



**Request for Proposals – Print Services
Addendum # 2
Issued – April 26, 2024**

Question 1:

Regarding 3.2 Printer Requirements. “Once installed, the successful Proponent must arrange for training, removal of existing device and written documentation provided to City IT Staff. Proper disposal of all replace devices is required.” Could the City clarify if the new vendor will be expected to remove assets previously sold by another vendor? Are the existing assets leased and if so, they may need to be returned to the respective vendor?

Answer 1:

City staff will arrange for existing leased devices to be returned where required. All other devices should be removed and disposed of by the proponent.

The City currently leases the following devices:

1. CPS MFP Second Floor (3.2.2.1)
2. CPS MFP First Floor (3.2.2.2)
3. Tourism City Hall (3.2.2.9)

Question 2:

Regarding 3.2.1 Service and Maintenance Requirements. “The City requires all replaced or returned devices to have the storage drive removed and left with either Charlottetown Police Services or Charlottetown IT staff. (Disk Retention Programs are required).” How would the City and new vendor manage the removal of HD’s in competitive printers? If these assets are leased the selling vendor would expect the whole asset back unless arrangements were made.

Answer 2:

This section applies only to incoming printers. Replacement of storage drives is required and arrangements/pricing for the removal of the HD’s in these units should be included as part of the proposal. The price of storage removal/replacement should be included in the total cost of the proposal.

Question 3:

Section 4.1. c refers to Video Conferencing. Presumably, this is a typo and should reach printer/MFP?

Answer 3:

Correct, this is a typo and should read “How many years has your company been conducting business related to Printers or related technologies?”

Question 4:

Under Section 3.2 Printer Requirements it states that the successful proponent must remove the existing device.

- a. How many devices would need to be removed?
- b. Who owns the current devices that need to be removed? City? Current Vendor’s Leasing division?

Answer 4 a:

5 devices must be removed (with an optional 6th for Public Works Mechanics)

Answer 4 b:

The City owns the majority of devices, but three devices are leased. Please refer to Question 1 for details.

Question 5:

Under Section 3.2 Printer Requirements it states that training must be provided.

- a. What type of training is required?

Answer 5:

Basic user training on how to use and manage the printers.

Question 6:

Would the City be open to a proposal that includes Leasing on the larger devices and the Purchase of smaller print only devices?

Answer 6:

The City is open to proposals of this type, and would leave it to the proponent to decide on where purchasing vs leasing will provide the best value.

Question 7:

Under Section 4.3 References, the requirement is for contact information for 4 current and 4 former customers. Normally, we would have permission to provide contact information for current clients based on their prior approval. We wouldn’t have the same approval for former clients.

- a. Would it be acceptable to only provide references for customers who have provided prior approval?

Answer 7:

This is acceptable.