

Procurement Services

Institutional Resource Center
425 Fawell Boulevard
Glen Ellyn, Illinois 60137-6599
PHONE (630) 942-2216
FAX (630) 942-4202

2020-R0012 MANAGED PRINT SERVICES

ADDENDUM # 4

April 8, 2020



This addendum is being issued to update the specifications and provide additional information.

This information becomes part of the RFP Documents upon receipt. Please review and incorporate into your Proposal accordingly.

For which RFPs are scheduled to be received electronically on April 17, 2020 no later than 1:00 p.m., Central Time.

The signed Addendum acknowledgment is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal. FAILURE TO DO SO WILL SUBJECT BIDDER TO DISQUALIFICATION.

Below are clarifications to this bid:

Section I. NOTICE

As a result of COVID-19, the College facilities will be closed and buildings will be locked down until Friday, May 15, 2020. and therefore Proposals are required to be submitted to the College electronically using the link to Dropbox.

The RFP due date has been rescheduled to Friday, April 17, 2020 at 1:00 p.m.

All responses need to be submitted electronically before the due date and time to the link below:

<https://www.dropbox.com/request/VpeDWuYZHcuSgLtGHM0S>

NOTE: The Dropbox link submission will expire at the exact due time.

A. File Format for Response Submission Requirements:

Proposers are required to upload a single file in .zip format containing as many files and formats as necessary. The .zip filename and the filenames of all files included in the .zip file should start with the company name and College of DuPage project number.

1. Example of file formatting:

Company A is submitting a response to project number 2020-B1234:

- The .zip file name should begin with **Company A – 2020-B1234**.

2. Example of complete zip filename,

- Company A – 2020-B1234 – Submission Files.zip

All files contained within the .zip file should start with Company A – 2020-B1234

B. Zoom Invite Meeting Information for the Public Proposal Opening

Topic: 2020-R0012 Managed Print Services

Time: Apr 17, 2020 01:00 PM Central Time (US and Canada)

Join Zoom Meeting

<https://cod.zoom.us/j/476696732>

Meeting ID: 476 696 732

One tap mobile

+13126266799,,476696732# US (Chicago)

+16465588656,,476696732# US (New York)

Dial by your location

+1 312 626 6799 US (Chicago)

+1 646 558 8656 US (New York)

+1 253 215 8782 US

+1 301 715 8592 US

+1 346 248 7799 US (Houston)

+1 669 900 6833 US (San Jose)

Meeting ID: 476 696 732

Find your local number: <https://cod.zoom.us/u/abVBv0hnT2>

2020-R0012 MANAGED PRINT SERVICES

ADDENDUM # 4

April 8, 2020

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This signed Addendum is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal. If you have already submitted your Proposal, please submit this signed form via email to purchasing@cod.edu.

All issued addenda must be signed and returned to the College as per the instructions in the addenda or Proposal will not be accepted.

ACKNOWLEDGMENT

You can submit this completed addendum to the Purchasing Office by one of the means below:

1. If you have not yet submitted your bid please sign this addendum and include with your sealed Proposal.
2. If you have already submitted your Proposal, please sign and return to the Purchasing office via email at purchasing@cod.edu no later than the scheduled bid deadline. We will make sure it accompanies your bid.

You also have the option of withdrawing your proposal, if necessary.

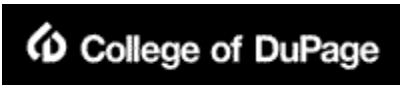
ACKNOWLEDGEMENT:

I HAVE RECEIVED THIS ADDENDUM # _____

Company Name: _____

Address: _____

**Authorized
Signature:** _____



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2020-R0012 MANAGED PRINT SERVICES

ADDENDUM # 3

March 21, 2020



This addendum is being issued to update the specifications and provide additional information.

This information becomes part of the RFP Documents upon receipt. Please review and incorporate into your Proposal accordingly.

For which RFPs are scheduled to be received on March 27, 2020 no later than 10:00 a.m., Central Time.

Bids will be received by the College of DuPage, District 502, at the Department of Procurement Services, IRC Building, 425 Fawell Blvd., Glen Ellyn, IL 60137.

The signed Addendum acknowledgment is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal. FAILURE TO DO SO WILL SUBJECT BIDDER TO DISQUALIFICATION.

Below are clarifications to this bid:

Section I. NOTICE – DATE CHANGE

As a result of Governor Pritzker’s announcement, the College of DuPage will be closed and all buildings will be locked down until Tuesday, April 7, 2020.

The Proposal due date has been **rescheduled** from March 27, 2020 to **Friday, April 10, 2020 at 1:00 p.m.**

Section II. GENERAL QUESTION AND RESPONSE

Question 1.

Due to the public health crisis in America, we are unable to obtain wet “original” signatures for this RFP due on 3/20 at this time. Many of our staff are working remotely in which case only an electronic signature can be obtained at this time.

Please advise if you will take this revision into consideration. We can provide an Original “wet” signature at a later time once our offices reopen for regular business operations.

Response 1.

While we cannot accept an electronic proposal submittal, we will accept an electronic signature on the submitted proposal considering the current emergency pandemic situation. Proposals must include all required documents and must arrive by 1:00 p.m. on Friday, April 10, 2020 to:

**COLLEGE OF DUPAGE
2020-R0012
PROCUREMENT SERVICES
IRC BUILDING, ROOM 1001
425 FAWELL BLVD.
GLEN ELLYN, ILLINOIS 60137**

2020-R0012 MANAGED PRINT SERVICES

ADDENDUM # 3

March 21, 2020

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This signed Addendum is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal. If you have already submitted your Proposal, please submit this signed form via email to purchasing@cod.edu.

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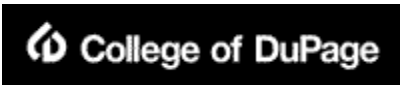
ACKNOWLEDGEMENT:

I HAVE RECEIVED THIS ADDENDUM # _____

Company Name: _____

Address: _____

**Authorized
Signature:** _____



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2020-R0012 MANAGED PRINT SERVICES

ADDENDUM # 2

March 17, 2020



This addendum is being issued to update the specifications and provide additional information.

This information becomes part of the RFP Documents upon receipt. Please review and incorporate into your Proposal accordingly.

For which RFPs are scheduled to be received on March 20, 2020 no later than 2:00 p.m., Central Time.

Bids will be received by the College of DuPage, District 502, at the Department of Procurement Services, IRC Building, 425 Fawell Blvd., Glen Ellyn, IL 60137.

The signed Addendum acknowledgment is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal. FAILURE TO DO SO WILL SUBJECT BIDDER TO DISQUALIFICATION.

Below are clarifications to this bid:

Section I NOTIFICATION – DATE CHANGE

Currently Reads:

BIDS DUE: FRIDAY, MARCH 20, 2020 at 2:00 p.m. Central Time

Change to:

BIDS DUE: FRIDAY, MARCH 27, 2020 at 10:00 a.m. Central Time

2020-R0012 MANAGED PRINT SERVICES

ADDENDUM # 2

March 17, 2020

.....

This signed Addendum is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal. If you have already submitted your Proposal, please submit this signed form via email to purchasing@cod.edu.

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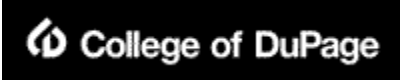
ACKNOWLEDGEMENT:

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Company Name: _____

Address: _____

**Authorized
Signature:** _____



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2020-R0012 MANAGED PRINT SERVICES

ADDENDUM # 1

March 13, 2020



This addendum is being issued to update the specifications and provide additional information.

This information becomes part of the RFP Documents upon receipt. Please review and incorporate into your Proposal accordingly.

For which RFPs are scheduled to be received on March 20, 2020 no later than 2:00 p.m., Central Time.

Bids will be received by the College of DuPage, District 502, at the Department of Procurement Services, IRC Building, 425 Fawell Blvd., Glen Ellyn, IL 60137.

The signed Addendum acknowledgment is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal. FAILURE TO DO SO WILL SUBJECT BIDDER TO DISQUALIFICATION.

Below are clarifications to this bid:

Section I REVISION

Section 4.1, Tab 7: Cost Proposal:
All reference to pricing or fees regarding optional terms **has been removed.**

Currently reads:

Tab 7: Cost Proposal

Respondent must provide an overview of the current solutions available to Community Colleges, including a detailed explanation of the pricing structure for the proposed solution and equipment for the term of services. Response to include technology licensing fees, implementation, training, base costs, cost per impression, and ongoing support fees. Identify any other available products that would provide a benefit to be considered in tandem with the key goals of this project. Any additional proposed solutions are required to have detailed pricing information. **The cost proposal must include fees during the optional terms of the contract.**

1. Vendor must use provided pricing sheets, Attachment #4 to list equipment and solution proposals with pricing.
2. Refer to Section 3.2.A.8 and 3.2.B.8 for additional information.
3. (Group A) Lease base price shall be offered for each model proposed.
4. (Group A) Cost per impression shall be offered for mono, color and mono on color units if applicable.
5. Include details on any discount offered for selecting same vendor for Group A and Group B. If applicable, describe how the pricing will be impacted.
6. **The pricing must include any discount offered for renewal of agreement.**
7. **The cost proposal must include fees during the optional term of the contract.**
8. Specify any additional cost to the College not listed on the pricing sheet.

Change to:

Tab 7: Cost Proposal

Respondent must provide an overview of the current solutions available to Community Colleges, including a detailed explanation of the pricing structure for the proposed solution and equipment for the term of services. Response to include technology licensing fees, implementation, training, base costs, cost per impression, and ongoing support fees. Identify any other available products that would provide a benefit to be considered in tandem with the key goals of this project. Any additional proposed solutions are required to have detailed pricing information. Vendor must use provided pricing sheets, Attachment #4 to list equipment and solution proposals with pricing.

1. Refer to Section 3.2.A.8 and 3.2.B.8 for additional information.
2. (Group A) Lease base price shall be offered for each model proposed.
3. (Group A) Cost per impression shall be offered for mono, color and mono on color units if applicable.
4. Include details on any discount offered for selecting same vendor for Group A and Group B. If applicable, describe how the pricing will be impacted.
5. Specify any additional cost to the College not listed on the pricing sheet.

Section II. GENERAL QUESTIONS AND RESPONSES

| QUESTION | RESPONSE |
|--|--|
| 1. What type of service are you expecting from the on-site technician? Different areas of the RFP provide different descriptions and duties. Please provide an outline of duties expected. | Meet the described duties in section 3.1.4 of the RFP and exceed it by minimum of providing the same services for production equipment. |
| 2. Are wanting to retain your current output management software and have the new vendor service it, or would you like a replacement software? | College of DuPage is open to options. |
| 3. Is your current software meeting your needs? | Not fully |
| 4. In your current environment you state, staples are not included. Would you like the new maintenance contract to include staples? | Yes |
| 5. How many devices are currently part of the output management solution? Is it just the 118 MFDs and 6 production units? Or are the 183 | 118 MFD's and 183 desktop printers |

| QUESTION | RESPONSE |
|--|--|
| <p>desktop units also currently part of the output managed solution?</p> <p>a. Please provide how many devices are part of the solution?</p> | <p>a. 301 at this time</p> |
| <p>6. Vendor's equipment must be able to integrate with the College's user authentication(s). – Is this your current software or AD?</p> | <p>Active Directory</p> |
| <p>7. Are all prox card the same frequency?</p> | <p>Yes</p> |
| <p>8. Do you offer 2nd method of authenticating such as AD login or pin codes?</p> | <p>Active Directory</p> |
| <p>9. Do Mac's authenticate to AD?</p> | <p>Yes</p> |
| <p>10. How are you charging for prints now? Does that include production walk out equipment?</p> | <p>Internal chargeback</p> |
| <p>11. Will there be a demo onsite/</p> | <p>Fleet demo will be onsite, production will be site visits.</p> |
| <p>12. How is the College of DuPage charging for prints now?</p> | <p>See response #10</p> |
| <p>13. Is the College looking for secure print release on all devices? (MFDs and Single Function Printers)</p> | <p>Yes</p> |
| <p>14. What percentage of flexibility is the College looking for on hardware upgrades and downgrades?</p> | <p>College of DuPage is looking for proposals. If necessary, please describe possibilities and provide pricing for different levels of flexibility.</p> |
| <p>15. What print management software is the College currently using?</p> | <p>Pharos</p> |
| <p>16. How many 'print rooms' does the College have? (for production)</p> | <p>One</p> |
| <p>17. In section 3.2.A.2 it states that all equipment must be new and currently in production. If we can meet the SLA on current equipment, can we provide two options, one for new equipment, and one for utilizing equipment that does not need to be replaced?</p> | <p>The College is looking for a total refresh and new equipment and will not be utilizing existing equipment</p> |
| <p>18. Does the College own Pharos? Or is it wrapped up in your current agreement?</p> | <p>No, it is wrapped up in the current contract.</p> |
| <p>19. What software is being used in the print shop?</p> | <p>RSA – Web CRD</p> |
| <p>20. For the list of references, do they all need to be in Illinois, or is there a certain distance that would suffice?</p> | <p>References do not have to be in Illinois but have to be educational institutions.</p> |
| <p>21. Do we want an on premises or cloud based solution?</p> | <p>College of DuPage is open to options.</p> |
| <p>22. Is the company awarded responsible for removing the current Xerox equipment?</p> | <p>No, but will need to work together to make the transition seamless to end users.</p> |
| <p>23. In the RFP, the model of the booklet maker on the D136 (A) is not clear, please clarify which booklet maker is currently in use.</p> | <p>35 (140/4) 81-90 gsm on B/W and 25 (100/4) 81-90 gsm for production color.</p> |
| <p>24. Is the current cash kiosk owned by the College or wrapped up in your current agreement?</p> | <p>The cash kiosk in wrapped up in the current contract.</p> |
| <p>25. Section 1.2 – Regulations – What is this projects position on FERPA compliance?</p> | <p>See response #111</p> |
| <p>26. Question regarding the inline booklet maker with face trim and square fold...</p> | <p>If the questions was: Is College of DuPage looking for inline booklet maker with face trim and square fold the answer is "yes both"</p> |

| QUESTION | RESPONSE |
|--|---|
| 27. Can you provide any specifics on the page per minute that is being looked for on production equipment? | College of DuPage is looking for recommendations based on usage. |
| 28. How long do you anticipate the testing period of the equipment to take? | Testing with finalist should start mid-April and end first week of May. 3-4 to weeks. |
| 29. If we supply an onsite service technician, is there an area provided where they can work? | Yes |
| 30. How many scans were done on campus last year? (2019) | Fleet – approximately 15,340 Production – approximately 12,930 |
| 31. Walk up equipment has a specification for a 2,000 sheet finisher, is this a requirement? Or if the volumes justify a small finisher can we propose one? | College of DuPage is looking for recommendations. |
| 32. Can you provide additional details on what will be expected of an onsite technician? | See response #1 |
| 33. What tool is being used for black & white submission to the production center? | RSA - Web CRD |
| 34. Can you let us know if you would accept bids that do not include Production Copiers? | No |
| 35. Just wanted to confirm that you do not own Pharos licenses and those will go away when you replace your current copiers? | College of DuPage does not own Pharos licenses and they will go away when current contract is over. |
| 36. Will you accept 3 Public Sector references, not specific to Higher Ed? | RFP calls for 3 references from education institutions |
| 37. Please describe the application for tape binding. | Course materials, proposals, general purpose |
| 38. Are other forms of binding acceptable? | Thermal required |
| 39. What is the number of jobs that require tape binding? | 25 or less jobs per year |
| 40. Section 3.0 Scope. What are your top three objectives of this RFP? | Refer to section 3.0 for project objectives. All are important |
| 41. Section 3.1 Current Environment. Please provide configurations for the six (6) listed production print devices in your RFP. What are the inline accessories for each device? | Refer to attachment #1 of the RFP for details |
| 42. Section 3.1 Current Environment. Is off line bindery equipment being used? If so: a. Please provide an inventory of bindery/finishing devices. b. Is this equipment owned by Xerox or the College? | Yes a. Booklet maker, folder, hole punch, cutter, padder, lamination, coil and spiral binding b. College owned |
| 43. Section 3.1 Current Environment. How many student (s) are currently working part time in the Copy Center? | Zero |
| 44. Section 3.1 Current Environment. Please confirm your current headcount/staff in the Copy Center. | Four (4) |
| 45. Section 3.1 Current Environment. What is the annual off-site print spend (\$) with commercial printers (i.e., print work that cannot be completed by the Copy Center)? | The College does not have this information. |
| 46. Section 3.1.1 Volumes. Please provide a breakdown by device of the current average monthly volumes by mono and color. | Attachment A (DEVICE MONTHLY AVERAGE) provided. |

| QUESTION | RESPONSE |
|---|---|
| 47. Section 3.2.A.1 Group A Implementation Approach. Has an in-depth assessment and/or optimization been performed on campus in the past, either by the College or a vendor? If so, can you share the study results? | Assessment was done in 2014 but our environment changed drastically since that time. New assessment is required by awarded vendor. |
| 48. Section 3.2.A.1 Group A Implementation Approach. Will all devices be refreshed at the same time, or staggered according to business needs? If staggered, please provide a schedule by campus for our planning purposes. | Installation will be staggered over few weeks. Schedule has not been created but installation must be completed no later than August 1, 2020. |
| <p>49. Section 3.2.A.3 Fleet Functionality. While the RFP mentions that fax will be reviewed as part of the winning bidders fleet assessment, there may be benefit to the College to determining path ahead of that provision (equipment ordered that may not be necessary). To that end, does the College have a VoIP system in place today for its telephony? If so, what type is it (e.g., Cisco, Avaya, etc.)?</p> <ul style="list-style-type: none"> a. Alternately, would the College consider a cloud-based fax system? b. What is the current monthly page volume of faxing taking place today on those 52 lines? | <p>Yes, Avaya.</p> <p style="text-align: center;">a. No</p> <p style="text-align: center;">b. No volumes available</p> |
| 50. Section 3.2.A.6 Service and Supplies. Will the vendor's on-site customer support representative have an office space and a storage area for parts and supplies? | See response # 29 |
| <p>51. Section 3.1.5 Pay-for-Print.</p> <ul style="list-style-type: none"> a. What kinds of transactions (funds) is the college willing to receive? (e.g. cash, credit, student funds, Applepay, etc.?) b. Do students have access to a system such as Banner or CBord? Would this be a path for students to refill their balances? | <p style="text-align: center;">a. Open to proposals</p> <p style="text-align: center;">b. No</p> |
| <p>52. Sections 3.1.5 and 3.2.B:</p> <ul style="list-style-type: none"> a. What pull printing solution do you have today and what version of that solution are you running? b. What solution are you using for your Pay for Print requirements? c. What is the make and model of the cash kiosk in use today? d. Do you own the software licensing? e. Do you have current AM&S in place for support? f. How many years remaining on current AM&S? g. Do you utilize a 3rd party provider to manage this software? h. How many pull print licenses do you have today? i. What MFP manufacturers do you currently have licenses for? j. How many users are using the solution today? | <ul style="list-style-type: none"> a. Pharos version 9 b. PayPal and cash c. Custom solution provided by Pharos and no longer supported d. No e. Support provided by contracted vendor f. This RFP is seeking to replace that support g. The services are ending with current contract h. Licenses ending with current contract i. Xerox licenses end with current contract |

| QUESTION | RESPONSE |
|---|--|
| <p>k. Do you own the server infrastructure that the solution is currently implemented on?</p> <p>l. How many print servers do you have today?</p> <p>m. What is the make and model of the badge readers being used today?</p> <p>n. What mobile devices would you like to receive jobs from? i.e. what OS of devices?</p> <p>o. Are the mobile devices connected to the same network as the printers or are they on a segregated guest network?</p> | <p>j. There are 43,031 users</p> <p>k. Yes</p> <p>l. 6</p> <p>m. RF Ideas RDR-80081AKU Access Control Reader</p> <p>n. Windows, MAC, Android, IOS, Chrome</p> <p>o. both</p> |
| <p>53. Section 3.2.B.1 Group B Implementation Approach reads, in part, "Proof of successful operation with at least three print hardware vendors is required." Who are the "print hardware vendors" referenced in this sentence?</p> | <p>Vendor will be required to provide proof of successful operation with vendors selected from Group A.</p> |
| <p>54. Section 3.2.B.3 Functionality. Is the College doing any midrange or mainframe printing using IPDS? If so, on how many devices?</p> | <p>No</p> |
| <p>55. Section 3.2.B.3 Functionality. Is the college storing any files on the RSA platform that will be needed in the future using an RDO format? If so, approximately how many?</p> | <p>Jobs are stored for 30 days after submitting but migration will not be required.</p> |
| <p>56. Section 4.1 Tab 7: Cost Proposal. Are there any incidental fees (i.e., parking, badges, etc.) that vendors should be aware of for the on-site technician or other Vendor personnel attending on site?</p> | <p>No fees</p> |
| <p>57. Section 4.2 Evaluation. How are the Criteria for Group A and B weighted, by percentage?</p> | <p>Refer to section 4.2. Percentage weight is not disclosed to responders.</p> |
| <p>58. Attachment 1 Device capabilities and features. Will single-function printers require follow-me printing capabilities?</p> | <p>See response #13</p> |
| <p>59. Attachment 1 Device capabilities and features. Is the "Rated Speed" a required spec, or is there a +/- 5ppm variance allowed?</p> | <p>College of DuPage is open to proposals.</p> |
| <p>60. Attachment 1 Digital convenience fleet MFDs. What do the numbers 12, 20, 8 and 12 under the fax function stand for?</p> | <p>The numbers represent the amount of units of that model with fax connected.</p> |
| <p>61. Will the College agree to sign a separate and stand-alone equipment lease agreement with a third-party finance partner?</p> | <p>No</p> |
| <p>62. Section 6B (p. 43) State Negotiated Cooperative Agreement. What is the intent of this section? Is this for informational purposes, or does the College intend to utilize the terms or other elements of this agreement?</p> | <p>Informational purposes.</p> |
| <p>63. Section 1.8 (page 8) Payment Terms. Respectfully request the following modifications: All invoices must be provided to the College for services rendered directly to the College. <u>The equipment lease portion of invoices</u> will be paid to the contractor within <u>thirty (30) days</u> of receipt of properly submitted invoices, <u>without offset</u>,</p> | <p>No, the College is not agreeing to the changes.</p> |

| QUESTION | RESPONSE |
|---|--|
| <p><u>regardless of an invoice dispute</u>, in accordance with the Local Government Prompt Payment Act.</p> | |
| <p>64. Section 1.9 (page 8) Payment Remittance. Respectfully request the following modifications: All College vendors are required to receive payment from the College via an Automated Clearing House (ACH) transfer. Instructions to register for ACH payments will be sent, upon request, to successful Respondents. Failure to comply with the ACH requirements may result in termination of the contract or purchase order, <u>except separate and stand-alone lease agreements, which once executed, are non-cancelable</u>. College ACH transfers typically occur the third week of each month. Invoices must be received at least 3 weeks prior to each ACH payment release. You are strongly encouraged to set up your account upon notice of award to avoid a delayed payment.</p> | <p>No, the College of DuPage is not agreeing to the changes.</p> |
| <p>65. Section 1.13 (page 9) Hold Harmless Clause. Respectfully request the following modifications:</p> <p>Contractor shall indemnify, hold harmless and defend the College of DuPage, its officers, trustees, agents, servants, and employees, from and against any and all claims, lawsuits, demands, liabilities, and losses whatsoever occurring or resulting to any and all persons, firms or corporations furnishing or supplying work, services, materials, or supplies in connection with the performance of this agreement, and from any and all claims, liabilities, and losses occurring or resulting to any person, firm, or corporation for <u>direct</u> damage, injury, or death arising out of or connected with Contractor's performance of this agreement, unless such claims, liabilities, or losses arise out of the sole negligence or willful misconduct of the College of DuPage.</p> <p>Contractors performance" includes Contractor's action or inaction and the action or inaction of Contractor's officers, employees, agents and Subcontractors.</p> <p><u>IN NO EVENT SHALL CONTRACTOR BE LIABLE FOR CONSEQUENTIAL, INDIRECT, INCIDENTAL OR INDIRECT DAMAGES.</u></p> | <p>No, the College of DuPage is not agreeing to the changes.</p> |
| <p>66. Will bidders have the opportunity for a second round of questions to clarify any of the College's answers to the first round of questions?</p> | <p>No</p> |
| <p>67. Is an on-site technician required?</p> | <p>Yes</p> |
| <p>68. How will the committee grade and select vendors? Who will be part of the committee?</p> | <p>Refer to RFP section 4.2. No other information is being disclosed.</p> |

| QUESTION | RESPONSE |
|--|--|
| 69. Will there be multiple rounds of evaluation? | Yes |
| 70. Is there a document and/or map with device locations? | Yes, Attachment B (ALL DEVICE LOCATION MAPS) provided. |
| 71. Does the College of DuPage own the cost recovery software, or is the selected vendor expected to provide as a part of the new solution? | No, licenses will expire with current contract. |
| 72. Regarding the 52 fax lines mentioned in section 3.1.3. Devices Capabilities and Features/Fleet: a. How many standalone fax devices exist in your current fleet? b. What type of telephony supports your fax devices? c. What type of telephony supports the 52 fax boards in the MFD fleet? | <p>a. None</p> <p>b. N/A</p> <p>c. Avaya VOIP</p> |
| 73. Regarding section 3.0, is proposed pricing expected to be fixed for 5 or 10 years? | 5 years |
| 74. Regarding section 3.1.3, what sorting is needed for your black & white jobs? | Sorting will be needed for all jobs by delivery location, due date, and special instructions. |
| 75. Are the “customer support rep” and the “onsite technicians” referenced in section 3.1.4 the same person or two different responsibilities? | Same |
| 76. Are the 13 open labs mentioned in section 3.1.5 the only avenue for students to print on their own? | Yes |
| 77. In section 3.2.A.3, the College of DuPage is requesting faxing options for the MFP’s but states that you expect no chargebacks for any fax related counter. If an incoming fax document prints out on an MFP, are you expecting a click charge for that output? | Yes |
| 78. Regarding section 3.2.A.3: What are type of recycled paper is College of DuPage using? | 30% post-consumer waste content at this time |
| 79. In regard to section 3.2.A.4 – Do you have any plans for including your out-of-scope owned devices into the MPS program (other than the 26 single function and 3 MFP’s listed in attachment 3)? | College is open to options |
| 80. What fees are referred to in section 4.1 for Cost Proposal that must be included during the optional term of the contract? | Disregard this portion on Tab 7. This language will be removed from the RFP. |
| 81. Can you confirm the required number of electronic copies on USB flash drives? (Section 2.5 states 8 USBs are required, but section 4.0 States 7 flash drives are required). | 8 |
| 82. Is paper larger than 12 x 18 required for B&W printing? According to the Print Center Form found on the CoD website, 11 x 17 is the largest paper size currently offered. | Refer to 3.2.A.3. |
| 83. Is Tape Bind required as part of the new B&W solution? If so, would an offline solution be acceptable? | Refer to 3.2.A.4. |
| 84. “Tools to automate and streamline workflow, data stream support for publishing, personalization and transaction print environments” is quoted in the description of the | Current data stream used is FleeFlow MakeReady |

| QUESTION | RESPONSE |
|--|---|
| D136s. Is data stream support required? If so, please detail the current data stream workflow and application. | |
| 85. Is 4 hole punch required? | No |
| 86. "Will require an increase in color production device speed compared to current devices". What speed is CoD looking for? | Refer to questions #48 |
| 87. Under item 3.2.A.3 Functionality, it says "The College is also interested in increasing paper size options, use of coated and uncoated paper, and an inline booklet maker with face trim and square fold. What booklet page capacity is required for the booklet maker with face trim and square fold? And what type of paper would be used for these booklets?" | Refer to 3.2.A.3. |
| 88. The College requires Flexibility to upgrade/downgrade in sections 3.2.A.2 & 3.2.B.2; What % flexibility is required? | Refer to question #14 |
| 89. Please advise when it is anticipated that the "testing" period would begin and how long is it anticipated to last? | Refer to question #28 |
| 90. One of the equipment specifications for the walk-up units lists "2,000-sheet Finishers". It is understood that is what the current units have, but is this a "fixed" requirement? | Refer to question # 31 |
| 91. RFP states that the Plockmatic Booklet Maker have 50/35 page capability; Is the requirement 50 or 35? | The current booklet maker is 35. |
| 92. What is the current email system and version#? | Exchange 2016 on – premise |
| 93. Are your servers virtualized? What software are they running? | Yes VMWare |
| 94. Are Macs on the Windows network? | Yes |
| 95. Please advise of the # of domains? | 1 |
| 96. What type of badges do you currently use for secure entry to your buildings? Are all buildings/campuses using the same badge type? | HID Prox compatible 26 bit and 36 bit (older cards, ~ 250 remaining) 3 different Facility codes. HID iClass SE - limited quantities |
| 97. Are the badges tied to Active Directory? | No, currently integration is managed by Pharos |
| 98. Do you need to interface with back-end systems for billing? CBoard Blackboard Banner etc... | Refer to question 72b. |
| 99. Do you have an MDM? | If you referring to Mobil Device Management, the answer is yes. |
| 100. Are you looking to do secure scanning? If so, will this be for Faculty or students or both? | Yes both |
| 101. Are students in Active Directory? How many students? | Yes, 350 K + |
| 102. Besides Microsoft and Linux, does COD have other print streams? IBM, SAP, etc... | No |
| 103. Will the College IT or Admin be supporting the print software or will they want the vendor to support it? add new users, delete users, add devices, ongoing training, updates and patches applied, generate reports etc...? | Refer to section 3.2.B.6 |
| 104. Are the 52 FAX lines currently in place all on MFD's? | Yes |

| QUESTION | RESPONSE |
|--|--|
| 105. Are FAX lines on the MFD using Analog or digital lines or an ATA? | Analog |
| 106. What FAX system is in place today? | Supplied with vendor MFD's |
| 107. What VoIP system is in place today? | Avaya |
| 108. What software system does your IT Help Desk use for ticketing? | Footprint |
| 109. Will there be a walkthrough of the print shop at the College of DuPage to see the footprint? | After finalist is selected |
| <p>110. Section 3.2.A.2 Equipment</p> <p>The RFP specifies a "full replacement" of all of the devices, also known in the industry as a rip-and-replace strategy. A best practice with public institutions is to request a second option that keeps in place machines that can meet the service level agreements for the next five years. For example, 20% of the devices not having to be purchased again will result in a six-figure savings as well as significant environmental benefits. Can our organization provide a second response that would be an alternative proposal that would maximize the use and return on investment of all equipment?</p> | Refer to-response #17 |
| <p>111. Upon review of the RFP we did not see any verbiage or statements that relate to the Federal requirements for Student Data Privacy and FERPA policies. Are there any requirements that relate to the students' data privacy or FERPA compliance? If not, what is this RFP and new solution doing to protect students and abide by FERPA policies as it relates to printing equipment</p> | College assumes all responders will take data and privacy policies into consideration in their responses. |
| <p>112. Section 8 conflict of interest and non collusion.</p> <p>a. Can you please document if any members of the evaluation committee have previously worked for a company that provides managed print services?</p> <p>b. Secondly, it is known that COD has hosted at least one vendor to conduct a site survey.</p> <p>c. It is also known that a vendor who is not currently contracted with the College has been allowed to display their documentation at printing areas throughout the college. What is the reason this behavior was permitted?</p> <p>d. Can you please disclose the work and analysis that was done?</p> | <p>a. Yes</p> <p>b. College of DuPage did not host any vendor to conduct a site survey since Xerox in 2014.</p> <p>c. College of DuPage is not aware of such activity.</p> <p>d. Does not apply.</p> |

Section III. IMPORTANT REMINDER

All Respondents are **required to complete and sign** the following forms:

- 6.0 Certification Page (answer all questions and one signature required)
- 7.0 Signature Page (provide information, required authorized signature, required Notary Public Signature, and required Notary Seal)
- 8.0 Conflict of Interest Disclosure and Non-Collusion Form (two signature lines required).
- Addendum

ALL completed forms must be returned with response by the RFP deadline. Failure to return these completed forms will result in disqualification of response.

Pre-Proposal Attendance List

PRE RFP OPENING ATTENDEES
Title: 2020-R0012 Managed Print Services

| Name | Company | Phone | E-mail |
|----------------------|--------------|--------------|--|
| Susan Castellanos | COD | 2216 | castellanos1510@cod.edu |
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PRE RFP OPENING ATTENDEES

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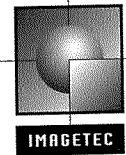
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PRE RFP OPENING ATTENDEES

Title: 2020-R0012 Managed Print Services

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JOHN GILLEN
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2020-R0012 MANAGED PRINT SERVICES

ADDENDUM # 1

March 13, 2020

.....

This signed Addendum is required to be returned with your Proposal no later than the due date set forth for this Request for Proposal. If you have already submitted your Proposal, please submit this signed form via email to purchasing@cod.edu.

All issued addenda must be signed and returned to the College as per the instructions in the addenda or Proposal will not be accepted.

ACKNOWLEDGMENT

You can submit this completed addendum to the Purchasing Office by one of the means below:

1. If you have not yet submitted your bid please sign this addendum and include with your sealed Proposal.
2. If you have already submitted your Proposal, please sign and return to the Purchasing office via email at purchasing@cod.edu no later than the scheduled bid deadline. We will make sure it accompanies your bid.

You also have the option of withdrawing your proposal, if necessary.

