



INVITATION FOR BID NO. GSA-037-16
60-MONTH LEASE AGREEMENT FOR COPIER-BBMR

March 14, 2016

Questions submitted by All Star Quality Business Systems dated March 11, 2016

Inquiry 1:

The bid states that it is a "60 Month Lease Agreement". As a document solutions provider, we recommend GSA and the end user to request for a for a 360-month lease with an option to renew for the additional 24-months upon satisfactory performance from the Vendor. Many government and commercial institutions today opt for a 36-month lease term with option to renew for additional 24-months. We highly recommend this because of the following reasons: *(Reasons identified in length)*

Response: After consultation with the end-user, 60-Month Lease term remains. No changes to bid specifications in this regard.

Inquiry 2:

Item no. 1.0 state "On board anti-virus protection". We request GSA and the end user to clarify if this is referring to the Anti-Virus software that will be installed on the work stations connected to the copier. Please clarify.

Response: To clarify, on Board Anti-virus protection shall be installed on equipment.

Inquiry 3:

After reviewing the bid we noticed that the ITEM NO. 1.0 and 2.0 not include the following services in the bid packet:

- Full service and maintenance of copiers to include on-site and on phone technical support, all parts and labor (lease price will cover the cost of parts).
- All consumable replaceable supplies **included with paper and staples** are included in to the lease price without additional costs to the end user.
- End user will be credited in the amount of \$25 for every business day the machine is down or malfunction.
- Initial set up to include printer driver installation on all the workstation, scan-to-email set-up, scan-to-pc set-up, Fax set-up, accounting (user codes, copy/print limitations) set-up, etc.
- Mandatory Preventive Maintenance visits on quarterly basis (a log sheet will be provided to the end user to tract the preventive maintenance).

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

Response: Please refer to Pages 29 thru 30 of 30 of the bid specifications. The bid specifications included: *"Full service & maintenance support, including parts & labor..."*; *"Initial network installation support with ongoing or 24/7 toll free telephone support"*; and, Vendor help desk features shall address suggested services above. With regards to your request to add the consumable supplies such as paper and staples to be included in lease price is denied. A simple analogy is that rental vehicles/or equipment does not include gasoline throughout the lease term since it is immeasurable and therefore will result in exorbitant lease price.

Inquiry 4:

ITEM NO. 1.0 state "print resolution of 1200 X 2400 dpi". This print resolution is very specific to Xerox brand. This limits other copier vendors to participate in the copier bids (since Xerox is the only one with this bid specification). To promote open and fair competition, we kindly request GSA and the end user to accept a minimum print resolution of 600 x 600 dpi. This will open the bid to more than one vendor.

Response: See Amendment no. 2

Inquiry 5:

ITEM No. 1.0 and 2.0 does not specify monthly pooled allowance for the paper, staples for the off-line stapler and staples for finisher/booklet maker. A document solutions company that provides high-end copiers should also be responsible for providing consumables such as paper and staples. As a complete document solutions provider, All Star requests GSA and the end user to add a monthly allowance for paper (letter, legal or ledger), staples for off-line stapler and staples for finisher/booklet maker. This allowance of paper and staples should not be a separate charge but should be included in the monthly lease price.

Response: Please refer and review the bid specifications on page 29 thru 30. Monthly pooled allowance was indicated and there is no Item 2.0 under this bid. With regards to your request to include a monthly allowance for paper, it is denied.

Inquiry 6:

ITEM NO. 1.0 state "Five (5) trays including Bypass tray with up to 3140 sheet minimum Total Paper Capacity". The sheet capacity spec 3140 is too specific to the Xerox brand. To promote open and fair competition, we request GSA and the end user to accept a minimum 2,000 sheet capacity. This will open the bid to other vendors for participation.

Response: The "minimum 2,000 sheet capacity" is within the requirements of "Up to 3140 sheet minimum Total Paper Capacity".

Inquiry 7:

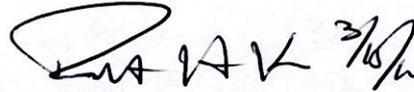
ITEM NO. 1.0 states "Speed of 55 to 70 prints/copies/per minute in Black" and "Speed of 45 to 70 prints/copies/per minute in Color". We kindly request GSA and the end user to change the speed of the copier to a fix speed. We request GSA and the end user to select either 70 pager per minutes in Black and Color OR 50 pager per minutes in Black and Color.

Response: The specification states, "Minimum" which allows the bidders a range from 55 – 70 speed in Black; and a range from 45 – 70 in Color. Should the exact speed be stated, the specifications may be restrictive and non-competitive. No changes to bid specifications in this regard.

Questions submitted by Xerox Corp. dated March 11, 2016

Inquiry 1: Page 3 of the bid indicates Destination as Office of the Attorney General. Can you please confirm if this is correct?

Response: See Amendment no. 2.

Handwritten signature of Claudia S. Acfalle, dated 3/16/16.

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CLAUDIA S. ACFALLE
Chief Procurement Officer