

Multi-Function Device Lease Bid

Background

Multi-function devices (MFDs) perform the functions of a printer, copier and scanner, all in one piece of equipment. Leasing these machines provide numerous environmental performance benefits over owning each piece of equipment separately, including:

- Lower total costs of ownership, energy use, and maintenance as all services are included in the lease price (except paper and staples)
- Greater access to features that can reduce paper use, including duplexing, scanning and other advanced document management features
- Secure printing features which eliminates the need for personal desktop printers for staff printing confidential material

In this bid, we addressed environmental issues related to the production and operation of the multi-function devices. We included requirements for energy efficiency, indoor air quality and avoidance of hazardous materials, as well as an option to require EPEAT® certified equipment (www.epeat.net) to promote environmental leadership standards in imaging equipment. We also required equipment set-up reporting and staff training to reinforce the County's commitment to duplex printing and energy conservation.

Bid Details

Bid Type: Request for Proposal (RFP)

Bid Number: 900979

Contract Start Date: April 23, 2013

Contract Duration: Six years with the option of two one-year renewals

Services Awarded: Lease of multi-function devices (3-year lease terms)

Vendors: Konica Minolta, (510) 865-7200; Toshiba, (925) 277-2162

More Information: For more information, or to request a copy of the bid, contract or award summary, call the Alameda County General Services Agency Purchasing Department at (510) 208-9623.

Disclaimer

This document provides an excerpt of the environmental specifications from this bid. It is compiled from the original bid and all addendums issued during the procurement process. It may not include all of the product or service specifications, e.g., those unrelated to environmentally preferable purchasing. It is provided for informational purposes only. Agencies interested in evaluating this bid for a piggybacking opportunity should obtain a full copy of the bid and other relevant documents as they require.

Environmental Specifications Excerpt: RFP No. 900979

II. STATEMENT OF WORK

a. INTENT

It is the intent of these specifications, terms and conditions to describe multifunction device copiers and any related services required by the County.

The County intends to award a six-year contract (with option to renew) to the bidder selected as the most responsible bidder whose response conforms to the RFP and meets the County's requirements.

B. SCOPE

Alameda County is planning to consolidate current individual copier lease programs into one (1) Countywide lease program. In doing so, the County seeks to partner with the successful vendor to supply equipment that achieves stated environmental objectives and is installed and maintained to achieve maximum fiscal and environmental efficiencies to the County, including through optimal equipment efficiency settings and user training. Program objectives include (not necessarily in ranked order):

1. Replacing current digital and analog models with more robust and environmentally sustainable new Multifunction Devices at the inception of this contract;
2. Maintaining copiers in optimal condition and efficient operating mode as default to maximize cost, energy and resource efficiencies, including paper use;
3. Reducing total Countywide expenditures related to copiers, including cost associated with paper and other consumables; and
4. Providing all County personnel with the training necessary to ensure optimized document reproduction and scanning solutions based on the job to be produced.

Currently, three (3) vendors (Konica Minolta, IKON and Xerox) provide the County with service and support on approximately 435 copiers installed throughout County Agency offices. The fleet of copiers is comprised of virtually all monochrome, and largely stand-alone digital models.

The current vendors will remove all currently installed units at the end of their lease terms. All of the leases on the above-referenced 435 units will expire at various times throughout the next three (3) years (please see Exhibit O – Multifunction Device Lease End Dates).

All currently installed units have been analyzed and recommended for replacement based upon the existing volume and future needs of each location. Severe ongoing budget concerns temper the growth potential under this RFP. Prospective Contractors should take special note that it is possible that a shrinkage of 10% of the total number of units (as well as their related volume) could occur each year. Therefore no minimum or maximum shall be guaranteed under this RFP.

Volume produced by the current fleet of County copiers combined has averaged approximately 61,000,000 (sixty-one million) clicks per year (Exhibit P – Countywide Volume). Countywide monthly volumes vary greatly. No minimum or maximum use is guaranteed.

D. SPECIFIC REQUIREMENTS

5. Hardware Requirements

- e. All multifunction devices shall be equipped standard with a duplexing unit that can be pre-set as the default printing/copying option.
- f. All multifunction device copiers that have data storage built in will be secure due to the confidential data that will be scanned. Contractor will need to scrub the storage device upon removal of the multifunction device copier (i.e. if the copier has an internal hard drive or memory module, any data on it must be erased and all hard drives removed and returned to the department to be destroyed). The Contractor will be required to sign off on the data scrub form.

