



Request for Proposal

**Campus Multifunction Device and Production
Equipment Solution
March 28, 2014**

**Return by:
May 2, 2014**

Contact:

Mr. Jacob A. Jackson '02
Director of IT Business Services
Information Technology
221 College Lane Salem
Virginia 24153
P: 540-375-2026
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Roanoke College Request for Proposal Campus Multifunction Device and Production Equipment Solution

Overview

Roanoke College is requesting proposals for a copier/multifunction device (MFD) management solution for its fleet of distributed copiers/multifunction devices, the production equipment in Roanoke College Print Shop, and laser printers located in student labs and the library (approximately 10 (?)) Interested vendors are encouraged to review the attached document and submit proposals to provide that solution. The College has outlined specifications it feels are relevant to obtaining the expected levels of service; however we realize that companies approach these issues in different ways. Therefore, we plan to use this Request for Proposal (RFP) process as a starting point. This is not a low-bid process, but cost will be an important consideration. Ultimately, the contract will be awarded to the vendor or vendors who offer the best overall solution based on our analysis of the proposals and negotiations with the Vendor.

To participate in this process and be considered as a document solution provider to Roanoke College, please complete the following steps.

- 1. Carefully read the attached RFP document.**
- 2. If you intend to submit a proposal, follow the *Intent to Respond* process outlined on page 9 of the RFP.**
- 3. Complete the *Specifications* section starting on page 14 of the RFP. In this section you are being asked to indicate whether your proposal meets the specification “exactly as specified” or whether your product/service varies in the specification in some way and if so, how it varies.**
- 4. Prepare and attach a proposal detailing the equipment you intend to provide, pricing and other terms of your proposal using the forms provided.**
- 5. Proposals must be in writing and include cost-per-copy (CPC) for distributed devices. CPC pricing for production devices is optional.**
- 6. Return the completed specifications and proposal to Jacob A. Jackson, Director, Business Services by May 2, 2014, and forward an electronic copy to Ray Chambers, Chambers Management Group at < raychambers@earthlink.net >. In order to be considered, the RFP must be received at Roanoke College by 3:00 p.m. on the May 2, 2014 deadline.**

Schedule

RFP release date	March 28, 2014
Vendors notify Roanoke of their intent to bid	April 4, 2014
Pre-bid conference – 2:00 P.M.	April 9, 2014
Responses to vendor questions due	April 16, 2014
RFP due 3:00 P.M.	May 2, 2014
RFP evaluation period	May 5 - 16, 2014
Notify Finalists	May 19, 2014
Vendor presentations	May 26 - 30, 2014
RFP Final evaluation decision/award	June 1 – 16, 2014
Tentative award date	June 16, 2014
Vendor installs MFDs	July 1 - 31 2014
Complete installation	August 1, 2014

Scope

The Campus Multifunction Device and Production Equipment Program at Roanoke College is being implemented to provide a framework to manage distributed copiers/MFDs and Print Shop production equipment at the College, including, but not limited to:

- Centralized convenience color and monochrome (black toner) digital copiers/MFDs.
- Local area convenience monochrome (black toner) digital copiers/MFDs.
- Monochrome laser output devices installed in labs and the library.
- Color and monochrome multi-function devices (MFDs).
- Production monochrome (black toner) devices.
- Production color devices.

Charges for equipment, service, and supplies for devices in the distributed fleet and lab/library machines are to be quoted on a cost-per-copy basis. The quoted cost-per-copy will be inclusive and cover all costs applicable to the type of equipment and/or service being quoted. Cost-per-copy rates for distributed copiers and MFDs will include the cost of the equipment, software, consumable supplies (except paper), all parts, labor, and other service expenses. All costs proposed under this proposal must be clearly identified.

The cost per copy for copiers, laser printers and/or MFD that are capable of reproducing in color shall be based on the black copy price.

Charges for equipment, service, and supplies for monochrome and color production devices are to be quoted on a monthly lease and service agreement basis. The monthly lease will include all hardware and software. The service agreement will include the cost of the equipment, software, consumable supplies (except paper), all parts, labor, and other service expenses. All costs proposed under this proposal must be clearly identified.

Note that the existing leases do not end at the same time. Lease end dates are included in the spreadsheets in the Appendix. Ultimately College administrators want to pool all devices into one contract with a common term. Therefore, the College is asking for a five-year lease term on the machines with leases ending in 2014, and a four-year lease term for the machines with leases that terminate in 2015. The College will verify the dates for the remainder of the leases and provide that data at a later date. The College desires a single cost per copy for all devices.

Goals

By centralizing copier and MFD management and including the self-service laser printers in the library and labs, the College expects to gain in several areas. These include:

- Lower overall cost-per-copy by pooling all monochrome output into a single agreement to be reconciled annually.
- One monthly invoice detailing all relevant charges.
- Access to advanced technology.
- Acquisition of feature-rich machines.
- Reduction of demand on capital funds.
- Better control through standardization.
- Minimum down time.
- Scalability – matching machines to demand.
- Flexibility – the ability to relocate or change machines as demand changes.
- Co-terminus agreements when adding equipment to the agreement.
- Invoices with clearly stated charges.
- Ongoing, effective and accessible technical support and training to meet the changing needs of the College.
- Networked devices that integrate seamlessly and provide full functionality to both Macintosh and Windows platforms, including but not limited to all print and billing functions.
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Background

Roanoke College plans to upgrade and consolidate its fleet of multi-function devices (MFDs) and a portion of its fleet of laser printers. A total of 90 devices will be replaced, including two production machines in the Print Shop. (See Appendix A for a detailed list of devices and their volumes.) The distributed fleet being replaced consists of 60 color MFDs and 28 monochrome

Devices. Total estimated annual volume for the affected devices is 3.8 M monochrome and color 8 ½ x 11 pages.

	Ave Monthly Volume	Estimated Annual Volume
Black	268,157	3,217,884
Color	26,286	315,437
Both	294,443	3,775,534

Use Summary – 90 MFDs

Fifty-nine of the distributed MFDs/laser printers included in this proposal either have no leases or have leases that expire in September 2014.

No Lease	20
Lease End 9/2014	39
Lease End 8/2015	25
Lease End 10/2016	4
Lease End 8/2017	2
	90

Twenty-five have leases that expire in 2015, and six that expire in 2016 or later. The College would prefer a proposal that includes a four-year agreement for the 59 devices with no current leases or leases that expire in 2014. And a four-year co-terminus agreement for the 25 devices with leases that expire in 2015. The remaining six devices will be re-evaluated as their leases expire in 2016 and 2017 respectively.

Existing Lease Terms

Over 80% of all devices make 5,000 copies per month or less. Twenty-seven percent make fewer than 1,000 copies per month. The College will be open to suggestions and proposals that consolidate and optimize the low-end portion of the fleet without reducing the level of service.

