2320</p> <p><u>Sales – K-12 and Higher Education</u> Joanne Murphy joanne.murphy@tbs.toshiba.com Office: 919-422-7030 Toll Free: 800-553-0748, ext. 2327</p>

Vendor Name	Manufacturer Name	Ordering Address	Assigned Contact
Xerox	Xerox	45 Glover Ave. Norwalk, CT 06856-4505	<p><u>Sales – State and Local Governments</u> Michael Spinelli michael.spinelli@xerox.com Office: 704-996-2510 Toll Free: 877-739-7011</p> <p><u>Sales – K-12</u> Andrew Van Deren andrew.vanderen@xerox.com Office: 804-837-0056 Toll Free: 877-739-7011</p> <p><u>Sales –Higher Education</u> Garland Hilliard agarland.hilliard@xerox.com Office: 336-427-7266 Toll Free: 877-739-7011</p>

Table 4: Awarded Vendor's Address and Assigned Contact Information.

ABNORMAL QUANTITY

Any requirement that exceeds **\$75,000** must be forwarded to the Statewide IT Strategic Sourcing Office for approval. The Statewide IT Procurement Office, and in consultation with the using agency, may process the request in one or more of the following ways:

1. Purchase may be authorized at current pricing with current Vendor(s)
2. Additional discounts from current pricing level may be negotiated with current Vendor(s)
3. A separate Invitation for Bids may be issued for the requirement

TAXES

The State of North Carolina is exempt from Federal excise taxes and no payment will be made for any personal property taxes levied on the Vendor or for any taxes levied on employee wages. Agencies of the State may have additional exemptions or exclusions for federal or state taxes. Evidence of such additional exemptions or exclusions may be provided to Vendor by Agencies, as applicable, during the term of this contract. Applicable State or local sales taxes shall be invoiced as a separate item

TRANSPORTATION COSTS

Transportation shall be **FOB Destination**, unless otherwise specified in the solicitation document or purchase order. Freight, handling, charges for pallets, charges for special shipping requirements and distribution charges shall be included in the total price of each item. Any additional charges included on the invoice shall not be honored for payment, unless authorized by change order by the Agency. In cases where parties other than the Vendor ship materials against this order, the shipper shall be instructed to show the purchase order number on all packages and shipping manifests to ensure proper identification and payment of invoices. Complete packing lists shall accompany each shipment.

DELIVERY

Vendor shall complete delivery within **twenty (20) business days** after receipt of purchase order to any location within North Carolina. For Document Output Devices within lots A, B.1, and B.2, complete delivery shall be defined as inside delivery of ordered Document Output Device. One copy of user manual and operating instructions shall also be provided to Agency before delivery shall be considered complete. For Document Output Devices within lots C and D, complete delivery shall be defined as inside delivery, uncrating, assembly, installation, making ready for use, and removal of debris. One copy of user manual and operating instructions shall also be provided to Agency before delivery shall be considered complete. If circumstances beyond the control of the Vendor result in a late delivery or installation, it is the responsibility and obligation of the Vendor to notify the Purchasing Agent listed on the purchase order, in writing, immediately upon determining delay of shipment. The written notification shall indicate the anticipated delivery dated. Vendor shall contact the Agency designated contact before delivery of new or refurbished Document Output Devices to inquire about stairs, loading dock, security procedures, etc. For installation and removals that require special rigging, Vendor shall submit a price quotation to the Agency for approval prior to any work being done.

LEASING OF NEW / ORIGINAL DOCUMENT OUTPUT DEVICES

Leases can only be terminated due to non-appropriation of funding and non-performance of the Vendor. **Leases cannot be terminated for convenience.**

Using information found in the [DIT 204D Device Wizard](#), Purchasing Agencies can estimate leasing costs for new / original Document Output Devices and related Peripherals by multiplying the New Device NC Discounted Purchase Price (in column K on New Device worksheet) or the Peripheral Part NC Discounted Purchase Price (in column H on Peripherals worksheet) by the appropriate Lease Factor on New Device worksheet (in columns AB for 36-Month Lease, column AD for 48-Month Lease, and column AF for 60-Month Lease).

Here is how you would calculate monthly lease payment for Peripheral Part ABC that has a NC Discounted Purchase Price of \$100 and the Vendor's 36-Month Lease Factor is 0.032:

NC Discounted Purchase Price X 36-Month Lease Factor

$$\$100 \times .032 = \$3.20 \text{ per month}$$

PERFORMANCE ASSURANCE

Vendor has agreed to meet or exceed the Service Level Agreements in Table 5.

Service Level Agreement	Definition	Minimum Threshold
Document Output Device Uptime	<p>Vendor shall provide products under this contract to Agencies that perform at an effectiveness level of at least ninety-five percent (95%) during any 3-month period <u>while covered under the original or extended manufacturer warranty or under a maintenance agreement with the Vendor</u>. In the event that any equipment is inoperative due to equipment failure, through no fault or negligence of the Agency user, and the total number of hours of downtime exceeds five percent (5%) of the total productive time for three (3) consecutive calendar months, the Agency reserves the right to require the Vendor to replace the equipment or terminate the order with no termination or removal charges being assessed to the State. Vendor will be notified in writing and, after such notice, shall remove and replace the defective product(s) within ten (10) business days at no cost to the Agency. Failure to respond in good faith may result in termination of the Vendor's contract.</p> <p>Total productive time will be computed by multiplying eight (8) hours per day by the number of working days in the month, excluding weekends and State holidays. The effectiveness level for a Document Output Device shall be computed by dividing the total productive time by the total available time multiplied by one hundred (100). Scheduled Preventative Maintenance calls neither related to, nor coinciding with repair/breakdown calls, will not be considered downtime. Product downtime due to power outage to the facility or network-level outages will not be considered downtime. Upon request, Vendor shall supply a complete repair history to the Agency using the equipment or to the NCDIT Contract Administrator.</p> <p>If Vendor has reason to believe that machine problems are the result of deliberate damage by the user, the Agency and NCDIT Contract Administrator shall be notified. The Agency or if escalated, the NCDIT Contract Administrator will determine the facts and try to resolve the situation to the satisfaction of all parties. Machine downtime caused by deliberate actions of the Agency will not be charged to the Vendor.</p>	95%

Service Level Agreement	Definition	Minimum Threshold
On-Site Response Time	Because of the important role that Document Output Devices play in enabling Agencies to conduct the State's business, standard service response time for Document Output Devices <u>covered under a maintenance agreement with the Vendor</u> shall be next business day or less for all Document Output Devices regardless of location within the State of North Carolina. For the purposes of this IFB and resulting contract, response time shall mean the time between when the initial service call is placed with the Vendor and the arrival of a trained service person at the Agency user's site. A telephone call, unless it results in solving the problem, shall not be deemed an acceptable service response. Repeated failure to provide service to all specified areas within the contracted time may result in the removal of the Vendor from the contract.	Next business day
Break Fix Resolution	For Document Output Devices <u>covered under a maintenance agreement with the Vendor</u> , Vendor is expected to have reported issues diagnosed and resolved and the Document Output Device fully operational within two (2) business days after the service request call was logged with the Vendor.	99%
First Time Fix	Vendor is expected to resolve reported issued the first time reported for Document Output Devices <u>covered under a maintenance agreement with the Vendor</u> . Vendor is expected to have no other service calls placed for the same Document Output Device for the same equipment-related issue (e.g., issue was not due to user error) within ninety (90) calendar days of issue being initially resolved.	90% of all service calls
Device Delivery Time	Vendor shall process Agency purchase order and deliver ordered new or refurbished Document Output Devices in a timely manner. Device Delivery Time is the number of calendar days between Vendor's receipt of a valid request for new or refurbished Document Output Device and the date the new or refurbished Document Output Device is delivered. Agency requested delivery dates that are past the established minimum threshold are not measured for this Service Level Agreement.	Less than 20 business days

Table 5: Service Level Agreement Minimum Thresholds

Vendor shall support NCDIT and Agencies to track, measure, and report on each of the Service Level Agreements in Table 5. Vendor shall provide a \$50 invoice credit for each instance of below Minimum Threshold indicated in Table 5 for an Agency as measured each contract quarter. Invoice credits shall be provided to the Agencies within thirty (30) calendar days after the end of the contract quarter. Vendor shall not need to provide an Agency an invoice credit for a Document Output Devices that falls below the 95% minimum threshold if the Document Output Device is replaced by the Vendor at no cost to the Agency.

All Service Level Agreements shall be tracked and reported by the Vendor from the beginning of the contract. To enable the Vendor to implement and stabilize its processes, the Performance Assurance invoice credits for each instance below the Minimum Threshold will not commence until after sixty (60) calendar days from the start of the contract.

WARRANTY

Vendor warrants that all equipment furnished under the contract will be new/original or refurbished as defined in Section E, Subsection 11 of the IFB, and of good material and workmanship. Vendor shall provide direct un-infringed unlimited USA OEM warranties on the Document Output Devices delivered under this contract. Vendors standard warranty for each awarded Document Output Device is listed in the [DIT 204D Device Wizard](#) in column W on the New Device worksheet. The report of a problem does not presuppose that every call shall result in an "on-site" visit for service/repair. Vendor and/or service subcontractor shall utilize best efforts to resolve problems in a timely fashion through the use of acceptable servicing methods to include, but not limited to, verbal problem analysis and remote diagnosis. Vendor is responsible for compliance with warranty terms by any third-party service provider. In the event that a product needs to be shipped out for repair or replacement, the Vendor shall provide shipping container (if required) and shipping instructions.

Agencies may purchase Extended Warranties or Upgraded Warranties from Vendors for purchased Document Output Devices.

MAINTENANCE

Vendor shall provide an optional annual maintenance agreement for every product offered under this statewide term contract. Pricing for all maintenance agreement shall be fixed for the first year of the contract. Escalation of 12-month maintenance agreement pricing shall not exceed 3% per contract year and shall be approved by the NCDIT Contract Administrator. For an Agency that selects the 12-month maintenance agreement option for a product under this contract at the time of purchase, the coverage commences on the day of product installation. Agency may elect to renew the maintenance agreement annually upon written notice (Purchase Order) at the Vendor's then current maintenance agreement rates. Following notice of renewal (Purchase Order), the Vendor may invoice the Agency for the corresponding annual maintenance agreement fees.

RETURN OF MERCHANDISE

A Document Output Device that is not performing per the specification in this IFB may be returned to the Vendor without penalty if a resolution is not achieved within thirty (30) calendar days at no additional cost to the State. Vendor shall not charge any restocking fee for unopened Document Output Devices or peripherals that are returned within thirty (30) calendar days of delivery date.

INSTRUCTION/TRAINING

If requested by the Purchasing Agency, Vendor shall provide training within fifteen (15) calendar days after such request is made for all delivered MFDs. Vendor shall be responsible for providing such training only once for each Agency per MFD product/model type purchased. Vendor shall provide user manual and operating instructions with each piece of equipment. Delivery will not be considered complete until one copy of all manuals are delivered.

EQUIPMENT RECYCLING PROGRAM

Vendor shall comply with the requirements of G.S. 130A-309.134, which includes printers and MFDs.

AMENDMENTS / UPDATES

- 2/17/17 – Updated Kyocera contact info.
- 2/23/17 – Updated Systel contact info.
- 4/4/17 - Updated Kyocera contact info.
- 4/25/17 - Added Ordering Instructions for Canon
- 6/21/17 – Updated Ricoh contact info.
- 10/09/17 – Updated Toshiba contact info.

-end-



**NORTH CAROLINA
DEPARTMENT OF INFORMATION TECHNOLOGY
IT STRATEGIC SOURCING OFFICE**

<https://it.nc.gov/resources/it-strategic-sourcing>

Solicitation Addendum

Solicitation Number: ITS-400096

Solicitation Description: Printer / Multifunction Device Equipment for Purchase or Lease with Support

Solicitation Opening Date and Time: **Changed to August 16, 2016 at 2:00 PM Eastern Time**

Addendum Number: 1

Addendum Date: July 20, 2016

Purchasing Agent: Debbie Patterson, Procurement Officer
debbie.patterson@nc.gov
 919-754-6619

1. Return one properly executed copy of this addendum with bid response or prior to the Bid Opening Date/Time listed above.
2. The solicitation is hereby modified as follows:

M1. Page 12, Section C, Subsection 7 is replaced in its entirety with following:

- 7) Printer and MFD Technical Specifications: The technical specifications for the printer and multifunction device (MFD) items are a combination of the items listed in this section and Attachment D.

- a) Vendor shall only propose Document Output Devices that meet the technical specifications in Table 3:

Technical Specification	Lot A	Lot B.1	Lot B.2	Lot C	Lot D
1. Has obtained Energy Star certification	Yes	Yes	Yes	Yes	Yes
2. Supports SNMPv3 discovery and management for non-Active Directory devices	Yes	Yes	Yes	Yes	Yes
3. Provides network connectivity via Integrated Ethernet 100 or higher or wireless connection	Yes	Yes	Yes	Yes	Yes
4. Provides minimum print quality of 600 DPI	Yes	Yes	Yes	Yes	Yes
5. Includes drivers available via website	Yes	Yes	Yes	Yes	Yes
6. Supports IP Printing and includes drivers that support Internet Printing Protocol (IPP)	Yes	Yes	Yes	Yes	Yes
7. Includes drivers that support Enhanced Point and Print	Yes	Yes	Yes	Yes	Yes
8. Prints documents in following file formats: <ul style="list-style-type: none"> • PDF • TIFF • JPG 	Yes	Yes	Yes	Yes	Yes

Technical Specification	Lot A	Lot B.1	Lot B.2	Lot C	Lot D
9. Supports current and n-2 versions at a minimum of the following: <ul style="list-style-type: none"> • Microsoft Office Applications • Acrobat Professional • InDesign CS • Corel Draw • Visio 	Yes	Yes	Yes	Yes	Yes
10. Supports following web browsers: <ul style="list-style-type: none"> • Internet Explorer 11 • Edge current and n-2 versions • Safari current and n-2 versions • Mozilla Firefox current and n-2 versions • Google Chrome current and n-2 versions 	Yes	Yes	Yes	Yes	Yes
11. Prints files from following programs: <ul style="list-style-type: none"> • Xerox Digipath 3.0 or later • Microsoft Office Applications 2003 or later • Acrobat 6.0 or later • InDesign CS3 or later • Visio 2003 or later • Elixir 3.0022 or later 	Yes	Yes	Yes	Yes	Yes
12. Maintains integrity of print order	Yes	Yes	Yes	Yes	Yes
13. Includes a meter, copy control, or copy monitor	Yes	Yes	Yes	Yes	Yes
14. Supports printing from mobile (e.g., tablet and smartphone) devices including Android, Apple, and Windows operating systems	Yes	Yes	Yes	Yes	Yes
15. Supports following Printer Languages at a minimum: PCL 6 Emulation, PCL 5 Emulation, PostScript 3 Emulation		Yes	Yes	Yes	Yes
16. Provides automatic tray-less duplex printing			Yes	Yes	Yes
17. Provides automatic document feeder			Yes	Yes	Yes
18. Contains data encryption feature to encode the data stored on the hard drive			Yes	Yes	Yes
19. Includes overwriting feature to clean out the MFD memory			Yes	Yes	Yes
20. Contains digital scanner to digitize an image in color, store the image in memory in color, and produce copies from the memory			Yes	Yes	Yes
21. Provides "scan once, print many" technology			Yes	Yes	Yes
22. Provides minimum scan resolution of 600 DPI			Yes	Yes	Yes
23. Provides scan to network connected computer			Yes	Yes	Yes
24. Provides scan to folders			Yes	Yes	Yes
25. Supports analog and digital fax technology			Yes	Yes	Yes
26. Supports E-fax			Yes	Yes	Yes
27. Provides Microsoft Certified drivers (current and n – 2 (e.g., Win7 / Win8 / Win10))			Yes	Yes	Yes
28. Supports batch configurations based on custom groups or fleet-wide distributions			Yes	Yes	Yes

Technical Specification	Lot A	Lot B.1	Lot B.2	Lot C	Lot D
29. Supports following network server environments: Windows Server 2003, Windows Server 2008, Windows Server 2012 R2			Yes	Yes	Yes
30. Provides scan to email (standard and searchable PDFs)				Yes	Yes
31. Supports Secure Printing				Yes	Yes
32. Supports integration with Microsoft Active Directory for device and user authentication				Yes	Yes

Table 3: Technical Specifications

- b) If the Vendor requires the use of the State's network and network monitoring to meet the maintenance and service requirements, then the Vendor's software shall use SNMP v3.
- c) Vendor shall provide, apply, and keep current software security patches and firmware upgrades for all Vendor supported Document Output Devices at no additional cost to the Agency. Installation of security patches and firmware upgrades shall be in accordance with the NCDIT Change and Release Management processes (see <http://it.nc.gov/it-services>) and in compliance with North Carolina Statewide Information Security Manual (see <http://it.nc.gov/document/statewide-information-security-manual>).
- d) Vendor shall provide Document Output Devices under this contract that support Agencies' compliance with the Statewide Data Classification and Handling Policy (located at <https://it.nc.gov/document/statewide-data-classification-and-handling-policy>), the Statewide Information Security Manual, Section 040906 Securing Multifunctional Devices (MFDs) and Network Printers (located at <http://it.nc.gov/document/statewide-information-security-manual>), and the National Institute of Standards and Technology Guidelines for Media Sanitization (located at <http://nvlpubs.nist.gov/nistpubs/SpecialPublications/NIST.SP.800-88r1.pdf>).

M2. Page 15, Section D, Subsection 2 is replaced in its entirety with following:

- 2. Vendor shall list one proposed model for each segment within each lot they wish to be considered for award. To support evaluation of the Vendor's proposed model, Vendor shall provide all requested information in gray-shaded cells within the Pricing Sheet worksheet of Attachment E. This includes details about peripherals, replaceable parts, warranties, leasing terms, maintenance, and hard drive retention costs (if applicable). Vendor shall provide requested information within the Consumables Pricing worksheet of Attachment E on Consumables for each proposed Document Output Device.

M3. Page 15, Section D, Subsection 3 is replaced in its entirety with following:

- 3. Vendor shall provide specific pricing in the form of a discount off of the Manufacturer's Suggested Retail Price (MSRP). Vendor shall include in the space provided on the Pricing Sheet worksheet a link to a published list of the U.S. MSRP. Vendor shall include in its offer a printed copy of Vendor's current published list of the U.S. MSRPs for all proposed Document Output Devices listed in column E on the Pricing Sheet worksheet in Attachment E, and all Peripherals, Warranties, Maintenance Plans, and Consumables listed in Attachment E.

M4. Page 16, Section D, Subsection 10 is added as follows:

- 10. In column E on the Consumables Pricing worksheet in Attachment E, Vendor shall only propose single pack Consumables and shall only list the OEM toner or ink cartridge(s) that Vendor sells that provide the highest yield. Vendor shall follow ISO / IEC 19752:2004 standard (available at

http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=34911) when entering Consumables yield information in column G on the Consumables Pricing worksheet in Attachment E.

M5. Page 18, Section E, Subsection 7 is replaced in its entirety with following:

- 7) Delivery: Vendor shall complete delivery within twenty (20) business days after receipt of purchase order to any location within North Carolina.

For Document Output Devices within lots A, B.1, and B.2, complete delivery shall be defined as inside delivery of ordered Document Output Device. One copy of user manual and operating instructions shall also be provided to Agency before delivery shall be considered complete.

For Document Output Devices within lots C and D, complete delivery shall be defined as inside delivery, uncrating, assembly, installation, making ready for use, and removal of debris. One copy of user manual and operating instructions shall also be provided to Agency before delivery shall be considered complete.

If circumstances beyond the control of the Vendor result in a late delivery or installation, it is the responsibility and obligation of the Vendor to notify the Purchasing Agent listed on the purchase order, in writing, immediately upon determining delay of shipment. The written notification shall indicate the anticipated delivery dated.

