

**REQUEST FOR PROPOSAL**

**COMPREHENSIVE PRINT TECHNOLOGY SOLUTION**

**RFP #: PACE-2017-1**

ISSUE DATE: March 1, 2017

REQUIRED RESPONSE DATE: April 10, 2017 ~ 2:00 p.m.

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## **DEFINITIONS:**

**Bi-directional print drivers:** This print driver offers bi-directional communication enabling the user to view real-time the job queue on the device and status of the consumables and paper trays. The user is able to see how much work is ahead of their jobs in the queue and if the MFD has the necessary resources to complete their jobs. The net result is improved end user productivity

**Concurrency:** Devices that are true multi-tasking, not just multi-function. The equipment design should include a processor for each function (as opposed to a single controller board) and offers essentially unlimited concurrency.

**Copy/Production Center:** Internally managed and staffed Participating PACE institutions operation servicing the campuses high volume and high end printing requirements.

**CPC:** Cost Per Copy as related to maintenance of print devices as specified. It is the cost per print or copy for required maintenance services.

**CPM:** Same as PPM, copy per minute rating of a MFD or Print Device

**Click:** A print or copy per side related to a MFD or Print Device

**Device Band (s):** The minimum technical specifications for a print device. There are 9 different bands being requested under this RFP.

**E.s.t:** Eastern Standard Time, United States

**Fax line security:** This means that someone cannot gain access to the network through the fax phone line and to “take control” of a device. This security isolates the Fax received and Network functions so no crossover of data can occur and no shared memory. This security also employs a method of byte-by-byte control of incoming fax jobs. This means that someone trying to “take control” of a device via the phone line will be thwarted. If it does not follow fax transmission standards exactly, CCITT (ITU), the connection is closed.

**Installed Device(s):** Refers to a MFD or all MFD’s installed by awarded vendor of this RFP.

**Multifunctional Device (MFD):** A Multifunctional Device (MFD) is a digital office machine which incorporates the functionality of multiple devices in one. A MFD may act as a combination of some of the following devices: printer/photocopier/fax/scanner, depending on the desired configuration.

**PPM:** Print per minute rating of a MFD or Print Device.

**Print Around Technology:** With this feature, the multi-function device does not stop processing jobs for missing resources. For example, if a job sent to a MFD requires legal size paper and the MFD is out of legal size paper, the device simply puts this job off to the side and continues to process all other jobs. When legal paper is supplied to the empty tray, then the legal job that was being held is pushed to the top of the job queue. This feature maximizes productivity and is essential for a successful asset consolidation strategy. If the number of devices in a department is reduced, then the remaining fewer devices must continue to process work to keep up with the workload – the device cannot stop every time a missing resource is requested or it will dramatically affect the productivity of the department’s end users.

**Print Devices:** Includes but is not limited to network printers, fax machines, scanners, analog & digital copiers and multifunctional devices.

**Standard Searchable PDF:** Retrieval of electronic documents is as important as storing them. When looking for a name, number, etc. within a multi-page document simply enter the data into “search”.

**Work Group Print Production Center:** Are locations throughout individual campuses, where consolidation of print devices results in an area within a building or floor being designated as a “Print Production Center” that is shared by multiple departments and end users. Print Production Centers are to be equipped minimally with MFD’s.

## 1. Overview

PACE is an initiative of the 15 Community College and 9 State University Presidents which seeks opportunities for the institutions to collaborate in areas where costs can be introduced while simultaneously improving operational efficiency

### 1.1 *Participating PACE institutions Overview & Strategic Direction*

**Berkshire Community College:** Founded in 1960, BCC was the first community college established by the Commonwealth of Massachusetts. Today, there are 15 community colleges throughout the state. During its first 12 years, BCC was in downtown Pittsfield in a former junior high school made available by the city. There, enrollment grew from 153 to 1,222 students. In 1972, the college moved to its present location occupying a magnificent 180-acre site four miles from the center of Pittsfield. Twelve years later, a satellite facility known as the South County Center opened in Great Barrington. Last year, nearly 3,000 students enrolled in day or evening credit courses at the main campus, off-campus sites, and/or online. Additionally, more than 5,200 people enrolled in various noncredit and workforce development offerings. Berkshire Community College (BCC) strives to place higher education within reach of all residents of Berkshire County and beyond. BCC is committed to access academic excellence, student success, and leadership in the community, help students overcome financial, physical, and/or social barriers and welcomes them into a college environment of academic excellence. BCC provides quality programs that prepare students to enter or progress within the workforce and/or for transfer, while fostering a lifelong enthusiasm for learning. BCC provides the resources and services students need to be successful, to meet our academic standards, and to achieve their personal and professional goals. BCC provides leadership by furthering the engagement of our students in the community by working collaboratively with civic leaders, organizations, and employers; and by serving as a center for diverse educational and cultural activities. BCC is a dynamic learning community, transforming lives and preparing students to succeed in an increasingly complex, diverse, and changing world.

|                    |   |
|--------------------|---|
| Main Campus:       | 1350 West Street, Pittsfield, MA 01201-5786<br>78 Center Street Pittsfield MA 01201 |
| Barrington Campus: | 343 Main Street, Great Barrington MA, 01230   |
| Pittsfield Campus: | One Columbus Avenue, Pittsfield MA 01201  |

**Bridgewater State University:** As the comprehensive teaching university of Southeastern Massachusetts, Bridgewater State University has a responsibility to educate the residents of Southeastern Massachusetts and the commonwealth, and to use its intellectual, scientific and technological resources to support and advance the economic and cultural life of the region and the state. While maintaining its historic focus on the preparation of teachers, Bridgewater State University provides a broad range of baccalaureate degree programs through its Louis M. Ricciardi College of Business, College of Education and Allied Studies, College of Humanities and Social Sciences, and Bartlett College of Science and Mathematics. At the graduate level, the College of Graduate Studies offers Master of Arts and Master of Science in select disciplines, as well as Master of Arts in Teaching, Master of Business Administration, Master of Science in Accountancy, Master of Education, Master of Public Administration and Master of Social Work. In addition, Bridgewater State University prepares educators for post baccalaureate and postmaster's licensure. Through the extensive information technology and distance education resources available at Bridgewater State University, including the John Joseph Moakley Center

for Technological Applications, the university has made technology an integral component of teaching and learning on campus, and is a regional center for the enhancement of teaching through technology for PreK-12 teachers and university faculty. The university's growing number of innovative academic programs helps to ensure that Bridgewater State University students are prepared to think critically, communicate effectively and act responsibly within a context of personal and professional ethics. Bridgewater State University benefits from Connect, its regional partnership with other public higher education institutions in the region – the University of Massachusetts Dartmouth, Massachusetts Maritime Academy, Massasoit Community College, Bristol Community College and Cape Cod Community College. Connect coordinates the academic, administrative and development activities of public higher education in Southeastern Massachusetts, and introduces shared activities and programs among member institutions.

Main Campus: 131 Summer Street, Boyden Hall, Bridgewater, MA 02325

Satellite Campus: 10 Shaw Road, Bridgewater, MA 02325

**Bristol Community College:** Bristol Community College, since its chartering in 1965, is where people turn to earn a degree, access work-related training, learn new leisure activities, and bring their kids for enrichment and entertainment. Bristol Community College is a comprehensive community college offering more than 150 careers and transfer programs of study that lead to an associate degree in science, arts, applied sciences, and certificates of accomplishment or achievement. Students are able to transfer to many baccalaureate colleges throughout the state and country from any of our convenient campuses: Fall River; Davol Street; New Bedford; Taunton Center and Attleboro.

Attleboro Campus: 11 Field Road, Attleboro, MA 02703

Fall River Campus: 777 Elsbree Street, Fall River, MA 02720

New Bedford Campus: 800 Purchase Street, New Bedford, MA 02740

188 Union Street, New Bedford, MA 02740

1121 Ashley Boulevard, New Bedford, MA 02745

Taunton Campus: 61 Summer Street, Taunton, MA 02780

**Bunker Hill Community College:** Bunker Hill Community College (BHCC) is located in Boston, Massachusetts and is the largest community college in Massachusetts, with approximately 14,000 students enrolled per semester. BHCC, founded in 1973, is fully accredited by the New England Association of Schools and Colleges (NEASC). With two main campuses in Charlestown and Chelsea, in addition to three satellite campuses and several instructional centers throughout the Greater Boston Area, BHCC offers a wide range of learning options to suit the diverse needs of our student body. Students can choose from day, afternoon, evening, late-evening, weekend, web-based and distance-learning courses to fit their busy schedules. BHCC is proud to be the most affordable community college in Massachusetts. We offer more than 100 academic programs, including associate degree programs, certificate programs and programs designed to allow students to complete their first two years of a bachelor's degree before transferring to a four-year university. Our dedicated, caring faculty and counselors are here to help students achieve their personal, academic and career goals.

Main Campus: 250 Rutherford Avenue, Boston, MA 02129

Chelsea Campus: 70 Everett Avenue, Chelsea, MA 02150

Chinatown Campus: 99 Albany Street, Boston, MA 02111

East Boston Campus: 250 Sumner Street, East Boston, MA

20 Maverick Square, East Boston, MA

Everett Campus: 100 Elm Street, Everett, MA 02149  
Malden Campus: 77 Salem Street, Malden, MA 02148  
Quincy Campus: 275 Hancock Street, Quincy, MA 02171  
South End Campus: 405 Shawmut Avenue, Boston, MA

**Cape Cod Community College:** Cape Cod Community College (CCCC), founded in 1961, delivers educational programs and services to meet the diverse needs of the residents of Cape Cod, the Canal Region, the islands of Martha's Vineyard and Nantucket, and the Greater Plymouth Area. CCCC is the only comprehensive college on Cape Cod and offers 32 associate in arts degrees, 32 associate in science degrees and 56 career certificates in a wide variety of program areas. The Hyannis Center of CCCC offers educational assistance for adults, Workforce courses and college credit classes. The College also offers bachelor's and master's degree programs through its partnerships with colleges and universities throughout Massachusetts. The College offers programs of instruction during the day, evening, weekends, Intersessions, and Quick Term sessions to meet student's needs. Approximately 7,300 individuals each year take courses at CCCC and faculty is well credentialed with 26.5% holding doctoral degrees and 72% holding master's degrees in their fields. In 2006, the College opened its doors to the new Lyndon P. Lorusso Applied Technology building, a state-of-the-art teaching and learning facility. Representing the College's commitment to environmental sustainability, it is the state's first LEED (Leadership in Energy and Environmental Design) certified "green-building" ever built with state dollars. CCCC is one of 15 public community colleges in Massachusetts operating under the jurisdiction of the Department of Higher Education (DHE). The College is governed by an eleven-member board of trustees appointed by the Governor. Appointments are for five-year terms, renewable for one additional term. Trustees are not compensated and do not have any financial or business interest in the college.

Main Campus: 2240 Iyanough Road, West Barnstable, MA 02668  
Hyannis Campus: 540 Main Street, Hyannis, MA 02601  
Martha's Vineyard Campus: 100 Edgartown Vineyard Haven Road, Oak Bluffs, MA  
Plymouth Campus: 41 Obery Street, Plymouth, MA 02360

**Fitchburg State University:** Fitchburg State University, located in Fitchburg, Massachusetts, is a public institution dedicated to integrating high-quality professional programs with strong liberal arts and sciences studies. Founded in 1894, the university now has more than 30 undergraduate programs and 22 master's degree programs, and 7,000 full and part-time students. Fitchburg State offers undergraduate and graduate programs with an emphasis on career-orientated learning that is firmly grounded in the liberal arts, as well as selected majors in the traditional arts and sciences. The university features small class sizes, hands-on professional education, and an accessible faculty dedicated to teaching. A compact campus provides the added bonus of a secure community where social and cultural activities abound and students assume a wide-range of leadership roles in the community, student government and social and artistic affairs. An emphasis on faculty mentoring and internships has resulted in an extremely high success rate in placing students in careers or graduate school. The university supports both traditional and nontraditional students. Full-time and part-time enrollment opportunities exist during the day and the evening, and at the graduate and undergraduate level. The undergraduate day population is comprised of both commuter and residential students representing the entire state of Massachusetts and all of New England. The graduate and continuing education population includes the whole spectrum of learners from people desiring to expand their career opportunities by pursuing graduate or undergraduate certificates and degrees, to a typical

university student home for the summer taking a course or two to get ahead. The Graduate and Continuing Education Office offers diverse perspectives for part-time and full-time advanced study in a variety of professional and academic fields.

