



REQUEST FOR PROPOSAL

COPIER/PRINTER MULTIFUNCTIONAL DEVICES

FOR THE UNIVERSITY OF MAINE PRINTING AND MAILING SERVICES

RFP #19-10

**ISSUE DATE:
FEBRUARY 24, 2010**

**PROPOSALS MUST BE RECEIVED BY:
MARCH 16, 2010**

MAIL OR DELIVER PROPOSALS TO:

Anne-Marie Nadeau, C.P.M.
Office of Strategic Procurement
University of Maine System
16 Central Street
Bangor, Maine 04401

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PROCUREMENT TIMETABLE

Bidders are encouraged to read each section of the Request for Proposal thoroughly. While sections may appear similar, additional information may be included as applicable within each section.

It is the responsibility of the bidder to understand the requirements of each section.

Note: The procurement timetable represents the University of Maine's best estimated schedule. Contract start date may be subject to change.

Activity	Scheduled Date
Distribution of RFP	February 24, 2010
Public Notice of RFP	February 24, 2010
Deadline for Receipt of Written Questions	March 5, 2010
Deadline for Posting of Responses to the University of Maine System Website	March 8, 2010
RFP Response Due Date	March 16, 2010
Contractor selection	March/April 2010

The University of Maine System, acting through the University of Maine, is seeking proposals from authorized and approved suppliers/dealers of copier manufacturers to provide an estimated quantity of two (2) new and current model, mid-level, production grade, black and white copier/printers and an estimated quantity of two (2) new and current model, small production grade color copier/printers for the Printing and Mailing Services operations.

SECTION ONE

1.0 GENERAL INFORMATION

- 1.1 Definition of Parties: The University of Maine will hereinafter be referred to as the "University." Respondents to the Request for Proposal (RFP) shall be referred to as "Bidders." The Bidder to whom the contract is awarded shall be referred to as the "Contractor."
- 1.2 Purpose: Founded in 1865, the University is Maine's only land-grant and sea-grant institution and serves as the flagship University of the University of Maine System. It is the largest of the state's seven universities with a student enrollment of over 11,800 and 2,300 faculty and staff.

This Request for Proposal outlines and describes the equipment and services expected by the University. The objective of this RFP is to select a contractor or contractors to provide equipment and service for network connected, high speed black and white (B/W) copier/printers rated for a minimum of 125,000 images per month, and network connected, small production color copier/printers rated for a minimum of 10,000 images per month.

The mid-level production grade B/W copiers will be installed at the Printing and Mailing Services building on campus. One color copier may be installed at another location on campus and a second color unit may be installed at the University of Maine at Farmington. Quantities placed will be determined at time of award; a minimum of one (1) and a maximum of two (2) of each model may be placed.

The contract shall include equipment, workstations and all supporting hardware and software, installation, training, service, parts and supplies, excluding paper and staples. Pricing for the B/W equipment shall be on a fixed cost per copy basis for 60 months with no maximum or minimum copy volumes. Pricing for the color equipment shall be provided for a 48-month and 60-month lease plus images and/or a fixed cost per copy rate, with no maximum or minimum volume.

- 1.3 Award: The University may award this proposal to multiple bidders or all to one bidder, whichever is in the University's best interest. The University reserves the right to conduct any tests it may deem advisable, and to make all evaluations. The University reserves the right to reject any or all proposals, in whole or in part, and is not necessarily bound to accept the lowest proposal if that proposal is contrary to the best interests of the University. The University reserves the right to waive minor irregularities. Scholarships, donations, or gifts to the University will not be considered in the evaluation of proposals. A proposal may be rejected if it is in any way incomplete or irregular. When there are tie proposals, there shall be a preference for "in-state bidders". When tie proposals are all in-state or all out-of-state, the award will be made to the proposal that arrives first in the Office of Strategic Procurement.
- 1.4 Award Protest: Bidders may appeal the award decision by submitting a written protest to the University of Maine System's Director of Strategic Procurement within five (5) business days

of the date of the award notice, with a copy of the protest to the successful bidder. The protest must contain a statement of the basis for the challenge.