Vendor shall contact the Agency designated contact before delivery of new or refurbished Document Output Devices to inquire about stairs, loading dock, security procedures, etc. For installation and removals that require special rigging, Vendor shall submit a price quotation to the Agency for approval prior to any work being done.

M6. Page 21, Section E, Subsection 13 b) is replaced in its entirety as follows:

- b) On-Site Service Response Time

Because of the important role that Document Output Devices play in enabling Agencies to conduct the State's business, standard service response time for Document Output Devices covered under a maintenance agreement with the Vendor shall be next business day or less for all Document Output Devices regardless of location within the State of North Carolina. For the purposes of this IFB and resulting contract, response time shall mean the time between when the initial service call is placed with the Vendor and the arrival of a trained service person at the Agency user's site. A telephone call, unless it results in solving the problem, shall not be deemed an acceptable service response. Repeated failure to provide service to all specified areas within the contracted time may result in the removal of the Vendor from the contract.

M7. Page 21, Section E, Subsection 13 f) is replaced in its entirety as follows:

- f) Device Delivery Time

Vendor shall process Agency purchase order and deliver ordered new or refurbished Document Output Devices in a timely manner. Device Delivery Time is the number of calendar days between Vendor's receipt of a valid request for new or refurbished Document Output Device and the date the new or refurbished Document Output Device is delivered. Agency requested delivery dates that are past the established minimum threshold are not measured for this Service Level Agreement.

M8. Page 21, Section E, Subsection 14 is replaced in its entirety as follows:

- 14) Performance Assurance: Vendor shall support NCDIT and Agencies to track, measure, and report on each of the Service Level Agreements in Section E, Subsection 13. The minimum threshold for each Service Level Agreement is listed in Table 4 of this IFB. Vendor shall provide a \$50 invoice credit for each instance of below minimum threshold performance for an Agency or NCDIT as measured each contract quarter. Invoice credits shall be provided to the Agencies or NCDIT within thirty (30) calendar

days after the end of the contract quarter. Vendor shall not need to provide an Agency an invoice credit for a Document Output Devices that falls below the 95% minimum threshold if the Document Output Device is replaced by the Vendor at no cost to the Agency.

Service Level Agreement	Minimum Threshold
Document Output Device Uptime	95%
On-Site Response Time	Next business day
Break Fix Resolution	99%
First Time Fix	90% of all service calls
Timely Reporting	100%
Device Delivery Time	Less than 20 business days

Table 4: Service Level Agreement Minimum Thresholds

All Service Level Agreements shall be tracked and reported by the Vendor from the beginning of the contract. To enable the Vendor to implement and stabilize its processes, the Performance Assurance invoice credits for each instance below the minimum threshold will not commence until after sixty (60) calendar days from the start of the contract. Vendor shall provide the NCDIT Contract Administrator a summary of all invoice credits issued to Agencies each contract quarter by Agency, by Service Level Agreement.

M9. Page 26, Section E, Subsection 33 a) is replaced in its entirety as follows:

- a) All prices for proposed Document Output Devices in lots C and D shall include delivery with full size complement of Consumable supplies, except paper (irrespective of whether the machine includes a “start-up kit” from the manufacturer). Agency will not pay additional charges for a manufacturer included start-up kit. All prices for proposed Document Output Devices in lots A, B.1, and B.2 shall include delivery with Consumable supplies, except paper. Vendor may include a “start-up kit” from the manufacturer to meet this requirement for lots A, B.1, and B.2.

M10. Page 28, Section F, Subsection 3 m) is added as follows:

- m) Printed copy of Vendor’s current published list of the U.S. MSRPs for all proposed Document Output Devices listed in column E on the Pricing Sheet worksheet in Attachment E, and all Peripherals, Warranties, Maintenance Plans, and Consumables listed in Attachment E

M11. Page 43, Section H, Subsection 4 is replaced in its entirety as follows:

4) TERMINATION OF LEASE:

- a) Lease termination for convenience: Reserved
- b) This contract may be terminated with thirty (30) calendar days written notice to Vendor if the organizational activity within the State Agency using the equipment is discontinued or disestablished.
- c) Lease Cancellation Due To Non-Performance: The lease contract may be cancelled at any time during the lease period for Vendor or equipment non-performance or failure to meet Section C pursuant to Section H, Paragraph 10) (Default and Remedies). If the Lessee requests removal of leased equipment, Lessor will cancel the lease effective immediately with no additional payments due from Agency. Equipment will be removed from Lessee site within ten (10) days of such written notice at no cost to the Lessee.
- d) Expiration of Lease Term: Any lease shall terminate upon expiration of the lease contract term unless the State elects to rent the equipment on a month-to-month basis at the Vendor’s then current

commercial rates. The State shall provide Vendor with a thirty (30) calendar day written notification to convert the lease contract to a rental contract.

M12. Page 44, Section H, Subsection 7 is replaced in its entirety as follows:

7) REFRESH REQUIREMENTS: Reserved

M13. Page 44, Section H, Subsection 15 is replaced in its entirety as follows:

15) RISK OF LOSS OR DAMAGE: Risk of loss or damage shall remain with the Vendor for all Leased Item(s) during the periods of transportation, installation, and removal, except when loss or damage is due to the negligent acts of the Lessee.

M14. Page 44, Attachment D is replaced in its entirety as follows:

Attachment D. Technical Specifications

Lot	Document Output Device Segment	Minimum Functions ¹	Mono / Color	Maximum Original & Copy Paper Size	Estimated Monthly Page Volume	Minimum Copies per Minute (Mono) ²	Maximum Printing First Page Out Time (Mono)	Minimum Memory	Duplex Printing	Desired Paper Input Capacity	Desired Output Tray Capacity
A	1 Inkjet Mobile Printer - 3 or more CPM (Color)	P	Color	8.5 X 14	100	3 or more	18 seconds	128MB	Not Required	50	25
	2 Inkjet MFD - 11 to 20 CPM (Color)	P, C, S, F	Color	8.5 X 14	250	11 to 20	18 seconds	128MB	Not Required	100	25
B.1	3 Laser Printer - 19 to 30 CPM (Mono)	P	Mono	8.5 X 14	1,500	19 to 30	15 seconds	256MB	Required	250	100
	4 Laser Printer - 11 to 20 CPM (Color)	P	Color	8.5 X 14	1,500	11 to 20	15 seconds	256MB	Required	250	100
	5 Laser Printer - 31 to 44 CPM (Mono)	P	Mono	8.5 X 14	3,000	31 to 44	12 seconds	256MB	Required	250	100
	6 Laser Printer - 21 to 34 CPM (Color)	P	Color	8.5 X 14	3,000	21 to 34	12 seconds	256MB	Required	250	100
	7 Laser Printer - 45 or more CPM (Mono)	P	Mono	8.5 X 14	5,000	45 or more	10 seconds	512MB	Required	500	150
	8 Laser Printer - 35 or more CPM (Color)	P	Color	8.5 X 14	5,000	35 or more	10 seconds	512MB	Required	500	150
	9 Laser Printer - 30 or more CPM (Mono)(Ledger)	P	Mono	11 X 17	4,000	30 or more	12 seconds	512MB	Required	500	250
	10 Laser Printer - 20 or more CPM (Color)(Ledger)	P	Color	11 X 17	4,000	20 or more	12 seconds	512MB	Required	500	250
B.2	11 Digital MFD - 19 to 30 CPM (Mono)	P, C, S, F	Mono	8.5 X 14	2,500	19 to 30	12 seconds	256MB	Required	250	150
	12 Digital MFD - 14 to 30 CPM (Color)	P, C, S, F	Color	8.5 X 14	2,500	14 to 30	12 seconds	256MB	Required	250	150
	13 Digital MFD - 21 to 30 CPM (Mono)(Ledger)	P, C, S, F	Mono	11 X 17	4,000	21 to 30	12 seconds	256MB	Required	250	150
	14 Digital MFD - 21 to 30 CPM (Color)(Ledger)	P, C, S, F	Color	11 X 17	4,000	21 to 30	12 seconds	256MB	Required	250	150
	15 Digital MFD - 31 to 40 CPM (Mono)	P, C, S, F	Mono	8.5 X 14	12,000	31 to 40	12 seconds	256MB	Required	250	250
	16 Digital MFD - 31 to 40 CPM (Color)	P, C, S, F	Color	8.5 X 14	12,000	31 to 40	12 seconds	256MB	Required	250	250
	17 Digital MFD - 31 to 40 CPM (Mono)(Ledger)	P, C, S, F	Mono	11 X 17	12,000	31 to 40	12 seconds	512MB	Required	500	250
	18 Digital MFD - 31 to 40 CPM (Color)(Ledger)	P, C, S, F	Color	11 X 17	12,000	31 to 40	12 seconds	512MB	Required	500	250
C	19 Digital MFD - 41 to 54 CPM (Mono)	P, C, S, F	Mono	8.5 X 14	16,000	41 to 54	10 seconds	512MB	Required	1,000	500
	20 Digital MFD - 41 to 54 CPM (Color)	P, C, S, F	Color	8.5 X 14	16,000	41 to 54	10 seconds	512MB	Required	1,000	500
	21 Digital MFD - 41 to 54 CPM (Mono)(Ledger)	P, C, S, F	Mono	11 X 17	16,000	41 to 54	10 seconds	1GB	Required	1,000	500
	22 Digital MFD - 41 to 54 CPM (Color)(Ledger)	P, C, S, F	Color	11 X 17	16,000	41 to 54	10 seconds	1GB	Required	1,000	500
	23 Digital MFD - 55 to 69 CPM (Mono)	P, C, S, F	Mono	8.5 X 14	25,000	55 to 69	10 seconds	1GB	Required	2,000	500
D	24 Digital MFD - 55 to 69 CPM (Mono)(Ledger)	P, C, S, F	Mono	11 X 17	25,000	55 to 69	10 seconds	1GB	Required	2,000	1,000
	25 Digital MFD - 55 to 69 CPM (Color)(Ledger)	P, C, S, F	Color	11 X 17	25,000	55 to 69	10 seconds	1GB	Required	2,000	500
	26 Digital MFD - 70 to 90 CPM (Mono)	P, C, S, F	Mono	8.5 X 14	50,000	70 to 90	8 seconds	1GB	Required	2,000	500
	27 Digital MFD - 70 to 90 CPM (Mono)(Ledger)	P, C, S, F	Mono	11 X 17	50,000	70 to 90	8 seconds	1GB	Required	2,000	500
	28 Digital MFD - 70 to 90 CPM (Color)(Ledger)	P, C, S, F	Color	11 X 17	50,000	70 to 90	8 seconds	1GB	Required	2,000	500

¹ P = Print, C = Copy, S = Scan, F = Fax

² All Copies per Minute speeds are based on use of 8.5" x 11" paper with auto exposure and other enhancing features disabled.

Vendors shall note that references to Lot B in the IFB apply to both newly created lot B.1 and lot B.2, unless otherwise noted.

M15. Page 54, Attachment E is replaced in its entirety as follows:**Attachment E: Price Proposal**

Vendor shall use this workbook and follow the instructions below to submit its proposed Document Output Devices and pricing for evaluation by the State.

The State shall evaluate the estimated total cost of a Vendor's proposed Document Output Devices across a three year period for both a purchase option and a lease option. The Document Output Devices are grouped into lots as indicated in column A on the Pricing Sheet worksheet. **Vendor is required to propose a Document Output Device for every segment within a lot, but Vendor is not required to propose Document Output Devices for every lot.** Vendor shall follow the instructions below, **being sure to scroll down to see all 19 steps.**

Applicable Worksheet	Step	Directions	Vendor Input Check				
			Lot A	Lot B.1	Lot B.2	Lot C	Lot D
Instructions	1	Fill in your company's name here ==>	Missing				
Pricing Sheet	2	Review and complete Pricing Sheet worksheet, using gray-shaded cells to provide the requested information for each Document Output Device segment listed in column C for the lots the Vendor intends to include in their offer. After reviewing the detailed technical specifications for each Document Output Device segment in Section C. Technical Specifications and Attachment D. Technical Specifications of this IFB, Vendor shall identify the following for the proposed Document Output Device model that meets or exceeds the technical standards: Manufacturer's Name in column D, Manufacturer's Model Number in column E, Manufacturer's Part Number in column F, Device MSRP in column G, and Device Discount % in column H. Column I will automatically calculate the final New Device NC Discounted Purchase Price by multiplying the Device MSRP by (1 minus the Device Discount %).	Missing	Missing	Missing	Missing	Missing
Pricing Sheet	3	To set the pricing for all Peripherals offered for the proposed Document Output Device, Vendor shall enter the proposed Peripherals Discount % in column K. Column L will automatically calculate the final Peripheral NC Discounted Purchase Price by multiplying the Estimated Peripheral MSRP in column J by (1 minus the Peripherals Discount %). The Estimated Peripheral MSRP in column J is calculated by taking 20% of the Device MSRP in column G to reflect the State's assumption that an estimated 20% of total purchases are for Peripherals.	Missing	Missing	Missing	Missing	Missing
Pricing Sheet	4	To set the pricing for all Replaceable Parts offered for the proposed Document Output Device, Vendor shall enter the proposed Replaceable Parts Discount % in column N. Column O will automatically calculate the final Replaceable Parts NC Discounted Purchase Price by multiplying the Estimated Replaceable Parts MSRP in column M by (1 minus the Replaceable Parts Discount %). The Estimated Replaceable Parts MSRP in column M is calculated by taking 5% of the Device MSRP in column G. For purposes of pricing evaluation only, the State is using 5% of the Device MSRP to estimate the MSRP of Replaceable Parts purchased for the Device over a three year period.	Missing	Missing	Missing	Missing	Missing
Pricing Sheet	5	To set the pricing for all extended warranties offered for the proposed Document Output Device, Vendor shall indicate the Standard Manufacturer Warranty Included with Purchase (e.g., 12 months advanced exchange) in column P. <u>For purposes of pricing evaluation only</u> , Vendor shall provide the following for an Extended Warranty to start immediately after the expiration of the standard warranty coverage that was included with purchase, and end after the third year from purchase: Extended Warranty Plan Part Number in column Q, Extended Warranty Plan MSRP in column R, and the proposed Extended Warranty Plan Discount % in column S. Column T will automatically calculate the final Extended Warranty NC Discounted Purchase Price by multiplying the Extended Warranty Plan MSRP by (1 minus the Extended Warranty Plan Discount %). <u>For Lot A and Lot B.1, Vendor shall assume the Extended Warranty will be for Exchange. For Lot B.2, Lot C, and Lot D, Vendor shall assume Extended Warranty is for On-Site Next Business Day.</u> If Vendor does not offer the assumed level of Extended Warranty, Vendor shall propose the closest Extended Warranty that Vendor does offer.	Missing	Missing	Missing	Missing	Missing
Pricing Sheet	6	For the proposed Document Output Device, Vendor shall provide <u>Fair Market Value</u> Lease Factors for new Document Output Devices and Peripherals (<u>excluding software</u>) for 36-month, 48-month, and 60-month lease terms in columns U, W, and Y respectively. The estimated total Lease Cost for 36-month, 48-month, and 60-month lease terms for each segment will be automatically calculated in columns V, X, and Z by multiplying the New Device NC Discounted Purchase Price by the applicable Lease Factor provided by the Vendor for the Lease Term and by the number of months in the Lease Term. Vendor shall provide Lease Factors for Software for 36-month, 48-month, and 60-month lease terms in columns AA, AB, and AC respectively.	Missing	Missing	Missing	Missing	Missing
Pricing Sheet	7	Vendor shall indicate pricing for maintenance coverage for purchased or leased Document Output Devices by entering the Annual Maintenance Plan Part Number in column AD, Annual Maintenance Plan MSRP in column AE, and the Annual Maintenance Plan Discount % in column AF. Column AG will automatically calculate the final Annual Maintenance Plan NC Discounted Purchase Price by multiplying the Annual Maintenance Plan MSRP by (1 minus the Annual Maintenance Plan Discount %). <u>The proposed Annual Maintenance Plan pricing shall not include allowances for any minimum click volumes.</u> Vendor shall indicate the Maintenance Cost per Copy for Mono in column AI and the Maintenance Cost per Copy for Color in column AJ (when applicable). Column AK automatically calculates the estimated 3-year total maintenance cost for each proposed Document Output Device by multiplying the Annual Maintenance Plan NC Discounted Purchase Price by 3 years, and then multiplying the estimated 3-year page volume (Estimated Monthly Page Volumes in column AN multiplied by 36 months) by the Maintenance Cost per Copy (Mono) for Mono Document Output Devices and a blended Maintenance Cost per Copy for Color Document Output Devices (assuming 62% Mono and 38% Color for Color Document Output Devices).	Missing	Missing	Missing	Missing	Missing
Pricing Sheet	8	Vendor has <u>option</u> to provide Agencies with refurbished Document Output Devices in any and all of the segments listed in column C in the Pricing Sheet worksheet. Since the model of refurbished Document Output Device may vary over the duration of the Contract, Vendor can provide a <u>not to exceed</u> Refurbished Device NC Discounted Purchase Price in column AL in the Pricing Sheet that they will provide Agencies with refurbished Document Output Devices. Refurbished Document Output Devices are only allowed to be purchased, and are not able to be leased. <u>Vendor is not required to submit a price for every segment within a lot, and the State reserves the right to award refurbished Document Output Devices by segment versus by lot.</u>					
Pricing Sheet	9	Some Agencies may require retention of removable hard disk drives at the end of a lease term. Vendor may indicate a not to exceed cost (if any) for Agency to retain removable hard disk drive in column AM for proposed Document Output Device. If there is no cost to the Agency to retain the removable hard disk drive, the Vendor shall enter \$0.					

