



ADDENDUM #1
RFP #24-96500-CW-MANAGEDPRINTSERVICES

DATE OF ADDENDUM: May 6, 2024

This addendum shall be made part of the RFP documents and is issued to make additions, changes, or clarifications to the RFP documents.

1. **In the original proposal document, on page 12, under PRINTERS – the last sentence of the first paragraph should read:**
 - a. If the vendor has an alternative solution that is comparable with the features and functions of PaperCut, please feel free to submit said information with your proposal.
2. **In the original proposal document, on page 16, SECTION VI – PRICING PAGE, there is a list of printers/copiers the college would like pricing on.**
 - a. If the listed models are no longer available, please quote the newest model of that line item and note it in the proposal. Additionally, if a Vendor does not offer a particular line item, it is perfectly acceptable to quote a model of a different brand that is of equal features/functionality, and note it in the proposal.
3. **In the original proposal document, on page 13, under FIX/REPAIR MAINTENANCE, it should read:**
FIX/REPAIR MAINTENANCE

The successful vendor shall be responsible for all toner, fix/repair maintenance, and/or replacement of all output devices included in a contract resulting from this RFP.

- Covers all local and network printers included within this RFP.
- Hardware must meet specifications and minimum uptime requirements.
- The vendor will meet minimum service response expectations, respond to a request for maintenance within one (1) hour, and have an on-site response time of no more than four (4) hours after receiving the original request. Average repair time of no longer than eight (8) hours after receiving the original request for maintenance.
- Vendor should recognize their responsibility to the environment and provide a service to recover and recycle all used toner from each campus on a regular basis.

Expectations for the fix/repair maintenance required:

- End-user support: The successful vendor shall be responsible for end-user help desk support for the entire organization.

- Provide end-user help desk support for all users on all printers covered by a contract resulting from this FRI.
- Provide a single point of contact for district technology staff.

4. Maps showing placement of the college's current devices were provided at the walkthrough. For ease of viewing, electronic copies are included with this Addendum.