Main Campus: 160 Pearl Street, Fitchburg, MA 01701

**Framingham State University:** Framingham State University founded in 1839 by education reformer Horace Mann, FSU is the nation's oldest public university founded for the education of teachers and has been providing students with access to an excellent and affordable education for the past 175 years. Our founding was a visionary act and we have evolved and grown from that vision. Today, Framingham State is a comprehensive arts and sciences institution with more than 6,500 students, including about 2,000 graduate students and 53 undergraduate and graduate degree programs in the arts, humanities, sciences, social sciences and professional fields. From physics to philosophy, we offer outstanding academic programs to get you where you want to go. Framingham State's primary focus is on student success – we seek to prepare our students to excel personally and professionally in the increasingly complex and competitive global economy. We provide an open and supportive learning environment that is small enough to be personal and collaborative, yet large and diverse enough to broaden students' understanding of the world. We aim to provide students with real-world experiences during their time at FSU. Our outstanding internship program capitalizes on our location in the heart of Metro West, amid fortune 500 companies such as Bose, Staples, Reebok, Genzyme, EMC, IBM, as well as thousands of mid-size companies, high-tech startups and public sector organizations. These internship experiences can often lead to jobs after graduation – in fact you will find that many of our more than 40,000 living alumni live and work in the area in a wide variety of different careers. Students are also provided with opportunities to travel the world through our study abroad programs or choose from more than 60 student clubs to join, such as Alternative Spring Break, which takes students around the country for week-long service learning trips. We also offer a wide array of cultural events, athletic programs and volunteer opportunities that enhance classroom learning. FSU is home to outstanding professors who are dedicated to student success and are willing to work one-on-one with students outside of class. Framingham State University is dedicated to helping students attain personal growth and academic success.

Main Campus: 100 State Street, Framingham, MA 01701

**Greenfield Community College:** Greenfield Community College is located in the beautiful and historic Pioneer Valley of western Massachusetts, between the foothills of the Berkshire Mountains and the fertile farmland of the Connecticut River watershed. GCC is the smallest of the 15 community colleges in the Massachusetts higher education system, known for the caring and supportive attitude of the faculty and staff, academic excellence, and for the broad support it enjoys from the surrounding community. GCC is accredited by the New England Association of Schools and Colleges, and works closely with bachelor degree granting colleges of the Massachusetts public higher education system, including the University of Massachusetts, and with private colleges and universities, which enables us to offer diverse transfer opportunities to our students. The career programs offered by the College prepare our students to enter the work force or update their skills, while credit-free workshops and seminars are offered for personal enrichment. Day, evening and weekend classes are offered so that students who need a flexible academic schedule can be served.

Main Campus: One College Drive, Greenfield, MA 01301  
270 Main Street, Greenfield, MA 01301

**Holyoke Community College:** Holyoke Founded in 1946 proudly offers access to affordable, high quality education and workforce training for all who seek it. Dedicated faculty and staff, and nearly one hundred degree and certificate programs, prepare students for transfer to a four-year college or immediate entry into the workforce. Online, blended, evening and Saturday classes afford the flexibility needed to accommodate busy lives. Students of all ages and educational levels can take advantage of our comprehensive array of academic support services, innovative instruction, and vibrant arts and cultural offerings. Throughout the year, HCC is home to numerous recreational and cultural activities and events that are open to the community.

Main Campus: 303 Homestead Avenue, Holyoke, MA 01040

206 Maple Street, Holyoke, MA 01040

Ludlow Campus: 221 East Street, Ludlow, MA 01056

**Massachusetts College of Art and Design:** The Division of Student Development is committed to the success and balance of the whole student by empowering students to develop the confidence and skills needed to make educated decisions about their lives and to become life-long learners. We implement this philosophy through our respect and value of individuality, creativity, diversity, and integrity. Focusing on the co-curricular experience, the Division of Student Development advances learning and success by encouraging intentional change through partnerships with students that are challenging and supportive. Student Development provides numerous co-curricular programs, giving students the opportunity to engage in fundamental learning experiences outside the formal setting of an academic classroom. These programs include, but are not limited to, new student orientation, student leadership, health and wellness, personal development and artistic, social and civic responsibility. To measure these rich learning opportunities, each department within Student Development has established student learning outcomes and tracks their progress in meeting these outcomes. These competencies and skills help to enhance and guide the students in their academic endeavors. Our co-curricular programs are assessed on an annual basis, the results of which are published in our annual report. MassArt encourages students to do internships to help prepare them for careers in the Creative Economy. Internships allow you to apply your art and design skills in a professional environment, explore potential career paths, start a professional network, and gain professional experience that employers will expect after graduation.

Main Campus: 621 Huntington Avenue, Boston, MA 02115

**Massachusetts Bay Community College:** Mass Bay fosters educational excellence and student success, prepares students for local and global citizenship, anticipates and responds to the needs of surrounding communities, and contributes to evolving regional economic development.

Massachusetts Bay Community College is a comprehensive, open-access community college, offering associate degrees and certificate programs. The College is dedicated to student learning and achievement through academically rigorous courses and programs. Massachusetts Bay Community College provides its diverse student body with a strong foundation in the liberal arts and state-of-the-art career preparation. The College enriches student experience and encourages civic engagement through academic and co-curricular activities, student services, and partnerships with local businesses, civic organizations, and schools. Massachusetts Bay Community College aspires to be a catalyst for transformation — calling for the best in students, preparing them as engaged citizens, and enabling them to realize their dreams.

Main Campus: 50 Oakland Street, Wellesley, MA 02481-5399

Framingham Campus: 19 Flagg Drive, Framingham, MA 01702-5928

Ashland Campus: 250 Elliot Street, Ashland, MA 01721-2389



**Massachusetts Maritime Academy:** Mass Maritime is your college for: Emergency Management, Energy Systems Engineering, Facilities Engineering, International Maritime Business, Marine Engineering, Marine Transportation, and Marine Safety & Environmental Protection. We also offer graduate programs in Emergency Management and Facilities Management. Massachusetts Maritime Academy is a fully accredited, four year, co-educational state university offering Bachelor and Master of Science degrees that are highly regarded in the worldwide maritime industry and beyond. Located on Cape Cod, at the mouth of the scenic Cape Cod Canal, Massachusetts Maritime Academy is the ideal college to pursue your love for the ocean, your concern for the environment, your interest in math and science, and your thirst for adventure. Our campus is equipped with state-of-the-art technology to train the next generation of industry leaders. The Academy's rigorous academics and hands-on approach to building leadership and professional skills fully prepare our students for successful careers. The proof: most of our graduates are employed in well-paying, career track positions within 90-days of graduation. The Academy experience is unique. The Regiment of Cadets and regimental-style uniforms play an important role in campus life at Massachusetts Maritime Academy. The Regiment reinforces that status at the Academy is not an entitlement based on gender, race, or socio-economic class; it is earned through hard work, honor, and integrity. Though we are structured as a regimented academy designed to grow effective leaders, only cadets who volunteer for commissioning programs have military obligations during and after their time at Massachusetts Maritime Academy. Through Sea Terms and Cooperative Education Programs, our undergraduates log invaluable career experience during their four-year pursuit of a Bachelor's Degree, often while traveling to foreign countries. Upon graduation, our cadets are distinctly qualified to lead as licensed maritime professionals, skilled business managers, ship safety officers, commissioned military officers, and more. The United States Department of Transportation's Maritime Administration (MARAD) recognizes the Academy as one of six state maritime colleges approved to prepare graduates for federal license examination as third mate, ocean vessels, unlimited tonnage or third assistant engineer, steam or motor, unlimited horsepower. Extracurricular activities are viewed to cultivate pride in the Academy tradition as well as maintain the Academy's Tradition of Pride. All cadets are encouraged to participate in the wide variety of activities and athletics offered at MMA. An impressive 40% of cadets are athletes on one or more of our competitive NCAA and ECAC Division III college teams.

Main Campus: 101 Academy Drive, Buzzards Bay, MA 02532

**Massasoit Community College:** Massasoit was founded in 1966, but its origin can be traced to a 1947 study by the State Board of Education which determined the need for a low tuition, state supported system. The study proposed that twelve community colleges be established, one of which would serve the Greater Brockton, South Shore area. In 1961, a proposal was brought before the Brockton School Committee, and after a feasibility study, announcement of such a college was made in 1965. In September, 1966, the College, consisting of 358 students and 22 faculty, held its first classes in the Charles M. Frolio School in North Abington, and in June, 1968, the first graduation was held for 137 students. Additional campuses were later established at the former Howard School in West Bridgewater and the Miramar School in Duxbury. Groundbreaking for the first five buildings of the permanent Brockton campus occurred in 1969, and by 1972 the campus was officially opened. During this time, the College received its first accreditation from the New England Association of Schools and Colleges. By 1978, the five remaining buildings of the campus were completed. Governance of higher education in Massachusetts underwent reorganization in 1980, replacing the Board of Regional Community

Colleges and other state coordinating boards with the Board of Regents of Higher Education (now called "The Board of Higher Education). As part of the change, in 1981, the Massasoit Board of Trustees assumed local control of the College. In 1985, the Blue Hills Technical Institute, itself in existence since 1966, formally merged with Massasoit Community College, and is now the Canton campus. The Conference Center at Massasoit opened in 1997 offering 7200 square feet of meeting space for local businesses and other community organizations. Massasoit Community College is accredited by the New England Association of Schools and Colleges (NEASC), one of the six regional accrediting bodies in the United States. This is a non-governmental, nationally recognized organization whose affiliated institutions include elementary schools through collegiate institutions offering post graduate instruction. Accreditation of an institution by NEASC indicates that it meets or exceeds the criteria for the assessment of institutional quality periodically applied through a peer-group review process. An accredited school or college is one that has available the necessary resources to achieve its stated purposes through appropriate educational programs, is substantially doing so, and gives reasonable evidence that it will continue to do so in the foreseeable future. Institutional integrity is also addressed through accreditation. Accreditation by NEASC is not partial but applies to the institution as a whole. As such, it is not a guarantee of the quality of every course or program offered or the competence of individual graduates. Rather, it provides reasonable assurance of the quality of opportunities available to students who attend the institution.

Main Campus: One Massasoit Boulevard, Brockton, MA 02302-3996

Canton Campus: 900 Randolph Street, Canton, MA 02021-1372

Marlborough Campus: 49 Union Street, Middleborough, MA 02346-2245

**Massachusetts College of Liberal Arts:** MCLA is a member of the Council of Public Liberal Arts Colleges (COPLAC), a national consortium of visionary public institutions that work to advance and promote the mission and distinctive role of the liberal arts in public higher education; our 26 COPLAC partners include Keene State College, the University of North Carolina Asheville, and St. Mary's College of Maryland. The College offers 19 majors and more than 50 programs of study which lead to a Bachelor of Arts or Bachelor of Science degree. MCLA's graduate program offerings include Post-Baccalaureate Educator Licensure, a Master of Education (M.Ed.), a Master of Business Administration (MBA), a Leadership Academy, and a Certificate of Advanced Graduate Study (CAGS). The College is recognized on the President's Honor Roll for Service by the Corporation for National and Community Service. MCLA is accredited by the New England Association of Schools and Colleges (NEASC), Inc. through its Commission on Institutions of Higher Education. MCLA is a Division III NCAA athletics program that promotes excellence in academics and athletics, and encourages student-athletes to develop leadership skills on and off the field. 94% of full-time faculty have the highest degree in their field.

Main Campus: 375 Church Street, North Adams, MA 02147

**Middlesex Community College:** At Middlesex Community College, we help today's students prepare for tomorrow's challenges. Our caring and experienced faculty, staff and counselors are eager to help you get the education you need to achieve your goals. If you're not quite sure of your direction, we can help you figure out where you want to go and design a plan to get you there. Your path could lead to a certificate, associate degree, transfer to a bachelor's degree program, or to a new job or career advancement. Middlesex offers students of all ages and stages a host of options for continuing their education. There's sure to be one that fits your life, today and for the future.

We serve students of all academic abilities, with honors programs for students to learn at advanced levels, certificates and degrees for students who either want to continue on to a bachelor's degree or seek employment, and academic support to help students with the foundation needed to be successful in their studies.

