

COUNTY OF DELAWARE
ADDENDUM # 2
FURNISH AND MAINTAIN COPIERS FOR THE COUNTY OF DELAWARE (eDAS-050526)

The County of Delaware advertised on the County of Delaware's website/PennBid and in the Philadelphia Inquirer and Daily Times newspapers the Invitation to Bid for: FURNISH AND MAINTAIN COPIERS FOR THE COUNTY OF DELAWARE (eDAS-050526) on Tuesday, March 31, 2026. Submissions are to be received via PennBid on Tuesday, May 5, 2026 @ 11:00 a.m.

*****BID QUESTIONS, CLARIFICATIONS AND ANSWERS*****

COUNTY OF DELAWARE FLEET LOCATIONS HAS BEEN UPLOADED.

Question #1: Can you let us know how many devices have exercised these clauses in the last 12 months?

- Relocations (as referenced in section 3.5.9? Copier moves
- Terminated for lack of funding (as mentioned in section 2.14?
- Terminated for convivence (as referenced in section 3.5.10?

Was the last 12 months indicative of your normal cadence and frequency of those requests? If not, can you please explain what made last year unique?

Answer: Relocations: Last 12 months about 17 copiers and that was mainly due to relocating entire offices due to rightsizing of county office space. We would say normally 5 to 7 copier moves a year.

The vendor will need a truck for relocation moves to prevent damage to the copiers and proper installation.

Question #2: Are you still using the 5th station, and if so--what color are you using? What are you using the 5th color toner for on the Ricoh 7210SX in the print shop?

Answer: Yes, we are using the 5th station. We use the clear on booklet covers.

Question #3: Do you want to use any other 5th or 6th colors?

Answer: The County does not currently have plans to utilize 5th or 6th colors.

Question #4: Booklet Finisher: Largest booklets: number of pages/sheets and what stock is being used?

Answer: Booklet # of pages 25 to 100 pages we use 90lb to 110lb cardstock and 20lb, 28lb and 32lb paper.

Question #5: Are you currently using any document management system?

Answer: Yes, Onbase and Docuware.

Question #6: You mentioned in the preproposal meeting that you currently have a fax server and some lines through Ring Central. Will your current fax server handle the faxing volume, or should we include a separate faxing solution? If we should include, we will need to know your approximate fax volumes (approximate pages per month total incoming/outgoing) and number of analog lines to port.

Answer: We use right fax for 4 phone lines all the others use a converter box for ring central. We also use faxing through ring central.

Question #7: Can you elaborate on the "Secure Print" badge release in use? Is it through SafeQ/YSoft or Printer Logic? Are you using that (or any) software to deploy print drivers today? If so, can you let us know when your current paid subscription expires?

Answer: The software is called Tap and Go and the company is TGI Office Automation. We have a specific print server for it. It renews yearly in March.

Question #8: Speed-Assuming you would like us to match current device speeds, is there a 5-ppm acceptable delta to current speeds? Example: You have a 70-ppm device in your fleet. Our manufacturer makes a 65ppm and a 75ppm--would you like us to go up or down based on projected volume, or only go up in speed?

Answer: All proposed equipment should match or exceed the speed and capabilities of the existing copier fleet.

Question #9: For the lower volume fleet devices, would an internal finisher (sort/staple/punch, but total output capacity 500 sheets) suffice instead of an external finisher which has a 3,000-output capacity?

Answer: Internal finisher (sort/staple/punch, but total output capacity 500 sheets is good for the lower volume fleet devices due to space restrictions.

Question #10: Being security is important to Delco and listed in the RFP, is SOC2 certification a requirement for the new vendor?

Answer: Yes.

Question #11: Please confirm your 2–5 part forms are NCR (carbonless) paper

Answer: The County intends to move 2-5 part NCR (carbonless) paper in-house and requires a production unit capable of doing so.

Question #12: Your 4 JobMaster licenses--are they perpetual, or should we bid 4 new ones?

Answer: 4 JobMaster licenses should be in proposal for units.

Question #13: How many print product types would you be looking to offer?

Answer: Four (4) production machines (3 color and 1 black and white).

Question #14: Who are your customers (internal, external, or both?)

Answer: The copy center and usage of the copiers covered under the contract will be for internal use by County staff and County elected officials.

