



McHenry County College

Request for Proposal

**Multi-Function Devices & Managed Print Solution
March 1, 2018**

**Return by:
April 12, 2018 – 1:00PM**

Mail to Contact:

**Jennifer Jones
Director of Business Services
8900 US Highway 14
Crystal Lake, IL 60012
jjones@mchenry.edu**

Background

McHenry County College (MCC) is a community college offering pre-baccalaureate programs for students planning to transfer to a four-year university, occupational education leading directly to employment, adult education and literacy programs, work force and workplace development services, and support services to help students succeed. McHenry County College serves one of the fastest growing counties in Illinois. MCC is located forty-five miles northwest of downtown Chicago, the college is committed to providing high quality, need-based educational and training opportunities to adult residents of Community College District 528. Nearly 250,000 residents live within the MCC district boundaries. The campus is located at 8900 U.S. Highway 14, Crystal Lake, IL 60012. Also part of this college is the Shah Center, a corporate training and business development center that was remodeled from a former hotel in 2005 approximately six miles northeast of MCC in the town of McHenry, Illinois.

Overview

MCC plans to upgrade and consolidate its fleet of multi-function devices (MFDs) and its fleet of laser printers at both campuses. The College is requesting an all inclusive proposals for: (1) copier/multifunction devices (MFDs) management solution for its fleet of distributed copiers/multifunction devices, (2) the production equipment in MCC's Duplication Center, and (3) laser printers located throughout the College. The lease has expired on existing MFDs and are currently on a 3-month to 3-month contract. 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 to be considered as a document solution provider, please complete the following steps.

1. Carefully read the attached RFP document.
2. If you intend to submit a proposal, send an e-mail to jjones@mchenry.edu by March 8, 2018. Subject line should read, "***Intent to Submit MFD Proposal***" The message should provide the (1) vendor name, (2) name of the representative and representatives contact information, and (3) if you require a site visit. Proposals from vendors that fail to indicate intent to respond may be omitted from the evaluation process.
3. Complete the ***Specifications*** section 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 based on the information provided. Proposals must be in writing and include cost per click (CPC) for distributed devices.
5. Complete documents in the ***attachment*** section of the RFP.
6. Complete the Business Enterprise Program for Minorities, Females, and Persons with Disabilities document, which is included as a separate document.
7. Mail one copy of the bid documentation to Jennifer Jones (see cover page), along with a **copy on flash drive**.

Key Dates

March 1, 2018	RFP Release Date
March 8, 2018	Vendors Notify MCC of Intent to Bid (jjones@mchenry.edu)
March 12-23, 2018 (8a-2p) (subject to change)	Vendor site visit by Appointment (IT will only contact vendors who responded with their intent to bid, requesting a site visit)
March 26, 2018 - 4:00PM	Last date/time to submit written questions to (jjones@mchenry.edu)
March 30, 2018	Responses to vendor questions posted by addendum to www.mchenry.edu/bid
April 12, 2018	Proposal Due by 1:00PM
April 16-27, 2018	Proposal Evaluation Period
Month of May	Equipment Testing (if applicable)
May 24, 2018	Recommendation to Board of Trustees
May 29, 2018	Award Date
June 2018	Vendor Installation TBD with Selected Partner

Scope

The Campus Multifunction Device and Production Equipment Program at MCC is being implemented to provide a framework to manage distributed copiers/MFDs, Duplication Center production equipment, and individual laser printers at the College, including, but not limited to:

- 26 Centralized/ local area convenience color and black/white (black toner) digital copiers/MFDs.
- 216 black/white laser output devices installed throughout the College.
- Two (2) Duplication Center Production black/white (black toner) devices.
- One (1) Duplication Center Production color devices.

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

The cost per click for copiers, laser printers and/or MFD that are capable of reproducing in color shall be billed at a separate, clearly identified per click rate per device.

Charges for equipment, service, and supplies for Duplication Center black/white 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, staples, other consumable supplies (except paper), all parts, labor, and other service expenses. All costs proposed under this proposal must be clearly identified.