Main Campus: 591 Springs Road, Bedford, MA 01730-1197

Lowell Campus: 33 Kearney Square, Lowell, MA 01852

**Mount Wachusett Community College:** MWCC is the college of opportunity and a model of teaching and learning excellence and is a lifelong learning community dedicated to excellence in education and responsive to the changing needs of the communities we serve. Our focus is the preparation of individuals for lives of fulfillment, leadership, and service in a diverse and global society. We are committed to engaging students in rich and challenging learning opportunities within a small college atmosphere that is known for its personal touch. Mount Wachusett Community College is a community of learners where all are welcomed, valued for their individuality, and applauded for their unique contributions to making the college a special place to learn, work, gather, and grow. Students, faculty, and staff recognize the importance of diversity in sustaining a rich, healthy, and vibrant environment and affirm the following values that unite us as a collective body and guide our daily interactions. We believe that every member of our community (student, faculty, staff, and service area resident) has the potential to learn, grow, develop as an educated and engaged citizen, and lead meaningful joyful lives. We strive for excellence in all that we do as an institution, within divisions, departments, and as individuals. We continuously assess our performance and set challenging goals and standards to attain the best possible service to our community.

Main Campus: 444 Green Street, Gardner, MA 01440-1000

Devens Campus: 27 Jackson Road, Devens, MA 01434

Fitchburg Campus: Rindge Road, Fitchburg, MA 01420

Leominster Campus: 100 Erdman Way, Leominster, MA 01453

Burbank Campus: 326 Nichols Road, Fitchburg, MA 01420

**North Shore Community College:** NSCC's commitment to our students and their success will shine through. NSCC prides itself on meeting our students where they are in life and helping them get to wherever they want to go. Whether you want an associate's degree or certificate, plan to transfer to a four-year institution, or earn new workforce skills, NSCC's excellent faculty and staff are here to get you started, keep you on track, provide support along the way, and to see that you reach your educational goals. For over 50 years, NSCC has provided accessible, affordable first-rate education. The college offers over 80 degree and certificate programs and services including financial aid assistance, tutoring, career planning and advising, veteran's services, services for those with disabilities, service learning opportunities, student life experiences and much more. Flexible learning options let you choose a classroom or online setting or a little bit of both. The college is pleased to be an active community partner, resource and contributor to the vibrant North Shore economy. Through our actions, we model our values of sustainability and civic engagement.

Main Campus: One Ferncroft Road, Danvers, MA 01923-0840

Lynn Campus: 300 Broad Street, Lynn, MA 01901

Beverly Campus: 181 Elliott Street, Suite 1216, Beverly, MA 01915

Middleton Campus: 30 Log Bridge Road, Middleton, MA 01949

**Northern Essex Community College:** NECC is proud of the quality of education and services we offer to our students with over 15,000 individuals who can study full- or part-time; a teaching faculty who concentrate their education, experience and effort in the classroom; the skills needed when your education is completed to transfer successfully to baccalaureate programs, or become a part of the highly skilled business, industrial and professional work force for which New England is famous. You will be able to study at Northern Essex at an extremely low cost. The average full-time student residing in Massachusetts spends approximately \$1800 a semester for tuition and fees excluding insurance. Part-time study is comparably inexpensive. Several financial aid sources are available to eligible students and we are committed to helping you find a way to afford Northern Essex. NECC is a public, two-year college that offers comprehensive academic programs of study leading to the Associate in Arts degree, the Associate in Science degree and Certificates of program completion. Our student body is a complex group: many come here directly after high school, often from the top 25% of their class; others bring a variety of living and job experiences to their studies; the average age ranges from 25 in the day to approximately 31 in the evening; some take traditional college programs, planning to transfer to a four-year institution after graduation; some are enrolled in associate degree or certificate programs leading to immediate employment in specialized career fields; some take developmental courses to upgrade their academic backgrounds while pursuing a degree program; others take individual courses, exploring alternatives before making more formal academic decisions; others take special interest courses only; large numbers of students are enrolled in nontraditional programs of study such as English as a second language courses, and certain training programs in special skills and high technology areas are designed to fit the unique training needs of individual groups of students or particular employers; solid academic support services and a dynamic student activity program are part of the educational opportunities available at NECC. Flexible scheduling and the option of completing your degree or certificate at your own pace are hallmarks of a NECC education. Our dedicated teaching faculty accepts with enthusiasm the challenge of responding properly to the differing backgrounds of their students and, at the same time, directing and leading them toward broader understandings. Our faculty are deeply involved in the planning of each class and in the achievement of each student, and are equally dedicated to personal achievement. As well as the specialized academic opportunities and tutoring that the college provides for our students, our faculty have the time and the commitment to advise as well as instruct students, and to provide support and encouragement.

Main Campus:

100 Elliott Street, Haverhill, MA 01830-2399

Lawrence Campus:

45 Franklin Street, Lawrence, MA 01841

414 Common Street, Lawrence, MA 01840

420 Common Street, Lawrence, MA 01840

52 Franklin Street, Lawrence, MA 01843

78 Amesbury Street, Lawrence, MA 01841

360 Merrimack Street, Lawrence, MA 01843

**Quinsigamond Community College:** QCC for over 50 years, in Worcester, MA has provided thousands of men and women opportunities for a first-rate education and personal growth, whether preparing them for immediate entry into the workforce, transfer to bachelor level programs in four-year colleges and universities, or for personal and cultural enrichment. Area and regional businesses and professionals such as Intel Corporation, Verizon, Metso Automation, Waters Corporation, UPS, Ken-Weld, and Saint Gobain have benefited as well through regular and customized workforce training and education programming designed in partnership. In addition, the College works directly with K-12 school systems in a variety of collaborations and

partnerships. QCC was established in 1963 to provide access to higher education to residents of Central Massachusetts. Since the early 60s, enrollment has grown from 300 to over 13,000 full and part-time day and evening students served. Over 100 associate degree and certificate career options in Business, Health Care, Technology, Liberal Arts, and Human Services. The College also offers a wide variety of non-credit courses, workshops, and seminars through its Workforce Development Training Center. In addition, over 300 noncredit and nearly 35 credit courses are offered online. In addition to its main campus on West Boylston Street in Worcester, the College has program locations in downtown Worcester at its Healthcare and Workforce Development Center, at the Senior Center in Worcester (Hospitality & Recreation Management), Burncoat High School in Worcester (Automotive Technology), in Marlborough at Assabet Valley and the Marlborough Senior Center and 5 Optical Drive in Southbridge. The College is accredited by the New England Association of Schools and Colleges (NEASC). Membership in the Association indicates that an institution has been stringently evaluated and found to meet high standards agreed upon by qualified educators.

|                     |   |
|---------------------|---|
| Main Campus:        | 670 West Boylston Street, Worcester, MA 01606 |
| Worcester Campus:   | 25 Federal Street, Worcester, MA 01608        |
|                     | 179 Burncoat Street, Worcester, MA 01608      |
|                     | 555 Plantation Street, Worcester, MA 01605    |
|                     | 128 Providence Street, Worcester, MA 01604    |
|                     | 1 Skyline Drive, Worcester, MA 01605          |
|                     | 141 Grove Street, Worcester, MA 01605         |
|                     | 81 Hope Street, Worcester, MA 01603           |
|                     | 449 Southwest Cutoff, Worcester, MA 01604     |
| Marlborough Campus: | 215 Fitchburg Street, Marlborough, MA 01752   |
| Shrewsbury Campus:  | 222 Maple Avenue, Shrewsbury, MA 01545        |
| Southbridge Campus: | 5 Optical Drive, Southbridge, MA 01550        |

**Roxbury Community College:** Roxbury Community College is a co-educational public institution of higher education offering Associate Degrees and certificate programs. RCC's primary objective is to provide residents of the Commonwealth, specifically those individuals living in the greater Boston area, "optimum opportunity for access to a college education consistent with their interests and aptitudes and to reduce to a minimum economic, social, psychological and academic barrier to educational opportunity." The college's goals are the result of ideas generated by and from the college community and reflect a response to the needs of the larger Roxbury community. A community-based Board of Trustees appointed by the Governor of the Commonwealth of Massachusetts works with the College's President to ensure that Roxbury Community College is an effective educational institution providing a strong vehicle for the community to grow and prosper.

Main Campus: 1234 Columbus Avenue, Roxbury, MA 02120-3400

**Salem State University:** Salem State University, located just 15 miles north of Boston, is one of the largest state universities in the Commonwealth of Massachusetts, and an important partner in the economic, cultural and intellectual vitality of the greater north-of-Boston region. Situated in the historic seacoast town of Salem Massachusetts, Salem State provides a diverse community of learners with a high quality, student-centered education; one that prepares them to contribute responsibly and creatively to a global society. Born of the humanitarian endeavors of Horace Mann, the institution originally known as Salem Normal School welcomed its first class of "young ladies who wish to prepare themselves for teaching" on September 14, 1854. Only the

fourth such institution in Massachusetts and the tenth in America, it was welcomed by the city of Salem, which generously endowed its first site at One Broad Street. The city and school quickly developed a mutually beneficial partnership that continues to thrive. Salem Normal School alumnae took community service well beyond Massachusetts' borders. Charlotte Forten, the school's first African-American student and a graduate of the class of 1856, was the first African-American teacher to journey south during the Civil War to teach freed slaves in South Carolina. Other graduates would disburse to teach in elementary and high schools as far afield as Africa, the Middle East and Asia. As the demand for teachers increased nationwide, Salem Normal School prospered. Following renovation of the Broad Street building in 1871, the school's capacity doubled to keep up with increased demand. In 1896, it moved to an expanded campus in South Salem, which allowed for the introduction of a model training school housed in the Sullivan Building. In 1898, the student body became coeducational, although male enrollment remained small until the introduction of a commercial program in 1908. The curriculum, which combined professional business practice with pedagogical instruction, became the first of its kind in American public higher education. In 1921, the course of study was lengthened from two to four years, and in 1932 Salem Normal School became Salem Teachers College. To accommodate the burgeoning enrollment, new programs were added and new buildings erected. Later that decade, a liberal arts program was added. The first residence halls opened in 1966. Renamed Salem State College in 1968, new programs in business administration and nursing led to the acquisition of South Campus, including the former Loring Estate, in 1972. On July 28, 2010, Massachusetts governor Deval Patrick approved legislation that elevated Salem State College and eight other public institutions of higher education in the commonwealth to universities; on October 26, 2010, Salem State College officially became Salem State University. Since then, the college has continued to add academic programs and majors in response to the work force needs of the commonwealth. Most recently, the dance major was added to students' liberal arts education. The past two decades have been marked by the continued growth of the physical plant. The 1997 purchase of an adjacent 37.5-acre site now houses the Bertolon School of Business, a recital hall, three green and sustainable residence halls, a dining facility, and a small business incubator. In 2010, the university purchased property on Loring Avenue that now houses music rehearsal space, information technology services and additional university offices and services, and in 2013 the Frederick E. Berry Library and Learning Commons on North Campus and the Harold E. and Marilyn J. Gassett Fitness and Recreation Center at the O'Keefe Complex were dedicated. The Sophia Gordon Center for Creative Arts will open in 2017, and plans for the construction of a science facility are well underway. The past two decades have seen record-breaking increases in fundraising and the endowment, as well as innovative technological advances that include the transition to a wireless campus, the creation of the laptop initiative and an online, virtual library. Salem State University's evolution into a respected, comprehensive institution of public higher education owes its continued success to the vision of its faculty, students and staff, the partnership of the community and the loyalties of alumni worldwide. The university annually serves nearly 10,000 undergraduate, graduate and continuing education students. One hundred and sixty-two years after its founding, it continues to adhere to the tradition of excellence envisioned by its founders as it increases its impact on the region, within the commonwealth and—increasingly—across the globe. As it adds facilities and academic programs to prepare its graduates for 21st-century careers, its mission remains the same: to provide a high-quality, student-centered public education to those who wish to lead the next generation.

