RFP Multi-Function Machine and Related Maintenance Support Services

Bid No. S-00034

March 14, 2025

ADDENDUM #2

Attachment A

Scope of Work

At a minimum, qualifying quotes must include the following:

1. **Work plan** that includes the following:
    A. Proposed unit that meets SRTA's minimum needs (please see RFP).
        - Include brand, type, and list of accessories included or optional.

    B. Delivery and setup of new unit. Including working with SRTA's IT provider to connect the device to SRTA's server.
    C. Removal of old unit, uninstalling hard drive at no cost to SRTA.
    D. Training of SRTA staff on use of new machine.
    E. User instructions or guide.
2. If the device has an inordinate number of failures and/or repairs during the contract period, the successful vendor shall replace said device with another device having equal or better features and value for use during the remainder of the initial 36/48/60-month lease period and at the same monthly lease cost. Replacement requirements and justification for replacement will be determined by SRTA.
3. At the end of the contract term, the vendor shall remove and provide the hard drive to SRTA at no additional cost. SRTA shall be responsible for its destruction.
4. The device shall be new (SRTA will not accept any remanufactured devices or parts for delivery of new leased/purchased MFM's), and shall have been formally announced for marketing purposes before the date that the proposal is submitted.

5. **Maintenance Support Services**

    SRTA expects strong maintenance support and service for the proposed device. The lease or purchase agreement shall include full maintenance services. The vendor must describe, in detail, the maintenance coverage available for the proposed system, under the lease/purchase program.

When SRTA initiates a call for service the expectation is to receive a call-back within one hour stating the estimated arrival time of the service technician. The maximum response time for a service technician to arrive on site is one (1) business day, eight (8) hour total.

The successful vendor shall maintain the device and system herein described by using only trained/skilled maintenance personnel.

Respondents shall provide a written document explaining how SRTA will be provided maintenance and supply support if the local vendor should go out of business, and whether or not pricing would be guaranteed at the quoted price.

6. Cost proposal worksheet

Please submit a cost proposal worksheet. The cost figures supplied by vendors shall represent the total monthly lease or purchase cost and any applicable taxes per device.

The cost per click, black and color, shall include Full-Service Maintenance Agreement (FSMA), including:

- Labor;
- Parts;
- Test images;
- Travel time;
- Mileage;
- All charges for shipping of parts and toner;
- Other expenses required to keep the equipment in good working condition;
- All consumable supplies (excluding paper and staples);
- All applicable taxes, (if it cannot be included in cost per click charge, please note taxes are not included); and
- Any training on the use of the devices and any new release of software updates.

If any costs are not prompted by SRTA's bid structure, vendors should include and highlight them at the most appropriate spot in the proposal.

If leased, cost per image shall be fixed for the entire term of the lease and there shall be no charge for scans.

All manufacture system updates shall be automatically installed at no cost to SRTA.

If leased or purchased, the vendor and the leasing company (if different) shall be mutually accountable for all terms, conditions, pricing, warranties, and guarantees expressed within the proposal response. SRTA will have full recourse with the leasing company and the sales and service vendor to the benefits of any warranties and guarantees made by the vendor and the manufacturer.

If the selected vendor chooses to finance the device proposed to SRTA through a third-party company, it's the vendor's right. However, any such arrangement shall be made solely between the vendor and the leasing company. SRTA will remain clear of all such arrangements and will not have to alter or amend any terms or conditions of this Request for Proposal (RFP) award to accommodate a third party. Vendor shall remain the sole source of contact with SRTA.

If leased, the lease shall be a 36/48/60-month lease with a fair market value buyout. If the fair market value buyout is not exercised, the successful bidder will remove the device at no charge and with no penalty at the end of the contract term.

7. Additional Conditions

As owner of the equipment, the vendor shall bear the responsibility of obtaining insurance against loss or damage of property due to accidents, theft, vandalism, and acts of nature, i.e., earthquakes, fires, floods, lightning, etc. SRTA shall not be required to obtain insurance for any of the copiers leased from the vendor.

SRTA shall not be liable for loss or damage to the equipment furnished by the vendor or from any cause whatsoever while the equipment is in the possession of SRTA, except when loss or damage resulted from the sole negligence of SRTA.

Before entering into a lease or purchase agreement with SRTA, the vendor shall provide the insurance certificate and endorsement for the coverage required.

8. **Security**

Please explain how you will protect SRTA from security risks. Please provide an overview of your proposal's security features.