- 1.5 Communication with the University: It is the responsibility of the bidder to inquire about any requirement of this RFP that is not understood. Responses to inquiries, if they change or clarify the RFP in a substantial manner, will be forwarded by addenda to all parties that have received a copy of the RFP. Addenda will also be posted on our web site, www.maine.edu/strategic/upcoming_bids.php. The University will not be bound by oral responses to inquiries or written responses other than addenda. The deadline for receipt of written inquiries is March 5, 2010.

Inquiries shall be directed to:

Anne-Marie Nadeau, C.P.M.
Office of Strategic Procurement
University of Maine System
16 Central Street
Bangor ME 04401
amnadeau@maine.edu

- 1.6 Evaluation Criteria: Proposals will be evaluated on many criteria deemed to be in the University's best interests, including, but not limited to cost, quality of equipment offered, service commitment, ability to meet specifications, responsiveness to terms and conditions, and references.
- 1.7 Specification Protest Process and Remedies: If a bidder feels that the specifications are written in a way that limits competition, a specification protest may be sent to the Director of Strategic Procurement. Specification Protests will be responded to within five (5) business days of receipt. Determination of protest validity is at the sole discretion of the University. The due date of the proposal may be changed if necessary to allow consideration of the protest and issuance of any necessary addenda. Specification protests shall be presented to the University in writing as soon as identified, but no less than five (5) business days prior to the proposal opening date and time. No protest against the award due to the specifications shall be considered after this deadline. Protests shall include the reason for the protest and any proposed changes to the specifications. Protests should be delivered to the Purchasing Department in sealed envelopes, clearly marked as follows:

SPECIFICATION PROTEST, RFP #19-10

- 1.8 Confidentiality: The information contained in proposals submitted for the University's consideration will be held in confidence until all evaluations are concluded and an award has been made. At that time, the winning proposal will be available for public inspection. Pricing and other information that is an integral part of the offer cannot be considered confidential after an award has been made. The University will honor requests for confidentiality for information of a proprietary nature to the extent allowed by law. Clearly mark any information considered confidential.
- 1.9 Proposal Submission: A **SIGNED** original and three (3) copies of the proposal must be submitted to the Office of Strategic Procurement, University of Maine System, 16 Central Street, Bangor, Maine 04401, in a sealed envelope by **Tuesday March 16, 2010**, to be date stamped by the Office of Strategic Procurement in order to be considered. Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Bidders may wish to call (207) 973-3298 to determine if University operations have been suspended. Proposals received after the due date will be returned unopened. There will be no public opening of proposals (see Confidentiality clause). In the event of suspended University operations, proposals will be due the next business day. Vendors are strongly encouraged to submit proposals in advance of the due date to avoid the possibility of missing the due date because of unforeseen

circumstances. Vendors assume the risk of the methods of dispatch chosen. The University assumes no responsibility for delays caused by any package or mail delivery service. Postmarking by the due date WILL NOT substitute for receipt of proposal. Additional time will not be granted to any single vendor, however additional time may be granted to all vendors when the University determines that circumstances require it. **FAXED OR E-MAIL PROPOSALS WILL NOT BE ACCEPTED.** The envelope must be **clearly** identified on the outside as follows:

Name of Bidder
Address of Bidder
Due Date
RFP #19-10

Where possible, all materials submitted should be fully recyclable. Submissions shall be on standard 8.5 x 11, letter-sized paper and be clipped together without binding.

- 1.10 Costs of Preparation: Bidders assume all costs of preparation of the proposal and any presentations necessary to the RFP process.
- 1.11 Debarment: Submission of a signed proposal in response to this solicitation is certification that the bidder or any subcontractor is not currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Submission is also agreement that the University will be notified of any change in this status.
- 1.12 Proposal Understanding: By submitting a proposal, the bidder agrees and assures that the specifications are adequate, and the bidder accepts the terms and conditions herein. Any exceptions should be noted in the bidder's response.
- 1.13 Proposal Validity: Unless specified otherwise, all proposals shall be valid for 60 days from the due date of the proposal.
- 1.14 Sustainability and Green Campus Initiatives: The University recognizes its responsibility to foster stewardship of natural resources and to promote environmental citizenship through its purchasing decisions. Where possible, all materials submitted in response to this RFP shall be fully recyclable. Proposals shall be two-sided 8 ½ x 11 recycled paper and clipped together without binding. Responses shall be limited to the information requested herein.