Main Campus:

352 Lafayette Street, Salem, MA 01970

**Springfield Technical Community College:** Springfield Tech located on 35 acres of the Springfield Armory National Historic Site and founded in 1967, is a major resource for the economic vitality of Western Massachusetts. As the only technical community college in Massachusetts, STCC offers a variety of career programs unequalled in the state. Biotechnology, Health Information Technology, IT Security, Laser Electro-Optics, Mechanical Engineering Technology, Nursing, Respiratory Care, Sonography, and dozens of other career programs produce potential employees each year. STCC's highly-regarded transfer programs in Business, Engineering, Liberal Arts, Science and Technology continue to provide the most economical option for students pursuing a four-year degree. With an annual enrollment of over 8,700 day, evening, weekend and online students S.T.C.C. is a vibrant campus rich in diversity. Springfield Technical Community College supports students as they transform their lives and is a dynamic, multi-cultural learning community where students grow in character, intellect and self-confidence. STCC believes that with pride and determination among our faculty, staff and students we can create a community of truly inspired individuals. We are committed to fostering an environment that promotes truth and the development of individual character; nurture mutual respect among faculty, staff and students and embrace differences to create an inclusive environment for all. As a community within the community at large, we improve lives and strengthen the region through accessible and affordable higher education. We encourage our students to be the best that they can be by providing a diverse educational experience that promotes personal and professional growth. As a community of dedicated faculty and staff who care about student success, we produce graduates who will contribute to the well-being of the region and to the Commonwealth.

Main Campus: One Armory Square, Springfield, MA 01105

**Westfield State University:** Westfield State University is dedicated to equipping students with the knowledge, skills, and experiences they need to succeed. Founded in 1839 by Horace Mann, Westfield State was the first co-educational college in America to offer an education without barrier to race, creed, or economic status. After 175 years, Westfield State continues to impact the economic, social, and cultural vitality of the Commonwealth.

Main Campus: 1630 Westfield State University, Westfield, MA 01086-1630

**Worcester State University:** Worcester State University is a liberal arts and sciences university with a long tradition of academic excellence. Our students receive a variety of multi-disciplinary opportunities enabling them to explore their academic interests and prepare for their careers. Our students conduct innovative research and develop creative ideas with acclaimed faculty; engage in service learning and internships in the community; pursue study away opportunities in the U.S. and abroad. We prepare our students to take on real-world challenges with portfolios that include critical thinking, teamwork, problem solving, communication, technology, and global awareness skills. Worcester State University offers 62 undergraduate majors and minors, 31 master's degrees and post-baccalaureate certificates, and real-time access to online, noncredit professional training. Our accreditation by the New England Association of Schools and Colleges, Inc. demonstrates that our liberal arts and sciences curriculum meets or exceeds its criteria for assessment of quality.

Main Campus: 486 Chandler Street, Worcester, MA 01602

## **1.2 Overview of the Business Opportunity Participating PACE institutions is Requesting Proposals to Address**

Pace Campuses have a copier acquisition program with primarily five copier manufactures on campus Océ, Canon, Savin, Ricoh and Xerox. In some cases, departments are free to purchase or lease copiers as required. Generally, copiers are contracted off either the Commonwealth of Massachusetts or Massachusetts Higher Education Consortium contracts with lease terms of either 36, 48 or 60 months or by individual RFP issued by member institutions. Leases expiration dates are staggered. If a copier is leased either the Commonwealth of Massachusetts or MHEC lease contracts are utilized. In some cases, individual institutions have issued and awarded institution specific Copier and Printer RFP's.

**1.2.1 Exhibit A:** This Exhibit contains, to the best of the participating PACE institutions' knowledge, current copier locations, make/model, monthly averages for copies and annual print volume for 2016 for the 24 member institutions. If appropriate an updated list will be provided to vendors prior to the pre-bid meeting. The fragmenting of the make, model and lack of standardization has not allowed the participating PACE institutions to leverage its volume to obtain lowest possible costs related to equipment purchase; lease; maintenance cost per copy, and enhanced on going device support. Institutions who would like to include printers have included their printer models and other printer information as available.

Exhibit A, is provided to assist participants in responding, the participating PACE institutions make no claim or warrants that the information is correct.

**1.2.2 Existing Servicing Levels:** Existing contracts, provider various levels of service response. In some cases, on-site dedicated service technician are required to accommodate the participating PACE institutions' service needs. The technician is required be on-site to commence repairs on the MFD within four (4) hours of the initial service call by participating PACE institutions to the vendor. Awarded vendor must meet or exceed this service level requirement. It is envisioned that as the campuses migrate to a standard brand and models that the selected partner will provide onsite support personnel at no additional cost. Vendors must indicate the minimum number of deployed devices required for onsite technician. Vendors must also indicate the location of field offices, parts storage and percentage of parts inventory carried by responding or onsite technicians. Vendors should note that some campuses may require onsite service and support at the outset of implementation. Please comment on what fees and charges may be invoked by this service requirement.

**1.2.3 Campus Service Level:** Please indicate at what level of machine quantity it becomes cost efficient for your firm to provide an on-site technician at a specific site or region. Several campuses have indicated the desire and need of a dedicated service technician on campus. Please indicate the number of deployed devices necessary for your firm to provide a technician or technicians onsite without an increase in the cost per copy.

**1.2.4 Ordering Process:** The wide diversity of institutions that are PACE members results in a variety of purchase procedures and billing requirements. Routine, maintenance charges, and toner and other operating supplies are to be included or incorporated into the cost per copy. Optionally some participating institutions desire to include additional supplies such as staples.

Currently, not all campuses use a code access system that facilitates collection of usage data via an Ethernet line and accounting/tracking/billing software. The participating PACE institutions are interested in automating and streamlining the ordering, payment and equipment tracking of print technology administration, migrating these functions to the selected partner. Vendors must be able to provide unlimited institution defined access codes, card swipe readers and or any other technology which makes it feasible and possible for campuses to track print usage and if desired charge back to department or individuals a predetermined per page charge. In addition, specific operating environment requirements are outlined in the software capability requirements and data communications requirements. Minimally, the copy print solution must be operable and trackable in the following



software (Operating System) environments, Windows, Linux, Unix, Android, iOS, MacOS, VMWare Horizon and/or Citrix XenApp. Please comment on your firm's ability and the suitability of the equipment and software proposed to fulfill these requirements.

**1.2.5 Solution Desired:** It is the participating PACE institutions' objective to create enterprise standards for MFD's to a single manufactures brand and models, enhance the productivity of staff by providing them with state of the art MFD's that align with their output profiles, significantly reduce cost associated with printing, streamline back of the house associated administrative overhead, enhance the visibility and accountability of individuals printing on campus through dynamic reporting, enhance the level of service of ongoing device service, direct printing applications seamlessly to the most efficient and cost effective device on campus, and reduce the footprint of print devices on campus to be within industry standards, while enhancing the overall print experience of the campus community.

### **1.3 Scope of RFP**

**1.3.1 Objective:** The objective of this RFP (The term of the agreement is expected to be a minimum of 60 months and Four 12 month extensions) is to enter into an agreement with one partnering vendor who will work cooperatively and collaboratively with the participating PACE institutions throughout the term of the contract to provide and maintain campus MFD's that exceed campus user expectations in terms of functionality, performance, service, and price, and allow the participating PACE institutions to track MFD usage and costs by location and user. This includes, but is not limited to, providing a low-priced solution with MFD's that are easy-to-use as walk-up copiers (including any add-on keypads if applicable), as printers (from networked desktop computers), as scanners, and as fax machines (walk-up or from desktop computer). It is expected that campus authorized users can utilize any of the MFDs supplied under the contract. All MFD leases will be co-terminus, expiring at the end of the agreement. Environmentally friendly equipment in terms of the materials the MFD's are manufactured from, the type of paper the MFD can accommodate, the supplies the MFD utilizes, and the packaging during shipment, as well as energy efficiency will be considered and are desired.

In some cases, participating PACE institutions have elected to have the Copy/Print vendor also provide service for their networked printers. In addition, some institutions may elect to also include desktop printers, however Desktop printers are not included in the scope of this RFP. Services requested include Break-Fix services for both in warranty and out of warranty networked printers. Toner supply, preventative maintenance and moves adds and changes as requested by the institution. A key goal of participating institutions is to reduce and eventually eliminate all network printers in favor of a robust Multifunction device deployment combined with other central service efficiencies.

The participating PACE institutions are interested in the most cost effective solution providing the most functionality to meet the individual office copying needs of the participating PACE institutions. It is emphasized that the participating PACE institutions are pursuing a solution that provides maximum value to the participating PACE institutions through enhanced technology and optimization of such; superior customer service; streamlined and easy-to-use processes, and low total cost. All proposed MFD's must meet or exceed the minimum specifications contained in this RFP.

Bidders are to propose the most cost effective solution they must offer considering the participating PACE institutions' environment and needs.

The selected contractor, throughout the life of the contract, will minimally:

1. Meet the goals and objectives outlined within this RFP.
2. Provide and install multi-functional digital devices (copy, print, fax, and scan) to meet or exceed the minimal specifications described in this RFP.
3. Provide a standard of MFD's across all bands that are consistent and meet all technical requirements during the term of the agreement.

4. Relocate MFD's after initial copier implementation, as necessary, at no charge to the participating PACE institutions
5. Remove MFD's after initial copier implementation, as necessary, determined by the ongoing print optimization effort at no charge to the participating PACE institutions, and eliminate billing for such if a rental or lease arrangement. (This applies only to units installed by the vendor selected because of this RFP)
6. Add or upgrade MFD's at the participating PACE institutions after initial copier implementation, as necessary, at the rates established in the contract.
7. Provide on-site training for campus users (minimally, copier operation, trouble-shooting, and printing from desktop computer to copier, faxing and scanning) at no charge to the participating PACE institutions.
8. Provide on-site training for users of accounting/tracking system at no charge to the participating PACE institutions.
9. Provide MFD operation and trouble-shooting documentation (hardcopy quick guides, and full documentation in hardcopy and on-line form)
10. Provide maintenance, repair, and support for all copiers and the accounting/tracking system.
11. Provide all MFD supplies, in accordance with the table of pricing as requested. Exhibit A-1 lists the current inventory of copiers and printers deployed within the PACE member institutions. Wherever possible current lease information, volume and other features have been outlined. Exhibit A-2 lists included printers of member institutions who desire to include networked printers under this agreement. Participating PACE institutions have requested options for various supply models, see Exhibit A for more information.
12. Some participating PACE institutions have opted to award Break Fix, Toner Replacement and Moves adds and change services to the winning bidder. Vendors must explain how they would fulfill this requirement and complete the pricing matrix. Information on the current participating printer inventory can be found in Exhibit A.
13. Provide and maintain an accounting/tracking system that allows copy, print, fax, and scan volume data to be electronically collected or downloaded by participating PACE institutions, as desired. The downloaded data must be in an easily readable and transferable format which can generate electronic billing reports for each campus department. This information is only required for supplied MFD's and does not include the existing networked printer fleet.
14. Provide monthly reporting, including usage (activity) reports for copies, prints, faxes and scans by location and user, and service call history per MFD – actual and average.
15. Provide participating PACE institutions a monthly electronic summary billing, in a format acceptable to the participating PACE institutions, in arrears to include monthly MFD and usage costs, as applicable. A sample invoice should be included with your response.
16. Participate in quarterly meetings with participating PACE institutions to discuss contractor performance, end-user satisfaction, and emerging technologies. At a minimum conduct an annual print optimization review with the responsible institution management.
17. The participating PACE institutions anticipate that within the term of this agreement most if not all institutions will migrate from Analog Faxing to a more efficient less costly Digital environment. The vendor should outline how the participating institutions can implement digital faxing capability into the print optimization effort.

**1.3.2 Scope:** PACE is a collaborative initiative of the 9 State University and 15 Community College Presidents, whose mission is to identify collaborative opportunities which result in reduced costs and improved efficiencies for the system. In this RFP, some individual institutions have opted

not to include the high volume central Copy/Production centers and/or Network Printer options, while other institutions desire to include these services. Where possible we have provided the clear desires of PACE member institutions. RFP's issued under PACE are a voluntary model and institutions are not mandated to participate in the RFP award.

