



**INVITATION FOR BID**

**AEPA IFB #017 - B  
Digital Multi-Function Devices/Copiers, Printers and Related Services**

**PART B – SPECIFICATIONS**

**TABLE OF CONTENTS**

1. **Scope of Bid** ..... 1  
 2. **Type of Bid**..... 2  
 3. **Anticipated AEPA Member Agency Participation** ..... 2  
 4. **Glossary of Terms and Abbreviations** ..... 3  
 5. **Special Terms and Conditions** ..... 3  
 6. **Standard Specifications [Fixed Specifications]** ..... 3  
 7. **Product | Category Specific Specifications** ..... 4  
 8. **Pricing – See Pricing section in Part A – General Terms & Conditions for details**..... 5

\*\*\*\*\*

**1. Scope of Bid**

AEPA is seeking qualified, experienced Vendor Partner(s) who possess the necessary resources and capabilities to acquire, deliver and perform the required supplies, materials equipment and labor to all 26 member states necessary to supply the

1. Purchase and/or lease of digital multi-function devices/copiers, printers and related accessories, service and supplies from equipment manufacturers, and
2. Related service and software solutions, including, but not limited to, managed print services, enterprise content management (content/document/data management), or other related service.

The successful Vendor Partner(s) will provide discount pricing on a range of equipment and services. The diversity of participating public agencies requires a broad choice of options. Manufacturers are requested to offer their entire catalog of available product at a discount from the current published schedule for public agencies.

There are three categories to this bid; a) digital multi-function black and white and color copiers and related accessories and service, b) black and white and color printers and related supplies, and c) related document services and software solutions such as managed print services and enterprise content management.

Responding Vendor Partners may be able to supply product and service for MFP/Copiers, and/or Printers, and/or any other related service.

## 2. Type of Bid

This bid is considered a:

YES	NO	TYPE OF BID
√		<b>CATALOG:</b> A catalog bid is utilized when the products and/or services solicited are clearly identified with set and specific characteristics, attributes and configurations that are identifiable as a stand-alone single unit and can be listed and priced as a single unit with options that can be added to enhance and/or improve its operation and functionality. The Bidder offers a fixed discount(s) off retail price or prices in a Commercially Available Catalog. The discounts may be for the entire Commercially Available Catalog, for specific products, product lines, manufacturers or category of products as determined by the Bidder. See Pricing section for detailed information on Catalog Pricing.
	√	<b>LINE ITEM:</b> A line-item bid is utilized when the products and services solicited cannot be identified or listed as a single unit; consists of a number of different variables and configurations, it is necessary to identify the specific project or application; the end product or solution is made of individually priced elements or components and the end product's or solution's cost is derived by the Vendor Partner specially prepared and providing a quote based on the project's terms, conditions and requirements. See Pricing section for detailed information on Line-Item Pricing.

## 3. Anticipated AEPA Member Agency Participation

State	Participate? Yes/No/ Undecided	Other States Member Sells In	Est. 1 <sup>st</sup> Year Purchase Volume	% Growth for Year 2-4
California		AZ,NV		
Colorado	Yes		\$ 12,000	2%
Connecticut	Yes	MA,ME,NH, NY, RI,VT	\$ 750,000	10%
Florida	Yes	AL,GA	\$ 15,732	2%
Indiana	Yes		\$ 1,600	3%
Iowa	Yes	IL,SD	\$ 615,000	15%
Kansas	Yes	OK	\$ 2,000,000	1%
Kentucky	Yes	AL,GA,LA,MS, NC,SC,TN,WV	\$ 3,600,000	5%
Massachusetts	Yes		\$ 1,000,000	2%
Michigan	Yes		\$ 1,466,500	5%
Minnesota	Yes	SD	\$ 1,500,000	15%
Missouri		AR,IL,LA,SD		
Montana	Yes	ID	\$ 198,000	5%
Nebraska	Yes		\$ 60,000	5%
New Jersey	Yes		\$ 300,000	
New Mexico				
North Dakota	Yes		\$ 100,000	10%
Ohio	Yes		\$ 3,750,000	3%
Oregon	yes			
Pennsylvania	Yes	DE,HA, MD,NY,	\$ 3,500,000	3%
Texas	Yes		\$ 2,000,000	3%
Virginia	Yes		\$ 1,300,000	5-7%
Washington	No	AK,ID	\$ 800,000	3%
West Virginia	Yes		\$ 600,000	1%
Wisconsin				
Wyoming	Yes	SD,UT	\$ 10,000	5%
<b>Total</b>			<b>\$23,578,832</b>	

Please note that individual AEPA Member Agencies that have indicated that they intend to participate in any contract approved under this solicitation, does not guarantee or mean that the individual AEPA Member Agency will enter into a contract with any AEPA approved Vendor Partner Each AEPA Member Agency will make that determination after reviewing Vendor Partner responses and AEPA's recommendation for acceptance and bid award. The AEPA Member Agency's contracting decision shall be final.