The University is interested in receiving sustainability plans, programs, policies or commitments as part of the RFP response. These programs or policies may be, but are not limited to, reducing, reusing and recycling resources, disposal of solid waste, conservation efforts in regards to transportation, energy and water, disposal of hazardous waste, and/or giving back to the community.

The University enforces a no-idling policy for vehicles traveling on campus in order to prevent excessive emissions and unnecessary human exposure to harmful vehicle exhaust.

SECTION TWO

2.0 CONTRACT TERMS AND CONDITIONS

- 2.1 Assignment: Neither party of the Contract shall assign the Contract without the prior written consent of the other, nor shall the Contractor assign any money due or to become due without the prior written consent of the University.

- 2.2 Availability of Funds: It is understood and agreed between the parties herein that the University shall be bound only to the extent of the funds available or which may become available for the purpose of this agreement.
- 2.3 Cancellation/Termination: If the Contractor defaults in its agreement to provide services to the University's satisfaction, or in any other way fails to provide service in accordance with the contract terms, the University shall promptly notify the Contractor of such default and if adequate correction is not made within 20 days, the University may take whatever action it deems necessary to provide alternate services and may, at its option, immediately cancel the Contract with written notice.
- Except for such cancellation for cause by the University, either party may without prejudice to any right or remedy, and after giving the other party ninety (90) days written notice, terminate the contract.
- Cancellation does not release the Contractor from its obligation to provide goods or services per the terms of the contract during the notification period.
- 2.4 Contract Administration: The University of Maine Director of Purchasing and Resource Efficiency or designee shall be the University's authorized representative in all matters pertaining to the administration of the contract terms and conditions. The Director of Printing and Mailing Services shall be the primary contact for all matters pertaining to the operational administration of the contract.
- 2.5 Contract Documents: If a separate contract is not written, the contract entered into by the parties shall consist of the Request for Proposals, the signed proposal submitted by the Contractor, the specifications including all modifications thereof, and a purchase order or letter of agreement requiring signatures of the University and the Contractor, all of which shall be referred to collectively as the Contract Documents. If the University will be required to sign any additional contract/lease documents please provide a sample of that contract with your bid/proposal.
- 2.6 Contract Modification and Amendment: The parties may adjust the specific terms of this contract (except for pricing) where circumstances beyond the control of either party require modification or amendment. Any modification or amendment proposed by the Contractor must be submitted in writing to the Director of Purchasing and Resource Efficiency. Any agreed upon modification or amendment must be in writing and signed by both parties.
- 2.7 Contract Term: Contingent upon satisfactory performance and compliance with specifications, the contract term shall be for a period of five (5) years for the cost per copy equipment and either 48 months or 60 months for lease programs. The contract shall commence in March or April 2010.
- 2.8 Contract Validity: In the event one or more clauses of the contract are declared invalid, void, unenforceable or illegal, that shall not affect the validity of the remaining portions of the contract.
- 2.9 Equal Opportunity: In the execution of the contract, the Contractor and all subcontractors agree, consistent with University of Maine System policy, not to discriminate on the grounds of race, color, religion, sex, sexual orientation, including transgender status or gender expression, national origin or citizenship status, age, disability or veterans status and to provide reasonable accommodations to qualified individuals with disabilities upon request. The University encourages the employment of individuals with disabilities.

2.10 Indemnification:

2.10.1 Each party shall indemnify and hold harmless the other party and its affiliates, trustees, officers, directors, employees and agents from and against any and all liabilities, claims, damages, awards, judgments, costs and expenses (including reasonable attorneys' fees) arising out of its negligent acts or omissions of the negligent acts or omissions of its employees, agents, contractors or affiliates. This section shall survive termination of the contract.