#### 1.4 **Project Schedule**

The following schedule will apply to the RFP/Award process:

| <b>Date and time</b>  | <b>Event</b>  |
|---|---|
| March 1, 2017   | RFP Issued  |
| March 8th – 23rd, 2017  | Optional CAMPUS WALK THROUGHS (2 Representatives per Vendor)  |
| March 10, 2017<br>10:00 a.m.  | Mandatory Bidders Conference at Mount Wachusett Community College, Multi-Purpose Room 444 Green Street Gardner, MA (Only 2 Representatives per Vendor)<br>Please RSVP to <a href="mailto:MFD-RFP@mcceo.mass.edu">MFD-RFP@mcceo.mass.edu</a><br>by March 7, 2017 3:00 PM EST |
| March 15, 2017<br>by 4:00pm   | Deadline for submission of written questions related to RFP only – Campus specific questions can be submitted within 48 hours after each tour.  |
| March 29, 2017  | Anticipated Deadline for answers to written RFP specific questions only. Check the PACE website for updates<br><a href="http://masscc.org/partnerships-initiatives/rfp-copy-print-services">http://masscc.org/partnerships-initiatives/rfp-copy-print-services</a>          |
| April 10, 2017<br>by 2:00pm   | Deadline for receipt of bids  |
| TBD   | Presentations by finalists  |
| June 1, 2017  | Anticipated Award Notification to Successful Bidder   |
| July 1, 2017  | Anticipated Commencement of Contract  |
| PACE reserves the right to revise the timeline at its sole discretion |   |

#### 1.5 **Pricing Requirements**

**1.5.1 Format:** We recommend that pricing submitted be in the format presented in *Exhibit B, Price Proposal*. If the vendor chooses to utilize another format then at a minimum it shall illustrate Outright Purchase Cost, List pricing, Monthly Lease Cost, Maintenance cost per copy including all supply items and supply options as outlined in **Exhibit B**, all repairs of MFD's for all bands outlined within this RFP. All pricing shall be in accordance with the Technical Specifications indicated within *Exhibit D, Technical Specifications*.

**1.5.2 Model Options:** All options for a model not included in the base pricing are to be priced out in the options section of **Exhibit B**. High volume Copy Center Equipment is to be presented separately and labeled as such in Exhibit B.

**1.5.3 Models Per Band:** One model per MFD Band shall be bid. Offers of multiple models within a band will not be accepted. High volume Copy Center Equipment is to be presented separately and labeled as such in Exhibit B.

**1.5.4 Lease Type:** All leases will be Fair Market Value and coterminous, i.e. All leases established within this contract term, regardless of their start date, will expire at the end of the initial 5-year agreement and may be extended as outline for 4 additional one year terms. During the course of the agreement the monthly lease and maintenance costs (CPC) will remain the same regardless of the time remaining to contract/lease expiration. This is a mandatory requirement and failure to do so will result in the classifying of your proposal as non-responsive.

**1.5.5 Out Right Purchase:** Participating PACE institutions has the option to either purchase or lease equipment being proposed in vendor solutions.

## **1.6 Selection Process and Decision Criteria**

Award shall be let to the proposer who, the participating PACE institutions, in its sole opinion, deems responsive and responsible taking into consideration:

- Pricing;
- Technical Compliance; Adherence to or exceeds specifications, Quality of Services, products and solution;
- Corporate size/strength, experience related to scope of services and Implementation plan;
- Conformity with and exceeding the requirements and the purposes of RFP. (Administrative)
- Oral Presentation (If required )
- In House Equipment Evaluation
- Sustainability, Corporate initiatives and how you will quantify and demonstrate ability to assist participating PACE institutions' sustainability initiatives.

Each of the above criteria will be weighted by the PACE RFP EVALUATION COMMITTEE. The may request clarification of any proposal by phone, email, in writing, or during an in-person presentation.

The PACE RFP Evaluation Committee may cancel an invitation for bids, a request for proposals, or other solicitation, or may reject in whole or in part any and all bids or proposals when the participating PACE institutions determine that cancellation or rejection serves the best interests of the participating PACE institutions and The Commonwealth of Massachusetts.

The PACE RFP Evaluation Committee will notify the selected firm of its decision and will be prepared to enter into an agreement upon selection and notification that the offer to engage is accepted by the vendor.

## **2. GENERAL CONDITIONS**

### **2.1 Validity of Proposals**

Proposal must be signed by an official authorized to bind the vendor to its provisions. Proposals must remain valid for at least 120 calendar days from the deadline for proposal submission.

Late proposals will not be considered. Proposals must be in at the PACE offices, 15 Court Square, Suite 1100 Boston, MA 02108 before the date and time specified, Proposals received by the PACE offices will be time stamped upon receipt and the PACE time stamp shall be the sole indicator of proposals receive in a timely manner. Postmarks are not considered in determining late proposals.

Any proposals may be withdrawn or modified prior to the date and time stated in the proposal for the opening of proposals. Such withdrawal or modification may be either emailed to [MFD-RFP@mcceo.mass.edu](mailto:MFD-RFP@mcceo.mass.edu) or made in

person at the PACE offices 15 Court Square, Suite 1100 Boston, MA 02108., provided in the latter case that the proposer or his authorized representative shows adequate identification.

## **2.2 Contract Term**

Participating PACE institutions requires that all responses be determined around a Sixty (60) month contract term with the option of extending the contract for Four (4) additional 12-month (12) extensions beyond the 60 months. The participating PACE institutions will notify the vendor of its wish to extend the contract 90 days prior to the contract expiration. Extension will be minimally dependent upon the successful negotiation of new models and associated costs. PACE institutions may join this RFP any time during the Five-Year Contract Period, however all leases will terminate at the end of the five year contract period or during the agreed upon extension. After the initial contract award institutions joining the agreement may be supplied refurbished equipment equal to or better than the equipment proposed in the bid response but the same performance and service standards will be maintained throughout the entirety of the agreement.

## **2.3 Lease Terms**

The participating PACE institutions have similar lease term requirements as the MHEC and Commonwealth of Massachusetts. The participating PACE institutions require that all leases have a non-appropriation of funds clause.

The participating PACE institutions reserve the right to move on to the next qualified vendor in the event that they are unable to negotiate acceptable lease terms within 2 weeks of notice of award.

Please include a copy of your proposed master lease and schedule boiler plate within your response.

All leases will be Fair Market Value.

## **2.4 Acceptance & Rejection of Proposals**

Participating PACE institutions are not obligated to accept any proposal and nothing within the RFP shall be taken as constituting a contract or agreement. In addition, participating PACE institutions reserve the right to:

- Make all decisions regarding this proposal, including, without limitation, the right to decide whether any proposal does or does not substantially comply with the requirements of the RFP.
- Accept, reject, or negotiate modifications to any terms of proposals received.
- Communicate with the vendors, individually or collectively, formally or informally.
- Reject any or all proposals received.

## **2.5 Additional Rights Reserved**

In addition to all other rights, participating PACE institutions specifically reserve the right to:

1. Select and negotiate with those parties it judges qualified for competitive bidding and terminate negotiations without incurring any liability.
2. Accept or reject all or part of a bidder's proposal or accept no proposal at all.
3. Negotiate various terms and other conditions of business with the successful bidder(s).
4. Contact any bidder to obtain corrections or clarifications to a submitted proposal if necessary to make a fair comparison of all proposals submitted.
5. Extend the proposal submission date, for all bidders, if it is determined to be necessary for any reason.
6. Amend or supplement this RFP in writing at any time.

## **2.6 Transition Process**

Upon termination or expiration of this Contract, participating PACE institutions and the vendor shall reasonably cooperate with each other to effect a smooth transition so as not to impose undue hardship on the participating PACE institutions.

## **2.7 Insurance**

The Contractor and their sub-contractor(s) shall purchase and maintain at their sole cost and expense throughout the term of this project adequate insurance coverage, to include but not be limited to the following types and amounts of coverage:

**2.7.1** The following minimum insurance coverage is required.

- a. Workers' Compensation Insurance in compliance with applicable federal and state laws, including Employers Liability Insurance with limits of at least one million dollars (\$1,000,000) per occurrence.
- b. Commercial General Liability Insurance including contractual liability coverage specifically covering this Agreement, written on an occurrence form, with combined limits for bodily injury, personal injury, and property damage of at least one million dollars (\$1,000,000) per occurrence and three million dollars (\$3,000,000) per aggregate. The policy must be endorsed to include the participating PACE institutions individually as an additional insured.

2.7.2 All insurance maintained by the Contractor shall provide that insurance for the benefit of the participating PACE institutions shall be primary and the participating PACE institutions' own insurance shall be non-contributing. The Contractor shall provide the participating PACE institutions with certificates of insurance evidencing the above referenced insurance policies within ten (10) days of the issuing of a purchase order.

## **2.8 Freedom of Information**

All proposals received are subject to Massachusetts Public Record Law M.G.L. Chapter 4, Section 7, Section 26 and Chapter 66, Section 10 regarding public access to such documents. Statements or endorsements inconsistent with those statutes will be disregarded.

## **2.9 Certification of Non-Collusion**

Pursuant to Massachusetts General Law, Chapter 7, Section 22 (20), I certify under penalties of perjury that this proposal is in all respects bona fide, fair, and made without collusion or fraud with any person. As used in this certification the word "person" means any natural person, joint venture, partnership, corporation or other business or legal entity.

## **2.10 Recordkeeping, Audit, and Inspection of Records**

The Contractor shall maintain books, records and other compilations of data pertaining to the requirements of the Contract to the extent and in such detail as shall properly substantiate claims for payment under the Contract. All such records shall be kept for a period of six (6) years or for such longer period as is specified herein. All retention periods start on the first day after final payment under this Contract. If any litigation, claim, negotiation, audit or other action involving the records is commenced prior to the expiration of the applicable retention period, all records shall be retained until completion of the action and resolution of all issues resulting there from, or until the end of the applicable retention period, whichever is later. The Governor, the Secretary of Administration and Finance, the State Comptroller, the State Auditor, the Attorney General, the Federal grantor agency (if any), the Participating PACE institutions, or any of their duly authorized representatives or designees shall have the right at reasonable times and upon reasonable notice, to examine and copy, at reasonable expense, the books, records, and other compilations of data of the Contractor which pertain to the provisions and requirements of this Contract. Such access shall include on-site audits, review, and copying of records.

### **2.11 Tax Verification**

All obligations for local, state and federal taxes resulting from vending sales under the terms of this agreement are the responsibility of, and shall be paid by, the vendor. The successful vendor must sign a "Statement of State Tax Compliance" pursuant to the Massachusetts General Laws, Chapter 62C, Section 36, as amended.

### **2.12 Independent Contractor Status**

The Contractor is an independent contractor and not an employee or agent of the participating PACE institutions. No act or direction of the participating PACE institutions shall be deemed to create an employer/employee or joint employer relationship. The participating PACE institutions shall not be obligated under any contract, subcontract, or other commitment made by the Contractor.

### **2.13 Compliance with Laws and Regulations**

In accordance with the terms and conditions of this Contract, the Contractor represents that it is qualified to perform the services set forth herein and has obtained all requisite licenses and permits to perform the services. In addition, the Contractor agrees that the services provided hereunder shall conform to the professional standards of care and practice customarily expected of firms engaged in performing comparable work; that the personnel furnishing said services shall be qualified and competent to perform adequately the services assigned to them; and that the recommendations, guidance, and performance of such personnel shall reflect such standards of professional knowledge and judgment.

### **2.14 Political Activity Prohibited, Anti-Boycott Warranty**

The Contractor may not use any Contract funds and none of the services to be provided by the Contractor may be used for any partisan political activity or to further the election or defeat of any candidate for public office. During the term of this Contract, neither the Contractor nor any controlled group, within the meaning of §993 (a)(3) of the Internal Revenue Code, as amended, shall participate in or cooperate with any international boycott, as defined in §999(b) (3) and (4) of the Internal Revenue Code of 1986, as amended; nor shall either engage in conduct declared to be unlawful by Mass.Gen. Laws Ch.151E §2.

### **2.15 Confidentiality**

In the performance of this Contract, the Contractor may acquire or have access to "personal data" and become a "holder" of such personal data (as defined in Mass.Gen. Laws ch.66A) or other information deemed confidential. The Contractor shall comply with all state and federal laws and regulations relating to confidentiality and privacy. The Contractor agrees that it shall inform each of its employees having involvement with personal data or other confidential information of the laws and regulations relating to confidentiality. The Contractor shall also protect the physical security and restrict any access to personal or other Participating PACE institutions data in the Contractor's possession, or used by the Contractor in the performance of this Contract, which shall include, but is not limited to records, data, documents, files, software, equipment, or systems.

### **2.16 Assignment and Delegation**

The Contractor shall not assign or in any way transfer any interest in this Contract without the prior written consent of the Participating PACE institutions, nor shall the Contractor subcontract any service without the prior written approval of the Participating PACE institutions. Any purported assignment of rights or delegation of performance in violation of this Section is VOID.