Low Volume		High Volume	Number of Devices
0	→	999	25
1,000	→	4,999	48
5,000	→	9,999	13
10,000	→	14,999	2
15,000	→	24,999	1
25,000	→	over	1

Roanoke College Print Shop provides digital monochrome and color printing to the faculty, staff, and students of the College. Print Shop produces approximately 530,000 black and 120,000 color images annually. The current production inventory includes one Ricoh Pro 1106EX monochrome and one Ricoh MP C6000 color device. The College will entertain proposals that address both

the distributed copier/MFDs and the copy center; however, Vendors are not required to submit proposals on both.

	Monthly	Annual
Monochrome	44,335	532,018
Color	10,007	120,087
Both	54,342	652,105

Print Shop Production Volume

Expectations

The successful Vendor is expected to replace the leased and owned devices with digital multifunction devices of appropriate capacity for each location. New devices are to be multifunction and include scan, copy, print, and FAX functionality. Required functionality for fleet devices includes but is not limited to:

- Direct print/copy “off the glass”
- Direct online print/copy
- Print from USB “thumb drive.”
- Scan to print – scan one, print many functionality
- Scan to FAX
- Scan to Email
- Scan to document storage
- Scan to Adobe® PDF
- Scan to TIFF
- Scan to USB “thumb drive.”

The systems and equipment placed under this agreement must be scalable, meaning that the equipment must be expandable/contractible if needs and demands change. The College intends to work with the successful vendor to review the equipment usage periodically to ensure that the appropriate equipment is in place. Upon the agreement of both parties, equipment installed under this agreement may be relocated to meet changes in demand. There must be an upgrade path, which assures the College of at least five years’ useful life of the equipment and there must be a remedy for reduced demand.

The vendor will be responsible for disposing of used toner cartridges and other parts in compliance with appropriate state and Federal laws and guidelines.

The vendor will be responsible for notifying the College of all security vulnerabilities as the manufacturer discloses them and for working with the College’s Information Technology staff to remedy them. The vendor is also responsible for securely erasing all of the data stored on any

media storage device that is a part of any equipment installed or relocated within the College under the terms of this agreement. Solutions to security issues, including the removal of any data on any media storage device installed as a part of this agreement, must meet the full approval of Roanoke College Information Technology management.

The College requires a single point of contact for each vendor involved in this agreement. The single point of contact is expected to be fully trained in and knowledgeable of the equipment and technology, including document scan functionality, and will be responsible for all first-level communications with the College. The single point of contact will be empowered by the Vendor to escalate problems and issues to appropriate parties within the company. In the event that the contact is unable to resolve a problem and/or issue, the College reserves the right to escalate the problem and/or issue to appropriate regional or national contacts. The vendor is required to provide a brief profile of the primary contact that will be managing the account as well as names and contact information of appropriate corporate leadership (division and regional managers of sales and service).

The College prefers the monochrome cost-per-copy charges to recover all machine costs including the cost of devices producing both black and color copies. Color copies will be billed at a separate, clearly identified per-copy rate.

If financing is required, the College prefers to work directly with the vendor and avoid dealing with a third party intermediary.

The College expects to test all equipment prior to acceptance of the agreement. A team of Roanoke College staff will inspect all models proposed by the vendor to meet the fleet needs. An on-site demonstration at the College of a device with network, scan, print, and copy functionality of up to one week in length will be provided at no cost to the College. Production equipment must be demonstrated in a working environment and equipped like devices being proposed. The College expects to provide actual print jobs as part of the production equipment demonstration.

Finally, the College expects seamless operations by the three major constituencies: Students, Faculty, and Staff. Intermittent print problems (e.g. Student sends a file to print, but the file is lost somewhere along the way, must be addressed and solved.

Cost-Per-Copy Agreement

Roanoke College is requesting proposals to create cost-per-copy agreements to provide printed output from fleet MFDs for College use. The College plans to acquire service, consumable supplies (except paper), and equipment, including copiers, desktop printers, and multi-function color and black toner digital print devices. Pricing for production equipment placed in Document Services may be on either a cost-per-copy basis or using a traditional lease and service model.

Pooled Volume

Copies produced on all distributed devices will be consolidated into one pool for billing purposes. The cost per copy proposed in this agreement should be based on an average monthly monochrome volume of 227,933 copies/prints per month (2,735,884 annually), including both distributed and print shop volumes, for four years and includes both monochrome copies produced on monochrome devices and monochrome copies produced on color devices. Copies in excess of 227,933 per month will be billed at an “overage” rate to be established by the proposer. The overage rate will reflect the costs of service and supplies. In the event that the contract is extended past the initial four-year term, the cost-per-copy will be reduced to reflect the University’s investment to that point. The difference between the monthly minimum and the actual volume will be adjusted annually. Color copies will be billed at a separate cost-per-copy rate on a monthly basis.

Exception to Cost-Per-Copy Pricing

From time to time, it may be necessary for the College to purchase equipment covered in the scope of this agreement. While the College prefers not to purchase equipment, there are occasions when external funding agreements require that we do so. In these cases, the vendor will be expected to provide the same devices proposed in this agreement or like-for-like equipment substitutions, approved by the College, at significant discounts; and bill the College on a cost-per-copy basis for maintenance, service, and supplies. The service-only cost-per-copy rate for this equipment should be the overage rate charged for devices installed under this agreement less an allowance for capital recovery. Each Vendor is to indicate the percentage of list price being charged to purchase the device.

Meter Reads and Data Collection

The vendor is responsible for collecting volume and use data for billing and reporting purposes on a monthly basis. The College prefers an electronic, remote system that allows meter data to be collected without interrupting normal operational activities. Data to be collected and stored shall include:

- Device identifier data (make, model, serial number, Vendor or College ID number (if used).
- Total number of originals for 8 1/2 x 11 and smaller monochrome copies
- Total number of 8 1/2 x 11 and smaller single-side (S/S) monochrome copies
- Total number of 8 1/2 x 11 and smaller two-sided (F/B) monochrome copies
- Total number of 8 1/2 x 11 and smaller monochrome copies
- Total number of 8 1/2 x 11 and smaller originals for color copies
- Total number of 8 1/2 x 11 and smaller single-side (S/S) color copies (if appropriate)
- Total number of 8 1/2 x 11 and smaller two-sided (F/B) color copies (if appropriate)

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- Total number of 8 1/2 x 11 and smaller total color copies (if appropriate)
 - Total number of 8 1/2 x 11 and smaller color copies

 - Total number of originals for 11 x 17 monochrome copies
 - Total number of 11 x 17 single-side (S/S) monochrome copies
 - Total number of 11 x 17 two-sided (F/B) monochrome copies
 - Total number of 11 x 17 monochrome copies
 - Total number of 11 x 17 originals for color copies
 - Total number of 11 x 17 single-side (S/S) color copies (if appropriate)
 - Total number of 11 x 17 two-sided (F/B) color copies (if appropriate)
 - Total number of 11 x 17 total color copies (if appropriate)
 - Total number of 11 x 17 color copies