2.10.2 If, because of riots, war, public emergency or calamity, fire, earthquake, Acts of God, government restriction, labor disturbance or strike, business operations of the University shall be interrupted or stopped, performance of this contract, with the exception of the monies already due and owing shall be suspended and excused to the extent commensurate with such interfering occurrence, and the expiration date of the contract may be extended for a period of time equal to the time that such default in performance is excused.

2.11 Independent Contractor: Whether the Contractor is a corporation, partnership, other legal entity, or an individual, the Contractor is an independent contractor. If the Contractor is an individual, the Contractor's duties will be performed with the understanding that the Contractor is a self-employed person, has special expertise as to the services which the Contractor is to perform and is customarily engaged in the independent performance of the same or similar services for others. The manner in which the services are performed shall be controlled by the Contractor; however, the nature of the services and the results to be achieved shall be specified by the University. The Contractor is not to be deemed an employee or agent of the University and has no authority to make any binding commitments or obligations on behalf of the University except as expressly provided herein. The University of Maine System has prepared specific guidelines to be used for contractual agreements with individuals (not corporations or partnerships) who are not considered employees of the System.

2.12 Contractor's Liability Insurance: During the term of the contract, the Contractor shall maintain the following insurance:

<u>Insurance Type</u>	<u>Coverage Limit</u>
1. Commercial General and Product Liability (Written on an Occurrence-based form)	\$1,000,000 (Bodily Injury and Property Damage)
2. Vehicle Liability (Including Hired and Non-Owned)	\$1,000,000 (Bodily Injury and Property Damage)
3. Workers Compensation	In compliance with applicable State Law

Coverage limit requirements can be met with a single underlying insurance policy or through the combination of an underlying insurance policy plus an Umbrella insurance policy. The University of Maine System shall be named as Additional Insured on the Commercial General Liability insurance.

Certificates of Insurance for all of the above shall be filed with:

Purchasing Department
University of Maine
5765 Service Building
Orono ME 04469-5765

Certificates of Insurance must be received prior to the date of performance under the contract. Said certificates, in addition to proof of coverage, shall contain the standard Acord statement pertaining to written notification in the event of cancellation, with a thirty (30) day notification period.

As additional insured and certificate holder, the University should be included as follows:

The University of Maine System
16 Central Street
Bangor ME 04401

It is the responsibility of the Contractor to assure that similar coverages are in place for all persons or companies working for the Contractor.

The University reserves the right to change the insurance requirement or to approve alternative insurances or limits, at the University's discretion.

- 2.13 Litigation: This Contract and the rights and obligations of the parties hereunder shall be governed by and construed in accordance with the laws of the State of Maine without reference to its conflicts of laws principles. The Contractor agrees that any litigation, action or proceeding arising out of this Contract, shall be instituted in a state court located in the State of Maine.
- 2.14 Transportation Charges: All deliveries shall be F.O.B. Destination. Costs will include all charges for transportation, including but not limited to, packaging, crates, containers, insurance, duty and brokerage charges necessary to complete delivery.
- 2.15 Payment: Payment will be upon submittal of an invoice to the address provided on the purchase order on a net 30 basis unless discount terms are offered. Invoices shall include the purchase order number.

The University is using several preferred methods of payment: PCard (VISA), Bank of America's ePayables and PayMode electronic payment systems. Please indicate your ability to accept payment via any or all of these methods.

- 2.16 Parking Regulations and Use of Walkways: The Contractor's vehicles and those of their employees working on campus must be registered with the Department of Public Safety. Unregistered vehicles on the University campus are subject to a parking violation ticket and/or towing off campus. Contractors are advised that parking regulations are strictly enforced by campus police. Towing will be at the Contractor's expense. A copy of regulations can be obtained by calling Public Safety Parking Office at 581-4047.
- 2.17 Sexual Harassment: The University of Maine is committed to providing a positive environment for all students and staff. Sexual harassment, whether intentional or not, undermines the quality of this educational and working climate. The University thus has a legal and ethical responsibility to ensure that all students and employees can learn and work in an environment free of sexual harassment. Consistent with state and federal law, this right to freedom from sexual harassment was defined as University policy by the Board of Trustees. Failure to comply with this policy could result in termination of this contract without advanced notice. Further information regarding this policy is available from the University's Director of Equal Opportunity, North Stevens Hall, 581-1226.
- 2.18 Smoking Policy: The University of Maine System must comply with the "Work place Smoking Act of 1985" and MRSA title 22, 1541 et seq, "Smoking Prohibited in Public Places." In compliance with this law, the University of Maine System has prohibited smoking in all