The College is asking for a three-year lease term on the machines with option to renew yearly after the initial three-year period. The College desires a single cost per click for all devices. Owner may terminate the agreement at any time, in whole or in part, with or without cause, upon written notice to Contractor. If the agreement is terminated for cause, the Contractor shall be liable to the Owner for any increase in cost incurred by the Owner in selecting a new provider. In the event this Agreement is terminated for convenience, Contractor shall be compensated for work properly rendered through the date of termination, as can be documented to the reasonable satisfaction of Owner. Owner shall have no liability to Contractor beyond the date of termination. In no event shall contractor be compensated for anticipated profit or lost opportunity.

Goals

By centralizing copier and MFD management and including the laser printers located throughout the College, the College expects to gain in several areas. These include:

- Lower overall cost per click by pooling all black/white output into a single agreement to be reconciled annually.
- One monthly report detailing all relevant charges and networked printer usage by device.
- Access to advanced technology.
- Acquisition of feature-rich machines.
- Reduction of demand on capital funds.
- Better control through standardization.
- Maximum uptime.
- Scalability – matching machines to demand.
- Flexibility – the ability to relocate or change machines as demand changes.
- When new equipment is added, lease should expire at the same time as existing lease.
- 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 Windows, Linux, and Apple platforms, including but not limited to all print and billing functions.

Duplication Center Production Volume

MCC Duplication Center provides digital black/white and color printing to the faculty, staff, and administrators of the College. The current production inventory includes two Xerox D110 black/white and one Xerox C75 color device.

The Center produces approximately 2,634,560 black/white and 282,607 color impressions annually.

Xerox D110 – rated speed of 110 pages per minute (print/copy speed) and 200 images per minute (scan speed), 2400 x 2400 dpi print/copy resolution, up to 600 x 600 dpi scan resolution

Xerox C75 – rated speed of 75 pages per minute (print/copy speed) and 200 images per minute (scan speed), 2400 x 2400 dpi print/copy resolution, up to 600 x 600 dpi scan resolution

The College requires redundancy and requires two black/white devices of appropriate size and a rated speed exceeding 110 pages per minute, and a color device of appropriate size and a rated speed exceeding 75 pages per minute.

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 functionality
- Scan to FAX, Scan to Email, Scan to secure network document storage
- Scan to Adobe® PDF, TIFF, 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 MCC Information Technology team.

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).

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 Click Agreement

MCC is requesting proposals to create cost per click 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 the Duplication Center may be on either a cost per click basis or using a traditional lease and service model.

Pooled Volume

Output produced on all distributed devices will be consolidated into one pool for billing purposes. Output in excess of pooled volume will be billed at a clearly identified “overage” rate.

Exception to Cost per click 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 click basis for maintenance, service, and supplies. The service-only cost per click 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 but not limited to:

- Device identifier data (make, model, serial number, location, Vendor or College ID number (if used)).
- Total number of originals for 8 1/2 x 11 and smaller black/white copies
- Total number of 8 1/2 x 11 and smaller single-side (S/S) black/white copies
- Total number of 8 1/2 x 11 and smaller two-sided (F/B) black/white copies
- Total number of 8 1/2 x 11 and smaller black/white 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)
- 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 black/white copies
- Total number of 11 x 17 single-side (S/S) black/white copies
- Total number of 11 x 17 two-sided (F/B) black/white copies
- Total number of 11 x 17 black/white 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/black/white, 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 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/black/white, etc.) – see above
 - Billing amounts broken down by PIN/ID# – see above

- Student Chargebacks/billing:
 - The College does not currently do chargebacks, but would be interested in this feature for future use.

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.

Student Use Copiers

Machines labeled “Student Use” are located in the Library and in various labs. These are 10 cents per copy cash machines. The College would like information on copiers that can add more options for future use as follows:

- Student Higher-One 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.