6. Support and Service Requirements

u. Training:

- 1) Network support and user operator training: Contractor agrees to have dedicated training specialist(s) provide complete network support and operator training for all units installed by the Contractor at no additional cost.
- 2) Initial training must be provided on functioning equipment in each County department office within 48 hours of delivery and set up. The Contractor, at no cost, will provide ongoing training, as deemed necessary by the respective County department office. Initial training sessions for delivered equipment will consist of, at minimum:
 - (a) A detailed explanation of the features of the system installed;
 - (b) Hands-on training in the use of the unit's features, applications and benefits;
 - (c) Question and answer period;
 - (d) Providing summary user guides ("Quick Tip sheets"), user manuals, and other appropriate materials; and
 - (e) Quick Tip sheets shall include information about paper saving benefits of duplex printing/copying and scanning and provide instructions for each of these features, at minimum.
- 3) Contractor shall work with the County's Sustainability Department to develop the Quick Tips sheet and shall receive final approval of content prior to the launch of the initial training phase.
- 4) All training and related materials and manuals will be provided to the County at no additional cost.

- 5) If required by the County, Contractor agrees to provide training to information service technicians on the technical components, features and functionalities of the proposed models. Training shall be completed at a County location, at no additional cost to the County.
6. Project Management/Installation: Contractor will at all times be ultimately responsible for installing and troubleshooting all equipment to be configured on the County's network environment. The County's IT department will assist and supervise the Contractor in installing the equipment, device drivers and utilities on the network.
 - a. Contractor agrees to provide a dedicated full-time Project Manager who will oversee an entire installation project, including overall coordination of the teams' effort to complete the project, within the quoted cost as stated in Exhibit B – Bid Form and proactive maintenance schedule, to customer satisfaction. The Project Manager must be on-site at the installation location during all installation activities. The County will assign a Project Manager to work with the Contractor's Project Manager.
 - b. On the day of delivery of hardware, Contractor agrees to perform the following tasks: unpack boxes, remove and properly dispose of all packaging materials offsite; verify that the asset tag (if required), serial number, and shipping list correspond; transport and set up all hardware in the designated working area, and provide all consumable supplies (except paper).
 - c. At each copier location, Contractor agrees to perform the following tasks: de-install existing copier and power source and move de-installed copier to a customer-designated area. If copier is their own; setup new system and connect to power source; and power up the new hardware and verify that the system properly enters into basic operating mode.
 - d. Contractor agrees to enter the County-supplied TCP/IP address, and other required configuration information, to connect to the local area network and other applications. The system at this point must be fully ready for end user. Contractor must demonstrate a successful copy/print/scan from the equipment and desktop station.
 - e. Contractor agrees to enter the new and old asset tag numbers, device locations, serial numbers, and date of installation into a database file on an existing County system, as designated by the County, if required. Contractor shall also provide this information electronically to the ordering County agency or department.
 - f. Contractor agrees to program all equipment with the duplex copying function set as the default mode of operation and to provide appropriate training to users to assist them in transitioning to this default mode.

- g. Contractor agrees to install all equipment pre-set to power-down automatically to sleep mode after no more than 30 minutes of inactivity for equipment with operating speeds less than or equal to 39 pages per minute, and after no more than 60 minutes of inactivity for equipment with operating speeds greater than 40 pages per minute.
- h. Contractor agrees to provide all equipment with all Energy Star® features enabled.
- i. Contractor shall obtain a signature from the County Department Representative to confirm completion of installation work.

7. Environmental Requirements

D. Equipment compatibility with recycled paper:

Contractor shall provide warranties and service contracts for equipment that do not prohibit the use of post-consumer recycled content paper. The County standard is 30% post-consumer recycled content paper, however, up to 100% post-consumer recycled content paper is used at the County. The Contractor will declare, in Exhibit K – Environmental Certification, that the use of this recycled content paper by the County will not cause the equipment to perform below the uptime performance provisions as stated in Section D (SPECIFIC REQUIREMENTS).