University System buildings except in designated smoking areas. This rule must also apply to all contractors and workers in existing University System buildings. The Contractor shall be responsible for the implementation and enforcement of this requirement within existing buildings.

- 2.19 Employees: The Contractor shall employ only competent and satisfactory personnel and shall provide a sufficient number of employees to perform the required services efficiently and in a manner satisfactory to the University. If the Contract Administrator or designee, notifies the Contractor in writing that any person employed on this contract is unsatisfactory, such person shall not again be employed in the execution of this contract without the written consent of the Contract Administrator.

SECTION THREE

3.0 SPECIFICATIONS

3.1 Equipment:

3.1.1. Specifications: Desired specifications are listed on Attachment A, Specification Checklist. Bidders shall submit the completed checklist with their response and indicate any exceptions or variations to the specifications. All exceptions or variations must be explained on a separate sheet and be clearly identified with the specification number. Equipment shall meet or exceed the U.S. Environmental Protection Agency's Energy Star guidelines for reduced energy use. ADA accessible options shall be provided at no additional cost when requested. The contractor shall provide network printing components and personnel and training necessary to connect and print from networked computers.

3.1.2 Installation, Removal and Relocation of Equipment: Equipment, with all accessories and necessary supplies, shall be fully operational and primary staff shall be fully trained no later than 30 days after notification of award. The contractor shall provide installation, relocation and removal of equipment at no charge. All installations, relocations and removals shall be authorized by the Director of Print and Mailing Services.

3.1.3 Backup equipment: The contractor may be required to provide backup units at no charge when equipment is out of service in excess of 8 business hours after service call is placed. Any service, supplies or parts needed for the backup units are to be included.

3.2 Supplies: All supplies, toner and replacement parts provided as part of the contract shall be OEM only. Remanufactured supplies, toner and replacement parts are not acceptable. The contractor shall accept any unused toner or other supplies and parts for return and credit at the expiration of the contract.

3.3 Machine Performance: Equipment furnished under this contract shall operate satisfactorily and produce acceptable copy quality at the level required by the University. The Contractor shall maintain service reports and shall provide copies of reports as requested.

3.4 Service: The contractor shall provide preventive maintenance, emergency service, parts, labor, travel and all other charges required to keep the equipment fully operational and maintained in good working order including network printing in the standard environment. Manufacturer's certified technicians shall perform all services. Maintenance and repair services shall be available from 8:00 a.m. to 4:30 p.m. Monday through Friday except

holidays. The Contractor shall provide on-site response to service requests within four (4) hours of the time the calls are placed. Expected service completion time is eight (8) hours. Service completion is defined as the point the call is in place until the problem is resolved and the equipment is fully operational. An average monthly completion time exceeding 8 hours for three consecutive months shall not be acceptable and like-for-like replacement of the equipment with comparable copy counts may be requested.

- 3.5 Pricing: Pricing shall be firm for the term of the contract. Cost per copy/image and lease pricing shall include all costs: delivery, installation, service, supplies (except paper and staples), and all other costs required to perform the contract.

**SECTION FOUR
PROPOSAL FORM**

Bidders shall provide responses to the following sections including a completed Specification Checklist (See Attachment A).

