

**STATE OF WASHINGTON**  
**ADMINISTRATIVE OFFICE OF THE COURTS**  
**REQUEST FOR QUOTATIONS**  
**Impact Printer Purchase**  
**RFQQ 11-03**  
**QUESTIONS AND ANSWERS**

- Q1. Please clarify if you are wanting the traditional Depot warranty where you box up the broken printer and ship back to factory for repair and have the same unit returned once fixed. Or are you having Cascade do maintenance and we have warranty parts shipped?
- A1. Please feel free to provide an option for any/all warranty solutions available.
- Q2. Do you want us to include the cost of shipping to the individual courts from our warehouse where the units have been asset tagged, flashed and logged? I think on the last RFQQ you were paying for shipping from our warehouse to the individual courts.
- A2. Please feel free to propose the option you feel will work best.
- Q3. Sales Tax? On the last RFQQ you provided a list of cities where the printers were going so that we could included the appropriate sales Tax. Do you want that included in the RFQQ?
- A3. These locations will be the same for all bidders, so we will provide this list after the RFQQ is awarded.
- Q4. Serial Printers – 4247-X03 Depot vs 3rd Party (what do you mean by NBD Depot – same printer or another unit of spares?)
- A4. Please feel free to provide an option for any/all warranty solutions available.
- Q5. Serial Printers – 4247-X03 How would the serial number and asset tag be handled when the exchange is done?
- A5. We will provide more information on this process after the RFQQ is awarded.
- Q6. Serial Printers – 4247-X03 What special code do you need flashed.

- A6. AOC-specific firmware may need to include a Negative Top of Form setting and any other default settings required by the printer to accommodate various court forms.
- Q7. Serial Printers – 4247-X03 Can we get a sample to test and if so when?
- A7. A sample test print can be provided after the RFQQ is awarded.
- Q8. Serial Printers – 4247-X03 Please describe what is meant by "a firmware version specifically designed for the AOC".
- A8. AOC-specific firmware may need to include a Negative Top of Form setting and any other default settings required by the printer to accommodate various court forms.
- Q9. Serial Printers – 4247-X03 Would AOC consider an alternate printer offering as an option? (One that meets AOCs requirements at a lower cost)
- A9. Printer must be one of these three brands/models:
- Compuprint 9080
  - DASC0M 2380
  - InfoPrint 4247-X03
- Q10. #17 – please indicate what would be the conditions for the return within 30 days
- A10. AOC reserves the right to return within 30 days unconditionally.