Site Visit

Vendors may make site visits to view the placement of existing equipment; however, those visits must be coordinated with the IT Department. Visits can only be scheduled Mon-Fri, 8:00a.m.-2:00p.m. Do not contact the College to setup visits. See “key dates” on page two for further explanation. This is subject to change per College schedule. Questions will not be answered during the walk-through; any follow-up questions shall be submitted electronically to jjones@mchenry.edu.

Award & Implementation

The successful Vendor will develop and present to MCC 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.

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

Proposals must be in writing and include the following information:

- A proposal detailing cost per click 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 new 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. Include at least three installations consisting of at least 25 devices in colleges and/or universities.
- An anticipated installation and training schedule.

Proposal Instructions

Suppliers should prepare an original written proposal and a copy on flash drive, 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 Jennifer Jones.

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. If a specification is not applicable, or if there is no response, so state.

Decisions Regarding Proposals

MCC 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.

MCC 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 MCC 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, MCC reserves the right to provide its opinion publicly and privately regarding the Supplier's performance.

Bidder Inquiries

No negotiations, decisions, or actions shall be executed by any Vendor as the result of any oral discussions with any MCC employee. Only those transactions that are in writing shall be considered valid. MCC shall only consider communications from bidders that are submitted in writing via emailed to jjones@mchenry.edu. Answers to Vendor inquiries will be made in writing as an addendum, located at www.mchenry.edu/bid on the date specified in the key dates section of the RFP.

RFP Enhancements

RFP recipients are encouraged to provide MCC 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 MCC 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.

Opening of Proposals

Proposals will be opened in a manner that avoids disclosure of the contents to competing vendors. Contents for proposals will remain confidential during the negotiations period. Only the proposal number and the identity of the vendor submitting the proposal response will be made available to the public.

Review Criteria

MCC will review all valid proposals with particular emphasis on:

1. Price
2. Equipment Provided
3. Service Program
4. Implementation Plan
5. Program Management and Staffing Plan
6. Past Experience w/the College
7. Quality of References Provided
8. Training options available
9. Range and quality of management reports that will be used in auditing MCC's expenditures.
10. Supplier's overall financial package including early payment discounts and cost of goods and/or services to be purchased by the College.

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. Bidder should be aware that the contents of all submitted bids are subject to public review and will be subject to the Illinois Freedom of Information Act ["FOIA"]. All information submitted with your bid will be considered public information unless bidder identifies all proprietary information in the proposal by clearly marking on the top of each page so considered, "Proprietary Information" or "Confidential." Should a FOIA request be received by MCC for "Proprietary Information" or "Confidential" information submitted in your bid proposal, MCC will promptly notify you. You shall then indicate in writing to MCC your intent to assume the defense, cost, expense of the defense including attorney fees as well as any penalty awarded arising out of any demand for "Proprietary Information" or "Confidential" information and provide adequate security to protect the financial interest of MCC for that undertaking as well as indemnify MCC should an adverse judgment be awarded. In the absence of such agreement, bidder waives any and all claims of "Proprietary Information" or "Confidential" information with the understanding that MCC will supply the requested information in accordance with the FOIA request.

SPECIFICATIONS

Specifications-Copiers/MFDs

Please complete the following sections. If “other than specified as follows” is selected,” the information can be provided on a separate sheet and must match with section numbers listed.

Equipment Specifications – All copiers

0.1 All units should include the following:

1. Color Scanning to personal secure network storage (dynamic server location per user)
 2. Color Scanning to USB
 3. Scan to Email
 4. Double-sided scanning.
 5. Ability to identify document type (photo, text, printed document, etc.).
 6. Duplex printing and copying
 7. Stapling
 8. Ability to print labels
 9. Ability to print envelopes
 10. Fax
 11. Enlarging and reduction
 12. Power saving mode
 13. Ability to require code input to make copies
 14. Ability to manage these codes remotely
- () **Exactly as specified.**
() **Other than specified as follows:**

0.2 5150 (6 each) replacements should have all of these above with the additions of:

