

SALEM STATE UNIVERSITY (SSU)
REQUEST FOR PROPOSALS (RFP)
RFP 2019-09 – UNIVERSITY-WIDE
COPY PRINT PROGRAM
APRIL 17, 2019

TABLE OF CONTENTS

GENERAL INSTRUCTIONS AND CONDITIONS.....	2
SCHEDULE OF EVENTS	7
SECTION I: GENERAL OVERVIEW / BACKGROUND	8
SECTION II: STATEMENT OF WORK (SOW).....	13
SECTION III: VENDOR TECHNICAL PROPOSAL	31
SECTION IV: VENDOR PRICING PROPOSAL INSTRUCTIONS.....	42
SECTION V: AWARD CRITERIA.....	47
ATTACHMENT A: LISTING OF NETWORK PRINTERS.....	48
 PRICING SCHEDULES A THROUGH G.....	 See Attached Excel Workbook

SALEM STATE UNIVERSITY (SSU)

REQUEST FOR PROPOSALS (RFP)

RFP 2019-09 – UNIVERSITY-WIDE

COPY PRINT PROGRAM

APRIL 17, 2019

GENERAL INSTRUCTIONS AND CONDITIONS

1. Salem State University (hereinafter also “SSU” or “the University”) invites Vendors to submit sealed proposals for the furnishing, delivery and maintenance of a **University-Wide Copy Print Program**. Eighty-six (86) Convenience Copier/MFDs and two (2) Production Devices are guaranteed to be installed at the inception of the impending Contract. In aggregate, the SSU fleet of Convenience Copier/MFDs and Production Devices as defined in this RFP is estimated to produce a combined **33,575,000 (thirty-three million five hundred and seventy-five thousand) total monochrome impressions and 3,710,000 (three million seven hundred and ten thousand) color impressions** during the course of the five-year initial Contract period. In addition, 12.5 million monochrome and 750,000 color impressions are projected to be produced on the University’s fleet of Network Printers during the impending Contract.
2. A **NON-MANDATORY** Vendor Pre-Bid Meeting will be held at the University Administration Building at the following address: Salem State University, 352 Lafayette Street, Salem, MA 01970. The pre-proposal meeting will be held on **Wednesday, May 1, 2019 at 1:30 p.m. ET**. At this meeting a review of the RFP’s specifications and a walk-through of the SSU Printing Services operation will occur. Although attendance at this meeting is not mandatory, the strong preference of SSU is to have all interested Vendors attend.
3. Proposals will be accepted until **May 21, 2019 at 2:00 p.m. ET**. Proposals received after the submission deadline will not be opened and will be returned.
4. One (1) original and two (2) hard copies of each proposal shall be submitted along with one (1) electronic copy on a flash drive. Hard copies shall be duplexed on letter-size paper and should not exceed 100 total pages including all attachments and brochures. The original shall be clearly marked “Original.” The electronic copy shall be submitted in Word or .pdf format. Proposals should be submitted in a sealed envelope and clearly marked on the outside: **“SSU University-Wide Copy Print Program.” The proposal package must be sent to the attention of Salem State University, Dennis Koontz,**

Administration Building, Business Affairs, Room 201, 352 Lafayette Street, Salem, MA 01970. All hard copies and the electronic copy of your Proposal must be sent via commercial delivery service (with a package tracking number) or hand-delivered.

5. **Proposals must be submitted per the requirements of Sections III and IV of this RFP package. Proposals must be signed by the responding company's partners or corporate officer.**
6. SSU reserves the right to extend any deadlines at its sole discretion; any extension will be published as an addendum.
7. Unless expressly indicated in Sections III.A.1 and III.B.1 of the Vendor proposal, Vendors must propose in strict accordance with specification requirements.
8. Delivery of the software solutions, as selected by the University, under Phase One of this project must be fully completed by July 23, 2019. Delivery of the new Convenience Copier/MFD and Production Device fleet specified herein under Phase Two of this project must be fully completed by July 31, 2019.
9. Prior to the deadline for submission, Vendors may withdraw a proposal. As of the deadline for submission, all proposals received by SSU must remain firm for a period of one hundred and twenty days (120) days. Such proposals shall be deemed final, conclusive, and irrevocable. No proposal shall be subject to correction or amendment for any error or miscalculation unless authorized by SSU.
10. Submissions under this RFP must be equal to or exceed in quality, performance characteristics and all other respects to those described in the specifications or referred to by segment number. If the Vendor quotes an alternate proposal, complete specifications of the alternate must be provided, including a picture. It is the responsibility of the Vendor to establish the equality of the products and services offered. Failure to supply these specifications may result in the rejection of your firm's proposal.
11. Vendors shall at all times observe and comply with all federal, state, local and municipal laws, ordinances, rules and regulations in any manner affecting the work.
12. If any Vendor submitting a proposal for this project is in doubt as to the true meaning of the specifications or other documents or any part thereof, Vendor shall request clarification. All requests for clarifications must be submitted in writing via email to the University at: DKoontz@SalemState.edu with an electronic copy to Jeff Smith of Pro Buyers at JSmith@ProBuyersLLC.com. Any information released either verbally or in writing prior to the issuance of this RFP shall be deemed preliminary and not binding upon SSU in any manner. **Attempts to submit questions via phone or personal contact are not appropriate and will not be answered. Purposeful violation of the condition will be cause for proposal rejection.**
13. All specific written questions submitted via email shall be answered in writing and emailed to all interested vendors. Both the questions and the answers will be posted in the email. Updates will be posted periodically as determined by

SSU. SSU shall not be responsible for any explanation, interpretation or communication made that does not follow the written procedure as stated in this RFP package including any amendments, schedules, exhibits and attachments thereto. No questions shall be accepted for this project after **Friday, May 3, 2019 at 1 p.m. ET** to allow SSU sufficient time to respond. Final responses will be posted on or before the close of business on **May 8, 2019**.

14. No charge will be allowed for federal, state, property or municipal sales or excise taxes, from which SSU is exempt by law. The proposal price shall be net and shall not include the amount of any such tax. Exemption certificates, if required, will be furnished on forms provided by SSU.
15. The Vendor agrees, if awarded a contract, to furnish and deliver the said equipment at such time, to such place, and in such quantities as specified, and that all of the articles shall be subject to the inspection and approval of SSU. Acceptance of delivery of materials or equipment to the site shall not constitute final acceptance by SSU. In the event that any units are rejected as damaged, or not in conformance with these specifications, such articles shall be removed immediately, and other articles of proper quality as set forth in these specifications shall be furnished in place thereof, all at the expense of the successful Vendor.
16. During the term of the contract entered into by SSU and the Successful Vendor, the vendor shall purchase and maintain any insurance required by the contract. The Successful Vendor shall furnish acceptable certificates of insurance to SSU before award of a contract and prior to commencement of any contract work, and annually during the term of the contract. The Successful Vendor shall indemnify and hold harmless SSU for any claims, liability, or damages that SSU may incur due to the Successful Vendor's failure to purchase or maintain any required insurance.

The Successful Vendor shall maintain insurance of the types and in the amounts described below:

- 16.A Workers' Compensation and Employer Liability Insurance
Vendor shall maintain worker's compensation coverage as required by law.
- 16.B Commercial General Liability Insurance
Vendor shall maintain bodily injury and property damage liability insurance in the combined limits of not less than \$1,000,000 for each occurrence and \$3,000,000 in the annual aggregate.
- 16.C Auto insurance
Vendor shall maintain auto insurance with bodily injury and property damage liability in the combined limits of not less than \$1,000,000 for each occurrence.
- 16.D Vendor shall name Salem State University as an additional insured in the policies described in 16.B and 16.C.

17. SSU reserves the right to reject any proposals not containing complete data requested in Section III, Section IV and in the various Pricing Schedules of this RFP package. Failure to provide complete documentation of the project compliance with the specifications required may result in rejection. SSU reserves the right to waive any irregularity in any proposal received. SSU reserves the right to reject any or all offers if such action is in the best interest of SSU, to accept other than the lowest offer if it deems that doing so is in the best interest of SSU, to accept portions of any given offer and to reject other portions, to reject any proposal or portion thereof that it deems non-responsive or not suitable for the purpose for which it was intended and/or waive any informalities and minor irregularities in any offers received. SSU also reserves the right to not move forward on this project after reviewing all of the information provided.
18. SSU will permit each Vendor to submit at least one Alternate Proposal as described in Section III.F.2.
19. Any and all costs associated with the preparation, submission or presentation of the proposal will be at the sole expense of the Vendor. SSU will not pay for any information requested under this RFP, nor is it liable for any costs incurred by the Vendor in responding to this RFP.
20. All items developed and submitted in response to this RFP shall become the property of Salem State University. All submissions and additional information, if any, shall become public record after award of contract.
21. Pricing submitted on Pricing Schedules A through G must be firm for the duration of the contract term and possible extensions.
22. SSU reserves the right to conduct discussions with, and to obtain best and final offers from, responsible vendors who submit proposals determined by SSU to be reasonably susceptible of being selected for award. Therefore, the selection process **may** include a request for additional data or oral presentations as deemed necessary by SSU. Any response to requests for additional data or costs associated with presentations shall be at the sole expense of the Vendor. However, since SSU may make an award without further discussion, each Vendor must include in their written proposal, all statements, requirements, terms or conditions, and most favorable terms. Vendor should not assume that an opportunity will exist to make a best and final offer to enhance its proposal for the possibility of an award.
23. Vendor finalists **may** be invited to come to SSU to provide additional presentation(s) about their proposal at their own expense.
24. SSU shall be the sole judge of whether any proposal is responsible and responsive, and determine which proposal is in the best interests of SSU. **The responses to Sections III and IV below of this RFP package, including the completed Pricing Schedules A through G, as modified subsequently during vendor finalist negotiations, shall be the basis for SSU's evaluation and eventual contract award(s).** Proposals may be awarded on a Product Category-by-Product Category basis, as described in Section I.A. Quantities included in this RFP are subject to change prior to order placement.

Although SSU reserves the right to award more than one contract, SSU desires to award a single vendor the entire contract.

25. An award of contract(s), if any, will be made within one-hundred and twenty (120) calendar days after the proposals submission deadline to the Vendor(s) whose proposal(s) SSU deems to be the most responsible and responsive, and to be in the best interests of SSU. The successful Vendor(s) will be notified by letter of the intent to award the contract to the Vendor. The successful Vendor must negotiate a mutually acceptable contract, covering any or all items included in this RFP, within ten (10) days of this notice. Proposals may be awarded on a Product Category-by-Product Category basis, as described in Section I.A. Quantities included in this RFP are subject to change prior to order placement.
26. SSU will not enter into any agreement or execute any Contract or affix signature to any document from any Vendor whose terms, written or verbal, require SSU to waive any of the conditions or requirements set forth in this RFP or negotiated by the Parties. Any document containing a clause or clauses that serve to supersede any or all other documents attached to this transaction may be rejected.
27. Notwithstanding any other provision of this RFP, SSU expressly reserves the right to:
 - Conduct discussions with any or all Vendors for the purpose of clarification of proposals;
 - Conduct discussions with, and best and final offers obtained from, responsible vendors who submit proposals determined by SSU to be reasonably susceptible of being selected for award.
 - Waive, or decline to waive, any insignificant defect or informality in any proposal or proposal procedures; and
 - Accept, reject, or negotiate the terms of any or all proposals, or any parts thereof, for the purpose of obtaining the best and final offer.
28. **Proposals must include non-appropriation clause language for government agencies. If your company does not have an existing standard non-appropriation clause for government agencies, please provide language that addresses this issue.**
29. The initial term of any impending Contract that results from this RFP process will be sixty (60) months, from August 1, 2019 through July 31, 2024. At its sole discretion, SSU may exercise an option to renew this Contract, in whole or in part, at the expiration of the original 60-month term on a monthly, quarterly or annual basis for a period not longer than the original contract under the same terms and conditions as in this Contract and at the reduced renewal charges set forth in Pricing Schedules A through G. If SSU decides to exercise this option to renew, it will provide written notice to the Contractor of its intention to renew at least thirty (30) days prior to the expiration of this Contract.

