

## QUESTIONS AND ANSWERS

### CONTRACT #2088

#### TOWN CLERK'S OFFICE COMPREHENSIVE OPERATING SYSTEM

Questions about this RFP should be directed to Karen Daigle, Town Clerk, by email only to [kdaigle@vernon-ct.gov](mailto:kdaigle@vernon-ct.gov), no later than 4:30 pm on Wednesday, April 27, 2022. Answers to questions received will be posted by Wednesday, May 4, 2022 on the Town's website at [www.vernon-ct.gov/legal-notice](http://www.vernon-ct.gov/legal-notice) and at the Connecticut State Department of Administrative Services (DAS) at <https://portal.ct.gov/DAS/CTSource/CTSource> by referencing Contract #2088. It is the sole responsibility of the respondent to review any or all addendum or question responses related to this RFP.

	<b>QUESTIONS</b>	<b>ANSWERS</b>
1	<p>Would you be able to list the number of items of the following that you will need? Thank you.</p> <ul style="list-style-type: none"> <li>• Staff computers/monitors</li> <li>• Public computers/monitors</li> <li>• Scanners</li> <li>• Network Printers with number of trays and paper sizes</li> <li>• Label makers</li> <li>• Receipt Printers</li> </ul>	<p>We would be looking for the following equipment:</p> <ul style="list-style-type: none"> <li>• 2 Network Printers – one office printer to accommodate letter and legal paper and one public printer to accommodate letter, legal and 11x17" for printing maps</li> <li>• 1 Cashiering Station with Monitor</li> <li>• 3 Staff Stations with Monitors (1 to allow for recordings, in addition to recording at cashiering station)</li> <li>• 3 Public Stations with Monitors</li> <li>• 2 Receipt Validators</li> <li>• 2 Label makers (if not included in recording stamps through validator)</li> <li>• 3 Desktop Scanners</li> <li>• 1 Cash Drawer</li> </ul> <p>Please submit price quote with equipment included and without equipment included.</p>
2	<p>Nature of Services Required: item I 24/7/360 Support. Can you change this to normal business hours M – F?</p>	<p>We may need assistance before we open or after we close for business.</p>
3	<p>Special Consideration:"...will imprint page numbers on bottom of each page for book and viewable images." Will you accept page numbers on top of each page?</p>	<p>Yes.</p>
4	<p>The vendor shall provide a test and acceptance component to their proposal. Can you provide more details on this? Does the acceptance test require the vendor to program/customize your system for all the functionality required on the go-live date? If so, will the town pay for this project regardless of the acceptance test outcome?</p>	<p>Office or virtual demonstration is sufficient</p>
5	<p>The proposed system must provide an integrated utility that can be used by the end-user to manually export data in a CSV or Excel file format. Will you remove this as a requirement? We've developed export solutions in a CSV file but it is not an integrated utility.</p>	<p>We can remove integrated utility.</p>

6	Can we have a meeting with the IT Dir. to discuss our hosted solution offer?	No, interfacing with our IT department will be available to the successful bidder during the implementation and transition process. Please submit your bid through the proper procedure.
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