Billing/Charge Back/Job Tracking System Desired Features and Functionality

- Faculty
 - Single authentication, for copy print scan or FAX required
 - Unique PIN/ID # for each individual user and/or billable activity. E.G - If a faculty member prints and/or copies for a single activity, s/he would have a single, unique PIN/ID #; while a faculty member with more than one activity, a grant for example, might have a unique PIN/ID # for copies made for class work and another for copies made for each grant. Likewise, a faculty member who also serves as chair of a faculty committee might have a unique PIN/ID# for copies made for class work and another for copies made for the various committees.
 - Billing report provides copier production detail by
 - Individual's name
 - Department name
 - Admin or Academic function (admin, lab, etc.)
 - Individual grants if necessary
 - Job specs (# originals, # copies, SS/DS, color/monochrome, etc.) – see above
 - Billing amounts broken down by PIN/ID# – see above

- Administration and Administrative Staff:
 - Single authentication, for copy print scan or FAX
 - Unique PIN/ID # for each individual user and/or billable activity. E.G - If a staff member prints and/or copies for a single activity, s/he would have a single, unique PIN/ID #; while a staff member who charges to more than one activity, or one who routinely charges expenditures to multiple accounts, might have a unique PIN/ID # for copies made for admin work and another for copies made for each individual account. Likewise, a staff member who also serves as chair of a faculty

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- committee might have a unique PIN/ID# for copies made for class work and another for copies made for the various committees.
 - Billing report provides copier production detail by
 - Individual's name
 - Department name (optional)
 - Admin or Academic function (admin, lab, etc.)
 - Individual grants if necessary
 - Job specs (# originals, # copies, SS/DS, color/monochrome, etc.) – see above
 - Billing amounts broken down by PIN/ID# – see above
 - Student Chargebacks/billing:
 - Students may purchase copies, prints, and scans using credit cards, debit cards and/or the College's purchasing card on "Vend" enabled devices (see attached list). In addition, printers in the library and in designated labs should accept Cash. The College owns [insert number] card reader/cash controllers, which may be used to enable, vend printing. Vendors are responsible for providing necessary wiring harnesses and may substitute alternate controllers.

Pay Only for Copies Made

The College expects to only pay for copies used. If the quantity of a print or copy run is changed during the run, or if the copy or print run is cancelled during the run, it is imperative that the device counter immediately adjust charges to remove the cost of unmade copies.

Reset Counters After Each Job

The copies-per-original command must reset to zero after each job is completed.

Vend Copiers

Machines labeled "Student Use" should be considered Vend copiers and are located in the Library and in various labs. Students must be able to print to and make copies on these devices using a variety of charge back methods. These include but are not limited to:

- Student Maroon Cards
- Credit cards
- Debit cards
- Cash

Faculty and staff must also be able to produce prints from electronic files and copies from these devices using their administrative PIN and/or ID numbers.

The College owns and uses Equitrac to track some elements of copier and printer use. Equitrac will be available for vendor use in the billing system, however it is expressly understood that Vendors opting to use the Equitrac system assume responsibility for programming and for acquiring and installing upgrades as they are released.

The college also owns several card controllers, which may be used by vendors. A list is included in the Appendix.

Site Visits

Vendors may make site visits to view the placement of existing equipment; however, those visits must be coordinated with Jacob A. Jackson and/or a member of his staff.

Award and Implementation

Proposals for the Roanoke College Campus Multifunction Device and Production Equipment RFP will be accepted until **3:00 p.m., May 2, 2014**. The College expects to have completed the evaluation process by **June 16, 2014**, and make an award shortly thereafter. The successful Vendor will develop and present to Roanoke College administration a complete and comprehensive statement of work (SOW) detailing installation and training dates within 10 days of notification of award of this agreement. The successful Vendor is expected to fully and completely comply with each and every element included in their response.

Proposals must be in writing and include the following information:

- A completed specification package (pages 18 – 41 of this document).
- A completed specification recap (See Appendix).
- A proposal detailing cost-per-copy rates, volume requirements, and other costs.
- A detailed list of equipment to be placed and their locations.
- Copies of Underwriters Labs (UL) or Bertl reports for proposed equipment.
- Detailed equipment specification information on all equipment being proposed, including the date the product was introduced and the manufacturer's best estimate of the product life cycle.
- A written assurance from the Vendor that upgrade and replacement parts will be available through the life of the agreement.
- The names and contact information of company principles and contacts through the regional level, including sales, service, supply, and management personnel.
- The names and contact information of at least five clients similar in size to the College, including at least two clients that are institutions of higher education.

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- A training schedule.
 - References, including at least three installations consisting of at least 25 devices in colleges and/or universities.

Proposals are to be delivered by **3:00 P.M. on May 2, 2014** to:

Mr. Jacob A. Jackson `02
Director of IT Business Services
Information Technology
221 College Lane Salem
Virginia 24153
P: 540-375-2026
jjackson@roanoke.edu

The evaluation of responses will be based on the Vendor's ability to meet the requirements outlined in this document at a competitive price; however, low price will not be the sole determinant. The College may, at its discretion, require financial, organizational, and operational information.

Intent to Respond

Vendors must indicate **intent to respond** by sending an e-mail or a FAX to Jacob A. Jackson by the close of business on **April 4, 2014**. The message need only provide the Vendor/Company name, the name of the representative, and an indication of the Vendor's intent to respond to this RFP. Vendors who fail to indicate intent to respond may not receive addenda and/or specifications changes information if they occur. Proposals from Vendors that fail to indicate intent to respond may be omitted from the evaluation process.

Proposal Instructions

Address Instructions

Suppliers should prepare an original written proposal and three (3) copies signed by an officer of the company who is authorized to bind the company by contract. Such proposals should be submitted in a sealed envelope marked **Campus Multifunction Device and Production Equipment RFP** and addressed to the following:

Mr. Jacob A. Jackson `02
Director of IT Business Services
Information Technology
221 College Lane Salem
Virginia 24153
P: 540-375-2026
jjackson@roanoke.edu

An additional complete copy of each vendor's proposal should be forwarded to:

Ray Chambers
Chambers Management Group
1420 Westview Drive
Christiansburg, VA 24073

Or forwarded electronically to: chambersmanagementgroup@earthlink.net

Delivery

Completed proposals must be received by the College at the above address no later than **3:00 P.M., May 2, 2014**. Facsimile transmissions are not acceptable. Proposals submitted or received after that date will not be accepted or considered. Bidders may submit changes or addenda to their response in writing, signed in original ink by the original proposal signatory, and cross-referenced clearly to the relevant proposal section, in a sealed envelope, prior to the proposal due date. Such changes or addenda must meet all requirements for the request for proposal. No changes are permitted after the proposal due date. Proposals may be withdrawn up to 48 hours after the proposal due date. The method of transmittal of the proposal is at the Supplier's risk. Submitting a copy of the proposal to Chambers Management Group is required but does not satisfy the requirement for sealed copies to be received by the College at its Salem, VA location by the date and time noted above.