SCHEDULE OF EVENTS

Following is the detailed schedule of events for this RFP. SSU reserves the right to modify this schedule at its sole discretion.

ACTIVITY	DATE
RFP issued	April 17, 2019
NON-MANDATORY Pre-Bid Vendor Meeting at 1:30 p.m. ET. The location for this meeting will be: 352 Lafayette Street, Salem, MA 01970.	May 1, 2019
<p>Final questions regarding the RFP due from Vendors. All questions must be e-mailed to: DKoontz@SalemState.edu with a cc to: JSmith@ProBuyersLLC.com.</p> <p>Vendors' questions concerning the proposal must be received no later than 1:00 p.m. ET on May 3, 2019.</p> <p>All questions and answers will be emailed to all interested vendors. The questions and answers will be emailed on or before the close of business on May 8, 2019.</p>	May 3, 2019
Proposals due by 2:00 p.m. ET	May 21, 2019
Finalists presentations to SSU	June 5, 2019
Finalist BAFO Responses Due to SSU	June 13, 2019
Finalist(s) showroom visit(s) by SSU evaluation committee members	June 18, 2019
SSU management approval	July 11, 2019
Installation period for Phase One: The follow-me printing server (optional at the discretion of the University) and billing module software solution	July 15, 2019 through July 23, 2019
Installation period for Phase Two: The Convenience and Production Device fleets	July 23, 2019 through July 31, 2019
On-site training (Training will be expected of employees that are in the given department at the time of installation. On-going training will be required.)	During installation of equipment at each site and on-going

SECTION I GENERAL OVERVIEW / BACKGROUND
--

Section I.A Intent and Purpose of this RFP

The intent of this RFP document is to solicit proposals from qualified Vendors for managing all aspects of the Salem State University copy/print environment. Specific support requirements are included in this RFP for three separate Product Categories, Convenience Copier/MFD, Production Devices and Network Printers, as specified herein. Depending on the nature and quality of proposals received, SSU may choose to award a contract to any given Vendor for any one or all Product Categories. *It is the strong preference of SSU that a single Vendor contract covering all Product Categories be awarded as a result of this RFP.*

The primary objectives of the Copy Print program, as reflected by the requirements of this RFP, are the following:

1. To reduce SSU's hardware, service and supply related expenses related to each of the Product Categories included in the RFP as applicable;
2. To maintain the latest technological solutions to the benefit of the University and its students;
3. To maintain a synchronized technology refreshment schedule by replacing all Convenience Copier/MFDs and Production Devices during Phase Two of this project so that all academic and administrative departments can benefit from the latest document imaging technological advancements;
4. To continue standardizing and right-sizing the brands, models and functionality of all Convenience Copier/MFDs within each Segment; and
5. To maintain or exceed current overall service levels being provided to SSU's internal customers.

SSU guarantees that a minimum of eighty-six (86) Convenience Copier/MFDs and two (2) Production Devices will be installed at the inception of this Contract.

SSU is requesting proposals in response to one or all three Product Categories described herein. Proposals are to include pricing covering all equipment (Convenience Copier/MFD and Production Devices only), associated labor, software, supplies (except paper) and service being proposed to meet the requirements of this RFP package for all Product Categories.

Section I.B Convenience Copier/MFD Copier and Production Device Fleet Descriptions

Overview

SSU is currently leasing or purchasing its Copier/Multifunctional Device (hereinafter “Copier/MFD”) fleet from Ricoh. In all, 88 Convenience Copier/MFDs are currently in place at various University academic and administrative locations and in the Print Shop. 19 different Ricoh models are being used.

As the current Ricoh program has been extended through its seventh year, no leases will need to be bought out in order to transition the fleet to a single vendor at the inception of the new Contract period.

All Convenience Copier/MFDs and Production Devices are connected to the SSU network.

Convenience Copier/MFDs

SSU’s current average monthly copy/print volumes for the combined Convenience Copier/MFD fleet are as follows:

	Monochrome	Color
Number of Average Monthly Billable Impressions (all Copier/MFDs combined)	483,333	19,167

Currently a total of 15 color-enabled Copier/MFDs are being employed. Under the new program, with another five color-enabled Copier/MFDs being deployed (a 33% increase), SSU expects the average monthly color production volume as seen in the above chart to double.

Some of the existing Segment 3 Ricoh Copier/MFDs contain analog fax boards, while most locations maintain a separate fax machine. SSU will be enabling an XMedius cloud fax server during the next several years. It is the intention to remove all analog fax boards on Copier/MFDs and all standalone fax machines during the Copier/MFD installation process.

Going forward, five Copier/MFDs will be repurposed (from coin-op units to replace student Network Printers), eight units will be downgraded, 33 upgraded, and the remainder kept at a similar speed/capability under this RFP. At the inception of the new Contract, Segment 3 Copier/MFDs will replace all desktop Ricoh Segment 1 and 2 devices. No coin-op capable devices are necessary due to extremely low usage.

Production Devices

The centrally located Duplicating Services Department (hereinafter “the Print Shop”) maintains two full-time University employees and one part-time student.

Print jobs are picked up and delivered on a daily basis at each SSU location by other University staff member. About 300 jobs per month are currently being billed. Most files are approved by the Marketing Department and submitted via Smartsheet. Current job turnaround time averages between one and 1.5 days depending on the job size. In general, the University expects volumes to increase in the Shop during the term of the impending Contract due to the capturing of more currently outsourced jobs and the strong support of the Marketing Department.

Under this RFP initiative, the two current color-enabled Copier/MFDs in the facility, which currently have different speeds, will be replaced with two identical devices. A third (Ricoh 1357) monochrome-only model was removed from the facility in June of 2018. The monochrome volume listed in the chart below will be split among the two color-enabled devices under the new Contract resulting from this RFP.

Current aggregate average monthly monochrome and color volumes averaged over the past two calendar years are as follows:

	Monochrome	Color
Number of Average Monthly Billable Impressions (all three current or former devices)	76,250	42,667

The Shop is equipped with a Ricoh 901 and Ricoh 651 color production units. On-line perfect binding or tape binding are not utilized in the printing facility. Single and double-stapling (booklet) functions are used in addition to saddle stitching, post-process sheet insertion and hole punching. An off-line Plockmatic saddle stitcher is regularly used but will not be retained. GBC punching is performed off-line which is the preference given the previous reliability issues when the feature was incorporated online. The Ricoh 901 is used, among other tasks, for producing post cards for Admissions. If available, 13" x 19" paper feeding, envelope printing, folding, die-cutting, short-folding and white/metallic/clear color options would be nice capabilities to have. A Fiery workstation is used for Pantone color matching and imposing functions. 100-lb. cover and 300-gsm stocks are the maximum throughput weights printed.

Currently there is no web job submittal tool available at Duplicating Services as the University is satisfied with its current workflow of customers submitting jobs via Smartsheet or email.

A Roland 55" wide format color printer will be retained.

Network and Local Printers

Ricoh is currently providing service and supplies for the University's owned printer fleet which consists of 149 Network Printers. Please refer to Attachment A for a listing of the current Network Printers being serviced by Ricoh. Additional Network Printers not currently serviced by Ricoh will be added to the servicing responsibility of the vendor selected under this RFP initiative.

Billable Network Printer volumes over the past two calendar years have averaged 2.5 million monochrome and 150,000 color impressions annually. It is expected that with the repurposing of coin-operated Copier/MFDs to perform student print jobs, the Network Printer volume will be shifted accordingly in the impending Contract.

Section I.D Go-Forward Program Highlights

Taking into consideration all requirements and specifications of this RFP package as set forth in the Section II Statement of Work below, Vendor pricing proposals are to be submitted as per the instructions for completing each Pricing Schedule in Section IV below. The pricing requested for each respective Product Category includes the hardware (except in the Network Printer Product Category), service, toner, staples and parts and excludes only paper.

Charges will be based on equipment lease charges (excepting the Network Printer Product Category) plus per-impression service and supply charges applicable from the first monochrome and color print on each device with no volume minimums/allotments/guarantees.

Contract(s) resulting from this RFP process will have a duration of five (5) years. All Convenience Copier/MFD and Production Devices will have a co-terminous expiration date regardless of when installed under the impending Contract(s). Units installed in the first two years must be new, while if required in years 3, 4 and 5 units can be installed as used or remanufactured devices. A single master invoice will show detailed quarterly usage in arrears by department with a roll-up to a university-wide summary and will be accompanied by an electronic comma delimited file (.csv) containing all of the required information according to the needs of SSU.

Strong support for implementing state-of-the-art printing technologies exists at all levels within SSU's management team and within SSU's Technology department. Consequently, all new Convenience Copier/MFD and Production Devices will be equipped with network printing & scanning capabilities.

Although ***it is the strong preference of SSU to award a single Contract resulting from this RFP process***, Vendors may submit a proposal for equipment, software and labor/service in response to the Convenience Copier/MFD category, the Production Device category, the Network Printer category, and/or any

combination of the Product Categories, as specified in this RFP's Statement of Work. Vendors should note that Alternate Proposals are permissible as specified in Section III.F.2. Pending successful negotiations, one or more Contracts will be awarded. SSU, at its own discretion, may award all Product Categories to a single Vendor and retains the right to require the implementation of one Product Category at a time.

At its sole discretion, SSU retains the right to accept or reject any individual elements set as requirements under this RFP during final Contract negotiations including, but not limited to, the placement of a full-time technician, any student printing solutions offered and/or a follow-me printing solution.

END SECTION I GENERAL OVERVIEW/BACKGROUND

SECTION II

STATEMENT OF WORK (SOW)

Section II.A *Statement of Work Overview*

The Successful Vendor shall provide equipment, support services and necessary labor, as applicable, in accordance with each of the requirements listed and described in the following sub-Sections of this Statement of Work.

CONVENIENCE COLOR & MONOCHROME COPIER/MFD SPECIFICATIONS

Section II.B *Segment 3 Convenience Monochrome and Color Copier/MFDs:*

Technology:	Digital Electrostatic
Standard Functionality:	
Monochrome copying, monochrome printing & color scanning:	Standard (on 46 of 61 units)
Color copying, color printing and color scanning:	Standard (on 15 of 61 units)
Rated speed:	35 monochrome impressions per minute minimum; 35 color copies per minute minimum
Maximum copy/print size:	Ledger (11" x 17") or greater
FCT (First-Copy Time):	8.5 Seconds or Less
RADF:	Standard
Duplexing:	Standard (all units and drivers must default to duplex mode for both copying and printing)
Single-position Stapling Finisher:	Standard
Sheet capacity of finisher:	300 sheets minimum
Separate finisher trays/locations for prints & copies:	Standard
Scan-to-email (with LDAP authentication):	Standard
Scan-to-network (shared network drive):	Standard
Secure (password-protected) Printing:	Standard
Console:	Standard
Number of paper drawers (excluding bypass):	Four minimum
Total sheet capacity of drawers (excluding bypass):	2,000 sheets minimum (preference is for internal console paper storage in lieu of external high capacity paper trays)
Stack-feed bypass:	Standard—50 sheets minimum
Auto tray-switching:	Standard
Estimated per-unit quarterly monochrome volume:	2,500 (two thousand five hundred) monochrome impressions per quarter
Estimated per-unit quarterly color volume:	600 (six hundred) color impressions per quarter
Guaranteed number of Segment 3 Convenience Monochrome and Color	

Copier/MFDs:

Sixty-One (61) total units; Forty-six (46) units shall be Monochrome Convenience Segment 3 Copier/MFDs equipped with monochrome copying, monochrome printing & color scanning; and Fifteen (15) units shall be Color-enabled Segment 3 Convenience Copier/MFDs equipped with color copying, color printing and color scanning.