Applicable Worksheet	Step	Directions	Vendor Input Check				
			Lot A	Lot B.1	Lot B.2	Lot C	Lot D
Pricing Sheet	10	Vendor shall fill in the specifications for each proposed model in columns AO through AW, being sure that they meet or exceed the technical specifications in Section C. Technical Specifications and Attachment D. Technical Specifications of the IFB. Columns AO, AP, and AT have drop down menus that Vendor shall use to select the appropriate value.	Missing	Missing	Missing	Missing	Missing
Pricing Sheet	11	Vendor shall provide in column AX on the Pricing Sheet worksheet a link to a website where the State can see the MSRP for the proposed Document Output Device. Vendor shall provide in column AY on the Pricing Sheet worksheet a link to a website where the State can see the detailed technical specifications for the proposed Document Output Device.	Missing	Missing	Missing	Missing	Missing
Pricing Sheet	12	This step is informational only; no action is required by Vendor. The State is using a three (3) year total cost of ownership (TCO) approach to calculating the value of Vendor's pricing offer. Columns AZ through BO contain the calculations of the Purchase TCO and the Lease TCO for each segment within each lot. Columns AZ and BA contain the estimated quantities of Document Output Devices per segment that is assumed to be purchased or leased annually for purposes of evaluating offers. These quantities are based on historical purchase percentages, and do not indicate commitments for future purchases. Column BF contains the New Device NC Discounted Purchase Price, column BG contains the Peripheral NC Discounted Purchase Price, column BH contains the Replaceable Parts NC Discounted Purchase Price, and column BI contains the Extended Warranty NC Discounted Purchase Price. Column BJ contains the total of the Estimated Consumables Purchases During 3 Year Lifecycle costs for all Consumables for the proposed model in each segment based on information provided by the Vendor on the Consumables Pricing worksheet. Column BK multiplies the Estimated Annual Purchase quantities in column AZ by the sum of columns BF through BJ. Column BL contains the 36-Month Total Lease Payments and column BM contains the Estimated 3 Year Maintenance Agreement Price. Column BN multiplies the Estimated Annual Lease quantities in column BA by the sum of columns BL and BM. Column BO calculates the Total Offer Value by adding the Total Purchase TCO in column BK and the Total Lease TCO in column BN for each segment. Rows 32, 33, 34, 35, and 36 in column BO provide Total Offer Value for Lots A, B.1, B.2, C, and D respectively. The amounts in these five cells will be used to compare pricing offers across responsive and responsible Vendors by lot.					
Peripherals Pricing	13	On the worksheet labeled Peripherals Pricing, Vendor can provide additional Peripherals that are available for the proposed Document Output Devices listed in column E of the Pricing Sheet worksheet. Vendor shall select the applicable Document Output Device Segment (from drop down menu) in column A and the proposed Manufacturer's Model Number will automatically be populated in column B based on information entered by Vendor on Pricing Sheet worksheet. Vendor can then enter the proposed Peripheral Part Numbers in column C, the Peripheral Part Descriptions in column D, and the Peripheral Part MSRPs in column E. The Peripheral Discount % in column F will automatically be filled in based on the Peripheral Discount % entered on the Pricing Sheet worksheet for that Document Output Device Segment. Column G will automatically calculate the final Peripheral Part NC Discounted Purchase Price by multiplying the Peripheral Part MSRP by (1 minus the Peripherals Discount %).					
Warranty Pricing	14	On the worksheet labeled Warranty Pricing, Vendor can provide additional Extended Warranty Plans that they offer for the proposed Document Output Devices listed in column E of the Pricing Sheet worksheet. Vendor shall select the applicable Document Output Device Segment (from drop down menu) in column A and the proposed Manufacturer's Model Number will automatically be populated in column B based on information entered by Vendor on Pricing Sheet worksheet. Vendor can then enter the proposed Extended Warranty Plan Part Numbers in column C, the Extended Warranty Plan Descriptions in column D, and the Extended Warranty Plan MSRPs in column E. The Extended Warranty Discount % in column F will automatically be filled in based on the Extended Warranty Discount % entered on the Pricing Sheet worksheet for that Document Output Device Segment. Column G will automatically calculate the final Extended Warranty Plan NC Discounted Purchase Price by multiplying the Extended Warranty Plan MSRP by (1 minus the Extended Warranty Discount %).					
Maintenance Pricing	15	On the worksheet labeled Maintenance Pricing, Vendor can provide additional Maintenance Plans that they offer for the proposed Document Output Devices listed in column E of the Pricing Sheet worksheet. Vendor shall select the applicable Document Output Device Segment (from drop down menu) in column A, enter the proposed Maintenance Plan Part Numbers in column B, the Maintenance Plan Descriptions in column C, and the Maintenance Plan MSRPs in column D. The Annual Maintenance Plan Discount % in column E will automatically be filled in based on the Annual Maintenance Plan Discount % entered on the Pricing Sheet worksheet for that Document Output Device Segment. Column F will automatically calculate the final NC Discounted Annual Maintenance Plan Cost by multiplying the Maintenance Plan MSRP by (1 minus the Annual Maintenance Plan Discount %). Vendor shall enter the Number of Copies (Mono) Included in Annual Maintenance Plan Cost (if any) in column G, the Number of Copies (Color) Included in Annual Maintenance Plan Cost (if any) in column H, the Maintenance Plan Cost Per Copy (Mono) For Overages to the number of copies indicated in column G in column I, and the Maintenance Plan Cost Per Copy (Color) For Overages to the number of copies indicated in column H in column J.					
Consumables Pricing	16	On the worksheet labeled Consumables Pricing, Vendor shall indicate the Consumables that are required for the proposed Document Output Device listed in column E of the Pricing Sheet worksheet to fully function to help the State evaluate the total cost of the proposed Document Output Devices. Consumables are defined as toner or ink cartridges. <u>Vendor shall only list the toner or ink cartridge(s) that Vendor sells that provide the highest yield. Vendor shall only propose single pack toner or ink cartridges.</u> To estimate the quantity and pricing of all Consumables required to meet the estimated monthly page volumes over the assumed three year Life Cycle for each proposed Document Output Device, Vendor shall select the Document Output Device Segment (from drop down menu) in column B, and then select the Manufacturer's Name from drop down menu in column D. If the Manufacturer's Name is not listed in the drop down menu, Vendor shall select "Other". Vendor shall indicate the Consumables Part Number in column E, the Consumables Description in column F, the Estimated Useful Life of Consumable Part (e.g., expected page yield of toner or ink cartridge) in column G, and the Consumables MSRP in column H. Since State Agencies purchase toner and ink cartridges from the North Carolina Department of Administration Division of Purchase & Contract's Office Supplies State Term Contract (615A), the estimated Consumable NC Discounted Purchase Price in column I will be automatically calculated by multiplying the Consumables MSRP by (1 minus the Consumables Minimum Discount % for the Manufacturer Name listed in column D from the Office Supplies State Term Contract). The Estimated Life Cycle Quantity in column J is calculated by dividing the estimated Life Cycle Page Volume by the Estimated Useful Life of Consumable Part, and then subtracting one (1) to account for the original Consumable Part included with original Document Output Device. Estimated Life Cycle Page Volumes are calculated by multiplying the Estimated Monthly Page Volumes for the segment in column AN of the Pricing Sheet by 36 months. Estimated Life Cycle Quantities in column J do not represent a commitment for the purchase of Consumable Parts. Column K will automatically calculate the estimated cost for Consumables for a three year life cycle by multiplying the quantity in column J by the price in column I.	Missing	Missing	Missing	Missing	Missing

Applicable Worksheet	Step	Directions	Vendor Input Check				
			Lot A	Lot B.1	Lot B.2	Lot C	Lot D
Additional Models	17	Vendor may provide additional Document Output Devices within the lots they are including in their offer from the same manufacturer that are within the scope of this IFB on the worksheet labeled Additional Models. Vendor shall provide the Document Output Device Segment (from drop down menu) in column A and the Document Output Device Manufacturer's Name will be automatically populated in column B. Vendor can enter the proposed Manufacturer's Model Number in column C, Manufacturer's Part Number in column D, Model Description in column E, and the Device MSRP in column F. The Device Discount % for the same Document Output Device Segment on the Pricing Sheet worksheet will automatically be pulled in to column G and used to calculate the New Device NC Discounted Purchase Price in column H by multiplying the Device MSRP by (1 minus the Device Discount %). If Vendor is awarded a Contract, the NCDIT Contract Administrator will work with Vendor to collect Peripherals, Replaceable Parts, Consumables, Extended Warranty, Maintenance Plan, and Leasing information for Additional Models that are in the scope of this IFB. The pricing for these components will be calculated as described in previous steps.					
All	18	To check to see if requested information has been entered into all appropriate cells across all worksheets, Vendor shall check columns F, G, H, I, and J of the Instructions worksheet to see if there is an "OK" for each applicable step in the lots they are intending to include in their offer. If "Missing" appears in any row within columns F, G, H, I, and J, Vendor should double check to make sure they have entered information in all gray-shaded cells as directed in the directions in column C of the Instructions worksheet for that step. Columns BT through DB on the Pricing Sheet workbook can help Vendor pinpoint which cell(s) are missing data. Column AB on the Consumables Pricing worksheet can help Vendor identify if there are proposed models that do not have any Consumables listed on the Consumables Pricing worksheet. Column R on the Consumables Pricing worksheet can help Vendor pinpoint which rows contain missing data for proposed Consumables. Vendor shall note that the Vendor Input Check columns in Step 16 on this worksheet only check to see if at least one Consumable has been entered on the Consumables Pricing worksheet for each proposed Document Output Device Model listed in column C on the Pricing Sheet worksheet. <u>Vendor shall note that input check functionality described in this step only validates that information has been entered into a cell; it does not validate that the information is accurate or valid. This remains the Vendor's responsibility.</u>					
All	19	Vendor shall save this Excel File upon completion using filename format "Printer MFD IFB Attachment E Pricing Sheet_VENDOR NAME" and follow instructions in Section F. Proposal Content and Organization in the IFB on paper and electronic submission of Attachment E. Pricing Sheet.					

Attachment E: Price ProposalVendor: **0**

Attachment 2: Proposed

Vendor: 0

		Proposed Document Output Device Purchase Information						
Lot	Document Output Device Segment		Manufacturer's Name	Manufacturer's Model Number	Manufacturer's Part Number	Device MSRP	Device Discount %	New Device NC Discounted Purchase Price
A	1	Inkjet / Thermal Mobile Printer - 3 or more CPM (Color)						\$ -
	2	Inkjet / Thermal MFD - 11 to 20 CPM (Color)						\$ -
B.1	3	Laser / LED Printer - 19 to 30 CPM (Mono)						\$ -
	4	Laser / LED Printer - 11 to 20 CPM (Color)						\$ -
	5	Laser / LED Printer - 31 to 44 CPM (Mono)						\$ -
	6	Laser / LED Printer - 21 to 34 CPM (Color)						\$ -
	7	Laser / LED Printer - 45 or more CPM (Mono)						\$ -
	8	Laser / LED Printer - 35 or more CPM (Color)						\$ -
	9	Laser / LED Printer - 30 or more CPM (Mono)(Ledger)						\$ -
	10	Laser / LED Printer - 20 or more CPM (Color)(Ledger)						\$ -
B.2	11	Digital MFD - 19 to 30 CPM (Mono)						\$ -
	12	Digital MFD - 14 to 30 CPM (Color)						\$ -
	13	Digital MFD - 21 to 30 CPM (Mono)(Ledger)						\$ -
	14	Digital MFD - 21 to 30 CPM (Color)(Ledger)						\$ -
	15	Digital MFD - 31 to 40 CPM (Mono)						\$ -
	16	Digital MFD - 31 to 40 CPM (Color)						\$ -
	17	Digital MFD - 31 to 40 CPM (Mono)(Ledger)						\$ -
	18	Digital MFD - 31 to 40 CPM (Color)(Ledger)						\$ -
C	19	Digital MFD - 41 to 54 CPM (Mono)						\$ -
	20	Digital MFD - 41 to 54 CPM (Color)						\$ -
	21	Digital MFD - 41 to 54 CPM (Mono)(Ledger)						\$ -
	22	Digital MFD - 41 to 54 CPM (Color)(Ledger)						\$ -
	23	Digital MFD - 55 to 69 CPM (Mono)						\$ -
D	24	Digital MFD - 55 to 69 CPM (Mono)(Ledger)						\$ -
	25	Digital MFD - 55 to 69 CPM (Color)(Ledger)						\$ -
	26	Digital MFD - 70 to 90 CPM (Mono)						\$ -
	27	Digital MFD - 70 to 90 CPM (Mono)(Ledger)						\$ -
	28	Digital MFD - 70 to 90 CPM (Color)(Ledger)						\$ -

Attachment E: Price Proposal

Vendor: 0

Lot	Document Output Device Segment	Representative Peripheral Purchase Information			Representative Replaceable Parts Purchase Information		
		Estimated Peripheral MSRP	Peripherals Discount %	Peripheral NC Discounted Purchase Price	Estimated Replaceable Parts MSRP	Replaceable Parts Discount %	Replaceable Parts NC Discounted Purchase Price
A	1 Inkjet / Thermal Mobile Printer - 3 or more CPM (Color)	\$ -		\$ -	\$ -		\$ -
	2 Inkjet / Thermal MFD - 11 to 20 CPM (Color)	\$ -		\$ -	\$ -		\$ -
B.1	3 Laser / LED Printer - 19 to 30 CPM (Mono)	\$ -		\$ -	\$ -		\$ -
	4 Laser / LED Printer - 11 to 20 CPM (Color)	\$ -		\$ -	\$ -		\$ -
	5 Laser / LED Printer - 31 to 44 CPM (Mono)	\$ -		\$ -	\$ -		\$ -
	6 Laser / LED Printer - 21 to 34 CPM (Color)	\$ -		\$ -	\$ -		\$ -
	7 Laser / LED Printer - 45 or more CPM (Mono)	\$ -		\$ -	\$ -		\$ -
	8 Laser / LED Printer - 35 or more CPM (Color)	\$ -		\$ -	\$ -		\$ -
	9 Laser / LED Printer - 30 or more CPM (Mono)(Ledger)	\$ -		\$ -	\$ -		\$ -
	10 Laser / LED Printer - 20 or more CPM (Color)(Ledger)	\$ -		\$ -	\$ -		\$ -
B.2	11 Digital MFD - 19 to 30 CPM (Mono)	\$ -		\$ -	\$ -		\$ -
	12 Digital MFD - 14 to 30 CPM (Color)	\$ -		\$ -	\$ -		\$ -
	13 Digital MFD - 21 to 30 CPM (Mono)(Ledger)	\$ -		\$ -	\$ -		\$ -
	14 Digital MFD - 21 to 30 CPM (Color)(Ledger)	\$ -		\$ -	\$ -		\$ -
	15 Digital MFD - 31 to 40 CPM (Mono)	\$ -		\$ -	\$ -		\$ -
	16 Digital MFD - 31 to 40 CPM (Color)	\$ -		\$ -	\$ -		\$ -
	17 Digital MFD - 31 to 40 CPM (Mono)(Ledger)	\$ -		\$ -	\$ -		\$ -
	18 Digital MFD - 31 to 40 CPM (Color)(Ledger)	\$ -		\$ -	\$ -		\$ -
C	19 Digital MFD - 41 to 54 CPM (Mono)	\$ -		\$ -	\$ -		\$ -
	20 Digital MFD - 41 to 54 CPM (Color)	\$ -		\$ -	\$ -		\$ -
	21 Digital MFD - 41 to 54 CPM (Mono)(Ledger)	\$ -		\$ -	\$ -		\$ -
	22 Digital MFD - 41 to 54 CPM (Color)(Ledger)	\$ -		\$ -	\$ -		\$ -
	23 Digital MFD - 55 to 69 CPM (Mono)	\$ -		\$ -	\$ -		\$ -
D	24 Digital MFD - 55 to 69 CPM (Mono)(Ledger)	\$ -		\$ -	\$ -		\$ -
	25 Digital MFD - 55 to 69 CPM (Color)(Ledger)	\$ -		\$ -	\$ -		\$ -
	26 Digital MFD - 70 to 90 CPM (Mono)	\$ -		\$ -	\$ -		\$ -
	27 Digital MFD - 70 to 90 CPM (Mono)(Ledger)	\$ -		\$ -	\$ -		\$ -
	28 Digital MFD - 70 to 90 CPM (Color)(Ledger)	\$ -		\$ -	\$ -		\$ -

Attachment E: Price Proposal

Vendor: 0

Lot	Document Output Device Segment	Representative Extended Warranty Purchase Information				
		Standard Manufacturer Warranty Included with Purchase	Extended Warranty Plan Part Number	Extended Warranty Plan MSRP	Extended Warranty Plan Discount %	Extended Warranty NC Discounted Purchase Price
A	1 Inkjet / Thermal Mobile Printer - 3 or more CPM (Color)					\$ -
	2 Inkjet / Thermal MFD - 11 to 20 CPM (Color)					\$ -
B.1	3 Laser / LED Printer - 19 to 30 CPM (Mono)					\$ -
	4 Laser / LED Printer - 11 to 20 CPM (Color)					\$ -
	5 Laser / LED Printer - 31 to 44 CPM (Mono)					\$ -
	6 Laser / LED Printer - 21 to 34 CPM (Color)					\$ -
	7 Laser / LED Printer - 45 or more CPM (Mono)					\$ -
	8 Laser / LED Printer - 35 or more CPM (Color)					\$ -
	9 Laser / LED Printer - 30 or more CPM (Mono)(Ledger)					\$ -
	10 Laser / LED Printer - 20 or more CPM (Color)(Ledger)					\$ -
B.2	11 Digital MFD - 19 to 30 CPM (Mono)					\$ -
	12 Digital MFD - 14 to 30 CPM (Color)					\$ -
	13 Digital MFD - 21 to 30 CPM (Mono)(Ledger)					\$ -
	14 Digital MFD - 21 to 30 CPM (Color)(Ledger)					\$ -
	15 Digital MFD - 31 to 40 CPM (Mono)					\$ -
	16 Digital MFD - 31 to 40 CPM (Color)					\$ -
	17 Digital MFD - 31 to 40 CPM (Mono)(Ledger)					\$ -
	18 Digital MFD - 31 to 40 CPM (Color)(Ledger)					\$ -
C	19 Digital MFD - 41 to 54 CPM (Mono)					\$ -
	20 Digital MFD - 41 to 54 CPM (Color)					\$ -
	21 Digital MFD - 41 to 54 CPM (Mono)(Ledger)					\$ -
	22 Digital MFD - 41 to 54 CPM (Color)(Ledger)					\$ -
	23 Digital MFD - 55 to 69 CPM (Mono)					\$ -
D	24 Digital MFD - 55 to 69 CPM (Mono)(Ledger)					\$ -
	25 Digital MFD - 55 to 69 CPM (Color)(Ledger)					\$ -
	26 Digital MFD - 70 to 90 CPM (Mono)					\$ -
	27 Digital MFD - 70 to 90 CPM (Mono)(Ledger)					\$ -
	28 Digital MFD - 70 to 90 CPM (Color)(Ledger)					\$ -

Attachment E: Price Proposal

Vendor: 0

		Proposed Document Output Device Lease Payment Information								
Lot	Document Output Device Segment	36-Month Lease Rate Factor (excluding Software)	36-Month Total Lease Payments	48-Month Lease Rate Factor (excluding Software)	48-Month Total Lease Payments	60-Month Lease Rate Factor (excluding Software)	60-Month Total Lease Payments	36-Month Lease Rate Factor for Software	48-Month Lease Rate Factor for Software	60-Month Lease Rate Factor for Software
A	1 Inkjet / Thermal Mobile Printer - 3 or more CPM (Color)									
	2 Inkjet / Thermal MFD - 11 to 20 CPM (Color)									
B.1	3 Laser / LED Printer - 19 to 30 CPM (Mono)		\$ -		\$ -		\$ -			
	4 Laser / LED Printer - 11 to 20 CPM (Color)		\$ -		\$ -		\$ -			
	5 Laser / LED Printer - 31 to 44 CPM (Mono)		\$ -		\$ -		\$ -			
	6 Laser / LED Printer - 21 to 34 CPM (Color)		\$ -		\$ -		\$ -			
	7 Laser / LED Printer - 45 or more CPM (Mono)		\$ -		\$ -		\$ -			
	8 Laser / LED Printer - 35 or more CPM (Color)		\$ -		\$ -		\$ -			
	9 Laser / LED Printer - 30 or more CPM (Mono)(Ledger)		\$ -		\$ -		\$ -			
	10 Laser / LED Printer - 20 or more CPM (Color)(Ledger)		\$ -		\$ -		\$ -			
B.2	11 Digital MFD - 19 to 30 CPM (Mono)		\$ -		\$ -		\$ -			
	12 Digital MFD - 14 to 30 CPM (Color)		\$ -		\$ -		\$ -			
	13 Digital MFD - 21 to 30 CPM (Mono)(Ledger)		\$ -		\$ -		\$ -			
	14 Digital MFD - 21 to 30 CPM (Color)(Ledger)		\$ -		\$ -		\$ -			
	15 Digital MFD - 31 to 40 CPM (Mono)		\$ -		\$ -		\$ -			
	16 Digital MFD - 31 to 40 CPM (Color)		\$ -		\$ -		\$ -			
	17 Digital MFD - 31 to 40 CPM (Mono)(Ledger)		\$ -		\$ -		\$ -			
	18 Digital MFD - 31 to 40 CPM (Color)(Ledger)		\$ -		\$ -		\$ -			
C	19 Digital MFD - 41 to 54 CPM (Mono)		\$ -		\$ -		\$ -			
	20 Digital MFD - 41 to 54 CPM (Color)		\$ -		\$ -		\$ -			
	21 Digital MFD - 41 to 54 CPM (Mono)(Ledger)		\$ -		\$ -		\$ -			
	22 Digital MFD - 41 to 54 CPM (Color)(Ledger)		\$ -		\$ -		\$ -			
	23 Digital MFD - 55 to 69 CPM (Mono)		\$ -		\$ -		\$ -			
D	24 Digital MFD - 55 to 69 CPM (Mono)(Ledger)		\$ -		\$ -		\$ -			
	25 Digital MFD - 55 to 69 CPM (Color)(Ledger)		\$ -		\$ -		\$ -			
	26 Digital MFD - 70 to 90 CPM (Mono)		\$ -		\$ -		\$ -			
	27 Digital MFD - 70 to 90 CPM (Mono)(Ledger)		\$ -		\$ -		\$ -			
	28 Digital MFD - 70 to 90 CPM (Color)(Ledger)		\$ -		\$ -		\$ -			