ACKNOWLEDGEMENT:

I HAVE RECEIVED THIS ADDENDUM # _____

Company Name: _____

Address: _____

**Authorized
Signature:** _____

ATTACHMENT A – DEVICE MONTHLY AVERAGE

Monthly Average

| Serial Number | Model | B&W or Color | Mono | Color |
|----------------------|--------------|-------------------------|-------------|--------------|
| A4T550669 | 3610 | B&W | 47 | |
| A4T556544 | 3610 | B&W | 1 | |
| A4T549908 | 3610 | B&W | 84 | |
| A4T551769 | 3610 | B&W | 1 | |
| A4T550618 | 3610 | B&W | 11 | |
| A4T550588 | 3610 | B&W | 19 | |
| A4T551240 | 3610 | B&W | 46 | |
| A4T552281 | 3610 | B&W | 60 | |
| A4T556548 | 3610 | B&W | 21 | |
| A4T550671 | 3610 | B&W | 68 | |
| A4T550662 | 3610 | B&W | 69 | |
| A4T556547 | 3610 | B&W | 123 | |
| A4T550700 | 3610 | B&W | 84 | |
| A4T549929 | 3610 | B&W | 649 | |
| A4T550963 | 3610 | B&W | 79 | |
| A4T551390 | 3610 | B&W | 205 | |
| A4T041766 | 3610 | B&W | 240 | |
| A4T550949 | 3610 | B&W | 119 | |
| A4T550418 | 3610 | B&W | 105 | |
| A4T041759 | 3610 | B&W | 115 | |
| A4T550585 | 3610 | B&W | 226 | |
| A4T550550 | 3610 | B&W | 133 | |
| A4T550584 | 3610 | B&W | 315 | |
| A4T550956 | 3610 | B&W | 182 | |
| A4T549900 | 3610 | B&W | 144 | |
| A4T550664 | 3610 | B&W | 186 | |
| A4T550667 | 3610 | B&W | 148 | |
| A4T550666 | 3610 | B&W | 294 | |
| A4T550763 | 3610 | B&W | 205 | |
| A4T551775 | 3610 | B&W | 571 | |
| A4T041767 | 3610 | B&W | 205 | |
| A4T549905 | 3610 | B&W | 196 | |

| Serial Number | Model | B&W or Color | Mono | Color |
|----------------------|--------------|-------------------------|--------------|--------------|
| A4T550582 | 3610 | B&W | 425 | |
| A4T549957 | 3610 | B&W | 491 | |
| A4T040294 | 3610 | B&W | 1,049 | |
| A4T550823 | 3610 | B&W | 256 | |
| A4T041615 | 3610 | B&W | 169 | |
| A4T550964 | 3610 | B&W | 182 | |
| A4T549955 | 3610 | B&W | 358 | |
| A4T550591 | 3610 | B&W | 385 | |
| A4T550616 | 3610 | B&W | 321 | |
| A4T556545 | 3610 | B&W | 316 | |
| A4T552276 | 3610 | B&W | 211 | |
| A4T041610 | 3610 | B&W | 823 | |
| A4T041611 | 3610 | B&W | 415 | |
| A4T038180 | 3610 | B&W | 268 | |
| A4T551443 | 3610 | B&W | 356 | |
| A4T551770 | 3610 | B&W | 447 | |
| A4T041478 | 3610 | B&W | 305 | |
| A4T041765 | 3610 | B&W | 268 | |
| A4T549898 | 3610 | B&W | 400 | |
| A4T549931 | 3610 | B&W | 623 | |
| A4T041575 | 3610 | B&W | 413 | |
| A4T550619 | 3610 | B&W | 450 | |
| A4T549906 | 3610 | B&W | 413 | |
| A4T041612 | 3610 | B&W | 509 | |
| A4T556549 | 3610 | B&W | 340 | |
| A4T550822 | 3610 | B&W | 356 | |
| A4T551438 | 3610 | B&W | 471 | |
| A4T550413 | 3610 | B&W | 467 | |
| A4T041763 | 3610 | B&W | 595 | |
| A4T550961 | 3610 | B&W | 607 | |
| A4T550955 | 3610 | B&W | 437 | |
| A4T550696 | 3610 | B&W | 510 | |
| A4T041474 | 3610 | B&W | 386 | |

| Serial Number | Model | B&W or Color | Mono | Color |
|----------------------|--------------|-------------------------|--------------|--------------|
| A4T550066 | 3610 | B&W | 589 | |
| A4T550820 | 3610 | B&W | 479 | |
| A4T552280 | 3610 | B&W | 371 | |
| A4T550583 | 3610 | B&W | 476 | |
| A4T551392 | 3610 | B&W | 451 | |
| A4T551391 | 3610 | B&W | 506 | |
| A4T042732 | 3610 | B&W | 582 | |
| A4T041764 | 3610 | B&W | 627 | |
| A4T038300 | 3610 | B&W | 693 | |
| A4T042853 | 3610 | B&W | 685 | |
| A4T550824 | 3610 | B&W | 907 | |
| A4T556546 | 3610 | B&W | 656 | |
| A4T552282 | 3610 | B&W | 1,066 | |
| A4T549956 | 3610 | B&W | 730 | |
| A4T550668 | 3610 | B&W | 730 | |
| A4T551774 | 3610 | B&W | 626 | |
| A4T551766 | 3610 | B&W | 745 | |
| A4T550695 | 3610 | B&W | 952 | |
| A4T040293 | 3610 | B&W | 811 | |
| A4T551440 | 3610 | B&W | 589 | |
| A4T041762 | 3610 | B&W | 851 | |
| A4T550694 | 3610 | B&W | 685 | |
| A4T041572 | 3610 | B&W | 754 | |
| A4T038004 | 3610 | B&W | 1,230 | |
| A4T552284 | 3610 | B&W | 718 | |
| A4T041608 | 3610 | B&W | 563 | |
| A4T041609 | 3610 | B&W | 760 | |
| A4T549926 | 3610 | B&W | 853 | |
| A4T551439 | 3610 | B&W | 893 | |
| A4T550698 | 3610 | B&W | 845 | |
| A4T040968 | 3610 | B&W | 790 | |
| A4T041613 | 3610 | B&W | 959 | |
| A4T042731 | 3610 | B&W | 707 | |

| Serial Number | Model | B&W or Color | Mono | Color |
|----------------------|--------------|-------------------------|--------------|--------------|
| A4T549904 | 3610 | B&W | 809 | |
| A4T042733 | 3610 | B&W | 1,196 | |
| A4T551396 | 3610 | B&W | 1,052 | |
| A4T551388 | 3610 | B&W | 942 | |
| A4T552693 | 3610 | B&W | 1,051 | |
| A4T550697 | 3610 | B&W | 1,250 | |
| A4T551395 | 3610 | B&W | 1,118 | |
| A4T040298 | 3610 | B&W | 1,123 | |
| A4T549899 | 3610 | B&W | 1,231 | |
| A4T549930 | 3610 | B&W | 1,203 | |
| A4T551380 | 3610 | B&W | 1,007 | |
| A4T550665 | 3610 | B&W | 1,139 | |
| A4T551444 | 3610 | B&W | 1,117 | |
| A4T040290 | 3610 | B&W | 1,100 | |
| A4T551767 | 3610 | B&W | 1,108 | |
| A4T042850 | 3610 | B&W | 1,196 | |
| A4T551771 | 3610 | B&W | 832 | |
| A4T550958 | 3610 | B&W | 1,137 | |
| A4T552285 | 3610 | B&W | 1,010 | |
| A4T038184 | 3610 | B&W | 1,366 | |
| A4T041606 | 3610 | B&W | 1,342 | |
| A4T549953 | 3610 | B&W | 1,166 | |
| A4T549933 | 3610 | B&W | 1,456 | |
| A4T041114 | 3610 | B&W | 1,327 | |
| A4T551441 | 3610 | B&W | 1,522 | |
| A4T040095 | 3610 | B&W | 1,307 | |
| A4T550967 | 3610 | B&W | 1,394 | |
| A4T549927 | 3610 | B&W | 1,289 | |
| A4T550552 | 3610 | B&W | 2,206 | |
| A4T550551 | 3610 | B&W | 1,186 | |
| A4T550554 | 3610 | B&W | 1,539 | |
| A4T040296 | 3610 | B&W | 1,435 | |
| A4T549903 | 3610 | B&W | 1,473 | |

| Serial Number | Model | B&W or Color | Mono | Color |
|----------------------|--------------|-------------------------|---------------|--------------|
| A4T040297 | 3610 | B&W | 1,127 | |
| A4T550556 | 3610 | B&W | 1,126 | |
| A4T550589 | 3610 | B&W | 1,478 | |
| A4T549954 | 3610 | B&W | 1,680 | |
| A4T550615 | 3610 | B&W | 1,402 | |
| A4T549951 | 3610 | B&W | 1,523 | |
| A4T042728 | 3610 | B&W | 1,180 | |
| A4T040292 | 3610 | B&W | 2,076 | |
| A4T550699 | 3610 | B&W | 1,814 | |
| A4T551765 | 3610 | B&W | 1,893 | |
| A4T039484 | 3610 | B&W | 1,420 | |
| A4T552283 | 3610 | B&W | 1,289 | |
| A4T040289 | 3610 | B&W | 2,575 | |
| A4T041761 | 3610 | B&W | 1,791 | |
| A4T042851 | 3610 | B&W | 1,893 | |
| A4T551442 | 3610 | B&W | 1,755 | |
| A4T042852 | 3610 | B&W | 1,815 | |
| A4T042848 | 3610 | B&W | 1,874 | |
| A4T040963 | 3610 | B&W | 2,107 | |
| A4T549928 | 3610 | B&W | 2,565 | |
| A4T042351 | 3610 | B&W | 2,475 | |
| A4T042847 | 3610 | B&W | 2,059 | |
| A4T549952 | 3610 | B&W | 2,869 | |
| A4T549901 | 3610 | B&W | 3,217 | |
| A4T041576 | 3610 | B&W | 1,798 | |
| A4T041573 | 3610 | B&W | 1,981 | |
| A4T040964 | 3610 | B&W | 3,165 | |
| A4T551389 | 3610 | B&W | 3,356 | |
| A4T042736 | 3610 | B&W | 7,352 | |
| A4T042735 | 3610 | B&W | 6,641 | |
| A4T042730 | 3610 | B&W | 11,076 | |
| A4T040967 | 3610 | B&W | 16,261 | |
| C7X233907 | 3655 | B&W | 936 | |

| Serial Number | Model | B&W or Color | Mono | Color |
|----------------------|--------------|-------------------------|--------------|--------------|
| C7X232053 | 3655 | B&W | 7 | |
| C7X235909 | 3655 | B&W | 121 | |
| C7X235371 | 3655 | B&W | 216 | |
| C7X235348 | 3655 | B&W | 305 | |
| C7X233911 | 3655 | B&W | 291 | |
| C7X232491 | 3655 | B&W | 925 | |
| C7X233990 | 3655 | B&W | 436 | |
| C7X235347 | 3655 | B&W | 513 | |
| C7X234324 | 3655 | B&W | 1,119 | |
| C7X232256 | 3655 | B&W | 359 | |
| C7X235825 | 3655 | B&W | 536 | |
| C7X233910 | 3655 | B&W | 676 | |
| C7X236284 | 3655 | B&W | 734 | |
| C7X232550 | 3655 | B&W | 747 | |
| C7X217497 | 3655 | B&W | 874 | |
| C7X234717 | 3655 | B&W | 815 | |
| C7X227197 | 3655 | B&W | 826 | |
| C7X235821 | 3655 | B&W | 1,193 | |
| C7X230115 | 3655 | B&W | 1,024 | |
| C7X234720 | 3655 | B&W | 1,012 | |
| C7X232051 | 3655 | B&W | 1,139 | |
| C7X233422 | 3655 | B&W | 1,432 | |
| C7X235849 | 3655 | B&W | 1,835 | |
| C7X234683 | 3655 | B&W | 1,865 | |
| C7X232870 | 3655 | B&W | 2,190 | |
| C7X233423 | 3655 | B&W | 1,784 | |
| C7X232054 | 3655 | B&W | 2,370 | |
| C7X234625 | 3655 | B&W | 1,990 | |
| C7X232489 | 3655 | B&W | 2,455 | |
| C7X232547 | 3655 | B&W | 1,959 | |
| C7X227196 | 3655 | B&W | 2,933 | |
| C7X232149 | 3655 | B&W | 2,294 | |
| C7X240425 | 3655 | B&W | 2,427 | |

| Serial Number | Model | B&W or Color | Mono | Color |
|----------------------|--------------|-------------------------|---------------|--------------|
| C7X235850 | 3655 | B&W | 1,962 | |
| C7X236281 | 3655 | B&W | 2,270 | |
| C7X227199 | 3655 | B&W | 3,645 | |
| C7X235954 | 3655 | B&W | 2,579 | |
| C7X234345 | 3655 | B&W | 2,918 | |
| C7X234685 | 3655 | B&W | 2,771 | |
| C7X232148 | 3655 | B&W | 4,865 | |
| C7X233909 | 3655 | B&W | 6,732 | |
| C7X235959 | 3655 | B&W | 8,504 | |
| A2M641265 | 5955 | B&W | 1,302 | |
| A2M642221 | 5955 | B&W | 1,519 | |
| A2M642250 | 5955 | B&W | 20,267 | |
| A2M633914 | 5955 | B&W | 4,221 | |
| A2M640736 | 5955 | B&W | 3,705 | |
| A2M641405 | 5955 | B&W | 3,279 | |
| A2M620713 | 5955 | B&W | 3,077 | |
| A2M641695 | 5955 | B&W | 3,965 | |
| A2M642170 | 5955 | B&W | 3,379 | |
| A2M633666 | 5955 | B&W | 4,381 | |
| A2M632739 | 5955 | B&W | 4,051 | |
| A2M632714 | 5955 | B&W | 4,752 | |
| A2M642273 | 5955 | B&W | 5,640 | |
| A2M641494 | 5955 | B&W | 6,335 | |
| A2M642264 | 5955 | B&W | 6,278 | |
| A2M641550 | 5955 | B&W | 8,224 | |
| A2M632517 | 5955 | B&W | 9,585 | |
| A2M642056 | 5955 | B&W | 9,768 | |
| A2M641912 | 5955 | B&W | 9,554 | |
| A2M641584 | 5955 | B&W | 10,123 | |
| A2M641781 | 5955 | B&W | 10,490 | |
| A2M642317 | 5955 | B&W | 10,823 | |
| A2M642597 | 5955 | B&W | 12,609 | |
| A2M641521 | 5955 | B&W | 20,858 | |

| Serial Number | Model | B&W or Color | Mono | Color |
|----------------------|--------------|-------------------------|---------------|--------------|
| A2M642333 | 5955 | B&W | 20,472 | |
| A2M642085 | 5955 | B&W | 19,368 | |
| A2M641986 | 5955 | B&W | 20,550 | |
| A2M642121 | 5955 | B&W | 27,957 | |
| A2M639658 | 5955 | B&W | 39,458 | |
| A2M642286 | 5955 | B&W | 40,491 | |
| XL1396230 | 6600 | Color | 135 | 51 |
| XL1397152 | 6600 | Color | 1,761 | 116 |
| XL1397198 | 6600 | Color | 115 | 172 |
| XL1396129 | 6600 | Color | 227 | 306 |
| XL1398076 | 6600 | Color | 771 | 332 |
| XL1396127 | 6600 | Color | 142 | 221 |
| B0L003141 | 6600 | Color | 93 | 288 |
| XL1396767 | 6600 | Color | 269 | 356 |
| XL1397715 | 6600 | Color | 500 | 432 |
| XL1397120 | 6600 | Color | 740 | 323 |
| XL1394566 | 6600 | Color | 997 | 466 |
| XL1398077 | 6600 | Color | 727 | 548 |
| XL1396130 | 6600 | Color | 2,057 | 966 |
| XL1396821 | 6600 | Color | 1,918 | 585 |
| XL1396132 | 6600 | Color | 427 | 491 |
| XL1396988 | 6600 | Color | 1,317 | 826 |
| XL1397200 | 6600 | Color | 1,353 | 1,026 |
| XL1396389 | 6600 | Color | 4,154 | 1,330 |
| XL1396820 | 6600 | Color | 642 | 1,310 |
| XL1396124 | 6600 | Color | 963 | 1,172 |
| LX7986205 | 7225 | Color | 544 | 40 |
| LX7984328 | 7225 | Color | 5,039 | 132 |
| LX7984122 | 7225 | Color | 278 | 193 |
| LX7381259 | 7225 | Color | 1,329 | 295 |
| LX7984222 | 7225 | Color | 6,217 | 256 |
| LX7984241 | 7225 | Color | 1,587 | 340 |
| LX7984238 | 7225 | Color | 2,170 | 315 |

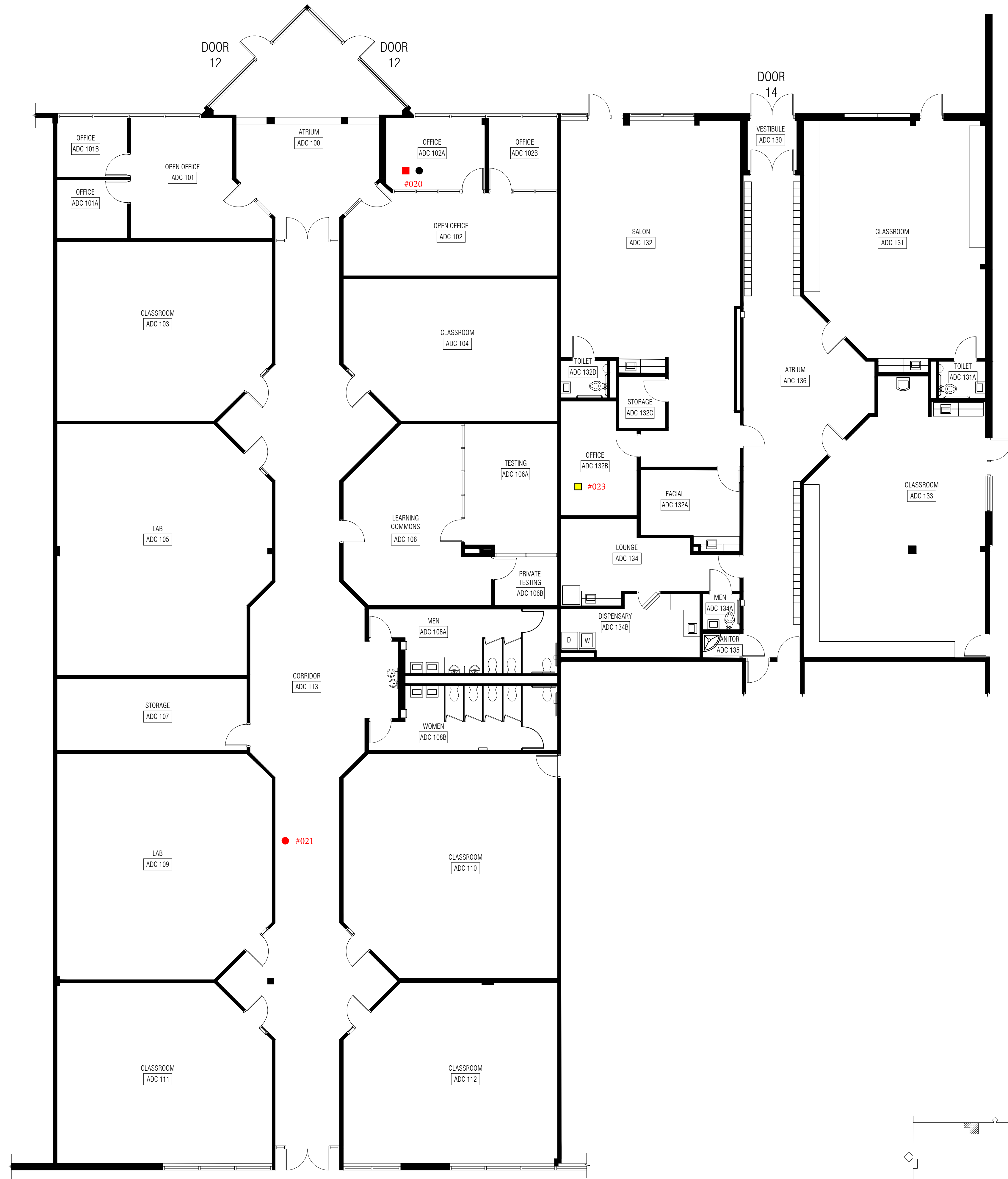
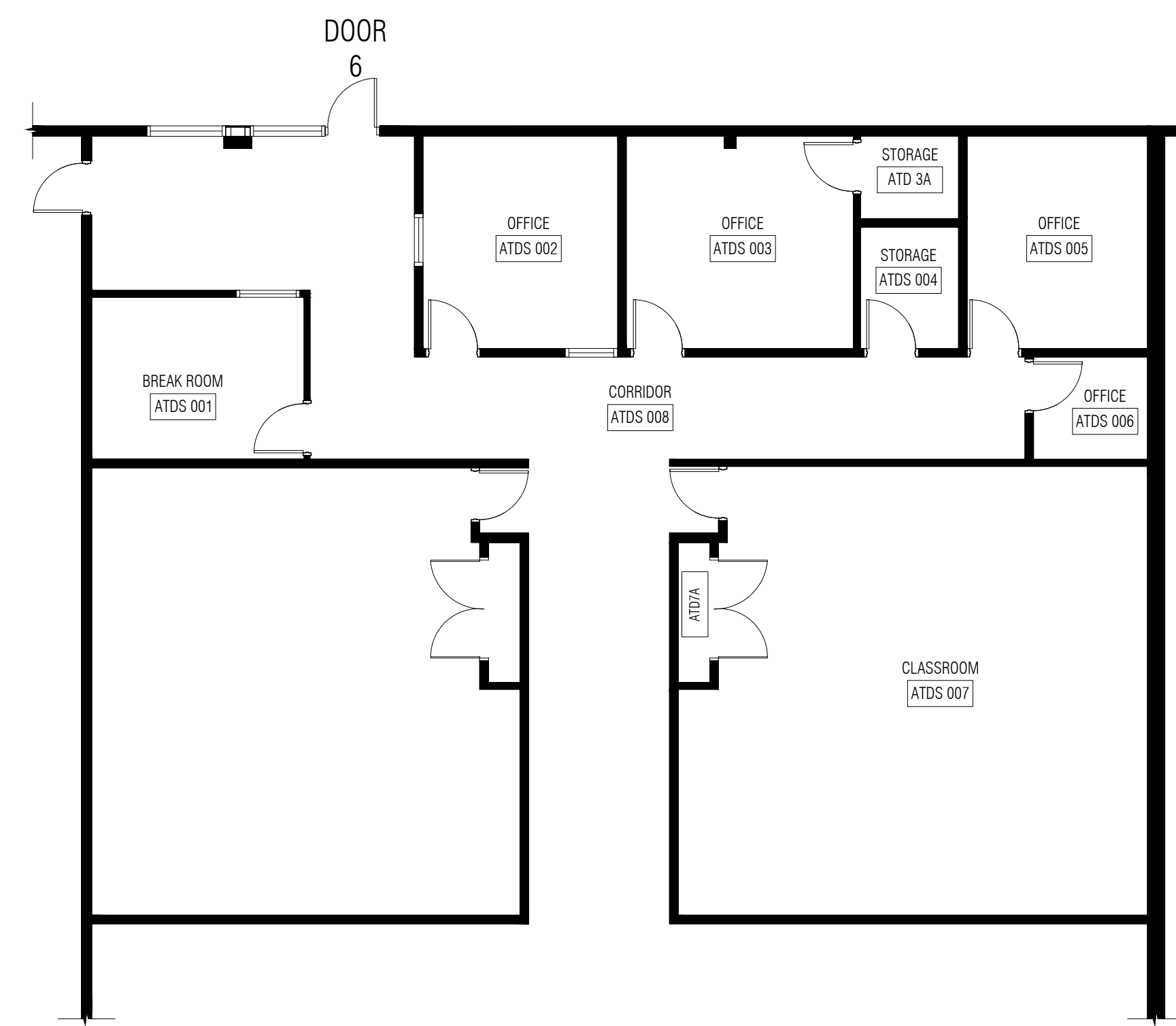
| Serial Number | Model | B&W or Color | Mono | Color |
|----------------------|--------------|-------------------------|--------------|--------------|
| LX7984381 | 7225 | Color | 836 | 461 |
| LX7984292 | 7225 | Color | 2,392 | 414 |
| LX7984109 | 7225 | Color | 2,430 | 619 |
| LX7983187 | 7225 | Color | 1,440 | 646 |
| LX7984116 | 7225 | Color | 2,987 | 820 |
| LX7983262 | 7225 | Color | 1,989 | 1,019 |
| LX7984236 | 7225 | Color | 1,439 | 939 |
| LX7983260 | 7225 | Color | 2,742 | 1,336 |
| LX7984250 | 7225 | Color | 2,017 | 1,179 |
| LX7983103 | 7225 | Color | 3,962 | 969 |
| LX7983365 | 7225 | Color | 1,906 | 1,479 |
| LX7984232 | 7225 | Color | 6,157 | 1,572 |
| LX5824348 | 7225 | Color | 5,320 | 5,927 |
| LX7984353 | 7225 | Color | 3,302 | 1,694 |
| LX7984209 | 7225 | Color | 4,555 | 1,739 |
| LX7984239 | 7225 | Color | 7,321 | 1,817 |
| LX7983354 | 7225 | Color | 7,137 | 1,601 |
| LX7984277 | 7225 | Color | 3,974 | 1,828 |
| LX7984245 | 7225 | Color | 2,960 | 2,137 |
| LX7984094 | 7225 | Color | 6,347 | 3,700 |
| MX0150085 | 7835 | Color | 3,641 | 161 |
| MX0149998 | 7835 | Color | 1,212 | 584 |
| MX0150116 | 7835 | Color | 3,821 | 788 |
| MX0150036 | 7835 | Color | 2,691 | 824 |
| MX0150255 | 7835 | Color | 8,993 | 1,700 |
| MX0150301 | 7835 | Color | 7,224 | 1,578 |
| MX0144428 | 7835 | Color | 6,038 | 1,736 |
| MX0150103 | 7835 | Color | 4,974 | 1,556 |
| MX0150088 | 7835 | Color | 4,473 | 1,969 |
| MX0144422 | 7835 | Color | 2,508 | 2,053 |
| MX0150870 | 7835 | Color | 2,376 | 2,107 |
| MX0150080 | 7835 | Color | 3,230 | 2,510 |
| MX0150260 | 7835 | Color | 4,694 | 2,714 |

| Serial Number | Model | B&W or Color | <i>Mono</i> | <i>Color</i> |
|----------------------|--------------|-------------------------|--------------------|---------------------|
| MX0150277 | 7835 | Color | 4,114 | 2,842 |
| MX0152765 | 7835 | Color | 3,868 | 1,970 |
| MX0152776 | 7835 | Color | 3,871 | 3,367 |
| MX0150071 | 7835 | Color | 14,688 | 3,164 |
| MX0150298 | 7835 | Color | 5,908 | 6,491 |
| <i>Totals</i> | | | 800,855 | 84,648 |

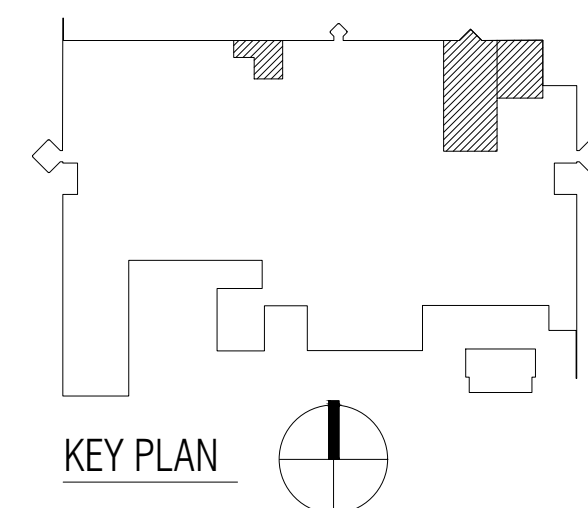
2019 PRODUCTION AVERAGES

| Serial Number | Model | B&W or Color | Monthly Average | |
|----------------------|--------------|-------------------------|------------------------|---------------|
| | | | Mono | Color |
| A0D404097 | D136 | B&W | 215,335 | |
| A0D404120 | D136 | B&W | 168,741 | |
| BG2946805 | D95 | B&W | 42,934 | |
| GYA884257 | 4112 | B&W | 15,296 | |
| XU8464775 | J75 | COLOR | 1,493 | 66,594 |
| XU8464778 | J75 | COLOR | 2,474 | 64,510 |

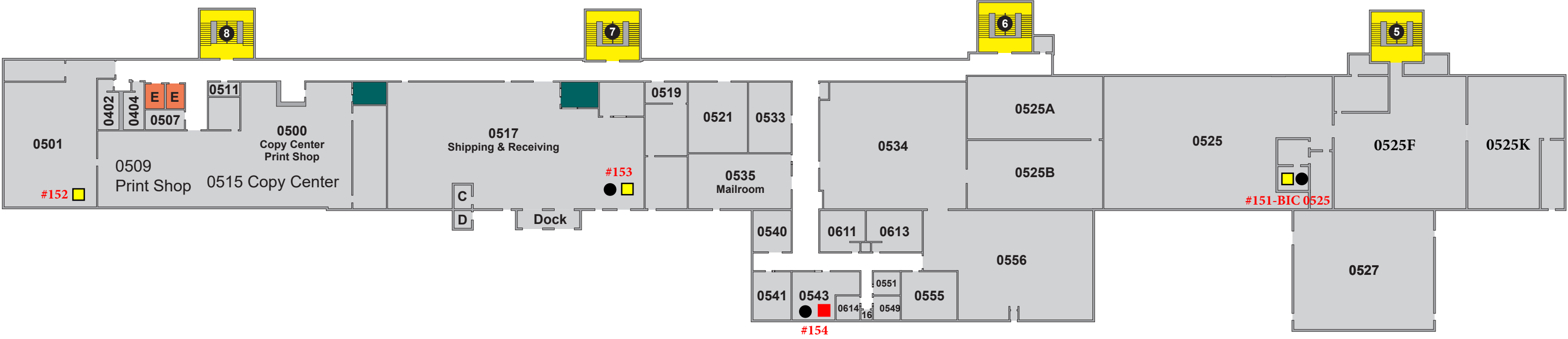
ATTACHMENT B – ALL DEVICE LOCATION MAPS



- Color Printer
- Black and White Printer
- Color MFD
- Black & White MFD
- FAX



**Berg Instructional Center
Level 0**



- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

KEY

| | | |
|----------------|------------------------|------------|
| ○ Classroom | ○ Student Service Area | ⓔ Elevator |
| ● Office Space | ● Lab | ● Stairs |
| ○ Meeting Room | ○ Restroom | ○ Other |

↑
NORTH

Berg Instructional Center (BIC) and Student Services Center (SSC) Level 1

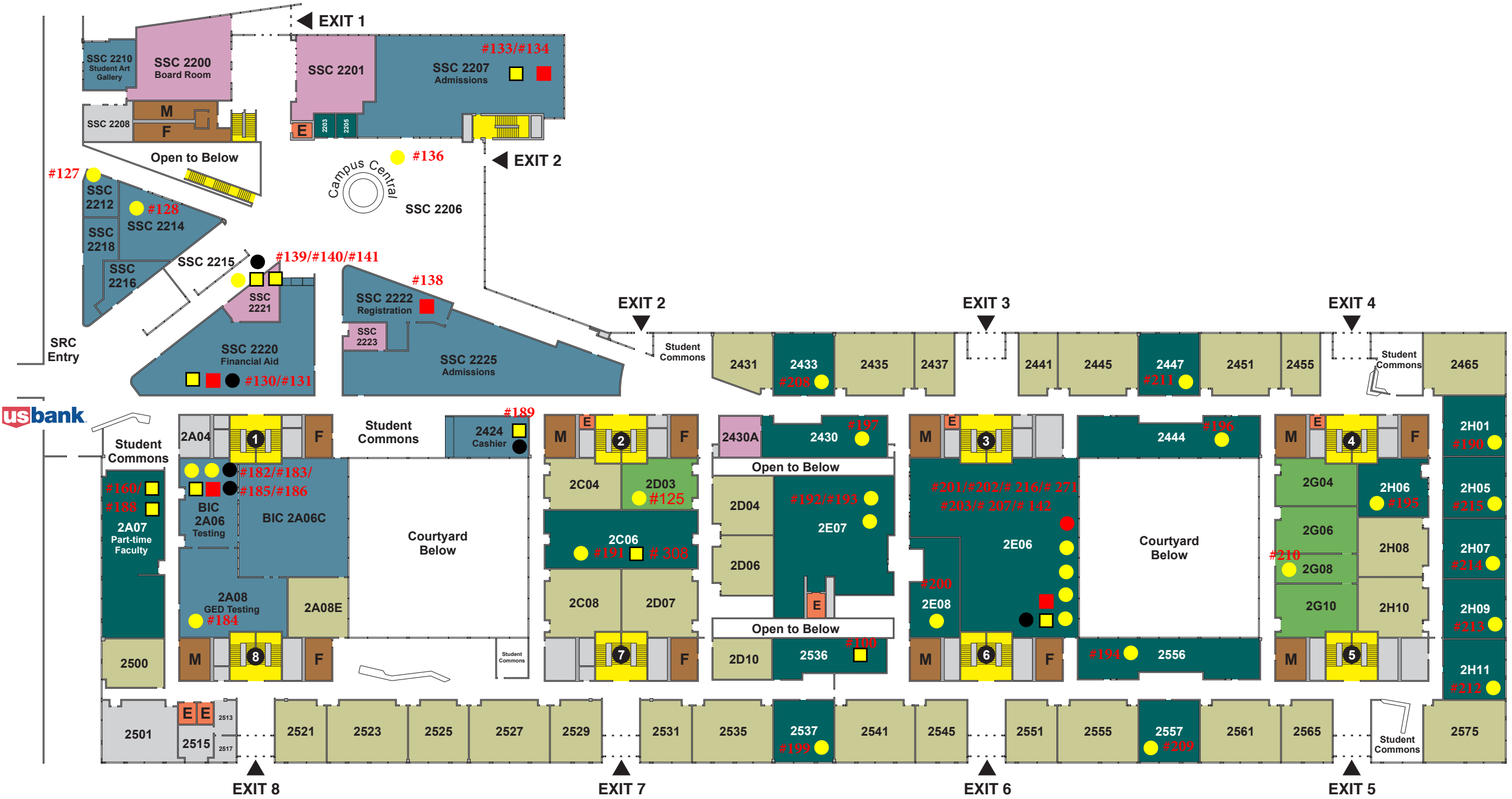


- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

| KEY | | |
|----------------|------------------------|------------|
| ● Classroom | ● Student Service Area | ● Elevator |
| ● Office Space | ● Lab | ● Stairs |
| ● Meeting Room | ● Restroom | ● Other |

NORTH

Berg Instructional Center (BIC) and Student Services Center (SSC) Level 2



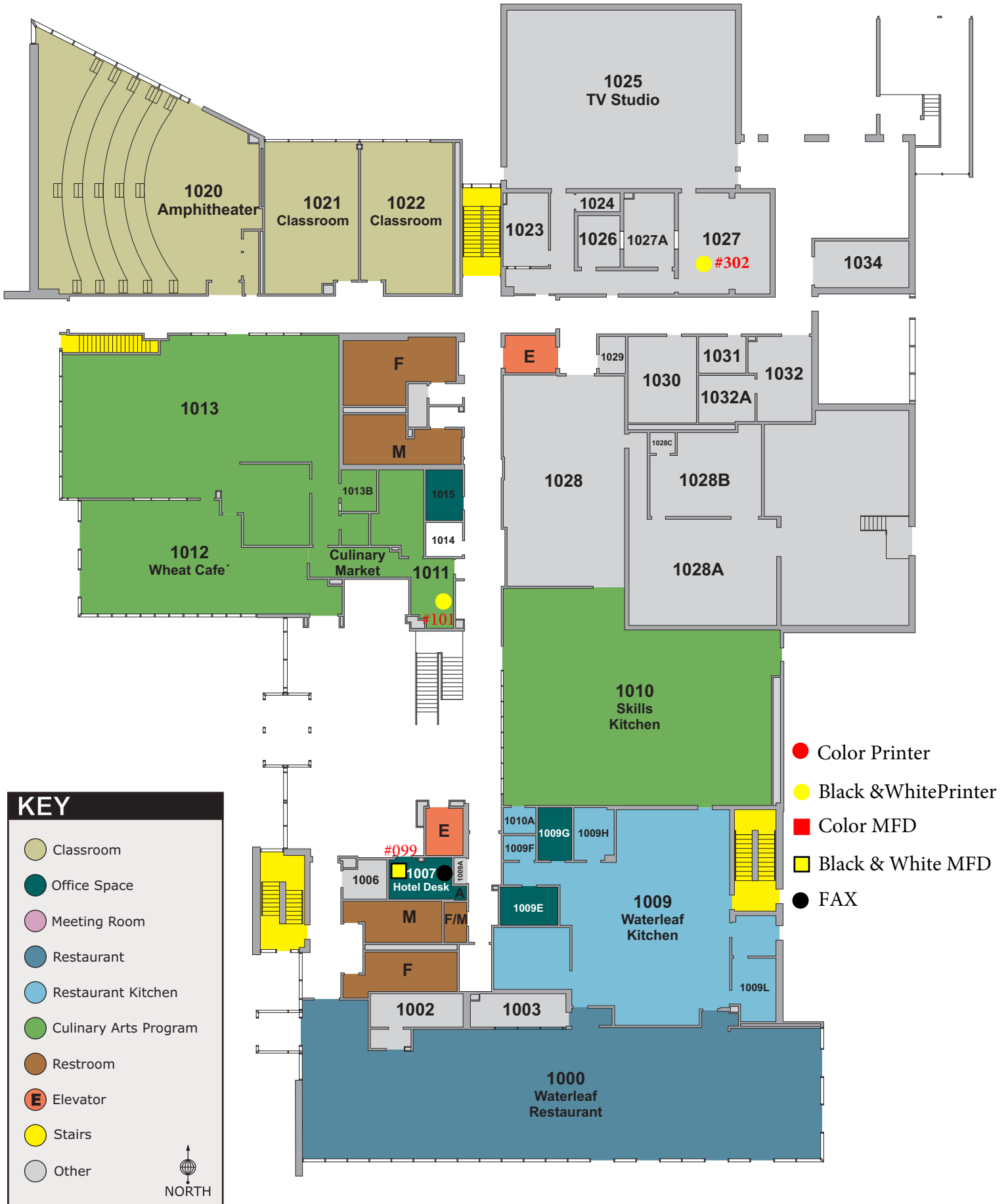
- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