### **2.17 Nondiscrimination in Employment and Affirmative Action.**

The Contractor shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion, physical or mental handicap, or sexual orientation or a person who is a member of, applies to perform, or has an obligation to perform service in a uniformed military service of the United States, including the National Guard on the bases of that membership, application or

obligation. The Contractor agrees to comply with all applicable Federal and State statutes, rules and regulations prohibiting discrimination in employment including but not limited to: Title VII of the Civil Rights Act of 1964; the Age Discrimination in Employment Act of 1967; Section 504 of the Rehabilitation Act of 1973; the Americans with Disabilities Act of 1990; and Mass.Gen. Laws ch.151B.

### **2.18 Severability.**

If any provision of this Contract is declared or found to be illegal, unenforceable, or void, then both Parties shall be relieved of all obligations under that provision. The remainder of the Contract shall be enforced to the fullest extent permitted by law.

### **2.19 Choice of Law**

The laws of the Commonwealth of Massachusetts, without giving effect to its conflicts of law principles, govern all matters arising out of or relating to this Contract and all of the transactions it contemplates, including, without limitation, its validity, interpretation, construction, performance and enforcement. The Contractor agrees to bring any federal or state legal proceedings arising under this Contract in which the Commonwealth or the Participating PACE institutions is a party, in a court of competent jurisdiction within the Commonwealth of Massachusetts. This paragraph shall not be construed to limit any other legal rights of the Parties.

### **2.20 Force Majeure**

Neither party shall be liable to the other or be deemed to be in breach of this Contract for any failure or delay in rendering performance arising out of causes beyond its reasonable control and without its fault or negligence. Such causes may include, but are not limited to, acts of nature or of a public enemy, fires, floods, epidemics, quarantine restrictions, strikes, freight embargoes, or unusually severe weather. Dates or times of performance shall be extended to the extent of delays excused by this section, provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.

### **2.21 Indemnification of Participating PACE institutions**

The Contractor shall defend, indemnify, and hold harmless the Commonwealth, the Participating PACE institutions, its Trustees, Officers, servants, and employees from and against any and all claims, liability, losses, third party claims, damages, costs, or expenses (including attorneys' and experts' fees) arising out of or resulting from the performance of the services performed by the Contractor, its agents, servants, employees, or subcontractors under this Contract, provided that any such claims, liability, losses, third party claims, damages, costs, or expenses are attributable to bodily injury, personal injury, pecuniary injury, damage to real or tangible personal property, resulting there from and caused in whole or in part by any intentional or negligent acts or omissions of the Contractor, its employees, servants, agents, or subcontractors. The foregoing express obligation of indemnification shall not be construed to negate or abridge any other obligation of indemnification running to the Commonwealth and/or the Participating PACE institutions that would otherwise exist. The Participating PACE institutions shall give the Contractor prompt and timely notice of any claims, threatened or made, or any law suit instituted against it which could result in a claim for indemnification hereunder. The extent of this Contract of indemnification shall not be limited by any obligation or any term or condition of any insurance policy. The obligations set forth above shall survive the expiration or termination of this Contract.

### **2.22 Payment Terms**

The participating PACE institutions' payment terms are Net 30 days from the date of receipt of all submittals, in accordance with Section 9, with late penalty interest assessable at rates established by the Commonwealth, after 45 days, in accordance with M.G.L. C29, s29C, and with Commonwealth Regulation 815 CMR 4.00. The vendor should also provide a 2% Prompt Payment Discount for invoices paid within 10 days. At the institutions option the payments may be made by EFT, Procurement Card, or Check.



### **2.23 *FOB Destination***

All equipment delivered under any resulting agreement will be delivered FOB Destination, freight included to each campus participating in the agreement. At the expiration of any lease, equipment will be removed at no cost.

### **2.24 *Waste Disposal***

The awarded vendor shall be responsible for disposal of all packing material and solid waste as a result of any award. The cost of such shall be incorporated within your pricing submitted. The work area shall be kept in a clean and orderly fashion and removed of all debris at the close of each day. All solid waste shall be removed from participating PACE institutions property at the conclusion of installation.

### **2.25 *Proposal Costs***

Expenses incurred by the vendor in preparation of proposals are the responsibility of the vendor.

### **2.26 *Termination of Agreement***

The participating PACE institutions may terminate this Contact if Contactor breaches any material term or condition stated herein or fails to perform or fulfill any material obligation required by this Contract, including; but not limited to (1) Vendor's failure to provide device(s) as required in this Contract; (2) any of the rights granted to participating PACE institutions herein are materially restricted or limited during the Term of this Contract; (3) a final judicial order, opinion, or governmental regulation prohibits the availability of device(s), whether or not due to a cause beyond the reasonable control of the Vendor; (4) labor disputes between the Vendor and its employees, or a union results in the picketing of, or a work stoppage by, Vendor's employee(s), agents, or suppliers; (5) Vendor fails to act as an equal opportunity employer with an affirmative action plan during the term of this Contract; (6) if in the sole judgment of the participating PACE institution, the participating PACE institution receives an excessive number of complaints about the Vendor's device(s) or services; (7) if Vendor's device(s) are not maintained at the expected quality and service level required in this Contract.

In the event of breach of this Contract by Vendor, the participating PACE institution may terminate this Contract by giving written notice to the Vendor at least thirty (30) calendar days before the effective date of termination stated in the notice. The notice shall state the circumstances of the alleged breach and may state a period during which the alleged breach may be cured, which cure shall be subject to approval by the participating PACE institution. If the notice provides a cure period and the Vendor fails to cure the alleged breach within the period stated in the notice, the participating PACE institution may terminate this Contract without penalty upon seven (7) days written notice to the Vendor.

Notwithstanding, if such failure or delay in rendering performance is more than thirty (30) days, the participating PACE institution may at its discretion terminate this Agreement without penalty or recourse, by providing written notice to Vendor.

### **2.27 *In the Event of Termination***

Upon termination or expiration of this Contract the participating PACE institution may (1) require vendor to remove all installed equipment from participating PACE institution property at a future date specified by the participating PACE institution or contract expiration date, at no cost, with all leases, schedules and maintenance agreements terminating as of the removal date or contract expiration date or (2) continue with existing installed equipment on the lease schedule(s) to the expiration of the contract. If option 2 is exercised by the participating PACE institution the vendor is required to continue service at the pricing and conditions set forth in the contract. No additional equipment will be installed or added to lease schedule. Upon termination of the lease the vendor must certify that all Personally Identifiable Information and/or any proprietary information that may

be stored within the device has been removed and destroyed in compliance with appropriate laws and regulations.

**2.28 Purchase Order Terms and Conditions: Exhibit D**, contains The Commonwealth of Massachusetts Terms and Conditions. The successful vendor will be required to sign a Standard State Contract, and to provide a W-9. The Commonwealth Terms and Conditions must be signed and returned as part of the vendor proposal. FAILURE TO RETURN THE **SIGNED** TERMS AND CONDITIONS SHALL RESULT IN AN INCOMPLETE BID AND WILL NOT BE CONSIDERED.

### **3. Instructions for RFP Completion**

#### **3.1 RFP Required Response Date**

Vendors who wish to be considered for this project should submit their proposals to PACE as follows:

Submit 1 (one) original, marked as such, and 12 (twelve) copies of the proposals in bound format to the attention of:

**PACE  
Massachusetts Community College Executive Offices  
15 Court Square, Suite 1100  
Boston, MA 02108**

Proposals are due on or before **2:00 PM e.s.t on April 10, 2017.**

Proposals shall be in a sealed envelope and clearly labeled:

**RFP # PACE-2017-1  
Comprehensive Print Technology Solution  
PACE - Massachusetts State Universities and Community Colleges**

#### **3.2 Electronic Copy of Bid Response**

All vendors are to include with their original and 12 hard copies, an additional 12 (twelve) electronic copies either on a CD or thumb drive. If differences exist in the electronic and the hard copies the Original hard copy will be the official document of record.

Bid response pages, Exhibit B and Technical Requirements Matrix Exhibit D are to be completed in their electronic format, Excel and Word, as well as hard copy.

#### **3.3 Exceptions/ Additions/ Alterations**

Any exceptions/ additions/ alterations to the terms and conditions contained herein must be included in the vendor's bid response. Failure to provide the required data to allow for evaluation of the bidder's response to the RFP, or failure to follow and complete the RFP bid format and accompanying documents will be grounds for rejecting the bid offer.

If a vendor takes an exception to a term or condition contained herein, they do so with the understanding that it may negatively impact the competitiveness of their response and may result in rejection of their offer.

### **3.4 Submission of the Proposal**

Proposals shall be submitted in bound format and shall be signed by an officer who is authorized to make such commitments for the vendor.

All copies should be printed double sided.

In order to minimize waste and promote recycling the participating PACE institutions asks that all submittals and copies be printed on recycled paper with a minimum post-consumer content of 30% or on paper made with tree-free fibers (i.e. paper made from raw materials other than trees, such as kenaf). All bids should note the level of recycled content contained in the paper being used.

The use of the following non-recyclable or non-re-usable materials is strongly discouraged:

Three-ringed binders,  
Plastic report covers,  
Plastic dividers,  
Vinyl sleeves,  
Glued materials and  
Spiral binding.

Please use only binder clips, paper clips and staples to secure documents. Bidders should submit materials in a format that allows for easy removal and recycling of materials. Bidders are encouraged to use other products that contain recycled content in their bid documents. Such products may include folders, diskettes, envelopes, boxes, etc. Where appropriate, vendors should note which of these products are made with recycled materials.

Bidders should not submit unnecessary samples, brochures, attachments or documents.

### **3.5 RFP Questions**

Questions concerning the Request for Proposal (hereinafter referred to as the RFP) must be submitted, in writing via email, prior to 4:00 p.m., e.s.t on March 15, 2017 to:

Judy Silvia  
Executive Director PACE  
MFD-RFP@mcceo.mass.edu

No Verbal questions will be accepted or responded to.

All properly submitted questions will be answered, in writing, via addendum and posted on the PACE website. It is anticipated that the Question Addendum will be issued by 5:00 p.m. on March 29, 2017. Check the PACE website for updates <http://masscc.org/partnerships-initiatives/rfp-copy-print-services>

### **3.6 Mandatory Bidders Conference**

ATTENDANCE AT THE BIDDERS CONFERENCE IS MANDATORY. A bidder's conference will be held on March 10, 2017 at 10:00 a.m. at Mount Wachusett Community College, 444 Green Street, Gardner MA 01440.

Please RSVP to MFD-RFP@mcceo.mass.edu, no later than March 7, 2017, by 3PM, to indicate if you plan to attend. **No more than 2 representatives from each company may attend the Bidders Conference.**

### **3.7 Campus/Building Walk Throughs**

Campus Walk throughs will run from March 8-22. Additional dates may be added. If you plan to do the walk throughs, please send the names of the individual (s) attending, email address and cell phone along with the number of vehicles by Monday, March 6 at 3pm for the March 8, 9 and 10 visits. There is a two-person limit per vendor. Please send this information to (MFD-RFP@mcceo.mass.edu) **NOTE:** Parking is of a premium at many of our campuses and we therefore cannot guarantee parking. You may at some campuses be required to find street or public parking close to campus. Once we receive your information, we will get back to with location and the individual who will be your contact at each campus along with parking location and passes when available.

Due to time constraints, we have two campus visits scheduled at the same time each day so you will need 2 teams or 2 individuals available on the days of the walk throughs.

Please check the website (<http://masscc.org/partnerships-initiatives/rfp-copy-print-services>) daily for schedule updates. The first update will be posted on or before Friday, March 3 for visits on March 8, 9 and 10. As they are posted, please follow instructions above and send your information as soon as possible.

### **3.8 RFP Key Contact**

In the event that you must contact PACE, please refer all communications to Judy Silvia, Executive Director, PACE [silviaju@mcceo.mass.edu](mailto:silviaju@mcceo.mass.edu) or (617) 542-2911.

## **4. Project Objectives, Goals and Requirements**

The campuses participating in this RFP are in varying stages of migration to enterprise fleet management of print devices on their campus. The project objective and goals not in any order of preference or weight are as follows:

- a. Create a standard for print devices,
- b. Drive down costs associated with devices by aggregation of spend beyond lowest level currently being received,
- c. Analyze each campus print/output technology by performing comprehensive audits,
- d. Develop consolidation and optimization implementation plans by campus based upon industry standards to reduce the # of devices on campus, thus driving additional cost savings,
- e. Dynamic reporting that allows for further analysis of output down to the individual,
- f. Streamline and reduce back of the house operations related to fund administration and payment of invoices.
- g. Enhance the overall service and experience of the campus, departments and individuals that require the use of print/output devices.
- h. Reduce the carbon footprint of the campuses.
- i. All leases are to be coterminous at end of contract period.