Proposal Format

Proposals should be prepared simply and economically, providing a straightforward, concise description of the Supplier's ability to meet the requirements of the RFP. Sections must be tabbed and pages numbered in the same sequence as requested within the RFP. If a specification is not applicable, or if there is no response, so state.

Decisions Regarding Proposals

Roanoke College reserves the right to:

- Make all decisions regarding this proposal, including, without limitation, the right to decide whether a proposal does or does not substantially comply with the requirements of this RFP.
- Accept, reject, or negotiate modifications in any terms of Supplier's proposals or any parts thereof.
- Reject any or all proposals received.
- Waive any irregularity or technicality within a Supplier's proposal.

Roanoke College shall not be responsible for any cost incurred by the Vendor in the preparation of this proposal. It must be specifically understood that this RFP does not create any obligation on the part of Roanoke College to enter into any contract or undertake any financial obligation with respect to the requirement referred to herein. Any Vendor who expends time or money prior to award, does so at the Supplier's own risk and expense. The Vendor understands that, if selected, Roanoke College reserves the right to provide its opinion publicly and privately regarding the Supplier's performance.

Pre-Bid Conference

A mandatory pre-bid conference is scheduled for 2:00 P.M. Wednesday, April 9, 2014 in order to answer Vendor questions concerning equipment expectations and the RFP process. This is an opportunity for potential RFP recipients to ask questions and clarify anything pertaining to this RFP. The conference will take place at **Roanoke College in the Colket Student Center, Room 111 (Pickle Lounge)**.

Please confirm the number of individuals from your organization planning to attend the pre-bid conference. Confirmation may be faxed or emailed to Jacob A. Jackson no later than noon, **April 4, 2014**. We encourage all interested Vendors to email any pre-bid questions in advance to Jacob A. Jackson, to ensure accurate and timely answers are provided at the conference.

Bidder Inquiries

No negotiations, decisions, or actions shall be executed by any Vendor as the result of any oral discussions with any Roanoke College employee. Only those transactions that are in writing shall be considered valid. Facsimile inquiries are acceptable. Roanoke College shall only consider communications from bidders that are in writing or emailed.

Inquiries, proposals, comments, and notifications including the notification of intent to attend the pre-bid conference must be submitted to:

Mr. Jacob A. Jackson `02
Director of IT Business Services
Information Technology
221 College Lane Salem
Virginia 24153
P: 540-375-2026
jjackson@roanoke.edu

Answers to Vendor inquiries will be made available in writing to all RFP recipients. Please include a return facsimile number or email address to facilitate a response.

RFP Enhancements

RFP recipients are encouraged to provide Roanoke College with useful information that will improve the quality and/or price of all RFPs. In the event that an RFP recipient shares such useful information with Roanoke College and such information requires a modification of the specifications, all RFP recipients will be notified of the information and the amendment to the specifications and be entitled to modify their RFP response, only with respect to the modification of the specifications, within a period of time stipulated by the College.

Vendor Presentations

Part of the bid/proposal evaluation process may include a formal presentation from the selected highest-ranking respondent(s). If invited, Suppliers should use this presentation to provide evaluators with further insight regarding their proposal and to clarify any issues that may exist.

Vendors may be invited to provide test/trial equipment for on-site evaluation. If requested, Vendors are expected to provide a fully functional device with all required features in the 30 to 40 copy-per-minute range for on-site evaluation.

Review Criteria

Roanoke College will review all valid proposals with particular emphasis on:

1. Supplier's record of performance and service for similar accounts in terms of number of devices deployed, volumes observed, multiple discrete locations supported, and emphasis on network connectivity. Experience servicing institutions of higher education is preferred.
2. Supplier's conformance to RFP specifications, requirements, terms, conditions, provisions, and responses to criteria for award as outlined within the RFP.
3. Extent of Supplier's experience, stability, supporting resources, and management.
4. Supplier's overall financial package including early payment discounts.
5. Cost of goods and/or services to be purchased by the College.
6. Supplier's financial stability. Evidence of financial ability to meet operational requirements. Include a bank reference for your organization and audited financial reports for the past three (3) years. Please do not bind these documents with the main portion of your proposal. Suppliers must include these documents in the prepared proposal package.
7. Proposals outlining: a) Approaches to handle equipment that is owned by Roanoke College such as replacement/trade-in or plans to integrate said equipment into the program. b) Means of integrating devices currently on active lease into the program for devices previously provided by your firm. c) Means of integrating devices currently on active lease into the program previously provided by competitors.

Proposal Validity

Proposals should be considered valid for at least 180 days from the proposal submission deadline or as mutually agreed between the parties.

Proprietary Information

Information provided in your response to this RFP will be held in confidence and will not be revealed or discussed with competitors. All material submitted becomes the property of Roanoke College and may be returned only at the College's option. Proposals submitted become the property of Roanoke College and may be reviewed and evaluated by College personnel and/or agents or consultants of the College, except for competitors, at the discretion of Roanoke College regardless of statements contained within the Supplier's response to the contrary. Roanoke College reserves the right to use any or all concepts presented in any reply to the RFP. Selection or rejection of a proposal does not affect this right.

Information provided by Roanoke College to the requesting Vendor for the purpose of providing a response to the RFP is the property of the College. As such, said information is to be kept in

strictest confidence and used only for the intended use of this RFP. This RFP shall not be distributed to others without the express written consent of Roanoke College.

Additional Specifications-Copiers/MFDs

Service/Maintenance Specifications

1.1 Service

Service must be performed in a manner consistent with accepted industry standards and is to be defined as preventive maintenance, emergency calls, parts and all other services required to keep the devices fully operational and maintained in good working order, including network printing, in the current environment. The College may prioritize service calls if necessary. Otherwise, service calls will be performed chronologically. The awarded Vendor must maintain complete service records detailing the device serviced, response time, time needed to affect the repair and the problem diagnosed. A provision for a backup (loaner) device should be made for those repairs requiring more than 3 days to complete. Devices experiencing more than three (3) service calls in a given month for the same issue will be replaced with a like-for-like device at no additional expense to the College at the request of the College.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

1.2 Hours of Service

Vendors must provide on-site service during the College's normal operating hours of 8:00 A.M. to 4:30. P.M.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

1.3 After Hours Service

After hours service must be available from a qualified service technician. Vendor to quote cost for services provided outside normal working hours, including night and weekend service.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

1.4 Maximum Response Time

Vendor to indicate a standard maximum time to respond to requests for on-site service. Preference will be given to Vendors able to respond by being on site in three hours or less. In no case shall the Vendor fail to respond on site by the close of business on the day the call is placed for calls placed before noon, or by noon of the following business day for calls placed after noon.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

1.5 Service Call Notification

The Vendor/Service Person is responsible for notifying the College when service calls are made. In the event that a College employee is not present when the Service Person departs, the Service Person must leave a ticket showing the date, time of departure, and status of the machine in a conspicuous location. Vendor and College personnel will develop the response ticket jointly.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

1.6 Training/Certification of Service Personnel

Service personnel must meet the certification requirements of the manufacturer and have completed the required training for the equipment being serviced. Please specify certification levels and training for your service personnel.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