KEY

| | | |
|----------------|------------------------|------------|
| ○ Classroom | ○ Student Service Area | Ⓜ Elevator |
| ○ Office Space | ○ Lab | ○ Stairs |
| ○ Meeting Room | ○ Restroom | ○ Other |

NORTH

Culinary & Hospitality Center Level 1



Culinary & Hospitality Center Level 2



KEY

- Classroom
- Office Space
- Meeting Room
- Student Service Area
- Culinary Arts Program
- Restroom
- Elevator
- Stairs
- Other

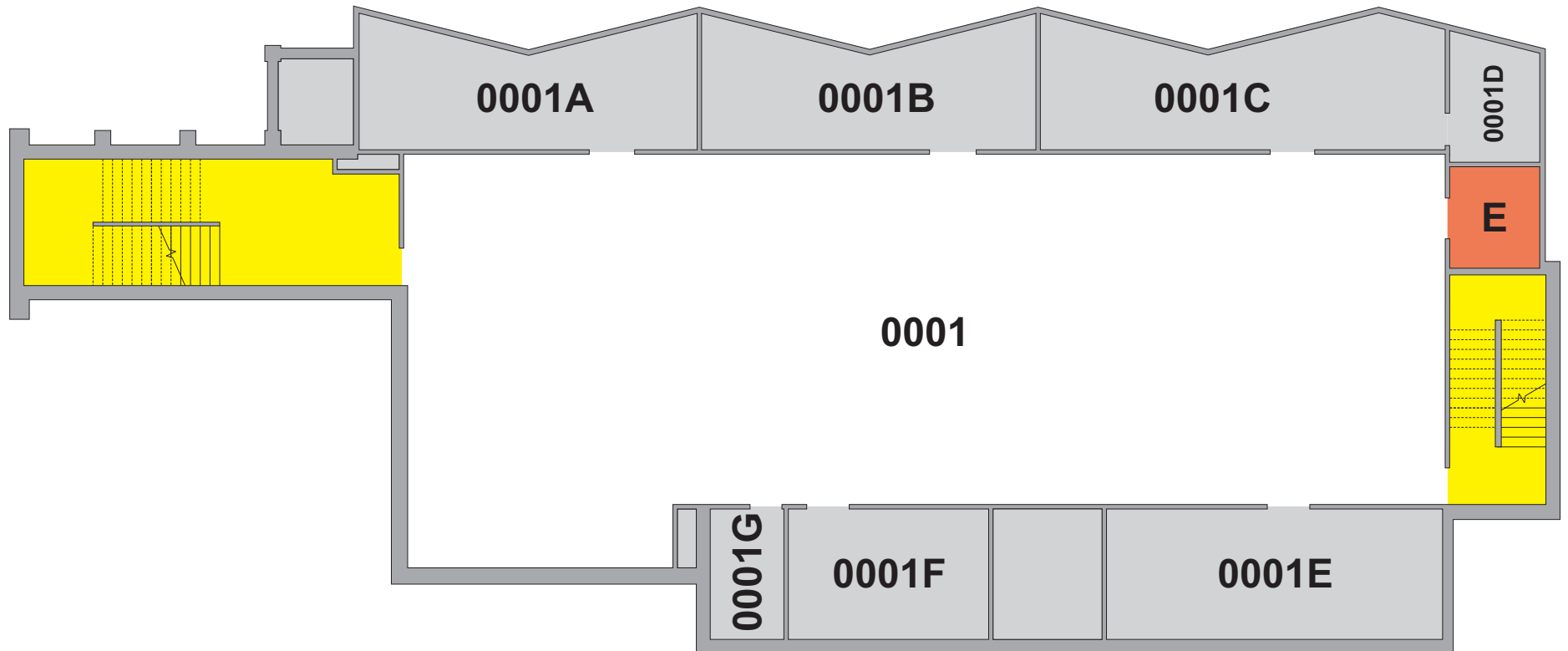
NORTH

- Color Printer
- Black & White MFD
- Color MFD
- Black & White MFD
- FAX

Culinary & Hospitality Center Level 3




Homeland Security Education Center Level 0

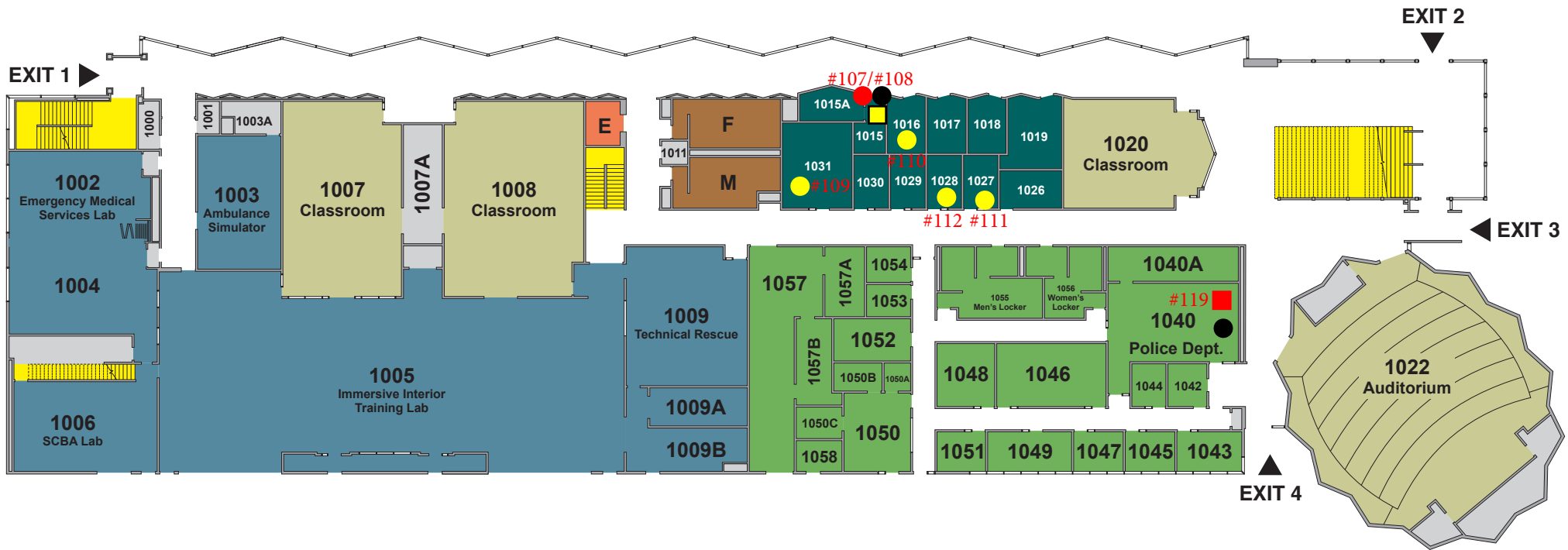


- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

| KEY | | |
|----------------|------------|------------|
| ○ Classroom | ● Lab | Ⓜ Elevator |
| ● Office Space | ● Restroom | ○ Other |
| ● Meeting Room | ● Stairs | |


 NORTH

Homeland Security Education Center Level 1



- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

| KEY | | |
|----------------|------------|---------------------|
| ● Classroom | ● Lab | ● Police Department |
| ● Office Space | ● Restroom | ● Elevator |
| ● Meeting Room | ● Stairs | ● Other |



Homeland Security Education Center Level 3 (Mezzanine)



- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

| KEY | | |
|----------------|------------|--------------|
| ● Classroom | ● Lab | ● E Elevator |
| ● Office Space | ● Restroom | ● Other |
| ● Meeting Room | ● Stairs | |

↑
NORTH

Health and Science Center First Floor



Health and Science Center Second Floor



Health and Science Center—third floor

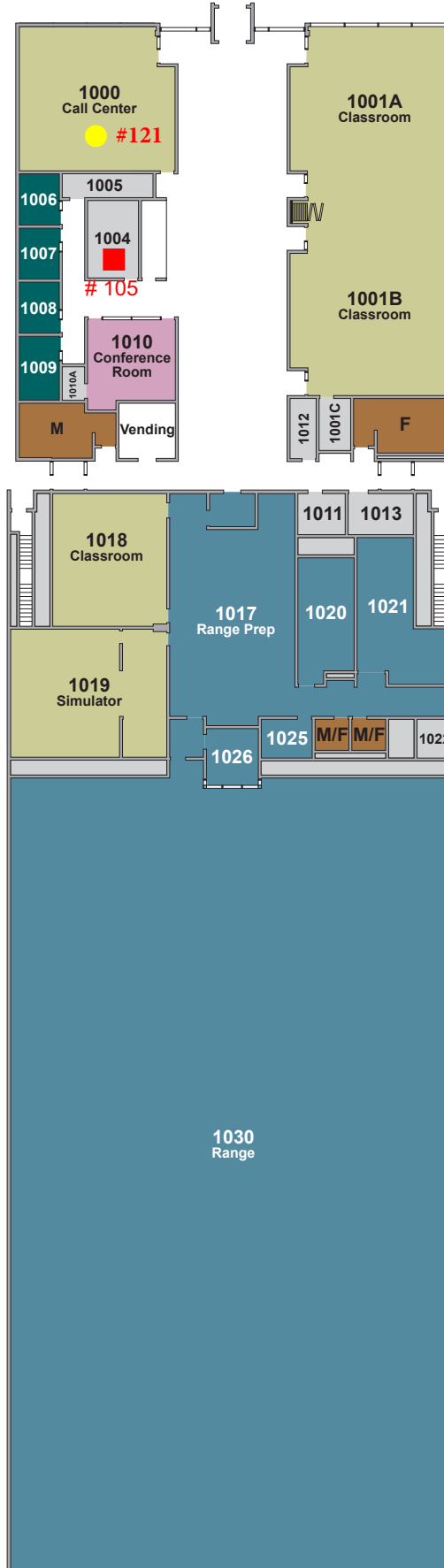


- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

| KEY | | | |
|---|--|---|--|
| ● Classroom | ● Health Careers Programs | E Elevator | ♿ Accessible |
| ● Office Space | ● Science Labs | ● Emergency Area | ▲ Exit |
| ● Student Study | ● Restroom | Other | |

NORTH


Homeland Security Training Center Level 1



- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

KEY

- Classroom
- Office Space
- Meeting Room
- Range
- Restroom
- Other

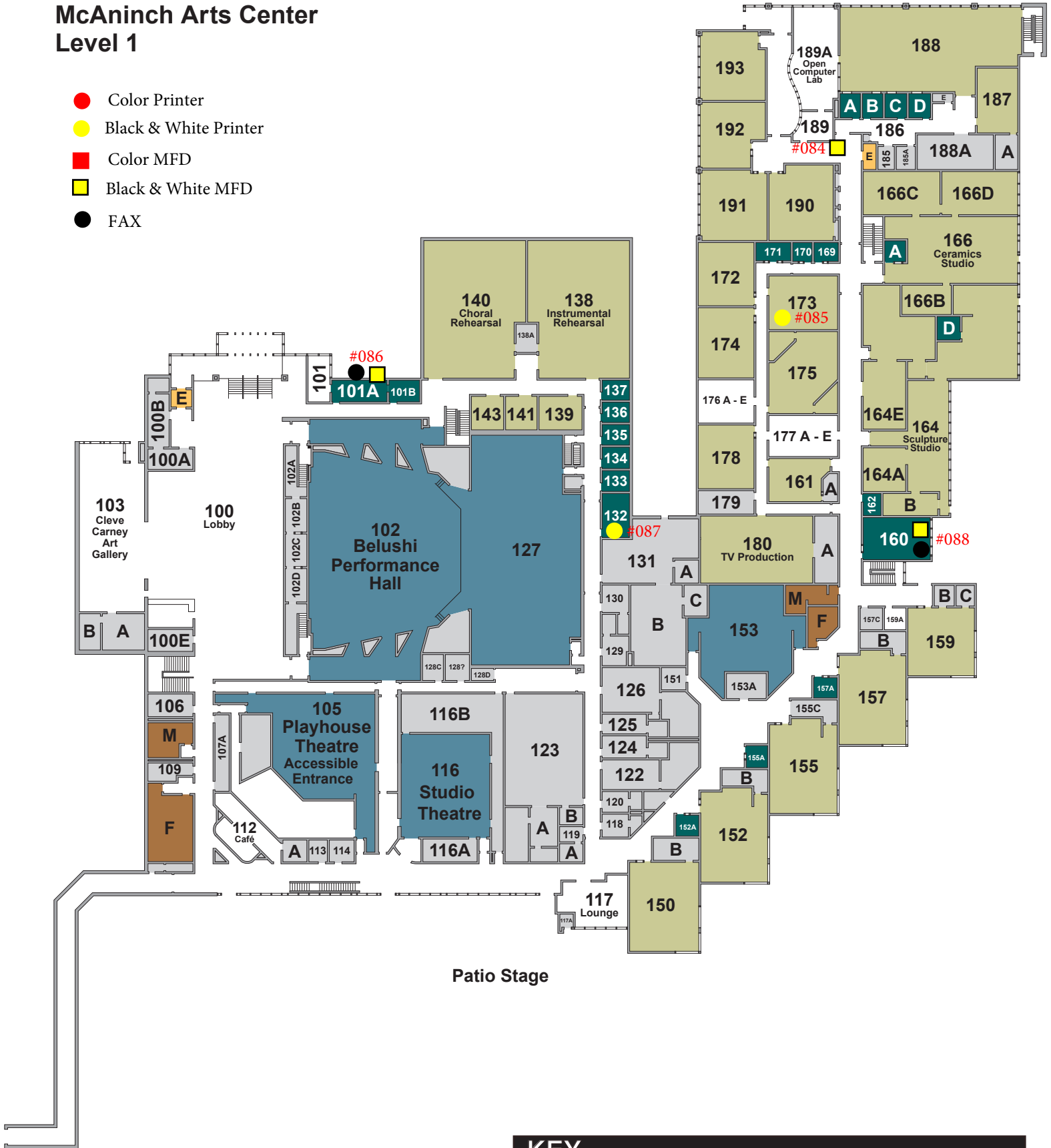

 NORTH



- Color Printer
- Black and White Printer
- Color MFD
- Black & White MFD
- FAX

McAninch Arts Center Level 1

- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX




| KEY | | |
|---|--|--|
| ● Classroom | ● Performance Area | ● Other |
| ● Office Space | ● Restroom | |
| ● Meeting Room | E Elevator | NORTH |

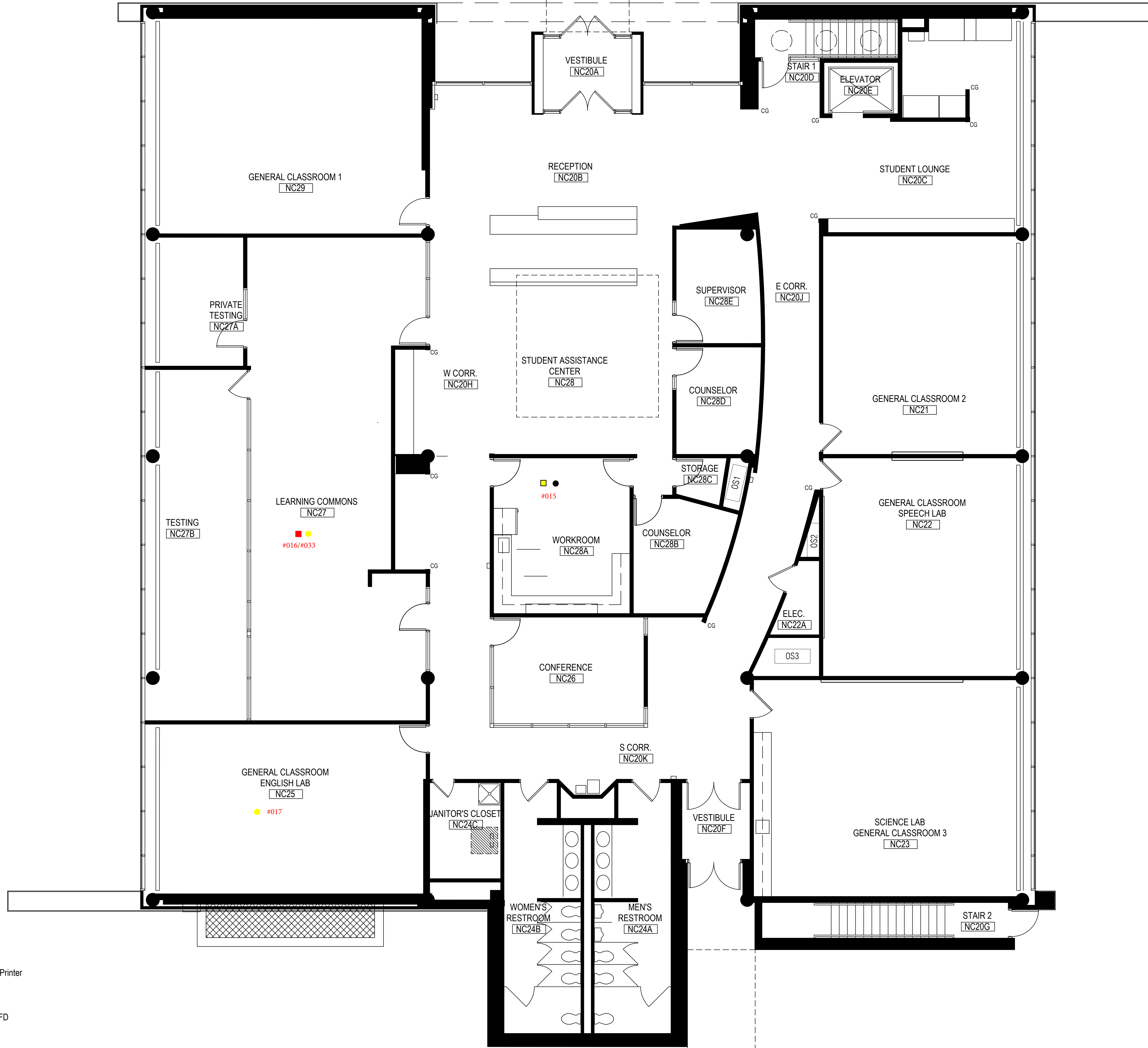
McAninch Arts Center

Level 2

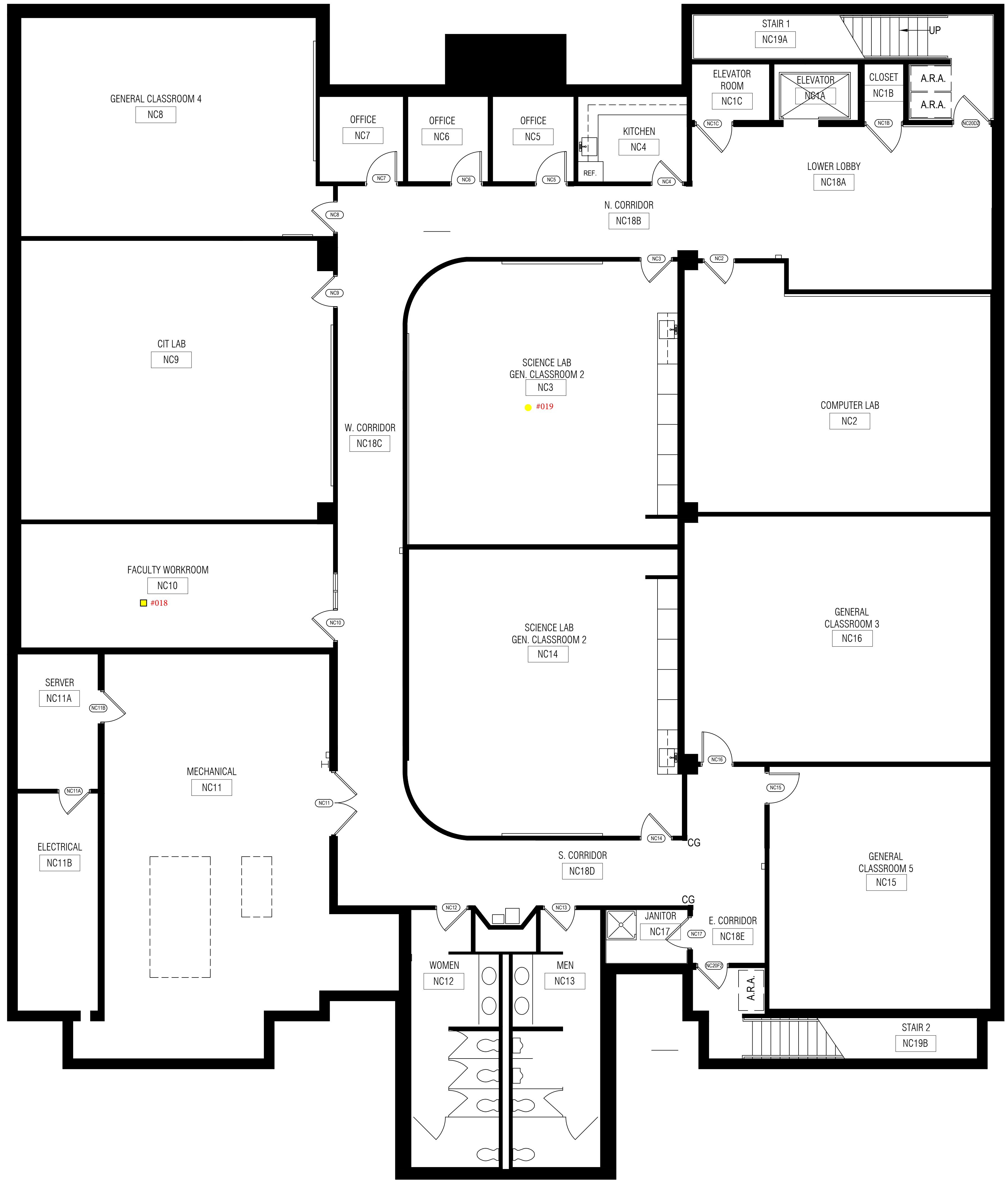
- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX



| KEY | | |
|--|--|--|
| ● Classroom | ● Performance Area | ● Other |
| ● Office Space | ● Restroom | |
| ● Meeting Room | ● Elevator | |
| | |  NORTH |



- Color Printer
- Black and White Printer
- Color MFD
- Black & White MFD
- FAX



Physical Education Center Level 1



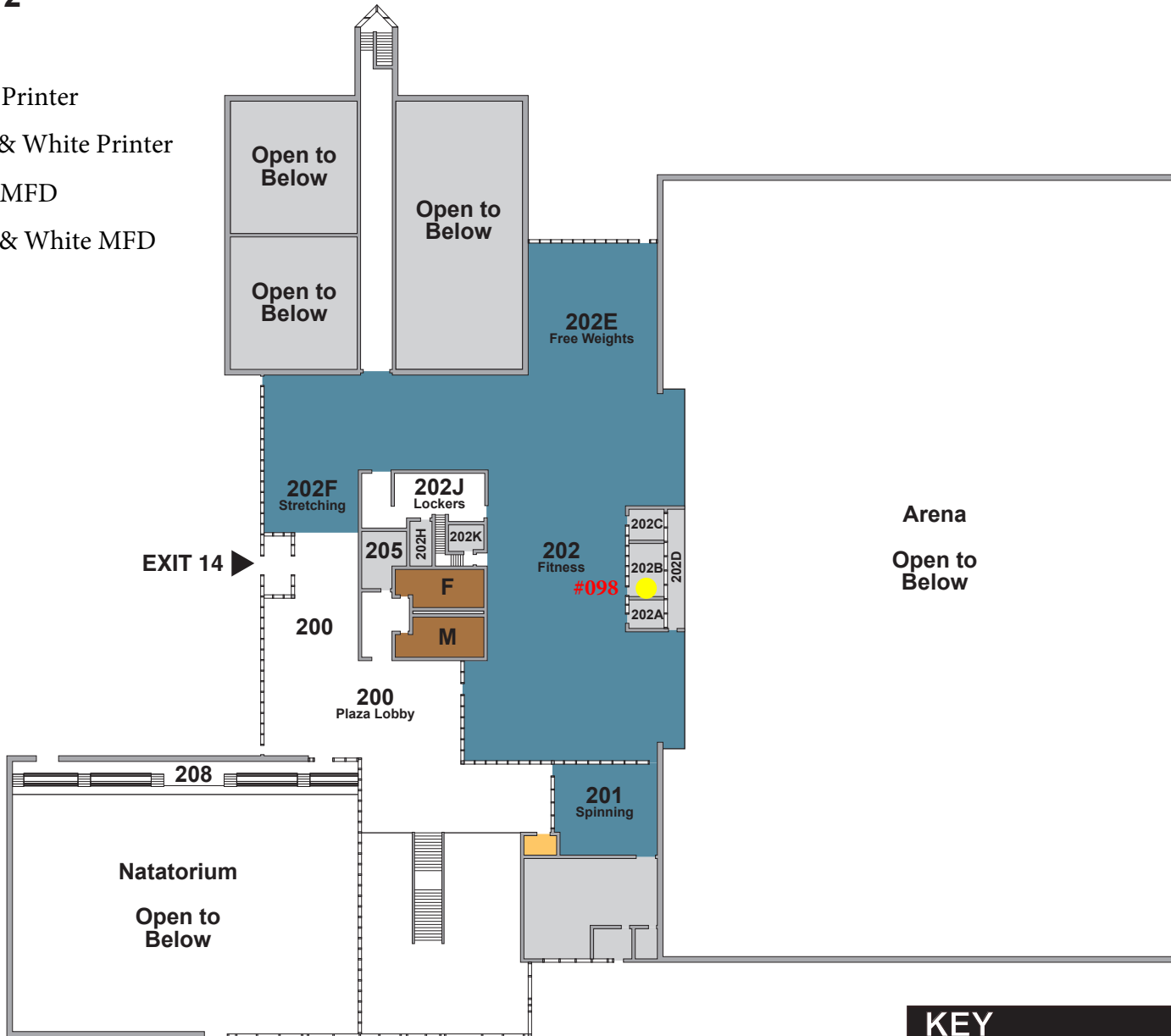
- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

KEY

| | | |
|---|--|--|
| ● Classroom | ● Student Service Area | ● Other |
| ● Office Space | ● Restroom | ↑ NORTH |
| ● Meeting Room | E Elevator | |

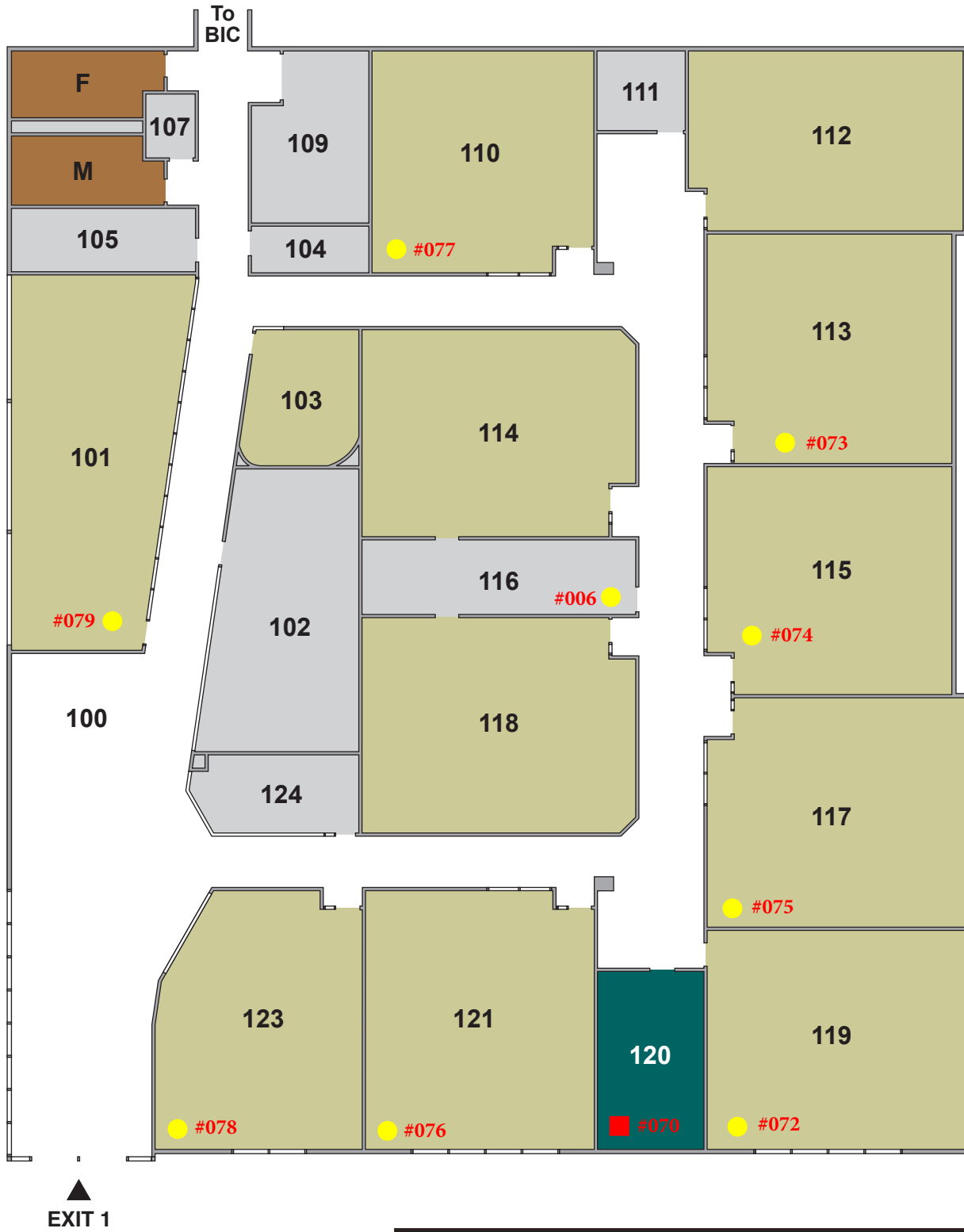
Physical Education Center Level 2

- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX



| KEY | | |
|---|--|--|
| ● Classroom | ● Student Service Area | Other |
| ● Office Space | ● Restroom | NORTH |
| ● Meeting Room | E Elevator | |

Seaton Computing Center (SCC) Level 1



- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

| KEY | | |
|----------------|------------------------|------------|
| ○ Classroom | ○ Student Service Area | ⓔ Elevator |
| ● Office Space | ● Lab | ● Stairs |
| ○ Meeting Room | ○ Restroom | ○ Other |

NORTH

Student Resource Center Level 1

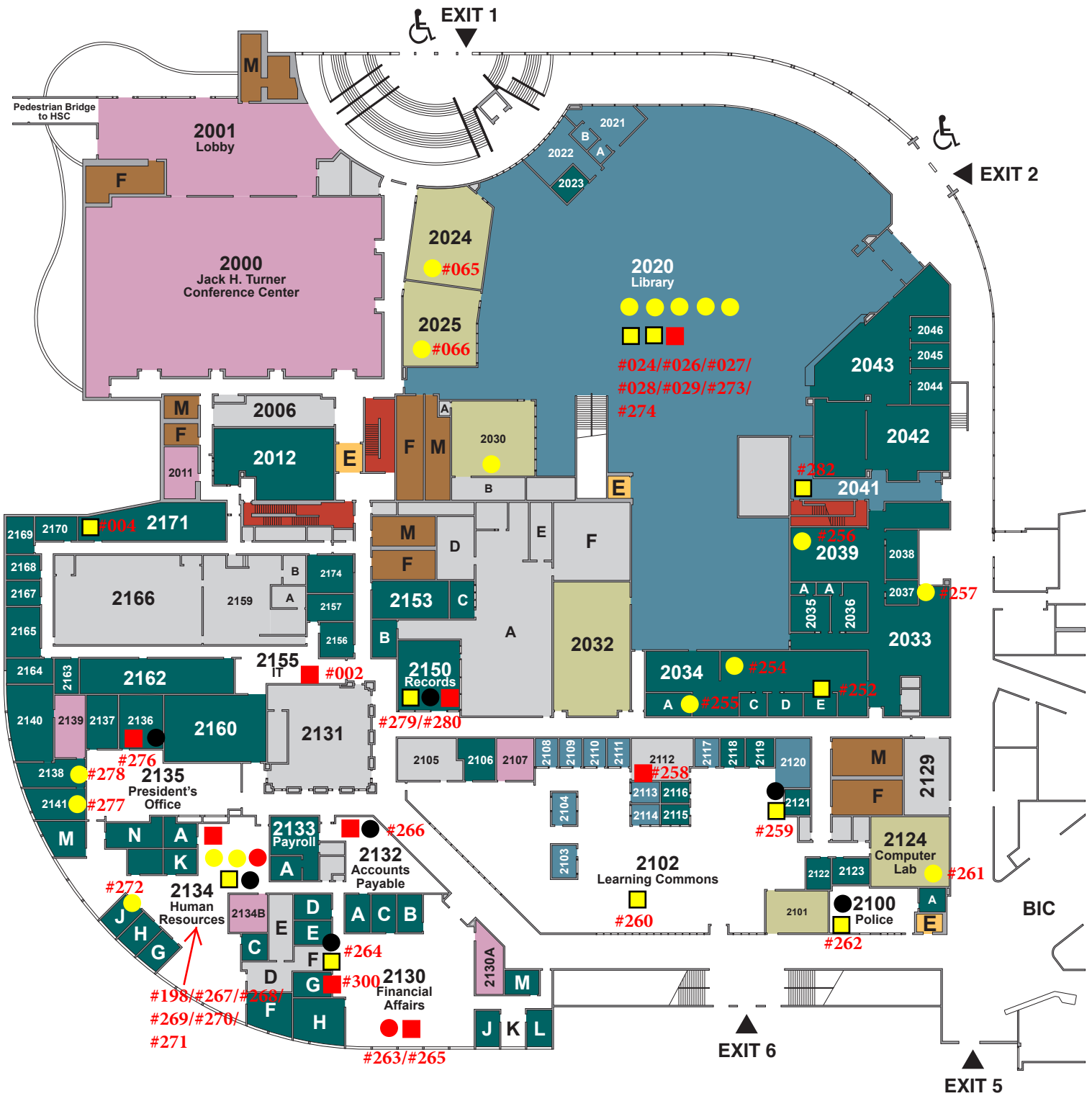


- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

| KEY | | | |
|--------------|----------------------|----------------|------------|
| Classroom | Student Service Area | Elevator | Accessible |
| Office Space | Restroom | Emergency Area | |
| Meeting Room | Other | | |