Attachment E: Price Proposal

Vendor: 0

		Proposed Maintenance Agreement Pricing Information							
Lot	Document Output Device Segment	Annual Maintenance Plan Part Number	Annual Maintenance Plan MSRP	Annual Maintenance Plan Discount %	Annual Maintenance Plan NC Discounted Purchase Price	Number of Copies Included in Annual Maintenance Plan Cost	Maintenance Cost Per Copy (Mono)	Maintenance Cost Per Copy (Color)	Estimated 3 Year Maintenance Agreement Price
A	1 Inkjet / Thermal Mobile Printer - 3 or more CPM (Color)								
	2 Inkjet / Thermal MFD - 11 to 20 CPM (Color)								
B.1	3 Laser / LED Printer - 19 to 30 CPM (Mono)				\$ -	0			\$ -
	4 Laser / LED Printer - 11 to 20 CPM (Color)				\$ -	0			\$ -
	5 Laser / LED Printer - 31 to 44 CPM (Mono)				\$ -	0			\$ -
	6 Laser / LED Printer - 21 to 34 CPM (Color)				\$ -	0			\$ -
	7 Laser / LED Printer - 45 or more CPM (Mono)				\$ -	0			\$ -
	8 Laser / LED Printer - 35 or more CPM (Color)				\$ -	0			\$ -
	9 Laser / LED Printer - 30 or more CPM (Mono)(Ledger)				\$ -	0			\$ -
	10 Laser / LED Printer - 20 or more CPM (Color)(Ledger)				\$ -	0			\$ -
B.2	11 Digital MFD - 19 to 30 CPM (Mono)				\$ -	0			\$ -
	12 Digital MFD - 14 to 30 CPM (Color)				\$ -	0			\$ -
	13 Digital MFD - 21 to 30 CPM (Mono)(Ledger)				\$ -	0			\$ -
	14 Digital MFD - 21 to 30 CPM (Color)(Ledger)				\$ -	0			\$ -
	15 Digital MFD - 31 to 40 CPM (Mono)				\$ -	0			\$ -
	16 Digital MFD - 31 to 40 CPM (Color)				\$ -	0			\$ -
	17 Digital MFD - 31 to 40 CPM (Mono)(Ledger)				\$ -	0			\$ -
	18 Digital MFD - 31 to 40 CPM (Color)(Ledger)				\$ -	0			\$ -
C	19 Digital MFD - 41 to 54 CPM (Mono)				\$ -	0			\$ -
	20 Digital MFD - 41 to 54 CPM (Color)				\$ -	0			\$ -
	21 Digital MFD - 41 to 54 CPM (Mono)(Ledger)				\$ -	0			\$ -
	22 Digital MFD - 41 to 54 CPM (Color)(Ledger)				\$ -	0			\$ -
	23 Digital MFD - 55 to 69 CPM (Mono)				\$ -	0			\$ -
D	24 Digital MFD - 55 to 69 CPM (Mono)(Ledger)				\$ -	0			\$ -
	25 Digital MFD - 55 to 69 CPM (Color)(Ledger)				\$ -	0			\$ -
	26 Digital MFD - 70 to 90 CPM (Mono)				\$ -	0			\$ -
	27 Digital MFD - 70 to 90 CPM (Mono)(Ledger)				\$ -	0			\$ -
	28 Digital MFD - 70 to 90 CPM (Color)(Ledger)				\$ -	0			\$ -

Attachment E: Price ProposalVendor: **0**

			Refurbished		
Lot	Document Output Device Segment		Refurbished Device NC Discounted Purchase Price (Not to Exceed)	Cost for Agency To Retain Hard Drive (if applicable)	Estimated Monthly Page Volume
A	1	Inkjet / Thermal Mobile Printer - 3 or more CPM (Color)			100
	2	Inkjet / Thermal MFD - 11 to 20 CPM (Color)			250
B.1	3	Laser / LED Printer - 19 to 30 CPM (Mono)			1,500
	4	Laser / LED Printer - 11 to 20 CPM (Color)			1,500
	5	Laser / LED Printer - 31 to 44 CPM (Mono)			3,000
	6	Laser / LED Printer - 21 to 34 CPM (Color)			3,000
	7	Laser / LED Printer - 45 or more CPM (Mono)			5,000
	8	Laser / LED Printer - 35 or more CPM (Color)			5,000
	9	Laser / LED Printer - 30 or more CPM (Mono)(Ledger)			4,000
	10	Laser / LED Printer - 20 or more CPM (Color)(Ledger)			4,000
B.2	11	Digital MFD - 19 to 30 CPM (Mono)			2,500
	12	Digital MFD - 14 to 30 CPM (Color)			2,500
	13	Digital MFD - 21 to 30 CPM (Mono)(Ledger)			4,000
	14	Digital MFD - 21 to 30 CPM (Color)(Ledger)			4,000
	15	Digital MFD - 31 to 40 CPM (Mono)			12,000
	16	Digital MFD - 31 to 40 CPM (Color)			12,000
	17	Digital MFD - 31 to 40 CPM (Mono)(Ledger)			12,000
	18	Digital MFD - 31 to 40 CPM (Color)(Ledger)			12,000
C	19	Digital MFD - 41 to 54 CPM (Mono)			16,000
	20	Digital MFD - 41 to 54 CPM (Color)			16,000
	21	Digital MFD - 41 to 54 CPM (Mono)(Ledger)			16,000
	22	Digital MFD - 41 to 54 CPM (Color)(Ledger)			16,000
	23	Digital MFD - 55 to 69 CPM (Mono)			25,000
D	24	Digital MFD - 55 to 69 CPM (Mono)(Ledger)			25,000
	25	Digital MFD - 55 to 69 CPM (Color)(Ledger)			25,000
	26	Digital MFD - 70 to 90 CPM (Mono)			50,000
	27	Digital MFD - 70 to 90 CPM (Mono)(Ledger)			50,000
	28	Digital MFD - 70 to 90 CPM (Color)(Ledger)			50,000

Attachment E: Price Proposal

Vendor: 0

Lot	Document Output Device Segment	Proposed Model Specifications								
		Mono / Color	Maximum Original & Copy Paper Size	Recommended Monthly Page Volume	Printed Copies per Minute (Mono) ¹	Printing First Page Out Time (Mono) (in seconds)	Duplex Printing (Yes or No)	Paper Input Capacity (in sheets)	Output Tray Capacity (in sheets)	Memory
A	1 Inkjet / Thermal Mobile Printer - 3 or more CPM (Color)									
	2 Inkjet / Thermal MFD - 11 to 20 CPM (Color)									
B.1	3 Laser / LED Printer - 19 to 30 CPM (Mono)									
	4 Laser / LED Printer - 11 to 20 CPM (Color)									
	5 Laser / LED Printer - 31 to 44 CPM (Mono)									
	6 Laser / LED Printer - 21 to 34 CPM (Color)									
	7 Laser / LED Printer - 45 or more CPM (Mono)									
	8 Laser / LED Printer - 35 or more CPM (Color)									
	9 Laser / LED Printer - 30 or more CPM (Mono)(Ledger)									
	10 Laser / LED Printer - 20 or more CPM (Color)(Ledger)									
B.2	11 Digital MFD - 19 to 30 CPM (Mono)									
	12 Digital MFD - 14 to 30 CPM (Color)									
	13 Digital MFD - 21 to 30 CPM (Mono)(Ledger)									
	14 Digital MFD - 21 to 30 CPM (Color)(Ledger)									
	15 Digital MFD - 31 to 40 CPM (Mono)									
	16 Digital MFD - 31 to 40 CPM (Color)									
	17 Digital MFD - 31 to 40 CPM (Mono)(Ledger)									
	18 Digital MFD - 31 to 40 CPM (Color)(Ledger)									
C	19 Digital MFD - 41 to 54 CPM (Mono)									
	20 Digital MFD - 41 to 54 CPM (Color)									
	21 Digital MFD - 41 to 54 CPM (Mono)(Ledger)									
	22 Digital MFD - 41 to 54 CPM (Color)(Ledger)									
	23 Digital MFD - 55 to 69 CPM (Mono)									
D	24 Digital MFD - 55 to 69 CPM (Mono)(Ledger)									
	25 Digital MFD - 55 to 69 CPM (Color)(Ledger)									
	26 Digital MFD - 70 to 90 CPM (Mono)									
	27 Digital MFD - 70 to 90 CPM (Mono)(Ledger)									
	28 Digital MFD - 70 to 90 CPM (Color)(Ledger)									
Lot A Totals										

¹ All Copies per Minute speeds are based on use of 8.5" x 11" paper with auto exposure and other enhancing features disabled.

Attachment E: Price Proposal

Vendor: **0**

Lot	Document Output Device Segment		Link to MSRP for Proposed Document Output Device	Link to Detailed Specification Sheet for Proposed Document Output Device
A	1	Inkjet / Thermal Mobile Printer - 3 or more CPM (Color)		
	2	Inkjet / Thermal MFD - 11 to 20 CPM (Color)		
B.1	3	Laser / LED Printer - 19 to 30 CPM (Mono)		
	4	Laser / LED Printer - 11 to 20 CPM (Color)		
	5	Laser / LED Printer - 31 to 44 CPM (Mono)		
	6	Laser / LED Printer - 21 to 34 CPM (Color)		
	7	Laser / LED Printer - 45 or more CPM (Mono)		
	8	Laser / LED Printer - 35 or more CPM (Color)		
	9	Laser / LED Printer - 30 or more CPM (Mono)(Ledger)		
	10	Laser / LED Printer - 20 or more CPM (Color)(Ledger)		
B.2	11	Digital MFD - 19 to 30 CPM (Mono)		
	12	Digital MFD - 14 to 30 CPM (Color)		
	13	Digital MFD - 21 to 30 CPM (Mono)(Ledger)		
	14	Digital MFD - 21 to 30 CPM (Color)(Ledger)		
	15	Digital MFD - 31 to 40 CPM (Mono)		
	16	Digital MFD - 31 to 40 CPM (Color)		
	17	Digital MFD - 31 to 40 CPM (Mono)(Ledger)		
	18	Digital MFD - 31 to 40 CPM (Color)(Ledger)		
C	19	Digital MFD - 41 to 54 CPM (Mono)		
	20	Digital MFD - 41 to 54 CPM (Color)		
	21	Digital MFD - 41 to 54 CPM (Mono)(Ledger)		
	22	Digital MFD - 41 to 54 CPM (Color)(Ledger)		
	23	Digital MFD - 55 to 69 CPM (Mono)		
D	24	Digital MFD - 55 to 69 CPM (Mono)(Ledger)		
	25	Digital MFD - 55 to 69 CPM (Color)(Ledger)		
	26	Digital MFD - 70 to 90 CPM (Mono)		
	27	Digital MFD - 70 to 90 CPM (Mono)(Ledger)		
	28	Digital MFD - 70 to 90 CPM (Color)(Ledger)		

Vendor: 0

[illegible]

Vendor: 0

[illegible]

Vendor: 0

[illegible]

Vendor: 0

[illegible]

Vendor: 0

[illegible]

NOTE: Vendor shall obtain the updated, editable Excel version of Attachment E from the Procurement Officer listed on page 1 of the IFB.

M16. Pages 35 and 37-39, Section G, Subsections 21) (c), 26, 29, 30) c) and 31, are replaced as indicated below to conform the IFB to recently enacted legislation (see SL 2016-85 which modified GS Chap. 143B to add GS §143B-1350(h1)).

21) Patent, Copyright, and Trade Secret Protection:

c) The Vendor, at its own expense, shall defend any action brought against the State to the extent that such action is based upon a claim that the Services or other Deliverables supplied by the Vendor, or the operation of such Deliverables pursuant to a current version of Vendor-supplied software, infringes a patent, or copyright or violates a trade secret in the United States. The Vendor shall pay those costs and damages finally awarded against the State in any such action; damages shall be limited as provided in N.C.G.S. 143B-1350(h1). Such defense and payment shall be conditioned on the following:

- i) That the Vendor shall be notified within a reasonable time in writing by the State of any such claim; and,
- ii) That the Vendor shall have the sole control of the defense of any action on such claim and all negotiations for its settlement or compromise, provided, however, that the State shall have the option to participate in such action at its own expense.

26) Default: In the event Services or other Deliverable furnished or performed by the Vendor during performance of any Contract term fail to conform to any material requirement(s) of the Contract specifications, notice of the failure is provided by the State and if the failure is not cured within ten (10) days, or Vendor fails to meet the requirements of Paragraph 13) herein, the State may cancel the contract. Default may be cause for debarment as provided in 09 NCAC 06B.1206. The rights and remedies of the State provided above shall not be exclusive and are in addition to any other rights and remedies provided by law or under the Contract.

a) If Vendor fails to deliver or provide correct Services or other Deliverables within the time required by this Contract, the State shall provide written notice of said failure to Vendor, and by such notice require performance assurance measures pursuant to N.C.G.S. 143B-1340(f). Vendor is responsible for the delays resulting from its failure to deliver or provide services or other Deliverables.

b) Should the State fail to perform any of its obligations upon which Vendor's performance is conditioned, Vendor shall not be in default for any delay, cost increase or other consequences resulting from the State's failure. Vendor will use reasonable efforts to mitigate delays, costs or expenses arising from assumptions in the Vendor's offer documents that prove erroneous or are otherwise invalid. Any deadline that is affected by any such failure in assumptions or performance by the State shall be extended by an amount of time reasonably necessary to compensate for the effect of such failure.

c) Vendor shall provide a plan to cure any delay or default if requested by the State. The plan shall state the nature of the delay or default, the time required for cure, any mitigating factors causing or tending to cause the delay or default, and such other information as the Vendor may deem necessary or proper to provide.

29) Limitation of Vendor's Liability:

a) Where Deliverables are under the State's exclusive management and control, the Vendor shall not be liable for direct damages caused by the State's failure to fulfill any State responsibilities of assuring the proper use, management and supervision of the Deliverables and programs, audit controls, operating methods, office procedures, or for establishing all proper checkpoints necessary for the State's intended use of the Deliverables.

b) The Vendor's liability for damages to the State arising under the contract shall be limited to one and one half times (1.5 x value) the value of the Contract for equipment failure or a Vendor's failure to deliver and two times (2 x value) the value of the Contract for other contract damages; where the value of the Contract is equal to the annual purchases.

c) The foregoing limitation of liability shall not apply to claims covered by other specific provisions including but not limited to Service Level Agreement or Warranty compliance, or to claims for injury to persons or damage

to tangible personal property, Vendor's gross negligence or willful or wanton conduct. This limitation of liability does not apply to contributions among joint tortfeasors under N.C.G.S. 1B-1 *et seq.*, the receipt of court costs or attorney's fees that might be awarded by a court in addition to damages after litigation based on this Contract.

30) Vendor's Liability for Injury to Persons or Damage to Property:

c) Vendor shall not be liable for damages arising out of or caused by an alteration or an attachment not made or installed by the Vendor.

31) General Indemnity, Reserved.

M17. Page 25, Section E, Subsection 24 is deleted.

M18. Page 6, Section B, Subsection 1 is replaced in its entirety with the following:

1. IFB Schedule

The responsible parties and date and times for the IFB's key activities are provided in Table 2. The State will make every effort to adhere to the schedule in Table 2, but reserves the right to amend the IFB Schedule.

Activity	Responsibility	Date	Time
Issue IFB	Statewide IT Strategic Sourcing Office	June 17, 2016	
Pre-Offer Vendor Conference (MANDATORY)	Statewide IT Strategic Sourcing Office	June 28, 2016	10:00 AM Eastern
Deadline To Submit Questions (using Attachment A)	Vendors	July 1, 2016	2:00 PM Eastern
Issue Response to Written Questions / IFB Amendments	Statewide IT Strategic Sourcing Office	July 20, 2016	
Deadline To Submit Offer	Vendors	August 16, 2016	2:00 PM Eastern
Evaluate Offers	Statewide IT Strategic Sourcing Office	September 6, 2016	
Conduct Negotiations (if needed)	Statewide IT Strategic Sourcing Office and Finalist Vendors	September 13, 2016	
Deadline to Submit Best and Final Offers (if needed)	Finalist Vendors	September 20, 2016	2:00 PM Eastern
Award Contract	Statewide IT Strategic Sourcing Office	September 30, 2016	
Deadline to Submit Protest	Vendors	15 calendar days after award	

Table 2: IFB Schedule

3. Attached is the response to questions submitted regarding the above referenced Invitation for Bid.

Failure to acknowledge receipt of this addendum may result in rejection of the response.