1. Print speeds of at least 50 pages per minute
 2. Hole punch capability
 3. At least four paper trays are required.
 4. Capable of printing 8.5X11, 8.5X14, and 11X17
 5. Ability to utilize coated and uncoated papers
- () **Exactly as specified.**
() **Other than specified as follows:**

0.3 5325 (15 each) replacements should have all of the about with the additions of:

1. Print speeds of at least 35 pages per minute
 2. Hole punch
 3. At least four paper trays are required.
 4. Capable of printing 8.5X11, 8.5X14, and 11X17
 5. Ability to utilize coated and uncoated papers
- () **Exactly as specified.**
() **Other than specified as follows:**

0.4 3635(5 each) replacements should have all the above with the additions of:

1. Print speeds of at least 35 pages per minute
- () **Exactly as specified.**
() **Other than specified as follows:**

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 Minimum Response Time/Maximum Uptime

Vendor to indicate a standard minimum response time for on-site service. Preference will be given to Vendors who guarantee a higher maximum uptime for each machine, along with a detailed response as to the method of accomplishing this. 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.

- 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 MCC. 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 install a device that meets or exceeds the functional and operational specifications at vendor 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 [(1) Duplication Center-1 month), (2) All Others-2 Weeks], the specified minimum inventory of toner, staples, 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**2.2 Price Escalation**

Equipment acquisition, service, maintenance, and supply prices should be firm for the initial term (three 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 MCC's technology systems, network protocols, and operating procedures.

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

2.9 *Demonstrations*

Prior to selection of Vendor and at Vendor's expense, the College reserves the right to require one or more Vendors to connect and test 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. The test may form the basis of the College's final contract award. The College expects the opportunity to test all equipment prior to award, should it desire. Testing will include network, scan, print, fax, and copy functionality, for 2-4 weeks in length. The College expects to review actual print jobs as part of the equipment demonstration.

- 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 EPEAT Green Compliant

Vendor is expected to provide EPEAT green equipment certification.

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

2.18 Energy Star Compliant

Vendor is expected to provide Energy Star compliant equipment.

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

2.19 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:**

2.20 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:**

2.21 Additional Training

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

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

2.22 Advanced Training – Duplication Center

Duplication Center staff will undergo advanced training to attain all available vendor certification for all equipment provided in order to replace additional parts; including but not limited to drums and photoelectric belts, in order to minimize production down time. This training/certification will be provided by a factory-certified trainer, on site, at vendor expense, to all staff members of the Duplication Center. Additional training required to maintain/update the staff member's certification over the life of the lease will be provided by a factory-certified trainer, on site, at vendor expense, to all staff members of the Duplication Center.

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

2.23 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 Apple, Linux, 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.

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

3.3 College-wide Pool

The Vendor may establish minimum quantities for the purpose of determining appropriate devices for an area with input from the College regarding business need. However, the College expects the overall cost per click 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 click for all FAX, copier, and laser prints made in excess of the minimum pool quantity. It is expected that the cost per click for this "overage" will be substantially lower than the cost per click 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 monthly meter reading, ending monthly meter reading, annual cumulative meter reading per device, service clicks charged, net copy volume, time periods of reports, and cost per click for each device installed under the terms of this agreement. Estimated charges are to be clearly identified. Please include sample.

- 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

McHenry County College
Attn: Jonnie Jo Sullivan
8900 US Highway 14
Crystal Lake IL 60012

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.

- 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 Apple® 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 click charge.

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

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.

	Volume		CPM	
Segment		From		To
Duplication Center	B/W --2,634,560 Color – 282,607	110 BW	<input type="checkbox"/>	75 color
Fleet	222000	35	<input type="checkbox"/>	50
Laser Printers	Unknown		<input type="checkbox"/>	

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

4.2 Electronic Auditing/Billing

Electronic auditing/billing with the capacity to track all users of each device.