1.7 Preventive Maintenance

Vendor to specify how and when preventive maintenance (PM) is to be performed. Customers will be notified at least one business day in advance of planned preventive maintenance.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

1.8 Reporting

The Vendor will provide a report in paper and electronic format for each billing cycle detailing service calls by device, location, and source/type of problem. The report must include a plan to resolve persistent problems. Specific details of the report should include monthly average response time to service calls, elapsed time to repair, identification of any devices requiring three (3) or more service calls, the nature or description of the service provided or problem/failure encountered, copy volume for each device, and a listing of the devices installed during the billing cycle.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

1.9 Recurring Service Problems

Machines experiencing more than three service calls per month will be replaced with a like-for-like machine at no additional expense to the College.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

1.10 Factory Certified Staff

The Vendor agrees to provide factory certified service for the entire time the equipment is in place at Roanoke College. In the event that service or parts for any piece of equipment are no longer available, the Vendor agrees to provide a replacement device having comparable functionality and operating specifications at no additional cost to the College.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

1.11 Delayed Parts and Service

In the event that service and/or parts for any equipment placed under this agreement are not available within two business days, the Vendor agrees to provide a like-for-like replacement of the device at no additional cost to the College by the end of the third business day. In the event that a like-for-like replacement is not available, the Vendor agrees to install a “loaner” device with comparable functional and operational specifications at his/her expense and leave the loaner in place until the original device is repaired or replaced to the satisfaction of the College.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

1.12 Parts and Supplies on Site

To ensure continuity of service, the Vendor is required to maintain on site a minimum of two-weeks inventory of toner and other consumable supplies and frequently needed parts for all machines placed and/or serviced under the terms of this agreement.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

Administrative Specifications

2.1 Term of Agreement

Our intent is to award a contract for four years with options to renew for up to two additional one-year periods subject to mutual agreement of the parties.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.2 Price Escalation

Equipment acquisition, service, maintenance, and supply prices should be firm for the initial term (five years) of this agreement. Price escalation in subsequent one-year terms shall be limited to a maximum of 5% more than the prior term's price.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.3 Price Decreases

In the event of a price decrease to the general trade during the term of the agreement or subsequent extensions, such decreases must be allowed to the College for all components included in this agreement.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.4 Acquisition from Other Sources

The College reserves the right to acquire equipment from other sources should the College determine that the contractor's offered equipment does not meet the specific need of a particular customer within the College.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.5 Suitability of Installation

Vendors will be provided historical use data where it is available and will be expected to place machines that are capable of reliably producing that volume economically and efficiently. In the event that the volume increases or decreases, the machine may be, upon agreement by the College and the Vendor, replaced by a different machine that matches the new volume.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.6 Engineering Changes

When the manufacturer of the equipment releases engineering changes, safety changes or product improvements at no cost to the general trade that improves the performance and/or safe operation of the equipment (and while the equipment is still under maintenance service coverage), the contractor must make these improvements available to the College and must maintain the released engineering changes at current level at no increase in cost to the College.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.7 Quarterly Contract Review

The Vendor and representatives of the College will meet quarterly to discuss Vendor performance. Vendors will be expected to provide data on device placement and performance including multiple service calls (see item #1.7).

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.8 Software Upgrades and Changes

The Vendor shall be responsible for providing the most recent versions of all operating firmware, software, print drivers, spoolers, and print languages including PCL and Adobe® PostScript®. The Vendor is responsible for providing certified network and technical support to ensure compatibility with Roanoke College's technology systems, network protocols, and operating procedures.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.9 Demonstrations

The Vendor shall, if requested by and at no expense to the College, demonstrate to the College at least two installations using the equipment being proposed under actual operating conditions. Showroom or factory demonstrations do not meet the intent of this specification. In the event that the equipment is not available for observation, the Vendor may at the College's discretion be required to provide one or more units of the same type being proposed an for on-site trial at the College.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.10 Delivery Requirements

All items to be procured by the College as a result of this RFP shall be quoted F. O. B. destination, freight prepaid.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.11 Equipment Removal Requirements

The removal costs for all equipment installed at the College will be the responsibility of the Vendor.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.12 Warranty

Proposals shall include the exact periods of on-site warranty coverage for both parts and labor for all proposed equipment.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.13 Installations

The Vendor is required to perform all installations and verify operation of the equipment with the College. Requests to install or remove devices and network printing components are to be completed within 30 calendar days of order.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.14 Statement of Work

The Vendor will provide a written statement of work detailing the proposed installation schedule. The College must approve the final installation schedule.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.15 Learning Environment

It is expressly understood that the College is a place of teaching, research, and learning. Installations and service activities will be carried out in such a way as to minimize interruptions and disruptions to teaching and learning activities.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.16 Waste Material Removal

Vendor is expected to remove all waste packing materials promptly following installation of equipment.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.17 Manufacturer's Certification

All proposals shall include documentation from each manufacturer of equipment being offered under the terms of this agreement certifying that the Vendor is a *bona fide* dealer for that manufacturer's products and that the dealer is authorized to submit a proposal on such equipment.

-
- ☐ **Exactly as specified.**
 - ☐ **Other than specified as follows:**

2.18 Training

On-site training shall be provided for each machine at vendor expense. Training to include operation of all features including copy modes, print modes including duplexing and envelope printing where appropriate, FAX operations, and scanning where available is required. Follow-up training throughout the life of this agreement is expected.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.19 Additional Training

Training by manufacturer-certified trainers must be available throughout the life of this agreement.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

2.209 Cancellation

The agreement may be cancelled by either party upon 90-day written notice.

- ☐ **Exactly as specified**
- ☐ **Other than specified as follows:**

Billing Specifications

3.1 Internal Copy Control Process

All copiers/MFDs shall include an internal copy control process to gather use data and account information electronically from users. The copy control process must work seamlessly with both Macintosh and Windows operating systems.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

3.2 Delivery of Consolidated Monthly Statement

Vendor will provide one consolidated monthly statement in both paper and machine-readable formats. Microsoft® Excel® is the preferred machine-readable format; however, an editable comma- or tab-delimited file is acceptable.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

3.3 College-wide Pool

The Vendor may establish minimum quantities for the purpose of placing devices; however, the College expects the overall cost-per-copy price to be determined by the gross volume of all covered machines in a College-wide pool. Price incentives based on overall volume and a campus-wide minimum volume requirement are preferred.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

3.4 Overage Charges

The Vendor shall establish a cost-per-copy for all FAX, copier, and laser prints made in excess of the minimum pool quantity. It is expected that the cost-per-copy for this “overage” will be substantially lower than the cost-per-copy charged below the minimum.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

3.5 Consolidated Monthly Statement Format

The consolidated monthly statement shall include: machine model, serial number, location, beginning meter reading, ending meter reading, service clicks charged, net copy volume, time periods of reports, and cost-per-copy for each device installed under the terms of this agreement. Estimated charges are to be clearly identified.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