It is expected as the contract ages that cost savings increase as strategies are implemented on each campus. It is feasible that some campuses may only implement the standardization of equipment with no further optimization or consolidation efforts. Regardless, the awarded vendor shall be prepared to commit resources to meet all the requirements of this RFP.

### **4.1 Approach**

In responding to the RFP please explain the methodology to be used in meeting the goals and objectives of this RFP.

Vendors should explain their formal process for managing their on-site employee(s), technical service response, employee development (training) and dispute resolution.

Detail how you will service the individual campuses, by corporate employees, network of dealers, .etc. If through a network of dealers include the dealers that are to be utilized and how you are guaranteeing service across all.

Vendors should provide their software tools and solutions indicating how these tools will be of value and how they are integrated with device functionality. Vendors should also explain how these tools are built and the general version release and patch release strategy. These tools need to fit into each campus' current infrastructure environment.

Include your implementation plan and resources to be dedicated to the project.

Lastly, explain how Services are delivered and how they are tied together, how they will improve the print/copy/fax environment, and reduce costs. Vendors shall also include information on how their solution is a proactive approach and how they believe Participating PACE institutions service level will improve. How will vendor manage the problem escalation process.

#### **4.2 Fleet Modernization & Optimization**

Participating PACE institutions are looking for vendors to provide copier fleet management services as defined within this RFP throughout the term of the contract. It is the goal of the participating PACE institutions to have minimal involvement in maximizing the efficiency and operational reliability of Multifunction devices. The vendors shall have the ability to know when there are issues with the MFDs and a problem resolution process in place prior to employees engaging in technology problems. Participating PACE institutions want their employees to concentrate on their core competency while the vendor works to optimize the output environment and manage the day to day work in the output environment without disrupting participating PACE institution employees.

##### **4.2.1 Modernization**

The first phase is fleet standardization and modernization. Minimally the Participating PACE institutions are interested in creating copier technology standards across the Participating PACE institutions enterprise including brand, models and configurations. The objective is to migrate to a Modern, Digitally-Connected Multi-Function Device (MFD) Models by either eliminating or reducing expensive fax, printers (expensive personal printers & inkjet), and analog/non-networked copiers, and moving their associated volumes to more efficient MFD workgroup devices. (Asset Optimization) It is envisioned that there will be consolidation of print devices to work group print production centers throughout the Participating PACE institutions, its departments, and buildings. It will be the responsibility of the selected vendor to analyze the current state and develop strategies and plans to consolidate assets to maximize print technology efficiencies. It is anticipated that during the term of this agreement participating institutions will move from analog fax capability to digital fax capability utilizing the equipment proposed by the vendor. It is also expected that the vendor will provide such technical resources

##### **Modernization Schedule:**

|     |  |
|-----|--|
| 30  | Initial Print/Copy/Scan/Fix Utilization Reports                              |
| 60  | Copy/Print. Scan/Fax Utilization Reports                                     |
| 90  | Initial Service Performance Meeting and Initial Vendor Optimization Analysis |
| 120 | Reports  |
| 150 | Reports  |
| 180 | Preliminary Full Optimization Review Quarterly Service Performance Meeting   |
| 210 | Reports  |
| 240 | Reports  |

|     |   |
|-----|---|
| 270 | Quarterly Service Performance Meeting   |
| 300 | Reports   |
| 330 | Reports   |
| 360 | First Year Optimization Review and Recommendations – Annual Service Performance |

It is anticipated that this review scheduled shall be maintained at the institutions option for the full term of the agreement. Annual Optimization reviews should be performed to ensure that the fleet maintains relevancy and efficiency. Vendors shall also be required to meet with and provide contract utilization reports to PACE. It is anticipated that the selected vendor will work with PACE throughout the term of the contract in an effort to maximize the value of the effort for all parties involved.

**4.2.1.2 Technical Specifications:**

There are nine (9) different bands containing the technical specifications for the MFD’s required under this agreement. The bands and specifications are contained within **Exhibit D, Technical Specifications Matrix Questionnaire**. Each vendor shall include within their response, a completed Technical Specification Matrix Questionnaire.

**Exhibit D**, is designed to assess compliance with a set of technical specifications both by band and for all equipment in this RFP. All vendors may not meet all requirements. This questionnaire will be used to compare the level of compliance by vendor. Vendors who misrepresent the technical capabilities of their products in the tables may be disqualified from a potential award. Unless stated as option or request for alternate option the specification shall be included in the monthly lease cost for the base MFD as configured with the differing functions. (Print/Copier, Fax, Scanner, etc.) Options are to be priced in the options section of **Exhibit B, Pricing Proposal**.

**4.2.1.3 Band Technical Questions and Additional Requirements:**

Exhibit E, contains four (4) questions that are to be answered for each model submitted and five (5) additional technical requirements that need to be addressed in all responses.

**4.2.1.4 Standardization:**

Standardization is required across all bands contained within this RFP and includes but is not limited to Network interface, Brands, Manufacture, User Interface, Vendor support services, functionality of devices and other technical requirements.

**4.2.2 Asset Tracking Requirements**

Asset Tracking provides the Participating PACE institutions with a comprehensive management process that captures tracks and controls the addition and movement of all copier devices. Please describe within your response how you would meet this requirement.

**4.2.3 Asset Optimization Requirements**

Asset Optimization applies robust processes and tools to proactively analyze and optimize the use of office print devices (printers, copiers, faxes, MFPs) in the PACE member enterprise. Once the environment is right sized; Participating PACE institutions requires an on-going process to keep the process centered. The selected vendor will be required to submit and implement a long term strategic plan that focused on the optimization of print technology on campus. This plan should not only consider the current state and copiers but all print and output technology currently utilized by the participating PACE institutions.

All participating PACE institutions must receive a print/copy optimization plan within 6 (six) months of the contract award. Individual participating PACE institutions may opt-out or delay the print/copy optimization effort by providing the vendor with written notice.

Within your response indicate your approach and key metrics to be used as benchmarks for success for Asset Optimization.

#### ***4.2.4 Equipment Delivered (To be included in Master Lease)***

All equipment delivered under this agreement shall be newly manufactured through years 1 and 2 of the term of the agreement. Awarded vendor may deploy newly remanufactured equipment in years 3 through 5 of the agreement. All newly remanufactured equipment must meet the standards as set forth in ISO 27400:2005E

#### ***4.2.5 MFD Upgrades and Downgrades (To be included in Master Lease)***

During the course of the agreement the participating PACE institutions may require installed devices to either be upgraded or downgraded without penalty, additional cost to the participating PACE institutions or change in master lease or schedule terms. The pricing shall be based upon the contracted cost of the Device Band, the upgrade or downgrade equipment falls into. All other terms of the agreement will remain the same.

#### ***4.2.6 Equipment Removal (To be Included in Master Lease)***

During the course of the agreement, due to internal changes within the Participating PACE institutions, an installed device may become unnecessary. This is not situations related to non-appropriation of funds. The removal from the agreement of a piece of equipment may be due, but is not limited to, a reorganization or reduction of services provided at a location. If this occurs the Participating PACE institutions will not be responsible for any further lease, maintenance or other costs associated with the removal from of the MFD. It shall be removed from any associated master lease and/or schedule. The Participating PACE institutions will give a 30-day notice to vendor to terminate such service, prior to the effective date of termination.

#### ***4.2.7 Equipment Life Cycle (EOL)***

All models submitted should not have an end of life expiration during the term of the agreement. Please indicate within your response the anticipated EOL of each model being offered.

In the event that a model is no longer available, the replacement model and related accessories shall be provided to the Participating PACE institutions at the same cost as the discontinued model or at a lower price.

### ***4.3 Manage & Control the Fleet***

Fleet management and control will be in phases. The first phase/option is the standardization of copier devices across the campuses. Minimally all campus will standardize on the selected vendor's products. All products are to be networked and able to be monitored by vendor's print management network management software. Secondly, vendor will be required to analyze each campus Print devices to develop a fleet optimization plan. The plan will be based upon vendor's physical audit of each campus's print devices, industry standards and right sizing of equipment for each working group. Included in the optimization plan will be a project plan and roll out strategy. Cost associated with this requirement is to be included within the cost of the MFD's offered in **Exhibit B, Pricing Proposal**.

#### **4.3.1 Device Management Requirements**

Participating PACE institutions are interested in Device Management that provides single-point management of networked Print Devices across the institutional network. Minimally, networked device management services must be provided for MFD's covered under this agreement. It is desired that all existing network devices (printers, copiers, faxes and multifunctional devices) that are SNMP, Printer MIB compliant also be included in network management services to be provided. The services should cover an offering that includes a range of device management services for setup, configure, manage and monitor enterprise devices to ensure that they are up and running and ready for use. The Print Management Software must be capable of running in a virtual environment and provide for Load Balancing and high availability. Please explain how the proposed solution meets the high availability and load balancing requirements. As demand expands, the participating institutions will need to satisfy the needs of stakeholders, as such, please explain how your devices and software applications approach BYOD requirements.

All costs associated with providing these services, related software and costs are to be included within the lease and/or maintenance costs submitted in your response.

The objective of a device management solution is to provide proactive maintenance and management services to the end user communities.

Please explain your company's capabilities in meeting the minimum and desired services.

#### **4.3.2 Break-fix Service (Maintenance) Requirements**

Break-Fix Service Management provides Participating PACE institutions with a single point-of-contact for an efficient and comprehensive break-fix service strategy for all copiers. This service offering provides the Participating PACE institutions with complete break-fix coverage for copiers under this agreement. All service requests are to be received at a centralized support hub and tracked to resolution. The vendor's Help Desk Support will route calls to an appropriate service provider.

All service calls should be responded to within 4 hours of call for all campuses. All maintenance services for break fix are to be incorporated as a cost per copy charge and include all repair services. It is anticipated that as the contract ages that the level of service within this area is enhanced to the point of onsite technicians that pro-actively through a combination of optimization and device management solutions address device repairs, reduction of paper and supply stock out situations.

Please describe your company's capabilities in this area.

What is your guaranteed response time?

If any device is out of service for any reason within the control of the vendor for more than 3 consecutive business days, the vendor shall issue a credit of \$500 toward the institutions billing charges for that time.

At the Institutions election, any device which fails more than three times in a 6-month period, will be replaced with a functionally equivalent device.

#### **4.3.3 Supplies Management Requirements**

**4.3.3.1 Supplies Management** -- Supplies Management Service should control, track deliveries, and assist in the consolidation of the procurement and distribution of supplies for all office copiers across the enterprise, campus, site, and group. The supplies managed by this service shall include but is not limited to toner cartridges, developer and other items directly associated the



operation of institutional MFD technology. The scope of the Supplies Management Service includes: Procurement, Inventory management, Distribution, Cost, and Usage Reporting. All consumable supplies as outline in the pricing table are to be included within your lease and/or maintenance cost per copy rates.

The supplies management application or procedures should allow for the analysis of usage patterns and trends which will identify proactive adjustments that may be made to the supplies procurement. This will allow institutions to minimize inventory storage and facilitate just in time delivery processes which reduce inventory carrying costs while concurrently optimizing service delivery. The integration of Supplies Management Service provides a cost efficient and holistic approach to fleet management.

Please describe how you will address this process.

**4.3.3.2 Recycling of Supplies Items** -- Vendors are required to recycle relevant supply type items including but not limited to toner cartridges, drums, etc. The program shall be implemented and managed by the vendor. Vendor should be capable of reporting on the # of items recycled and related environmental impact.

Please describe the program you will be offering.

#### **4.3.4 Output Management Requirements**

**Output Management** - Output Management services bring together the people, processes and technology that optimize the utilization and cost effectiveness of document Print Devices at the participating PACE institutions. Output management services include: job routing, job monitoring, cost tracking, cost recovery and tracking, job status, and print and queue management. The complete set of Output Management Services should relieve participating PACE institutions from having to dedicate personnel to maintaining the printing infrastructure and controlling the costs of printing and reproducing important documents. The selected vendor should install and maintain the service offering allowing the participating PACE institutions to focus on their core business. With this continued presence, the selected vendor will maintain the installed technologies, provide training as required, generate periodic reports and adjust the service to meet the client's changing priorities and take advantage of new technologies.