Check ONE of the following options:

- ☐ Bid has not been mailed. Any changes resulting from this addendum are included in our bid response.
- ☐ Bid has been mailed. No changes resulted from this addendum.
- ☐ Bid has been mailed. Changes resulting from this addendum are as follows:

Execute Addendum:

Offeror: _____

Authorized Signature: _____

Name and Titled (Typed): _____

Date: _____

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
1	General	Subcontract / Subcontractors (numerous sections)		Many of the IFB sections use the term "subcontractor" or "subcontract." We understand these terms would apply to any new subcontractors contracted by vendor specifically for this procurement, and would not apply to a vendor's network of existing, pre-authorized and certified warranty and support service providers. Is that accurate?	The terms "subcontractor" and "subcontract" apply to any subcontractors or third parties that Vendor uses to provide required services under this contract.
2	General			Does each Document Output Device, including printers, need to include warranty and a maintenance plan?	Yes.
3	General	General		Has the State considered adopting a National Cooperative Purchasing contract such as NASPO Value Point. This contract is currently being used in South Carolina with a good rate of success	No.
4	General	General		Based on the language in the RFP the State is looking for a purchase and a lease as opposed to a rental. How does the State define a lease vs rental	The State views leases as multi-year agreements whereas rentals are on a month-to-month basis.
5	General			Upon our initial review of the IFB ITS-400096, we thought that the State was only accepting responses from OEM's only. While Samsung was present in attending the mandatory Pre-Offer Conference for the State of N.C. IFB ITS – 400096, would the State accept and consider an offer from one of our single authorized resellers that did not attend?	No, a Vendor submitting an offer to this IFB must have attended the mandatory Pre-Offer Conference.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
6	General			Standard government contracts typically have a 30-day equipment delivery SLA. With any reasonably effective project management, a 30-day delivery SLA is more than sufficient. We respectfully request the delivery SLA be adjusted to 30 days, inclusive of project management services.	No, the delivery requirement remains unchanged. Per Section E, Subsection 7, Vendor shall complete delivery within twenty (20) <u>business</u> days after receipt of purchase order to any location within North Carolina
7	General	B. General Information		Will the State provide a list of vendors that attended the Pre-Offer Conference?	Yes, the following companies attended the Mandatory Pre-Offer Conference held on June 28, 2016: Brother International Corp. Lexmark KMBS USA (Konica Minolta) Canon USA Samsung Systel HP Inc. Toshiba Staples Kyocera Ricoh Sharp Dean's Office Machines Dell CDW-G Oki Data KM Data Xerox
8	General			Can the State publish a list of the attendees that were present at the mandatory Pre-Offer Conference for the State of N.C. IFB ITS – 400096?	Yes, the list is provided in the response to Question 8.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
9	General			Will you be posting a list of the vendors that attended the Pre-Bid conference?	Yes, the list is provided in the response to Question 8.
10	General			Will the State provide a list of the vendors who attended the Pre-Bid Conference Meeting June 28th	Yes, the list is provided in the response to Question 8.
11	Page 3 of IFB	Page 3 of IFB	Notice to Vendors	States that any language appearing in or attached to documents shall have no force or effect. If via the Q&A the State agrees to additional language, please clarify that this additional language will become part of the vendor's award and will not be cause for rejection.	Any changes to the IFB will be made by the State via an addendum and will be incorporated into the IFB and any resulting contract with awarded Vendor.
12	Page 3 of IFB	Page 3	Notice to Vendors	For clarification purposes will the State disqualify a vendors proposal if additional terms and conditions are submitted	The State objects to and will not be required to evaluate or consider any additional terms and conditions submitted with a Vendor's offer. This applies to any language appearing in or attached to the document as part of the Vendor's offer. By execution and delivery of this Invitation for Bids and response(s), the Vendor agrees that any additional terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect unless such are specifically accepted by the State.
13	Section A	A	1	With leasing and maintenance on this IFB, does this indicate there will be no hardware on the upcoming MPS IFB?	The State cannot comment on unreleased solicitations. The current Managed Print Services state term contract does <u>not</u> permit Agencies to buy or lease Document Output Devices from the awarded Vendors.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
14	Section A	Section A. Intent, Use, Duration, and Scope	2	It appears as though the Refurbished machines are their own segment. Please clarify that vendors that only offer NEW equipment will not be competing with the very few vendors that offer refurbished equipment. If not, please remove the inclusion of refurbished equipment as being permitted under this contract. This allows for an unfair price advantage to the few manufacturers' that offer refurbished equipment	The contract will have categories for new and refurbished devices. The State will evaluate any offers for Refurbished Document Output Devices independently of offers for new Document Output Devices.
15	Section A	Section A	2	In Section A, on page 5, the state allows OEM's to propose refurbished MFD's and Laser printers. Although refurbished equipment is cheaper, its lack of the latest imbedded technology is likely to expose the State to risks in security and sustainability. Also, the way the pricing is requested to be presented, as not to exceed amounts for models that will likely not be available at time of order, a comparison of pricing between vendors is not likely to be accurate, and could very well be misleading. For these reasons, we suggest that the State reconsiders soliciting refurbished equipment.	The contract will have categories for new and refurbished devices. The State will evaluate any offers for Refurbished Document Output Devices independently of offers for new Document Output Devices.
16	Section A	A	3	Can the awarded vendor work with the existing 615A contract manager to possibly add OEM supplies?	Vendor may contact the 615A Contract Administrator listed at http://www.pandc.nc.gov/keywordListing.aspx to request the addition of OEM supplies.
17	Section A	A	3	Since toner and ink cartridges are excluded from this contract will the vendors have the opportunity to add them to contract 615A	Vendor may contact the 615A Contract Administrator listed at http://www.pandc.nc.gov/keywordListing.aspx to request the addition of OEM supplies.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
18	Section A	A	3	Section A.3. states that consumables will be purchased separately, but D.7 states that maintenance plan should be quoted including consumables. Please clarify and reconcile these conflicting points.	If an Agency elects to purchase Consumables, Agency may use Purchase & Contract State Term Contract 615A. If an Agency elects to purchase an optional maintenance plan for a Document Output Device acquired under this contract, the Vendor shall provide Consumables for the Document Output Device as part of the maintenance plan service per Section D, Subsection 7.
19	Section A	A	3	What will be the consumables billing model for each technology—printers vs. multifunction devices (MFDs)? Purchase per cartridge, cpp billing or flat rate with pages included.	For pricing evaluation purposes across all lots, the State requires Vendor to indicate in Attachment E the Annual Maintenance Plan cost and the Maintenance Cost per Copy for mono and color copies (as applicable) for each proposed Document Output Device. The Vendor shall assume that the Annual Maintenance Plan pricing does not include any allowance for copies. A Vendor can choose among three options for submitting Maintenance Plan pricing in Attachment E: 1. Split proposed Maintenance Plan cost between the Annual Maintenance Plan component and the Cost per Copy for mono and color (as applicable) component 2. Enter proposed Maintenance Plan cost under the Cost per Copy for mono and color (as applicable) component and enter \$0 for the Annual Maintenance Plan component 3. Enter proposed Maintenance Plan cost under Annual Maintenance Plan component only and enter \$0 for Cost per Copy for mono and color (as applicable) component

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
20	Section A	General	4	If the manufacturer is bidding, will the state allow their authorized resellers to invoice and accept po's in their name?	No. Per Section A, Subsection 4, the State and Agencies shall work directly with the awarded Vendor for ordering and invoicing.
21	Section A	A	4	If an OEM is awarded the contract and is using partners to deliver the goods and services, would the State consider allowing selected OEM partners to manage ordering and invoicing? OEM's that do not sell direct are at a disadvantage in this case because they may not have those capabilities.	No. Per Section A, Subsection 4, the State and Agencies shall work directly with the awarded Vendor for ordering and invoicing. An OEM may select a single authorized representative to manage ordering and invoicing, as long as the Vendor submitting the offer attended the mandatory Pre-Offer Conference.
22	Section A	A	4	Would/Can a distributor be considered a "single authorized representative" of an OEM if designated as such?	Yes. If an OEM does not elect to submit an offer for this IFB, the OEM may select a <u>single</u> authorized representative to submit an offer on their behalf, as long as the Vendor submitting an offer attended the mandatory Pre-Offer Conference.
23	Section A		4	Can a vendor representing multiple manufacturers submit more than one bid response or more than one manufacturer product per lot in order to provide the best option to the state?	A Vendor may submit multiple offers if they are designated as the single authorized representative by multiple OEMs. Vendor shall submit a separate offer for each OEM that they are authorized to represent. Each offer will be evaluated separately and each offer must meet all IFB requirements.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
24	Section A	A. Intent, Use, Duration, and Scope	4	(a) If the OEM's single designated reseller that is awarded the contract does not perform in compliance with the contract requirements, and has been notified of the default (and possible contract termination), will the State also provide notice to the OEM?	No. If an OEM elects to designate a single authorized representative to submit an offer that is accepted by the State, the single authorized representative would become the Vendor and contract holder. The State will provide all communications to the awarded Vendor / contract holder.
25	Section A	A. Intent, Use, Duration, and Scope	4	(b) If the OEM's single designated reseller that is awarded the contract does not perform in compliance with the contract requirements, and the reseller's contract may be terminated, will the State provide the OEM with the option to replace the awarded Reseller?	No.
26	Section A	A. Intent, Use, Duration, and Scope	4	(c) Will the State consider allowing an OEM to submit a response in a specific Lot, while also providing a Letter of Authorization to a reseller for different lots? For example, reseller is authorized to resell product and perform services and support for products across the state in Lots A and B and C (though not Lot D). May the OEM submit a response for Lot D only, and provide two (2) Letters of authorizations – one to a reseller for Lots A, B, and C, and one to a separate reseller for Lot D?	Yes. For any lot that the OEM elects to not submit an offer directly to the State, the OEM may designate a single authorized representative across the remaining lot or lots.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
27	Section A	A. Intent, Use, Duration, and Scope	4	(d) If the OEM's single designated reseller that is awarded the contract is not able to fulfill the contract due to a corporate buy out or merger, or a change in reseller's corporate strategy, will the State provide the option for the OEM to replace the awarded Reseller or assign to another authorized reseller? There is concern of exposure to the OEM in this scenario, considering the contract term is 3-5 years.	See IFB Section G #23, Assignment. The State may permit an assignment of the awarded contract, but not as an option for the OEM to replace the merged or sold reseller.
28	Section A	A	4	Does this preclude a manufacturer and an authorized representative from both responding to this IFB with the same product offering?	Yes. An OEM can either submit an offer directly to the State for a lot or designate a single authorized representative to submit an offer for a lot. An OEM can elect to submit an offer on one or more lots and elect to have a <u>single</u> authorized representative submit an offer on the remaining lot or lots.
29	Section A	A	4	Should the OEM assign a single authorized representative? Does the OEM have the ability to change that single authorized representative during the course of the contract?	No.
30	Section A	A	4	Would the State allow ordering and invoicing from multiple resellers as currently allowed on 204D contract?	No.
31	Section A	A	4	If the OEM assigns a single authorized agent, do the references come from the OEM or from the single authorized agent?	If an OEM designates a single authorized representative to submit an offer, the Customer References in the offer shall be for customers of the single authorized representative.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
32	Section A	SECTION A	4	<p>...the state to work directly with the awarded vendor for order and invoicing...</p> <p>The IRS, NC Assoc of CPAs and general GAAP accounting standards define and consider the 3rd party entity the ownership of the equipment or rights. Along with the stream of payments from the customer due under a lease agreement. For leased equipment please clarify that there is no 3rd party leasing. A vendor cannot use private label lease agreements? or will the state allow a vendor a private label arrangement with a 3rd party leasing company?</p>	<p>Per Section H, Subsection 9 Assignment, Vendor may assign its right to receive payment under this contract with written permission of the State. In no event does the recognition of assignment of the Vendor's right to receive payments obligate the Agency to anyone except the Vendor. The Agency merely recognizes financial assignment as a convenience to the Vendor and will hold the Vendor responsible for fulfillment of all contract obligations. Payments under an assignment of financial rights shall be in accordance with the General Statutes of North Carolina as follows:</p> <p>a) Check made payable to the Vendor and Vendor endorses it over to the Assignee,</p> <p>b) Check made payable to the Vendor and forwarded directly to Assignee, or</p> <p>c) Check made payable jointly to the Vendor and Assignee and forwarded directly to the Assignee.</p>
33	Section A	A	4	<p>Could we use our wholly owned subsidiary to bill and collect lease payments</p>	<p>Yes, in accordance with Section H, Subsection 9 Assignment.</p> <p>Per the IFB, all ordering and invoicing shall be provided by the Vendor.</p>
34	Section A	A	5	<p>Would the State allow lease financing through a third-party finance company?</p> <p>With ordering and invoicing going to/from the finance company?</p>	<p>Yes, in accordance with Section H, Subsection 9 Assignment.</p> <p>Per the IFB, all ordering and invoicing shall be provided by the Vendor.</p>

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
35	Section A	A	7	Is it the intent of the State, for this solicitation, to replace the existing 204D and 600B contracts? If so, when will those contracts be terminated?	Yes. The current 204A and 600B state term contracts will be terminated approximately thirty (30) calendar days after award of this IFB.
36	Section A	A	7	Based on the historical data on the NC 600B contract, what percentage of the leases were canceled using the termination for convenience clause	The State does not require the current Vendors on the 600B state term contract to provide this information.
37	Section B	B. General Information	3 A	What does the State consider "replaceable parts?"	Per Section B, Subsection 3, Replaceable Parts are defined as "Parts (excludes Consumables) used by a Document Output Device that are generally replaced after some period of use, including but not limited to drums, fusers, photoconductors, rollers, imaging units, waste bottles/cartridges, and maintenance kits."
38	Section B	B	1	Due to the scope and detail of the response required for the IFB, will the State consider extending the deadline to submit offer, past Aug 2 nd .	Yes, the Bid Opening has been extended until August 16, 2016 at 2:00 PM ET.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
39	Section B	Section B	2 F 1	Although in a section that addresses the requirements for E-Procurement, this provision requires an acknowledgement of vendor acceptance of all the terms and conditions in the solicitation. How should a vendor take any necessary T&C exceptions, given this acknowledgement? Can this acknowledgement be changed to refer only to those terms that are related to e-procurement?	No. The State objects to and will not be required to evaluate or consider any additional terms and conditions submitted with a Vendor's offer. This applies to any language appearing in or attached to the document as part of the Vendor's offer. By execution and delivery of this Invitation for Bids and response(s), the Vendor agrees that any additional terms and conditions, whether submitted purposely or inadvertently, shall have no force or effect unless such are specifically accepted by the State.
40	Section B	G	2 G	Is there State required form that needs to be submitted by the vendor and its resellers	Yes. The NCDIT Contract Administrator will provide details and applicable form to awarded Vendor for completion.
41	Section B	B	3 E	Does the statement "Internet Website Addresses (URLs) will not suffice as a response to this solicitation" apply to multipage financial reports and product brochures?	Yes.
42	Section B	3. General Conditions for Offers	3 H	Is there any preference given or points associated if you are a HUB or using subcontractors that are HUBS?	No.
43	Section B	B. General Information	3 M	Considering the volume of descriptive literature, can literature be provided on a CD/DVD or Flash Drive only (and not in hard copy)?	No. However, Vendor is required to submit in their offer printed copies of Technical Specifications for <u>only</u> the proposed Document Output Devices listed in column E on the Pricing Sheet in Attachment E.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
44	Section B	N	3 N	Will the awarded vendors be required to submit a sample for all categories awarded?	The State reserves the right to request evaluation units from awarded Vendor.
45	Section B	3. General Conditions for Offers	3 Q	If the direct Manufacturer is bidding, this section does not apply, correct?	Yes, that is correct.
46	Section B	4 Award Process	4 B	<p>Please clarify how many vendors may be awarded contracts.</p> <p>Will there be separate award categories for refurbished equipment vs. brand new?</p>	<p>This contract shall be and operate as a multiple Vendor contract. The State reserves the right to determine the number of Vendors after evaluating all responsive and responsible offers.</p> <p>Yes, the State will evaluate offers for Refurbished Document Output Devices independently from offers for new Document Output Devices.</p>
47	Section C	C	5	Please clarify what an investigation would consist of	Investigation may include independent verification of Vendor provided technical specifications, request for a vendor provided evaluation unit for testing, or other activities deemed necessary by the State.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
48	Section C	C. Technical Specifications	7 a)	<p>Vendor shall only propose Printer and MFD equipment that meet the following technical specifications:"</p> <p>Would the State consider relaxing these requirements for printers and MFDs that fall into the Document Output Device segment in Lot A? Printers and MFDs that fall into this category are not designed or intended to have many of these enterprise specifications. Usually the devices that fall into the Lot A category are intended for local direct connect via USB cable, wireless connection or provide standalone copy/fax functionality.</p>	The State has amended the IFB to address Vendors' specific feedback on technical specifications. Please refer to item M1 of this Addendum.
49	Section C	C. Technical Specifications	7 a) 2	<p>"2. Supports IP printing and integrate with Microsoft Active Directory for device and user authentication."</p> <p>Would the State consider relaxing the requirement for Microsoft Active Directory user authentication for single function printers? Not very many single function printers on the market today have a keyboard and display interface in Lots A and B that would allow for a user to log in via Microsoft's Active Directory services. This requirement for printers and MFPs in Lots A and B would restrict competitive mix of products for these segments.</p>	The State has amended the IFB to have this requirement apply to only lots C and D. Please refer to item M1 of this Addendum.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
50	Section C	C	7 a) 8	Do you mean you wish to install the print drivers on a Print Server and have workstations connect to shared printer?	The State has amended the IFB to clarify this requirement, which is for Document Output Devices to include drivers that support Enhanced Point and Print. Please refer to item M1 of this Addendum.
51	Section C	Section C	7 a) 8	The bid requires that the devices support network printing without use of drivers loaded on the Agencies' PCs. Can you please expand on this requirement?	The State has amended the IFB to clarify this requirement, which is for Document Output Devices to include drivers that support Enhanced Point and Print. Please refer to item M1 of this Addendum.
52	Section C	C. Technical Specifications	7 a) 9	"9. Supports Secure Printing." Would the State clarify the request for "Supports Secure Printing?" Does this refer to holding the print job at the printer or MFD until a user releases the print job from the devices memory? Many of the slower PPM or CPM devices from Lots A and B do not have adequate memory to support a feature like this.	The State has amended the IFB to have this requirement apply to only lots C and D. Please refer to item M1 of this Addendum.
53	Section C	C	7 a) 10	There are two areas of concern regarding emulation printing and scanning. Due to many issues surrounding emulation printing (such as printing errors and missing fonts) many manufactures use only True PCL, True Adobe PS3 and embedded True Adobe Scanning. This is especially important in Bring Your Own Device scenarios. What is the States position on this	The minimum technical requirement remains unchanged. The State's preference is for true PCL and true PS where available.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
54	Section C	C. Technical Specifications	7 a) 10	<p>"10. Supports following Printer Languages at a minimum: PCL 6 Emulation, PCL 5 Emulation, PostScript 3 Emulation."</p> <p>Would the State consider relaxing for Devices that fall into Lot A, which primarily use PCL 3 as which it was designed for inkjet devices.</p>	The State has amended the IFB to have this requirement apply to only lots B, C, and D. Please refer to item M1 of this Addendum.
55	Section C	C. Technical Specifications	7 a) 11	<p>"11. Support the following data streams: IPDS."</p> <p>Would the State consider relaxing the requirement for IPDS data stream support? Very few devices on the market today natively support Intelligent Printer Data Stream printing. Usually this type of printing reserved for high volume production printing environments. Many work group printers can support this type printing format by adding an IPDS emulation accessory. This would require an Agency to pay for an unnecessary accessory they will not need.</p>	The State has waived the requirement for Document Output Devices to support IPDS printing. Vendors may provide the ability to support IPDS as a peripheral.
56	Section C	Section C	7 a) 11	<p>Which printer band (PPM) will be require to support the following data streams:</p> <p>a. IPDS b. PPML</p>	The State has waived the requirement for Document Output Devices to support IPDS and PPML printing. Vendors may provide the ability to support IPDS as a peripheral.
57	Section C	C	7 a) 11	<p>Many agencies use low end work group printers that do not have IPDS capabilities. Are all proposed devices required to support IPDS printing or is this optional?</p>	The State has waived the requirement for Document Output Devices to support IPDS printing. Vendors may provide the ability to support IPDS as a peripheral.
58	Section C	C	7 a) 11	<p>Would all devices need to be able to print IPDS. This is for mainframe data stream printing and most devices we see in the state do not require this function.</p>	The State has waived the requirement for Document Output Devices to support IPDS printing. Vendors may provide the ability to support IPDS as a peripheral.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
59	Section C	C	7 a) 11	Many agencies use Prescribe data streams. Is Prescribe a required or optional data stream for printers and MFDs?	This would be an option that an Agency may request.
60	Section C	C	7 a) 11	Do you require support for all 4 items on every device? May we offer support with optional items? TIFF and JPG are file formats, can you explain how you would like to support TIFF and JPG?	The State has waived the requirement for Document Output Devices to support IPDS printing. Vendors may provide the ability to support IPDS as a peripheral. Vendor shall provide Document Output Devices that can print files in TIFF and JPG formats.
61	Section C	C	7 a) 12	Do you need all MFDs to support PDF conversion? May we offer this as a line item option? Why convert a document to PDF when you can print to the MFD from the native application?	The State has amended the IFB to clarify this requirement. The State requires proposed Document Output Devices to be able to print PDF documents. Please refer to item M1 of this Addendum.
62	Section C	C	7 a) 15	The list is of programs, not file formats. For example, Microsoft Office has 3 main programs (Word, Excel, PowerPoint) each with their own file format. Are you wishing to print from these applications? Or are you asking if the MFD can print these file formats from an external memory device like a USB drive?	The State has amended the IFB to clarify this requirement. The State requires proposed Document Output Devices to be able to print documents from the listed programs. Please refer to item M1 of this Addendum.
63	Section C	C	7 a) 15	When it refers to the ability to read files ie..Xerox Digipath, does it mean the ability to print those files?	The State has amended the IFB to clarify this requirement. The State requires proposed Document Output Devices to be able to print documents from the listed programs. Please refer to item M1 of this Addendum.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
64	Section C	C. Technical Specifications	7 a) 15	<p>"15. Is able to read files in following formats: a. Xerox Digipath 3.0 or later b. Microsoft Office Applications 2003 or later c. Acrobat 6.0 or later d. InDesign CS3 or later e. Visio 2003 or later f. Elixir 3.0022 or later"</p> <p>Would the State relax the requirement for all printers and digital MFDs to be able read files in the formats above natively? Very few printers and Digital MFDs that would fall into either Lot A, B, or C would support reading the preceding file formats natively. Native printing of these formats would be limited to production class devices with some form of pre-processor, like a Fiery RIP attached to an MFD that converts the file to printable format. If the State is not requiring printers and MFDs to read the file formats (a through f) natively, would you please clarify the requirement?</p>	The State has amended the IFB to clarify this requirement. The State requires proposed Document Output Devices to be able to print documents from the listed programs. Please refer to item M1 of this Addendum.
65	Section C	C. Technical Specifications	7 a) 17	<p>"17. Provides login integration with NCID for applicable Agencies."</p> <p>Would the State consider relaxing the requirement for printers to provide login integration with NCID? Printers are not equipped with an adequate display and keyboard required for a user to login into NCID.</p>	The State has amended the IFB to remove the requirement for login integration with NCID for applicable Agencies. Vendors shall indicate in Attachment B under TR9 the ability for their proposed Document Output Devices to externalize identity management and utilize the North Carolina Identity Service (NCID) for the identity management and authentication related functions performed by this application.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
66	Section C	Section C	7 a) 17	The bid requires login integration with NCID for applicable Agencies Please provide information and specifications on NCID technology.	The State has amended the IFB to remove the requirement for login integration with NCID for applicable Agencies. Vendors shall indicate in Attachment B under TR9 the ability for their proposed Document Output Devices to externalize identity management and utilize the North Carolina Identity Service (NCID) for the identity management and authentication related functions performed by this application. Additional information regarding NCID service can be found in the NCDIT Service Catalog at: http://it.nc.gov/it-services (see Identity Management - NC Identity Management under the main menu item Application Services) and the NCID Web site at: https://www.ncid.its.state.nc.us/ .
67	Section C	C	7 a) 17	Many low end MFDs and printers are incapable of MCID integration. Is NCID integration required or optional for low end printers and MFDs?	The State has amended the IFB to remove the requirement for login integration with NCID for applicable Agencies. Vendors shall indicate in Attachment B under TR9 the ability for their proposed Document Output Devices to externalize identity management and utilize the North Carolina Identity Service (NCID) for the identity management and authentication related functions performed by this application.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
68	Section C	C	7 a) 18	Printer and technical specifications indicate inclusion of surge protection for printer and MFD's. Is it the intent of the State to mandate that every device sold comes bundled with a surge protector? Request for this requirement to be waived as this would add considerable expense to price offering.	The State has amended the IFB to remove the requirement for Vendors to provide Surge Protection bundled with the Document Output Device. Vendor may provide Surge Protection as a peripheral option for proposed Document Output Devices.
69	Section C	C. Technical Specifications	7 a) 18	"18. Includes surge protection." Many of today's work group, work team, and personal printers and MFPs do not require surge protection. Would the State consider relaxing this requirement to include a surge suppressor for devices that fall into Lot A and B. Manufacturers essentially have surge suppression integrated into the device's power supply.	The State has amended the IFB to remove the requirement for Vendors to provide Surge Protection bundled with the Document Output Device. Vendor may provide Surge Protection as a peripheral option for proposed Document Output Devices.
70	Section C	C	7 a) 18	Can we offer surge protection as a line item option?	Yes. Vendor may provide Surge Protection as a peripheral option for proposed Document Output Devices.
71	Section C	C	7 b) 8	Do you need this on all machines? May we offer this as a line item?	The State has amended the IFB to remove the requirement for Vendors to provide Surge Protection bundled with the Document Output Device. Vendor may provide Surge Protection as a peripheral option for proposed Document Output Devices.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
72	Section C	C. Technical Specifications	7 b) 8	<p>"8. Provides scan to email (standard and searchable PDFs)"</p> <p>Would the State would consider relaxing the requirement to only propose MFDs that have the capability to provide searchable PDFs? Many of the digital MFDs that fall into Lots A and B have limited resources and do not have an integrated OCR engine to convert a scanned image into a searchable. This requirement for Digital MFDs in Lots A and B would restrict competitive mix of products for these segments.</p>	The State has amended the IFB to remove the requirement for MFDs in Lots A and B to provide searchable PDFs.
73	Section C	C	7 b) 13	Do you mean the company E-fax? If no please explain what is meant by this.	Vendor shall propose MFD Document Output Devices that support electronic faxing (e.g., provide electronic fax number, receive faxes as an email attachment, and send faxes as email attachment).
74	Section C	C	7 b) 15,16	Apple iOS and Android drivers do not exist. Can this be removed or re-stated to reflect ability to print from Apple and Android devices?	The State has amended the IFB to clarify that MFDs must be able to print from Apple and Android devices. Please refer to item M1 of this Addendum.
75	Section C	C	7 b) 17	What would you like to configure? For example are you looking to configure an address book, network configurations, default settings, etc. How do you plan on using this feature? Will it be done once at or near installation or will this be an ongoing process?	Agency use of this feature may vary, and may include but not be limited to address book configurations, network configurations, and default setting configurations. These configurations may be done by the Agency at time of installation or as needed during the Document Output Device's lifecycle.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
76	Section C	Section C. Technical Specifications		Can we bid more than 1 model in a segment?	No. For purposes of pricing evaluation, Vendor may only propose one Document Output Device model per segment. Vendor may propose additional models on the Additional Models worksheet within Attachment E.
77	Section C	Section C. Technical Specifications		Can we bid the same model in multiple segments?	Yes, as long as the proposed model meets or exceeds all Technical Specifications for the segment.
78	Section C	Section C. Technical Specifications		Do we have to bid on all categories in order to receive an award?	A Vendor must propose a Document Output Device for every segment with a lot in order to be considered for award for the lot. However, the Vendor does not have to submit a response for every lot in their offer.
79	Section D	D	1	RFP indicated vendor "may be" disqualified for not offering in every segment within a lot. Will a vendor be disqualified for not proposing a device in every segment within a lot?	Yes, Vendor will not be considered for award if they do not propose a Document Output Device for every segment within a lot.
80	Section D	D	1	Can we put multiple machines in a category?	For purposes of pricing evaluation, Vendor may only propose one Document Output Device model per segment. Vendor may propose additional models on the Additional Models worksheet within Attachment E.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
81	Section D		2	<p>Can a vendor represent multiple OEMs as their single authorized representative?</p> <p>If so, can multiple OEMs complete a Lot? For example, Partner X is awarded Lot B. Lot B is made up of several OEMs that best fit each segment.</p>	<p>Yes, a Vendor can be the <u>single</u> authorized representative for multiple OEMs. The State shall only award to the OEM <u>or</u> their <u>single</u> authorized representative.</p> <p>No. A Vendor may submit multiple offers if they are designated as the single authorized representative by multiple OEMs. Vendor shall submit a separate offer for each OEM that they are authorized to represent. Each offer will be evaluated separately and each offer must meet all IFB requirements.</p>
82	Section D	D	2	<p>Will the State consider multiple OEM's to complete every segment within a lot? Not all OEM's can fulfill every segment.</p>	<p>No. A Vendor may submit multiple offers if they are designated as the single authorized representative by multiple OEMs. Vendor shall submit a separate offer for each OEM that they are authorized to represent. Each offer will be evaluated separately and each offer must meet all IFB requirements.</p>
83	Section D	D	2	<p>Is offering leasing a mandatory submission component?</p> <p>Can "purchase only" be submitted to fulfill the terms of this section?</p>	<p>Yes, leasing is a required component.</p> <p>No, submitting purchase only component is not acceptable.</p>