Section II.C Segment 4 Convenience Monochrome and Color Copier/MFDs:

Technology:	Digital Electrostatic
Standard Functionality:	
Monochrome copying, monochrome printing & color scanning:	Standard (on 17 of 21 units)
Color copying, color printing and color scanning:	Standard (on 4 of 21 units)
Rated speed:	55 monochrome impressions per minute minimum; 45 color copies per minute minimum
Maximum copy/print size:	Ledger (11" x 17") or greater
FCT (First-Copy Time):	7.5 Seconds or Less
RADF:	Standard
Duplexing:	Standard (all units and drivers must default to duplex mode for both copying and printing)
Multi-position Stapling Finisher:	Standard
Sheet capacity of finisher:	2,000 sheets minimum
Separate finisher trays/locations for prints & copies:	Standard
Three-Hole Punching:	Standard
Scan-to-email (with LDAP authentication):	Standard
Scan-to-network (shared network drive):	Standard
Secure (password-protected) Printing:	Standard
Number of paper drawers (excluding bypass):	Four minimum
Total sheet capacity of drawers (excluding bypass):	3,000 sheets minimum (preference is for internal console paper storage in lieu of external high capacity paper trays)
Stack-feed bypass:	Standard—50 sheets minimum
Auto tray-switching:	Standard
Estimated per-unit quarterly monochrome volume:	10,000 (ten thousand) monochrome impressions per quarter
Estimated per-unit quarterly color volume:	2,500 (two thousand five hundred) color impressions per quarter
Guaranteed number of Segment 4 Convenience Monochrome and Color	

Copier/MFDs:

Twenty-One (21) total units; Seventeen (17) units shall be Monochrome Convenience Segment 4 Copier/MFDs equipped with monochrome copying, monochrome printing & color scanning; and Four (4) units shall be Color-enabled Segment 4 Convenience Copier/MFDs equipped with color copying, color printing and color scanning.

Section II.D Segment 5 Convenience Monochrome Copier/MFDs:

Technology:	Digital Electrostatic
Standard Functionality:	
Monochrome copying, monochrome printing & color scanning:	Standard (all units)
Rated speed:	70 monochrome impressions per minute minimum
Maximum copy/print size:	Ledger (11" x 17") or greater
FCT (First-Copy Time):	6 Seconds or Less
RADF:	Standard
Duplexing:	Standard (all units and drivers must default to duplex mode for both copying and printing)
Multi-position Stapling Finisher:	Standard
Sheet capacity of finisher:	2,000 sheets minimum
Separate finisher trays/locations for prints & copies:	Standard
Scan-to-email (with LDAP authentication):	Standard
Scan-to-network (shared network drive):	Standard
Three-Hole Punching:	Standard
Secure (password-protected) Printing:	Standard
Number of paper drawers (excluding bypass):	Four minimum
Total sheet capacity of drawers (excluding bypass):	5,000 sheets minimum (preference is for internal console paper storage in lieu of external high capacity paper trays)
Stack-feed bypass:	Standard—50 sheets minimum
Auto tray-switching:	Standard
Estimated per-unit quarterly monochrome volume:	30,000 (thirty thousand) monochrome impressions per quarter
Guaranteed number of Segment 5 Convenience Monochrome Copier/MFDs:	Four (4) units; All units shall be equipped with monochrome copying, monochrome printing and color scanning

PRODUCTION COLOR DEVICE SPECIFICATIONS

Section II.E Segment 5 Color Light Production Devices:

Technology:	Digital Electrostatic
Standard Functionality:	

Color copying, color printing and color scanning:	Standard
Rated speed:	80 color copies per minute minimum
Maximum copy/print size:	12" x 18" or greater
FCT (First-Copy Time):	6 Seconds or Less
RADF:	Standard (100 originals or greater)
EFI Controller with Command Workstation and Graphic Arts Package:	Standard (embedded or external—please specify in the proposal)
Duplexing:	Standard (unit and drivers must default to duplex mode for both copying and printing)
Multi-position Stapling Finisher:	Standard
Sheet capacity of finisher:	2,000 sheets minimum
Separate finisher trays/locations for prints & copies:	Standard
Three-Hole Punching:	Standard
Folding (please list all included folding options [i.e., C-fold, Z-fold and/or E-fold] in proposal):	Standard
Saddle-Stitch Finishing:	Standard
Post-Process Sheet Insertion:	Standard
Scan-to-email (with LDAP authentication):	Standard
Scan-to-network (shared network drive):	Standard
Secure (password-protected) Printing:	Standard
Number of paper drawers:	Five minimum
Total sheet capacity of drawers:	3,000 sheets minimum
Paper weight maximum (all drawers):	Up to 100 lb. cover stock and 300 gsm
Stack-feed bypass:	Standard—50 sheets minimum, able to accommodate 13" x 19" stock
Auto tray-switching:	Standard
Estimated per-Production Color Device quarterly monochrome volume:	38,000 (thirty-eight thousand) monochrome impressions per quarter
Estimated per-Production Color Device quarterly color volume:	21,000 (twenty-one thousand) color impressions per quarter
Guaranteed number of Segment 5 Color Light Production Devices:	Two (2) units.

Section II.F *Installation of Convenience Copier/MFD and Production Devices; Common expiration dates*

The guaranteed numbers of Convenience Copier/MFD and Production Devices in each Segment to be placed at the inception of this Contract are set forth in Sections II.A through II.E above.

[NOTE TO VENDORS: SSU realizes that, during the mandatory site assessment stage of resulting Contract(s), the actual number of Convenience Copier/MFDs recommended to be installed may slightly vary from the guaranteed unit numbers represented in this RFP. Accordingly, the actual number of Convenience Copier/MFDs to be installed at the inception of this Contract may need to be adjusted by a maximum of ten percent (10%) in any final Copy Print contract.]

In addition to the guaranteed numbers of Convenience Copier/MFD installations set forth in Sections II.B through II.D, an additional, yet unanticipated, number of Convenience Copier/MFD units in Segments 3 through 5 may be required by SSU during the term of this Contract. The number of units guaranteed for installation in Sections II.B through II.E represents SSU's anticipated minimum equipment specification requirements.

Regardless of when installed, each Convenience Copier/MFD and Production Device placed under this Contract shall have the same termination date, namely July 31, 2024.

Section II.G *No Guaranteed Volumes Applicable*

There shall be no minimum annual monochrome or color volume guarantee or allotment per device in any Product Category. Charges related to the production of monochrome and color copies/prints on the installed units in each Product Category, and any future devices added by SSU, shall be billed in arrears on a quarterly basis on actual production multiplied by the respective monochrome and color contracted per-impression cost for each Product Category.

Section II.H *All Pricing Firm*

All pricing set forth on Pricing Schedules A through G will remain firm throughout the term of this Contract.

Section II.I *Quarterly Centralized Billing in Arrears*

A single quarterly billing statement shall cover all Product Categories described in this RFP and shall consist of: (1) A summary of applicable quarterly charges by Product Category University-wide; (2) A detailed volume and resulting charge by departmental billing code and by device installed in each department; and (3) An electronic comma delimited file (.csv) containing all of the information contained in items (1) and (2) above of this Section.

The Vendor's quarterly billing statement, which shall be issued within ten (10) days of the close of each quarterly billing period, will reflect a charge equal to the quarterly Convenience Copier/MFD lease cost set forth on Pricing Schedule C and the quarterly Production Device lease cost set forth on Pricing Schedule F; a charge equal to the actual monochrome volume produced on each of the Convenience Copier/MFDs, Production Devices and Network Printers multiplied by the applicable contracted per-impression service & supply cost-per-impression for each Product Category; and a charge equal to all color impressions produced for the previous quarter times the contracted color impression service charge applicable to each color-enabled Convenience Copier/MFD, Production Device and Network Printer. The quarterly invoice shall be accompanied by an electronic comma delimited file (.csv) containing all of the proceeding information in this paragraph.

On each quarterly consolidated invoice, a separate line item reflecting the per-Convenience Copier/MFD one-time flat-rate charges, as applicable, will appear for each Convenience Copier/MFD functionally upgraded during the previous quarter as provided for in Section II.Q below and per the upgrade pricing set forth in Pricing Schedule B. Separate line items will also show any Convenience Copier/MFDs added to the fleet with their associated per-device Quarterly Base Equipment Charge as set forth on Pricing Schedule D.

Section II.J *Responsibility for collecting meter readings; Electronic data capture and chargeback software solution; Quarterly Equipment Performance and Meter Reports*

The Vendor shall be responsible for collecting meter readings from all installed equipment to fulfill Vendor invoicing and quarterly reporting requirements.

An electronic data capture and chargeback software solution must be provided to SSU to meet the requirements of this Section. The electronic data capture and chargeback software solution shall provide an automated quarterly report to enable SSU to chargeback the appropriate department for all Convenience and Production Device equipment, software and service costs based on the usage of each SSU cost center. This electronic data capture and chargeback software must, however, be approved by SSU's Technology department prior to implementation under this Contract.

Meter readings shall include the total copy and print volume for each device in each Product Category, as well as the copy and print volume for each individual user or department ID code programmed into the device in each Product Category. Manual readings by the Vendor's technical personnel must be performed on non-connected devices. Estimated meter readings are not permissible under this Contract.

In addition, the Vendor shall provide SSU with a Quarterly Equipment Performance and Meter Report. This Quarterly Report will be provided in an electronic file to enable SSU to upload the data to its accounting system. The formatting of the Quarterly Equipment Performance and Meter Report will be accomplished according to the needs of SSU, however the Quarterly Equipment Performance and Meter Report shall indicate at minimum the following information during the period *for each unit in each Product Category*:

Convenience Copier/MFD, Production Device and Network Printer vendor identification number (if applicable), room number/location, site and/or department name and ID code number, applicable cost center (provided by SSU), total number of copies for the device and for each individual ID user/department code, number of prints for the device and for each individual ID user/department code, number of emergency service calls, number of preventive maintenance calls performed, actual response time for each required service call, total uptime hours and the Convenience Copier/MFD, Production Device and Network Printer's resulting uptime percentage for the quarter (see Section II.X below for the definition of uptime that will be used under this Contract).

The Quarterly Equipment Performance and Meter Report will be sent to the following email addresses: DKoontz@SalemState.edu; JSmith@ProBuyersLLC.com and any other designee that SSU may name during the term of this Contract, by the tenth day of each succeeding quarter following the close of each quarterly period during the term of the resulting Contract.

Section II.K *Networking infrastructure; Network security; Driver updates*

All Convenience Copier/MFD and Production Devices shall be fully network compatible with SSU's networking environment when installed and shall be compatible with Active Directory's printing management function and iPrint. Currently, all printing is accomplished through a centralized Windows print server and there is no direct IP printing.

Client Operating Systems which must be supported for printing on all installed Convenience Copier/MFD and Production Devices include: Windows 7 and newer; Mac OS 10.4 and newer; and Apple IOS support. Drivers must be available for each of these desktop operating systems.

Network interface cards must communicate over 10/100/1000 Base-Tx Ethernet lines running TCP/IP protocols. IP addresses shall be obtained via Dynamic Host Configuration Protocol (DHCP) and Device Names must be fully configurable via a secure password protected web-based interface. If the devices support SNMP management, the ability to change the community strings must be present. The page Description Language installed on every Convenience Copier/MFD and Production Device must be PCL6 and Postscript Level 3.

Network security features shall be included and maintained on all Convenience Copier/MFD and Production Devices provided by the Vendor throughout the term of this Contract. SSU's Technology department reserves the right to conduct a thorough evaluation of all included network security elements prior to contract implementation and at any time during the term of this Contract.