Question #15: Please confirm there are IT staff and design staff on premise.

Answer: We have a dedicated IT department in the County that is located at the Government center. Fair Acres also has an IT department located on their campus.

Question #16: Would storefront users be paying by credit card, or by using a billing code/cost center?

Answer: All requests will be billed to their respective departments using their cost centers and account numbers.

Question #17: Are any integrations to other systems (e.g. management information/CRM) required?

Answer: Yes, Microsoft Active Directory and File Servers and Exchange

Question #18: Is the ability for Single Sign On requested?

Answer: Yes. Please include Single Sign-On as part of your proposal.

Question #19: Does the County receive any data for billing in another file format other than .ps or .pdf (i.e. mainframe data stream for utility billing, etc.?)

Answer: No, just PDF.

Question #20: Do you print any variable data jobs? Producing with what solution? Average record count?

Answer: There are no variable data jobs printed.

Question #21: Are color management processes currently in place? Do we need to provide a color management solution?

Answer: Yes, we have color restrictions on a few of the copiers on the previous contract and have the ability to turn it on if needed. Please provide a color management solution as part of your proposal.

Question #22: Can you provide a list of devices per location and address of each location?

Answer: Please see "County of Delaware Fleet Locations" that has been uploaded with this Addendum.

Question #23: Are moves mainly in the same building, or will they require trucking?

Answer: We are working on rightsizing of county office spaces so moves could be in the same building, or they will be relocated to another building. Vendor will need a truck and equipment for relocation to another location, if needed, and be able to move equipment while preventing damage to the copiers and ensuring proper installation. We do not anticipate many moves during the contract period, but need pricing supplied for when such moves are deemed to be necessary.

Question #24: Does the County prefer a single, centralized print management platform for all departments, or will department-specific configurations be acceptable?

Answer: We would like it to be centralized but with the ability to break copiers down by department for billing and tracking purposes.

Question #25: Is secure print release expected to be enforced for all print jobs or only for specific device types or departments?

Answer: All devices that are part of this contract must be capable of or include hardware/software that allows for secure printing.

Question #26: Should authentication be required for print only, or for copy, scan, and fax functions as well?

Answer: All functions, including print, copy, scan, and fax, should be behind a security login and require authentication.

Question #27: Is the County's intent for reporting to support departmental cost allocation/chargeback, or visibility and transparency only?

Answer: We require reporting for cost allocation/chargeback in addition to visibility, transparency, and usage tracking.

Question #28: Does the County require automated scheduled reports, or will on-demand reporting by administrators be sufficient?

Answer: Proposed solution should include the scheduled reporting (quarterly, annual) in addition to on demand reporting.

Question #29: Should County staff have direct access to reporting tools to build custom reports? Are specific export formats required for integration into County financial or reporting systems?

Answer: Only, designated staff will require access to reporting tools to build their own reports. Export formats should include PDF and .xlsx formats, although we are open to other formats.

Question #30: Which cloud repositories are currently approved for scan-to-cloud workflows (e.g., SharePoint, OneDrive)?

Answer: None, at the moment but open to investigating it.

Question #31: Are scan-to-cloud destinations expected to be configured County-wide, or managed at the department level?

Answer: The County does not scan to any cloud repositories currently. When a user logs on to a copier they can scan to their email and their network drive (hosted in house).

Question #32: Are there any restrictions on scanning directly from MFDs to cloud repositories vs routing through County infrastructure?

Answer: We do not have any restrictions, but our primary concern is security. Any proposals must make security paramount.

Question #33: Can the County confirm that rules-based OCR, scan indexing, and workflow routing that do not involve machine learning or adaptive behavior are acceptable under Section 2.20?

Answer: Yes.

Question #34: Is a PDF file available that demonstrates what is printed on envelopes using the Riso platform?

Answer: No PDF File. Usually, a word document with just the department's return address that we put on #9, #10, #11 regular & window envelopes. 6" X 9", 7.5" X 10.5", 9" X 12", 10" X 13" & 12" X 15.5" brown kraft gum seal. We also do several special-order full envelopes print jobs on envelopes. (Medical Examiner evidence envelopes)

Question #35: What is the range of number of pages that are in your booklets? There is a plockmatic on one of the color printers. What is the paper that is used and what is the page count range for that booklet maker also?