Please describe how you will address this requirement?

Specifically address your capabilities in job routing. The Participating PACE institutions is very interested in technology that will allow for automatically redirecting workflow or at minimum querying an individual submitting a print job that there is a more cost effective and efficient mechanism for the particular print application. Participating PACE institutions are interested in redirecting or pushing certain print jobs to their high production print/copy centers to reduce printing costs.

#### **4.3.5 Enterprise Print Asset Management Software solution**

The participating PACE institutions is seeking an Enterprise Print Asset Management Software solution. The system should be customizable with the ability to assess, optimize, account for and maximize Print Device and MFD's assets across each campus.

The System should have the ability to perform tasks such as; Discover and locate Print Devices; Create a baseline profile of the print environment; Determine level of print device asset optimization; Identify underutilized devices; Determine total print and copy accounting costs minimally for MFD's; Measure optimization results related to services required under this RFP and manage print environments. Individual Campuses want the option to Manage Departmental Charge backs to measure printing and copying and to allocate charges back to employees, budget centers and departments. Optimally,

network printers should be included in the managed print environment. Please indicate if the software you are recommending has the capability to capture print job information on networked print devices. All MFD's integrated within this system should have the capability to connect to external print network terminal devices which would enable advanced print and copy control functionality. These terminals should be a gateway to the Enterprise Print Asset Management Software to facilitate cost recovery and secure print features along with card reading capability.

Please comment if your print control software can accept print jobs submitted by faculty staff and students from off campus and at a later time retrieve the print job at any connected MFD or networked printer with the user authorization.

All costs associated with this requirement are to be included within your monthly lease costs.

#### ***4.3.6 End User Services Requirements***

**End User Services** - End User Support is a set of managed services to ensure continuous improvement by providing Participating PACE institutions employees with the support infrastructure they need, allowing them to focus on their core business instead of their office output infrastructure. Support Services are not stand-alone service offerings but provide the underlying support structure for the other service offerings. End User Services should focus on providing the end user with all the support services needed to utilize the new environment effectively.

Transition Services need to be included in the RFP to help ensure end users are satisfied with the transition to the new services that are being implemented and delivered.

Please include within your response end user services to be provided during different phases of the project and on a continual basis. Minimally address the following areas:

- Customer Education and Training
- Customer Communication
- Desk-side Assistance and Consulting

It is expected that the selected vendor will maintain an appropriate level of inventory available for break fix services for the campuses to ensure optimization of equipment usage. Please provide the locations of major parts depots and indicate if your company can supply required parts to all 24 member institutions within two hours of an identified need. Also, please comment on the procedures and parts inventory readily available to field service technicians. Lastly, please comment on your firm's willingness to store and maintain inventory of key critical components at the individual institutions. Your response should include any security and environmental storage requirements your firm would need at the institution.

#### ***4.3.7 Help Desk Requirements***

**Help Desk Support** - Help Desk Support is a must service in any Print Device Support Service offering. Help Desk Support Services ensure continuous improvement for Participating PACE institutions by providing employees with the support infrastructure they need, allowing them to focus on their core business instead of their office output infrastructure. Help Desk Support should provide a single point of contact for issue escalation and problem resolution management. The Help Desk function should be totally integrated into your existing Help Desk Infrastructure

Help Desk services are tailored to interface efficiently into the Universities environment and management process. These services provide linkages to break-fix escalation, technical support, output device acquisition management and Move-Add-Change management and supplies procurement. Help Desk Support services can be used to provide the client with a single point of contact to the on-site selected vendors operation. Business policy management is a key function of the Help Desk support center and ensures that the client's equipment and IT policies are carried out.

It is the intention that the Help Desk Services will facilitate increased uptime of equipment, provide a single point of contact for all needs, and improve productivity of Participating PACE institutions employees.

#### **4.3.8 E-support Requirements**

**E-Support** – is web access on line support accessible by the Participating PACE institutions and their end users. It is minimally expected that the selected vendor have a website dedicated to providing contract specific information.

Please describe your capabilities and offering within this area.

#### **4.3.9 Warranty and Satisfaction Guarantee**

Include in your response your warranty and satisfaction guarantee for each MFD offered.

### **4.4 Report & Analyze Fleet Configuration**

The vendor is to detail how it can use the key metrics below to provide monthly information to Participating PACE institutions to ensure that the vendor's process is in control as well as provide quarterly formal reports that include service call details, service response time, uptime, usage against allowances, monthly and YTD overage volume (although overage charges are to be accumulated and billed on a semi-annual basis), etc. for all devices and might include:

- Fleet Uptime (where  $\text{Fleet Uptime} = \text{Total Time/Month} - \text{Downtime/Total Time/Month}$ .  
Downtime = Service downtime (Break Fix) + Device Jams + Consumables downtime + Power On/Power Off.  
Networked device management strategy is able to integrate this information into the workflow by detecting and measuring downtime via alerts.
- Device Utilization: by site, by region, by floor – Cost per Copy
- Output Costs/Employee: by department, by site
- Average Time to Restore: (Average Service Response Time + Average Repair Time) - by floor, by device type, by site, and by problem type
- Average Document Area Coverage: for Color and Monochrome
- Down Time Due to Supplies Re-ordering
- % Problems Resolved Remotely
- % Proactive Problem Resolution
- % Jobs Routed to Copy Centers (page volumes)
- Service Calls/Device
- Help Desk Call Ratio

#### **4.4.1 Reporting Requirements**

Vendor is required to report on a monthly basis or as agreed upon by both parties the following categories to *nominally* meet Customer's reporting requirements:

- **Asset MAC Report:** listing all new MFD installations, relocations, and deletions. The report will include the cost center, location of the copier, model number, serial number, accessories, copy volume, contact person, phone number and installation date.
- **Service History Report:** showing the number of service calls, the response times on the units repaired, the on-site repair time and the MFDs that were below the minimum agreed upon up-time.
- **Fleet Level Report:** listing the entire MFD population. The report will include the cost center, location of the copier, model number, serial number, accessories, copy volume, contact person, email, phone number and installation date.

- **Volume/Billing Reporting:** month to month report detailing the volume generated by workgroups and/or individual users for both printing and copying. Reporting shall be used to structure a chargeback system which will be able to directly integrate with PeopleSoft. This report is critical to continuous improvement and vendors shall include all pricing to make sure this is accomplished throughout the term of the contract
- **Fleet Transition Report :** Minimally on a quarterly basis this report will be generated showing the number of devices migrated to the agreement and print devices still pending migration. It will include the information as outlined in Fleet Level Report for MFD's installed and device location, make/model, serial #, accessories, department and contact person for print devices not migrated.
- **Cost Savings Report:** Minimally on a semi annual basis, vendor is to provide a detailed report of the success of the long term strategic plan that focused on the optimization of print technology on campus. Included should be savings associated with reduction of print devices equipment costs (Desktop Printers, Faxes and Scanners), lower per copy costs and energy savings

*Summary of Operational Reports required*

| Reports                              | Report Details   |
|--------------------------------------|--|
| Customer Invoice – generated monthly | <ul style="list-style-type: none"> <li>▪ Usage fee = monthly fixed base charge</li> <li>▪ Print allowance Overages are to be calculated annually and any additional charges are to be spread over the next year’s base monthly charge. Final overage assessment will be paid at the termination of the agreement</li> </ul>  |
| Asset MAC Report                     | <ul style="list-style-type: none"> <li>▪ Move, Add, Change, New Installs, deletes with ancillary information re: cost center, location, model #, serial #, accessories, copy volume, contact person, phone #, and install date.</li> </ul>   |
| Fleet Level Report                   | <ul style="list-style-type: none"> <li>▪ % Uptime</li> <li>▪ Downtime</li> <li>▪ Device utilization</li> <li>▪ Device utilization above optimal</li> <li>▪ Device utilization below optimal</li> <li>▪ Employee / per device</li> <li>▪ Volume</li> <li>▪ Cost centers,</li> <li>▪ Location of copiers and model #/ serial #, accessories, copy volume,</li> <li>▪ contact person, phone number</li> </ul> |
| Usage Reports                        | <ul style="list-style-type: none"> <li>▪ Job Types</li> <li>▪ Usage per user</li> <li>▪ Usage per department</li> <li>▪ Percentage Color, B/W</li> </ul>   |
| Service Level Report                 | <ul style="list-style-type: none"> <li>▪ Call Types</li> <li>▪ Call Volume</li> <li>▪ Calls / per device</li> <li>▪ Response time</li> <li>▪ Call closure rate</li> <li>▪ Call volume</li> <li>▪ Call escalation</li> <li>▪ Open issues</li> <li>▪ # of MFDs below % Fleet Uptime SLA</li> </ul>   |
| Customer Satisfaction Report         | satisfaction surveys   |

#### **4.4.1 Billing requirements**

Each device under this agreement shall be able to capture cost center information for the individual submitting a print job regardless of if it is sent via the network or walk up. A month to month report detailing the volume generated by workgroups and/or individual users for both printing and copying is required. Reporting shall be used to structure a chargeback system which will be able to directly integrate with the participating PACE institutions's financial system. This report is critical to continuous improvement throughout the term of the contract. At the institutions option, billing reports and invoices shall be transmitted electronically. In some instances institutions are unable to facilitate electronic billing at the current time.

Print utilization reports and downloads shall be submitted to the designated contact person at the participating PACE institution.

There should be one invoice from the awarded vendor for Lease and Maintenance charges, per campus.

Please address your capabilities in meeting this requirement.

#### **5. Network Requirements**

Network interfaces used by devices in the proposed solution must support the following:

- Switched Ethernet environment
- 10/100Mbit Speeds
- Auto-negotiation
- TCP/IP
- DHCP configuration of device
- Routed environment

In addition, please explain how your Hardware and accompanying proposed software will support Terminal Service Printing such as that utilized by Citrix XenApp.

The campus network environment is configured for a single MAC address per user switch port. Vendors must indicate how many individual campus network connections will be required for each device type in the proposed solution, a network connection being required for each Mac address used by the device.

Must support Internet Protocol Security (IPSec)

Must have the capability of holding prints jobs until proper PIN, password, user ID and or swipe card is entered and/or secure mailbox access by the user

Must have security features built-in to prevent unauthorized access to the administrative interface (e.g., configuration and settings)

Please provide detail on the security features your system has to prevent unauthorized access to the copier and any data (copy, print, scan, and fax) stored on the MFD and any vendor independent certification of these capabilities.

Must have an internal configurable firewall or other IP and port filtering function

Must have secure erase or compatible feature to remove all spool and temporary files created during operations throughout the system (e.g., copier and server).

Must have Postscript and PCL support to enable all platforms and operating systems to printer properly.

Must have Macintosh printer drivers. Linux drivers would be preferred but not required.

### **Performance Milestones:**

#### **6. Milestone Requirements**

The selected vendor will be required to meet the following milestones upon a notice to proceed from the individual campus for each requirement.

- Finalize Lease and Schedule within 2 weeks of notice of award.
- Campus print Audit – 60 Calendar Days from Notice to proceed from individual campus
- Optimization/Consolidation Report and Strategic Plan
  - By Building and Departments – 60 Calendar days from notice to proceed by individual campus.
- E-Procurement Site – 30 calendar days from execution of contract for all campuses
- Reports to be delivered within 5 Business days of request.

Non-Performance Penalties: A penalty of \$50/day will be assessed for nonperformance of any milestone.

#### **7. Optimization process:**

Please describe the print copy optimization process and provide a “SAMPLE” campus optimization plan.

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**8. Proposer Representations (To be Signed and Returned with Response)**

Each proposer by making its proposal represents the following:

- The proposal document and requirements have been read and understood by the proposer.
- The proposal is based upon the items described in the RFP documents and requirements without exceptions.
- The proposal has been arrived at independently and is submitted without collusion.
- The contents of the proposal have not been disclosed by the proposer nor to the best of its knowledge and belief, by any of its employees or agents, to any person not an employee or agent of the proposer, or its surety on any bond furnished herewith, and will not be disclosed to any such person prior to the opening of proposals.
- No attempt has been made or will be made to induce any other person or firm not to submit a proposal

\_\_\_\_\_  
Social Security Number or Federal Identification Number

\_\_\_\_\_  
Corporate Name

By: \_\_\_\_\_  
Signature of Corporate Officer

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_