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

4.3 Internal Copy Control

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

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

4.4 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:**

4.5 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:**

4.6 Output Resolution

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

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

4.7 Network Compatibility

Copier/printer equipment must operate seamlessly with MCC's network architecture. **Contract can/will be voided if all network printing problems cannot be resolved to the satisfaction of the MCC Director of Technology Support Services.** These include, but are not limited to, failure to recognize output from different platforms, inability to gather electronic print information from all potential users, scan to dynamic network locations 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:**

4.8 Required File Compatibility

Copier/printer equipment must be capable of processing appropriate to industry standards for print formats.

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

4.9 Identification Number

The ability to link an identification number to a billing account is required for all work submitted either manually or electronically.

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

4.10 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:

4.11 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:

4.12 FAX

FAX capabilities required. Vendor to describe FAX specifications.

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

4.13 Surge Protection

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

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

4.14 Scanning

Required scanner features:

- Scan to e-mail.
- Scan to file.
- Scan to print.
- Scan to secure network drive
- 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.)
- Scan to individual securely protected home-drive (consistent across all models)

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

4.15 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, JPEG, PNG, JPG, and BMP.

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

4.16 Scan to External Storage

Preference will be given to devices with the ability to scan to the network drive location and attached USB drive.

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

4.17 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:

4.18 Operating System Compatibility

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

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

4.19 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:

4.20 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. The Vendor will alert the MCC 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:

4.21 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:

4.22 Electronic Billing

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

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

4.23 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:

4.24 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 MCC's Information Technology Services. Documentation confirming data erasure from hard drives and copiers should be supplied to the College by the vendor.

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

Cost per click Specifications

5.1 *Cost per click Components*

Cost per click 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:**

5.2 *Cost per click Components*

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

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

5.3 *Cost per click Limitations*

Cost per click pricing is required for all distributed devices in the copier/MFD fleet. It is not required for the Duplication Center production equipment (sections 8).

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

Duplication Center Digital Production Devices

Vendor is to propose a mix of machines and controllers to produce Duplication center workload. Duplication Center produces approximately 2,412,000 black/white and 200,000 color impressions annually. The current production inventory includes two Xerox D110 black/white printer/copiers and one Xerox C75 Color Press printer/copier.

Duplication Center Production Volume

The College requires redundancy and requires two black/white devices of appropriate size and a rated speed exceeding 110 pages per minute, and a color device of appropriate size and a rated speed exceeding 75 pages per minute. Must have the ability to accept and process work in Adobe PostScript, Adobe PDF, HP PCL, TIFF, ASCII, VIPP, and other page description language formats. Must be fully compatible with Apple, Windows, and Linux OS.

6.1 *Image capture: Scan Station on each device*

- At least 600 x 600 dpi scan resolution.
- Scan both color and black/white 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.
 Exactly as specified.
 Other than specified as follows:

6.2 *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, Must be able to process data and imaging, including but not limited to Microsoft Office Suite, Adobe Products including Creative Cloud, PDF, OCR/PDF, TIFF, JPEG, Adobe PostScript, HP PCL, TIFF, ASCII, VIPP, and other page description language formats. any ERP related files.
- 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 black/white engines.
- Must be able to accept incoming work on USB (thumb) drives, disks including CD-ROMs and DVDs, network connection, and hard copy via Apple, Windows, and Linux OS platforms with full functionality.
- Must have variable reduction and enlargement – Vendor to indicate ranges.
 Exactly as specified.
 Other than specified as follows:

6.3 Black/white 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 Apple, Windows, and Linux OS.
 - 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.
- () **Exactly as specified.**
() **Other than specified as follows:**

6.4 Black/white Production Engine(s)

- 8.5 x 11" rated production speed of at least 150 pages per minute (ppm).
 - Minimum 2400 x 2400 dpi print resolution.
 - In-line stapling/stitching function capable of stapling at least 100 sheets of sub 20# bond paper in at least two positions.
 - In-line 3-hole punch capability for paper from 20-pound text bond to 110-pound cover bond paper
 - Must contain at least four paper trays; at least two with 2,000-sheet 20-pound-bond paper capacity, with ability to collate jobs with covers, inserts and exceptions using different paper stocks.
 - Must contain at least one insertion tray with capability to add inserts of up to 99 pages.
 - 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 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 w/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.
 - 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.
- () **Exactly as specified.**
() **Other than specified as follows:**