Answer: Booklet # of pages 25 to 250 pages. We use 90lb to 110lb cardstock and 20lb, 28lb and 32lb paper.

Question #36: Is the Ricoh PRO C5300S part of the RFP? Since it prints checks, is MICR a requirement? What was the problem between the PRO C5300S and SAP?

Answer: No, this copier lease isn't up until 4/30/2028, but as stated during the pre-proposal conference, when that device's lease is up, we intend to add to this contract. We do not use MICR ink. We were informed that it needs the FIERY to be able to print.

Question #37: Is GBC required on two of the Color devices only? The printer that connects to the Plockmatic has GBC capability but the B&W and color unit when you walk into the production room do not. Is a 3-hole punch in the finisher sufficient for the 2 production units that did not show GBC?

Answer: Yes, GBC on the 2 color copiers. 1 - color copier connected to the Plockmatic.

Yes, 3- hole punch in the finisher on other 2 production units.

Question #38: 3.5.10- Adding or Removal of Units-Is the first paragraph referencing Cancellation of Non-Appropriation of Funds and/or cancellation of convenience?

Answer: The primary reasons that a copier may be added or removed from this contract will be for the accommodation of operational needs, changes in service requirements, or budgetary considerations.

Question #39: 3.5.15- The statement of removal of MFC units at any time with 30 days' notice. Does this also follow along with 3.5.10 for Cancellation of Non-Appropriation of Funds and/or cancellation of convenience?

Answer: Section 3 ends on 3.5.11. Assuming the question refers to 3.5.10 Addition or Removal of Units, the primary reasons that a copier may be added or removed from this contract will be for the accommodation of operational needs, changes in service requirements, or budgetary considerations.

Question #40: Appendix A (attached) lists specific models and accessories. At the meeting, it was mentioned that we could consolidate models and would prefer consolidated stapling and fax on units. Do you prefer a certain amount of either finishers or fax built in or should we have them as an option with a line-item cost.

Answer: Provide information on any optional equipment, including finishers, and faxing as an option with a line-item cost within your proposal.

Question #41: On page 27, Attachment B, page 2, Section E asks for a service and maintenance price, but there's no disclosed base volume in the bid. On page 28 (page 3 of the attachment), they ask for a cost per copy (cpc) for color and black & white. Should we leave the prior page blank, or go by the current usage?

Answer: The County has provided printing information from years 2022 to 2025. Please provide a cost-per-copy using information from the current usage.

Question #42: Can you give more detail on the violation of contract clause? What terms specifically are you considering violation of contract, as we don't have the terms yet? 2.13 Pg 7

Answer: The "violation of contract" language in this section is standard County language and is not tied to any specific terms at this stage. Because the full contract has not yet been issued, the clause establishes the County's general right to terminate if a contractor fails to meet the obligations that will ultimately be defined in the final agreement based on the RFP.

Question #43: Do you want every line item of parts and consumables listed individually for each model included in a maintenance agreement or is the standard all-inclusive language acceptable?

Answer: The County does not require every individual part or consumable to be listed as a separate line item. A standard all-inclusive maintenance agreement is acceptable, provided it clearly states that all parts, supplies, and consumables, other than paper and staples, are fully covered for the duration of the agreement.

If there are any exclusions or items not covered under your standard all-inclusive plan, those should be identified so the County can evaluate them as part of the proposal.

Question #44: Please confirm we are to price out two new units--usage appears to be extremely low. Would consolidation into one unit be OK, or are they needed in two separate offices/locations?

Answer: Please do not consolidate. They are needed in two separate offices/locations. Certain low usage devices are the only ones located in those specific areas.

Question #45: On the Ricoh MPW6700 upgrade, would 2 rolls suffice, or would 4 rolls be needed?

Answer: MPW6700 Wide format B/W MFP 2 rolls are good.

Question #46: Please confirm we should add this cost into the "Proposal Cost Entry (BT-79KS)" worksheet in cell H8 (Replacement of all "Fleet" MFC devices/Section A: Equipment Pricing Multi-Function Copiers) as there does not appear to be a separate entry location for the wide format devices

Answer: Wide format, non-production devices should be included in 1-1, Replacement of all "Fleet" MFC devices/Section A: Equipment Pricing Multi-Function Copiers. Breakdowns of devices should be included in proposal.