

ATTACHMENT J

Northeast Ohio Sourcing Office RFP #2009.04.1

RFP QUESTIONS & ANSWERS

The purpose of this document is to summarize each of the questions submitted by Suppliers in accordance with **RFP Section 1.8 Internet Question & Answer (Q&A) Period; RFP Clarification Opportunity**. The Q&A Period ended at 10 AM on April 16, 2009. This document includes all questions posed through the PrintManagement@NEOSO.org email as well as questions raised during the pre-proposal Supplier meeting on April 13, 2009.

Please note: MT Business Technologies and SE Blueprint did not receive the RFP information until Wednesday, April 15, 2009 and Friday, April 17, 2009 respectively and therefore did not attend the mandatory Supplier meeting on April 13, 2009. NEO|SO has granted MT Business Technologies and SE Blueprint waivers from attendance at the mandatory meeting as required in **RFP Section 1.7 Anticipated Procurement Timetable** and will accept proposals from MT Business Technologies and SE Blueprint submitted by or before the April 23, 2009 deadline.

Attendees at the mandatory Supplier meeting on April 13, 2009 included the following:

- **ComDoc:** Bob Bennington and Steve Lynn
- **Konica Minolta:** Chris Kaskey
- **Kyocera:** Matt Job
- **OfficeMax:** Nicole Merriman and Jeff Waag
- **Toshiba Business Solutions:** Mary Sloan
- **TracSystems:** Jonathan Libby and Freddie Rodriguez
- **NEO|SO:** Bob Aber, David J. Akers, Mark Lewis, and Jani Memorich

Question 1: If we do not have a defined cost associated with the services outlined in the Managed Services section of Attachment G because those costs are variable and dependent upon the needs of each individual customer and therefore we cannot know what costs we would charge the customer, if any, until after we've completed the audit, how should we respond to this question?

Asked by: Steve Lynn, ComDoc

NEO|SO RESPONSE: It is important that NEO|SO has a clear understanding of which managed service elements are provided by each Supplier at no additional charge as part of the standard offering to NEO|SO Participants. It is also important that each Supplier sets a clear expectation for NEO|SO by identifying the elements of managed services for which there would be a cost to the Participant and the methodology each Supplier would utilize to calculate those costs on a case-by-case basis. Suppliers



should respond in the COST PROPOSAL by identifying the variables that would drive the pricing of those managed services with additional costs and identify the typical prices charged for those managed services elements (for example, by providing a minimum and maximum price range based on a specific variable, such as the number of installations for a particular Participant).

Question 2: Pricing can fluctuate based upon end-user configurations. Do you want us to provide ranges?

Asked by: Jonathan Libby, TracSystems

NEO|SO RESPONSE: Yes. We understand that there are a number of variables to be considered and ask that each Supplier identify the specific variables which will have an impact on the pricing that that Supplier offers to a NEO|SO Participant. We are requesting that each Supplier define a pricing methodology as best as it sees fit based upon the variables that the Supplier has identified; NEO|SO has suggested in **Attachment H** and **I** an approach of providing a range of the lowest and the highest cost per copy pricing, but is open to considering other approaches as well. We anticipate that the particular pricing for each individual NEO|SO Participant cannot be calculated until after an audit for that Participant is completed by the Supplier.

Question 3: Are you looking for vendors that can provide 100% of the requirements defined in the RFP?

Asked by: Jonathan Libby, TracSystems

NEO|SO RESPONSE: There are five items identified on the first page of **Attachment E – Technical Proposal Score Sheet**. Any proposal that does not meet these five requirements will not be scored. There are two other absolute requirements for any proposal to be considered, which are identified in **Attachment G – Requirements and Proposal Specifications Sections 1.4 and 1.5**; NEO|SO will not award the contract to a Supplier who is not authorized to provide and capable of providing statewide coverage of hardware and support across Ohio. All other elements of the RFP will be considered on a weighted basis as described in **Attachment E – Technical Proposal Score Sheet**. A Supplier can score a zero in some categories and still achieve the winning technical score. The answer, therefore, is no. NEO|SO is seeking to partner with a Supplier who provides the best overall response to the RFP and recognizes that it is unlikely that any one Supplier will meet 100% of the requirements defined in the RFP.

Question 4: Are you looking for a software solution or someone to service the toner and maintenance at the specific sites?

Asked by: Jonathan Libby, TracSystems

NEO|SO RESPONSE: NEO|SO is seeking more than a single software solution or a Supplier relationship that provides for servicing toner and maintenance at specific sites.



NEO|SO is developing a comprehensive print management program, which we anticipate will include elements of hardware, software, servicing, and managed services as described in **Attachment G**.

Question 5: If we have a question between now and when proposal are due regarding any specific terms in Attachment A – NEO|SO Model Contract, to whom should we direct those questions?

Asked by: Steve Lynn, ComDoc

NEO|SO RESPONSE: Please do not contact NEO|SO directly to address the model contract provided in **Attachment A** after the Q&A period ends. Rather, Suppliers should provide a redlined or marked up version of the model contract as part of the Supplier's proposal. NEO|SO provided the model contract document in a Microsoft Word format to make it easy for a Supplier's legal department to mark up the document. Additionally, if there are portions of the contract about which a Supplier has questions or will request clarification before being able to propose edits to the model contract, Suppliers should simply note, either in a separate document or embedded in the model contract itself, any open contractual issues that will require additional discussion with NEO|SO should that Supplier be awarded the contract.