The above information relating to the estimated/projected volume for the first year for this solicitation is provided based on submittals from its members. AEPA Member Agencies anticipate that purchase volumes will increase in contract years two (2) through four (4). This information is provided as an aid to Bidders in preparing responses only. It is not to be considered a guarantee of volume under this IFB. The successful Vendor Partner's discount and pricing schedule shall apply regardless of the volume of business under the contract.

**4. Glossary of Terms and Abbreviations**

Abbreviations and Acronyms for Standards and Regulations: Where abbreviations and acronyms are used in specifications or other contract documents, they shall mean the recognized name of the organizations responsible for the standards and regulations in the following list. Names, telephone numbers, and websites are subject to change and are believed to be accurate and up-to-date as of the date of the contract documents.

Digital Multifunctional Devices - a digital copier that also may serve as a fax machine, printer, and perhaps scanner as one piece of equipment, usually serving in a network environment.

Printers - an external hardware output device responsible for taking electronic data stored on a computer or computing device and generating a hard copy of that data.

Managed Print Services - services offered by an external provider to optimize or manage all aspects of a company's document output from printers, scanners, faxes and copiers. The optimization of these devices enables organizations to save money, produce less paper waste and increase efficiency.

Enterprise Content Management - the technology used to capture, manage, store, preserve, and deliver content and documents related to organizational processes.

Related Products, Services and Solutions - the complete range of products, services and solutions provided by the Vendor Partner relating to the solicitation, deployment, development and/or implementation activities that are appropriate to the scope of this solicitation.

**5. Special Terms and Conditions**

5.1 The Vendor Partner will warranty all parts and materials for at least 90 days from date of purchase or manufactures' warranty, whichever is longer.

5.2 Vendor Partner will endeavor to supply products that are made in the United States of America.

**6. Standard Specifications**

Item	Description
6.1	Vendor Partners will have access to a full inventory of the awarded product line(s).
6.2	Vendor Partners shall maintain a minimum monthly overall average fill rate of 95% or above. Line items that are reordered, backordered, or partially filled are not considered filled line items when calculating this service level.
6.3	Orders must be shipped within 48 hours after receipt of an order 90% of the time. The Vendor Partner will notify the Buyer if product ordered cannot be shipped within this time period to provide the opportunity to secure product elsewhere.
6.4	Vendor Partners must be a manufacturer's authorized sales and service dealer for all proposed equipment/software. An authorized sales and service dealer is defined in this solicitation as one purchasing their products for resell directly from the manufacturer(s) or the manufacturer's approved channels. Products that result from new authorized sales and service dealer arrangements between the Vendor Partner and the manufacturer during the term of this contract may be added and offered through the AEPA contract.
6.5	All charges and components necessary for performance of the contract shall be clearly identified even if such are not specifically addressed in any paragraph or sub-paragraph or form that is a part of this request.
6.6	If the Vendor Partners intends to utilize independent agents/distributors, subcontractors and/or third-party agents to perform and/or provide any part of the products and services offered herein, the Vendor

Item	Description
	Partners must identify all providers and any and all associated costs with these providers.
6.7	Optional services must be identified separately, and must include clear descriptions of proposed services.
6.8	Vendor Partners must provide a product or mix of products in a manner that will allow Buyers to migrate to emerging technologies/services and between legacy technologies with no penalty charge associated with maintaining the most appropriate selections of goods and services throughout the life of the contract.
6.9	Vendor Partners must be able to supply paper catalogs where requested. The catalog shall have a cover label indicating that the catalog's contents are available through the participating Member Agency and the AEPA contract. The label shall identify the agency's contract number, discount level(s) and any special ordering instructions.
6.10	Packing slips shall accompany all deliveries and shall contain Buyer's purchase order number, Vendor Partners' name and name of article. Cartons shall be identified by purchase order number and Vendor Partners' name.
6.11	Orders not filled and partials shall be indicated on the packing list. Vendor Partners shall inform member of anticipated availability date for unfilled and partial orders.
6.12	All products sold by Vendor Partners must be new. Only the newest versions of software and equipment will be bid.
6.13	Products that have a 30/60/90 day money back guarantee will be clearly identified in the catalog and on the web site (if applicable).
6.14	Vendor Partners have the option to offer private label products. Vendor Partners shall maintain the same manufacturer specifications for private label products throughout the term of contract. Any change of manufacturers for a private label shall result in offerings equal to or superior to the originally approved manufacturer at a price equal to or lower than the original offering.
6.15	Vendor Partners must maintain a toll free technical support line open 8 a.m. Eastern Time zone until 5 p.m., Pacific Time zone, Monday through Friday. Calls must be answered by a live US technician.
6.16	Vendor Partners must have a 24-hour toll-free order fax line.
6.17	If the Vendor Partner makes an error in pricing (typographical or photographic error, for example), the Buyer reserves the right to return the product. The Vendor Partner agrees to pay for cost of any returned product due to a pricing error.
6.18	Vendor Partner shall provide a Safety Data Sheet (SDS) for all items sold, if required. A separate sheet shall be provided for each individual item when purchase is made.