Student Resource Center Level 2

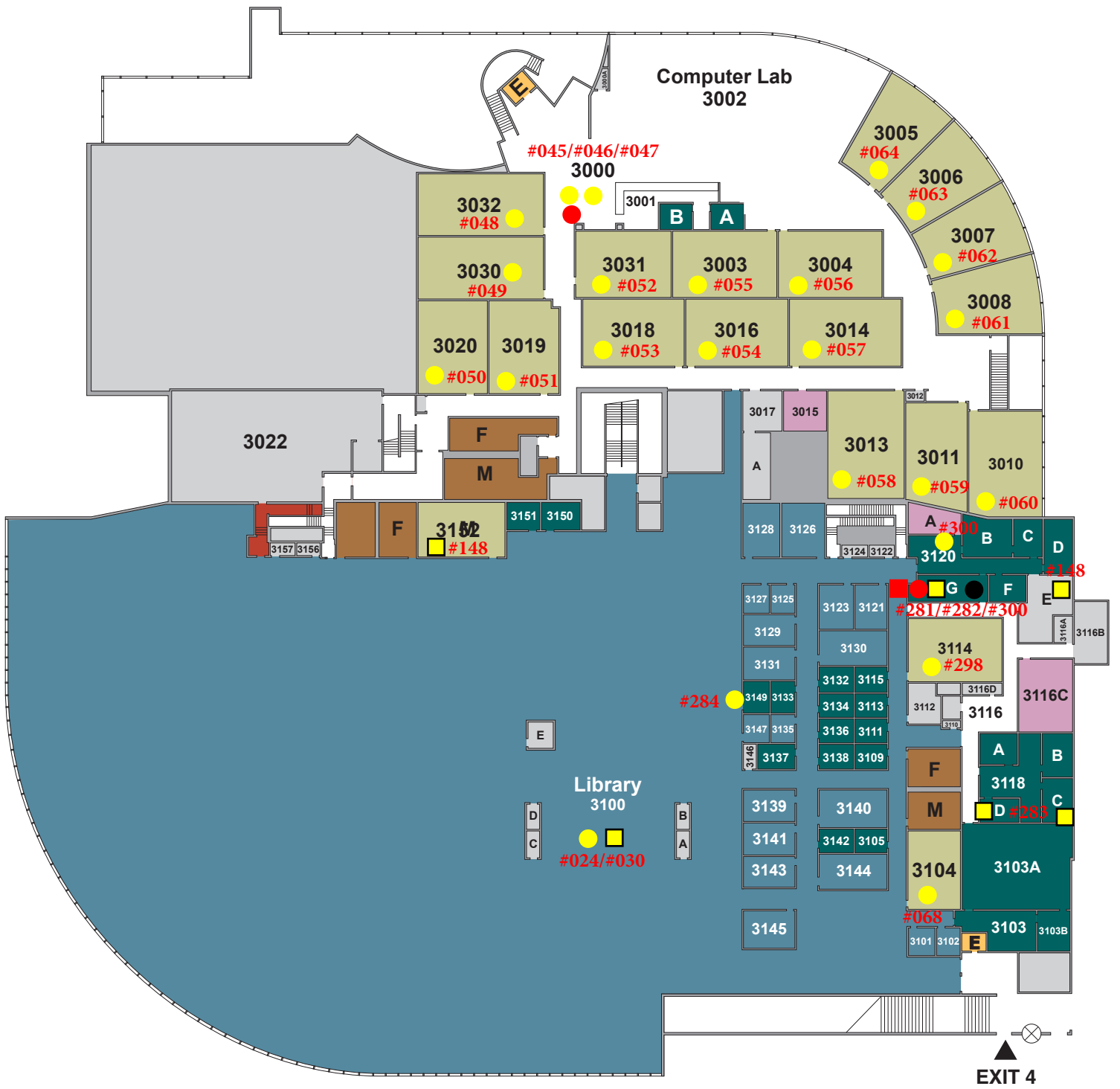


- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

| KEY | | | |
|-----|--|--|--|
| | | | |
| | | | |
| | | | |



Student Resource Center Level 3

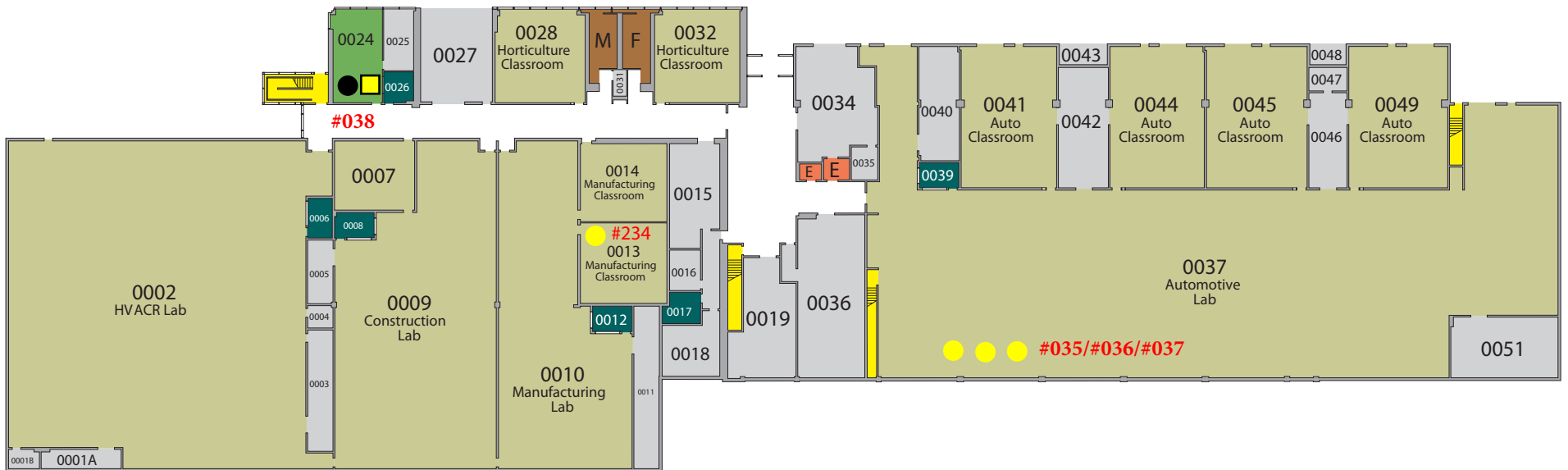


- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

| KEY | | | |
|--------------|----------------------|----------------|------------|
| Classroom | Student Service Area | Elevator | Accessible |
| Office Space | Restroom | Emergency Area | Exit |
| Meeting Room | Other | | |

NORTH

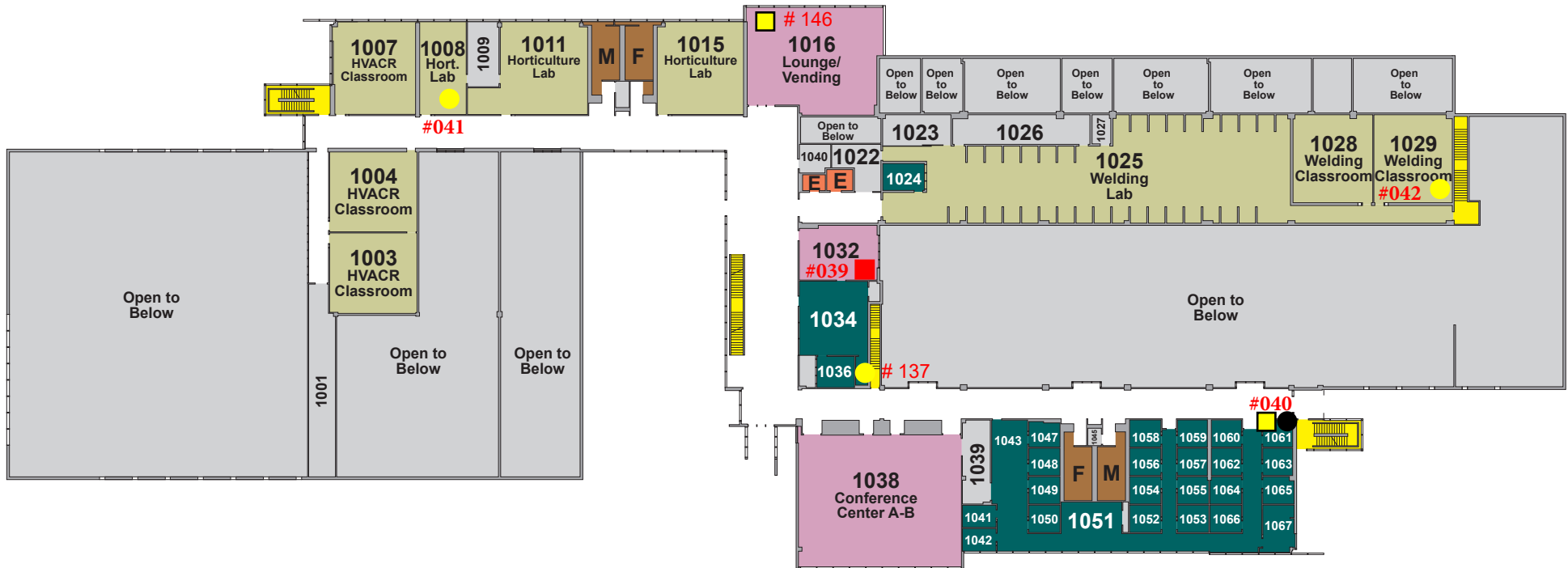
Technical Education Center Level 0



- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

| KEY | | |
|----------------|--------------------|------------|
| ○ Classroom | ● Plants Plus Shop | ⓔ Elevator |
| ● Office Space | ● Restroom | ● Stair |
| ○ Meeting Room | ○ Other | NORTH |

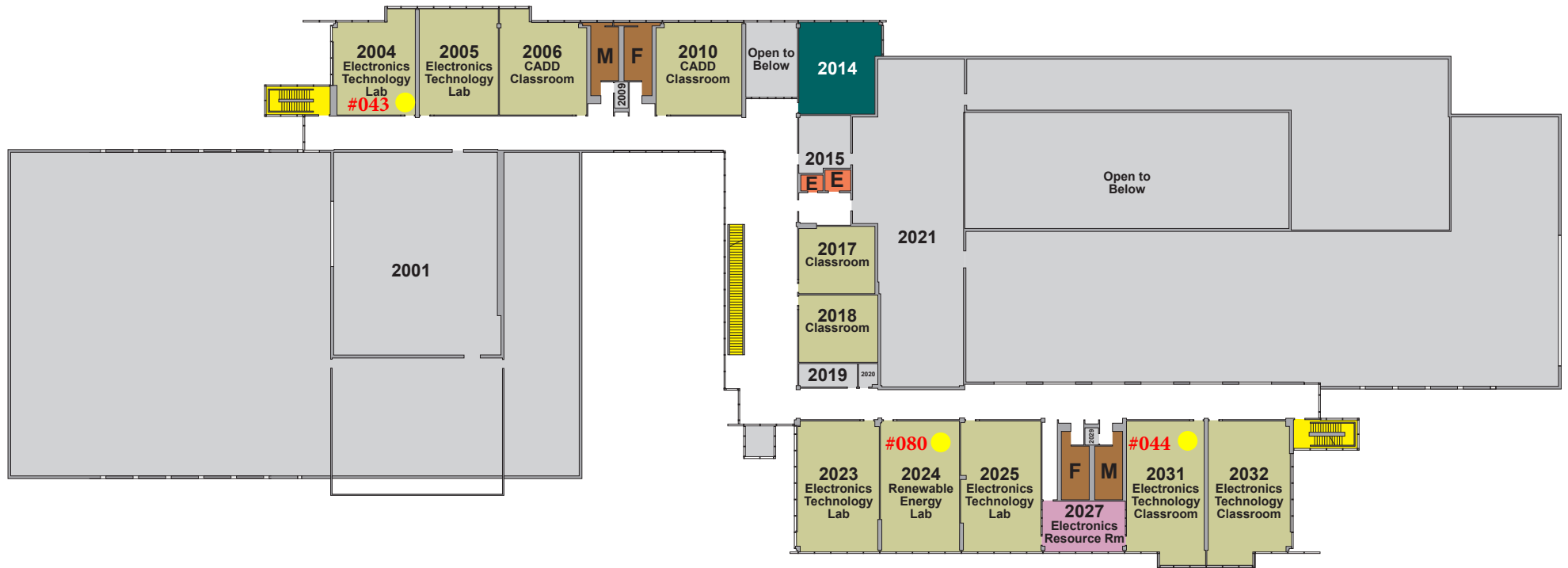
Technical Education Center Level 1



- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

| KEY | | |
|---|--|--|
| ● Classroom | ● Plants Plus Shop | E Elevator |
| ● Office Space | ● Restroom | ● Stair |
| ● Meeting Room | Other | NORTH |

Technical Education Center Level 2

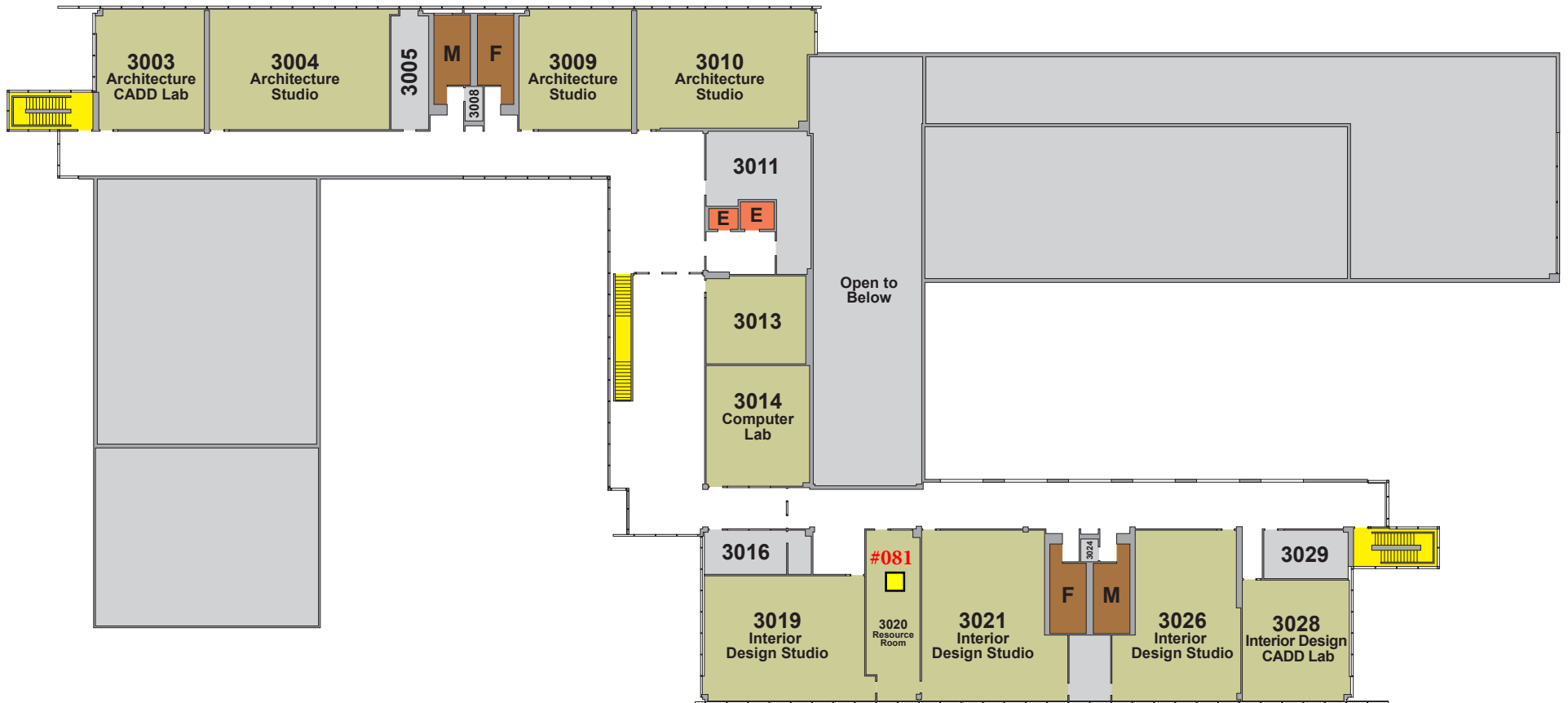


- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

KEY

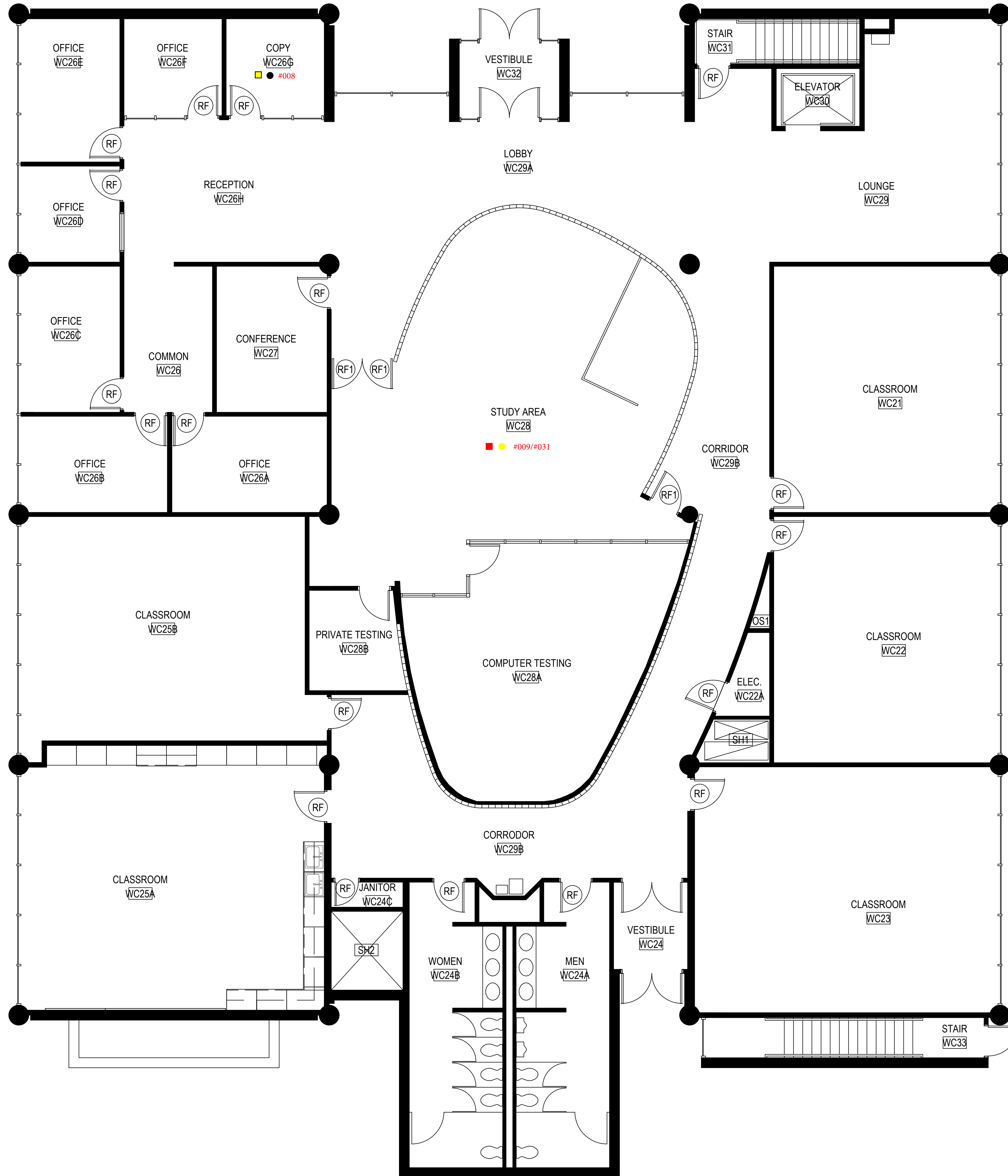
| | | |
|----------------|--------------------|------------|
| ● Classroom | ● Plants Plus Shop | ● Elevator |
| ● Office Space | ● Restroom | ● Stair |
| ● Meeting Room | ● Other | NORTH → |

Technical Education Center Level 3

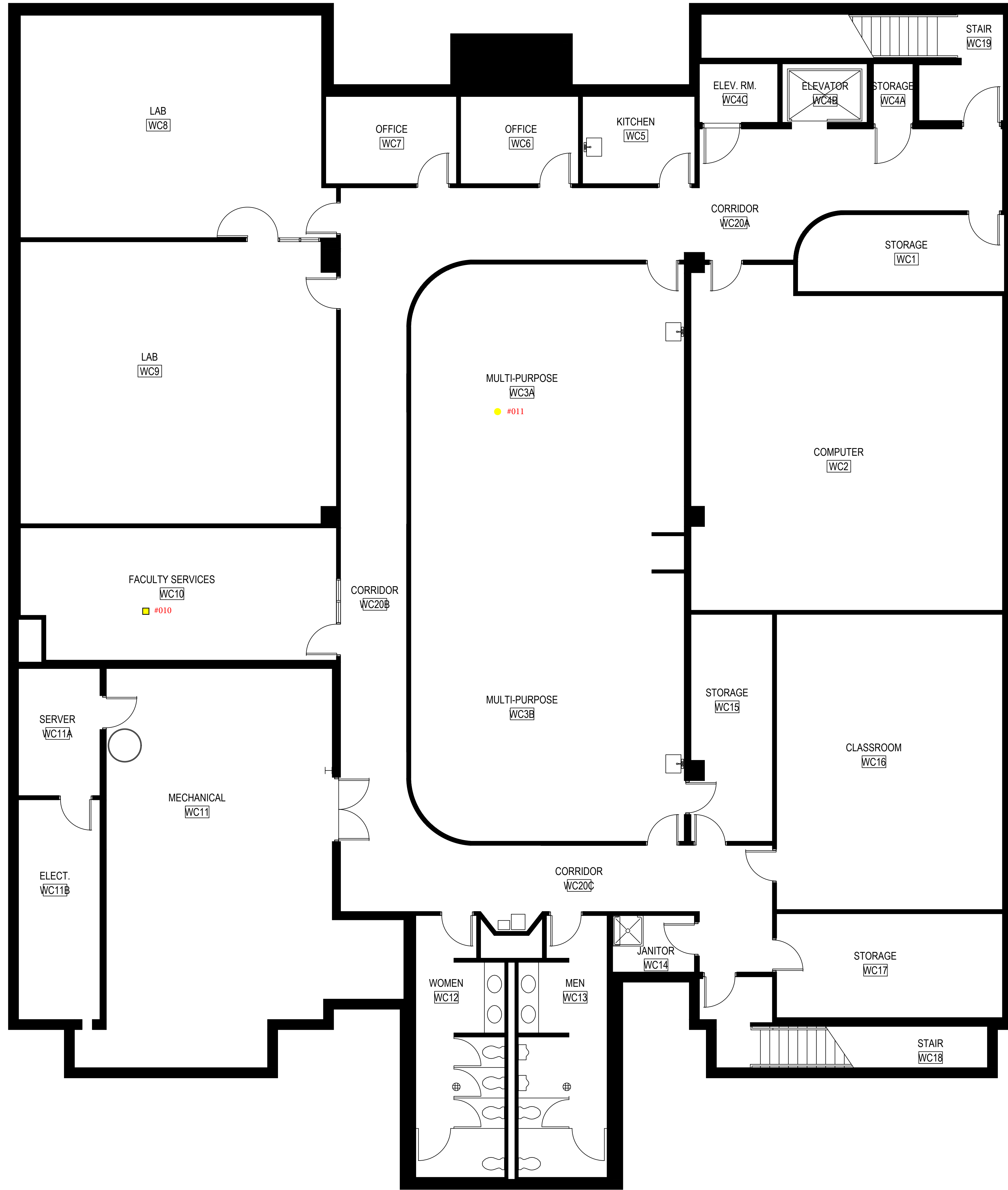


- Color Printer
- Black & White Printer
- Color MFD
- Black & White MFD
- FAX

| KEY | | |
|----------------|--------------------|------------|
| ● Classroom | ● Plants Plus Shop | ● Elevator |
| ● Office Space | ● Restroom | ● Stair |
| ● Meeting Room | ● Other | |
| | | NORTH → |



- Color Printer
- Black and White Printer
- Color MFD
- Black & White MFD
- FAX



RESPONDENT: _____



COMMUNITY COLLEGE DISTRICT NO. 502

REQUEST FOR PROPOSAL

MANAGED PRINT SERVICES

RFP NUMBER: 2020-R0012

PROPOSALS DUE: Friday, March 20, 2020 at 2:00 p.m. Central Time

In the event of College closure due to inclement weather, RFP deadline will be extended to the next business day at the same time.

SEND RESPONSES TO:

**COLLEGE OF DUPAGE
2020-R0012
PROCUREMENT SERVICES
IRC BUILDING, ROOM 1001
425 FAWELL BLVD.
GLEN ELLYN, ILLINOIS 60137**

Issue Date:

February 24, 2020

ISSUED BY THE COLLEGE OF DUPAGE PROCUREMENT SERVICES



RFP No. 2020-R0012

Procurement Services

425 Fawell Boulevard
Glen Ellyn, Illinois 60137-6599
<http://www.cod.edu>

PHONE (630) 942-2217
FAX (630) 942-3750

February 24, 2020

REQUEST FOR PROPOSAL

Proposals for **Managed Print Services, RFP Number 2020-R0012**, will be received by the College of DuPage, District 502, at the office of the Procurement Services Manager, Institutional Resource Center (IRC) Building, Room 1001, 425 Fawell Blvd., Glen Ellyn, IL 60137, until **2:00 p.m. Central Time, Friday, March 20, 2020**, at which time the respondents names will be read publicly.

In the event of office closure due to inclement weather, RFP deadline will be extended to the next business day at the same time.

Any response received after the date and time stated above will be returned unopened. College of DuPage shall not be responsible for responses that are not received at the specific office location indicated above by the stated deadline. Failure by a delivery service company or person to meet the deadline will not excuse the Respondent from the deadline requirement. It is solely the Respondent's responsibility to ensure that adequate time is allowed for timely, accurate delivery and that the Proposal is received as required.

No response shall be withdrawn for a period of ninety (90) days after the advertised close date without the consent of the College.

Respondents may download the RFP in addition to any future addenda from the College's Procurement Services website at the following URL address: <http://cod.edu/about/purchasing/requests/index.aspx>

Under no circumstances shall failure to obtain clarifications and/or addenda relieve a Respondent from being bound by any additional terms and conditions in the clarifications and/or addenda, or from considering additional information contained therein in preparing a Proposal. Furthermore, failure to obtain any clarification and/or addendum shall not be valid grounds for a protest against award(s) made under this RFP.

LEGAL NOTICE

RFP NOTICE

No. 2020-R0012

The College of DuPage is accepting Proposals for **Managed Print Services**. The RFP documents may be downloaded from the Procurement Services Website at: www.cod.edu/about/purchasing/requests/ by clicking on the link for this RFP and following the instructions.

Responses are due to Procurement Services no later than **2:00 p.m. Central Time, Friday, March 20, 2020** at which time the Respondents names will be read publicly.

A pre-proposal conference is scheduled for **Friday, March 6, 2020 at 2:00 p.m.** in the Student Resource Center (SRC) 2131 at 425 Fawell Blvd, Glen Ellyn IL 60137. The pre-proposal conference is not mandatory, but highly recommended.

The College of DuPage is committed to the economic development of disadvantaged business enterprises; qualified Minority, Women, and Persons with Disabilities Owned Businesses are highly encouraged to participate.

College of DuPage Board of Trustees Reserves the right to reject any and/or all responses. This invitation is issued in the name of the Board of Trustees of College of DuPage, Community College District 502, Glen Ellyn, Illinois.

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RFP SUBMISSION CHECKLIST

Things to Remember When Submitting a Proposal to the College of DuPage

1. **Read the *entire* document.** In your review, note critical items such as: blackout period, required goods and services; submittal dates, submission requirements, etc.
2. **Note the contact information provided.** The Procurement Services Office at purchasing@cod.edu is the single point of contact for this RFP and is the only contact with whom you are allowed to communicate regarding this RFP. This person is an excellent source of information for any questions you may have.
3. **Take advantage of the “question and answer” period.** Submit your questions to Procurement Services by the deadline noted in the RFP and view the answers given in the formal addenda issued for this RFP. All addenda issued for an RFP will be emailed to each company that downloaded the RFP documents from the College website, and will include all questions asked and answered concerning the RFP. Please ensure when downloading the RFP documents, you use a valid email address.
4. **Do not alter, add to, or delete any part of the RFP documents without prior approval.** Please refer to the section titled *Exceptions* for instruction on how to request a deviation to the original RFP.
5. **Ensure all addenda are signed.** Before submitting your response, check the College Procurement Services website at <http://www.cod.edu/about/purchasing/requests/index.aspx> to see whether any addenda were issued for this RFP. If so, you must submit a signed copy of the addenda along with your Proposal response.
6. **Review and read the RFP document again to make sure you have addressed all requirements.** Your original response and the requested electronic copy must be identical and be complete. The copies are provided to an Evaluation Committee and will be used to score your response. Proposals will not be accepted if Sections 6, 7, and 8, are not completed. (Please note there are two (2) signature lines in Section 8 that must be signed.)
7. **Submit your response on time.** Note the date and time listed on the front page of the RFP and be sure to submit all required items on time. Late responses will not be accepted and will be returned, unopened. Ensure the envelope/box (es) containing your proposal is appropriately labeled. Please allow adequate time for delivery to the Procurement Services.
8. **Important dates to know:**
 - RFP Publication Date – 2/24/2020
 - Pre-Submittal Conference – 3/6/2020 at 2:00 p.m. Central Time
 - Questions Due – 3/9/2020 by 12:00 p.m. Central Time
 - Proposals Due – 3/20/2020 at 2:00 p.m. Central Time
 - Target Board Approval Date – 5/21/2020

1.0 GENERAL INFORMATION

1.1. DEFINITIONS

- A. **RESPONDENT** shall mean the individual or business entity submitting Proposal to supply any or all of the services or goods required by the Contract Documents.
- B. **RESPONSE** shall mean the RFP Documents as completed by the Respondent which constitutes the Respondent's proposal.
- C. **CONTRACT** shall mean the agreement between the College and Contractor as set forth in the resulting Contract Documents and as awarded by the College of DuPage Board of Trustees.
- D. **CONTRACTOR** shall mean the individual or business entity submitting a response and to whom the College of DuPage Board of Trustees awards the resulting Contract.
- E. **COLLEGE** shall mean the College of DuPage, Community College District No. 502, a body politic and corporate of the State of Illinois.
- F. **PROCUREMENT SERVICES MANAGER** shall mean the Procurement Services Manager of the College of DuPage.
- G. **SPECIFICATIONS** shall mean the description of the required services, Contract Goods, equipment, personnel, volume and use statistics and all requirements for the scope of work set forth in the Contract Documents.
- H. **IMPRESSION** – and the terms “copy”, “click” and “page” used throughout this RFP refer to any single one-sided page of printed output, of any size, regardless of method or device, with the exception of scan.
- I. **OPEN LABS** – computer labs accessible to students and community members to print documents for a fee.
- J. **SOFTWARE SOLUTION** – refers to print management software solution and related hardware.
- K. **NEW EQUIPMENT** - defined as newly assembled equipment that is factory produced and has been assembled for the first time, which contains new components that have been fully inspected, tested, and meet product performance and reliability specifications. New equipment has not been leased or used as a test/trial unit.

1.2. REGULATIONS

The Contractor, or Subcontractor, warrants that they are familiar with and they shall comply with all Federal, State, and Local Laws, statutes, ordinances, rules and regulations and the orders and decrees of any courts or administrative bodies or tribunals in any manner affecting the performance of the resulting Contract, including, without limitation, Workmen's Compensation Laws, minimum salary and wage statutes and regulations, laws with respect to permits and licenses and fees in connection therewith, laws regarding maximum working hours and regulations with respect to use of explosives. No plea of misunderstanding or ignorance thereof will be considered. Whenever required, the Contractor, or Subcontractor, shall furnish the college with satisfactory proof of compliance with said Federal, State and Local Laws, statutes, ordinances, rules, regulations, orders, and decrees.

1.3. COMPLIANCE WITH LAWS - PUBLIC CONTRACTS

This solicitation will result in a contract, subject to laws and ordinances governing public contracts. The winning Respondent(s) shall at all times observe and comply with all laws, ordinances, regulations and codes of the Federal, State and other local government agencies which may in any manner affect the

preparation of the response or the performance of the resulting contract. If the winning Respondent(s) observes that any of the contract documents are at variance therewith, it shall promptly notify the Procurement Services Manager in writing and necessary changes shall be effected by appropriate modification.

1.4. PROPOSAL MODIFICATIONS

Unless indicated, it is understood that proposals are in strict accordance with specification requirements. Proposals shall be deemed final, conclusive, and irrevocable. No proposal shall be subject to correction or amendment for any error or miscalculation. Proposal prices shall include cost of materials as specified, any applicable discounts and shipping.

1.5. AWARD OF CONTRACT

The award of the contract will be made within ninety (90) calendar days after the opening of proposals to one or more Respondent's based on recommendation by an Evaluation Committee and pre-determined evaluation criteria and weighting, and is subject to Board of Trustee approval. The successful Respondent(s) will be notified by electronic mail that their proposal has been accepted and that they have been awarded the contract. Notification will also be posted on the College's Procurement Services website at <http://www.cod.edu/about/purchasing/>. Failure to execute performance as per accepted proposal may result in legal action by the College of DuPage to recover damages.

If a contract is not awarded within ninety (90) days after the opening of proposals, a Respondent may file a written request with the Procurement Services Manager for the withdrawal of their Proposal and the Procurement Services Manager will permit such withdrawal.

1.6. COMPETENCY OF RESPONDENT

No response will be accepted from, or contract awarded to, a Respondent that is in arrears or is in default to the College upon any debt or contract, or that is a defaulter, as surety or otherwise upon any obligation to said College, or has failed to perform faithfully any previous contract with the College.

1.7. ACCEPTANCE OF PROPOSALS

The Procurement Services Manager shall notify the successful Respondent(s), in writing, of the award of the contract by the College within ninety (90) days from the proposal opening date. Upon receipt of the Notice of Award, the Contractor shall promptly secure, execute and deliver to the Procurement Services Manager any documents required herein.

1.8. PAYMENT TERMS

All invoices must be provided to the College for services rendered directly to the College. Undisputed invoices will be paid to the contractor within sixty (60) days of receipt of properly submitted invoices, in accordance with the Local Government Prompt Payment Act.

1.9. PAYMENT REMITTANCE

All College vendors are required to receive payment from the College via an Automated Clearing House (ACH) transfer. Instructions to register for ACH payments will be sent, upon request, to successful Respondents. Failure to comply with the ACH requirements may result in termination of the contract or purchase order. College ACH transfers typically occur the third week of each month. Invoices must be received at least 3 weeks prior to each ACH payment release. You are strongly encouraged to set up your account upon notice of award to avoid a delayed payment.

1.10. TAX EXEMPTION

College of DuPage District #502 is exempt from Federal, State and Municipal taxes. Exemption certificates will be furnished upon request.

1.11. CASH BILLING DISCOUNTS

Cash billing or percentage discounts for payment will not be considered in evaluating Proposals.

1.12. EQUAL EMPLOYMENT OPPORTUNITY

In the hiring of employees for the performance of work under the resulting contract and any subcontract thereunder, no Contractor or Subcontractor shall, by reason of race, color, sex, religion, national origin, ancestry, age, marital status, disability, unfavorable military discharge or sexual orientation discriminate against any citizen of the United States, in the employment of Labor or workers, who are qualified and available to perform work to which the employment is related. Neither shall any Contractor or Subcontractor, or any person on behalf of either, discriminate against or intimidate any employee hired for the performance of work under this contract on account of race, color, sex, religion, national origin, ancestry, age, marital status, disability, unfavorable military discharge or sexual orientation.

1.13. HOLD HARMLESS CLAUSE

Contractor shall indemnify, hold harmless and defend the College of DuPage, its officers, trustees, agents, servants, and employees, from and against any and all claims, lawsuits, demands, liabilities, and losses whatsoever occurring or resulting to any and all persons, firms or corporations furnishing or supplying work, services, materials, or supplies in connection with the performance of this agreement, and from any and all claims, liabilities, and losses occurring or resulting to any person, firm, or corporation for damage, injury, or death arising out of or connected with Contractor’s performance of this agreement, unless such claims, liabilities, or losses arise out of the sole negligence or willful misconduct of the College of DuPage.

“Contractors performance” includes Contractor’s action or inaction and the action or inaction of Contractor’s officers, employees, agents and Subcontractors.

1.14. LIABILITY INSURANCE

The Respondent shall not commence work under this contract until all insurance required herein is obtained and approved by the College. Nor shall the Respondent allow any subcontractor to commence work until all similar insurance required of the subcontractor has been so obtained.

