

April 18, 20205

Addendum No. 1**Request for Quotation (RFQ) V-2397****Multi-Function Printer/Copiers/Scanners**

Prospective Offerors:

Reference is made to the subject solicitation wherein the following changes are hereby incorporated:

The NICE BUS response to all questions received to date, shall be incorporated in RFQ V-2397, per this Addendum No.1.

- 1. Question:** The Price Schedule Sheet does not list the peripheral equipment for each machine as the Technical Specification sheet does and there are several conflicting items in the Technical Specification Sheet. The Price Schedule Sheet shows (2) model 3554ci, (1) model 5004i, (1) model 8003i, (1) model 4004i with FAX, (10) model 4004i, this is a total of 15 machines. The Technical Specification Sheet does not specify what you require on the remaining machines, it only shows one with just a Document Processor, one with a Fax and one with a Finisher, what do you want on the rest? There are only (9) 4004i machines in the opening paragraph and a total of 13 machines.

NICE BUS Response to Question 1:

Delete: Price Schedule Sheet, Pages 24 and 25

Substitute: The new two (2) page Price Schedule Sheet #2 as attached.

Insert: in Section Technical Specification Sheet, at the end of the first paragraph. The following text:

- a. Preventive Maintenance (PM) shall include but not be limited to, lubrication, adjustments and replacement of serviceable parts as specified by Original Equipment Manufacturer (OEM). Contractor shall perform a PM on each unit, at minimum, every six (6) months from the date of installation during the business hours of 8:00 AM to 5:00 PM, Monday through Friday. Scheduled PMs neither related to, nor coinciding with Remedial Maintenance calls, shall not be considered as downtime.

- b. Remedial Maintenance (RM) shall include replacement of unserviceable parts. The maximum period of time (during business hours) that NICE Bus shall be without use of any copier at any location because of breakdown is nine (9) business hours from the time a service call is placed. Contractor shall commence RM within an average of four (4) business hours after notification by NICE Bus.
- c. The Contractor shall maintain a sufficient quantity of spare components to provide completion of service maintenance and repair or replacement of the copiers or parts furnished within the time frame listed herein.
- d. The Contractor's service representative and NICE Bus shall jointly maintain a service log. The log shall contain the date and time service was completed, a column for NICE Bus to enter time and date of the request for service and the reason for the service call.
- F. If NICE Bus shall be of the opinion that the Contractor shall not timely perform the Work, and unless NICE Bus receives adequate assurance from the Contractor that it can meet the Turnaround Time for each unit, NICE Bus may complete the Work via other means, at the Contractor's sole expense.
- G. Support for problems which cannot be resolved by telephone support may be made available by Contractor, with a qualified service technician who shall respond to the site within twenty-four (24) hours of the receipt of such call and shall complete patches or repairs within twenty-four (24) hours.
- H. Parts Availability: Sufficient quantities of replacement parts shall be made available to NICE for at least five (5) years from when the OEM declares the model to be discontinued
- I. PM and RM Service Agreements include all new software updates as and when specified for installation by OEM.

2. Question: How does NICE Bus handle misuse and abuse to the equipment?

NICE BUS Response to Question 2: The multi-function printer/copier/scanner units will not be leased by NICE Bus; they will be purchased by NICE Bus and maintained under a service agreement with the selected vendor. NICE Bus is responsible for the equipment and will incur the cost of service and replacement parts if damage is determined to be the result of misuse or abuse, by NICE Bus.

*****End of Addendum No.1*****