The Vendor shall ensure that all Convenience Copier/MFD and Production Device network print drivers and device management utilities installed under this Contract are fully compatible with SSU's current network operating systems, as described above and shall perform updates on an ongoing basis throughout the term of this Contract as SSU's network environment evolves, at no cost to SSU. Furthermore, all Convenience Copier/MFD and Production Device drivers shall be fully compatible with SSU's Microsoft Active Directory environment.

Section II.L *Scan driver/software utility functionality descriptions*

The pricing set forth in Pricing Schedule B includes Convenience Copier/MFD scan services to be provided by the Vendor under this Section of the RFP. The Vendor shall provide all Convenience Copier/MFD and Production Devices with the following required scanning functions: Scan-to-email, scan-to-folder and scan-to-desktop. Vendor shall also provide LDAP and active directory authentication functionality to enable each of the Convenience Copier/MFD and Production Devices to scan and send documents to any email address in any SSU employee's address book. SSU currently uses Exchange Online as part of Microsoft Office 365.

The scan services listed in this Section shall be in addition to any other scan services described in other Sections of this Contract.

Section II.M *Help desk support; print and scan drivers/controllers; responsibility for installation and troubleshooting*

All pricing set forth in Pricing Schedules A through G, covering Convenience Copier/MFDs, Production Devices and Network Printers, includes the cost for the Vendor to provide, among other items, off-site help desk support to respond to calls from either designated key operators at each Convenience Copier/MFD, Production Device and Network Printer location or SSU help desk personnel during normal working hours, as well as all necessary print/scan drivers and controllers, and all network administration utilities and updates. As new print/scan drivers are released by the manufacturer(s) of the installed equipment, the Vendor is required to proactively provide said drivers to SSU's Technology department via email or secure download.

Although the Vendor is at all times ultimately responsible for installing and troubleshooting all Equipment on SSU's network environment under this Contract, SSU's Technology department will assist and supervise the Vendor in installing the Equipment, device drivers and utilities on the network. Vendor resources sufficient to accomplish this network installation, if required, must be provided to SSU's Technology department as an integral part of this Contract.

Section II.N *Billing prior to August 1, 2019*

The billing for all units in the Convenience Copier/MFD, Production Device and Network Printer Categories installed during the equipment installation period (if prior to August 1, 2019) shall be based on the applicable contracted cost-per-impression charges listed on Pricing Schedules B, E and G, multiplied by each Convenience Copier/MFD, Production Device and Network Printer's actual usage during the installation period. Any charges as indicated in this Section incurred during the installation period will be listed on the first quarterly billing ending October 31, 2019.

Section II.O *New equipment*

Only Convenience Copier/MFD and Production Devices being marketed by the Vendor as of the inception date of this Contract with a build status of either "New" or "Newly Manufactured" models **and used for the first time by SSU** may be installed at the inception of, and during the first two (2) years of, this Contract. Convenience Copier/MFD and Production Devices with a build status of either "Rebuilt," "Used," "Reconditioned," "Remanufactured" or "Discontinued" shall **not** be installed during the first two (2) years of this Contract.

During years three, four and five of this sixty (60) month Contract, however, if additional equipment is required by SSU under this Contract, Vendor may install either “New,” “Newly Manufactured,” “Rebuilt,” “Used,” “Reconditioned,” “Remanufactured” or “Discontinued” models by mutual agreement with SSU. Regardless of when equipment is installed under this Contract, all units must conform to the specifications set forth in Section II.A through Section II.E. At no time will Vendor install analog equipment under this Contract. Vendor must communicate its intentions to SSU regarding this Section prior to installation of any equipment. SSU reserves the right to inspect and approve all service histories on non-New or non-Newly Manufactured units proposed to be installed by the Vendor. This Section is applicable to all Convenience Copier/MFD and Production Devices installed under this Contract, including those units installed initially and any additional units added by SSU during the Contract term.

Section II.P *Addition of Convenience Copier/MFDs*

Additional Segment 3 through 5 Convenience Copier/MFDs not anticipated under Sections II.A through II.D will be offered by the Vendor at the contracted Quarterly Base Equipment Charge per applicable segment as listed in Pricing Schedule D plus the associated service and supply per-impression and per-impression labor charges set forth on Pricing Schedule B times the actual aggregate monochrome and color volumes produced by the installed Copier/MFD fleet. Adding units will increase the University’s Quarterly Base Equipment Charges according to the pricing set forth in Pricing Schedule D.

The Successful Vendor and SSU may agree to limit the number of Convenience Copier/MFDs that can be added annually outside of the guaranteed placements set forth in Sections II.A through II.D.

Adding units will not in any way renew or extend the term of this Contract.

Section II.Q *Functionality upgrades of units; One-time flat-rate upgrade charges*

At its sole discretion, SSU may require certain functional upgrades on various installed equipment from time to time during the course of this Contract. Functionality upgrades may consist of, but not be limited to: Hole-Punching for Segment 3 Convenience Copier/MFDs; Analog fax boards for Segment 3 through 5 Convenience Copier/MFDs and Saddle-Stitching for Segment 3 through 5 Convenience Copier/MFDs. The one-time flat-rate charge for such upgrades shall be firm for the first ninety (90) days of this Contract.

After the first ninety (90) days following installation of each Convenience Copier/MFD under this Contract, such functional upgrades, or other available equipment upgrades, shall be installed by Vendor at the percentage discount from the manufacturer's suggested retail price (MSRP) as indicated on Pricing Schedule B.

As per Section II.I above, each Convenience Copier/MFD functional upgrade installed during any previous quarter will be billed as a separate one-time line item charge. Functionally upgrading units will not in any way renew or extend the term of this Contract.

Section II.R *Load-balancing halfway during term of Contract*

SSU may, in order to balance volume production and preserve the longevity of the Convenience Copier/MFDs, require the Contractor to switch Convenience Copier/MFDs in certain circumstances including, but not limited to, instances where volumes vary dramatically on units within a given Segment, or where certain Convenience Copier/MFDs are producing well below or above their expected volumes. Such load-balancing shall be performed at the halfway point of this Contract's duration (on or about August 1, 2021) at no charge to SSU.

Section II.S *Substituting models of equipment that become discontinued*

Should a Convenience Copier/MFD model originally installed under this Contract become discontinued by the manufacturer during the term of this Contract, the Vendor may, *with the written approval of SSU*, substitute a like Convenience Copier/MFD when it is required by SSU to add units or replace units.

Such Convenience Copier/MFD (s) to be substituted must be of equal or greater capability as the Convenience Copier/MFD to be replaced **and** must be offered at the same per-impression cost (as listed in Pricing Schedule B) as the original Convenience Copier/MFD. Vendor must communicate its intentions to SSU regarding this Section prior to installation of any substituted equipment.

Section II.T *Number of technicians; vendor employees*

The Vendor shall provide as many factory-trained technicians as are necessary to respond to service calls from authorized SSU employees at each Convenience Copier/MFD, Production Device and Network Printer location according to the uptime and response time provisions of this Contract. Vendor technicians shall remain employees of the Vendor and shall under no circumstances be construed as employees of SSU.

The Vendor must provide SSU with current (dated no earlier than one year of presentation to SSU) federal and Massachusetts criminal history reports and a current Massachusetts child abuse clearance for their assigned technicians prior to the technicians coming onto SSU's premises. SSU reserves the right of acceptance of all technical and customer support personnel assigned by the Vendor under this Contract.

The technicians responsible for working on equipment at SSU must be factory trained on all models installed in the Convenience Copier/MFD, Production Device and Network Printer Product Categories. Proof of training certification equivalency must be made available to SSU upon request. If SSU deems the technicians are performing below expected standards, SSU shall request a change in personnel. Any such change in personnel must meet all required qualifications as previously stated.

All employees of the Successful Vendor must be in appropriate company uniform, with company name visibly displayed at all times while in all SSU buildings. The personnel must be cordial, well-groomed and cognizant of the fact that they may be entering busy site/departmental administrative areas and student learning environments. If for any reason, SSU believes that these guidelines are not being followed, it will request intervention from appropriate Vendor supervisory personnel. If inappropriate behavior occurs, SSU shall be entitled to a change in personnel serving SSU.

Section II.U ***Full service support; duties of technicians; all service calls to be placed via toll-free number or email; service credits***

The Vendor shall provide full service support (as described in this Statement of Work) for all Convenience Copier/MFD and Production Devices installed at SSU's various buildings. Service technicians and support personnel must be available to SSU's buildings between the normal working hours of 7:30 a.m. and 4:30 p.m., Monday through Friday, except normal holidays. To ensure access for support purposes, the Vendor understands that different buildings within SSU may have unique operating hours.

Service calls from SSU offices will be routed to the SSU Help Desk for initial Tier 1 resolution if possible, then routed to the Vendor's dispatch center via a toll-free service hotline staffed by live operators (no recordings except after hours) or via email. The Vendor technician is not, under any circumstances, to give out cell phone or pager numbers to SSU personnel, as all service calls are to be logged and tracked via the SSU Help Desk and Vendor's service dispatch system for reporting purposes.

Specific duties of the Vendor technicians shall include, but not be limited to, the following:

- i. Break/fix repairing of all Convenience Copier/MFDs, Production Devices and Network Printers;
- ii. At the option of SSU, opening service tickets routed from SSU's Help Desk and closing all such tickets after service resolution is completed;
- iii. Performing preventive maintenance (PM) service on all installed devices according to the PM schedule specified by the manufacturer;
- iv. Performing Copier/MFD moves as requested by SSU. Moves include both intra-building and inter-building. There shall be no limitation on the number of moves requested at any time during this Contract. The Vendor must provide all transportation and labor related to all equipment moves; and
- v. Routinely interfacing with SSU's Technology Department regarding all technical issues encountered.

The technicians responsible for working on equipment at SSU must be factory trained on all models installed in the Convenience Copier/MFD, Production Device and Network Printer Product Categories. Proof of training certification equivalency must be made available to SSU upon request. If SSU deems that any technician is performing below expected standards, SSU shall request a change in personnel. Any replaced personnel must meet all required qualifications.

While servicing the Convenience Copier/MFDs, Production Devices and Network Printers, Vendor technicians shall authenticate themselves utilizing a special service code provided by SSU. All copies and prints produced during each service call shall be itemized and credited to SSU on the subsequent quarterly service invoice.

Section II.V *Preventive maintenance*

It shall be the responsibility of the Vendor to perform preventive maintenance (PM) service for each Convenience Copier/MFD, Production Device and Network Printer installed under this Contract according to the PM schedule specified by the equipment manufacturer. At a minimum, the Vendor will ensure that all Segment 3 through 5 units will have PM work performed in July and December of each calendar year during the term of this Contract.

PM service must be scheduled beforehand with the designated SSU key operator at each facility so as to minimize disruption.

Unless otherwise approved by SSU in writing, SSU employees shall not be responsible for installing or replacing any equipment components with the exception of toner cartridges/bottles and staple cartridges.

Section II.W *Network support and operator and user training*

Complete network support, user and operator training shall be provided by a dedicated training specialist for all units in the Convenience Copier/MFD, Production Device and Network Printer Product Categories installed by the Vendor(s).

Initial training must be provided on functioning equipment in each site within 48 hours of delivery and set up. Ongoing training will be provided, as deemed necessary by SSU, by the Vendor at no additional cost to SSU. Initial training sessions for delivered equipment will consist of:

- II.W.1** A detailed explanation of the features of the system installed;
- II.W.2** Hands-on training of the Convenience Copier/MFD and Production Device's features, applications and benefits;
- II.W.3** Question and answer period; and
- II.W.4** Providing summary user guides ("Quick Tip sheets"), user manuals and other appropriate materials. Quarterly uptime performance; definition of uptime

Section II.X *Quarterly uptime performance, definition of uptime*

Each individual device in each Product Category installed and/or serviced under this Contract shall attain at least a 98% quarterly uptime performance. At SSU's discretion, any individual Convenience Copier/MFD, Production Device and/or Network Printer in any Category not meeting the 98% uptime requirement for two (2) consecutive quarters shall be replaced with a Convenience Copier/MFD and Production Device of the same, equivalent substitute, or upgraded model.