The Respondent shall furnish the College of DuPage with a Certificate of Insurance, with College of DuPage, its trustees, officers, agents, employees, and any other parties designated by COD named as an additional insured for Commercial General and Automobile Liability, showing the minimum coverage indicated below. Insurance companies must have a Best Rating of at least A VI and otherwise be acceptable to the College. Worker’s compensation insurance shall include a waiver of subrogation in favor of the College of DuPage. The College will also be shown as the certificate holder. Further, the Certificate of Insurance shall state that coverage provided is primary to any other coverage available to College of DuPage. An endorsement page showing coverage must accompany the certificate of insurance. The foregoing certificate shall contain a provision that coverage afforded under the policies will not be cancelled or non-renewed until at least sixty (60) days prior written notice has been given to College of DuPage.

TYPE OF INSURANCE

MINIMUM INSURANCE COVERAGE

Commercial General Liability including:

- 1. Premises – Operations
- 2. Explosion, Underground and Collapse Hazard
- 3. Products/Completed Operations
- 4. Contractual Insurance
- 5. Broad Form Property Damage
- 6. Independent Contractors
- 7. Bodily Injury

Combined Single Limit per Occurrence/Aggregate

\$1,000,000 / \$2,000,000

Automobile Liability

Owned, Non-owned, or Rented

\$1,000,000 / \$2,000,000

Workers' Compensation and Employer's Liability

As Required by Applicable Laws.

Professional Liability

If Performance Specifications are required by the Contract

1.15. BUSINESS ENTERPRISE PROGRAM

The College of DuPage encourages the participation of qualified minorities, females, and persons with disabilities owned businesses in public contracts. It is the practice of the College to ensure full and equitable economic opportunities to persons and businesses that compete for business with the College of DuPage, including minorities, females, and persons with disabilities owned business enterprises. The College is committed to the economic development of disadvantaged business enterprises and the award of contracts to businesses owned by minorities, females, and persons with disabilities for services to the extent provided by the Business Enterprise for Minorities, Females and Persons with Disabilities Act ("Act"), 30 ILCS 575.

This solicitation contains an Aspirational goal of 20% to include businesses owned and controlled by minorities, females and persons with disabilities in the procurement and contracting/subcontracting processes.

END OF SECTION

2.0 INSTRUCTIONS TO RESPONDENTS

2.1. OUTSIDE DOCUMENT DISCLAIMER

The College of DuPage cannot warrant, represent, or guarantee the accuracy or completeness of documents which have not been obtained directly from the College. If you have obtained these documents from a third party source, the College is not responsible for any loss or damage including, but not limited to, time, money, or goodwill arising from errors, inaccuracies or omissions in any third party documents.

To obtain official documents, please visit: <https://www.cod.edu/about/purchasing/requests/index.aspx> . Click on the link for this solicitation, and follow the prompts to enter your information onto our vendor list and download the original documents. This will ensure your contact information is registered on our vendor list, and we can send you any addenda that may be issued. This website is the only official website for prospective Respondents to obtain digital copies of RFP documents. It is the responsibility of each prospective Respondent to verify the completeness of their printed RFP documents before submitting a response and accompanying executed addenda acknowledgement, and other required forms.

2.2. BLACKOUT PERIOD

Under no circumstances are respondents to contact or discuss this Request for Proposal, or any of the information contained herein or about this solicitation in general, with any College of DuPage trustee, employee, vendor, contractor or subcontractor, other than using the methods outlined in this RFP. Respondents are strictly forbidden from visiting the College's locations or approaching any College trustee, employee, vendor, contractor or subcontractor for any information related to this RFP or this solicitation without the direct knowledge and authorization in writing in advance from the Procurement Services Manager or Buyer. Violation of these provisions may subject the respondent to immediate disqualification.

Initial understanding of this requirement:

2.3. PRE-SUBMITTAL CONFERENCE

The College will hold a Pre-Submittal Conference at the College of DuPage, Glen Ellyn Campus, 425 Fawell Blvd, Student Resource Center (SRC) 2131, Glen Ellyn, IL at **2:00 p.m. on Friday, March 6, 2020.**

2.4. REQUESTS FOR INFORMATION/CLARIFICATION

Respondents must communicate only with Procurement Services. If any firm submitting a response for this solicitation is in doubt as to the true meaning of the specifications or other documents or any part thereof, Respondent shall request clarification from Procurement Services. Questions must be submitted in writing and be directed via email to Procurement Services at purchasing@cod.edu no later than **March 9, 2020 at 12:00 p.m. Central Time.** Questions for which answers are provided will be communicated to all registered recipients of RFP documents via addendum.

2.5. PROPOSAL DEADLINE AND SUBMISSION

To be assured of consideration, **Proposals must be received by the College of DuPage in the College's Procurement Services, IRC 1001, no later than 2:00 p.m. Central Time on Friday, March 20, 2020.** Failure by a delivery service company or person to meet the deadline will not excuse the Respondent from the deadline requirement. It is solely the Respondent's responsibility to ensure that adequate time is allowed for timely, accurate delivery and that the Proposal is received as required.

- A. **The outside of each sealed envelope or package must be labeled as follows and must be delivered to the following address:**

Procurement Services Manager
Attn: 2020-R0012
College of DuPage
425 Fawell Blvd
IRC Building - Room 1001
Glen Ellyn, Illinois 60137

- B. The sealed envelope and/or boxes submitted by the Respondent **MUST** carry the following information on the face of the envelope:

Proposal Enclosed

Request for Proposals (RFP) for **Managed Print Services, RFP Number 2020-R0012**

Due: Friday, March 20, 2020 at 2:00 p.m.

Submitted by: (Name of Respondent, Address, Contact Person)

Unless otherwise stated, all blank spaces on the forms shall be fully completed. Respondent bears all responsibility for error or omissions in their submission.

- C. Respondents must submit the following proposal items in a sealed envelope or box:

| <u>Proposal Item</u> | <u>Quantity</u> |
|--|-----------------|
| • Original Copy – Paper | 1 |
| • Duplicate Copy – Paper..... | 1 |
| • Electronic Copy - USB Flash drive containing all documents in searchable PDF format. The original response and the requested electronic copy must be identical and complete. | 8 |

The original documents must be clearly marked as “ORIGINAL”, and must bear the original signature of an authorized corporate agent on all documents requiring a signature. Respondent must enclose all documents in sealed envelopes or boxes.

2.6. EXCEPTIONS

If any Respondent intends to take any deviations or exceptions from the specifications or other RFP documents, Respondent shall submit to the Procurement Services Manager a written request for a deviation or exception. If the Procurement Services Manager considers such deviation or exception acceptable, the Procurement Services Manager shall issue an Addendum setting forth such deviation or exception from the specifications or other which shall be applicable to all Respondents submitting a response.

If no Addendum is issued by the Procurement Services Manager, then such deviation or exception shall be deemed rejected. The College may reject any response containing deviations or exceptions not previously accepted through a written Addendum.

A copy of such Addendum will be e-mailed or delivered to each Respondent receiving a set of such RFP Documents. Respondent shall acknowledge receipt of each Addendum issued in the space provided on the RFP form or via a signed addendum. Failure to acknowledge receipt of addenda will result in disqualification of the Proposal.

All requests for deviations or exceptions must be sent in writing to purchasing@cod.edu at least five (5) days prior to the date and time set forth as the RFP Due Date. The College shall not be responsible for nor bound by any oral instructions, interpretations, or explanations issued by the College or any of its representatives.

Initial understanding of this requirement: _____

2.7. ERROR IN PROPOSAL

Where a Respondent claims to have made a mistake, such mistake must be called to the attention of the

Procurement Services Manager within twenty-four (24) hours after the opening of responses. Within forty-eight (48) hours of the advertised RFP deadline, Respondent shall submit to the College's designated Procurement Services Manager original documentary evidence and a detailed explanation of how the mistake was made. Failure to conform to this requirement precludes the Respondent from withdrawing its response based upon a mistake. If such notice, proof and explanations have been tendered, and the Procurement Services Manager is convinced that a bona fide mistake has been made, the Procurement Services Manager may recommend to the Board of Trustees that the Respondent be allowed to withdraw its response and recommend that the contract be awarded to the next responsible, responsive Respondent. If the Board determines by majority vote, that the Respondent has made a bona fide error, no award will be made upon such response.

2.8. WITHDRAWAL OF PROPOSALS

Respondents may withdraw their responses at any time prior to the time specified in the legal advertisement as the date and hour set for the RFP Opening. However, no Respondent shall withdraw, cancel or modify its response for a period of ninety (90) calendar days after said advertised RFP Opening. Requests for withdrawal must be made in writing on the Respondent's letterhead to the College's Procurement Services Department. Respondents must make their own arrangements for the return of their Proposals.

2.9. NOTICES

All communications and notices between the College and Respondents regarding the RFP Documents shall be in writing and hand delivered or delivered via United States mail, postage prepaid, or via email. Notices to the Respondents shall be addressed to the name and address or email address provided by the Respondents; notices to the Procurement Services Manager shall be addressed to Procurement Services Department, College of DuPage, IRC Building - Room 1001, 425 Fawell Blvd., Glen Ellyn, Illinois 60137, or purchasing@cod.edu.

2.10. CONFIDENTIALITY

The Procurement Services Department shall examine the responses to determine the validity of any written requests for nondisclosure of trade secrets and other proprietary data identified. After award of the contract, all responses, documents, and materials submitted by the Respondent pertaining to this RFP will be considered public information and will be made available for inspection, unless otherwise determined by the Procurement Services Department. All data, documentation and innovations developed as a result of these contractual services shall become the property of the College. Based upon the public nature of these RFPs, a Respondent must inform the College, in writing, of the exact materials in the offer which cannot be made a part of the public record in accordance with the Illinois Freedom of Information Act. It is not acceptable for a proposal to be marked "proprietary" in its entirety.

2.11. RESPONDENT WARRANTIES

The submission of a Proposal shall constitute a warranty that: (i) Respondent has carefully and thoroughly reviewed the RFP Documents and has found them complete and free from ambiguities and sufficient to describe the Contract work; (ii) Respondent and all workers and/or employees it intends to use in the performance of this contract are skilled and experienced in the type of work or services called for by the RFP Documents; and (iii) neither the Respondent nor any of its employees, agents, suppliers or subcontractors have relied on any verbal representations from the College, or any of the College's employees, agents, or consultants, in preparing the Proposal.

2.12. CONSIDERATION OF RESPONSES

The College reserves the right to reject or accept any or all Proposals, to extend the response period, to waive technicalities in the RFP Documents and/or to direct that the solicitation be abandoned or re-issued prior to award of the contract.

The Respondent acknowledges the right of the College to reject any or all proposal and to waive any informality or irregularity in any proposal received. In addition, the Respondent recognizes the right of the

College to reject a proposal if the Respondent failed to submit the data required by the Request for Proposal documents, or if the proposal is in any way incomplete or irregular.

END OF SECTION

3.0 SCOPE OF SOLUTION

2020-R0012 Managed Print Services

College of DuPage (hereinafter "DuPage" or "the College") is requesting proposals to provide equipment, service, supplies and a software solution to manage digital print/copy and related services. College of DuPage is responsible for the selection of contractor(s) for the products and services identified herein, in total referred to, as Managed Print Services (MPS), and selection will be in accordance with the terms of this RFP. The resulting contract will be in effect for 60-months beginning July 1, 2020, with an optional 60-month renewal; all devices and/or services placed hereunder shall expire coterminously.

College of DuPage intends to accomplish the following objectives:

- Reduce total cost of ownership by right-sizing print assets, centralizing consumables, and other cost savings methods while maintaining the level of print quality and availability needed by College staff, faculty, students and community members.
- Optimize the number of printers, multi-functional devices (MFDs), and scanners by increased efficiency in allocation and standardization of equipment for ease of use and maintenance.
- Continuous enhancement and right-sizing of equipment and software to accommodate and facilitate transition from paper to electronic processes throughout the contract term.
- Obtain implementation and ongoing customer service assistance through dedicated account and project personnel, and dedicated technical support; improve the level of service quality and response for repairs and maintenance.
- Provide a central point of administration for remote management of all in-scope devices.
- Improve print/copy technology and software solution by meeting and/or enhancing current environment.
- Improve student and guest pay-for-print technology, including accommodation of cash transactions, micro transactions, account balance, and refund functionality.

Although it is the preference of the College of DuPage to award a single contract resulting from this RFP, vendors may respond to one or both groups listed below.

Group A: Convenience fleet multifunctional imaging devices, desktop network printers, digital production print devices and support services.

Group B: Print management software solution and services, including but not limited to; accounting, reporting, tracking, secure print release, pay-for-print, email-to-print, job submission system, ongoing support and related hardware.

The College will accept proposals for equipment and software solution via lease. For equipment lease proposal, DuPage is requesting a cost-per-impression and flat rate program for the convenience MFDs, production devices and printers, as specified in this RFP package. For print management software solution lease proposals, DuPage is requesting all-inclusive cost, including related software, hardware, maintenance, support and services.

3.1 CURRENT ENVIRONMENT

The College's print environment consists of convenience and production multi-functional devices, desktop printers, and facsimile machines. All equipment under current contract is networked for multi-user access. The current contractor for the College of DuPage provides service, support and supplies (excluding paper and staples) on its leased equipment under a Managed Print Services agreement.

3.1.1. VOLUMES

Estimated annual volumes and number of currently contracted devices at all College of DuPage locations are as follows:

Estimated annual volumes and number of currently contracted devices at all College of DuPage locations are as follows:

| Category | # B/W Devices | # Color Devices | # Total Devices | Est. Annual B/W Impressions | Est. Annual Color Impressions | Total Estimated Annual Impressions |
|-----------------------|---------------|-----------------|-----------------|-----------------------------|-------------------------------|------------------------------------|
| Convenience MFDs | 73 | 45 | 118 | 8,128,726 | 750,675 | 8,879,401 |
| Production Print MFDs | 4 | 2 | 6 | 5,560,411 | 1,533,761 | 7,094,173 |
| Desk Top Printers | 163 | 20 | 183 | 2,483,193 | 127,711 | 2,610,904 |
| Total | 240 | 67 | 307 | 16,172,330 | 2,412,147 | 18,584,478 |

Regarding color, the College currently has forty five (45) convenience fleet MFDs with color capabilities, producing approximately seven hundred and fifty one thousand (751,000) color prints annually, with an additional, two million two hundred and fifty thousand (2,250,000) black & white prints on the color equipment. There are twenty (20) printers with color capabilities, producing approximately one hundred and thirty thousand (130,000) color prints annually, with an additional, two hundred and thirty two thousand (232,000) black & white prints on the color equipment. The production Print Center provides color printing services utilizing two units, producing an average of one million six hundred thousand (1,600,000) color prints annually, with an additional fifty thousand (50,000) black and white impressions made on color-capable equipment.

3.1.2. LOCATIONS

One hundred and five (105) convenience MFDs, one hundred and seventy four (174) single function printers and six (6) production MFDs are located at the College's main campus in Glen Ellyn, Illinois. Thirteen (13) convenience MFD's and nine (9) printers are located throughout five (5) off-campus locations, all within a fifteen (15) mile radius of the main campus, including: Addison, Carol Stream, Naperville, Westmont and Glen Ellyn Civic Center. Refer to **ATTACHMENT #2** for maps. One (1) production Print Center, on the main campus, is staffed by full-time College personnel.

3.1.3. DEVICES CAPABILITIES AND FEATURES

Fleet

The digital convenience fleet MFDs are categorized into four (4) segments and printers are categorized into two (2) segments. Refer to ATTACHMENT #1 for details on configurations, accessories and features. There are 52 active fax lines on fleet MFDs.

College fleet utilizes a print management solution software featuring:

- Email to print
- Print jobs are securely held until released by an authenticated user
- Users can print and release jobs on any device on the system using a single universal print driver
- An application prompts users to authenticate on shared desktop computers
- Single user interface
- "My Print Center" website feature to upload documents, view transactions and update job finishing options for fleet
- Print jobs are released after prox card or manual authentication at all fleet devices
- Usage reporting down to user level
- Customized reporting

- Administrator interface used to configure, manage and maintain the system
- Automated user import and creation process

Production

The digital production MFDs are categorized into four (4) segments. Refer to ATTACHMENT #1 for details on configurations, accessories and features. Currently, black & white production work orders (print requests) are submitted electronically by users via a stand-alone system. While this system provides the ability for users to submit work orders electronically from on or off-campus 24/7, the current sorting flexibility and reporting options are extremely limiting for the production staff. End user account set up is cumbersome and manual. For color production (and signage) end users utilize email to submit work order requests.

3.1.4. SERVICE AND SUPPLIES

The convenience MFDs and printers are automatically monitored for proactive service, consumable delivery and remote problem resolution. End user repair calls and supply requests are placed by phone or e-mail to a central College coordination department; those requests are then placed to the contractor's Help Desk Service via a web portal. Repair calls and supply requests for production MFDs are placed by phone or e-mail by key operators directly to the contractor's helpdesk. Service targets for fleet and production equipment include: phone contact response to service request within one (1) business hour (normal business hours are 8 a.m. to 5 p.m. M-F of service call placed, four (4) business hours response time, second business day resolution and 98% uptime.

Currently the equipment contractor provides the College with an on-site customer support representative for the convenience fleet equipment (not production) for a total of forty hours per week. The on-site technician complements the standard Break Fix Service by providing first responder services to enhance uptime. On-site technician identifies potential equipment issues and proactively makes necessary replacements and minor repairs (including card readers, cash kiosk and software); assists with moves, additions, and changes (including device server installation); collects meter reads if needed. He/she engages a service engineer to perform advanced repairs when necessary. Service engineers are factory-trained technicians for the technical support of all imaging devices installed at the various DuPage facilities under the contract.

3.1.5. PAY-FOR-PRINT

The College operates student and guest printing in approximately thirteen (13) open labs located on the Glen Ellyn campus and at the regional centers. There are 33 print devices available for student print and 19 out of the 33 are available to guest users on a pay for print basis. Twenty one (21) of the thirty three (33) devices are under the current MPS contract; the remaining 12 are owned by the College. All 33 devices operate on 24 release stations via PC.

The current solution for student and guest print accounts allows the user to maintain a "bank" of funds. Users add funds to their accounts with cash using a kiosk located in the Library or the Credit Card Gateway powered by PayPal. Cash from the kiosk is collected by college employees. Students are supplied with active account that is used for authentication within the pay for print system. The students can chose to use their personal email to create their print account should they prefer. Community members use personal e-mail accounts to create guest accounts, add funds and print/copy. When personal emails are used to initiate print activity, users are added to a "public" print group. A scanning to email or USB service is available to all account holders without charge. Students, guests and staff are able to print from mobile devices via email or upload files in "My Print Center" web tool.

3.1.6. OUT-OF-SCOPE

Large volume and/or complex color print projects, primarily requested by the Marketing & Communications Department, are occasionally being outsourced. Reasons for outsourcing include: newsprint media required, quantities more than digital efficiently produces, high end paper stock and unique sized media.

Currently, the College maintains total of 120 out-of-scope devices. Some out-of-scope equipment is designated for special-use such as postage, MICR check, wide-format, and label printers. Volumes

provided in this section do not include those devices. The College of DuPage Information Technology (IT) department maintains the out-of-scope devices. Users place service calls to the IT Helpdesk; IT technicians respond to service calls by repairing or replacing the unit.

Requests for replacements, upgrades or additional units are submitted via a form with detailed justification through the College designated print team for review and determination against College of DuPage Print Policy. For detailed information included in the print policy, please see attachment #5. The current policy was established several years ago and DuPage is seeking improvements based on industry standards.

3.2 PROGRAM REQUIREMENTS

The MPS program is intended for implementation at the College of DuPage main campus in Glen Ellyn, Illinois, five (5) off-campus locations, and any future locations that may be opened during the term of the agreement.

The College is seeking an on-going optimization effort, including, planning for standardization, right-sizing and consulting services, and researching user needs for new/updated printer hardware for printing, scanning, faxing, and copying. Optimization services should include:

- Life cycle management services, including repair and maintenance for printing, scanning and copying hardware
- Supply replenishment options
- Real-time fleet and production performance monitoring and accounting.
- Collaboration with College designated team throughout transition of service to selected awardee

College of DuPage is looking for recommendations for improvement to the current print environment. Vendors may respond to one or both groups listed below. The successful Respondent(s) shall provide equipment, support services, supplies, and necessary labor, as applicable, in accordance with each of the requirements described in the "Program Requirement" section. It is assumed that responders will read this RFP in its entirety, know which section(s) applies to them, and respond accordingly.

Group A: Convenience Fleet Multifunctional Imaging Devices, desktop network printers, digital production print devices and support services.

Group B: Print management software solution and services, including but not limited to; accounting, reporting, tracking, secure print release, pay-for-print, email-to-print, job submission system, ongoing support and related hardware.

3.2. A. GROUP A REQUIREMENTS

3.2.A.1. IMPLEMENTATION APPROACH

The College is requiring pre-implementation due diligence and design services, including an assessment of the current print environment, to establish an accurate baseline of current Total Cost of Ownership (TCO) including fleet MFDs, production devices, desktop printers, scanners, and subsequent ability to design an optimal program to meet required business needs. The Respondent's proposal shall include placement of new equipment on a lease basis, as indicated by the assessment outcome and the College's preference for a cost-per-impression and base cost program. The awarded contractor will replace currently leased devices in the context of the preliminary asset assessment no later than August 1, 2020. Vendor will be required to work with each Group B finalist, testing every proposed model.

Phase 1: In the first phase of the implementation, the awardee will be required to do an in-depth assessment of print assets and needs, with an expected outcome of an overall print optimization plan. Respondents will be required to describe the method of right-sizing printers, production devices, multi-function devices (MFD), explaining how an MPS program would be managed. The plan should include: benefits of an MPS program to the College, projected cost savings (separate hard/soft costs), and methodology for achieving said plan.

Phase 2: It is anticipated that the current equipment will be replaced in a manner consistent with the print optimization plan. Phase 2 shall include placement of, and training for all equipment and related software.

Phase 3: Shall include continuous right sizing of print assets, with quarterly reporting of cost reductions realized.

3.2.A.2. EQUIPMENT

The awarded contractor is expected to be the manufacturer or a fully authorized dealer/distributor for any equipment proposed. All proposals shall fully describe the available features in the various models of equipment offered for lease. The successful contractor will perform an inspection of each site prior to installing imaging devices under this contract for the purpose of ensuring the electrical service, network connectivity and floor space will accommodate the model of digital MFD to be installed. If electrical service or network connectivity changes are required they will be the responsibility of DuPage. However, the successful contractor will notify DuPage in writing of any electrical, network or other facility modifications noted during the inspection. Awarded contractor will be responsible for the delivery, installation, configuration, and testing of all equipment in coordination with the College of DuPage team and cost will be included as part of the lease base price.

All equipment proposed must be new, currently in production, heavily tested and with the most current software/firmware version. Equipment cannot be scheduled for retirement/obsolescence within the next twelve (12) months. During years two, three, four or five of this five-year Contract, if additional imaging devices or replacements are required, contractor may install either "New," "Newly Manufactured," "Rebuilt," "Used," "Reconditioned," "Remanufactured" or "Discontinued" models to align with other leased equipment at its discretion. Regardless of when imaging devices are installed under this Contract, all units must conform to the specifications set forth in this RFP. Contractor must communicate its intentions to DuPage regarding this Section prior to installation of any imaging devices. The College reserves the right to inspect and approve all service histories on units proposed to be installed by the contractor. This Section is applicable to all units installed at the inception of this contract and any additional units added by DuPage during the contract term. Should an imaging device model originally installed under this Contract become discontinued by the manufacturer during the term of this contract, the contractor may, *with the written approval of DuPage*, substitute a like model when it is required by DuPage to add or replace units. Such model(s) to be substituted must be of equal or greater capability as the model to be replaced and must be offered at the same per-impression cost as the original model. Adding units will not in any way renew or extend the term of this Contract.

The College intends to have fleet devices maintain a consistent user interface format from the user perspective, to avoid discrepancies when utilizing multiple devices. Respondent must address consistency in user and administrator experience for all devices.

Although printers are required in some areas, it is the intention of the College to reduce print costs via an ongoing migration of print activity away from costly printers to more cost efficient MFDs. Respondents are required to outline a plan to reduce the number of desktop printers.

The College requires **flexibility** to upgrade/downgrade equipment by replacing models available through the contract due to contracted models reaching end-of-life, advances in technology or change in the College's needs. Vendor will also need to be flexible with adding or removing equipment based on DuPage's environmental change. We expect the awarded vendor to:

- 1) Offer new technology as it enters the marketplace;
- 2) Update product offerings to replace end-of-life models throughout the term of the contract;
- 3) Optimize by exchanging, upgrading, removing, or replacing equipment as needed to ensure the needs of the College are met in the most appropriate fashion.
- 4) Provide flexibility to add or remove devices as determined by the College without penalty or extension to the contract.

3.2.A.3. FUNCTIONALITY

Functionality of equipment should be included in all proposals. At its sole discretion, DuPage may require certain functional upgrades on various installed devices during the course of this contract. Functionally upgrading units will not in any way renew or extend the term of this Contract. Suppliers are encouraged to display creativity in their response.

Proposed equipment must meet or exceed current capabilities and features. For current equipment features, please refer to ATTACHMENT #1, Current Equipment. There are to be no chargebacks for any device utilizing fax related counters, scanning counters or scan to destination related counters. In addition, the College is interested in the following functionalities:

Production color:

Production color volumes have continued to rise by approximately 50,000 prints per year. This consistent increase, along with the size of individual production jobs increasing, and utilizing larger paper with multiple images on one sheet, will require an increase in color production device speed compared to current devices. In addition, demand for smaller, walk-up color requests have increased, and cannot be met with the current process. The College is also interested in increasing paper size options, use of coated and uncoated paper, and an inline booklet maker with face trim and square fold.

Production black & white:

The College is interested in increasing booklet maker capacity, paper size options and use of coated and uncoated paper.

Fleet:

While our intent is to reduce the number of fax-capable units, we will continue to provide fax capable devices to College units that require them for legal or program-related purposes. It is expected that fax utilization will be included in the print asset assessment and subsequent optimization plan.

The College of DuPage takes environmental responsibility very seriously and expects all Contractors to implement green initiatives that will have a positive impact on the local and global environment. During the term of this Contract, DuPage may be utilizing recycled paper using 30% post-consumer waste content. The Contractor will need to affirm that the use of recycled paper by DuPage will not cause imaging devices to perform below the uptime performance provisions. All devices installed under this Contract must meet the United States Energy Protection Act (EPA) Energy Star guidelines for Imaging Equipment. Duplexing must be established as the default mode for all equipment installed under this Contract. Contractor must provide a toner bottle/cartridge recycling program for College of DuPage. Contractor representatives must pick up all spent toner cartridges for the purpose of recycling.

3.2.A.4. ADDITIONAL EQUIPMENT

All additional equipment, support and software solutions (where applicable) should be priced separately as the College will make the final decision on bringing it in scope of the Contract separately.

Signage:

Print Services

Currently, College's Print Services utilizes one (1) wide format Thermal ink-jet printer that has produced a total substrate usage of 43,400 sq. ft. since 2013. Features include two-sided print, 1200 x 1200 print resolution, roll max width of 61", water- based Latex Inks (no special ventilation required), instant dry print, and take up reel. Media types; Banner, Vinyl, Paper, Canvas and Fabric. This unit operates with

software designed and engineered for any sign making business. Software features filters, editing, and all special effects, along with full vinyl cutting and color printing features.

The demand for signage continues to grow; therefore, the College is interested in upgrading the current wide format printer by increasing speed, increasing type of media offered, and allowing flatbed printing as well as roll feed printing in one unit. The College is also interested in the ability to include use of specialty inks.

Facilities Department

College of DuPage Facilities and Maintenance Department utilizes one (1) thirty six (36) inch wide format multifunction printer, copier, scanner that has produced a total substrate usage of 25,041 sq. ft. since 2015. Features include 2400 x 1200 dpi print resolution, roll max width of 36", six (6) color dye-based cartridges, two roll front loading system, and rear stacker. Supported media type: bond paper, coated paper, film, photo papers, heavy-weight, matte paper and vellum paper.

Fleet:

Currently, the College maintains 120 College owned out-of-scope devices. Some out-of-scope equipment is designated for special-use such as postage, MICR check, wide-format, and label printers. There are 26 single function and two (2) multi-function devices the College would be interested in proposals to include replacement devices in the contract. For specific unit information and estimated volumes, please see ATTACHMENT #3.

3.2.A.5. TECHNICAL REQUIREMENTS

Approximately 5000 workstations at the College will require print functionality under this contract. Consequently, all imaging devices installed under this contract are to be compatible upon installation with College of DuPage's networking environment. The Client Operating Systems which must be supported for printing on all installed devices are Windows (Server 2016, Server 2019 and Windows 10 (all version levels)), Mac OSX (all version levels), and Linux. The College uses Microsoft Active Directory. Application software being used on DuPage workstations includes the Microsoft Office Suite and Adobe Creative Cloud Suite. Network Interface Cards on all Multifunctional Imaging Devices must communicate over Ethernet lines running TCP/IP protocols. IP addresses and Device Host Names must be fully configurable via a web-based interface. The Page Description Languages installed on the devices must include PCL5, PCL6 and Postscript Level 3. All Devices must also support IPv6.

- Vendor's equipment must interact with the College's data security platforms, including but not limited to event logging, access control, vulnerability assessments, and facilitation of sensitive data scanning.
- Vendor's equipment must be able to integrate with the College's user authentication(s).
- Support the ability to securely release print jobs on any device in the system
- Support direct print
- Integrate with standard IP management protocols
- Vendor will specify all electrical requirements, including the necessity for special electrical receptacles, dedicated lines, etc.
- Vendor will provide an adequate surge protection device for each unit, as required, as part of the lease price.
- Compatible with all platforms, such as Windows, Mac, Linux, and mobile
- Support one universal driver to accommodate printing on all equipment regardless of finishing options selected.

The contractor shall ensure that all components installed under this contract are fully compatible with DuPage's current network operating systems and shall perform updates on an ongoing basis throughout the term of this contract, with prior consultation with the College, at no cost to DuPage.

Security is a high priority with secured access and job release capability required, as well as device-level hard drive secure erase. When In-Scope Equipment containing a hard drive is removed from the College, for any reason, including but not limited to the expiration or termination of the lease, vendor may either: 1) remove the hard drive and give to DuPage; or 2) provide Image Overwrite and/or Secure Erase features to support removal of image data from the hard drive. Equipment should contain image overwrite feature providing an On-Demand, Immediate, or Scheduled basis using a U.S. Department of Defense recommended 3-pass process. DuPage reserves the right to choose the hard drive overwrite option with consultation of the vendor. Hard-drive retention or Image overwrite must be included in the lease price. In the event that a hard drive needs to be replaced in any device supplied, vendor will be responsible for performing image overwrite and provide proof to the College.

3.2.A.6. SERVICE AND SUPPLIES

Proposed service and supply requirements must meet current environment standards (please refer to "Service and Supplies" section 3.1.4 under Current Environment sector, and exceed them by:

- 1) Reducing production response time from 4 business hours to 2 business hours.
- 2) Including production equipment in automatic monitoring for proactive service and remote problem resolution.
- 3) Including production devices in Help Desk Service via web portal.
- 4) Providing on-site customer support representative to service production and fleet devices.

The device uptime measurement is to be calculated on a monthly basis. Fleet-wide average imaging device downtime during normal business hours (8 a.m. to 5 p.m.) shall not exceed 2% for any given monthly period during this Contract's term.

Service Level Agreement (SLA) time should be calculated, treated separately and presented in three categories:

- 1) Onsite technician
- 2) Fleet Field Technicians
- 3) Production Field Technicians

All three categories are required to meet Service Level Agreement.

Service technicians and support personnel must be available to College of DuPage between the normal working hours of 8:00 a.m. and 5:00 p.m. Monday through Friday, except State holidays. Throughout the term of this Contract, the Contractor shall provide factory-trained technicians for the technical support of all imaging devices installed at the various DuPage facilities. The Contractor shall supply as many factory-trained technicians as necessary to properly respond to service calls and to maintain the installed imaging device according to the uptime and response time provisions of this RFP and the resulting contract. Proof of training certification equivalency must be made available to DuPage's Campus Services Department upon request. All employees of the Successful Contractor must be in appropriate company uniform, with company name visibly displayed at all times while at any DuPage facility. The personnel must be cordial, professional and cognizant of the fact that they may be entering busy administrative and learning areas. All Contractor personnel must coordinate their activities with DuPage contact person. If for any reason DuPage's authorized representative believes that the requirements of this Section are not being followed, such representative will request intervention from appropriate Contractor managerial personnel. If, after relating College of DuPage's concerns, these requirements are still not being met, DuPage shall be entitled to a change in personnel serving the College. The Contractor's service technicians are not, under any circumstances, to give out their contact information to DuPage personnel, as all service calls or e-mails from DuPage authorized personnel are to be logged and tracked via the Contractor's off-site service dispatch system for service reporting purposes. During each service call, an accounting of the number of impressions produced by the Contractor's technicians shall be tracked and reported by the Contractor to DuPage. This

reporting, in the form of service volume credits, shall be deducted from DuPage's actual monthly volume production.

Throughout the term of this Contract, the Contractor shall exclusively utilize the manufacturer's officially approved OEM parts, supplies and consumables. The Contractor shall provide each device with sufficient supplies including, but not limited to, such items as toner, fuser, drums and staples. Required parts may be stored on-site at one or more DuPage buildings in mutually agreed and secure locations. At no time under this Contract will Contractor charge DuPage for delivery of any part, consumables or supplies. It shall be the responsibility of the Contractor to perform proactive preventive maintenance (PM) service for each imaging device maintained under this Contract according to the mini- and major-PM click interval schedules specified by the imaging device manufacturer, as reported to and published by Buyers Laboratory Inc. Preventive maintenance service must be scheduled beforehand with the designated DuPage team. DuPage employees shall not be responsible for installing or replacing any device components with the exception of consumables.

At DuPage's discretion, any individual imaging device not meeting the 98% uptime requirement for *two (2) consecutive months* will cause the college to take a service credit of the device's base charge cost. The maximum "repair time" allowed for a copier to be brought back to satisfactory working order will be forty-eight (48) business hours from the initial service call, excluding weekends and State holidays. If during a repair call it is determined that the equipment cannot be repaired within forty-eight (48) business hours, vendor will provide a comparable loaner imaging device within eighteen (18) working hours (two business days). Contractor will initiate this action with consultation but without official request by DuPage, at no cost other than the contract per-copy charge in effect at the time. All supplies and service will remain the same as originally contracted. In the event that repairs cannot be completed on a production equipment within eighteen (18) working hours (two business days) from the time that the first service call is placed, an equivalent loaner imaging device, or alternate solution, shall be provided by the Contractor proactively (without official request by DuPage) and no additional cost or penalty to DuPage.

Although the Contractor is at all times ultimately responsible for installing and troubleshooting all devices on DuPage's network environment under this Contract, DuPage's Campus Services and Information Technology personnel will assist and supervise the Contractor in installing the equipment, device drivers and utilities on the network.

3.2.A.7. SUPPORT

The contractor for all units installed shall provide complete network support, user and operator training. Initial training must be provided on functioning imaging devices at each DuPage location within two business days of delivery and set up. The Contractor at no cost will provide ongoing training, as deemed necessary by DuPage. Training will be provided in three categories:

End-Users: Small group demonstrations to College end-users on general copier functions and features. Question and answer period, which may be delivered via web sessions or on-site.

Print Center Staff: In-depth training to designated Print Center staff on general and advanced MFD functions and features; basic maintenance and troubleshooting; supply replenishment; and related items.

MPS coordinating staff: All specialized training on: network connectivity, configuration, meter readings, user support, software implementations, etc.

DuPage may require summary user guides ("Quick Tip sheets"), comprehensive user manuals, on-line training videos, and other appropriate support materials.

3.2.A.8. INVOICING AND REPORTING

The Contractor shall be responsible for collecting meter readings from all installed imaging devices to fulfill Contractor invoicing and monthly reporting requirements. Meter readings shall include the total copy and print volume for the device, as well as mono and color (if applicable). At no time shall DuPage, or its

employees, be responsible for reporting or gathering meter readings. College requires back-up detail for invoice including, but not limited to: total color and mono for each device, beginning and ending meter for each device, lease cost, total cost for impression on each device, and lease time period (beginning and ending dates) for each device.