## 7. Product | Category Specific Specifications

Item	Description – Hardware and Software
7.1.1	All copier and printer equipment will be new and warranted by the manufacturer. All equipment, including components, spare parts, application software and ancillary equipment, must be of the best quality, workmanship and material of their respective kind and conform to manufacturer specifications. All copiers and printers are to be new, plain paper machines. Refurbished equipment will not be considered. Copiers will be required to run recycled paper.
7.1.2	Vendor Partners will warrant all equipment for the term of the contract, against defects in materials or workmanship and will replace at no cost to the purchaser any equipment that is defective. In the event a piece of equipment goes out of service, a comparable loaner machine will be provided within two (2) business days. At the determination that the original machine is not repairable, a replacement will be sent within seven (7) working days.
7.1.3	Vendor Partners must provide detailed and specific information regarding equipment features and capabilities including at minimum information on print applications, faxing, scanning, security, middleware and environmental features.
7.1.4	All MFD/copier machines, if required must be capable of account assignment, which tracks the copy count usage of each account number assigned.
7.1.5	Bid price shall include all equipment cost, delivery, installation, removal, emergency and scheduled preventative maintenance repairs, all parts, all supplies (except paper and staples) and proper training to key personnel. All equipment shall equal or exceed, in all respects, the requested specifications provided in the schedule. Pricing shall not include taxes. Contractor shall make clear that any taxes not initially identified, that might occur in the future, are the responsibility of the Contractor.
7.1.6	Installation of equipment to be networked must be coordinated with the customer's internal technology personnel in charge of the computer network and telephone system to which the machine

Item	Description – Hardware and Software
	may be connected.
7.1.7	Routine updates, fixes, or patches to MFD software shall be included within the base license and shall not be subject to a separate maintenance contract. Any software customizations not covered in the maintenance terms must be clearly identified by the Vendor Partners in their response.
7.1.8	Vendor Partners must have relevant and documented managed document service (MDS) experience with government and/or education entities with staff dedicated to MDS contracts.
7.1.9	Vendor Partners must have an established MDS assessment process that is documented and identifies services, supplies, and parts for printers and copiers, current equipment output and total cost of ownership (TCO), and an estimated cost savings.
7.1.10	Vendor Partners must have an established MDS implementation strategy including a training plan, communication plan, monitoring and provision of consumables, “break/fix” services, ability to service and supply across manufacturers and change management process.
7.1.11	Vendor Partners must be able to provide regular and requested user reports for MDS services.
7.1.12	Vendor Partners must have knowledge and experience of the use of ECM solutions in local government entities with multiple departments.
7.1.13	ECM solutions must have a user-friendly interface that allows users to easily navigate and perform their primary job tasks. ECM should include, at a minimum, the following functional requirements: <ol style="list-style-type: none"> <li>1. <b>Document Imaging:</b> capturing and storing documents in digital form.</li> <li>2. <b>Document Management:</b> including indexing and library services such as version control, search, retrieval, annotations, redaction, check-in, check-out, and document security features.</li> <li>3. <b>Distribution:</b> delivery and completion of copying, printing, faxing, and emailing, including the ability to copy or move documents from one application to another.</li> <li>4. <b>Records Management:</b> defining retention schedules, classification of archival and permanent documents, disposing/purging documents, and functions needed to meet federal, state and local record keeping requirements.</li> <li>5. <b>Enterprise Workflow:</b> ability to manage and monitor and approve throughout the content lifecycle process.</li> <li>6. <b>Tracking and Reporting:</b> support for document change tracking and report creation.</li> <li>7. <b>Optical Character Recognition:</b> conversion of images into machine-encoded text.</li> </ol>