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

6.6 Color Production Engine(s)

- 8.5 x 11" rated production speed of at least 80 pages per minute (ppm).
 - At least sub 110 coated or uncoated offset maximum paper weight.
 - In-line stapling/stitching function capable of stapling at least 100 sheets of sub 20# bond paper in at least two positions.
 - In-line 3-hole punch capability for paper from 20-pound text bond to 110-pound cover bond paper.
 - 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.
 - 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).
- () **Exactly as specified.**
() **Other than specified as follows:**

6.7 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.
- () **Exactly as specified.**
() **Other than specified as follows:**

6.8 Data Conversion

- It is recognized that there may be a need to convert the existing library. Where appropriate, proposal is to detail process required.
- () **Exactly as specified.**
() **Other than specified as follows:**

Service/Maintenance Specifications – Production Equipment**7.1 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:**

7.2 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:**

7.3 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.

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

7.4 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:**

7.5 Maximum Uptime

Vendor to indicate an industry standard of maximum uptime 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:**

7.6 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:**

7.7 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:**

7.8 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:**

7.9 Factory Certified Equipment

The Vendor agrees to provide factory certified service for the entire time the equipment is in place at MCC. 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:**

7.10 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:**

7.11 Parts and Supplies on Site

To ensure continuity of service, the Vendor is required to maintain on site, a minimum of one month’s inventory of toner, staples, waste containers, drums, belts and any other consumables, supplies, and frequently-needed parts for each device placed and/or serviced under the terms of this agreement. Each item in this inventory will be replaced as used.

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

7.12 Advanced Training

Duplication Center staff will undergo advanced training to attain all available vendor certification for all equipment provided in order to replace additional parts; including but not limited to drums and photoelectric belts, in order to minimize production down time. This training/certification will be provided by a factory-certified trainer, on site, at vendor expense, to all staff members of the Duplication Center. Additional training required to maintain/update the staff member’s certification over the life of the lease will be provided by a factory-certified trainer, on site, at vendor expense, to all staff members of the Duplication Center.

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

7.13 Pricing

Monthly lease cost based on 36 months, for new equipment replacing those listed below. All costs must be included. Please explain any additional costs.

- | | | |
|-----|--|----------|
| 1) | 6 each Xerox 5150 MFD | \$ _____ |
| 2) | 15 each Xerox 5325 MFD | \$ _____ |
| 3) | 5 each Xerox 3635 MFD | \$ _____ |
| 4) | 2 each B/W Xerox D110 equipment in Dup Center | \$ _____ |
| 5) | 1 each Color Xerox C75 equipment in Dup Center | \$ _____ |
| 6) | 216 laser printers (currently) | \$ _____ |
| 7) | estimated additional costs _____ | \$ _____ |
| 8) | estimated additional costs _____ | \$ _____ |
| 9) | estimated additional costs _____ | \$ _____ |
| 10) | estimated additional costs _____ | \$ _____ |
| 11) | estimated additional costs _____ | \$ _____ |
| 12) | Total Monthly Cost | \$ _____ |

ATTACHMENTS

ATTACHMENT A-BID SUBMISSION FORM

Bid Submitted by and Authorized Signature: The individual's signature below constitutes that the person is an officer of the company who is authorized to contractually obligate the company listed below. They further constitute that they have read and agree to all instructions and specifications listed in this bid document unless otherwise marked and listed in the "exception to bid" section. The signature below certifies that the entire bid document is in order and that all instructions, specifications, rules and regulations as stipulated by the McHenry County College will be adhered to and complied with.