The Contractor shall provide College of DuPage with a Monthly Equipment Performance and Volume Trends report. The formatting of the Monthly Equipment Performance and Meter Report will be accomplished according to the needs of DuPage's designated department but will, at minimum, be submitted to the College in Excel format.

3.2.A.9 PRICE/FEE STRUCTURE

The College is seeking a fixed cost per impression model for proposed leased equipment (all inclusive, excluding paper) based on equipment type. For non-production equipment currently out-of-scope, respondents should provide separate per impression model (all inclusive, excluding paper) based on equipment type. All pricing shall remain firm for the term of the contract, regardless of date when equipment is added.

3.2.A.10 TERM/LENGTH OF SERVICE

It is anticipated that the length of the contract resulting from this RFP will be for five (5) years, beginning July 1, 2020, with an optional 5 year renewal, for a total potential term of ten (10) years. Renewal will only be exercised upon satisfactory performance, mutual agreement, and like-for-like price and equipment refresh. Renewal shall be effectuated in writing in the form of an amendment to the original agreement.

The Contractor will be responsible for removing each leased device installed under this Contract, and returning it to the leasing company (as applicable) with prepaid freight and insurance, at no charge to DuPage within thirty (30) days following contract termination.

3.2.B GROUP B REQUIREMENTS

3.2.B.1. IMPLEMENTATION APPROACH

The College is requiring pre-implementation due diligence and design services to establish an accurate solution and its components to design an optimal program to meet required business needs. Current software solution will be removed and must be replaced no later than August 1, 2020. Vendor will be required to work with each Group A finalist, providing 90 day trial of software solution. Testing shall include every proposed model. Proof of successful operation with at least three print hardware vendors is required.

Phase 1: In the first phase of the implementation, the awardee will be required to do an in-depth assessment of the current software solution and College needs.

Phase 2: This phase should include training for all equipment and software for system administrators, operators and end users.

Phase 3: Shall include continuous maintenance and upgrades.

3.2.B.2. EQUIPMENT

The awarded contractor is expected to be the manufacturer or a fully authorized dealer/distributor for the proposed software solution and related hardware (if applicable). All proposals shall fully describe the available features. Proposals must exceed current capabilities and features as noted in current environment section. Suppliers are encouraged to display creativity in their response by including value added options to enhance overall functionality.

Awarded contractor will be responsible for the delivery, installation, configuration, and testing of software solution and related equipment in coordination with College of DuPage team. Cost will be included as part

of the presented price. All external hardware proposed (if applicable) must be new, currently in production, heavily tested and with current software/firmware version. Equipment cannot be scheduled for retirement/obsolescence within the next twelve (12) months. If additional or replacement hardware is needed after the first 12 months, contractor may install either a "New" or "Newly Manufactured" device. All units must conform to the specifications set forth in this RFP and the contractor must communicate its intentions to DuPage. The College reserves the right to inspect and approve all units proposed to be installed by the contractor. This Section is applicable to all units installed at the inception of this contract and any additional units added by DuPage during the contract term. Should a device model originally installed under this Contract, become discontinued, the contractor may, *with the written approval of DuPage*, substitute a like model when it is required by DuPage to add or replace units. Such model(s) to be substituted must be of equal or greater capability as the model to be replaced and must be offered at the same cost (if applicable). Adding units will not in any way renew or extend the term of this Contract.

The College intends to have fleet devices maintain a consistent user interface format from the user perspective, to avoid discrepancies when utilizing multiple devices. Respondent must address consistency in user and administrator experience for all devices.

The College requires **flexibility** to upgrade/downgrade equipment by replacing models available through the contract due to contracted models reaching end-of-life, advances in technology or change in the College's needs. Vendor will also need to be flexible with adding or removing equipment based on DuPage's environmental change without penalty or extension to the contract.

3.2.B.3. FUNCTIONALITY

Proposed equipment must meet current software solution utilities, please refer section 3.2.3. and **ATTACHMENT #1**, Current Equipment, and exceed it by upgrading or providing functions listed below.

- Users can print and release jobs on any device on the system using a single universal print driver (finishing options, do the best it can with what it has)
- Securely release print jobs by using prox card or manual authentication
- Mobile print with support of BYOD (bring your own device feature)
- Route print submissions based on print job attributes (size, color, finishing)
- Easy ability to charge different amount for color, black & white, duplex/simplex and size.
- User accounts support multiple billing centers
- Software licenses required to support proposed solution (Group A) with the option to add or remove if needed.
- Green print rules and awareness
- User sync from AD and manual user adding
- Select specific jobs to release/release all/delete (at device)
- Change print settings at device
- Cash kiosk with ability to accept and give change back
- Ability to pay as you go with credit card, debit card or mobile payment options (Google, Apple, Venmo)
- Ability to import user balances from existing system
- Process for allocation of reprints and refunds
- Ability to support direct print (jobs print immediately at selected devices. Jobs are not held for authenticated release)
- Web based utility management software that allows for monitoring copier use and status, automated meter readings, programming of copier functions, and related functions/services.
- Track usage such as copy, print, scan as well as color and black & white for user defined groups (student, staff, public)
- Issue resolution, maintenance and upgrades when requested
- Ability for custom reports, combination report down to individual level including (production and fleet)
- Job chargeback data, itemized billing details and reports should be available on-demand

- Ability to automatically submit (route) jobs to Print Center

Production Web Job Submission System shall be capable of:

- Receiving, processing, storing and tracking all submitted jobs
- User sync from AD and manual user adding
- Staff job accounting with support of multiple cost centers
- Job chargeback data, itemized billing details and reports should be available on-demand.
- Ability to charge different amount for color and black & white, size and finishing.
- The College's Print Center shall have the ability to customize the "store front" to its own needs, including logo/branding insertion and a complete description of all finishing options, paper/stock options, delivery location and other services provided to campus customers.
- System should have a flexible calendar that is able to accommodate changing business days.
- System needs to be user-friendly, i.e. should easily identify binding options and difference between colored paper and color printing.
- Copyright statement acknowledgement needs to require a response (yes/no).
- Production operators should be able to prioritize jobs without opening each order to view details of the request. Sorting of production jobs pending needs to be flexible by date received, i.e. oldest at the top, and the sort must be retainable within the system.
- Production must be able to receive and process file sized as large as 150 MB.

The College will supply virtual servers required to implement the software solution. Suppliers are encouraged to display creativity in their response by including value added options to enhance overall functionality. Vendor is to provide a fee structure for additional services such as consulting, training and/or other miscellaneous services.

The College of DuPage takes environmental responsibility very seriously and expects all Contractors to implement green initiatives that will have a positive impact on the local and global environment. All devices installed under this Contract must meet the United States Energy Protection Act (EPA) Energy Star guidelines. Duplexing must be established as the default mode for all equipment installed under this Contract.

3.2.B.4. TECHNICAL REQUIREMENTS

Approximately 5000 workstations at the College will require print functionality under this contract. All software shall be fully network compatible with DuPage's networking environment when installed. The Client Operating Systems which must be supported by the software solution are Windows (Server 2016, Server 2019, Windows 10 (all versions)), Mac OSX (all version levels), and Linux. The College uses Microsoft Active Directory. Application software being used on DuPage workstations includes the Microsoft Office Suite and Adobe Creative Cloud Suite. Network Interface must communicate over 10/100/1000Base -T Ethernet lines running TCP/IP protocols. IP addresses and Device Host Names must be fully configurable via a web-based interface.

- Vendor's software must provide ability to restrict and control printing at end-user level.
- Vendor's equipment must interact with the College's data security platforms, including but not limited to event logging, access control, vulnerability assessments, and facilitation of sensitive data scanning.
- Vendor's equipment must be able to integrate with the College's user authentication(s).
- Vendor must have the ability to support secure printing with user release as part of print management.
- Vendor must provide the capability to support mobile printing sent from handheld devices and tablets.
- Vendor must provide a plan to facilitate mobile printing.
- Vendor must be able to provide networked machines with rules-based routing based upon the type

of printing required.

- Vendor must be able to integrate hardware and software with College's Enterprise Network.
- Vendor's equipment must be able to integrate with standard IP management protocols.
- Vendor's equipment must be compatible with all platforms, such as Windows, Mac, Linux, and mobile, as stated above.
- Capable of providing a single driver to accommodate printing on all equipment regardless of finishing options selected.

The contractor shall ensure that all components installed under this contract are fully compatible with DuPage's current network operating systems and shall perform updates on an ongoing basis throughout the term of this contract, with prior consultation with the College, at no cost to DuPage.

If equipment containing a hard drive is removed from the College, for any reason, including but not limited to the expiration or termination, vendor may either: 1) remove the hard drive and give to DuPage; or 2) provide Image Overwrite and/or Secure Erase features to support removal of image data from the hard drive. Vendor will be responsible for performing image overwrite and provide proof to the College at no cost.

3.2.B.5. SERVICE

Although the Contractor is at all times ultimately responsible for installing and troubleshooting all devices and software on DuPage's network environment under this Contract, DuPage's Campus Services and Information Technology personnel will assist and supervise the Contractor in installing the equipment and utilities on the network.

3.2.B.6. SUPPORT

The contractor shall provide complete support, and user and operator training. Initial training must be provided at each DuPage location within two business days of set up. DuPage may require summary user guides ("Quick Tip sheets"), comprehensive user manuals, and/or on-line training videos, and other appropriate support materials. The Contractor at no cost will provide ongoing training, as deemed necessary by DuPage. Training will be provided in three categories:

End-Users: Small group demonstrations to College end-users on functions and features of the software solution (mobile print, follow me print, driver usage etc.). Question and answer period which may be delivered via web sessions or on-site.

Print Center Staff: In-depth training to designated Print Center staff on web submission functions, features and related items.

MPS coordinating staff: All specialized training on: network connectivity, configuration, user support, software implementations, troubleshooting etc.

Awarded contractor will be expected to be the primary issue resolution owner and work with Group A (hardware vendor) when needed.

3.2.B.7. REPORTING

The College intends to track user volumes at the individual level for copy, print, scan as well as color and black & white. College of DuPage utilizes 16-digit account codes for internal billing purposes, and the tracking and reporting system required will need, at a minimum, to provide reporting down to the user-level for production and fleet. Currently the object codes, the last seven (7) digits of the 16-digit account codes, are different for fleet, production color, black & white, and signage. College employees will be responsible for the internal billing processes. Reports will need to specify tracking volumes for color and mono. It is expected that the vendor will define the enrollment process to ensure tracking is complete.

3.2.B.8. PRICE/FEE STRUCTURE

The College is seeking an all-inclusive model with optional add/remove for licenses and other related hardware and software. Pricing shall remain firm for the term of the contract based on lease, regardless of date when equipment is added.

3.2.B.9. TERM/LENGTH OF SERVICE

It is anticipated that the length of the contract resulting from this RFP will be for five (5) years, beginning July 1, 2020, with an optional 5 year renewal, for a total potential term of ten (10) years. Renewal will only be exercised upon satisfactory performance, mutual agreement, like-for-like price and equipment refresh. Renewal shall be effectuated in writing in the form of an amendment to the original agreement.

The Contractor will be responsible for removing each leased device installed under this Contract, and returning it to the leasing company (as applicable) with prepaid freight and insurance, at no charge to DuPage within thirty (30) days following contract termination.

END OF SECTION

4.0 PROPOSAL SUBMISSION AND EVALUATION

4.1. PROPOSAL CONTENT AND FORMAT

Proposals must be prepared on 8½" X 11" letter size paper (preferably recycled), printed double-sided, and bound on the long side. The College encourages using reusable, recycled, recyclable and chlorine free printed materials for bids, proposal, reports and other documents prepared in connection with this solicitation. Expensive papers and bindings are discouraged, as no materials will be returned. Respondent must submit a hardcopy original Proposal with all exhibits in sealed envelope. The original documents must be clearly marked as "ORIGINAL," and must bear the original signature of Respondent's authorized signatory that can bind their organization to all commitments outlined in the Proposal on all documents requiring a signature. The Respondent must submit:

- One (1) original of the completed RFP
- One (1) duplicate copies of the completed RFP, and
- Seven (7) flash drives containing all documents in a searchable format.

Each Respondent shall provide a complete and thorough response to enable the College to determine which Respondent is best able to meet all of the criteria which are to be considered in the award of this agreement. Respondent must enclose all documents in sealed envelopes or boxes. To be considered responsive to this RFP, Respondent's proposal will be structured in accordance with the following proposal format and outline of all materials in its proposal.

Sections should be separated by labeled tabs and organized set forth in this Section 4.1 - Proposal Content and Format in the order shown below. The sections should be tabbed or clearly labeled

The sections should be tabbed or clearly labeled in the order shown below:

Tab 1: Transmittal Letter and Required forms- Complete

Include the following:

- a. Transmittal Letter - signed by an individual authorized to legally bind the Respondent.
 - Statement referencing all addenda (If no addenda have been received, a statement to that effect should be included.)
 - Statement that summarizes any deviations or exceptions to the RFP requirements and includes a detailed justification for the deviation or exception
- b. Documentation needing initialing per Section 2.0 Instructions to Respondents
- c. Section 6.0 Certifications
- d. Section 7.0 Signature Page
- e. Section 8.0 Conflict of Interest Disclosure and Non-Collusion Form
- f. Any issued addenda, signed (if applicable)

Tab 2: Executive Summary

Include the following General information:

- a. General information
 - Name of company, primary contact person, address, email address, and telephone number.
 - Brief overview of your business, including general information about the size of the business, location of offices, years in business, number and position titles of staff, and qualities which differentiate your company from your competitors.

Tab 3: Qualification and Philosophy

The Proposer is to provide a narrative regarding the Company Profile and demonstration of similar work with other Higher Education clients, to include the following elements:

- a. A brief history of the firm's experience with imaging devices (group A) and Print management software solution (Group B);
- b. Describe your company's experience in the Higher Education area;
- c. Demonstrate expertise working with and implementing print solutions with clients similar size to College of DuPage;
- d. Provide information summarizing how many employees and other vendors are dedicated to support the proposed solution;

Tab 4: References

Provide at least three (3) references from educational institutions with projects of similar scope and complexity as the solution(s) requested by the College.

- a. Indicate number of years with Client
- b. Number of employees trained at Client's organization
- c. Project scope of services
- d. Contact information: name, contact person, email address, phone number, address
- e. Indicate equipment manufacturer and print management software solution being used at the Client location

*Note: The contact person should be capable of speaking to the solution's capability in performing the services required.

Tab 5: Business Enterprise Program

The College of DuPage encourages the participation of qualified minorities, females, and persons with disabilities owned businesses in public contracts and commits to the economic development of disadvantaged business enterprises and the award of contracts to businesses owned by minorities, females, and persons with disabilities for services to the extent provided by the Business Enterprise for Minorities, Females and Persons with Disabilities Act ("Act"), 30 ILCS 575.

This solicitation contains an aspirational goal of 20% to include businesses owned and controlled by minorities, females and persons with disabilities in the procurement and contracting/subcontracting processes.

Tab 6: Functional Responses

Submit completed information detailing the following:

Group A

i. Implementation approach

1. Provide project plan detailing how the implementation will be handled in each of the three (3) Phases listed in Section 3.2.A.1. College of DuPage retains the right to independently accept, reject or modify any installation/support plan provided in this Section.
2. Please include anticipated dates for step-by-step completion of Phase 1 and Phase 2. Delivery and installation shall commence on or about July 15, 2020.
3. If the plan is different between fleet and production, please describe.
4. Please describe implementation support, troubleshooting and escalation – point of contact for support and escalation if incidents are not resolved.

5. Comprehensive plan detailing ongoing maintenance and upgrade processes and schedules.

ii. Equipment

1. Provide complete list of proposed equipment make, models and features, in accordance to segments listed in Attachment #1 and Section 3.2.A.2.
2. Provide brochures and device specifications.
3. As part of the evaluation of the proposals submitted for imaging devices, DuPage will perform on-site tests on the devices proposed by certain Respondents, at the complete discretion of, and at no cost to, College of DuPage. In addition, Customer site visits will likely be required of any finalist to properly view production equipment. Please include plan for equipment testing.
4. If selected to be a part of this equipment testing, Respondents will be required to have one of each type of device proposed in response to the specifications of this RFP delivered to a location and on a date to be designated by DuPage. Respondents are requested to indicate in this Section of their proposal whether they will comply with DuPage's requirement to test recommended solutions before Contract award.
5. Equipment will be judged, during the on-site testing period, on a number of factors, including, but not limited to: producing copy jobs; multi-tasking capability with handling simultaneous job streams; image quality; and DuPage network compatibility. Upon installation of the evaluation units, it shall be the Respondent's responsibility to provide full installation and training support, including network connectivity training. Respondents will be judged in part based on the professionalism and knowledge of their networking support staff.
6. Specify if the evaluation equipment will be identical to the equipment proposed.
7. Provide documentation on software/firmware version, model release date and testing information.
8. Answer "yes" or "no" if the installed (not testing) equipment will be "New" (see Definition Section for clarification).
9. In full detail, explain how equipment replacement or additions will be handled in the first year of the contract and after the first twelve (12) months.
10. Provide information on user interface and confirm if all fleet proposed devices will have consistent user interface. Respondent must address consistency in user and administrator experience for all devices.
11. Responders are required to outline a plan to reduce number of desktop printers.
12. Provide details on your flexibility to add or remove without penalty or extension to the contract. Discuss Colleges' requirement of flexibility to upgrade or downgrade equipment.

iii. Functionality

1. Provide details on proposed equipment functionality, features and abilities.
2. Include optional features for proposed equipment. Confirm that functionality upgrades to units will not in any way renew or extend the term of this Contract.
3. List any deviation from current equipment capability as noted in Attachment #1 in Segments.
4. Confirm there will be no chargeback for any device utilizing fax related counters, scanning counters or scan to destination related counters.
5. Propose and outline a plan to accommodate Colleges' interest in adding functionalities in Production environment specified in section 3.2.A.3. under "Production color".
6. Propose and outline a plan to accommodate College's interest in adding functionalities in Production environment specified in Section 3.2.A.3. under "Production black & white".
7. Describe your approach to faxing capabilities.

8. Provide information on green initiatives planned to be implemented at the College. Please affirm that utilizing 30% post-consumer waste content recycled paper will not cause imaging device to perform below the uptime performance provisions.
9. Provide documentation that all proposed device meet the United States Energy Protection Act (EPA) Energy Star guidelines for Imaging Equipment.

iv. Value added

1. Discuss value added amenities.
2. Propose and outline a plan to accommodate Colleges' interest in leasing and upgrading current wide format printers, as specified in section 3.2.A.4 under "Signage".
3. Propose and outline a plan to accommodate College's interest in leasing additional fleet devices, currently out-of-scope. For device make, models and estimated volumes see Attachment #2.
4. Provide all supporting documentation, including but not limited to; brochures, specifications, and technical requirements.
5. This equipment, support and software solution (if applicable) shall be priced separately. College will make the final decision on including it in the scope of this contract separately.

v. Technical requirements

1. Include data sheets including specifications on all models that are being proposed.
2. List any specific deviations to the technical terms of Section 3.2.A.5.
3. Provide information on hard drive handling for any devices that leave the College of DuPage.
4. Specify all electrical requirements.
5. Confirm providing an adequate surge protection device for each unit, as required, as part of the lease price.
6. Please describe any third-party systems the platform will have to integrate with.

vi. Service and supplies

1. List and describe any deviation from current environment as listed in Section 3.1.4.
2. List and describe any deviation from request to exceed current environment in "Service and Supplies" Section 3.2.A.6.
3. Detail how devices will be monitored, supplies replenished and service dispatched.
4. Define support as how issues are reported, tracked, and resolved, along with providing appropriate fixes and upgrades to products and services.
5. Confirm SLA time calculation categories as listed in Section 3.2.A.6.
6. Describe uptime requirements and calculation.
7. Detail Vendors responsibility and plan for troubleshooting devices on DuPage's network.
8. Describe uptime requirement, process and penalty for devices not meeting it.

vii. Support

1. Please describe training approach for End-Users, Print Center Staff and MPS Coordinating Staff.
2. Discuss commitment to address issues in a timely fashion.
3. Confirm and describe issue resolution ownership and approach.

viii. Invoicing and reporting

1. Describe meter read collection.
2. Specify day of the month and time meters will be collected.

3. Provide sample invoice.
4. College requires back-up detail for invoice including:
 - total color and mono for each device
 - beginning and ending meter for each device
 - lease cost
 - total cost for impression on each device
 - lease time period (beginning and ending dates) for each device
 Please confirm ability to provide back-up details and provide sample.
5. Describe how invoices will be delivered. It is College's preference to receive them from automated system, made available online and to be downloadable.
6. Detail a plan on how monthly and quarterly volumes, trends, SLA's will be presented to the College.

ix. Term/Length of Service

1. Confirm length of the contract with specific start and end date.
2. Specify and describe optional length of the contract.

Group B

i. Implementation approach

1. Provide project plan detailing how the implementation will be handled in each of the three (3) Phases listed in Section 3.2.B.1. College of DuPage retains the right to independently accept, reject or modify any installation/support plan provided in this Section.
2. Describe how the solution will be installed, including hardware and software components.
3. Please describe implementation support, troubleshooting and escalation – point of contact for support and escalation if incidents are not resolved.
4. Please include anticipated dates for step-by-step completion of Phase 1 and Phase 2. Live (not testing) installation shall commence on or about July 15, 2020.
5. If the plan is different between fleet and production, please describe.
6. Provide comprehensive plan detailing ongoing maintenance and upgrade processes and schedules.

ii. Equipment

1. Describe in detail your proposed equipment solution.
2. Provide complete list of proposed equipment make, models and features required for this print management software solution; equipment to include card readers for all devices.
3. Provide brochures and specifications for hardware, software and all solutions.
4. Provide a listing of equipment brands your software solution is compatible with based on current client installations which have been operational for a minimum of two years.
5. As part of the evaluation, DuPage will perform on-site tests on the devices proposed by certain Group A respondents. College requires 90 day trial from the finalists in Group B at no cost to the College for testing. Include plan for testing.
6. Respondents are requested to indicate in this Section of their proposal whether they will comply with DuPage's requirement to test recommended solutions before Contract award.
7. It shall be the Respondent's responsibility to provide full installation and training support, including network connectivity training. Respondents will be judged in part based on the professionalism and knowledge of their networking support staff.
8. Specify if the evaluation equipment will be identical to the equipment proposed.

9. Provide documentation on software/firmware version, model release date and testing information.
10. Answer “yes” or “no” if the installed (not testing) equipment will be “New” (see Definition Section for clarification).
11. In full detail, explain how equipment replacement or additions will be handled in the first year of the contract and after the first twelve (12) months.
12. Provide information in regards to consistent user interface. Respondent must address consistency in user and administrator experience for all devices.
13. Provide details on your flexibility without penalty or extension to the contract.

iii. Functionality

1. Provide response and information in regards to each bullet point in section 3.2.B.3.
2. Provide any additional information and functionalities required to provide successful print management software solution.
3. Supply supporting documents, brochures and information for proposed functionalities.
4. Describe staff, student, guest and administrator capabilities and functions of your system.
5. Administrative portal should support a rich suite of upload, download and viewing functionality, along with the management of user accounts, roles and privileges, including separate categories for groups.
6. Provide information on “green initiatives”.
7. Provide detail information on abilities and process of automatic job routing to Print Center.

iv. Value added

1. Discuss proposed value added amenities.
2. Outline a plan to accommodate proposed value added services.
3. If applicable, provide all supporting documentation, including but not limited to; brochures, specifications, and technical requirements.
4. This equipment, support and software solution (if applicable) shall be priced separately. College will make the final decision on including it in the scope of this contract separately.

x. Technical Requirements

1. Provide response and information in regards to section 3.2.B.4.
2. Include data sheets including specification on all hardware being proposed.
3. Describe your Single Sign On (SSO) integrations and methods of your platform.
4. Describe how your offering can meet the needs of consistent performance to handle higher education “peak seasons” at the beginning and ending of semesters and how the system may be load balanced for performance.
5. Please describe any third-party systems the platform will have to integrate with.

xi. Service

1. Provide information on services provided.
2. Provide a project plan describing how you will accomplish the installation with minimal service interruptions.
3. Specify service personnel, roles and responsibilities.
4. Discuss installation, troubleshooting and continues service plan for College of DuPage.

xii. Support

1. Describe your training methodology and timeline for new clients.

2. How is your training delivered? (e.g., one-on-one, group, web based training).
 - a. Describe the fee structure, if not included in total product price, for different training offerings.
 - b. Do you provide training manuals and documentation? Are there additional costs for these materials?
3. Discuss installation and ongoing troubleshooting and support plan for College of DuPage.

xiii. Reporting

1. Please describe your product's:
 - a. Standard Reports
 - b. Customizable Reports
 - c. Metrics vs Analytics Reporting and/or Dashboards
2. Discuss ability to report usage down to user level, specifying color and black & white usage for both fleet and production.

xiv. Term/Length of Service

1. Confirm length of the contract with specific start and end date.
2. Specify and describe optional length of the contract.

Tab 7: Cost Proposal

Respondent must provide an overview of the current solutions available to Community Colleges, including a detailed explanation of the pricing structure for the proposed solution and equipment for the term of services. Response to include technology licensing fees, implementation, training, base costs, cost per impression, and ongoing support fees. Identify any other available products that would provide a benefit to be considered in tandem with the key goals of this project. Any additional proposed solutions are required to have detailed pricing information. The cost proposal must include fees during the optional terms of the contract.

1. Vendor must use provided pricing sheets, Attachment #4 to list equipment and solution proposals with pricing.
2. Refer to Section 3.2.A.9 and 3.2.B.8 for additional information.
3. (Group A) Lease base price shall be offered for each model proposed.
4. (Group A) Cost per impression shall be offered for mono, color and mono on color units if applicable.
5. Include details on any discount offered for selecting same vendor for Group A and Group B. If applicable, describe how the pricing will be impacted.
6. The pricing must include any discount offered for renewal of agreement.
7. The cost proposal must include fees during the optional term of the contract.
8. Specify any additional cost to the College not listed on the pricing sheet.

4.2. EVALUATION AND SELECTION PROCESS

The College will appoint an Evaluation Committee whose responsibility will be to review all responses to this RFP. The College will consider the information provided in the response and the quality of that information when evaluating the Proposal. During the evaluation process, proposers may be requested to provide additional information and/or clarify contents of their proposal.

All proposals will be reviewed to determine if they contain all the required submittals specified in this RFP. Those not submitting all required information in the prescribed format may be rejected.

The Committee will review all responsive and responsible proposals based upon the criteria detailed herein.

The selection process may include a request for additional data or oral presentations as deemed necessary by the College. The following criteria will be used in the evaluation of all proposals, not necessarily in level of importance:

Evaluation Criteria (Group A and B)

1. Qualifications and philosophy
2. Implementation and Support
3. Product capabilities
4. Service and Supplies
5. Cost
6. Value Added Services

After the evaluation, The College may choose to invite a subset of responders to participate in on-site demonstrations or online Webinar format activities. The purpose of these activities would be to clarify information presented in the written RFP responses. These demonstrations/webinars will be of no cost to the College. If notified, the company must be prepared to present within three (3) business days from the date of email notification. Specific instructions regarding the presentation will be included in the notification.

Upon selection and designation of a Proposer, the College intends to negotiate an agreement with the designated Vendor. Nothing in this RFP, the proposals, or the College's acceptance of a proposal shall obligate the College to enter into or complete negotiations with any financial advisor.

4.3. SELECTION OF AWARD

A. Basis of Award

The award of the contract will be based on best-value to the College according to the evaluation criteria set forth in this document.

B. Selection Process

The award of the contract will be after the Evaluation Committee submits their Recommendation of Award of the selected Respondent(s) for approval by the College of DuPage Board of Trustees. The College of DuPage reserves the rights to award one (1) or more contracts to select Respondent(s) and/or to reject any and all responses when the best interest of the College will be served thereby. The successful Respondent(s) will be notified by electronic mail that their Proposal has been accepted and that they have been awarded the contract after the approval by the College of DuPage Board of Trustees. Notification will also be posted on the College's Procurement Services website at <http://www.cod.edu/about/purchasing/>. Failure to execute performance as per accepted Proposal may result in legal action by the College of DuPage to recover damages.

END OF SECTION

5.0 BUSINESS ENTERPRISE PROGRAM

STATE OF ILLINOIS BUSINESS ENTERPRISE PROGRAM MINORITIES, FEMALES, PERSONS WITH DISABILITY PARTICIPATION AND UTILIZATION PLAN

The Business Enterprise for Minorities, Females and Persons with Disabilities Act (BEP) establishes a goal for community colleges contracting with businesses that have been certified as owned and controlled by persons who are minorities (MBE), female (FBE/ also referred to as WBE), or persons with disabilities (PDDBE) (collectively, BEP certified vendor(s)). 30 ILCS 575

Contract Goal to be Achieved by Vendor: This solicitation includes an Aspirational **BEP** participation goal of 20% based on the availability of BEP certified vendors to perform or provide the anticipated services and/or supplies required by this solicitation.

The BEP participation goal is applicable to all bids or offers. In addition to the award criteria established for this solicitation, the College will award this contract to a Vendor that meets the goal or demonstrates good faith efforts to meet the goal. This goal is applicable to change orders and allowances within the scope of work provided by the BEP certified vendors. If Vendor is an MBE and FBE certified vendor, the entire goal is met and no subcontracting with a BEP certified vendors is required; however, **Vendor must submit a Utilization Plan indicating that the goal will be met by self-performance.**

Following are guidelines for Vendor's completion of the Utilization Plan. The Utilization Plan must demonstrate that Vendor has either: (1) met the entire contract goal; or (2) made good faith efforts towards meeting the goal.

At the time of bid or offer, Vendor, or Vendor's proposed Subcontractor, must be certified with the Illinois Department of Central Management Services as a BEP certified vendor.

Failure to complete a Utilization Plan or provide Good Faith Effort documentation shall render the bid or offer non-responsive; and subject to rejection and/or disqualification in the College's sole discretion.

1. If applicable where there is more than one prime vendor, the Utilization Plan should include an executed Joint Venture Agreement specifying the terms and conditions of the relationship between the parties and their relationship and responsibilities to the contract. The Joint Venture Agreement must clearly evidence that the BEP certified vendor will be responsible for a clearly defined portion of the work and that its responsibilities, risks, profits and contributions of capital, and personnel are proportionate to its ownership percentage. It must include specific details related to the parties' contributions of capital, personnel, and equipment and share of the costs of insurance and other items; the scopes to be performed by the BEP certified vendor under its supervision; and the commitment of management, supervisory personnel, and operative personnel employed by the BEP certified vendor to be dedicated to the performance of the contract. Established Joint Venture Agreements will only be credited toward BEP goal achievements for specific work performed by the BEP certified vendor. **Each party to the Joint Venture Agreement must execute the bid or offer prior to submission of the bid or offer to the College.**
2. An agreement between a vendor and a BEP certified vendor in which a BEP certified vendor promises not to provide subcontracting or pricing quotations to other vendors is prohibited. The College may request additional information to demonstrate compliance. Vendor agrees to cooperate promptly with the College in submitting to interviews, allowing entry to places of business, providing further documentation, and to soliciting the cooperation of a proposed BEP certified vendor. Failure to cooperate by Vendor and BEP certified vendor may render the bidder or offeror non-responsive or not responsible. **The contract will not be awarded to Vendor unless Vendor's Utilization Plan is approved by the College.**

3. **BEP Certified Vendor Locator References:** Vendor may consult CMS' BEP Vendor Directory at www.sell2.illinois.gov/cms/business, as well as the directories of other certifying agencies, but firms **must be certified with CMS as BEP certified vendors at the time of bid or offer.**
4. **Vendor Assurance:** Vendor shall not discriminate on the basis of race, color, national origin, sexual orientation or sex in the performance of this contract. Failure by Vendor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy, as the College deems appropriate. This assurance must be included in each subcontract that Vendor signs with a subcontractor or supplier.
5. **Calculating BEP Certified Vendor Participation:** The Utilization Plan documents work anticipated to be performed, or goods/equipment provided by all BEP certified vendors and paid for upon satisfactory completion/delivery. Only the value of payments made for the work actually performed by BEP certified vendors, by subcontractors or suppliers to such vendors, is counted toward the contract goal. Applicable guidelines for counting payments attributable to contract goals are summarized below:
 - 5.1 The value of the work actually performed or goods/equipment provided by the BEP certified vendor shall be counted towards the goal. The entire amount of that portion of the contract that is performed by the BEP certified vendor, including supplies purchased or equipment leased by the BEP certified vendor shall be counted, except supplies purchased and equipment rented from the Prime Vendor submitting this bid or offer.
 - 5.2 A vendor shall count the portion of the total dollar value of the BEP contract equal to the distinct, clearly defined portion of the work of the contract that the BEP certified vendor performs toward the goal. A vendor shall also count the dollar value of work subcontracted to other BEP certified vendor. Work performed by the non- BEP certified party shall not be counted toward the goal. **Work that a BEP certified vendor subcontracts to a non-BEP certified vendor will not count towards the goal.**
 - 5.3 A Vendor shall count toward the goal 100% of its expenditures for materials and supplies required under the contract and obtained from a BEP certified vendor manufacturer, BEP certified regular dealer, or BEP certified supplier. A Vendor shall count toward the goal the following expenditures to BEP certified vendors that are not manufacturers, regular dealers, or suppliers:
 - 5.3.1 The fees or commissions charged for providing a bona fide service, such as professional, technical, consultant or managerial services and assistance in the procurement of essential personnel, facilities, equipment, materials or supplies required for performance of the contract, provided that the fee or commission is determined by College to be reasonable and not excessive as compared with fees customarily allowed for similar services.
 - 5.3.2 The fees charged for delivery of materials and supplies required by the contract (but not the cost of the materials and supplies themselves) when the hauler, trucker, or delivery service is not also the manufacturer or a supplier of the materials and supplies being procured, provided that the fee is determined by the College to be reasonable and not excessive as compared with fees customarily allowed for similar services. The BEP certified vendor's trucking firm must be responsible for the management and supervision of the entire trucking operation for which it is responsible on the contract, and must itself own and operate at least one fully licensed, insured and operational truck used on the contract.
 - 5.3.3 The fees or commissions charged for providing any bonds or insurance specifically required for the performance of the contract, provided that the fee or commission is determined by the College to be reasonable and not excessive as compared with fees customarily allowed for similar services.