4.1 Brand/Model of Equipment Quoted

4.1.1 Mid-level production grade B/W:

Manufacture: _____
Model: _____
Copies per minute _____

4.1.2 Small production grade Color:

Manufacture _____
Model _____
Copies per minute _____

4.2 Pricing: Provide the pricing for each unit. Pricing includes equipment, maintenance, repairs, toner and supplies (except paper and staples)

4.2.1 Cost per copy for mid-level, production grade B/W print engine;

\$ _____ per image

4.2.2 Pricing for small production color equipment

48-month lease

\$ _____ lease per month

\$ _____ per B/W image

\$ _____ per color image

60-month lease

\$ _____ lease per month

\$ _____ per B/W image

\$ _____ per color image

And/Or

Cost per copy for small production color equipment (no monthly lease)

\$ _____ per B/W image

\$ _____ per color image

4.3 What, if any, additional discount can you offer if the award for all four (4) units is awarded to your company? _____

- 4.4 Paper Input: Provide information on paper input trays for each model.
- 4.5 Lease: Provide a copy of the master lease agreement. The University is a body politic and corporate and an agency and instrumentality of the State of Maine. Leases shall include state and local government terms and conditions.
- 4.6 Payment Terms and Methods: Provide payment terms and information on accepted payment methods (Section 2.15). _____

- 4.7 Provide the name and contact information of the company representative who will be responsible for the management of this contract:

Name: _____
Title: _____

Telephone and Cell Numbers: _____
- 4.8 Provide brief information on the company's qualifications and relevant experience in providing equipment and services as specified herein.
- 4.9 References: Provide a list of three references including contact names and telephone numbers. These references should be organizations the bidder has provided equipment and service to within the past three years similar to the University's requirements in this RFP.
- 4.10 A completed Signature Page must be submitted with responses.

SIGNATURE PAGE

COMPANY NAME: _____

By: _____
(Signature)

(Print Name)

(Title)

(Phone)

(Cell Phone)

(E-mail Address)

(Date)

ATTACHMENT A

DESIRED SPECIFICATION CHECKLIST

A. MID-LEVEL PRODUCTION GRADE B/W COPIER/PRINTER

Meet Specification

	MINIMUM REQUIREMENTS	YES	NO
A1.	Minimum speed for 8.5 x 11: 100 ppm		
A2.	Average images per month: 125,000		
A3.	Simplex/duplex scanning		
A4.	Online stapling of up to 100 sheets of 20# bond		
A5.	Two position stapling		
A6.	2 and 3 hole punch		
A7.	Reduce/enlarge 25% to 400%, independent margin shift, variable edge erase, automatic image centering, rotate side 2 features.		
A8.	13 x 19 paper size capability in at least one tray		
A9.	13 x 19 scanner		
A10.	Capable of on-the-fly print and insertion of pre-cut tabs and dividers 110# index into text		
A11.	Network print cards (PC and Mac)		
A12.	30% recycled paper accepted		
	HARDWARE AND SOFTWARE REQUIREMENTS		
A13.	Workstation and all supporting hardware and software		
A14.	PDF workflow throughout networked solution		
A15.	Print server must support multiple input queues (i.e. print queue, hold queue and different queues for job segregation and ticketing)		
A16.	Scan resolution 600x600 dpi B/W		
A17.	Scan to TIFF, PDF, or multi-page TIFF		
A18.	Scan to hard drive for print on demand.		
A19.	All future software upgrades for fixes and minor enhancements shall be furnished and installed at no charge.		
A20.	Support variable data and imaging		
	MAINTENANCE/SERVICE		
A21.	Maintenance agreement shall include delivery, set up, training, all parts, labor, toner and consumable items except paper and staples.		
A22.	Contractor shall perform all maintenance on site unless University has granted permission to remove equipment.		
A23.	Service calls must be acknowledged within 2 hours, service on-site within 4 hours and call completion within 8 hours.		
A24.	Service technician shall leave with the department a dated written report indicating the service performed. The report must be signed by the Director of Print and Mailing Services or designee.		
A25.	A toll-free technical support phone line service shall be provided Monday through Friday during standard working hours at no charge.		
A26.	Backup like-for-like replacement equipment available for downtime of more than 8 hours after service call is initiated on site.		