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
84	Section D	D	2	Please clarify the parts that the RFP is looking for. Are these all replaceable parts or just the ones that the end users can install/change	The State has revised the approach to collect pricing on Replaceable Parts to no longer require Vendor to list all Replaceable Parts. A revised version of Attachment E has been included with this Addendum and will be emailed by the Procurement Officer to all attendees of the mandatory Pre-Offer Conference. See the new Step 4 on the Instructions worksheet for specific directions on how to submit pricing for Replaceable Parts.
85	Section D	D	2	The state is requesting for consumable pricing on attachment E of the price sheet, yet in section A3 it is stated that consumable are not part of this RFP. Please clarify	For purposes of estimating the total cost of ownership for the proposed Document Output Devices, the State is collecting Consumables information in Attachment E. The actual purchase of Consumables by Agencies will be done through the 615A state term contract maintained by Department of Administration's Division of Purchase and Contract.
86	Section D	D	3	Would you accept a link to a third party industry source for access to MSRP	Yes, as long as it is available to the State for the duration of the contract at no cost to the State or Agencies. The State has amended the IFB to add a specific requirement for Vendor to submit printed list of U.S. MSRPs as of date of offer submission for proposed Document Output Devices and listed Peripherals, Warranties, Maintenance Plans, and Consumables included in Attachment E.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
87	Section D	D	3	Can we offer promotions?	Yes. Vendor can provided Agencies at any time with higher discount %s without prior approval from the NCDIT Contract Administrator.
88	Section D	D	4	Can the device discount percentage within each segment vary by machine, or does the discount percentage have to be the same for each segment within a lot?	For purposes of pricing evaluation, Vendor shall provide a single Device Discount % per Segment. The proposed Device Discount % does not need to be the same across every segment with a lot. Vendor can propose different Device Discount %s across the segments.
89	Section D	Section D and H	4	It was asked at the bid conference if the State could provided what percentage of agencies use leasing today and you could anticipate a ballpark number of transactions are done using leasing over the prior 3 year contract/	Based on data provided by the current 600B state term contract vendors, approximately 80 Agencies leased one or more Document Output Devices during a recent 12-month period. The total number of leased Document Output Devices during this 12-month period was around 200. Vendors are cautioned that the State cannot, does not, and will not guarantee purchase quantities to be made under this contract.
90	Section D	D	5	Can we offer different discounts for accessories?	For purposes of pricing evaluation, Vendor shall provide a single Peripheral Discount % for each segment. Vendor can propose different Peripherals Discount %s across the segments.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
91	Section D	D See also H	5	Can the spreadsheet be amended to allow for multiple discount levels based on peripheral type (i.e stapling finisher, software, tray options, etc.)? A uniform discount for all machine peripherals is not feasible. Larger peripherals (finishers or software) generally receive a much greater discount than smaller options (additional memory, bridge kit, stands). This price discrepancy would either lead to massive loss leaders for the vendor, or additional cost incurred for the State.	No. For purposes of pricing evaluation, Vendor shall provide a single Peripheral Discount % for each segment. Vendor can propose different Peripherals Discount %s across the segments.
92	Section D	B		Will the state consider minimums for the annual maintenance plans?	No. Vendors are cautioned that the State cannot, does not, and will not guarantee purchase quantities to be made under this contract.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
93	Section D	Section D	7	Please clarify what the State wants regarding maintenance plan pricing. Should there be one price to include all items listed here for a designated amount of copies. At the Pre-Bid Conference, it was stated that the maintenance plan would be a flat rate plus a cost per copy.	<p>For pricing evaluation purposes across all lots, the State requires Vendor to indicate in Attachment E the Annual Maintenance Plan cost and the Maintenance Cost per Copy for mono and color copies (as applicable) for each proposed Document Output Device. The Vendor shall assume that the Annual Maintenance Plan pricing does not include any allowance for copies. A Vendor can choose among three options for submitting Maintenance Plan pricing in Attachment E:</p> <ol style="list-style-type: none">1. Split proposed Maintenance Plan cost between the Annual Maintenance Plan component and the Cost per Copy for mono and color (as applicable) component2. Enter proposed Maintenance Plan cost under the Cost per Copy for mono and color (as applicable) component and enter \$0 for the Annual Maintenance Plan component3. Enter proposed Maintenance Plan cost under Annual Maintenance Plan component only and enter \$0 for Cost per Copy for mono and color (as applicable) component

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
94	Section D	Section D	7	<p>Vendors published maintenance price lists do not typically include the supplies and therefore are not priced as a % off list.</p> <p>o Our recommendation is that the state exclude consumables from the pricing requirement for laser printer and allow pricing to be straight percentage off MSRP for maintenance without consumables.</p> <p>o Industry standards for MFD's are cost per copy plans vs separately billed maintenance and consumables. We request the state consider changing maintenance pricing requirements to allow for a quoted CPC plan vs separate consumables.</p>	<p>The State will not change its approach to collecting pricing for Maintenance Plans.</p> <p>For pricing evaluation purposes across all lots, the State requires Vendor to indicate in Attachment E the Annual Maintenance Plan cost and the Maintenance Cost per Copy for mono and color copies (as applicable) for each proposed Document Output Device. The Vendor shall assume that the Annual Maintenance Plan pricing does not include any allowance for copies. A Vendor can choose among three options for submitting Maintenance Plan pricing in Attachment E:</p> <p>1. Split proposed Maintenance Plan cost between the Annual Maintenance Plan component and the Cost per Copy for mono and color (as applicable) component</p> <p>2. Enter proposed Maintenance Plan cost under the Cost per Copy for mono and color (as applicable) component and enter \$0 for the Annual Maintenance Plan component</p> <p>3. Enter proposed Maintenance Plan cost under Annual Maintenance Plan component only and enter \$0 for Cost per Copy for mono and color (as applicable) component</p> <p>Vendor may select one of these options for each segment.</p>

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
95	Section D	D	9	Can the bidder just bid refurbished devices for purchase only? If yes, does the bidder have to comply with the other terms of the IFB with things like; SLA's, Install, removal, leasing ,etc.	Yes, a Vendor can just bid on Refurbished Document Output Devices for purchase only. In this case, the IFB terms related to leasing do not apply and Vendor is not required to submit a price for every segment within a lot. Other aspects of the IFB (e.g., SLAs) still apply.
96	Section D	Section D		Would the State reconsider letting Vendors bid all Lots even if they cannot bid all segments?	No. To be responsive, a Vendor shall propose a Document Output Device for every segment in a lot.
97	Section E	SECTION E		Stating that the vendor to supply subcontractor agreements for maintenance in all 100 counties; would the state prefer a single vendor that is capable of coverage to all 100 counties directly?	The State does not dictate the approach for a Vendor to deliver services under the contract to Agencies across the State within the established Service Level Agreements.
98	Section E	Section E		Does the state have any historical data on number of devices and agencies that historically purchase service agreements?	No. The State does not require the current Vendors on the 600B state term contract to provide this information.
99	Section E	E	1	Do customer references have to be from the State of North Carolina and/or its Agencies?	No.
100	Section E	E. Other Requirements and Special Terms	1	The required references in Attachment C contain customers' confidential, proprietary, and/or trade secret information. Understanding that, are vendors permitted to identify the required references as confidential and trade secret, not for public disclosure?	The State does not agree that such information is confidential.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
101	Section E	E	1	<p>Can you please provide an example of when the State of North Carolina required 700+ devices to be installed over a 30 day time period (excluding bulk bidding on printer-only devices)?</p> <p>Most vendors are capable of drop-shipping a bulk order of printers to a customer location and letting the customer install. MFD and A3 machine installations are much more time consuming and labor intensive. The training alone would make 700 devices almost impossible.</p>	<p>The State historically issues Bulk Purchases in August, January, and April of each calendar year where it requires the delivery of 700+ Document Output devices within a 30 day time period. For example, in the April 2016 Printer Bulk Purchase, the State Agencies ordered and Vendors delivered 1000+ Document Output devices within a 30 day time period.</p> <p>Per Section E, Subsection 1 a), the Vendor <u>does not have to have installed</u> the Document Output Devices or trained the users within a short period of time, but rather only have <u>delivered</u> the Document Output Devices.</p>
102	Section E	E	3	<p>Please remove this requirement, this provision requires us to disclose information regarding ourselves or any of our subcontractors regarding litigation and investigations that should be considered confidential</p>	No.
103	Section E	E	4	<p>Please remove this requirement, this provision requires detailed personal information from our company, our parent company, and officers from both companies</p>	No.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
104	Section E	E. Other Requirements and Special Terms	5	<p>Security background check information and the results are considered personal and confidential information of vendor and its employees. Understanding that the use of that information and the security background check results shall be limited to the business purposes set out in this section and the IFB, can vendors required Agencies to sign a Personal Data Protection Agreement (protecting such information and results) prior to any vendor employee submitting information to complete the Agencies' security background check process?</p> <p>Alternatively, may vendors perform the security background checks (and provide Agencies with pass/fail results), thereby avoiding the need for a Personal Data Protection Agreement?</p>	<p>The State will not waive this provision. Where background checks are required pursuant to the State's security laws and policies, vendors will receive notice of the requirement together with procedures for ensuring compliance. Compliance may be achieved through vendor supplied background checks if such are satisfactory to the State.</p>

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
105	Section E	E	7	Please clarify the intent of "complete delivery" within 20 days. What is the definition of "complete delivery"?	<p>The State has amended the IFB to clarify delivery terms. For Lots A and B, Vendor shall deliver Document Output Device(s) to ordering Agency within twenty (20) business days after receipt of purchase order. Complete delivery shall be defined as inside delivery of ordered Document Output Device. One copy of user manual and operating instructions shall also be provided to Agency before delivery shall be considered complete.</p> <p>For Lots C and D, Vendor shall deliver Document Output Device(s) to ordering Agency within twenty (20) business days after receipt of purchase order. This includes inside delivery, uncrating, assembly, installation, making ready for use, and removal of debris. One copy of user manual and operating instructions shall also be provided to Agency before delivery shall be considered complete.</p>
106	Section E	Section E. Other Requirements and Special Terms	8	Please clarify what the state is seeking. Does this apply to only Purchase? Are you looking for 90 days of free maintenance, supplies and parts? Equipment warranties are usually only for defective parts, so we ask that you change that to read that it only covers defective parts and labor for defective part service. Otherwise, this cost will be added to the equipment price as it is not really a warranty, but is "free" maintenance. A true warranty is no additional cost to the State and would not result in pricing being added in.	The State is seeking to understand what the Vendor's proposed standard warranty <u>that is included in the price of each proposed Document Output Device</u> . Vendor shall describe their proposed standard warranty for each proposed Document Output Device model in Attachment B.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
107	Section E	Section E. Other Requirements and Special Terms	8	Based on response to the above question, when does the State anticipate the maintenance agreement to begin? Under a true warranty as described above, it would start day 1 for routine service and supplies. However, if it's not going to start until the 91 st day, then the state is seeking free service and supplies during the warranty, which will result in those items being built into the price.	Per Section E, Subsection 9 Maintenance, maintenance plan coverage commences on the day of product installation for an Agency that selects the 12-month maintenance agreement option for a product under this contract at the time of purchase.
108	Section E	Section E. Other Requirements and Special Terms	9	<p>"Vendor shall provide an optional annual maintenance agreement for every product offered under this contract."</p> <p>Please confirm that on leased equipment maintenance is mandatory as this equipment is not owned by the state. If not under a service plan we cannot ensure the performance of the unit and would put the vendor at risk for a cancellation</p>	Agencies have the option to purchase a maintenance agreement with leased Document Output Devices, but are not required to do so per Section H, Subsection 1 b) of this IFB.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
109	Section E	E	9,12	In many cases, customers use OEM warranty programs to cover annual maintenance. Please provide clear definitions of the difference between maintenance plans and service plans.	<p>A Maintenance Plan is an agreement for the Vendor to provide specific services to an Agency for a covered Document Output Device. These services may include preventive maintenance, all service calls, Consumable supplies (excluding paper and staples), travel, loaner equipment and no charge replacement of all defective or worn parts and machines. Vendor shall describe their Maintenance Plan for each proposed Document Output Device model in Attachment B.</p> <p>A Service Plan documents a Vendor's overall approach to meet the service requirements of the IFB. The Service Plan should include the components listed in Section E, Subsection 12 Service Plan and be documented in Attachment B.</p>
110	Section E		13	In the event a service call is placed at 9 a.m., an 8hr response would require service on the same day. Same day service may be unnecessarily expensive and doesn't translate directly to faster return to service times. We respectfully suggest that the 8hr response time be adjusted to a more cost-effective "next business day response"—often considered the same as 8hr response.	The State has amended the IFB to change the Service Level Agreement for On-Site Response Time to be <u>next business day</u> for all Document Output Devices regardless of location. Vendors may indicate in the Maintenance Pricing worksheet in Attachment E additional maintenance plans for Agencies to consider for upgrade (e.g., 4-hour response time).