- 5.4 BEP certified vendors who are performing on contract as second tier subcontractors may be counted in meeting the established BEP goal for this contract as long as the Prime Vendor can provide documentation indicating the utilization of these vendors.
- 5.5 A Vendor shall count towards the goal only expenditures to firms that perform a commercially useful function in the work of the contract.
- 5.5.1 A firm is considered to perform a commercially useful function when it is responsible for execution of a distinct element of the work of a contract and carries out its responsibilities by actually performing, managing, and supervising the work involved. The BEP certified vendor must also be responsible, with respect to materials or supplies used on the contract, for negotiating price, determining quality and quantity, ordering the materials or supplies, and installing the materials (where applicable) and paying for the material or supplies. To determine whether a firm is performing a commercially useful function, the College shall evaluate the amount of work subcontracted, whether the amount the firm is to be paid under the contract is commensurate with the work it is actually performing and the credit claimed for its performance of the work, industry practices, and other relevant factors.
- 5.5.2 A BEP certified vendor does not perform a commercially useful function if its role is limited to that of an extra participant in a transaction or contract through which funds are passed through in order to obtain BEP certified vendor participation. In determining whether a BEP certified vendor is such an extra participant, the College shall examine similar transactions, particularly those in which BEP certified vendors do not participate, and industry practices.
- 5.6 A Vendor shall not count towards the goal expenditures that are not direct, necessary and related to the work of the contract. Only the amount of services or goods that are directly attributable to the performance of the contract shall be counted. Ineligible expenditures include general office overhead or other Vendor support activities.
6. **Good Faith Effort Procedures:** Vendor must submit Utilization Plans, subcontract documents, and/or Letters of Intent that meet or exceed the published goal. If Vendor cannot meet the stated goal, Vendor must document and explain within the Utilization Plan the good faith efforts it undertook to meet the goal. Utilization Plans are due at the time of and must be enclosed and sealed with the bid or offer submission. Copies of subcontract documents and/or Letters of Intent shall be due upon request.
7. **Contract Compliance:** Compliance with this section is an essential part of the contract. The following administrative procedures and remedies govern Vendor's compliance with the contractual obligations established by the Utilization Plan. **After approval of the Plan and award of the contract, the Utilization Plan becomes part of the contract.** If Vendor did not succeed in obtaining BEP certified vendor participation to achieve the goal and the Utilization Plan was approved and contract awarded based upon a determination of good faith, the total dollar value of BEP certified vendor work calculated in the approved Utilization Plan as a percentage of the awarded contract value shall become the contract goal.
- 7.1. The Utilization Plan may not be amended after contract execution without the College's prior written approval.
- 7.2. **Vendor may not make changes to its contractual BEP certified vendor commitments or substitute BEP certified vendors without the prior written approval of the College.** Unauthorized changes or substitutions, including performing the work designated for a BEP certified vendor with Vendor's own forces, shall be a violation of the utilization plan and a breach of the contract, and shall be cause to terminate the contract, and/or seek other contract remedies or sanctions.

- 7.3.** If it becomes necessary to substitute a BEP certified vendor or otherwise change the Utilization Plan, Vendor must notify the College in writing of the request to substitute a BEP certified vendor or otherwise change the Utilization Plan. The request must state specific reasons for the substitution or change. The College shall notify the Council or its delegate of the request to substitute a BEP certified vendor or change the Utilization Plan. The College reserves the right to approve or deny a request for substitution or other change in the Utilization Plan.
- 7.4.** Where Vendor has established the basis for the substitution to the College's satisfaction, it must make good faith efforts to meet the contract goal by substituting a BEP certified vendor. Documentation of a replacement BEP certified vendor, or of good faith efforts to replace the BEP certified vendor, must meet the requirements of the initial Utilization Plan. If the goal cannot be reached and good faith efforts have been made, Vendor may substitute with a non- BEP certified vendor or Vendor may perform the work.
- 7.5.** If a Vendor plans to hire a subcontractor for any scope of work that was not previously disclosed in the Utilization Plan, Vendor must obtain the approval of the College to modify the Utilization Plan and must make good faith efforts to ensure that BEP certified vendors have a fair opportunity to submit a bid or offer on the new scope of work.
- 7.6.** A new BEP certified vendor agreement must be executed and submitted to the College within five business days of Vendor's receipt of the College's approval for the substitution or other change.
- 7.7.** Vendor shall maintain a record of all relevant data with respect to the utilization of BEP certified vendors, including but without limitation, payroll records, invoices, canceled checks and books of account for a period of at least three years after the completion of the contract. Full access to these records shall be granted by Vendor upon 48 hours written demand by the College to any duly authorized representative thereof, or to any municipal, state or federal authorities. The College shall have the right to obtain from Vendor any additional data reasonably related or necessary to verify any representations by Vendor. After the performance of the final item of work or delivery of material by the BEP certified vendor and final payment to the BEP certified vendor by Vendor, but not later than 30 calendar days after such payment, Vendor shall submit a statement confirming the final payment and the total payments made to the BEP certified vendor under the contract.
- 7.8.** The College will periodically review Vendor's compliance with these provisions and the terms of its contract. Without limitation, Vendor's failure to comply with these provisions or its contractual commitments as contained in the Utilization Plan, failure to cooperate in providing information regarding its compliance with these provisions or its Utilization Plan, or provision of false or misleading information or statements concerning compliance, certification status or eligibility of the BEP certified vendor, good faith efforts or any other material fact or representation shall constitute a material breach of this contract and entitle the College to declare a default, terminate the contract, or exercise those remedies provided for in the contract or at law or in equity.
- 7.9.** The College reserves the right to withhold payment to Vendor to enforce these provisions and Vendor's contractual commitments. Final payment shall not be made pursuant to the contract until Vendor submits sufficient documentation demonstrating compliance with its Utilization Plan.

UTILIZATION PLAN

The Utilization Plan and Letter of Intent must be sealed and submitted with Proposal.

_____ (Vendor) submits the following Utilization Plan as part
Respondent Name

of our bid or offer in accordance with the requirements of the BEP Program Status and Participation section of the solicitation for **Managed Print Services, RFP Number 2020-R0012**. We understand that all subcontractors must be certified with the CMS BEP Program at the time of submission of all bids and offers. **We understand that compliance with this section is an essential part of this contract and that the Utilization Plan will become a part of the contract, if awarded.**

Vendor submits the following statement:

- Vendor is a BEP certified firm and plans to fully meet the goal through self-performance.
- Vendor has identified BEP certified subcontractor(s) to fully meet the established goal and submits the attached executed Letter(s) of Intent; or
- Vendor has made good faith efforts towards meeting the entire goal as indicated on the attached Utilization Plan, or a portion of the goal, and hereby requests a waiver (complete checklist below).

Vendor's person responsible for compliance with this BEP goal:

Name: _____ Title: _____

Telephone: _____ Email: _____

DEMONSTRATION OF GOOD FAITH EFFORTS TO ACHIEVE GOAL AND REQUEST FOR WAIVER

If the BEP participation goal was not achieved, the vendor must provide documented evidence of good faith efforts to achieve the goal.

Below is a checklist of actions that will be used to evaluate a Vendor's Demonstration of Good Faith Efforts and Request for Waiver. **Please check the actions which you completed.** If any other efforts were made to obtain BEP participation in addition to the items listed below, attach a detailed description of such efforts. The College reserves the right to review and audit the results of the vendor's efforts as described below.

- Utilize the Sell2Illinois website: www2.illinois.gov/cms/business to identify BEP certified vendors within the respective commodity/service codes denoted above and at a minimum email all listed vendors and solicit quotes from all vendors who express an interest via follow-up emails or telephone calls.
- Solicit through all reasonable and available means (e.g., attendance at a vendor conference, advertising and/or written notices) the interest of BEP certified vendors that have the capability to perform the work of the contract. Vendor must solicit this interest within sufficient time to allow the BEP certified vendors to respond to the solicitation. Vendor must determine with certainty if the BEP certified vendors are interested by taking appropriate steps to follow up initial solicitations and encourage them to submit a bid or proposal. Vendor must provide interested BEP certified vendors with adequate information about the plans, specifications, and requirements of the contract in a timely manner to assist them in responding promptly to the solicitation.
- Select portions of the work to be performed by BEP certified vendors in order to increase the likelihood that the goal will be achieved. This includes, where appropriate, breaking out contract work items into economically feasible units to facilitate BEP certified vendor participation, even when Vendor might otherwise prefer to perform these work items with its own forces.
- Make a portion of the work available to BEP certified vendors and selecting those portions of the work or material needs consistent with their availability, so as to facilitate BEP certified vendor participation.
- Negotiate in good faith with interested BEP certified vendors. Evidence of such negotiation must include the names, addresses, email addresses, and telephone numbers of BEP certified vendors that were considered and an explanation as to why an agreement could not be reached.
- Thoroughly investigate the capabilities of BEP certified vendors and not reject them as unqualified without sound reasons.
- Make efforts to assist interested BEP certified vendors in obtaining lines of credit or insurance as required by the College.
- Make efforts to assist interested BEP certified vendors in obtaining necessary equipment, supplies, materials, or related assistance or services.

6.0 CERTIFICATIONS **REQUIRED**

IMPORTANT: All Respondents are required to complete this form. Completed form must be returned with response by the RFP deadline. **Failure to return this completed form may result in disqualification of response.**

THE UNDERSIGNED IS CAUTIONED TO CAREFULLY READ THESE CERTIFICATIONS PRIOR TO SIGNING THE SIGNATURE PAGE. SIGNING THE SIGNATURE PAGE SHALL CONSTITUTE A WARRANTY BY THE UNDERSIGNED THAT ALL THE STATEMENTS, CERTIFICATIONS AND INFORMATION SET FORTH WITHIN THESE CERTIFICATIONS ARE TRUE, COMPLETE AND CORRECT AS OF THE DATE THE SIGNATURE PAGE IS SIGNED. THE UNDERSIGNED IS NOTIFIED THAT IF THE COLLEGE LEARNS THAT ANY OF THE FOLLOWING CERTIFICATIONS WERE FALSELY MADE, THAT ANY CONTRACT ENTERED INTO WITH THE UNDERSIGNED SHALL BE SUBJECT TO TERMINATION.

- A. Prevailing Wage Act. To the extent required by law, Contractor shall not pay less than the prevailing wage as established pursuant to an Act Regulating the Wages of Laborers, Mechanics, and Other Workman employed under Contract for Public Workers 820 ILCS 130/1 *et seq.* Our company certifies that it is eligible for bidding on public contracts and has complied with section 11a of the Prevailing Wage Act, 820 ILCS 130.01-12.
Yes _____ No _____
- B. Human Rights Act. To the extent required by law, Contractor shall abide by the Illinois Human Rights Act, 775 ILCS 10/0.01 *et seq.*
- C. Drug Free Workplace. To the extent required by law, Contractor shall abide with the requirements of the Drug Free Workplace Act 30 ILCS 580.1 *et seq.*
- D. Sexual Harassment Policy. Contractor represents by the signing of this agreement that it has a written sexual harassment policy that is in accordance with 775, ILCS 5/2-105 (A) (4).
- E. Non-debarment. By executing this agreement Contractor certifies that it has not been debarred from public contracts in the State of Illinois for violating either 33E-3 or 33E-4 of the Public Contracts Act, 720 ILCS 5/33E-1 *et seq.* (*If Applicable*)
- F. Fair Employment Practice: Contractor is in compliance with all State and Federal laws regarding Fair Employment Practice as well as all rules and regulations.
Yes _____ No _____
- G. Our company has an Equal Employment Opportunity and Affirmative Action Program which complies with Executive Order 11246, the Vietnam Era Veterans' Readjustment Assistance Act of 1974, and the Rehabilitation Act of 1973.
Yes _____ No _____
- H. When required by law, the Respondent and all Respondent's Subcontractors must participate in applicable apprenticeship and training programs approved by and registered with the United States Department of Labor's Bureau of Apprenticeship and Training as required by Illinois Public Act 093-0642.

ADVICE

- A. MINORITY/WOMAN-OWNED, DISADVANTAGED BUSINESS? **YES _____ NO _____.**
If yes, please attach copy of certification and advise certification number and expiration date below:

Name of Certifying Entity: _____
Certification #: _____ Expiration Date: _____

- B. STATE NEGOTIATED COOPERATIVE AGREEMENT: YES _____ NO _____
Contract No. _____

Signature
Respondent/Company Official: _____ Date: _____

7.0 SIGNATURE PAGE **REQUIRED**

IMPORTANT: All Respondents are required to complete and sign this form. Completed form must be returned with proposal by the RFP deadline. **Failure to return this completed form may result in disqualification of proposal.**

Check One:

SOLE PROPRIETOR COMPANY **PARTNERSHIP (and/or JOINT VENTURE)** **LIMITED LIABILITY COMPANY** **CORPORATION**

The undersigned acknowledges receipt of a full set of RFP Documents and Addenda Numbers _____ (None unless indicated here). **All issued addenda must be signed and returned to the College as per the instructions in the addenda or response will not be accepted.**

The undersigned makes the foregoing response to RFP subject to all of the terms and conditions of the RFP Documents. The undersigned certifies that all of the foregoing statements of the Vendor Certifications are true and correct. The undersigned warrants that all of the facts and information submitted by the undersigned in connection with this response are true and correct.

BUSINESS NAME: _____

BUSINESS ADDRESS: _____

BUSINESS TELEPHONE: _____ FAX NUMBER: _____

EMAIL ADDRESS: _____ CELLULAR TELEPHONE NUMBER: _____

FEIN/SSN: _____

AUTHORIZED SIGNATURE: _____

PRINT NAME: _____ **TITLE:** _____ **DATE:** _____

Subscribed to and sworn before me this _____ day of _____, 2019.

My commission expires: _____

Notary Public Signature

Notary Seal

- * Attach hereto a partnership resolution or other document authorizing the individual signing this Signature Page to so sign on behalf of the Partnership.
- ** If the LLC is not registered in the State of Illinois, a copy of a current Certificate of Good Standing from the state of incorporation must be submitted with this Signature Page.
- *** Attach either a certified copy of the by-laws, articles, resolution or other authorization demonstrating such persons to sign the Signature Page on behalf of the LLC.
- *** If the corporation is not registered in the State of Illinois, a copy of the Certificate of Good Standing from the state of incorporation must be submitted with this Signature Page.
- **** In the event that this Signature Page is signed by any persons other than the President and Secretary, attach either a certified copy of the corporate by-laws, a resolution or other authorization by the corporation, authorizing such persons to sign the Signature Page on behalf of the corporation.

8.0 CONFLICT OF INTEREST DISCLOSURE AND NON-COLLUSION FORM **REQUIRED******

IMPORTANT: All Respondents are required to complete and sign this form. Completed form must be returned with proposal by the RFP deadline. **Failure to return this completed form may result in disqualification of proposal.**

RFP #: _____ DATE: _____

CONFLICT OF INTEREST DISCLOSURE

College of DuPage (COD) reserves the right, at its sole discretion, to reject any and all responses, revise the submission timeline as described in the solicitation, and to discontinue at any time the submission process as described in the solicitation. College of DuPage is requiring that any and all relationships with the College, its Administrators, Trustees, Committee members, COD Foundation Trustees, or any other Employee of the College be disclosed in writing as a part of any response submitted. Contact with any employee of the College of DuPage during the pre-award period, except as noted in the RFP documents, is strictly forbidden and is considered sufficient grounds for dismissal from the RFP process.

VENDOR CONFLICT OF INTEREST DISCLOSURE

Define the relationship with any College of DuPage Administrator, Trustee, Employee, COD Foundation Board member, Committee member, or their immediate family member, with which your company or any of its owners, officers, Trustees, employees, or their immediate family, does business or is likely to do business with, or for which there is an opportunity to influence a related College decision; include the name and relationship to any immediate family member.

Vendor certifies that there is no known conflict of interest with any COD Administrator, Employee, Trustee, Committee member, or COD Foundation Trustee, or their immediate family.

Vendor Printed Name: _____ Title: _____

Signature: _____ **Date:** _____

NON-COLLUSION STATEMENT

The undersigned affirms that he/she is duly authorized to execute a contract and that this company, corporation, firm, partnership or individual has not prepared this response in collusion with any other Respondent, and that the contents of said response have not been communicated by the undersigned nor by any employee or agent to any other person engaged in this type of business prior to the official opening of this response.

Company Name: _____ Owners/Principal(s) Name(s)/Title(s): _____

Vendor Address: _____ City, State, Zip: _____

Phone Number: _____ Fax Number: _____

Email Address: _____

Signature
Respondent/Company Official: _____ **Date:** _____

ATTACHMENT #1 – DEVICE CAPABILITIES AND FEATURES

ATTACHMENT 1

Device capabilities and features

Digital convenience fleet MFDs are categorized into four (4) segments with capabilities and features as noted in the table below. “Standard” refers to the feature in use on all units, “Optional” means the feature is in use on some units, “N/A” means not in use on any unit:

| Function | Segment 1 WC 3655 (43) | Segment 2 WC 5955 (30) | Segment 3 WC 7225 (27) | Segment 4 WC 7835 (18) |
|---|----------------------------|----------------------------|----------------------------|----------------------------|
| Monochrome copying, printing & scanning | Standard | Standard | Standard | Standard |
| Color copying & printing | N/A | N/A | Standard | Standard |
| Color scanning | Standard | Standard | Standard | Standard |
| Rated Speed | B&W 47 ppm | B&W 55 ppm | B&W 25 ppm Color 25 ppm | B&W 35 ppm Color 35PPM |
| Fax | 12 | 20 | 8 | 12 |
| Paper output size | Letter /Legal | Letter/Legal/Ledger | Letter /Legal /Ledger | Letter /Legal /Ledger |
| Duplex Automatic Document Feeder | Standard | Standard | Standard | Standard |
| Default Duplexing | Print-Standard Copy-n/a | Print-Standard Copy-n/a | Print-Standard Copy-n/a | Print-Standard Copy-n/a |
| Reduction and Enlargement | 25%-400% | 25%-400% | 25%-400% | 25%-400% |
| Internal Stapler | N/A | Multi-Position | Multi-Position | Multi-Position |
| External Stapler | Standard | Optional | Optional | Optional |
| Sheet capacity / Finisher | 250 | 2000 Min. | 2000 Min. | 2000 Min. |
| Scan to e-mail with LDAP authentication | Standard | Standard | Standard | Standard |
| Password-protected Print | Standard | Standard | Standard | Standard |
| Console | Standard | Standard | Standard | Standard |
| Paper Drawers | 2 + bypass | 4 + bypass | 4 + bypass | 4 + bypass |
| Tray Sheet Capacity | 1,100 + bypass | 3,600 + bypass | 2000 + bypass | 2000 + bypass |
| External high capacity paper tray | N/A | N/A | N/A | N/A |
| 3-hole Punching | N/A | Optional | Optional | Standard |
| Proximity Card Reader | Standard | Standard | Standard | Standard |

Printers are categorized into two (2) segments with capabilities and features as noted in the table below. “Standard” refers to the feature in use on all units, “Optional” means the feature is in use on some units, “N/A” means not in use on any unit:

| Function | Segment 5 3610 (163) | Segment 6 6600 (20) |
|---------------------------------------|-------------------------|----------------------------|
| Monochrome printing | Standard | Standard |
| Color printing | N/A | Standard |
| Rated Speed | B&W 47 ppm | B&W 36 ppm Color 36 ppm |
| Paper output size | Letter /Legal | Letter /Legal |
| Default Duplexing Mode | Standard | Standard |
| Output capacity | 250 | 250 |
| Paper Drawers | 2 + bypass | 2 + bypass |
| Tray Sheet Capacity | 1,100 + bypass | 1,100 + bypass |
| Stand | Optional | Optional |
| Proximity Card Reader | Standard | Standard |
| Printer release solution (Omega PS60) | Standard | Standard |

Production print equipment is categorized into (4) segments with capabilities and features as noted in the table below.

| Segment 7 |
|---|
| 4112 |
| This Copier/Printer (print, copies and scans) delivers black and white print at resolution up to 2400 x 2400 dpi at a productive 110 ppm. Includes: simple workflow with an easy to use touch screen and walk-up copy/scan capabilities; Bypass tray runs up to 250 sheets, four (4) tray sheet feed module accommodates various stock weights totaling 3,800 sheets based on 16 # bond to 80 # cover. Media dimensions are minimum of 4 x 6 and maximum of 13 x 19.2 inches. Media weight minimum is 16 # bond to maximum of 140 # index. This device operates with standard finisher; 3,000 sheet stacker capacity, variable-length stapler (up to 100 sheets, multi-position single or dual), hole punch and built-in bi-directional de-curler. |
| Segment 8 |
| D95 |
| This Copier/Printer (print, copies and scans) delivers benchmark black and white prints at resolution up to 2400 x 2400 dpi at a productive 95 ppm. Includes: Simple workflow with an easy to use touch screen, scan-to features, and walk-up copy/scan capabilities; 250 sheet single pass color document feeder copier/scan at up to 200 images per minute. Bypass tray runs up to 250 sheets, four (4) tray sheet feed module accommodates various stocks weights, totaling 3,800 sheets based on 16 # bond to 80 # cover. Media dimensions are minimum of 4 x 6 and maximum of 13 x 19.2 inches. Media weight minimum is 16 # bond to maximum of 140 # index. 250 sheet single pass color scan document feeder copies/scans at up to 200 images per minute. This unit is equipped with High Capacity Feeder 2 Tray Module adding 4,000-sheet capacity for increased productivity with uninterrupted long runs. Its standard finisher is fitted with the 200 sheet Post Process Inserter and provides offset stacking, hold punch, stapling (multi-position single/dual 100 sheet) and a bi-directional de-curler. |

Segment 9

D136 (2)

The two (2) D136's Copier/Printer (prints, copies and scans & stores) delivers black and white matte like image quality using low melt EA toner and prints at resolutions up to 2400 x 2400 dpi at a productive 136 ppm. Includes: Simple workflow with an easy-to-use touch screen, Scan/Copy Functions, plus scan to Email, folder, PC, or mailbox; 250 sheet Single Pass Color Scan Document Feeder copies/scans at up to 200 images per minute. Feeders include a Bypass tray that runs up to 250 sheets, four (4) tray Sheet Feed Module accommodates various stock weights and capacities, totaling 3,800 sheet based on 16# bond to 80# cover. Media dimensions are minimum of 4 x 6 and maximum of 13 x 19.2 inches. Media weight minimum is 16 # bond to maximum of 140 # index. Includes a cooling module for increased reliability for inline finishing. Both D136 devices are equipped with standard finisher plus, fitted with the 200-sheet Post Process Inserter providing offset stacking, hole punch, stapling (multi-position single/dual 100 sheet) and a bi-directional de-curler.

Both D136 units operate with print server. This system is a robust prepress tool that streamlines document assembly, and late stage editing features. Allows operators to print several jobs at once or one long streaming job. Tools to automate and streamline workflow, data stream support for publishing, personalization and transaction print environments. Equipped with keyboard, mouse, monitor and stand.

D136 A

D136B

The D136 unit (A) is equipped with Dual Tray Oversized High Capacity Feeder and Plockmatic Pro 50/35 Booklet Maker. The Oversized High Capacity Feeder increases productivity with uninterrupted long runs by accommodating standard, oversize and custom stock requirements. This feeder adds 4,000-sheet capacity for media 8 x 10 to 13 x 19, 18# to 110# enabling use of more approved coated stocks. The Booklet Maker is designed to create high quality booklets at rated speed. Includes the option to add color cover and inserts. Saddle-stitch and folds from 35/50 sheets producing up to 140/200 page booklets or simply fold a single sheet. Square fold capacity from 6 sheets to 30 sheets, along with creating booklets ranging from 8.1 x 5.4 to 12.6 x 9.0 inches. Accepts paper sizes: min 8.1 x 10.8 to max 13 x 18 inches. Accepts paper weight: Coated 64 gsm / 300 gsm, Uncoated 105 gsm/ 300 gsm. Bleed trim: 1mm min/30mm max. Face trim distance: 1mm min/16mm max.

The D136 unit (B) is equipped with High Capacity Feeder and Thermal Maker. The High Capacity Feeder adds 4,000 sheets and accepts media weights of 16 # bond to 80 # Cover. The Thermal Maker accepts processing from the printer to produce tape bonds set in-line or, when in use, allows sheets to pass through to other finishers. It binds 8.5 x 11 inch sizes from 15 to 125 sheets. Tape color options are black, white and dark blue. A tab option allows you to define section in the tape-bound books for easy navigation.

Segment 10

J75 (2)

The two (2) J75 unit (print, copy, and scan) deliver color prints at resolutions up to 2400 x 2400 dpi and 1mm front to back registration at a highly productive 75 ppm of all stocks at rated speed (ASRS). Auto duplex 120 # cover / 300 gsm coated and uncoated. Includes 250-sheet bypass tray (13" x 19.2"), 120 # cover; three standard internal tray modules holding up to 550 sheets (13" x 19.2"), coated and uncoated paper, 80 # cover; and a 250-sheet single pass duplex scanner that copies/scans at 200ipm in color or b/w. Tools that automate the process of creating both alignment profiles to ensure outstanding registration and ensuring uniform density across the page improving the overall image quality. Both J75's are equipped with 2-Tray Oversized High Capacity Feeder adding 4,000 sheet capacity. Paper stabilizer to minimize skew for custom paper and four blowers that help feeding and improve reliability. Includes roller system to prevent misfeeds. Feeds 13" x 19.2" and from 64gsm uncoated or 106gsm coated to 300gsm/120lb cover. Standard Finisher provides 3,000-sheet capacity stacker tray, with a 500-sheet capacity top tray. Multiple location, 100 sheet stapling and hold punching of coated and uncoated paper. Standard hole punch configuration is 2/3 or 2/4. Standard 200 sheet interposer.

The J75 devices operates with print server, powered by Fiery/Command Workstation software. This unit allows for imposing files, compiling files, calibration, editing, and archiving. Unit includes spot-on technology that allows for adjustment and management of spot colors and their CYMK equivalent. By supporting the Adobe PDF Print Engine, Fiery servers offer a native end-to-end PDF workflow, allowing to improve the consistency and flexibility of the printed output from design to print.

J75 A

J75 B

The J75 (A) comes with Booklet Maker Finisher, which expands the standard finisher to allow bi folding and saddle-stitch up to 25 sheets on coated or uncoated stock. Build in de-curler for flat output. Changes stacker tray capacity to 1,500 sheets.

n/a

ATTACHMENT #2 – COLLEGE OF DUPAGE BUILDING



Produced by mapformation for College of DuPage. Last updated Aug. 2019/COD.








College of DuPage

425 Fawell Boulevard
 Glen Ellyn, Illinois
 60137-6599
 (630) 942-2800
 www.cod.edu

Buildings

| | | | |
|-----|---|-----|--|
| BIC | Rodney K. Berg Instructional Center | IRC | Institutional Resource Center |
| CHC | Culinary & Hospitality Center | MAC | Harold D. McAninch Arts Center |
| GH | Greenhouse | PEC | Physical Education and Community Recreation Center |
| HEC | Robert J. Miller Homeland Security Education Center | SCC | Seaton Computing Center |
| HSC | Health and Science Center | SRC | Student Resource Center |
| HTC | Homeland Security Training Center | SSC | Student Services Center |
| | | TEC | Technical Education Center |

Parking

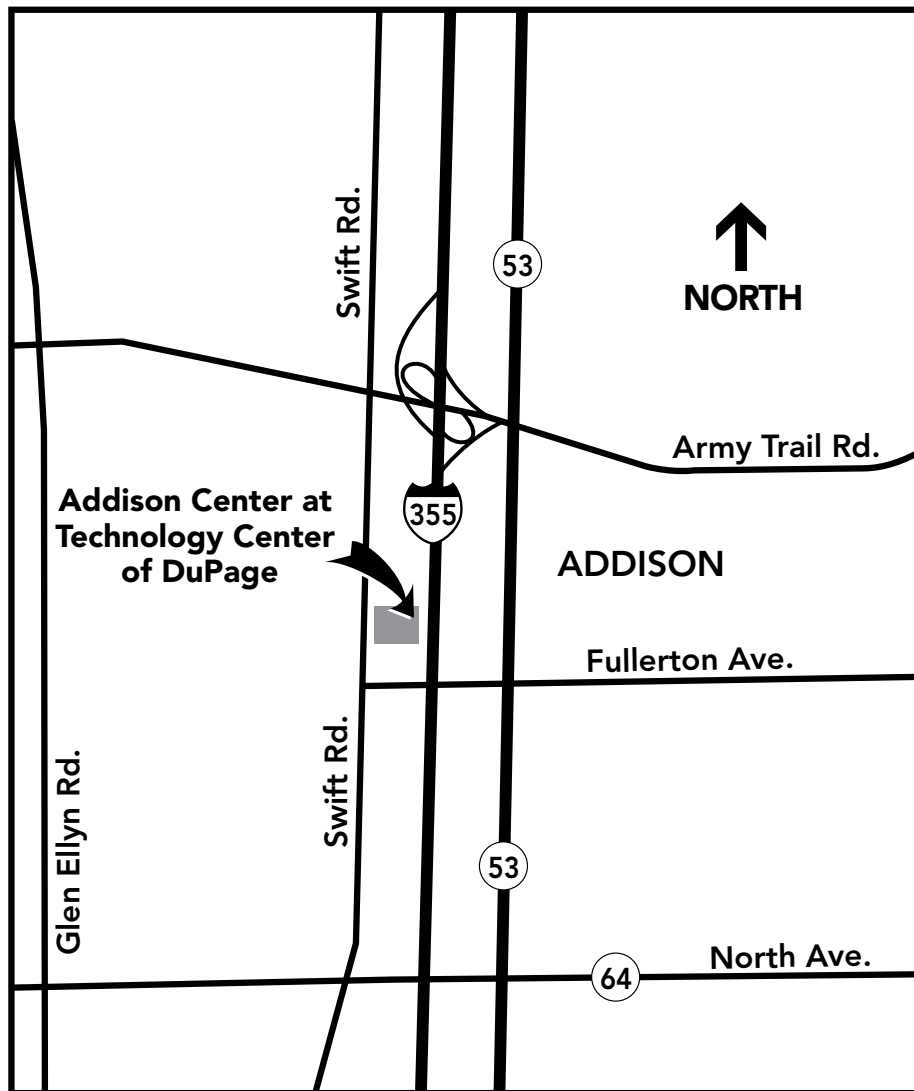
-  Accessible
-  Bus Stop
-  Employee
-  Guest/30-Minute
-  Motorcycle
-  Shipping and Receiving
-  Electric Car Charging Station



College of DuPage is Tobacco Free

College of DuPage prohibits the use of all tobacco products, including cigarettes, cigars, pipes, smokeless tobacco and electronic cigarettes on College of DuPage campus and satellite campuses. In addition to all buildings, it applies to all outside property and grounds and College owned vehicles.

Individuals may smoke inside their own vehicles as long as the doors and windows of the vehicle remain closed.



Addison Center

301 S. Swift Road
Addison, IL 60101
(630) 942-4600

COD Addison Center is located in the Technology Center of DuPage (TCD) on the east side of Swift Road, north of North Avenue and south of Army Trail Road. Swift Road is approximately 3/4 mile west of Route 53 or I-355.



College of DuPage is Tobacco Free

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Individuals may smoke inside their own vehicles as long as the doors and windows of the vehicle remain closed.



COD Business Development Center

535 Duane St., Office 233
Glen Ellyn, IL 60137 (630) 942-2600

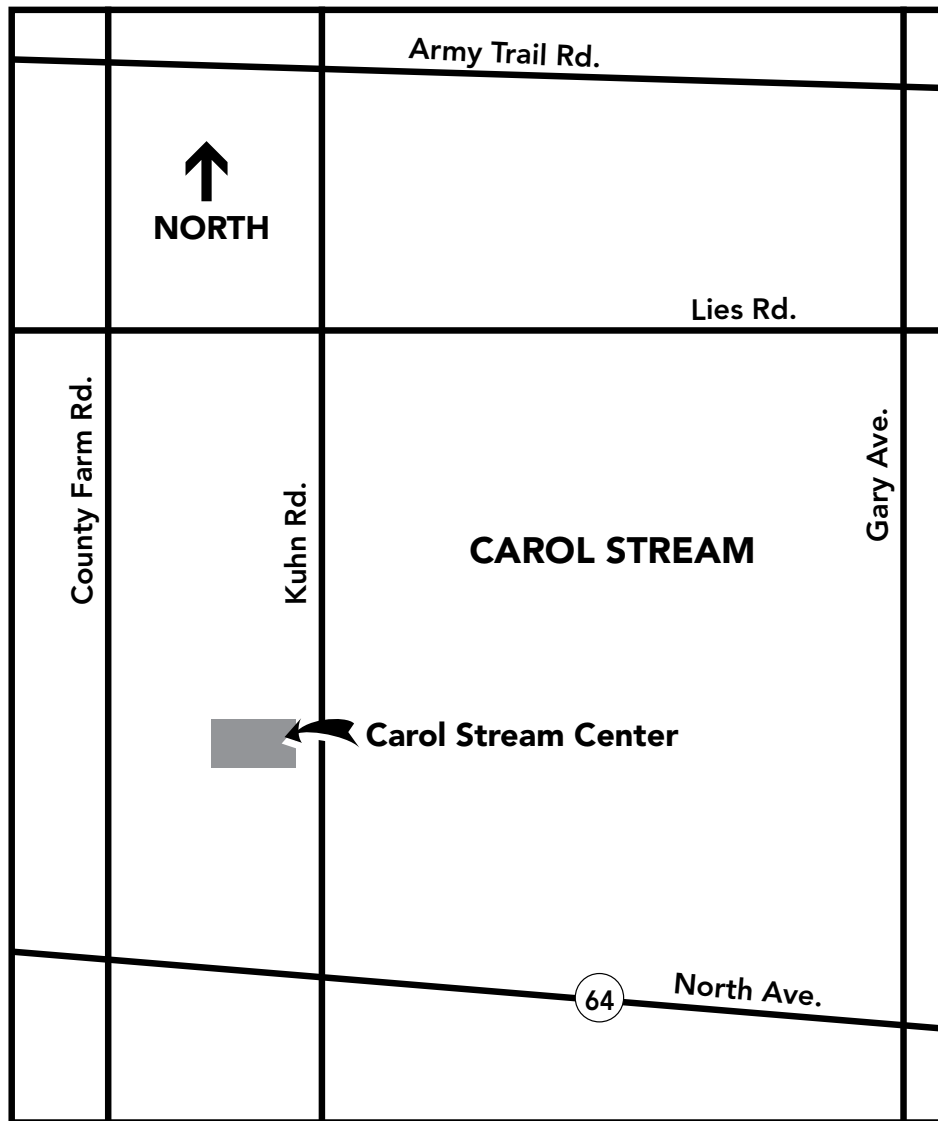
The Business Development Center is located in Glen Ellyn near the corner of Main and Duane Street, just south of the railroad tracks.



College of DuPage is Tobacco Free

College of DuPage prohibits the use of all tobacco products, including cigarettes, cigars, pipes, smokeless tobacco and electronic cigarettes on College of DuPage campus and satellite campuses. In addition to all buildings, it applies to all outside property and grounds and College owned vehicles.

Individuals may smoke inside their own vehicles as long as the doors and windows of the vehicle remain closed.



Carol Stream Center

500 Kuhn Road
Carol Stream, IL 60188
(630) 942-4888

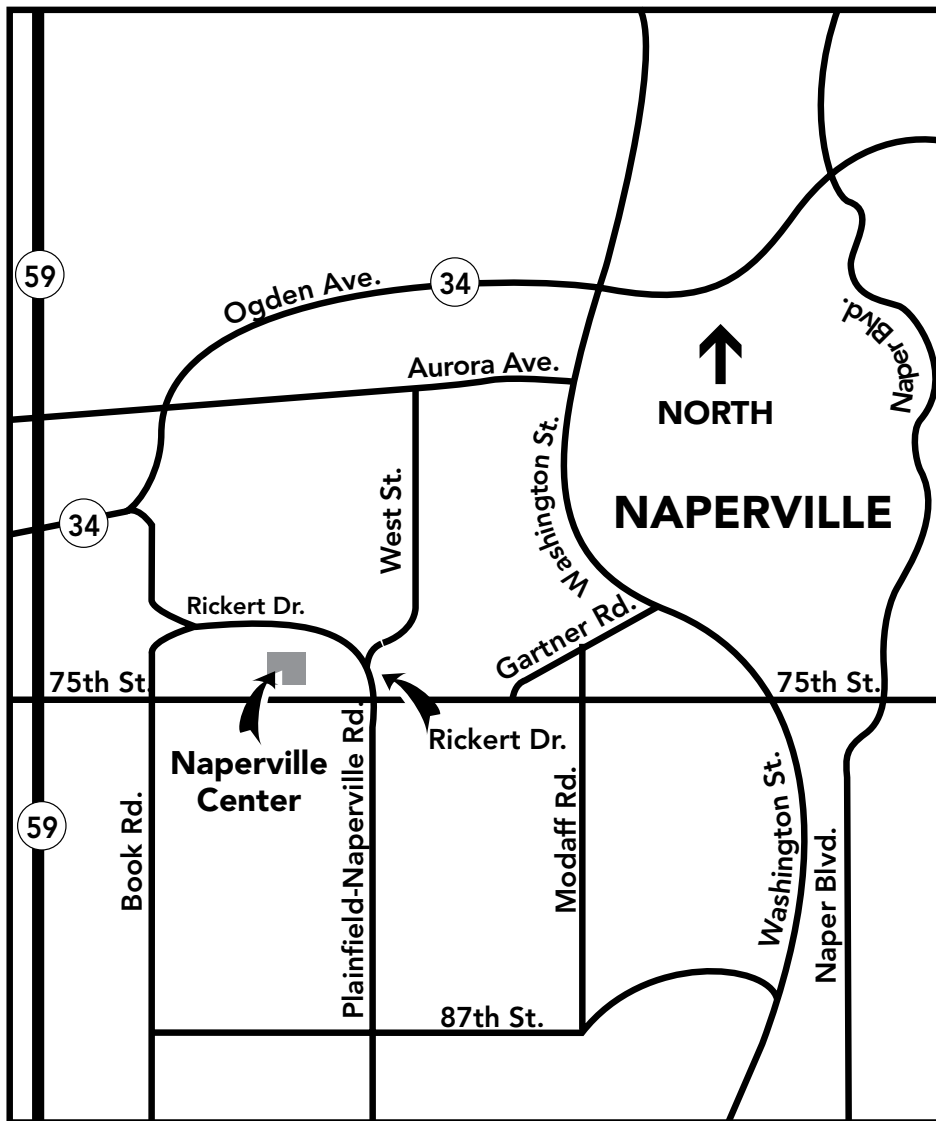
Carol Stream Center is located on the west side of Kuhn Road, north of North Avenue and south of Lies Road.