"Uptime" shall be defined as the number of hours, rounded to the nearest one-quarter hour that a given Convenience Copier/MFD, Production Device and Network Printer is available to be used by an operator. Any number of hours, rounded to the nearest one-quarter hour that a Convenience Copier/MFD, Production Device or Network Printer is not available to be used by an operator shall be counted as "downtime" hours, subject to the following provisions:

Downtime hours shall be tracked and listed on the quarterly report required under Section II.H above by the Vendor and counted under the following circumstances: Due to a failed part, until such time as the replacement part is installed and working properly; Due to a specific capability (i.e., duplexing, document feeding, or scanning, if so equipped) listed in this Contract that is not functioning to SSU's satisfaction; and Due to copy/print quality that is unreadable or unacceptable for SSU's purposes.

Downtime hours shall be tracked and listed on the quarterly report required under Section II.H above by the Vendor but not counted under the following circumstances: Due to the response time allowance required by Section II.Y below per service call or email; Due to the number of hours associated with performing preventive maintenance; and Due to obvious and unanticipated customer negligence or abuse.

Vendor shall calculate quarterly uptime per Convenience Copier/MFD, Production Device and Network Printer as follows: the total number of uptime hours per calendar quarter (calculated by multiplying 66 nine-hour working days per calendar quarter less all countable downtime hours for the quarter) divided by 594 average working hours per calendar quarter.

A \$25 per-hour downtime credit shall be applied to SSU's account for each hour or partial hour any individual Convenience Copier/MFD, Production Device and Network Printer is not operational below the 98% requirement. Downtime credits will appear automatically on the next quarterly invoice sent to SSU. Any Copier/MFDs that do not meet the 98% uptime during any two consecutive quarters must be reported in the Quarterly Review meetings in writing on an "Exception Report".

Section II.Y *Service response time for equipment*

Service response time shall be within four (4) hours for Convenience Copier/MFDs under this Contract, and within two (2) hours for Production Devices.

For the purposes of this Contract, "service response time" shall be defined as the number of working hours it takes the Vendor technician to begin actual work on the given machine from the time that the service call or email is placed by an authorized representative of SSU. For example, a service call or email placed at 4 p.m. on a Wednesday afternoon would need to be physically responded to by 11 a.m. on Thursday morning for a Convenience Copier/MFD, or by 9 a.m. on Thursday morning for a Production Device. *The Vendor technician shall not give out cell phone or pager numbers to key operators, or otherwise bypass the dispatch and reporting system put in place by Vendor under this Contract.*

Section II.Z *Loaner equipment*

In the event that repairs cannot be completed within eight (8) working hours (one business day) from the time that the first service call is placed on a Convenience Copier/MFD, equivalent loaner equipment shall be provided by the Vendor immediately and proactively (without official request by SSU) at no additional cost or penalty to SSU.

Section II.AA *Equipment compatibility with recycled paper*

During the term of this Contract, SSU may be utilizing recycled paper using up to 100% post-consumer waste content. The Vendor affirms that the use of this recycled paper by SSU will not cause the equipment to perform under the uptime performance provisions as set forth in Section II.X above.

Section II.BB *Exclusive utilization of OEM parts, supplies and consumables*

At all times throughout the term of this Contract, the Vendor shall exclusively utilize the manufacturer's officially approved OEM parts, supplies and consumables in the Convenience Copier/MFD, Production Device and Network Printers installed. Upon written approval of SSU's Information Technology Department, non-OEM parts and supplies may be utilized exclusively on the Network Printer fleet.

Section II.CC *Stocking of supplies and high-mortality parts at SSU buildings; Supplies to be delivered by Vendor personnel; Waste toner recycling*

The Vendor shall at all times under this contract provide each copier location with sufficient supplies (including, but not limited to, such items as toner and staples) to last a minimum of thirty (30) days. All supplies shall be either hand-delivered by the Vendor's personnel or shipped via pre-paid overnight freight service.

At the Vendor's sole discretion, high-mortality consumable parts (including, but not limited to, fuser rollers, feed rollers, corona wires and drums) and other parts as required by the Vendor may be stored on-site at one or more SSU buildings in a location mutually agreed to by the parties. Vendor agrees to keep all supplies and parts stocked in a neat and orderly fashion, to not store hazardous materials at any SSU location, and to obey all local fire codes and all other safety regulations. SSU is not responsible for any lost, stolen or damaged items.

At all times under this Contract, the Vendor shall be responsible for collecting used toner bottles/cartridges from each Convenience Copier/MFD, Production Device and Network Printer location on a bi-weekly basis.

Section II.DD *Data encryption and overwrite protections to be included; Hard drive removal at expiration of Contract term*

The Vendor must ensure that all Convenience Copier/MFD and Production Devices come standard with job encryption to encrypt all jobs being written to the hard drive or non-volatile memory areas. This encryption must be accomplished securely via hardware/software using algorithms of published specification and recognized as secure by the U.S. government Department of Defense specification.

In addition, after a job is processed and no longer required on the device, the job should be deleted and securely overwritten by random patterns meeting a government recognized standard for this type of activity. The hard drive and non-volatile memory user data areas must have an on-demand overwrite protection capability. This feature should allow for complete secure user data removal from the Convenience Copier/MFD, Production Device and Network Printer on regularly scheduled intervals no longer than every 24 hours. The removal of this data should be accomplished with algorithms from a recognized government specification for this type of activity and should involve multiple data overwrites with random patterns. This activity should be available as user requirements demand. In addition, this procedure shall apply to all Convenience Copier/MFD, Production Device and Network Printers installed that have a hard drive and/or the capability of storing data locally and further shall apply during the repair, moving and prior to Device de-installation upon the expiration of this Contract. If re-installing a Device's memory, it shall be overwritten at no additional cost to SSU.

Upon the de-installation or temporary removal of each Copier/MFD, the Vendor shall remove the device's hard drive and provide it to the University's authorized personnel.

Records shall be kept and provided to SSU as requested demonstrating and attesting to these procedures being followed. SSU shall have the right to obtain these records at any time within ten (10) days after written notice.

Section II.EE *Timetable and responsibility for de-installation of Convenience Copier/MFD and Production Devices*

At the completion of this five-year Contract term and/or any renewal period, the Vendor will be responsible for de-installing each Convenience Copier/MFD and Production Device installed at the inception of and during this Contract's term. SSU shall not incur any de-installation, hard drive removal, freight or insurance fees related to the removal of any Convenience Copier/MFD and/or Production Device. All Convenience Copier/MFDs and Production Devices must be de-installed by the Vendor within thirty (30) days following the expiration of this Contract's initial or renewal term.

Section II.FF *Optional follow-me printing and behavior modification software*

At the sole discretion of the University, a follow-me printing solution will be implemented under this Contract as an optional element. If this option is selected by the University, the Vendor will be required to provide a follow-me secure printing and behavior modification software package that will include, but not be limited to, the following capabilities: Single sign-on user authentication, secure printing, follow-me printing, pop-up desktop notifications based on pre-defined print page-count thresholds, and notifications of potential cost savings should specified types of jobs be re-directed to Printing Services. Under this optional Contract element, all Copier/MFDs would be equipped with ID badge multi-technology card readers and embedded follow-me printing software applications to allow SSU personnel to be authenticated by the follow-me secure printing software. Sufficient instances of the follow-me printing and behavior modification software will be installed on SSU servers in a virtual server environment.

Section II.GG *Assessment prior to installation*

The Vendor must perform an assessment of each site prior to installing Convenience Copier/MFD and Production Devices under this Contract for the purpose of ensuring that: (a) The volume and workflow needs of the facility are appropriate to the capacities of the devices anticipated for installation, also factoring in the volumes produced by the existing Network Printers; (b) There is adequate electrical service; and (c) That the floor space will accommodate the Convenience Copier/MFD and Production Device to be installed. If electrical service and/or network drop changes are required they will be the responsibility of SSU.

END OF SECTION II STATEMENT OF WORK

SECTION III

REQUIRED PROPOSAL SECTIONS OF TECHNICAL PROPOSAL

To assist the technical evaluators, responses to each of the six (6) Section III sub-sections (III.A through III.F) below must be provided on a section-by-section basis. Please simply provide your company's responses next to the appropriate Section number, as opposed to including the RFP language then the response. Please do not provide section-by-section responses to Section II above. All vendor pricing responses must follow the instructions set forth in Section IV below.

Specifically, in their proposals for managing SSU's Convenience Copier/MFD, Production Device and Network Printers, Vendors must address all the appropriate requests for information contained within each of the Section III sub-Sections that follow:

Section III.A TECHNICAL REQUIREMENTS

Section III.A.1 Please state any and all product deviations to the specifications set forth in Section II.A through Section II.E. If no deviations to the Convenience Copier/MFD and Production Device specifications of Section II.A through Section II.E are duly noted in this Section, it shall be presumed that no product deviations exist. *It should be noted that no one single product deviation, in and of itself, is likely to automatically preclude a proposal from further consideration.* As an example, if a Vendor were to offer a 32 page-per-minute device in Segment 3, or were to offer a Segment 5 monochrome device with only a 4,500-sheet capacity, or did not offer a Segment 3 color-enabled device with optional saddle-stitching capabilities, any of those deviations would be taken into consideration by SSU and judged accordingly in the context of the entire proposal versus the competitive proposals submitted by other Vendors. *However, all such Convenience Copier/MFD and Production Device specification deviations, no matter how minor, must be noted and explained in this Section.*

Section III.A.2 In this Section, Vendors shall include data sheets including specifications on all models meeting Section II.A through Section II.E requirements that are being proposed on Pricing Schedules B and E. White papers for all software products being proposed should also be included in response to this Section. Any deviations to these specifications shall be duly noted in Section III.A.1 above in the proposal.

Section III.A.3 Please state in this Section affirmatively (by answering simply “yes” or “no” where applicable) whether the program-specific technical terms of the Statement of Work are acceptable **without qualification** under a Contract resulting from this RFP. Note: Specific deviations to the terms of the Statement of Work are to be listed in Section III.B.1 of the proposal, but in this Section, we are asking for a “yes” or “no” answer. If the answer is “no” here, all Section numbers proposed to be deviated from must be listed and substitute language provided for in Section III.B.1 of the Vendor’s proposal.

Section III.A.4 In this Section, Vendor must certify that all Convenience Copier/MFD and Production Devices being proposed are fully compatible with SSU’s existing network printing environment as required under Section II.K. In addition, all embedded network security elements included on all Convenience Copier/MFD and Production Devices shall be listed and described.

Section III.A.5 In this Section, please indicate the brand and version level of the copy/print tracking software proposed in response to the requirements of this RFP. Please include all server requirements and available administrative tools. Please also provide a comprehensive description of the capabilities and limitations of the ID code and meter reading solution, including, but not limited to: (a) How SSU staff will be authenticated for print and walk-up jobs; and (b) How will SSU staff be able to review and monitor print/copy volume data to reconcile billing; (c) What SSU network access will be required to generate Vendor billing; (d) Whether the solution can be programmed by the Vendor to produce a detailed monthly billing report; (e) What involvement from SSU’s IT department will be required to set up the Multi-Technology ID card functionality on each device; (f) How each departmental administrator can view current data on volumes produced by each user.

Section III.A.6 As specified in Section II.DD above, all job data sent from or to the proposed Convenience Copier/MFD and Production Devices must be encrypted. In this Section, please identify specifically the technologies utilized to enforce encryption at all times. For instance, the Vendor shall describe which supported network protocols can be of the encrypted variety. Do the proposed devices support encrypted IPP / LDAP? What SSL versions are included? From the perspective of SSU, the more encrypted protocol flavors with accompanying supported client drivers that are described in this Section the better.