3.6 Payment Terms

Payment terms are to be net 60 days. It is expressly understood that no late penalty fee will be imposed until after 60 days from the date of the invoice.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

3.7 Billing Address

Invoices must be sent to:

Ms. Sue Tryon
Print Shop Coordinator
Information Technology
221 College Lane Salem
Virginia 24153

The College must not be penalized in any way for invoices not properly addressed.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

3.8 Service Copies

Charges for copies made during the installation, maintenance, and/or repair of equipment will be deducted from clicks charged and credited on the consolidated billing statement for the billing cycle.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

3.9 Paper Consumed in Service

Paper consumed while servicing equipment shall be replaced with like-for-like quality paper when consumption exceeds 100 sheets on any one service call.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

3.10 Collecting Use Data

The Vendor is responsible for establishing and using a process to collect meter readings and other billing information on a regular monthly cycle. An on-line process is preferred (see Meter Reads and Data Collection (Page 8) and Billing/Charge Back/Job Tracking System Desired Features and Functionality (Page 9) for details.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

3.11 Pay Only for Copies Made

The College expects to only pay for copies used. If the quantity of a print or copy run is changed during the run, or if the copy or print run is cancelled during the run, it is imperative that the device counter immediately adjust charges to remove the cost of unmade copies.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

3.12 Reset Counters After Each Job

The copies-per-original command must reset to zero after each job is completed.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

3.13 Internal Copy Control Process

All devices are to include an internal copy control process to gather printer and copier use and account information electronically from Macintosh® and Windows® applications. Please describe system to be used.

- () **Exactly as specified.**
 () **Other than specified as follows:**

3.14 Charges for Scans

Scanning and other functions that do not cause an image to be placed on a substrate shall not be subject to a cost-per-copy charge.

- () **Exactly as specified.**
 () **Other than specified as follows:**

Equipment Specifications – All copiers

4.1 Machine Capacities (minimum output speed)

Devices will be configured based on historical average monthly volumes; however, in some cases the College may specify the placement of a device capable of somewhat higher output than the average monthly volume would indicate.

Segment	Ave Mo Volume				CPM		
	From		To		From		To
1		⇒	999		11	⇒	20
2	1,000	⇒	4,999		21	⇒	30
3	5,000	⇒	14,999		31	⇒	40
4	15,000	⇒	29,999		41	⇒	69
5	30,000	⇒	49,999		70	⇒	90
6	50,000	⇒	and up		91	⇒	and up

- () **Exactly as specified.**
 () **Other than specified as follows:**

4.2 Duty Cycles/Recommended Monthly Volume

The Vendor will provide manufacturer's recommended monthly duty cycles and/or recommended monthly volume data for each proposed device.

- () **Exactly as specified.**
 () **Other than specified as follows:**

4.3 Electronic Auditing/Billing

Electronic auditing/billing with the capacity to track at least 500 accounts is required for each device.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.4 Internal Copy Control

All equipment is to include an internal copy control process to gather printer and copier use and account information electronically from Macintosh, Windows, and Unix platforms. Please describe system to be used.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.5 Reduction and Enlargement

All machines must have reduction and enlargement capabilities. Vendor to list reduction and enlargement range in this proposal.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.6 Copy Rotation

Copy rotation and electronic sorting capabilities are required.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.7 Paper Trays

Removable paper trays of at least 250-sheet capacity are required for each paper size.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.8 Output Resolution

Copier/printer equipment must be capable of at least 600 x 600 output resolution.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.9 Network Compatibility

Copier/printer equipment must operate seamlessly with Roanoke College's network architecture.

Contract can/will be voided if all network printing problems cannot be resolved to the satisfaction of the Roanoke College Network Manager and/or the Director of Technology Operations. These include, but are not limited to, failure to recognize output from different platforms, inability to gather electronic print information from all potential users, and other compatibility issues. Vendor will be asked to demonstrate network compatibility and cross-platform performance before the final agreement is approved.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.10 Required File Compatibility

Copier/printer equipment must be capable of processing files in current versions of PCL, Adobe Acrobat®, and Adobe Postscript®.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.11 Identification Number

An identification number, which is linked to a billing account, is required for all work submitted either manually or electronically.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.12 Print Queues

The College must have the ability to set print queue preferences (multiple jobs from same source) and to manage work originating from multiple sources (i.e., FAX, walk-up, or on-line) on multi-function devices.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.13 Remote Diagnostics

Internet-based remote diagnostics and status reporting that allows a remote administrator to check paper and toner levels, operational status, and activities is required.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.14 FAX

FAX capabilities required. Vendor to describe FAX specifications.

-
- ☐ **Exactly as specified.**
☐ **Other than specified as follows:**

4.15 Surge Protection

All devices must have surge protectors or similar protection consistent with accepted industry standards.

- ☐ **Exactly as specified.**
☐ **Other than specified as follows:**

4.16 Scanning

Required scanner features:

- Scan to e-mail.
- Scan to file.
- Scan to print.
- Fully compatible with the College's operating systems and network.

Preferred scanner features:

- Double-sided scanning.
 - Color scanning capabilities.
 - High resolution, up to 600 dpi preferred.
 - Ability to identify document type (photo, text, printed document, etc.).
- ☐ **Exactly as specified.**
☐ **Other than specified as follows:**

4.17 Scan Formats

All devices must have the ability to scan to various file formats including, but not limited to multiple page PDF, OCR/PDF, TIFF, and JPEG.

- ☐ **Exactly as specified.**
☐ **Other than specified as follows:**

4.18 Scan to External Storage

Preference will be given to devices with the ability to scan to the network server or attached USB drive.

- ☐ **Exactly as specified.**
☐ **Other than specified as follows:**

4.19 Paper Weights

All machines to be able to process paper of up to 90-pound index basis weight stock from the installed paper trays.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.20 Print Controller

Print controller with at least 1 GB of RAM required on each device.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.21 Operating System Compatibility

Copier/printer equipment must be compatible with all common operating systems, including but not limited to Unix, Windows®, and Macintosh® OS X®. Compatibility means full functionality for all features of the device, including but not limited to scan to storage, electronic billing, and laser printing. The Roanoke College Director of Information Technology is the final authority on whether a device meets compatibility requirements.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.22 Print Drivers

Print drivers must be available for all existing Roanoke College computing equipment, including equipment running on Unix, Windows®, and Macintosh® OS X®, as well as custom systems developed by the College.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.23 Driver Upgrades

Print drivers must be upgraded at no expense to the College as required to maintain compatibility with upgraded operating systems.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.24 Security

All devices must possess a security feature(s) that prevents files remaining on the hard drive of the device from being accessed by unauthorized individuals.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

4.25 Security

The Vendor will alert the Roanoke College Director of Information Technology of all security bulletins, notices, announcements, or any other communication describing vulnerabilities that could cause or facilitate a security breach on all equipment installed under this agreement.

- ☐ **Exactly as specified.**
☐ **Other than specified as follows:**

4.26 Functionality in the Event of Network Problems

All devices deployed must be capable of walk-up operation even if network printing problems exist.

