

**Pre-Bid Conference Q&A for RFB# OCA/CP-154:  
PC & Peripheral Maintenance  
May 21, 2010 - 11 a.m.  
Bid Opening: June 8, 2010 - 2 p.m.**

Q. List of Manufacturers for cash drawers, receipt printers, validators?

**A. Cash drawers - Indiana Cash Drawer & Serial Pro II,  
Receipt Printers - Star  
Validators - Epson**

Q. Is the service history available?

**A. No. Since this is a multi-use contract, the courts and court-related offices keep track of their own service calls.**

Q. What is the warranty status of the equipment?

**A. Length of warranty on purchased equipment currently in the UCS inventory varies based on the year it was purchased.**

Q. Is warranted equipment on the bid? Are the quantities of equipment that appear on the bid out of warranty? What we are bidding on is out of warranty?

**A. All of the equipment/components that appear in the RFB as estimated quantities on the Equipment Profile Bid Form are no longer covered under a warranty.**

Q. Can we have a copy of the old contracts?

**A. Based on a question asked in the initial Q&A period, the old contracts were sent to the entire bidders list via e-mail in PDF format. They can also be found on the website where the RFB is available: <http://www.nycourts.gov/admin/bids> under "Current Solicitations" - RFB# OCA/CP-154: PC & Peripheral Maintenance, in the Addenda column under Q&A.**

Q. Do we have to bid on all regions? Is there one contract or many?

**A. No. The bidders may bid on all, one, or as many regions as they chose to. Contracts will be awarded regionally.**

Q. Can we have a listing of the locations statewide?

**A. Exhibit C in the RFB has a listing of courts and court-related locations who may participate in any awarded contract(s). It is by zip code.**

Q. Do OEM (Original Equipment Manufacturer) parts need to be used for equipment repairs or

would substitute parts be acceptable?

**A. Substitute parts would be acceptable, as long as they are equal to or greater than the quality of the OEM part. Please see page 18 of the RFB, paragraph (I) for a full explanation.**

Q. Who will place service calls to the vendor provided toll-free phone number?

**A. The circumstances will depend on the individual locations. In some cases, the call will come from a LAN Administrator who will be familiar with the equipment and technology, and may have already attempted to “trouble shoot” the issue. In other cases, it will be the end user with limited knowledge of the equipment.**

Q. What is the security set-up going into court facilities and courthouses, and will it cause a service technician a significant delay?

**A. There are security checkpoints going into all courthouses and court facilities, including Magna-tometers. Minor delays in proceeding through these checkpoints should be expected.**

Q. Will there be storage space provided to the awarded contractor(s) to warehouse parts for future service calls?

**A. No. Providing storage space to awarded contractor(s) is outside the scope of services of this RFB.**

Q. Please provide a further explanation of the time frame involved with service calls.

**A. If a service call is placed on 1:00 p.m. on Monday, the awarded contractor has until 1:00 p.m. on Tuesday to respond to the initial call. If total repair cannot be made to the component at that time, due to unavailable parts, the awarded contractor will have until 9:00 a.m. the following business day to make the total repair or provide a fully functioning replacement.**

Q. Does the clock stop on this repair window if the office is closed?

**A. While every attempt will be made to make the broken equipment accessible to the responding service technician after a service call has been placed, it is impossible to anticipate all unforeseen circumstances. This issue will be handled on a case-by-case basis and be up to the discretion of the individual locations.**

Q. What is the penalty if the time frame of a service call is exceeded?

**A. This issue will be handled on a case-by-case basis. If a pattern of chronic lateness and unresponsiveness to service calls by an awarded contractor is established, the UCS has the**

**right to take action that may culminate in termination of an awarded contract.**

Q. Can you provide a list of equipment for this contract?

**A. The equipment/component listing is provided in the RFB Bid Specifications in both the Detailed Specifications and on the Equipment Profile & Bid Response Forms.**

Q. What is the number of courts using this contract? Number of courts going off-contract?

**A. According to the OCA Department of Technology, approximately 98 % of all locations within the UCS participated in the last contract. However, for the purposes of this current RFB, this is an estimated quantities contract and UCS does not guarantee any specific volume of business related to any awarded contract(s).**

Q. What is the process of adding equipment to the contract? Tru-ups?

**A. Equipment may be added (or removed) from a location's inventory by written notification to the awarded contractor(s).**

Q. Can parts be shipped to the locations?

**A. Yes.**

Q. What is the process for replacing a hard drive on any equipment?

**A. If a hard drive must be replaced, the damaged or defective hard drive must remain with the court location that placed the service call.**

Q. What kind of reporting does the UCS expect from the awarded vendor(s)?

**A. The awarded contractor(s) shall provide the respective courts, court-related and administrative offices with such status reports as may be reasonably and occasionally requested. These may include reports on components replaced or frequency of service calls within a given time period to individual courts, districts and Region-wide.**

Q. Maintenance Kits for printers - Are they considered on-site consumables for the locations or would the vendor be responsible for changing them? What about transfer belts on Lexmark printers consumable or not?