Section III.A.7 Please indicate whether internal or external paper drawers are being proposed to meet the paper capacity requirements of Sections II.B through II.D.

Section III.A.8 In this Section, Vendor shall describe its specific environmental sustainability programs to be implemented under this Contract. A generic environmental policy brochure without customization for SSU is not a sufficient response. Examples of specific programs SSU is interested in including, but are not limited to: toner recycling programs, defaulting all units and drivers to duplex mode, inclusion of recycled (or recyclable) materials into all new units and biodegradable toners and materials. While general corporate initiatives of the manufacturing company should be provided as well, SSU is keenly interested in any program that the Vendor can provide on a custom basis that will assist SSU in reducing its greenhouse gas emissions.

Section III.A.9 In this Section please provide the NEMA plug configuration type of each Convenience Copier/MFD and Production Device proposed.

Section III.A.10 In this Section each proposed color-capable Convenience Copier/MFD and Production Device must be set from the factory to default to monochrome functionality as the priority document imaging mode for both walk-up copying, scanning and print-driver users.

Section III.A.11 Please indicate whether monochrome-only print drivers can be made available for users of the Color-capable Convenience Copier/MFD and Production Devices being proposed.

Section III.A.12 Please indicate whether the proposed Convenience Copier/MFDs can be configured to securely hold all print jobs at the device until released upon employee authenticating with their Multi-Technology ID card. Please also indicate whether user identification codes can be set up globally for all devices and/or on individual devices from a remote location.

Section III.A.13 Please state whether color scanning capability is included on any of the monochrome models being proposed.

Section III.A.14 Please state whether printing/scanning to/from a USB thumb/flash drive is included on any of the models being proposed.

Section III.A.15 Please state whether two-sided one-pass scanning (i.e., “simultaneous” or “perfect” scanning) capability is included on any of the models being proposed.

Section III.A.16 Please state whether your proposed scanning solution for models listed in Pricing Schedule B includes OCR (Optical Character Recognition) software. If OCR software is included, please indicate whether it is embedded in the device or a separate desktop application.

Section III.A.17 Please state whether each proposed device allows scanned documents to be encrypted for security purposes (if so, please describe your encryption process).

Section III.A.18 Please indicate whether a user, based on an individual's Active Directory authentication, can scan to a unique home directory (N: drive) from each Convenience Copier/MFD and Production Device being proposed.

Section III.A.19 Please state whether email notifications will be sent automatically to the designated SSU key operator and any Vendor service personnel when each of the proposed units are out of paper, out of toner or otherwise require key operator attention.

Section III.A.20 Please provide a brief description of how prints and copies will be separated on the finisher, exit trays, or both, of each Convenience Copier/MFD and Production Device being proposed.

Section III.A.21 In this Section please provide the item numbers and brand names for mailing labels and transparencies that are compatible with each Convenience Copier/MFD being proposed. Contractor shall certify that the transparency film and mailing labels listed in this Section will run reliably on all Convenience Copier/MFDs being proposed. If the proposed Convenience Copier/MFDs are able to run the transparency film and mailing labels from all paper sources (drawers plus bypass), or if the paper sources are restricted when running this stock, the Vendor shall so state.

Section III.A.22 Please list and describe the specific network security elements (e.g., encryption type, secure printing, hard drive cleaning every set number of hours) that your company is including in its proposed Pricing Schedules.

Section III.A.23 Is a scalable iPad printing solution included in your company's pricing to SSU? If so, please describe the solution being offered.

Section III.A.24 SSU Printing Services requires a suitable front-end software to control monochrome and color printing on both color-enabled Production Devices. Please provide the brand and version level of the front-end software your company is including in its Production Device solution.

Section III.A.25 Please indicate the brand and version level of the proposed optional follow-me secure printing software solution referenced in your company's response to Section IV.Y below. In this Section please also include a comprehensive explanation of the solution's technical specifications, features, follow-me print server requirements, included professional services and administrative tools and Copier/MFD-installed hardware/software including the follow-me print application and ID Badge readers with interface cables. In addition, please answer the following questions regarding the optional follow-me printing software solution being proposed:

- (a) If an SSU staff member has access via a VPN connection, can print jobs be sent to the follow-me print server queue?
- (b) If a color print job is submitted to the queue, can an SSU staff member print the job on a monochrome-only device?
- (c) For students or staff who do not have AD credentials, how would they be able to print jobs?
- (d) Can monthly print count limits be imposed in some departments as needed? If so, can limits be imposed for some staff but not others?

Section III.B SUPPORT AND SERVICE SPECIFICATIONS

Section III.B.1 Vendor shall state in this Section whether the Convenience Copier/MFD and Production related contractual terms and conditions of Section II of this RFP are satisfactory with its funding entity, or if not, how the Vendor will comply with the requirements of this Contract. Specific contractual specification deviations contained in the Vendor's Primary Proposal for each Product Category, if any, must be clearly listed in this Section of the Vendor's proposal. If no deviations to this RFP's requirements are specifically noted, it shall be presumed that no deviations exist. It should be noted that no one single contractual deviation, in and of itself, is likely to automatically preclude a proposal from further consideration. As examples, if a Vendor were to offer 98% fleet-wide average Convenience Copier/MFD, Production Device and Network Printer uptime, or did not offer an ability to add units co-terminously, or required a cap on the number of Convenience Copier/MFDs that SSU could add during each year the Contract is in effect, those deviations would not eliminate the proposal from consideration, but would be taken into consideration by SSU and judged accordingly in the context of the entire proposal versus the proposals submitted by other Vendors. However, all such Contract deviations, no matter how minor, must be noted and explained in this Section of the Primary Proposal.

Please note that since SSU has in good faith provided very specific Convenience Copier/MFD, Production Device and Network Printer specifications and service support requirements in Section II, a blanket statement to the effect that the Vendor “reserves the right to negotiate all terms and conditions of any final Contract,” without naming specific Section II paragraph numbers and providing proposed substitute language, will constitute an unacceptable response to this Section by SSU. In the event that a Vendor proposes a generic “reservation of rights” response, that Vendor’s scoring will be negatively affected.

Section III.B.2 Provide any terms and conditions that your company will require as a part of a final contractual agreement including any third-party lease agreements.

Section III.B.3 In this Section, the Vendor shall list the preventive maintenance (PM) schedule (in terms of copy/print count intervals, time period intervals, or both), including both mini-PM and full-PM schedules if applicable, for all Convenience Copier/MFD and Production Devices being proposed. Also please indicate the approximate number of hours required to perform mini-PMs and full PMs.

Section III.B.4 In this Section, please state affirmatively (by simply answering “yes” or “no”) whether the PM schedules published by Buyers Laboratory Inc. (BLI) will be followed. If the PM schedule, methodology, or both to which your company prescribes are different from that which the manufacturer recommends (for example, if your technicians perform regular cleaning on every service call and do not follow the manufacturer’s set PM schedules), please indicate “no” and explain in this Section. Whether your company’s answer is “yes” or “no,” please describe the manner in which SSU will be informed of PM work that has been performed on the various units installed.

Section III.B.5 Please state whether one-page summary sheets showing basic user steps for copying, scanning and printing, or on-line user training videos, or both, will be made available for each Convenience Copier/MFD and Production Device being proposed.

Section III.B.6 Vendor shall indicate the City and State of its nearest (to Salem, MA) parts and supplies warehouse that would support SSU’s Convenience Copier/MFD, Production Device and Network Printer fleet.

Section III.B.7 In this Section, for each Convenience Copier/MFD and Production Device being proposed, Vendor shall clearly list which components or parts will be considered user-replaceable. Further, the approximate aggregate time involvement to replace these components or parts per Convenience Copier/MFD and Production Device per month shall be listed for each Convenience Copier/MFD and Production Device being proposed.

Section III.B.8 Please provide examples and exhibits of the cost-per-impression billing and proactive service reporting that will be made available to SSU for each Product Category.

Section III.B.9 Please confirm that your company will be able to provide billing data files (to the device and user levels) to the exact same column length and language specifications for electronic file uploading into SSU financial system.

Section III.B.10 Please provide documentation (in the form of a notarized Joint Venture agreement) of any intent to use another company(ies) or private individual(s) as a subcontractor(s) for any part or the whole of the services offered in response to this RFP. SSU reserves the right to approve or reject any subcontracting agent or to reject proposals based on the use of subcontracted work.

Section III.B.11 Please provide any relevant input for SSU to consider based on your experience with other current university or other similar customers. Topics for inclusion may include, but not be limited to, obstacles to a successful program, recommendations for any necessary personnel transition, similarities and differences in the program structure based on your analysis of the requirements of this RFP, and any other relevant items.

Section III.C CORPORATE EXPERIENCE

Section III.C.1 In this Section, Vendors shall provide a brief corporate history and overview, inclusive of: (a) The company's headquarters address; (b) The company's office address nearest to Salem, Massachusetts; (c) The number of factory-certified technicians located in or within a 50-mile radius of Salem; (d) The per-equipment category machine in field (MIF) population of Convenience Copier/MFD, Production Device and Network Printers in or within a 50-mile radius of Salem; and (e) The total number of customers with over 100 units supported by the firm in (or within a 100-mile radius of) Salem.

Section III.C.2 Vendors shall provide a manufacturer support letter stating that in the unlikely event your servicing company is unable to provide service, the manufacturer will arrange for or provide all necessary parts and service support at the same prices quoted in the Vendor's proposal. The manufacturer will also guarantee in its letter that all products installed under this Contract will be fully compatible with future versions of the most popular network operating systems.

Section III.C.3 Please indicate in this section whether your company is factory-authorized to provide service, or whether a specific named authorized subcontractor will be used to provide service for product(s) within each Product Category.

Section III.C.4 Discuss the specific role and responsibility of each key team member in providing the requested services to include both prime and sub-contractor(s). As key personnel are often considered in the evaluation of a proposal, Contractor must identify its key personnel. If key personnel cannot be named at the time of proposal submittal, the Contractor must specify the reason and present a plan to include key personnel.

Section III.C.5 In this Section of its proposal, the Vendor will clearly state its funding source, or state that it is using an internal funding source. If using an internal funding source, Vendor shall state whether this is a private label leasing arrangement with a leasing company or an internal source of funds. If a private label leasing arrangement is proposed, the leasing company supporting that arrangement must be stated in this Section.

Section III.C.6 Provide a list of any lawsuits brought against the company or owners of the company, and the details about those lawsuits. If any owner of the firm has been convicted of a crime or if any felony charges are pending, please provide detailed information about those convictions or charges.

Section III.C.7 Provide the date of your company's founding in (or within a 100-mile radius of) Salem and the number of years providing the specific equipment brand(s) and related services being proposed to SSU under this RFP.

Section III.C.8 Provide your company's legal trade status (privately held corporation, etc.).

Section III.D ASSESSMENT/IMPLEMENTATION PLAN

Section III.D.1 For each Equipment Category (Convenience Copier/MFD, Production Device and Network Printers), the Vendor shall provide a detailed work plan with anticipated dates for step-by-step completion in accordance with the requirements and Convenience Copier/MFD and Production Device specifications contained in this RFP. The Convenience Copier/MFD and Production Device deliveries and installations shall commence on or about July 23, 2019 and must be completed no later than July 31, 2019. It is **mandatory** for the winning firm to perform detailed assessments of each SSU site prior to any installations. Documented proof of each assessment conducted consisting of weekly reports of each site assessed, names of SSU staff visited, preliminary recommendations and names of Vendor representatives visiting each location will be required. SSU retains the right to independently accept, reject or modify any assessment/installation/support plan provided by the Vendor.

Specific information required in this Section include: (a) The proposed number of your Firm's staff that will be assigned per team to conduct assessments; (b) The number of teams performing site assessments; (c) Whether your staff will be responsible for developing equipment placement criteria and guidelines for approval by SSU management; (d) Whether your staff will be responsible for making recommendations for SSU management approval related to the possible reduction in the overall number of Copier/MFD placements based on lack of volume, lack of connectivity, print speeds and other factors; and (e) Proposed dates for each anticipated project phase.