- ☐ **Exactly as specified.**
☐ **Other than specified as follows:**

4.27 Electronic Billing

Preference will be given to devices with electronic auditing/billing capabilities.

- ☐ **Exactly as specified.**
☐ **Other than specified as follows:**

4.28 Automatic Document Feeder (ADF)

Scanner with automatic document feeder required:

- Minimum capacity of at least 50 sheets of 8 1/2 x 11 sub 20 bond paper
- Scan rate that is at least 80% of the rated output prints per minute.
- Capability to make multiple prints from one scan.
☐ **Exactly as specified.**
☐ **Other than specified as follows:**

**Additional Specifications – Copiers/Multi-function Devices Producing 5,000
Copies per Month and More**

5.1 Paper Capacity

Must have removable paper trays of at least 500-sheet capacity for each paper size. Preference will be given to models with at least 2,000-sheet capacity.

- ☐ **Exactly as specified.**
☐ **Other than specified as follows:**

5.2 Paper Capacity

At least four paper trays preferred.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

5.3 Stapling/Stitching

On-line stapling/stitching required.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

5.4 Duplex

Single-pass duplex capability required.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

5.5 Extra Memory

Copier/printers of 40 cpm to have memory capacity of at least 5 GB capacity.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

5.6 Hard Drive

A hard drive of at least 10 GB capacity is required for all copier/MFDs connected to the network and used for distributed printing.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

5.7 Hard Drive Security

When a hard drive, a copier/MFD with a hard drive, or any memory storage media is removed under the terms of this agreement, it must be sanitized of all data that may have been stored on the device. It must be degaussed, destroyed, or sanitized using a method approved by Roanoke College's Information Technology Services.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

5.8 Input Size

Source original size to be 11" x 17".

-
- ☐ **Exactly as specified.**
 - ☐ **Other than specified as follows:**

5.9 Output Size

Machines must be capable of producing prints/copies up to 11 x 17 inches in size online and at all times. 11 x 17 prints from an auxiliary tray not acceptable unless agreed to in advance.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

Additional Specifications – Copiers/Multi-function Devices Producing 10,000 Copies per month and more

6.1 Automatic Document Feeder

The automatic document feeder must have a minimum capacity of at least 100 sheets of 8.5" x 11" sub 20 lb. bond paper.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

6.2 Paper Capacity

Must have expanded paper capacity. Preference given to models with at least a 2,000-sheet capacity.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

6.3 Enhanced Storage

Equipment of 40 cpm to have memory capacity of at least 5 GB capacity.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

Cost-per-Copy Specifications

7.1 Cost-per-Copy Components

Cost-per-copy to include the costs of labor and travel and supplies and replacement parts, including but not limited to toner, developer, fuser supplies, drums, blades, organic photo

conductors, safety retrofits, rollers, belts, corona wires, platens, sensors, lenses, lubricants, preventive maintenance kits, software and upgrades, programming, emergency calls, staples and staple wire, and all other parts necessary to repair the machines when the repairs aren't caused by abuse or neglect. **Paper and other print media costs are not to be included.**

- ☐ **Exactly as specified.**
☐ **Other than specified as follows:**

7.2 Cost-per-Copy Components

Charges for shipping, installation, except for network connectivity and electric current and voltage requirements, and training shall be included in the cost-per-copy rate.

- ☐ **Exactly as specified.**
☐ **Other than specified as follows:**

7.3 Cost-per-Copy Limitations

Cost-per-copy pricing is required for all distributed devices in the copier/MFD fleet. It is not required for the production equipment (sections 8.1 through 8.7).

- ☐ **Exactly as specified.**
☐ **Other than specified as follows:**

Digital Production Devices

Vendor is to propose a mix of machines and controllers to produce Print Shop' workload. Print Shop produces approximately 480,000 black and 170,000 color images annually. The current production inventory includes one Ricoh Pro110 monochrome production printer, a Ricoh MP C6000 color device, and a Ricoh MP C3300.

Vendor Name	Model	CPM	End Lease Date	Est Annual Copies
Ricoh	MP C3300	33	9/30/14	29,742
Ricoh	MP C6000 E-7100	60	9/30/14	169,194
Ricoh	Pro 1106EX	110	9/30/14	482,910

Print Shop Production Volume

The College requires redundancy and prefers a mix of two monochrome devices of appropriate size, a color engine of at least 50 CPM, and a second color device capable of at least 25 CPM for color overflow and walk-up use.. The primary color device must have an external color (Fiery or College-approved substitute) controller. Color matching and color quality are high priority requirements.

8.1 Image capture: Scan Station on each device

- At least 600 x 600 dpi scan resolution.
- Scan both color and monochrome images.
- Accept at least 100 sheets of sub 20 bond 8 1/2 x 11 paper.
- Scan at a rate of at least 60 ppm in duplex mode.
- Be able to scan front-to-back originals in a single pass.
- Be able to process originals in 1:2, 2:2, and 2:1 modes.
- Minimum scan sheet size = 3 x 5 inches (Vendor to provide production speed for this size).
- Be able to scan documents of up to 12 x 18 inches in size (Vendor to provide production speed for this size).
- Be able to scan documents on at least sub 16 bond paper.
- Be able to scan documents on up to sub 110 index paper.
- Be able to capture and store images in PostScript, multi-page PostScript, Adobe PDF formats, multi-page Adobe PDF, OCR/PDF, and multi-page TIFF formats.
- Be able to intermix scanned images with those submitted electronically.
- Process and store both B&W and color files for future production.
- Be able to reduce and enlarge – Vendor to indicate maximum and minimum percentages of enlargement and reduction.

8.2 Image capture – Network

- Must interact seamlessly with the College's network architecture.
- Must support TCP/IP, as well as all network systems in use by the College.
- Must be able to process incoming files in native software, including but not limited to MS Word, Excel, Power Point, Page Maker, InDesign/Creative suite 2 and 3, and Quark Xpress; as well as PostScript and native Adobe PDF formats.
- Must be able to mask or crop all four edges.
- Must be able to shift the image for line-up and front-to-back registration.
- Must create digital production files that may be immediately printed and/or stored for future production.
- Must be able to rotate, crop, scale, screen, and de-screen photographs/halftones.
- Be able to add text logos, page numbers, and other images to photos.
- Be able to scan while printing.
- Must be able to reorder, add and delete pages, interpose printed pieces, covers, and dividers, and "AutoSplit" pages between color and monochrome engines.

- Must be able to accept incoming work on USB (thumb) drives, disks including CD-ROMs and DVDs, network connection, and hard copy via Macintosh and PC platforms with full functionality.
- Must have variable reduction and enlargement – Vendor to indicate ranges.

