

## Questions and Answers

### Copiers

#### Request for Proposals (RFP)

**The questions below were submitted by potential respondents to the RFP as instructed. The supplied answers are neither an effort that alters the RFP, nor does the Q & A bind the Workforce Solutions Greater Dallas (WFSDallas) to further requirements before or after this process.**

1. "If selection of different bidder to provide the service, existing vendor equipment must be picked up at no expense to the WFSDallas." If applicable, the incumbent vendor would need to handle this aspect, correct?

Yes

2. Is there a Monthly Copy Allowance needed for the 2x compact multifunction laser printers (item B)? None is currently listed. Due to the limited (3000 copies/month), it's the proposer's option.

3. Are you evaluating/including the 12-month extension option as part of your model for award? Or will the award only be based on the initial 36-month term? The award will only be based on the initial 36-month term. The Board may extend the agreement for up to one additional 12-month term based on satisfactory performance, compliance with contractual obligations, and other factors as determined by the Board, but will be within the same constraints for quantity, quality, and service as the initial 36 months.

4. What is the current onsite service response time guarantee being provided to WFSDallas? We are currently receiving a four (4) hour response time (a live person will provide an ETA for service). Resolution time based upon the severity of the issue will not exceed five (5) days under any circumstance.

5. What is the current contract/co-op agreement being utilized for the copiers? The current lease provides use, supplies and maintenance (excluding paper) for existing copiers in workforce system operations. We do not have a co-op agreement.

6. Would WFSDallas be open to participation with a cooperative purchasing agreement to obtain favorable pricing, terms, and conditions? Bidders are welcome to propose whatever services they consider competitive.

7. How many devices have you relocated over the past 3 years outside of the same building? During COVID, we experienced more than our usual disruption. We closed two centers as leases ended. Only three copiers have been moved apart from any involved in terminating space.

8. If awarded, what is your desired time of install? Our current lease ends in October. We would like delivery prior to the end of the existing service. October 1-15<sup>th</sup> would be optimal.

9. Please confirm term of agreement is 36 months with the option for a 1 yr. renewal. Yes

10. In regard to "No 3rd Party Leasing Allowed", would WFSDallas allow a Vendor's affiliated finance company to be used provided the Vendor remains obligated under the contract resulting from the RFP (Contract), would WFSDallas permit Vendor to assign the equipment and lease payments to affiliated finance company? Also, would WFSDallas permit affiliated finance company to invoice under the Contract? Due to the nature of our funding and government oversight, this is not an option for WFSDallas.