Item	Description – Service and Training
7.2.1	After being notified by the buyer, arrival of a repair technician shall not exceed four (4) working hours. Working hours are defined by the buyer, and will be supplied to the contractor upon request. Machines shall be kept in good working order so that work delays and copy problems will be minimized. In the event that a copier exhibits continuing breakdowns or poor copy quality for one (1) month or five (5) emergency breakdown calls, the buyer reserves the right to reject the copier. The Contractor will, at buyer’s option, replace the copier/printer with an acceptable machine for the duration of the contract.
7.2.2	The successful Contractor must provide loaner equipment whenever service cannot be completed in a reasonable period of time. The Contractor shall be responsible for any delivery, installation/removal charges associated with equipment loaners.
7.2.3	The successful contractor will train one individual for each copier in the machine location as a key operator and will train replacement key operators as required. Arrangements for training shall be coordinated by the contractor with each district in which copiers are located.
7.2.4	Bid responders should provide any service and warranty that will be provided but not otherwise listed in this Bid.

Item	Description – Billing and Invoicing
7.3.1	Bid responders must describe billing method(s) and charges in a clear, straightforward fashion so that a true and accurate price may be derived, tested and used in the evaluation of invoices rendered as the result of any contract entered into as a result of this bid.
7.3.2	No recurring or like service charges may be applied to later invoices if omitted from the invoice on which the charge should have appeared.
7.3.3	One monthly invoice will be submitted to each buyer. The Contractor must be capable of summary invoicing. Contractor must submit with the invoice an itemization showing at minimum the location of each machine, I.D. number, and the number of copies run during the billing cycle.

**8. Pricing – See Pricing Section in Part A – General Terms & Conditions for details**

- 8.1 Pricing shall be completed on the provided pricing sheets (Microsoft Excel Workbooks) with the individual tabs to be completed as follows:

**Forms G.1 – G.4 are provided as individual Excel Workbooks.** Please note that each workbook has multiple individual tabs that will need to be completed. Forms G.1 through G.4 will be used for evaluation and comparison purposes only.

**G.1. Black and White Multi-Function Devices (REQUIRED)**

Complete all individual tabs found within this workbook.

**G.2. Color Multi-Function Devices (REQUIRED)**

Complete all individual tabs found within this workbook.

**G.3. Black and White Printers (REQUIRED)**

Complete all individual tabs found within this workbook.

**G.4. Color Printers (REQUIRED)**

Complete all individual tabs found within this workbook.

**Forms G.5 – G.8 Discount & Pricing Schedules** are provided on individual tabs within the Excel Workbook. This pricing schedule is for the entire catalog of printers and multi-function devices available. Please complete the workbook tabs as follows:

**G.5. Catalog Discount (REQUIRED)**

Complete the form for this IFB, reset the 'print area' if lines were added, and save the file according to directions.

**G.6. Full Catalog Price Schedule (REQUIRED)**

Use this tab of the workbook to provide the Bid Discount Percentage and item information for all catalog items.

**G.7. Services Price Schedule (REQUIRED)**

If your company provides any design, installation, training or support services to support the items you are bidding, use this form to provide your bid prices.

**G.8. Volume Discounts Schedule (OPTIONAL)**

Use this form if your company is offering additional discounts off of the base discounts bid for one time purchases AND for public agencies that group their requirements together (based on their estimated total annual spend for commodity). Each Bidder must specify the dollar ranges required in order for the agency(ies) to receive the additional discount.

**Forms G.9 – G.11 Discount & Pricing Schedules** are provided on individual tabs within the Excel Workbook. This pricing schedule is for all related services, including Managed Print Services, Enterprise Content Management, and other related services available from a Bidder. Bidders can respond to one service or all. If offering the following services, please complete the associated workbook tabs as follows:

**G.9. Managed Print Services**

To be completed by each Bidder who is offering Managed Print Services.

**G.10. Enterprise Content Management**

To be completed by each Bidder who is offering Enterprise Content Management services.

**G.11. Other Related Services**

To be completed by each Bidder who is offering document management related services applicable to the scope of this IFB.

8.2 Bid pricing will be evaluated on a combination of items from Forms G.1 through G.11. See Evaluation, Approval and Award in Part A, V. General Terms & Conditions for All Agencies for additional information.



**Signature**

\_\_\_\_\_  
*Must be same signature that appears on Bid Affidavit and Acceptance Forms*