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
111	Section E	E	13	We understand the maintenance response SLA is to vary by location and device type. 6hr response is the same general cost as 4hr response, so it's suggested there be a two-tier SLA capability; 4hr response for "metropolitan areas" and "next business day" (8hr) response for other locations.	The State has amended the IFB to change the Service Level Agreement for On-Site Response Time to be next business day for all Document Output Devices <u>regardless of location</u> . Vendors may indicate in the Maintenance Pricing worksheet in Attachment E additional maintenance plans for Agencies to consider for upgrade (e.g., 4-hour response time).
112	Section E	E	13 (b)	Can the State define the characteristics of a desktop versus a console document output device?	The State has amended the IFB to change the Service Level Agreement for On-Site Response Time to be next business day <u>for all Document Output Devices</u> regardless of location. Vendors may indicate in the Maintenance Pricing worksheet in Attachment E additional maintenance plans for Agencies to consider for upgrade (e.g., 4-hour response time).
113	Section E	E	13 (b)	Can the State clarify that maintenance agreements are an optional purchase component and that onsite warranty is not the standard warranty of service for all hardware.	Agencies have the option to purchase maintenance agreements for purchased or leased Document Output Devices. The State is not dictating the minimum standard warranty for proposed Document Output Devices. The State is seeking to understand what the Vendor's proposed standard warranty that is included in the price of each proposed Document Output Device. Vendor shall describe their proposed standard warranty for each proposed Document Output Device model in Attachment B.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
114	Section E	E. Other Requirements and Special Terms	14	Understanding that vendors shall provide a \$50 invoice credit for each instance of below minimum threshold performance for a SLA, will the State consider a vendor's proposal of financial "earn back" credits when vendors performance exceeds the minimum? We understand the parties would need to agree to definable and verifiable superior performance events that would trigger such earn backs (and the amount of the earn backs).	No.
115	Section E	Section E	14	If an invoice credit is assessed, does a vendor have the option to send checks directly to NCDIT	No, unless NCDIT is the Agency eligible to receive the invoice credit.
116	Section E	Section E	15	The IFB is written as "MSRP less % discount". Therefore, wouldn't any proposed adds of supplemental products follow this same pricing calculation? The bid references "prices lower than or equal to original price" however, this isn't a price bid. Would the state consider changing this paragraph to match the pricing structure of "MSRP less % discount"?	No. If a Vendor discontinues an awarded Document Output Device Model during the contract, the Vendor shall provide a replacement Document Output Device model that is equal to or lower than the NC Discounted Purchase Price of the awarded model.
117	Section E	E. Other Requirements and Special Terms	19	Is website access to manuals acceptable?	Yes, online access to user manual and operating instructions for each piece of equipment is acceptable.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
118	Section E	Section E	22	This provision gives the State the right to take a vendor off of the contract if there is a breach of any kind. Will the State provide written notice and a reasonable cure period, prior to exercising this right?	Yes. Per Section G, Subsection 26 Default, Vendor shall provide a plan to cure any default if requested by the State. The plan shall state the nature of the default, the time required for cure, any mitigating factors causing or tending to cause the default, and such other information as the Vendor may deem necessary or proper to provide
119	Section E	Section E	22	Is Purchase/Lease and Service Level Reporting only required for Executive State Agencies, or for non-Executive State Agencies, as well	All reporting requirements apply to <u>all</u> Agencies that utilize the contract, including non-Executive Branch State Agencies.
120	Section E	Section E	22	Will a data collection agent be allowed on the servers of State Agencies for the purpose of automatic meter uploads?	Each Agency maintains their own security guidelines that determine if data collection agents are permitted to be loaded on Agency servers.
121	Section E	Section E. Other Requirements and Special Terms	23	We do not consider ourselves to be a computer equipment manufacturer. However, by definition does the State of NC consider a MFD one? Would we need to register with the Dept. of Environment and Natural Resources?	Yes.
122	Section E	E	23	If we have previously been exempt from this requirement, will we be able to continue our exemption and not be required to register with this department?	Yes, if you can provide the NCDIT Contract Administrator with valid proof of exemption by the Department of Environmental Quality.
123	Section E	E	29	Can we use all contracts utilized throughout the State to meet this requirement?	Yes.
124	Section E	E	30	Can a published price list with MSRP be attached in place of an internet website?	No.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
125	Section E	E	31	Can this required website be a landing page on an existing company-owned site, or must it be a separate site entirely?	The State requires the Vendor to provide an Internet web site that contains only items included in this contract and State of North Carolina contract pricing approved by the NCDIT Contract Administrator. This can be a landing page on an existing Vendor-owned web site or an entirely separate web site.
126	Section E		33	<p>Per Section 33, Pricing, Subsection a), the RFP states: All prices shall include delivery to Agency, installation including a regular, full size complement of Consumable supplies, except paper (irrespective of whether the machine includes a "start-up kit" from the manufacturer), activation with key operator(s) into a production cycle, and removal charges.</p> <p>All prices bid shall also include separate (appropriate number as required in the specification) paper sources for 8 ½ x 11, 8 ½ x 14, and 11 x 17 (if applicable). Agency will not pay additional charges for a manufacturer included start-up kit.</p> <p>1. Does every Document Output Device, including printers, need to include installation including a regular, full size complement of Consumable supplies?</p>	<p>The State has amended the IFB to clarify delivery terms. For lots A and B, Vendor shall deliver Document Output Device(s) to ordering Agency within twenty (20) business days after receipt of purchase order. Complete delivery shall be defined as inside delivery of ordered Document Output Device. One copy of user manual and operating instructions shall also be provided to Agency before delivery shall be considered complete.</p> <p>For lots C and D, Vendor shall deliver Document Output Device(s) to ordering Agency within twenty (20) business days after receipt of purchase order. This includes inside delivery, uncrating, assembly, installation, making ready for use, and removal of debris. One copy of user manual and operating instructions shall also be provided to Agency before delivery shall be considered complete.</p> <p>The State has amended the IFB to waive the requirement for a full size complement of Consumables for lots A and B.</p>

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
127	Section E	E	33 a)	Are starter consumables included in-box considered a regular full-sized compliment of supplies?	No. However, the State has amended the IFB to waive the requirement for a full size complement of Consumables for lots A and B.
128	Section F	F	3 k)	Is there a required form/format the State would like this to be in?	No.
129	Section G	G	4	Please change language from "written approval" and "sole discretion" to "mutual consent"	No. The term remains unchanged.
130	Section G	Section G	4	Please acknowledge that Agency decisions regarding the disapproval of, or termination of, vendor personnel must be for lawful reasons.	The State acknowledges that State or Agency decisions regarding the disapproval of, or termination of, Vendor personnel shall be in accordance with the contract.
131	Section G	Section G. Department of Information Technology Terms and Conditions	5	Does the State of NC consider vendors authorized dealers to be subcontractors?	The State considers any third party that the Vendor engages to provide goods or services under the contract as a subcontractor. See Question #1.
132	Section G	Section G. Department of Information Technology Terms and Conditions	5	Requests copies of agreements between vendor and all subcontractors. We consider our dealer agreements to be confidential legal agreements between our company and the dealer and do not provide copies of this. All of our dealers are contractually bound to us to adhere to the pricing terms and conditions of all of our contracts for which they will be providing sales or service. Please remove this requirement.	No. The term remains unchanged.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
133	Section G	G	5	Please change language from “prior written approval” to “mutual consent”	No. The term remains unchanged.
134	Section G	Section G	5	Will the State please excuse equipment delivery/removal carriers from the approval and contract copy requirements of this provision?	Yes, delivery/removal carriers are not within the intent of this provision.
135	Section G	Section G. Department of Information Technology Terms and Conditions	6 b)	Vendor's should be able to charge if inherent services are extensive. Please acknowledge if this is acceptable. Can we charge for change orders? Under what circumstances would a change order requiring additional money not be approved?	This is not acceptable. Any change orders must be pre-approved by the requesting Agency in writing.
136	Section G	Section G. Department of Information Technology Terms and Conditions	18	Would the State Allow the vendor to approve the nondisclosure and confidentially agreement? This should not be at the states sole discretion. A vendor cannot force its employees or their independent dealers to sign these.	Any NDA will be agreed at the time a need arises, but will be subject to the State's agreement. The State may enter into such agreements with its vendors, but does not seek separate similar agreements from vendors' employees.
137	Section G	Section G. Department of Information Technology Terms and Conditions	18 b)	Would state allow vendor to approve state agreement first? This should not be at the State's sole discretion. We cannot force our employees or dealer (subcontractor) employees to sign this. We cannot agree to it unless we know what you want us to sign.	See response to question #136.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
138	Section G	Section G. Department of Information Technology Terms and Conditions	24 b)	Commercial General Liability – Is it acceptable to the State if these limits are satisfied using any combination of underlying and excess/umbrella liability policies? For example, say our GL has \$1,000,000 and then we provide the other \$1,000,000 via our excess/umbrella policy.	Yes.
139	Section G	Section G. Department of Information Technology Terms and Conditions	26	Item 14) herein, the State may cancel and procure the articles or Services from other sources; <i>holding Vendor liable for any excess costs occasioned thereby ...</i> What is the liability here? We need to understand this better before a decision can be made by our legal department as to the risk of this section.	Session Law 2016-85 amended GS 143B-1350 to address contract terms regarding vendor liability. Solicitation Addendum 1, item M16 includes replacement terms addressing this issue.
140	Section G	Section G	26	Will the State please change the 10 day cure period to 30 days following receipt of written notice, to be consistent with Section H.10)b) and standard industry practice?	No.
141	Section G	Section G	26 a)	The provision allows for the State to impose a penalty; one which is undefined. Will the parties determine the amount of this penalty, post-award? If not, then please provide specifics about this penalty now for vendor consideration in their proposal responses.	Per Section E, Subsection 14 Performance Assurance, the State has defined a penalty for Vendor performance below established minimum thresholds for defined Service Level Agreements.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
142	Section G	Section G. Department of Information Technology Terms and Conditions	28 b)	Please confirm that the cancelation for any individual placement is restricted to Availability of Funds, Nonperformance and vendor default and that a customer cannot simply cancel for their convenience without penalty equal to 100% of the remaining payments. Please confirm cancellation for convenience applies to the master contract only and will only affect new placements from being made.	Section G, Subsection 28 Termination applies to the state term contract only. Terms related to canceling of leases are located in Section H, Subsection 4 Termination of Lease. The State does not accept the assertion of a penalty as indicated in the question. See #147.
143	Section G	Section G	28 b) i 2	Please confirm that the State will provide written notice and a reasonable time to cure prior to its exercising the remedies of withholding payment and/or terminating the contract.	Per Section G, Subsection 26 Default, the State shall provide ten (10) calendar days after written notice for the Vendor to provide plan to cure and contract failure.
144	Section G	Section G. Department of Information Technology Terms and Conditions	28 b) ii	Please confirm that this term is marked as "reserved" and set aside and removed and not applicable to this section of terms and conditions for this solicitation.	This term has <u>not</u> been reserved and remains in effect. This term applies to the state term contract only. Terms related to canceling of leases are located in Section H, Subsection 4 Termination of Lease.
145	Section G	G	28 b) ii	Please confirm that this term applies only to the overall contract and not individual leases	This term applies to the state term contract only. Terms related to canceling of leases are located in Section H, Subsection 4 Termination of Lease.
146	Section G	G	28 b) ii	If the State choses to terminate the contract for convenience, will active leases and service contracts continue to the end of their individual term	Yes.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
147	Section G	Section G	28 b) ii	Industry standard requirements for a lease include the lessor's having a reasonable expectation that the equipment will go full term. Please confirm that, in the event that the contract is terminated for convenience, all existing lease commitments will continue for the balance of their terms, or early termination charges will apply.	Yes, in the event that the state term contract is terminated for convenience, all existing lease commitments under the state term contract will continue for the balance of their terms.
148	Section G	G	31	Would the State consider limiting the indemnity to third-party claims?	Session Law 2016-85 amended GS 143B-1350 to address contract terms regarding vendor liability. Solicitation Addendum 1, item M16 includes replacement terms addressing this issue. Section G, Subsection 31 General Indemnity has been reserved in the Addendum 1.
149	Section G	Section G. Department of Information Technology Terms and Conditions	33	Please confirm that this term is marked as "reserved" and set aside and removed and not applicable to this section of terms and conditions for this solicitation.	The Stop Work Order term is reserved for this solicitation.
150	Section G	Section G. Department of Information Technology Terms and Conditions	34	Please confirm that this term is marked as "reserved" and set aside and removed and not applicable to this section of terms and conditions for this solicitation.	The Price Adjustments for Term Contracts is reserved for this solicitation.
151	Section G	Section G	44	Will the State agree that terms of force majeure will not apply to their lease payments?	No, the Force Majeure does apply to leases.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
152	Section H	Section H. Lease Terms and Conditions		<p>(a) Vendor is not a financial services company, nor does it have a financial services subsidiary. As a result, vendor's standard business model for leasing includes an independent, third party financial services company, which utilizes the financial services company's industry standard lease agreement. Based upon this model, the "performance" contract would be between the State and vendor, and the lease agreements would be between the procuring Agencies and the financial services company. Would the State consider vendor's proposal of this alternate business model?</p> <p>(b) If the State will not consider the above, and vendor submits a 'no-bid' for the leasing portion of the IFB only, will that result in vendor's disqualification?</p>	<p>(a) No. Per Section H, Subsection 9 Assignment, Vendor may assign its right to receive payment under this contract with written permission of the State. In no event does the recognition of assignment of the Vendor's right to receive payments obligate the Agency to anyone except the Vendor. The Agency merely recognizes financial assignment as a convenience to the Vendor and will hold the Vendor responsible for fulfillment of all contract obligations. Payments under an assignment of financial rights shall be in accordance with the General Statutes of North Carolina as follows:</p> <p>a) Check made payable to the Vendor and Vendor endorses it over to the Assignee, b) Check made payable to the Vendor and forwarded directly to Assignee, or c) Check made payable jointly to the Vendor and Assignee and forwarded directly to the Assignee.</p> <p>Per the IFB, all ordering and invoicing shall be provided by the Vendor.</p> <p>(b) Leasing is a required component of the IFB. Submitting purchase only component is not acceptable. Vendor shall provide Lease Rate Factors for all required lease terms and lots listed in Attachment E.</p>

