



INVITATION FOR BID NO. GSA-021-16

60-MONTH LEASE AGREEMENT FOR COPIER-DPHSS

February 25, 2016

Questions submitted by All Star Quality Business Systems dated February 19, 2016 and received by GSA on February 18, 2016.

Questions were submitted referenced "Questions regarding IFB GSA-021-16"; however, correspondence also stated, "Please see below our questions and requests in regards to IFB GSA-014-16". All questions received under Invitation For Bid No. GSA-014-16 has been responded and is now closed.

The following questions are acknowledged and will be assumed to be intended under this bid.

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

- Full service and maintenance or copier to include on-site and on phone technical support, all parts and labor (lease price will cover the cost of parts).
- Least to provide unlimited telephone and on-site technical support.
- 24/7 telephone technical support over the telephone
- 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.
- Proactive Solution – The copier will automatically send email notification to the vendor in case of service calls or supplies are needed.
- Mandatory Preventive Maintenance visits on quarterly basis (a log sheet will be provided to the end user to tract the preventive maintenance).
- Monthly reports to include meter read, list of ordered supplies and list of requested service calls.

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: It is obvious that this question was from a previous bid and has been addressed. The specifications under this bid included the above suggested services. Please refer and review Pages 29 - 30 of 30 of the bid specifications.

Inquiry 3: The bid packet 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: Your request to include a monthly allowance for paper is denied.

Inquiry 4: The bid states "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 5: In regards to "Charges for overage of Copies exceeding the monthly allowance print", Will this rate/charge be fixed for the year or can it change every year? Please advise?

Response: Rate shall be fixed for the term of the lease.



1
CLAUDIA S. ACFALLE
Chief Procurement Officer