E. Energy Star Requirements

Contractor shall ensure that all equipment installed is Energy Star® qualified to the most recent version of Energy Star® at the time of installation. The current version is Version 1.1 Energy Star® for Imaging Equipment which went into effect July 1, 2009 (see <http://www.energystar.gov/>). If this standard is revised during the term of the contract, all equipment delivered after six (6) months of the publication date shall meet the most recently revised standards. Equipment already in place shall not be affected, unless the equipment is upgraded or otherwise replaced regardless of the reason for replacement.

F. RoHS Compliant Equipment

Contractor shall identify equipment that is in compliance with the European Union Reduction of Hazardous Substances (RoHS-compliant), by model number in Exhibit S – Environmental Performance Form for each product line they are proposing to offer under any contract awarded as a result of this RFP. For product lines that are not currently RoHS-compliant, Contractor shall indicate on Exhibit S – Environmental Performance Form the target date for RoHS compliance.

The County reserves the right to require new equipment installed one year after contract execution to be RoHS-compliant. This requirement does not affect equipment already in place, unless that equipment is replaced, regardless of the reason for replacement.

d. Indoor Air Emissions

For equipment classified as mid-size or larger, the Contractor shall ensure that equipment complies with the limits on emission rates for total volatile organic compounds, ozone, and dust in accordance with the EcoLogo^{CM} Program Certification Criteria Document for Office Machines (CCD-035) or the German Blue Angel basic criteria document for Office Equipment with Printing Function (RAL-UZ 122). The Contractor shall provide adequate supporting documentation to verify that this requirement is met. Adequate supporting documentation can be provided in the following ways:

- (1) Declaration by the Contractor, in Exhibit S – Environmental Performance Form, that the product line is certified to one (1) of the third party standards that meet the indoor air quality testing protocols described. Contractor shall name the third party standard and product line must be listed in the Standards database of certified products or the Contractor shall provide a copy of the certification with their bid submission.
- (2) If the product was not tested as part of a certificate program, Contractor shall indicate, in Exhibit S – Environmental Performance Form, and provide evidence that testing was conducted according to either one of the testing protocols, and the threshold limit for all three (3) substances was met.

For equipment classified as small, the Contractor shall disclose in Exhibit S – Environmental Performance Form if equipment meets the limits on emission rates, as described above for mid- sized and larger equipment. Adequate supporting documentation to verify Contractor’s claims shall be required as defined above.

The County reserves the right to request additional supporting evidence for the declaration and/or for third party testing.

e. Eco-label Certification

Contractor shall disclose in Exhibit S – Environmental Performance Form, all product lines that are certified to one (1) or both of the following third party standards: EcoLogo^{CM} Program Certification Criteria Document for Office Machines (CCD-035, March 2009 or most current), the German Blue Angel basic criteria document for Office Equipment with Printing Function (RAL-UZ 122 or

most current), or the Nordic Swan Ecolabelling for Imaging Equipment (Version 5.3 or most current). Contractor may disclose certifications from other third party standards.

f. IEEE 1680.2 Environmental Assessment of Imaging Equipment (EPEAT)

The County reserves the right to require the Contractor to provide equipment that meets the upcoming IEEE 1680.2 Standard for the Environmental Assessment of Imaging Equipment (EPEAT) at the bronze level once this Standard is finalized. The provision shall go into effect no earlier than 6 months after the official publication date of the standard. Contractor shall be responsible for ensuring equipment meets the latest EPEAT registration requirements before it is delivered. The registration requirements and a list of all equipment meeting the requirements are available at: www.epeat.net. This requirement does not affect equipment already in place when the County exercises its rights, unless that equipment is replaced, regardless of the reason for replacement.

In reports requested by the County on or after the official publication date for the IEEE 1680.2 Standard, Contractor will be required to add information on the registration status of the product to the IEEE 1680.2 Standard for the Environmental Assessment of Imaging Equipment (Bronze, Silver, Gold, or unregistered).

g. Hazardous Materials Documentation

Manufacturers, distributors (if repackaged and sold under their own label), and importers of products that contain hazardous substances shall comply with the California Code of Regulations, Title 8, section 5194, Material Safety Data Sheets (MSDS). The Contractor must provide a MSDS, via facsimile or e-mail, to the ordering agency upon request.

h. Product Packaging

Product packaging shall not exceed 100 ppm (200 for packaging containing recycled content) by weight of lead, cadmium, mercury and hexavalent chromium as specified by the Model Toxics in Packaging legislation found at <http://www.toxicsinpackaging.org/>