Section III.D.2 The installation plan shall also include necessary space and electrical requirements (NEMA plug types). The Vendor shall also include a plan for scheduling ongoing "Technology Showcases" at certain later-to-be-named SSU sites to display and promote the latest technology being implemented. The anticipated number of additional Vendor personnel required for Convenience Copier/MFD and Production Device installation and training at the beginning of any Contract resulting from this RFP process shall also be listed. The Vendor will indicate whether the initial key-operator training will be performed by dedicated company trainers or by sales representatives. Coordinating the scheduling of installation, service and training personnel shall at all times be the sole responsibility of Vendor.

Section III.D.3 Please describe in detail how your company will provide installation, training and troubleshooting support to SSU's desktop services and end-user support teams during Phase One for the follow-me print solution. The description will include, but not be limited to: A discussion of the steps to be taken in the event of installation/operation problems of all software/server solutions; and which local (Salem, MA area) personnel will work together with SSU's Technology department support personnel.

Section III.D.4 Please describe the special training or certifications of your local (within a 100-mile radius of Salem, MA) IT support staff and their experience in rolling out follow-me printing and multi-campus solutions.

Section III.D.5 Provide the name and resume of the Account Executive who will be the primary contact for SSU.

Section III.D.6 The Vendor shall also include a general plan for providing back-up factory-trained service personnel during vacations and sicknesses.

Section III.E REFERENCES

Section III.E.1 In this Section, please provide five (5) education market references, preferably other universities in Massachusetts. Please include only references within the current calendar year and previous two (2) calendar years. If submitting a proposal to SSU for Production Devices, the presence or absence of references with similar production equipment will be critical. SSU may contact these references during the evaluation process. Information provided for each job shall include:

- III.E.1.a** Contract/Project name
- III.E.1.b** University/Government Agency name
- III.E.1.c** Dates of Contract
- III.E.1.d** Owner's contract/project manager or other representative
- III.E.1.e** Contact person, direct-line phone number and email address
- III.E.1.f** Dollar value of Contract with your company
- III.E.1.g** Number of Convenience Copier/MFDs that are covered under your company's contract with this client
- III.E.1.h** Number of Production Devices that are covered under your company's contract with this client
- III.E.1.i** Number of Network Printers that are covered under your company's contract with this client
- III.E.1.j** Percentage of Convenience Copier/MFDs, Production Devices and Network Printers compared to the total respective equipment fleets at this reference location

Section III.E.2 Provide a list of clients your company has lost in the past five years and why you lost them. Include university clients in Massachusetts if possible.

Section III.F OTHER VALUE-ADDED SERVICES AND ALTERNATE PROPOSALS

Section III.F.1 As part of the evaluation of the proposals submitted for Segment 3 through 5 Convenience Copier/MFDs and Production Devices, the SSU proposal evaluation committee will visit the showrooms or present customers of certain Vendor finalists, at the complete discretion of, and at no cost to, SSU.

All Vendors will not be a part of this phase of the evaluation process. If selected to be a part of this evaluation process, Vendors will be required to have one complete system (including samples of all hardware and software solutions being proposed) of each type proposed in response to the specifications of this RFP setup in a suitable showroom or customer location on a date to be designated by SSU.

Vendors are requested to indicate in this Section of their proposal whether they will comply with SSU's requirement to make the recommended solutions available for evaluation before Contract award. Showroom/customer visitations for Segment 3 through 5 Convenience Copier/MFDs and Production Devices are expected to take place in June of 2019.

The Vendor's proposed solution will be judged during the showroom/customer site visits on a number of factors, including, but not limited to: Producing copy jobs; overall image quality; multi-tasking capability with handling simultaneous job streams; network security evaluations; ability to track print/copy volumes by user code; and suitability/compatibility with SSU's network environment. Vendors will also be judged in part based on the professionalism and knowledge of their networking support staff.

Vendors are to specify in this Section that, should Vendor be selected to present the proposed units in a showroom/customer location for evaluation purposes, the equipment will meet or exceed all specifications contained in this RFP in all respects, unless otherwise agreed to in writing by SSU.

Section III.F.2 SSU permits Vendors to provide creative alternate proposals. In this Section please fully describe and explain any creative alternative proposals that the Vendor believes are in SSU's best interest to consider. Examples of creative alternate proposals may include, but not be limited to:

- Changing the proposed equipment mix; and
- Implementing guaranteed annual monochrome fleet volumes

Alternate Proposals will not be accepted by SSU unless the Vendor has submitted a Primary Proposal for that Product Category. The purpose of allowing Vendors to submit at least one Alternate Proposal is to actively seek Vendor input as to what it considers to be the most cost effective and efficient methodology for accomplishing SSU's goals. Alternate Proposals must indicate all pertinent details of the recommended plan, especially any items that conflict with the RFP's Section II Scope of Work. When submitting Alternate Proposals, Vendors are required to complete another Pricing Schedule clearly marked "Alternate Proposal."

Section III.F.3 Fully describe and explain any standard or optional value-added services that the Vendor will provide that are not part of the RFP's requirements. Please do not restate items that have previously been listed in your proposal.

END OF SECTION III VENDOR TECHNICAL PROPOSAL

SECTION IV

REQUIRED PRICING SECTION OF VENDOR PROPOSAL

Vendors shall submit a Firm Fixed Price (FFP) Price Proposal to perform all services as specified in the Statement of Work (Section II). The Vendor shall complete Pricing Schedules A through G in their entirety as instructed in this Section and include all Pricing Schedules with the Vendor's submittals. Vendors can provide proposals to SSU in response to either one or all Product Categories required by the Statement of Work, but it is the strong preference of SSU to award a single Contract under this RFP initiative to cover all Product Categories. Cost/Price proposals shall be evaluated on individual cost elements and total cost/price as represented on Pricing Schedules A through G. Incomplete price proposals may result in SSU deeming the proposals non-responsive.

The price proposal shall provide itemized cost information for each Product Category required by the Statement of Work. Vendors shall provide the best competitive prices on initial submission. Pricing shall include ALL costs necessary to provide the required services.

All Price Proposals must be clearly labeled "Section IV--Price Proposal." The Price Proposal shall be separately sealed and under separate enclosure. Failure to comply may result in a rejected proposal. The Price Proposal shall contain answers to the following elements as required in conjunction with fully completed Pricing Schedules A through G:

Section IV.A Vendors are required to complete all items contained in Pricing Schedules A through G, as applicable, and include same in the completed proposal packages under this Section. Please note that all pricing elements on Pricing Schedule A are calculated automatically based on the various proposed Vendor costs entered on Pricing Schedules B through G.

Section IV.B In this Section, the Vendor shall certify that all pricing listed on Pricing Schedules A through G shall be firm for the entirety of the term of this Contract.

Section IV.C Vendor will affirm in this Section that no additional costs, other than those identified on Pricing Schedules A through G, or elsewhere clearly identified in its proposal, will be incurred by SSU to meet the various specification and other technical requirements of this RFP.

Section IV.D Vendor will affirm in this Section the Product Categories (Convenience Copier/MFD, Production Device and Network Printer) for which Primary and/or Alternate Proposals are being submitted.

Section IV.E Vendor will affirm the name(s) of any companies that will be utilized as subcontracting entities under the proposal(s) as submitted. If any subcontracting entities are being proposed, please explain the type of work each entity will be

performing.

Section IV.F On Pricing Schedules B and E, the Vendor shall list the quantity, brand, model number and all accessories proposed to meet or exceed the Convenience Copier/MFD and Production Device product specifications contained in Sections II.B through II.E of this RFP.

Section IV.G On Pricing Schedules B and E for each respective Product Category, the Vendor shall provide a total 60-month Contract cost for providing service, parts, labor and supplies (except paper).

Section IV.H Vendor shall indicate on Pricing Schedules B and E for each respective Product Category the service and supply per-impression cost to be charged SSU for all color impressions produced on the proposed color-enabled Convenience Copier/MFD and Production Devices as applicable. Note: Monochrome (black) impressions produced on color-enabled Convenience Copier/MFDs or Production Devices shall be chargeable at the same monochrome service & supply rates indicated on Pricing Schedules B and E.

Section IV.I On Pricing Schedules B and E for each respective Product Category, Vendor shall indicate the applicable reduction in costs associated with SSU retaining all Convenience Copier/MFD and Production Devices installed under this Contract in place as of July 31, 2024 and renewing the Contract under identical terms and conditions on a monthly, quarterly or annual basis for up to two (2) additional years once the initial sixty (60) month term expires.

Section IV.J The type of leasing/rental program being proposed (choose from Internal Funding, FMV, \$1 Buyout, 10% Buyout, Rental and/or other) shall also be identified on Pricing Schedules B and E. The name of any third-party leasing partner, if applicable, shall also be clearly stated.

Section IV.K On Pricing Schedule B, for the Segment 3 Convenience Copier/MFDs being proposed, Vendor shall identify the one-time flat-rate purchase price associated with adding **three-hole punch finishing functionality** on a per-Convenience Copier/MFD basis for those Segment 3 Convenience Copier/MFD locations requiring this feature. The one-time flat-rate purchase prices quoted shall be firm for the first ninety (90) days after Convenience Copier/MFD installation during the term of this Contract.

Section IV.L On Pricing Schedule B, for the Segment 3 through 5 Convenience Copier/MFDs being proposed, Vendor shall identify the one-time flat-rate purchase price associated with adding **analog fax boards** on a per-Convenience Copier/MFD basis for those Segment 5 Convenience Copier/MFD locations requiring this feature. The one-time flat-rate purchase prices quoted shall be firm for the first ninety (90) days after Convenience Copier/MFD installation during the

term of this Contract.

Section IV.M On Pricing Schedule B, for the Segment 3 through 5 Convenience Copier/MFDs being proposed, Vendor shall identify the one-time flat-rate purchase price associated with adding **saddle-stitch finishing functionality** on a per-Convenience Copier/MFD basis for those device locations requiring this feature. The one-time flat-rate purchase prices quoted shall be firm during the first ninety (90) days after Convenience Copier/MFD installation during the term of this Contract.

Section IV.N On Pricing Schedule B, for hole punching, analog fax boards or saddle-stitch finishing options added after 90 days following equipment installation, and/or for any other miscellaneous equipment options (such as additional paper trays, envelope feeders, console cabinets or alternate finishers) that are added at any time during the term of this Contract, please provide a discount percentage off of the then-in-effect manufacturer's suggested retail price (MSRP) for each type of upgrade.

Section IV.O On Pricing Schedules B and E for each respective Product Category, Vendor shall identify the maximum number of staple cartridges that are included during the term of this Contract, or whether an unlimited number of staples will be made available. If the Vendor is not providing unlimited staples under Pricing Schedules B and E, the Vendor shall indicate in this Section the percentage discount off of then-in-effect staple cartridge cost that would be extended to SSU if the staple allotment indicated is exceeded during the term of this Contract.

Section IV.P Vendor shall list in this Section the per-device charge, if any, for moving Segment 3 through 5 Convenience Copier/MFDs within the same facility, and the charge, if any, for moving such Convenience Copier/MFDs from one SSU facility to another. This charge shall not apply during the initial installation of devices, annual registration periods, or the load-balancing of Convenience Copier/MFDs halfway through the term of any Contract resulting from this RFP process.

Section IV.Q Vendor shall list in this Section the hourly rate, if any, for providing technical service before 8 a.m., after 5 p.m. each business day and during weekend hours.

Section IV.R Please state affirmatively (by answering simply "yes" or "no") whether all Convenience Copier/MFD and Production Device installation and de-installation charges, including those covering return freight and shipping charges for returning Convenience Copier/MFD and Production Devices at the end of this Contract, as well as those related to removing the device hard drives, are included in your Pricing Schedule A through G proposed pricing.