.....
Please check one. Authorized signatory is:

- The Owner/
Sole Proprietor
- Member of the
Partnership
- Officer of the
Corporation
- Member of the
Joint Venture

Please check one. This firm is a:

- Minority Business Enterprise (MBE) - a firm that is at least 51% owned, managed, and controlled by a minority.
- Women's Business Enterprise (WBE) - a firm that is at least 51% owned, managed, and controlled by a woman.
- Disadvantaged Enterprise (DBE) – a firm that is at least 51% owned, managed, and controlled by a person with a disability.
- This firm is not a MBE, WBE, or DBE.

Please attach copies of any and all MBE, WBE, and DBE certifications
.....

Company Name: _____ FEIN _____

Company Address: _____

Contact Person: _____

Contact Email & Phone: _____

Bid Submitted by: _____ Title _____

Authorized Signature: _____ Date _____

ATTACHMENT B - CONTRACTOR CERTIFICATION

Illinois Revised Statute 1987
Chapter 38, Sections 33E-3 and 33E-4

The undersigned hereby certifies that it is not barred from bidding on this contract as a result of violation of either Section 33E-3 (bid rigging) or 33E-4 (bid rotating) of the Illinois Revised Statutes 1987, Chapter 38.

Under penalty of perjury, the undersigned Contractor certifies that this bid has not been arrived at collusively or otherwise in violation of Federal or Illinois antitrust laws.

Company Name _____

By * _____

Address _____

City/State/ZIP _____

* Must be actual signature in ink of a representative of Contractor authorized to legally commit the Contractor.

Section 33E-5(b) pertains to disclosure of information related to the terms of a bid and any bidder's responsiveness to a request for bids. Specifically, district officials or employees must not knowingly open a sealed bid at a time or place other than as specified by the district. Also, any official who knowingly discloses any information related to the terms of a sealed bid or any bidder's responsiveness to the request for bids commits a class 3 felony. This section does allow, however, that no violation occurs if any disclosure made to an interested person also is made generally available to the public. **CONSEQUENTLY, COLLEGES SHOULD BE CAUTIOUS NOT TO DISCLOSE ANY INFORMATION THAT IS NOT RELEASED TO THE PUBLIC.**

Section 33E-6 contains several provisions potentially impacting College purchasing procedures. **SPECIFICALLY, A PERSON COMMITS A CLASS 4 FELONY WHEN INFORMATION CONCERNING THE SPECIFICATIONS OF A CONTRACT IS KNOWINGLY CONVEYED TO A BIDDER OR PROSPECTIVE BIDDER OTHER THAN THROUGH THE BID INVITATION, PRE-BID CONFERENCE, OR CONTRACT SOLICITATION PROCEDURE.** Thus, once an IFB for a particular contract is released, MCC cannot respond to individual inquiries from bidders. Likewise, no information may be volunteered concerning potential Subcontractors if the contract involves subcontracting work.

Checklist

The following checklist is supplied to assist vendors in submitting proposals.

- Original written proposal (include a copy on flash drive) signed by an officer of the company who is authorized to bind the company by contract.
- Complete the *Specifications* section of the RFP.
- Prepare and attach a proposal detailing the equipment you intend to provide.
- Detailed equipment specification information on all equipment being proposed.
- The training options available.
- Proposed installation and training schedule.
- Facilities (computerized information systems, access to industry facilities, quality and range of management reports, etc.) that will be used in auditing MCC's expenditures.
- Supplier's overall financial package including early payment discounts and cost of goods and/or services to be purchased by the College.
- Evidence of financial ability to meet operational requirements. Include a bank reference for your organization.
- Information that will improve the quality and/or price of all MFDs
- A proposal detailing cost per click rates, volume requirements, and other costs.
- Copies of Underwriters Labs (UL) or Bertl reports for proposed equipment.
- 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.
- Percentage of list price being charged to purchase distributed MFDs.
- 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. Include at least three installations consisting of at least 25 devices in colleges and/or universities.
- Complete and submit Attachments A-C.
- Complete and submit Business Enterprise Program Utilization Plan. This is included as a separate document.