8.3 Monochrome Production Print Controller

- Must have the ability to accept and process work in Adobe PostScript Level 3, Adobe PDF, HP PCL, TIFF, ASCII, VIPP, and other page description language formats.
- Be fully compatible with Macintosh OS-X 10.0 and up, Microsoft Windows (2000, and XP/XP Pro).
- Must have the ability to process files from scanned hardcopy.
- Must have the ability to intermix multiple formats (e.g., scanned, PDF).
- Must have the ability to process variable print output (i.e., merge data streams to produce customized documents). Vendor to describe proposed system.
- Be capable of printing one job while preparing another.
- Must have ability to store jobs after printing.
- Ability to use existing job library.
- Must have multiple print queues.
- Must have the ability to drive multiple print engines.

8.4 Monochrome Production Engine(s)

- Minimum speed of 105 CPM.
- Minimum 1200 x 1200 dpi print resolution.
- Ability to print at least sub 16 bond paper.
- Ability to print up to and including sub 110 index paper.
- Ability to print transparency stock.
- Ability to print index tabs.
- Ability to print up to 12 x 18 inch stock.
- At least four adjustable paper trays with a total capacity of 4,000 sheets of 8 1/2 x 11 paper.
- At least two post-fuser inserting stations.
- On line stapling/stitching capable of stapling at least 60 sheets of sub 20 bond paper in at least two positions.
- On line saddle stitching with face trim and a capacity of at least 20 sheets of sub 60 offset coated or uncoated stock.
- At least 5 GB of internal storage.
- On line punching with the ability to accept interchangeable dies. Vendor to list dies available.
- On line folding, finishing capabilities
- Automatic duplexing

- Ability to run pre-punched paper and specialty stocks (crack n peel, t-shirt transfers, labels, NCR)
- Manufacturer's monthly duty cycle of at least 1.5 million copies.
- At least one machine with perfect bind capability.

8.5 Color Print Controller

- Must have the ability to accept and process work in Adobe PostScript Level 3, Adobe PDF, HP PCL, TIFF, ASCII, VIPP, and other page description language formats.
- Be fully compatible with Macintosh OS-X 10.0 and up, Microsoft Windows (2000, and XP/XP Pro).
- Be fully compatible with Microsoft Windows (all versions).
- Must have the ability to process files from scanned hardcopy.
- Must have the ability to intermix multiple formats (e.g. scanned, PDF).
- Must have the ability to process variable print output (i.e. merge data streams to produce customized documents). Vendor to describe proposed system.
- Be capable of printing one job while preparing another.
- Must have ability to store jobs after printing.
- Ability to use existing job library.
- Must have multiple print queues.

8.6 Color Production Engine(s)

- Native resolution of 2400 x 2400 dpi.
- Scan resolution of 600 x 600 dpi.
- Manufacturer's monthly duty cycle of at least 200,000 copies.
- Digital workflow.
- Electronic job storage and retrieval.
- Ability to use existing job library.
- High-speed scan station.
- Image assembly including booklet imposition and image editing.
- Multiple job queues.
- PCL, PostScript level 3, IFF, and native PDF capabilities.
- 8 1/2 x 11 production speed of at least 50 CPM.
- At least 12x18 maximum sheet size.
- At least sub 16 bond paper fed through a paper tray.
- At least sub 60 coated or uncoated offset maximum paperweight through a paper tray.
- Ability to print transparency stock.
- Ability to print index tabs.
- On line folding, finishing capabilities.
- On line saddle stitching with face trim and a capacity of at least 20 sheets of sub 60 offset coated or uncoated stock.
- On-line stapling required.

- External RIP required. Vendor to indicate proposed RIP and complete specifications.
- Ability to run pre-punched stocks and specialty stocks (crack n peel, t-shirt transfers, labels, NCR).

8.7 Data Storage

- Proposed system must be able to store files in existing electronic job storage system.
- Proposed system must provide electronic file storage capabilities with a flexible naming convention.

8.8 Data Conversion

- It is recognized that there may be a need to convert the existing library. Where appropriate, proposal is to detail process required.

Service/Maintenance Specifications – Production Equipment

9.1 Service

Service must be performed in a manner consistent with accepted industry standards and is to be defined as preventive maintenance, emergency calls, parts and all other services required to keep the devices fully operational and maintained in good working order, including network printing, in the current environment. The College may prioritize service calls if necessary. Otherwise, service calls will be performed chronologically. The awarded Vendor must maintain complete service records detailing the device serviced, response time, time needed to affect the repair and the problem diagnosed. A provision for a backup (loaner) device should be made for those repairs requiring more than 3 days to complete. Devices experiencing multiple service calls must be returned to full functionality, to the satisfaction of the College, or they will be replaced with a like-for-like device at no additional expense to the College.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

9.2 Hours of Service

Vendors must provide on-site service during the College's normal operating hours of 9:00 A.M. to 7:00. P.M.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

9.3 After Hours Service

After hours and weekend service must be available from a factory certified service technician. Vendor to quote cost for services provided outside normal working hours, including night and weekend service.

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- ☐ **Exactly as specified.**
 - ☐ **Other than specified as follows:**

9.4 Maximum Response Time

Vendor to indicate a standard maximum time to respond to requests for on-site service.

Preference will be given to Vendors able to respond by being on site in three hours or less, In no case shall the Vendor fail to respond on site by the close of business on the day the call is placed for calls placed before noon, or by noon of the following business day for calls placed after noon.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

9.5 Training/Certification of Service Personnel

Service personnel must meet the certification requirements of the manufacturer and have completed the required training for the equipment being serviced. Please specify certification levels and training for your service personnel.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

9.6 Preventive Maintenance

Vendor to specify how and when preventive maintenance (PM) is to be performed. Customers will be notified at least one business day in advance of planned preventive maintenance.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

9.7 Reporting

The Vendor will provide a report in paper and electronic format for each billing cycle detailing service calls by device, location, and source/type of problem. The report must include a plan to resolve persistent problems. Specific details of the report should include monthly average response time to service calls, elapsed time to repair, identification of any devices requiring three (3) or more service calls, the nature or description of the service provided or problem/failure encountered, copy volume for each device and a listing of the devices installed during the billing cycle.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

9.8 Factory Certified Staff

The Vendor agrees to provide factory certified service for the entire time the equipment is in place at Roanoke College. In the event that service or parts for any piece of equipment is no

longer available, the Vendor agrees to provide a replacement device having comparable functionality and operating specifications at no additional cost to the College.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

9.9 Delayed Parts and Service

In the event that service and/or parts for any equipment placed under this agreement are not available within two business days, the Vendor agrees to provide a like-for-like replacement of the device at no additional cost to the College by the end of the third business day. In the event that a like-for-like replacement is not available, the Vendor agrees to install a “loaner” device with comparable functional and operational specifications at his/her expense and leave the loaner in place until the original device is repaired or replaced to the satisfaction of the College.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

9.10 Parts and Supplies on Site

To ensure continuity of service, the Vendor is required to maintain on site at each location, a minimum of two-weeks inventory of toner and other consumable supplies and frequently needed parts for all machines placed and/or serviced under the terms of this agreement.

- ☐ **Exactly as specified.**
- ☐ **Other than specified as follows:**

- end -

Appendix