**A. As per the bid specifications on page 18 (I), if a dispute shall arise regarding whether or not an item is considered a consumable, the manufacturer's literature will prevail.**

Q. Would an awarded contractor be able to "dial in" to a PC or laptop for remote diagnosis?

**A. This is outside the scope of services requested from awarded contractor(s). LAN Administrators and District PC Analysts would be responsible for diagnosing a problem remotely.**

Q. Is there a budget in place to replace the equipment within the coming year?

**A. No. There is no budget or agreement in place for this. According to OCA Department of Technology, ideally there would be a 5-yr. Replacement cycle for PCs and printers , but there is no guarantee of this, nor is there a set program in place to accomplish this at this time.**

Q. Are Validators and Register Drawers covered under any awarded contract(s) the same way the rest of the components/equipment are?

**A. Yes.**

Q. Are projectors on this contract?

**A. No.**

Q. What about fluctuating equipment inventories from year to year? What if we bid on 1,000 laptops, but there are only 500 next year?

**A. Any requirements specified in this solicitation constitutes estimates only, and accordingly no commitment or guarantee to reach any specified volume of business is made or implied. The UCS does not guarantee that any specific number of components shall be serviced nor that any specific number of courts and administrative offices will participate.**

Q. Will the winning bids be selected solely on price?

**A. An award shall be made to the lowest dollar cost, responsive and responsible bidder by region**

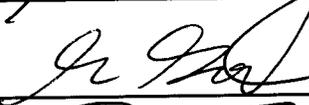
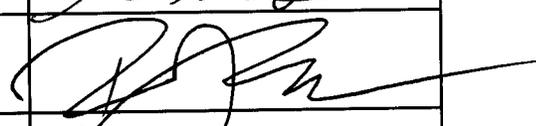
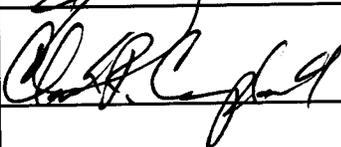
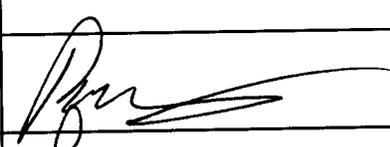
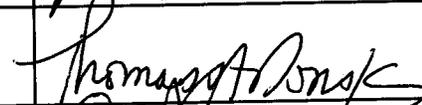
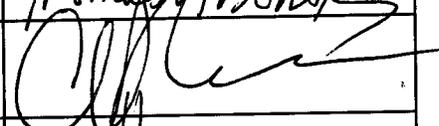
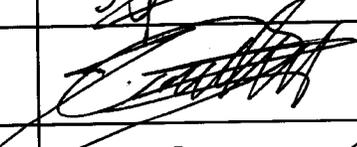
Q. Is the bid opening public?

**A. Yes. The bid opening is on Tuesday, June 8, 2010 at the OCA offices at 42 Karner Road, Albany, NY 12205.**

Q. May I have a copy of the pre-bid's attendance sheet?

**A. Yes. Please see attached.**

Pre-Bid Conference  
 OCA/CP-154: PC & Peripheral Maintenance  
 05/21/2010 - 11 a.m.

Company	Name	Signature
VITEC Solutions, Inc.	Mike Fall	
Maintech	Gene Goodman	
Skyline Connections	Rodney Evans	
Skyline Connections	Clark Campbell	
Electronic Risk Consultants	Jeremiah Harris	
Computer Services Group, Inc.	Boris Khutoretsky	
ASI	Thomas Donsky	
ASI	Angel Pineiro	
Stellar Services	Han Lim	
NPA Computers, Inc.	John Brouillard	
INTEGRATED STRATEGY & SUPPORT / DCI	GARY ECKERT	
Infrastructure	MIKE HALPERN	
<del>ASI</del>	<del>A</del>	