Section IV.S Please state affirmatively (by answering simply "yes" or "no") whether SSU can install additional **unplanned** Convenience Copier/MFDs and/or

Production Devices co-terminously outside of the baseline numbers of Convenience Copier/MFDs and Production Devices set forth in Sections II.B through II.E as per the terms of Section II.O and Section II.P. If the answer to this Section is a provisional “yes” (subject to a cap on the number of devices per year and/or subject to accepting refurbished-only devices). If “no,” please provide your firm’s proposed alternate plan for adding unplanned units as a contractual deviation under Section III.B.1 above.

Section IV.T On Pricing Schedule C, prospective Vendors shall enter: Quarterly lease costs for the copy/print billing software, follow-me secure printing and behavior modification software solution, professional services and other miscellaneous pricing elements (if any). **For each of the software solutions being proposed, please ensure that all hardware, software, licensing, installation and professional services support costs related to installing and maintaining this software on up to 1,000 workstations for the five-year term of this Contract are included in the quarterly pricing submitted on Pricing Schedule C.** Any additional quarterly pricing discounts not included elsewhere, if applicable, should also be entered on Pricing Schedule C.

Section IV.U On Pricing Schedule D, prospective Vendors shall enter the lease cost basis amount (purchase price), lease rate factors, brand name/model number, and build status of the Convenience Copier/MFDs and Production Devices to be installed at inception or during the Contract term.

Section IV.V On Pricing Schedule F, prospective Vendors shall enter the proposed quarterly lease costs for any software maintenance costs, professional services and other miscellaneous pricing elements and discounts as applicable. Please list all software manufacturer item/product/package codes and itemize your company’s pricing in this Section, then enter the aggregate quarterly lease costs.

Section IV.W On Pricing Schedule G, prospective Vendors shall enter the proposed Network Printer service/supply costs per impression for the University’s fleet as set forth in Attachment A and as modified during the course of the Contract.

Section IV.X In this Section Vendors are requested to provide purchase pricing for replacement Network Printers suitable for replacing those models listed on Attachment A as required during the Contract term. Vendors are asked to provide brand, model numbers and accessories, along with outright purchase pricing for a range of Network Printers of various speeds and capabilities. SSU retains the right to continue purchasing Network Printers from its current suppliers.

Section IV.Y In this Section Vendors are requested to provide 60-month quarterly pricing to provide one (1) full-time service technician meeting the requirements set forth in Section II.U above. The selection of the full-time service technician will be made at the sole discretion of the University.

Section IV.Z In this Section Vendors are requested to provide 60-month quarterly pricing to provide a suitable replacement for the Print Shop's current off-line Plockmatic saddle stitcher.

Section IV.AA In this Section Vendors are requested to provide 60-month quarterly lease pricing for the optional comprehensive follow-me printing solution to include, but not be limited to the following elements:

- i. Professional services support,
- ii. Version upgrades during the Contract,
- iii. Single sign-on user authentication,
- iv. Secure printing,
- v. Follow-me printing,
- vi. Pop-up desktop notifications based on pre-defined print page-count thresholds,
- vii. Notifications of potential cost savings should specified types of jobs be re-directed to Printing Services,
- viii. ID badge multi-technology card readers and embedded follow-me printing software applications installed on all Copier/MFDs, and
- ix. Sufficient instances of the follow-me printing and behavior modification software installed on SSU servers in a virtual server environment.

END OF SECTION IV VENDOR PRICING PROPOSAL

Section V. AWARD CRITERIA

Section V.A SSU will only evaluate Proposals meeting the guidelines of this RFP. The criteria that will be used in evaluation and scoring of this RFP will include Vendor Proposal responses to the following:

Section V.A.1 Technical Requirements (Respond all section in Section III.A)

Section V.A.2 Support & Service Specifications (Respond to all sections of Section III.B)

Section V.A.3 Corporate Experience (Respond to all sections of Section III.C)

Section V.A.4 Assessment/Implementation Plan (Respond to all sections of Section III.D)

Section V.A.5 References (Respond to all sections of Section III.E)

Section V.A.6 Other Value-Added Services (Respond to all sections of Section III.F)

Section V.A.7 Pricing (Respond to all sections of Section IV including Pricing Schedules A through G)

END OF SECTION V AWARD CRITERIA

**ATTACHMENT A
SALEM STATE UNIVERSITY
LISTING OF NETWORK PRINTERS AS OF 3/12/2019**

Mfg	Model	Total BW End Meter Read	Total Color End Meter Read
HP	LJ 4050	0.	0.
HP	LJ 4000	0.	0.
HP	LJ 4000	0.	0.
HP	LJ P2055DN	92,852.	0.
HP	LJ PRO 400 M451DN	0.	0.
HP	LJ PRO 400 M451DN	0.	0.
HP	CLJ CP4005N	0.	0.
HP	CLJ CP4025N	17,429.	53,682.
HP	LJ 4250	127,315.	0.
HP	CLJ 4700	41,570.	89,810.
HP	LJ 2300	79,936.	0.
HP	LJ 4200	0.	0.
HP	LJ 4015	0.	0.
HP	LJ 2430	0.	0.
HP	CLJ CP4025N	49,314.	89,530.
HP	CLJ CP4025N	48,789.	93,010.
HP	LJ PRO 400 M451DN	9,644.	15,076.
HP	LJ 8150	0.	0.
HP	CLJ CP4025N	39,522.	77,505.
HP	LJ 4000	0.	0.
HP	HP Laserjet Pro M452dn Color Printer, (CF389A...	3,942.	3,075.
HP	HPLJ400	2,801.	15,852.
HP	LJ P2055DN	26,492.	0.
HP	LJ P2055DN	34,930.	0.
HP	LJ P2055DN	0.	0.
HP	LJ 600	23,049.	0.
HP	Enterprise 600 M602DN	107,407.	0.
HP	LJ 600	0.	0.
HP	LJ 4015	0.	0.
HP	CLJ 3600	5,097.	92,204.
HP	CLJ 4700	77,579.	176,972.
HP	LJ 4250	0.	0.
HP	LJ 4250	0.	0.
HP	LJ PRO 400 M451DN	0.	0.
HP	LJ 4200	101,961.	0.
HP	LJ 4015	115,062.	0.
HP	CLJ CM2320FXI	6,387.	3,681.
HP	CLJ CP2025DN	9,083.	18,213.
HP	CLJ 3800	3,119.	13,679.
HP	CLJ CP4525N	0.	0.

HP	HP LaserJet Pro 400 M401dne Monochrome Printe...	0.	0.
HP	LJ 4100	0.	0.
HP	LJ P2055DN	0.	0.
HP	LJ 2430	0.	0.
HP	LJ 4240	169,246.	0.
HP	CLJ 3600	27,329.	24,486.
HP	LJ PRO 400 M451DN	0.	0.
HP	LJ 2100M	120,390.	0.
HP	LJ 4100	232,080.	0.
HP	Enterprise 600 M602DN	0.	0.
HP	Enterprise 600 M602DN	0.	0.
HP	LJ 4015	0.	0.
HP	LJ 4015	0.	0.
HP	LJ 4250	0.	0.
HP	LJ 4250	0.	0.
HP	LJ 2430	0.	0.
HP	HP LaserJet Pro 400 M401dne Monochrome Printe...	59,391.	0.
HP	LJ P4014	71,642.	0.
HP	LJ P4014	60,596.	0.
HP	LJ P2055DN	14,548.	0.
HP	LJ P2055DN	0.	0.
HP	LJ 600	66,445.	0.
HP	LJ 600	156,090.	0.
HP	LJ PRO 400 M451DN	0.	0.
HP	LJ P2055DN	13,758.	0.
HP	LJ 4250	118,298.	0.
HP	LJ PRO 400 M451DN	0.	0.
HP	LJ PRO 400 M451DN	6,719.	12,107.
HP	LJ PRO 400 M451DN	0.	0.
HP	LJ PRO 400 M451DN	0.	0.
HP	LJ400	14,592.	21,079.
HP	LJ 4250	55,406.	0.
HP	LJ 4015	0.	0.
HP	CLJ CP2025DN	8,996.	18,697.
HP	CLJ CP2025DN	4,005.	12,341.
HP	LJ 5200	77,246.	0.
HP	LJ 5200	155,151.	0.
HP	LJ 5200	124,610.	0.
HP	CLJ 3800	0.	0.
HP	LJ 4015	0.	0.
HP	LJ PRO 400 M451DN	17,586.	0.
HP	LJ PRO 400 M451DN	9,496.	0.
HP	LJ PRO 400 M451DN	19,013.	0.
HP	LJ PRO 400 M451DN	2,203.	0.
HP	HP LaserJet Pro 400 M401dne Monochrome Printe...	19,654.	0.
HP	LJ 5	0.	0.

HP	LJ 5	0.	0.
HP	LJ 4050	76,063.	0.
HP	LJ 4200	0.	0.
HP	LJ 4100	0.	0.
HP	LJ 4200	0.	0.
HP	LJ 4000	0.	0.
HP	LJ 4000	0.	0.
HP	LJ 4050	95,113.	0.
HP	LJ 4000	0.	0.
HP	Enterprise 600 M602DN	18,369.	0.
HP	LJ 4240	308,262.	0.
HP	CLJ CP4005N	46,701.	68,518.
HP	LJ400	24,326.	0.
HP	LJ400	35,465.	0.
HP	LJ400	70,778.	0.
HP	LJ 600	0.	0.
HP	LJ 600	172,180.	0.
HP	LJ PRO 400 M451DN	0.	0.
HP	LJ P4014	105,182.	0.
HP	LJ P4014	0.	0.
HP	LJ 4015	120,934.	0.
HP	LJ 2430	107,678.	0.
HP	CLJ CP2025DN	7,216.	37,161.
HP	CLJ CP2025DN	0.	0.
HP	CLJ 3600	0.	0.
HP	LJ 600	192,153.	0.
HP	LASERJET PRO 400 M401DN PRINTER	53,484.	0.
HP	LJ 5	62,728.	0.
HP	LJ 4050	95,378.	0.
HP	LJ 4100	190,864.	0.
HP	LJ 4100	197,107.	0.
HP	LJ 4000	66,510.	0.
HP	LJ 4015	0.	0.
HP	CLJ CP2025DN	0.	0.
HP	CLJ CP2025DN	0.	0.
HP	CLJ CP4025N	0.	0.
HP	LJ 4000	0.	0.
HP	MP171	75,928.	0.
HP	LJ 4240	53,188.	0.
HP	CLJ CP4005N	10,047.	22,104.
HP	LJ 4050	148,839.	0.
HP	LJ 4000	227,143.	0.
HP	HP Laserjet Pro M452dn Color Printer, (CF389A...	29,657.	23,670.
HP	Enterprise 600 M602DN	0.	0.
HP	LJ400	0.	0.
HP	LJ400	28,412.	40,938.

HP	LJ PRO 400 M451DN	0.	0.
HP	HPLJ400	1,387.	6,234.
HP	LJ P4014	38,767.	0.
HP	LJ 4015	0.	0.
HP	LJ 4015	0.	0.
HP	LJ 4015	0.	0.
HP	LJ 4015	249,529.	0.
HP	CLJ CP2025DN	1,291.	14,201.
HP	CLJ 3600	9,699.	58,453.
HP	CLJ 3600	38,361.	34,965.
HP	CLJ 4700	39,767.	64,307.
HP	LJ 4015	0.	0.
HP	LJ PRO 400 M451DN	8,997.	0.
HP	HP LASERJET PRO M402DN MONO LASER PRINTER	12,772.	0.
HP	LJ 4050	241,494.	0.
HP	LJ 4100	0.	0.
HP	LJ 4000	0.	0.

Note: "0" meters reflect the unit required no service during 2018.