College of DuPage is Tobacco Free

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Individuals may smoke inside their own vehicles as long as the doors and windows of the vehicle remain closed.



Naperville Center

1223 Rickert Drive
 Naperville, IL 60540
 (630) 942-4700

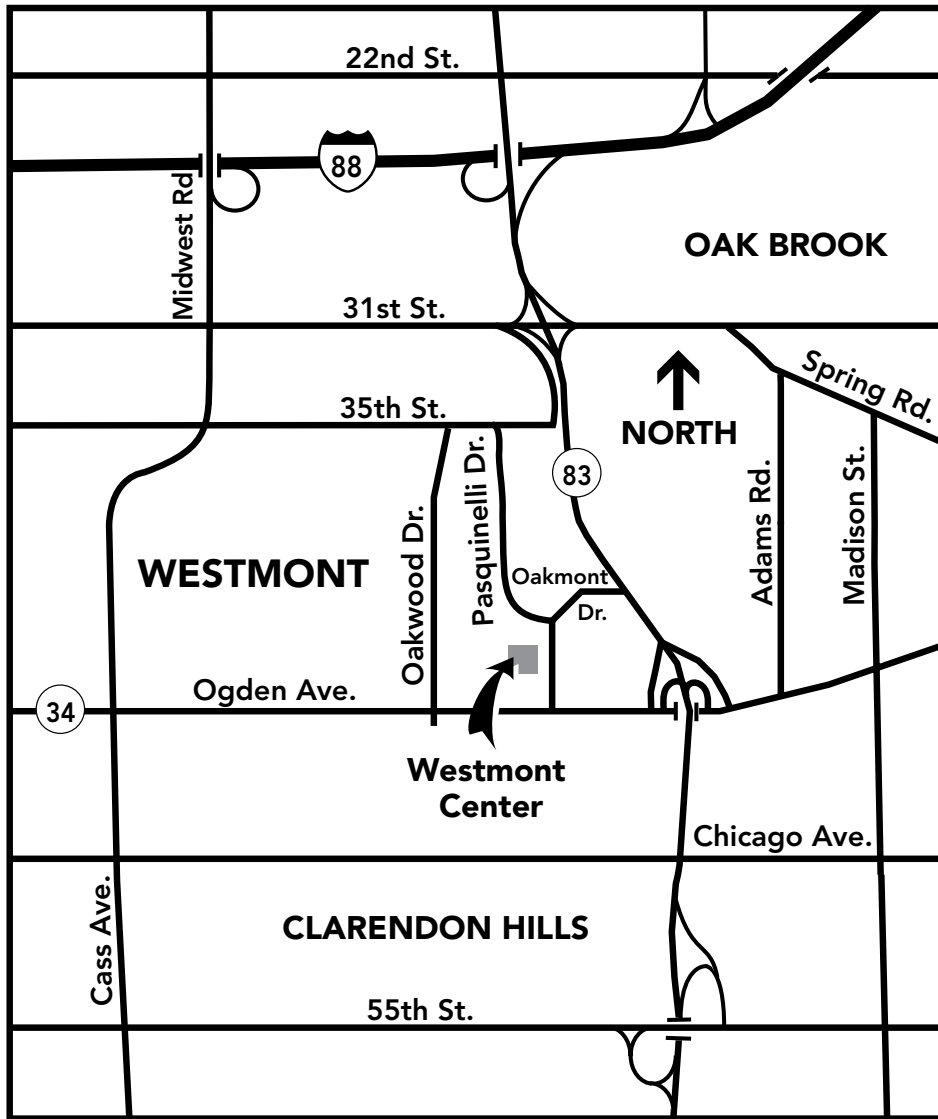
College of DuPage Center is located on the south side of Rickert Drive. Rickert Drive is accessed by turning north from 75th Street two miles west of Washington Street. From Route 59, travel east on 75th Street to Rickert Drive and turn north.



College of DuPage is Tobacco Free

College of DuPage prohibits the use of all tobacco products, including cigarettes, cigars, pipes, smokeless tobacco and electronic cigarettes on College of DuPage campus and satellite campuses. In addition to all buildings, it applies to all outside property and grounds and College owned vehicles.

Individuals may smoke inside their own vehicles as long as the doors and windows of the vehicle remain closed.



Westmont Center

650 Pasquinelli Drive
 Westmont, IL 60559
 (630) 942-4800

COD Westmont Center is located on the west side of Pasquinelli Drive. Pasquinelli Drive is accessed by turning north from Ogden Avenue one block west of Route 83. The center entrance is immediately north of the bank.



College of DuPage is Tobacco Free

College of DuPage prohibits the use of all tobacco products, including cigarettes, cigars, pipes, smokeless tobacco and electronic cigarettes on College of DuPage campus and satellite campuses. In addition to all buildings, it applies to all outside property and grounds and College owned vehicles.

Individuals may smoke inside their own vehicles as long as the doors and windows of the vehicle remain closed.

ATTACHMENT #3 – OUT-OF-SCOPE

ATTACHEMENT #3

Out-of-scope

| Make | Model | Location Description | Type | B&W or Color | Est. Annual B&W Vol | Est. Annual Color Vol | Est. Annual Total Vol |
|----------------|-------------------|-----------------------------|-----------------|-------------------------|--------------------------------|------------------------------|------------------------------|
| HP | LaserJet 600 M602 | Office | Single Function | B&W | 7,188 | 0 | 7,188 |
| Xerox | PH 6510N | Classroom | Single Function | Color | 578 | 180 | 758 |
| HP | LaserJet 4100 | Classroom | Single Function | B&W | 0 | 0 | 0 |
| Xerox | PH 6510N | Classroom | Single Function | Color | 516 | 42 | 558 |
| Xerox | Phaser 7750DN | Office | Single Function | Color | 384 | 30,733 | 31,117 |
| Epson | WF-7510 | Office | Single Function | Color | - | - | - |
| Xerox | PH 7400DN | Open Lab | Single Function | Color | 852 | 1,642 | 2,494 |
| Ricoh | Pro C5100S | Open Lab | Multi-Function | Color | 1,269 | 3,188 | 4,457 |
| Ricoh | SP C440DN | Open Lab | Single Function | Color | 0 | 0 | 0 |
| Xerox | 5550DT | Classroom | Single Function | B&W | 19,789 | 0 | 19,789 |
| Konica Minolta | C454e | Classroom | Multi-Function | Color | 585 | 2,402 | 2,987 |
| Xerox | 7800GX | Classroom | Single Function | Color | 44 | 2,267 | 2,311 |
| Xerox | 5550DT | Classroom | Single Function | B&W | 6,412 | 0 | 6,412 |
| Xerox | 7800GX | Classroom | Single Function | Color | 545 | 2,321 | 2,866 |
| Xerox | 5550DT | Classroom | Single Function | B&W | 11,140 | 0 | 11,140 |
| Xerox | 7800GX | Classroom | Single Function | Color | 190 | 3,765 | 3,955 |
| Xerox | 5550DT | Classroom | Single Function | B&W | 15,785 | 0 | 15,785 |
| Xerox | 7800GX | Classroom | Single Function | Color | 162 | 2,584 | 2,746 |
| Xerox | PH 6510 | Classroom | Single Function | Color | 342 | 610 | 952 |
| Xerox | PH 6510 | Classroom | Single Function | Color | 302 | 693 | 995 |
| Xerox | PH 5500DN | Classroom | Single Function | B&W | 6,221 | 0 | 6,221 |
| HP | LaserJet CP5225dn | Lab | Single Function | Color | 458 | 1,892 | 2,350 |
| Xerox | PH 5500DN | Classroom | Single Function | B&W | 2,868 | 0 | 2,868 |
| Xerox | PH 5500DN | Classroom | Single Function | B&W | 10,122 | 0 | 10,122 |
| HP | LaserJet 700 M712 | Classroom | Single Function | B&W | 13,039 | 0 | 13,039 |
| HP | LaserJet 700 M712 | Classroom | Single Function | B&W | 1,685 | 0 | 1,685 |
| Xerox | PH 7800DN | Lab | Single Function | Color | 8,769 | 16,303 | 25,072 |
| HP | LaserJet 700 M712 | Classroom | Single Function | B&W | 11,885 | 0 | 11,885 |
| | | | Total | | 121,130 | 68,622 | 189,752 |

ATTACHMENT #4 – PRICING FORM

GROUP A

DEVICES PRICING FORMS

FLEET PROPOSED EQUIPMENT

List the Quantity, Brand, Model of the proposed Multifunctional Devices and Single Function Printers. Please use the box below each Segment to specify included accessories. The parties may modify the model listing periodically during this Contract to reflect mutually agreeable substituted models.

Segment 1: Quantity: _____ Brand: _____ Model : _____

Included accessories:

Segment 2: Quantity: _____ Brand: _____ Model : _____

Included accessories:

Segment 3: Quantity: _____ Brand: _____ Model : _____

Included accessories:

Segment 4: Quantity: _____ Brand: _____ Model : _____

Included accessories:

Segment 5: Quantity: _____ Brand: _____ Model : _____

Included accessories:

Segment 6: Quantity: _____ Brand: _____ Model : _____

Included accessories:

Other: _____ Quantity: _____ Brand: _____ Model : _____

Included accessories:

Other: _____ Quantity: _____ Brand: _____ Model : _____

Included accessories:

FLEET MONTHLY LEASE AND COST PER IMPRESSION (CPI) PRICING

Below pricing to contain, but not limited to: monochrome and color equipment hardware, firmware, software, standard accessories, labor, service, support, parts, all consumable supplies, staples, licenses, kits, print drivers, network administration utility, boards, cards, insurance, freight charges, grounding, power surge protection devices, PM Services, firmware upgrades, software upgrades, drive time, trip charges, hourly rates, delivery, setup installation, order entry fee, de-installation, hard drive cleaning, installation training and ongoing training. All pricing must remain firm throughout the term of any Contract resulting from this RFP process.

Cost-Per-Impression (example: \$0.021 or two and one-tenth cents).

a. Monochrome CPI \$ _____

_____ and _____ cents) per monochrome impression.

(Please restate the cost-per-impression pricing in long-hand, per the example above)

b. Color CPI \$ _____

_____ and _____ cents) per monochrome impression.

(Please restate the cost-per-impression pricing in long-hand, per the example above)

Monthly Lease (with included accessories)

Segment 1 Monthly Lease Price: \$ _____

Segment 2 Monthly Lease Price: \$ _____

Segment 3 Monthly Lease Price: \$ _____

Segment 4 Monthly Lease Price: \$ _____

Segment 5 Monthly Lease Price: \$ _____

Segment 6 Monthly Lease Price: \$ _____

Other : _____ Monthly Lease Price: \$ _____

Other : _____ Monthly Lease Price: \$ _____

The monochrome CPI listed in item (a) shall also be applied to monochrome copies and prints on all color-capable fleet devices installed under this Contract.

FLEET ACCESSORY PRICING

Flat-rate charge, per device, per month, if features are not included in the monthly lease cost as standard accessories, applicable to units during this contract.

| HOLE PUNCH | INTERNAL STAPLER | CONVENIENCE STAPLER | SADDLE-STITCH | FAX | STAND |
|---------------------------|---------------------------|----------------------------|---------------------------|---------------------------|---------------------------|
| a. Segment 1: \$ _____ | b. Segment 1: \$ _____ | c. Segment 1: \$ _____ | d. Segment 1: \$ _____ | e. Segment 1: \$ _____ | f. Segment 5: \$ _____ |
| g. Segment 2: \$ _____ | h. Segment 2: \$ _____ | i. Segment 2: \$ _____ | j. Segment 2: \$ _____ | k. Segment 2: \$ _____ | l. Segment 6: \$ _____ |
| m. Segment 3: \$ _____ | n. Segment 3: \$ _____ | o. Segment 3: \$ _____ | p. Segment 3: \$ _____ | q. Segment 3: \$ _____ | r. Other: \$ _____ |
| s. Segment 4: \$ _____ | t. Segment 4: \$ _____ | u. Segment 4: \$ _____ | v. Segment 4: \$ _____ | w. Segment 4: \$ _____ | |
| x. Other: \$ _____ | y. Other: \$ _____ | z. Other: \$ _____ | aa. Other: \$ _____ | bb. Other: \$ _____ | |

PRODUCTION PROPOSED EQUIPMENT

List the Quantity, Brand and Model numbers of the proposed Production Multifunctional Imaging Devices. Under each segment response list accessories necessary for each model to meet Section 3.2.A.3. functionality compliance. The parties may modify the model listing periodically during this Contract to reflect mutually agreeable substituted models.

Segment 7: Quantity : _____ Brand : _____ Model : _____

Accessory 1: Quantity : _____ Brand : _____ Model : _____

Accessory 2: Quantity : _____ Brand : _____ Model : _____

Accessory 3: Quantity : _____ Brand : _____ Model : _____

Segment 8: Quantity : _____ Brand : _____ Model : _____

Accessory 1: Quantity : _____ Brand : _____ Model : _____

Accessory 2: Quantity : _____ Brand : _____ Model : _____

Accessory 3: Quantity : _____ Brand : _____ Model : _____

Segment 9: Quantity : _____ Brand : _____ Model : _____

Accessory 1: Quantity : _____ Brand : _____ Model : _____

Accessory 2: Quantity : _____ Brand : _____ Model : _____

Accessory 3: Quantity : _____ Brand : _____ Model : _____

Segment 10: Quantity : _____ Brand : _____ Model : _____

Accessory 1: Quantity : _____ Brand : _____ Model : _____

Accessory 2: Quantity : _____ Brand : _____ Model : _____

Accessory 3: Quantity : _____ Brand : _____ Model : _____

Other: _____ Quantity : _____ Brand : _____ Model : _____

Other: _____ Quantity : _____ Brand : _____ Model : _____

PRODUCTION MONTHLY LEASE AND COST PER IMPRESSION (CPI) PRICING

Below pricing to contain, but not limited to: monochrome and color equipment hardware, firmware, software, standard accessories, labor, service, support, parts, all consumable supplies, staples, licenses, kits, print drivers, controllers, network administration utility, boards, cards, insurance, freight charges, grounding, power surge protection devices, PM Services, firmware upgrades, software upgrades, drive time, trip charges, hourly rates, delivery, setup installation, order entry fee, de-installation, hard drive cleaning, installation training and ongoing training. All pricing must remain firm throughout the term of any Contract resulting from this RFP process.

Cost-Per-Impression (example: \$0.011 or one and one-tenth cents).

a. Monochrome CPI \$ _____

_____ and _____ cents) per monochrome impression.

(Please restate the cost-per-impression pricing in long-hand, per the example above)

b. Color CPI \$ _____

_____ and _____ cents) per monochrome impression.

(Please restate the cost-per-impression pricing in long-hand, per the example above)

c. Monochrome on Color Units CPI \$ _____

_____ and _____ cents) per monochrome impression on color units.

(Please restate the cost-per-impression pricing in long-hand, per the example above)

Monthly Lease (with included accessories)

Segment 7 Monthly Lease Price: \$ _____

Segment 8 Monthly Lease Price: \$ _____

Segment 9 Monthly Lease Price: \$ _____

Segment 10 Monthly Lease Price: \$ _____

Other: _____ Monthly Lease Price: \$ _____

Other: _____ Monthly Lease Price: \$ _____

VALUE ADDED PROPOSED EQUIPMENT

List the Quantity, Brand and Model numbers of the proposed Additional Equipment Also, list all accessories necessary for each model to meet Section 3.2.A.4. specification compliance. The parties may modify the model listing periodically during this Contract to reflect mutually agreeable substituted models. If additional space is needed, please attach extra sheets to your response.

Monochrome

AE1 Quantity : ____ Brand : _____ Model : _____

Accessory 1 : Quantity : ____ Brand : _____ Model : _____

Accessory 2 : Quantity : ____ Brand : _____ Model : _____

Accessory 3 : Quantity : ____ Brand : _____ Model : _____

AE2 Quantity : ____ Brand : _____ Model : _____

Accessory 1 : Quantity : ____ Brand : _____ Model : _____

Accessory 2 : Quantity : ____ Brand : _____ Model : _____

Accessory 3 : Quantity : ____ Brand : _____ Model : _____

AE3 Quantity : ____ Brand : _____ Model : _____

Accessory 1 : Quantity : ____ Brand : _____ Model : _____

Accessory 2 : Quantity : ____ Brand : _____ Model : _____

Accessory 3 : Quantity : ____ Brand : _____ Model : _____

AE4 Quantity : ____ Brand : _____ Model : _____

Accessory 1 : Quantity : ____ Brand : _____ Model : _____

Accessory 2 : Quantity : ____ Brand : _____ Model : _____

Accessory 3 : Quantity : ____ Brand : _____ Model : _____

Color

AE5 Quantity : ____ Brand : _____ Model : _____

Accessory 1 : Quantity : ____ Brand : _____ Model : _____

Accessory 2 : Quantity : ____ Brand : _____ Model : _____

Accessory 3 : Quantity : ____ Brand : _____ Model : _____

AE6 Quantity : ____ Brand : _____ Model : _____

Accessory 1 : Quantity : ____ Brand : _____ Model : _____

Accessory 2 : Quantity : ____ Brand : _____ Model : _____

Accessory 3 : Quantity : ____ Brand : _____ Model : _____

AE7 Quantity : ____ Brand : _____ Model : _____

Accessory 1 : Quantity : ____ Brand : _____ Model : _____

Accessory 2 : Quantity : ____ Brand : _____ Model : _____

Accessory 3 : Quantity : ____ Brand : _____ Model : _____

VALUE ADDED MONTHLY LEASE AND COST PER IMPRESSION (CPI) PRICING

Below pricing to contain, but not limited to: monochrome and color equipment hardware, firmware, software, standard accessories, labor, service, support, parts, all consumable supplies, staples, licenses, kits, print drivers, network administration utility, boards, cards, insurance, freight charges, grounding, power surge protection devices, PM Services, firmware upgrades, software upgrades, drive time, trip charges, hourly rates, delivery, setup installation, order entry fee, de-installation, hard drive cleaning, installation training and ongoing training. All pricing must remain firm throughout the term of any Contract resulting from this RFP process. If additional space is needed, please attach extra sheets to your response.

Cost-Per-Impression (example: \$0.011 or one and one-tenth cents).

a. Monochrome CPI \$ _____

_____ and _____ cents) per monochrome impression.

(Please restate the cost-per-impression pricing in long-hand, per the example above)

b. Color CPI \$ _____

_____ and _____ cents) per monochrome impression.

(Please restate the cost-per-impression pricing in long-hand, per the example above)

Monthly Lease (with included accessories)

AE 1 Monthly Lease Price: \$ _____

AE 2 Monthly Lease Price: \$ _____

AE 3 Monthly Lease Price: \$ _____

AE 4 Monthly Lease Price: \$ _____

AE 5 Monthly Lease Price: \$ _____

AE 6 Monthly Lease Price: \$ _____

AE 7 Monthly Lease Price: \$ _____

The monochrome CPI listed in item (a) shall also be applied to monochrome copies and prints on all color-capable fleet devices installed under this Contract.

GROUP B

DEVICE PRICING FORMS

PRINT MANAGEMENT SOLUTION DESCRIPTION

List the proposed solution components.

Software

Multi-Function Device (MFD) Licenses:

Product Description: _____ . QTY: _____

Single-Function Printer (SFP) Licenses:

Product Description: _____ . QTY: _____

Release Station Licenses:

Product Description: _____ . QTY: _____

Admin Console/Portal Licenses:

Product Description: _____ . QTY: _____

Work Order Submission Tool Licenses:

Product Description: _____ . QTY: _____

Other:

Product Description: _____ . QTY: _____

Other:

Product Description: _____ . QTY: _____

Other:

Product Description: _____ . QTY: _____

Hardware

Proximity Card Readers for MFDs:

Product Description: _____ . QTY: _____

Proximity Card Readers for SFPs:

Product Description: _____ . QTY: _____

Payment Kiosks:

Product Description: _____ . QTY: _____

Other:

Product Description: _____ . QTY: _____

Other:

Product Description: _____ . QTY: _____

Other:

Product Description: _____ . QTY: _____

PRINT MANAGEMENT SOLUTION PRICING

Below pricing to include, but not limited to: labor, service, support, parts, licenses, kits, print drivers, network administration utility, insurance, freight charges, upgrades, drive time, trip charges, hourly rates, delivery, setup installation, de-installation, installation training and ongoing training. All pricing must remain firm throughout the term of any Contract resulting from this RFP process.

Software

Multi-Function Device (MFD) Licenses (QTY): _____, Price Per License: _____.

Single-Function Printer (SFP) Licenses (QTY): _____, Price Per License: _____.

Release Station Licenses (QTY): _____, Price Per License: _____.

Admin Console/Portal Licenses (QTY): _____, Price Per License: _____.

Work Order Submission Tool Licenses (QTY): _____, Price Per License: _____.

Other (QTY): _____, Price Per: _____.

Other (QTY): _____, Price Per: _____.

Other (QTY): _____, Price Per: _____.

Hardware

Proximity Card Readers for MFDs (QTY): _____, Price Per Card Reader: _____.

Proximity Card Readers for SFPs (QTY): _____, Price Per Card Reader: _____.

Payment Kiosks (QTY): _____, Price Per Kiosk: _____.

Other (QTY): _____, Price Per: _____.

Other (QTY): _____, Price Per: _____.

Other (QTY): _____, Price Per: _____.

Services

Pre-installation Discovery and Consultation: _____

Installation, Configuration and Training: _____

Monthly Price of Service and Support for 60 months (Software): _____

Monthly Price of Service and Support for 60 months (Hardware): _____

Other (QTY): _____, Price Per: _____.

Other (QTY): _____, Price Per: _____.

Total Proposed Cost:

Web Submission Tool: _____

Output Management Solution: _____

Total Cost: _____

VALUE ADDED DESCRIPTION AND PRICING

Use this table for pricing and description of value added services not listed in above tables of this group. Below pricing to include, but not limited to: labor, service, support, parts, licenses, kits, print drivers, network administration utility, insurance, freight charges, upgrades, drive time, trip charges, hourly rates, delivery, setup installation, de-installation, installation training and ongoing training. All pricing must remain firm throughout the term of any Contract resulting from this RFP process.

Description:

| |
|--|
| |
|--|

Total Proposed Cost:

| |
|--|
| |
|--|

ATTACHMENT #5 – COLLEGE OF DUPAGE PRINT POLICY

College of DuPage Print Policy

PURPOSE

The College of DuPage's (COD) Managed Print Services (MPS) program, represents a comprehensive solution for managing printing costs, equipment, service, and sustainability initiatives at the College. This policy formalizes practices to ensure that efficiencies are realized in the following areas:

1. Improve the availability, reliability and service of our printing, copying, scanning and faxing technology.
2. Reduce environmental impacts by reducing paper usage, energy consumption and landfill waste typically associated with toner cartridges and unmanaged printing practices.
3. Reduction of print output expenses by using the most cost effective print/copy/scan devices.
4. Reduction of underutilized equipment by consolidating equipment and reallocating underutilized devices.

This Print Policy applies to all employees of the College, as well as any contract/grant/student employees in the service of College of DuPage who may be using College print devices.

RESPONSIBILITY

It is the device users' responsibility to review, understand, and comply with printing policies and procedures. The COD Team will be responsible for the fair and consistent application of these policies, in addition to ensuring that the College continues to improve the use and management of printing resources.

Users are responsible for compliance with federal copyright laws, which can be found at <http://www.copyright.gov/>. The person using the device, not the College of DuPage or any third-party, is responsible for any copyright infringement.

PRINT DEVICE PLACEMENT

Print device placement will be based on the following parameters:

1. Print assets will be placed in centralized, common areas, which allows accessibility by multiple users. Maximum walking distance will be targeted at 75 to 100 feet; however, there may be areas where distance might fall outside of this target. Business critical cases for retaining personal direct-connect individual desktop printers will be reviewed by the COD Team (see Move, Add, Change), and require approval by the cabinet.
2. All print devices will be accessible via the network. Non-networked print requests will be accommodated only with authorization by the Cabinet, and will be considered a deviation from the standard. Costs for network connectivity of print devices authorized via a Request for Print Device Move, Add, or Change will be the responsibility of the requesting department.
3. Multifunctional devices will have the appropriate capacity to accommodate all feeder printer volumes. Placement of print devices will ensure capacity (manufacturer's established maximum impressions) to accommodate historic print volumes of the location and avoid significant underutilization of assets. Volumes will be monitored on an ongoing basis.

3. Use of personally-owned (not College-owned) print devices is unallowable due to the impact of redirected print on the contract terms and pricing.
4. Division offices will be assigned at least one (1) high volume/high capacity black & white MFD, and will be assigned a color unit based on specific requirements.
5. Large faculty office suites will have one black & white printer in the suite. Smaller faculty office suites and single faculty office suites will be accommodated via access to larger suite printers. The intention is to minimize walking distance to no more than one hallway segment (Cross hallway to cross hallway) in the BIC, and same-floor in other buildings.
6. Classroom and student lab areas will be accommodated with print assets according to faculty-stipulated need. Where appropriate, print assets may be shared among multiple classrooms.
7. Fax capability will be accommodated on multifunctional devices.
8. The College will sell obsolete College-owned equipment in bulk to vendors who specialize in remarketing/ recycling used equipment.

DEVICE ACCESSIBILITY & SECURITY

An effort has been made to standardize on specific print device models in order to optimize contractual agreements and minimize costs. For prints on single function printers, authentication will be via a proximity card at the unit. For prints/copies on multi-functional devices, the authentication will be via a proximity card or via user ID and password.

All devices will be accessible via mobile print and “follow me” print; “follow me” printing allows users the flexibility to obtain their prints at an alternate printer in the event there is a service or supply interruption with their primary unit. To ensure security of printed documents, documents submitted to devices will require authentication at the unit to release for printing.

Direct print queues are highly discouraged and challenging to manage. However, if a direct print queue is required within a specific department to circumvent standard secure print, the request should be submitted on a request for Print Device Move, Add, or Changed; if approved, IT will work with our Managed Print Services provider to establish the appropriate print queue.

SUPPLIES & SERVICE

Supplies:

Contracted print device supplies (toner, waste containers) will be monitored and automatically replenished by our Managed Print Services provider and shipped to the College of DuPage Service Desk. Once a device prompts the end user to reorder supplies, orders should be placed through the College of DuPage Service Desk at extension XXXX or via e-mail at xxxxxxxx@cod.edu or the Campus Services website. Supplies will be delivered via the COD warehouse.

Paper:

Regular paper (8-1/2 x 11 white bond) and specialty paper (anything other than 8-1/2 x 11 white bond) **must** be ordered from the College of DuPage Service Desk at extension XXXX, via email (xxxxxxx@cod.edu), or through the Campus Service website request form. Only in an event when required specialty paper is not available the requesting department may order it from an outside vendor. Cost of specialty paper will be charged back to the using department and will need budget manager's approval. Cost of regular paper (8-1/2 x 11 white bond) ordered for out of scope equipment will be charged back to the using department and will need budget manager's approval.

All authorized signers are asked to monitor office supply orders/requisitions, and **decline direct orders for printer consumables and paper**. If a specific exception has been authorized, a copy of the supply order must be submitted electronically to xxxxxxx@cod.edu. The Purchasing Department will reject requisitions for printer consumables for any non-authorized device.

Service:

Service for MPS contracted print devices will be requested through the College of DuPage Service Desk on extension XXXX or via e-mail at xxxxxxx@cod.edu. The College of DuPage Service Desk (ext. XXXX) is available from 7:00AM until 6:00PM, Monday through Friday; after hours emergency service needs can be directed to the College of DuPage Information Technology Help Desk (ext. XXXX). The College of DuPage Service Desk (ext. XXXX) will perform level 1 triage by asking the requestor a series of questions; if the College of DuPage Service Desk staff cannot identify and fix the problem, they will contact the MPS Service Center Helpdesk directly. The MPS Service Center Helpdesk may contact the key device contact for additional information if required. The MPS maximum service response time goal is four (4) hours, with a resolution time goal of eight (8) hours, for multi-functional devices and single-function printers; the four hour timeframe is calculated using the available window of 8:00AM to 5:00PM, Monday through Friday.

Service for College-owned devices will be provided by the College of DuPage Information Technology Helpdesk on extension XXXX. College-owned devices will primarily consist of special-use printers (label printers, plotters, scanners, etc).

ACCOUNTING & BILLING**Chargebacks:**

Charges for all prints/copies will be allocated to the user's account code. Specific costs per impression will be listed and updated on the Team Site on the Employee Portal. In general, costs per impression for jobs produced by the Print Center are less costly than prints/copies made on departmental multifunctional devices and single function printers.

Chargebacks are maintained by the Output Management Accounting System which captures the number of impressions printed at the time a print job is released. For prints, once the job begins printing, charges for the entire job are charged. If you cancel a print job that has already begun, you will be charged for the total number of pages in the file. Please contact the College of DuPage Service Desk (XXXX) to receive credit for unprinted pages.

Individual users may review their usage by accessing the Online Print Center using your single sign-on log-in ID and password. Cost reports reflecting usage and costs by user will be distributed to budget managers, according to the most current Authorized Signers Listing, on a monthly basis. Total impressions by account code will be reported monthly to the Finance Department for chargeback, and reflected on the appropriate Budget Summary in myACCESS. Budget Managers may request detailed usage reports by user, which may include all transactions for a specified time frame.

Job Redirection:

Black and white print jobs in excess of 100 total impressions, and color jobs in excess of 25 total impressions (an impression is the production of an image by any print output device which applies ink/toner to a side of paper), will prompt an informational pop-up message advising the user that a less costly print option is available, and the job should be directed to the COD Print Center (see Print Center section of this Policy). A report is generated indicating which users did not take advantage of the Print Center's capabilities and continued with their print job after such a notification. Budget managers may request this report for specific users via the College of DuPage Service Desk.

PRINT CENTER SERVICES

The Print Center is a full service print facility, including digital duplication of electronic and hard copy documents in color and black and white; offset printing for NCR, certificates, letterhead, envelopes, large format printing, engraving, and signage services. Black and white print/copy orders can be placed on-line through Print Center Online (PCO). Information regarding Print Center services, including pricing and the online web submission process, is available on the Campus Services website. Please contact the Print Center located in XXX XXXX or at extension XXXX, for any questions or assistance with setting up your PCO profile. The Print Center is open from 7:30AM until 5:00PM Monday through Friday.

Logo and External Print:

Because our logo represents us at the very highest level, it is vitally important. All use of the College of DuPage logo, must be reviewed and approved by the Marketing Department, extension XXXX.

All printing projects, including and excluding the College logo, must be directed to the College of DuPage Print Center for evaluation and internal pricing quote. If for any reason, the Print Center is not able to accommodate the request, the end user will be notified to utilize an external printing facility. Please contact the Print Center located in XXX XXXX or at extension XXXX, for any questions or assistance with printing projects.

TRAINING

Training videos and device user guides are available on the team site, which can be found on the Employee Portal. You are encouraged to make use of these helpful tools. The Managed Print Services Team periodically releases "Print Tips", which provide helpful information on a variety of print related topics; these tips can also be found on the Team site on the Employee Portal.

SUSTAINABILITY & BEST PRACTICES

With sustainability and financial responsibility as two of the key goals of the Managed Print Services program, the following best practices should be adhered to wherever possible:

1. Print devices are to be used for documents that are relevant to the day-to-day conduct of business at the College. College printers should not be used to print personal documents.
2. Any documents that contain the College logo should be submitted to Marketing & Communications for review prior to printing.
3. Do not print multiple copies of the same document on a printer. If you need multiple copies, use a multi-functional device.
4. Print devices will be defaulted to print all documents in duplex (two-sided printing) mode. If you need to print in simplex (single-sided) mode, you will need to change the device settings.
5. Take advantage of print optimization features where available, such as printing six PowerPoint slides per page versus one slide per page.
6. Avoid printing large files (100+ B&W pages; 25+ Color pages) on printers or multi-functional devices. Large files should be submitted to the Print Center for printing.
7. Avoid printing email messages. Instead, use the folders and archiving functionality in your email application to organize and view messages.
8. Avoid printing a document just to see what it looks like. Avoid the unnecessary waste by utilizing the print view in the application you're using to see how the document will look printed.
9. Avoid color printing unless absolutely necessary. In most scenarios, black and white will work fine for whatever you're trying to do. Color has a high cost per page and should only be used when it is necessary.
10. Avoid making unnecessary copies. Instead of copying a document just to share it with someone, use the scan to email feature on the multi-functional devices. You can scan and email to yourself, and forward the message along; or, you can scan and email a file directly to whom you wish to share the document with.
11. Print only what you need. Are you printing from a page online? With scrolling pages being so prevalent on the web these days, it's super easy to print several extra pages of content you do not need. When you select to print and your print dialogue box appears, make sure you specify only the pages you want to print.
12. Change your printing margin preference in Microsoft Word from the default of 1 inch to 0.75 inch. Based on a study by the Penn State Green Destiny Council, doing so can reduce paper usage by 4.75%.
13. Proof before you print! Use the print preview mentioned earlier to look for layout issues and typographical errors. Just take an extra few seconds to make sure that what you see in the preview is what you want to see on paper.

One of the main goals of the College of DuPage Print Policy is to reduce environmental impacts by reducing paper usage, energy consumption and landfill waste typically associated with toner cartridges and unmanaged printing practices. Achieving these goals will be a college wide effort and requires everyone's cooperation.

REQUEST FOR PRINT DEVICE MOVE, ADD, OR CHANGE

Print devices should not be moved, removed or relocated by an individual user or department. All moves, relocations and removals must be coordinated through the Managed Print Services Team to ensure accuracy of the College's records and limit the potential liabilities resulting from damaged equipment.

Requests for an additional copier or printer will be handled on a case by case basis, utilizing displaced equipment when possible. These requests may be submitted by an Administrator, using the Request for Move, Add, or Change form, to the Managed Print Services Team via xxxxxxxx@cod.edu. The team will review and evaluate requests according to the parameters noted in this policy. If the request is denied by the team, it may be submitted for review by the Cabinet.

Any request, approved by the Cabinet, that is a deviation from standard placement guidelines will be in effect for the requesting employee only. Should the requesting employee terminate their employment or no longer need the printer, it will be returned to inventory for reallocation as appropriate.

If a request for Move, Add, or Change is approved and will be accommodated by leased equipment, an amount equal to the total lease cost for the equipment determined to best accommodate this need will be transferred from the requesting department into the Output Device Rental Equipment Budget. The Budget Manager, as noted on the current Authorized Signers listing, for the requesting account code will be advised of the total amount to be transferred prior to an order being placed. Additionally, the requesting department will be responsible for any costs associated with electric and data connections.