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
153	Section H	H	1	For leases, do you allow 3 rd party leases from leasing companies i.e. Private Label Leases or will those leases need to be held in-house and financed by dealers/manufacturers themselves? Most manufacturers use third party leasing companies rebranded as their own, i.e. Private Labels, for leases. Machines at lease end would be returned to a leasing company warehouse, not the dealer/manufacturer.	No. Per Section H, Subsection 9 Assignment, Vendor may assign its right to receive payment under this contract with written permission of the State. In no event does the recognition of assignment of the Vendor's right to receive payments obligate the Agency to anyone except the Vendor. The Agency merely recognizes financial assignment as a convenience to the Vendor and will hold the Vendor responsible for fulfillment of all contract obligations. Payments under an assignment of financial rights shall be in accordance with the General Statutes of North Carolina as follows: a) Check made payable to the Vendor and Vendor endorses it over to the Assignee, b) Check made payable to the Vendor and forwarded directly to Assignee, or c) Check made payable jointly to the Vendor and Assignee and forwarded directly to the Assignee. Per the IFB, all ordering and invoicing shall be provided by the Vendor.
154	Section H	Section H	1	Will the State review third party lease agreements? And if so, will they give written confirmation that those lease terms take precedence for the financing of the equipment?	No.
155	Section H	Section H	1	Lease prices established at the time of the Bid must remain fixed for the entire contract period? Will the State consider the option of allowing an increase tied to an increase in the Prime rate?	No.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
156	Section H	Section H	1 b)	When equipment is placed under a FMV lease the vendor retains title for the equipment. A maintenance only contract is available for owned units only, is this the states understanding.	Vendor shall offer maintenance agreements for all proposed Document Output Devices for purchase or lease by Agencies. Agencies have the option to purchase a maintenance agreement with leased Document Output Devices, but are not required to do so per Section H, Subsection 1 b) of this IFB. Agencies also have the option to purchase a maintenance agreement for a purchased Document Output Device.
157	Section H	H	4	This section indicates termination for convenience: Reserved. Can you provide an explanation of what this means. If it truly is for convenience would the State consider allowing non-appropriations and non-performance clauses to dictate the contract termination policy and remove the cancel for convenience clause. This would allow vendors to offer the very best price without the financial risk that potential unwarranted cancellations could cause or putting in a limitation on the cancel for convenience clause (such as a percentage of any given fleet	The term Reserved means that the section is not applicable to the solicitation.
158	Section H	H	4	Typically in the event of a Termination for Convenience where a device is leased, the State Agency would be required to pay the sum of remaining payments. Does the State have an issue with this type of term?	See response to Section G, question #146.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
159	Section H	Section H	4	Will the State remove the ability to terminate the installed leased equipment as the only ability to cancel is for non-appropriations?	No.
160	Section H	Section H. Lease Terms and Conditions	4 a)	What does "Reserved" mean? Can the vendor enter their language here?	The term Reserved means that the section is not applicable to the solicitation. The Vendor may <u>not</u> enter their own language.
161	Section H	Section H. Lease Terms and Conditions	4 a)	Please confirm that this term is marked as "reserved" and set aside and removed and not applicable to this section of terms and conditions for this solicitation	The Lease termination for convenience term is reserved for this solicitation, which means it is not applicable to this solicitation.
162	Section H	H	4 a)	Please clarify this condition to include what penalties are allowed, and the required notice of termination.	The Lease termination for convenience term is reserved for this solicitation, which means it is not applicable to this solicitation.
163	Section H	H	4 a)	Please confirm that the term "reserved" means that individual lease cannot be cancelled for convenience	The Lease termination for convenience term is reserved for this solicitation, which means it is not applicable to this solicitation.
164	Section H	H	4 b)	Can the State please clarify if this is for non-appropriation of funds, or something else?	This term is in case an Agency or an organization within an Agency is eliminated, or not funded by the Legislature.
165	Section H	H	4 c)	Is the cure period in section 10 applicable to this? Please confirm that only affected units is cancellable if not cured.	Yes, the Vendor would have thirty (30) calendar days to remedy the default. The Agency will provide in the written notice to the Vendor the specific units that are subject to default. The Agency reserves the right to terminate any lease contract if there is a pattern of non-performance by the Vendor.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
166	Section H	H	4 d)	Please clarify that the State permits month to month extensions at the end of their individual leases upon request of the end user	Agencies shall have the right to rent the leased equipment on a month-to-month basis at the Vendor's then current commercial rates after the expiration of the lease term.
167	Section H	Section H	4 d)	Industry standard requirements for a lease include a reasonable expectation that the equipment will go full term. Therefore, will the State please change this provision so that it only applies to lease units after the expiration of the initial lease term?	The State has amended this term to clarify that it applies to end of term leases.
168	Section H	Section H	6	Does the State and its Agencies have the ability to remit payment to different addresses for Service and Lease (i.e. separate collection locations)?	Most Agencies should be able to remit payments to multiple addresses for the same Vendor. The Vendor would be responsible for setting up the remit to addresses with Agency, or the Agency's designated representative.
169	Section H	Section H. Lease Terms and Conditions	7	This is unclear. Is the State expecting vendors to give an agency brand new equipment after 3 years, to finish their 48 or 60-month term? If so, at what price? Can you provide an example?	The State has amended the IFB to reserve this requirement, which means it is not applicable to this solicitation.
170	Section H	H	7	Please clarify and define the circumstances and conditions where a refreshment would apply. Please outline the criteria for an agency to exercise this option.	The State has amended the IFB to reserve this requirement, which means it is not applicable to this solicitation.
171	Section H	H	7	This term seems unreasonable for any lease and we are requesting that it get removed in it's entirety	The State has amended the IFB to reserve this requirement, which means it is not applicable to this solicitation.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
172	Section H	Section H	7	Please clarify this clause " <u>REFRESH REQUIREMENTS</u> : At the Agency's option, Vendor shall provide upgrade/refreshments of hardware on all equipment leased after three (3) years from the date of installation of any such equipment"	The State has amended the IFB to reserve this requirement, which means it is not applicable to this solicitation.
173	Section H	H	9	Only allows assignment for financing purposes to occur with written approval of the customer. This appears impractical, as we would like to recommend that language be added that written permission will not be unreasonably withheld, if the vendor requests	The term remains unchanged.
174	Section H	H	15	This term is very unusual. Customers usually take responsibility for insurance as their facilities are always insured for damage and catastrophic loss. It will be redundant for vendors to insure the equipment as well.	The State is self-insured. Vendors are encouraged to insure their property. The term remains unchanged.
175	Section H	H	15	Risk of Loss or Damage: Aren't machine(s) as well as other property on-site covered under the end user's insurance policy to protect against damages or loss? Vendors should be responsible for installation and removal damages and any damages as a result of a technician's carelessness, but incidentals should be covered under the buildings and/or department's insurance policy.	The State is self-insured. Vendors are encouraged to insure their property. The term remains unchanged.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
176	Section H	H	15	Would the State consider adding language that in the event a device is damaged or lost, due to the negligent acts of the Lessee, the Lessee is responsible to repair the device or pay the sum of remaining payments on that device?	The State is self-insured. Vendors are encouraged to insure their property. The term remains unchanged.
177	Section H	H	15	With a leased device, it is always the responsibility of the Lessee to insure the devices. Would the State consider changing or removing this language from the agreement?	The State is self-insured. Vendors are encouraged to insure their property. The term remains unchanged.
178	Section H	H	21	What has been the historical frequency of device relocations? Sharing this information as a percent of devices moved per year will provide all bidders equal ability to accurately assess relocation costs.	The State does not require the current Vendors on the 204A and 600B state term contracts to provide this information.
179	Attachment D	Section C		Would the State create 2 Lots from Lot B at item 11? Having these segments in the same lot and limiting vendors to bidding only Lots that they have devices for every segment; is prohibitive to multiple manufacturers and also eliminates a category of devices that have been historically purchased and leased on the 600B contract.	The State has amended Lot B to separate Laser Printer Document Output Devices (segments 3 through 10) into lot B.1 and Digital MFDs (segments 11 through 18) into lot B.2. For evaluation purposes, the State considers lot B.1 and lot B.2 as separate lots. If a Vendor is submitting an offer for Lot B.1, Vendor shall submit a proposed Document Output Devices for each segment with lot B.1 to be eligible for award for lot B.1. If a Vendor is submitting an offer for Lot B.2, Vendor shall submit a proposed Document Output Devices for each segment with lot B.2 to be eligible for award for lot B.2.
180	Attachment D	Section C		Should Item 23 be in Lot C or Lot D?	Lot C.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
181	Attachment D	Attachment		Will the State consider placing Ledger devices (Lots B, C, D) within their own separate Lots as not all manufacturers have Ledger devices that meet the specifications put forth?	No.
182	Attachment D	Section C. Technical Specifications		Industry standards and established practices for procurement, warranties, services and consumables differ greatly from standalone single function laser/led printer devices and Digital MFPs. To encourage more vendor competition we would request a change to expand into 3 lots; A. Ink Jet, B. Laser/LED single function printer and C. MFDs. At a minimum, lot B should be split between Laser/Led Printers and MFDs.	The State has amended Lot B to separate Laser Printer Document Output Devices (segments 3 through 10) into lot B.1 and Digital MFDs (segments 11 through 18) into lot B.2. For evaluation purposes, the State considers lot B.1 and lot B.2 as separate lots. If a Vendor is submitting an offer for Lot B.1, Vendor shall submit a proposed Document Output Devices for each segment with lot B.1 to be eligible for award for lot B.1. If a Vendor is submitting an offer for Lot B.2, Vendor shall submit a proposed Document Output Devices for each segment with lot B.2 to be eligible for award for lot B.2.
183	Attachment D	Attachment D		The specification "Maximum Original & Copy Paper Size" is a spec that can be exceeded. In other words can a vendor offer 11x17 capabilities in the 8.5x14 lines?	Yes, this specification can be exceed by the proposed Document Output Device.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
184	Attachment D			Attachment D: Technical Specifications, Lot B. Would the State consider splitting these into 2 separate Lots. One for Laser Printers and the other for Digital MFDs?	The State has amended Lot B to separate Laser Printer Document Output Devices (segments 3 through 10) into lot B.1 and Digital MFDs (segments 11 through 18) into lot B.2. For evaluation purposes, the State considers lot B.1 and lot B.2 as separate lots. If a Vendor is submitting an offer for Lot B.1, Vendor shall submit a proposed Document Output Devices for each segment with lot B.1 to be eligible for award for lot B.1. If a Vendor is submitting an offer for Lot B.2, Vendor shall submit a proposed Document Output Devices for each segment with lot B.2 to be eligible for award for lot B.2.
185	Attachment D	Attachment E		Please separate products in Lot B into separate lots of Laser Printers, and Digital MFD's. These are two very different product categories of a single function printer, and multi-function devices to include printing, copying, scanning and faxing. MFDs are commonly used to reduce the number of printers in an office by creating shared services.	The State has amended Lot B to separate Laser Printer Document Output Devices (segments 3 through 10) into lot B.1 and Digital MFDs (segments 11 through 18) into lot B.2. For evaluation purposes, the State considers lot B.1 and lot B.2 as separate lots. If a Vendor is submitting an offer for Lot B.1, Vendor shall submit a proposed Document Output Devices for each segment with lot B.1 to be eligible for award for lot B.1. If a Vendor is submitting an offer for Lot B.2, Vendor shall submit a proposed Document Output Devices for each segment with lot B.2 to be eligible for award for lot B.2.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
186	Attachment D	H		<p>Can the 8 ½" x 14" (A4) media handling devices be segregated from the 11" x 17" (A3) media handling devices by lot?</p> <p>A3 and A4 machines that share similar print speeds, often serve very different functions that meet very different needs, and therefore should not be considered in the same segment/ lot. We ask that the State further separate the lots by A3 and A4 devices.</p> <p>We fear that combining the A3 and A4 into a single lot will only serve to confuse the end-user and complicate the pricing model.</p>	No.
187	Attachment D	Attachment D		<p>Would the state reconsider separating the lots further by eliminating the requirement for Ledger A3 paper be a requirement in almost every lot?</p> <p>You are eliminating some major manufactures by the fact they don't have ledger machines but offer very good pricing solutions in A4 devices...</p>	No.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
188	Attachment E	Attachment	Step 3	<p>The State assumes that the Estimated Peripheral MSRP is a 20% discount from the device MSRP. What's the correlation or rationale that supports this assumption?</p> <p>Can this be changed?</p>	<p>For pricing evaluation purposes only, the Estimated Peripheral MSRP in column J on the Pricing Sheet worksheet in Attachment E is calculated by taking 20% of the Device MSRP in column G to reflect the State's assumption that an estimated 20% of total purchases are for Peripherals. For example, if Vendor submits a Device MSRP of \$1,000 for Segment X, the State will assume that the MSRP for Peripherals will be $\\$1,000 \times 20\% = \\200. If the Vendor submits a Peripherals Discount % of 50% in its offer for Segment X, the estimated cost of Peripherals will be $\\$200 \times 50\% = \\100. The \$100 will be multiplied by the estimated purchase quantity for Segment X to estimate the Peripherals component of the Total Cost of Ownership for Segment X.</p> <p>No, the State will not change the 20% estimated percentage.</p>
189	Attachment E	Pricing Sheet	Step 3	<p>There are peripheral's column on the pricing sheet and an additional tab for peripherals. The pricing sheet only allows for one discount. When we list out the items in the peripherals tab do all of the items need to have the same discount?</p>	<p>Yes. The Peripherals Discount % entered on the Pricing Sheet worksheet in Attachment E for each Segment is applied to the Peripherals listed on the Peripherals Pricing worksheet for that Segment for purposes of evaluating pricing. A Vendor may offer Agencies Peripherals for a higher discount % off MSRP during the contract.</p>

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
190	Attachment E	Attachment E	Step 4	Can you please confirm that extended warranty is optional and for purchase units only. In addition, confirm that extended warranty would not include supplies?	The Extended Warranty is optional and for purchased units only. The Extended Warranty offered by Vendors typically does not include Consumables.
191	Attachment E	Attachment E	Step 4	If a product does not offer extended warranty, is it okay to leave that field blank?	No, a Vendor is required to provide an Extended Warranty for each proposed Document Output Device.
192	Attachment E	Attachment E	Step 4 & 13	Where does it confirm the State's expected term of any offered Extended Warranty (i.e. 12-month, 24-month, 36-month)	In Attachment E under the Extended Warranty Step on the Pricing Sheet worksheet, the directions indicate that the Vendor shall provide an Extended Warranty to start immediately after the expiration of the standard warranty coverage that was included with purchase, <u>and end after the third year from date of purchase.</u>
193	Attachment E	Attachment E	Step 4 & 13	Where is a responder given the opportunity to specify warranty terms for time and/or number of prints after which any warranty is void (i.e. after 36 months or 300,000 prints)?	Vendor shall describe their standard warranty for each proposed Document Output Device in Attachment B under TR16.
194	Attachment E	Attachment E Price Proposal	Step 5	If we do not have a software rate factor or refurbished equipment for example, do we just leave the gray cell blank? It will not allow for N/A to be entered.	<p>A Vendor must enter a Lease Rate for Software for 36, 48, and 60 month terms. These Lease Rate Factors can be the same as the Lease Rate Factors (excluding Software).</p> <p>A Vendor is not required to enter pricing for Refurbished Document Output Devices and can leave the gray-shaded cells blank.</p>

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
195	Attachment E	Attachment E Price Proposal	Step 6	To confirm our understanding, we are not to include any monthly volumes in our maintenance pricing for lease or purchase. We are to only bid a no minimum cost per copy, correct?	<p>Correct.</p> <p>For pricing evaluation purposes across all lots, the State requires Vendor to indicate in Attachment E the Annual Maintenance Plan cost and the Maintenance Cost per Copy for mono and color copies (as applicable) for each proposed Document Output Device. The Vendor shall assume that the Annual Maintenance Plan pricing does not include any allowance for copies. <u>A Vendor can choose among three options for submitting Maintenance Plan pricing in Attachment E:</u></p> <ol style="list-style-type: none"> 1. Split proposed Maintenance Plan cost between the Annual Maintenance Plan component and the Cost per Copy for mono and color (as applicable) component 2. Enter proposed Maintenance Plan cost under the Cost per Copy for mono and color (as applicable) component and enter \$0 for the Annual Maintenance Plan component 3. Enter proposed Maintenance Plan cost under Annual Maintenance Plan component only and enter \$0 for Cost per Copy for mono and color (as applicable) component
196	Attachment E	Attachment E Price Proposal	Step 10	Most vendors do not have a public link to their MSRP. This is usually confirmed via BLI, which requires a subscription. Does the State of NC have a subscription to verify the MSRP? If not, is it acceptable for the vendor to set you up with a login for a temporary period of time to verify this information?	The State does not have a subscription to BLI. The State requires the ability to verify MSRPs for the duration of the contract, so any proposed solution to provide this information would need to address this requirement.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
197	Attachment E	E	Step 11	The estimated annual purchases and annual leases seems low. Can you verify that these numbers are accurate?	The numbers provided are estimates based on data provided by Vendors on the current 204D and 600B state term contracts.
198	Attachment E	Attachment E: Price Proposal	Step 11	To establish consistent TCO analysis for consumables, the State desires IFB response to reflect highest yield, single pack products and not a variety of options. Please confirm.	For pricing evaluation purposes only, the State confirms that Vendor shall only propose toner or ink cartridges that provide the highest yield and are available in single packs.
199	Attachment E	Attachment E Price Proposal	Step 15	Are we required to bid replacement parts? This is included in our maintenance pricing which is the preferred method.	Yes. The State has revised the approach to collect pricing on Replaceable Parts. A revised version of Attachment E has been issued. See the new Step 4 on the Instructions worksheet for specific directions on how to submit pricing for Replaceable Parts.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
200	Attachment E		Step 15	<p>Attachment E: Price Proposal, Application Worksheet: Replaceable Parts Pricing, states: THIS IS AN ALL INCLUSIVE LIST. REPLACEABLE PARTS FOR PROPOSED DOCUMENT OUTPUT DEVICE MANUFACTURER MODELS NOT LISTED HERE MUST BE PROVIDED BY VENDOR AT NO ADDITIONAL COST FOR THE LIFE CYCLE OF THE DOCUMENT OUTPUT DEVICE.</p> <p>a. Does this take into consideration replacement or new products introduced during the contract lifecycle?</p> <p>b. In the pre-bid meeting, it was stated that these products are defined as “field replaceable by the end users.” Please provide definition around what is considered “field replaceable by the end users.”</p>	The State has revised the approach to collect pricing on Replaceable Parts. A revised version of Attachment E has been issued. See the new Step 4 on the Instructions worksheet for specific directions on how to submit pricing for Replaceable Parts.
201	Attachment E	Attachment E	Step 15	We would request that the State eliminate the entire tab labeled “Replaceable Parts” as it is simply not standard, nor feasible, for MFD’s. It also leaves it up to vendors what they consider to be “usually replaced after a period of time”. This tab will have a significant impact when considering life cycle cost, and this tab is simply too easy for a vendor to manipulate their response.	The State has revised the approach to collect pricing on Replaceable Parts. A revised version of Attachment E has been issued. See the new Step 4 on the Instructions worksheet for specific directions on how to submit pricing for Replaceable Parts.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
202	Attachment E	H	Step 15	Please clearly define what is meant by user-replaceable parts. Fuser, maintenance kits, transfer belts, drums, etc. may be user replaceable on a printer or small A4 device, but are rarely so on larger printers or A3 devices.	The State has revised the approach to collect pricing on Replaceable Parts. A revised version of Attachment E has been issued. See the new Step 4 on the Instructions worksheet for specific directions on how to submit pricing for Replaceable Parts.
203	Attachment E	Attachment E	Step 15	A list of the "Replaceable Parts" for all models proposed on this IFB would number in the thousands. It is respectfully requested the State reconsider this aspect of the IFB.	The State has revised the approach to collect pricing on Replaceable Parts. A revised version of Attachment E has been issued. See the new Step 4 on the Instructions worksheet for specific directions on how to submit pricing for Replaceable Parts.
204	Attachment E	Attachment E Price Proposal	Step 16	Please confirm at what % coverage rate vendors should use to estimate the useful life.	The State has revised Section D of the IFB to provide a reference to ISO / IEC 19752:2004 standard on determining Consumables page yields.
205	Attachment E	Attachment E	Step 16	Consumables – MFD equipment maintenance plans are developed for CPC plans with consumables included. The pricing is not broken down by consumable divided by yield, we ask that this section be changed and only apply to laser printers.	No. The State is collecting pricing for Consumables for all segments since Agencies may purchase Consumables for owned Document Output Devices.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
206	Attachment E	Attachment E	Step 16	If a responder does not have a MFP presence on 600B and therefore no current corresponding toner on 615A (State toner contract), how will the State confirm consumable pricing for the toner of an MFP being bid for this IFB?	If a Vendor proposes a Document Output Device from a Manufacturer that is not listed in the drop down menu in column D on the Consumables Pricing worksheet in Attachment E, then the Vendor shall select Other as the Manufacturer's Name. For pricing evaluation purposes only, the State will apply a 38% discount from the 615A State Term Contract for "Other" manufacturers to the Consumables MSRP provided by the Vendor.
207	Attachment E	Attachment E	Step 16	If toner is not part of the scope of this IFB and a specific vendor's consumable is not an option on 615A, when entering toner cost manually can a responder enter pricing directly and not as a percentage off MSRP?	No. If a Vendor proposes a Document Output Device from a Manufacturer that is not listed in the drop down menu in column D on the Consumables Pricing worksheet in Attachment E, then the Vendor shall select Other as the Manufacturer's Name. For pricing evaluation purposes only, the State will apply a 38% discount from the 615A State Term Contract for "Other" manufacturers to the Consumables MSRP provided by the Vendor.
208	Attachment E	Attachment E	Step 16	For 'other' consumable pricing and in lieu of MSRP, is 'commercially published pricing' similar to what is offered for the GSA contract acceptable to the State?	No.

Question Index	IFB Section	IFB Section Name	IFB Subsection	Vendor Question	State's Response
209	Attachment E	Pricing Sheet	Additional Models Worksheet	Additional models sheet do we list both the main unit and the peripheral's on this tab	Vendor shall list only the main Document Output Device on the Additional Models worksheet. If Vendor is awarded a Contract, the NCDIT Contract Administrator will work with Vendor to collect Peripherals, Replaceable Parts, Consumables, Extended Warranty, Maintenance Plan, and Leasing information for Additional Models that are in the scope of this IFB.



**NORTH CAROLINA
DEPARTMENT OF INFORMATION TECHNOLOGY
IT STRATEGIC SOURCING OFFICE**

<https://it.nc.gov/resources/it-strategic-sourcing>

Solicitation Addendum

Solicitation Number: ITS-400096

Solicitation Description: Printer / Multifunction Device Equipment for Purchase or Lease with Support

Solicitation Opening Date and Time: **Changed to August 23, 2016 at 2:00 PM Eastern Time**

Addendum Number: 2

Addendum Date: August 9, 2016

Purchasing Agent: Debbie Patterson, Procurement Officer
debbie.patterson@nc.gov
919-754-6619

-
1. Return one properly executed copy of this addendum with bid response or prior to the Bid Opening Date/Time listed above.
 2. The solicitation is hereby modified as follows:

M1. Page 1 & Page 3, The deadline to submit offers has been extended until 2:00 PM Eastern Time on August 23, 2016.

M2. Page 54, Attachment E is replaced in its entirety as follows:

The State has modified Step 16 on the Instructions worksheet and the Consumables Pricing Worksheet of Attachment E as follows:

The current calculations of Estimated Life Cycle Quantity (column J) on the Consumables Pricing worksheet in Attachment E applies the Estimated Page Volumes during the three-year period used for evaluation purposes to both Mono and Color Consumables proposed by the Vendor. To better estimate the cost of Consumables for proposed devices in color segments, the State has adjusted the Estimated Page Volumes used in the calculation of the Estimated Life Cycle Quantity column (column J) on the Consumables Pricing worksheet for all proposed color Consumables in Segments 1, 2, 4, 6, 8, 10, 12, 14, 16, 18, 20, 22, 25, and 28 to assume that 38% of the total Estimated Page Volume over the three-year period is for color copies. Vendor should complete the Consumables Pricing worksheet as instructed in Step 16 of the Instructions worksheet in Attachment E.

NOTE: Vendor shall obtain the updated, editable Excel version of Attachment E from the Procurement Officer listed on page 1 of the IFB.

Failure to acknowledge receipt of this addendum may result in rejection of the response.

Check ONE of the following options:

- ☐ Bid has not been mailed. Any changes resulting from this addendum are included in our bid response.
- ☐ Bid has been mailed. No changes resulted from this addendum.
- ☐ Bid has been mailed. Changes resulting from this addendum are as follows:

Execute Addendum:

Offeror: _____

Authorized Signature: _____

Name and Titled (Typed): _____

Date: _____