B. SMALL PRODUCTION GRADE COLOR COPIER/PRINTER

Meet Specification

	MINIMUM REQUIREMENTS	YES	NO
B1.	Minimum speed 40 ppm		
B2.	Average images per month: 10,000		
B3.	Simplex/duplex scanning		
B4.	Two position stapling		
B5.	2 and 3 hole punch		
B6.	Network print card		
B7.	Reduce/enlarge 25% to 400%, independent margin shift, variable edge erase, automatic image centering, rotate side 2 features.		
HARDWARE AND SOFTWARE REQUIREMENTS			
B8.	PDF workflow throughout networked solution		
B9.	All future software upgrades for fixes and minor enhancements shall be furnished and installed at no charge.		
B10.	Support variable data and imaging		
MAINTENANCE/SERVICE			
B11.	Maintenance agreement shall include delivery, set up, training, all parts, labor, toner and consumable items except paper and staples.		
B12.	Contractor shall perform all maintenance on site unless University has granted permission to remove equipment.		
B13.	Service calls must be acknowledged within 2 hours, service on-site within 4 hours and call completion within 8 hours.		
B14.	Service technician shall leave with the department a dated written report indicating the service performed. The report must be signed by the Director of Print and Mailing Services or designee.		
B15.	A toll-free technical support phone line service shall be provided Monday through Friday during standard working hours at no charge.		
B16.	Backup like-for-like replacement equipment available for downtime of more than 8 hours after service call is initiated on site.		

C. NETWORKING AND INFORMATION TECHNOLOGY

Meet Specification

	DRIVERS	YES	NO
C1.	Windows current production version and two versions back 32 & 64 bit (as of January 2010, includes XP, Vista and Windows 7)		
C2.	Apple OS 10.3 and newer		
C3.	Compatible drivers available within 30 days of the production release of a new listed OS or OS upgrade, including Windows service packs		
C4.	PCL 5 and newer versions of PCL printer language supported		
C5.	Postscript support		
C6.	All supported OS drivers support utilization of all installed copier options		
PRINT SERVER SUPPORT			
C7.	Supports "Standard Windows TCP/IP printing port" (does not require installing an additional tcp driver/transport in Windows.		
C8.	LPD support		

C. NETWORKING AND INFORMATION TECHNOLOGY		Meet Specification	
C9.	10Base-T/100Base-T (must support both)		
C10.	Access Control Lists (ACL) restrict network printing access; by individual IP and IP ranges (netmask). Multiple ACLs may be used in each copier.		
C11.	If notified of a security vulnerability in copier network interface, the defect will be corrected within 30 days and firmware patch applied by the vendor or campus IT (at discretion of University IT department).		
C12.	Identify any features that REQUIRE Microsoft Active Directory integration.		
DOCUMENTATION			
C13.	All copier and options documentation available in electronic form		
C14.	Each installation delivered with full document set for the model, installed options and network interface.		
C15.	An additional full set of documentation for the University IT department for each model.		
CHANGE MANAGEMENT			
	In order to prevent disruption of network printing services and taking into account the scope and costs of changing IT infrastructure to accommodate different copier models, options and network controllers, the Contractor will:		
C16.	Communicate with University IT department contacts at least 2 business days before replacing/modifying/upgrading, deployed copiers or changing network, network printing-related configurations, except when responding to emergency service requests, in which case communication with University IT may occur when the technician is dispatched. Contractor will endeavor to minimize changes that require reconfiguration of University IT infrastructure by making replacements using identical models, versions, options whenever possible.		
C17.	For non-emergency requests, for a copier with a different model or network controller firmware from that which is currently deployed, University IT department will have, at its discretion, and at no additional cost, the right to receive and test for 10 business days a unit of the same model and configuration for compatibility testing. When the 10-day compatibility testing option is exercised, Contractor will delay replacing the copier until IT approval is received.		
DATA SECURITY			
C18.	Identify the method that the Contractor will use to securely wipe University-specific data, e.g. copier hard drives, network configuration data, address books etc.) from equipment removed from University facilities by the Contractor.		
C19.	Previously deployed equipment will be delivered by the Contractor to the University wiped clean of other organizations' data, e.g., images/documents on hard drives, network configuration, address book data etc. These configuration areas will be delivered in the factory default configuration.		