

**COMPUTER PLAN 2008
RFP FOR PRINTERS AND SCANNERS**

1 Scope

- 1.1 The Board is seeking to enter into a contract with a vendor for the provision of printer products and services for classroom and administrative use. The contract will be for three years, see Term of Contract Item 7, page 6 of 44.
- 1.2 Projected quantities are based on current estimates of future budgets and school requirements. They are to be considered only as a guideline.

<u>2008 / 2009</u>	<u>Quantity Estimate</u>
• Networked monochrome laser printer	300
• Standalone monochrome laser printer	120
• Networked colour printer	60
• Scanners – letter size	50
• Scanners – legal size	5
• Scanners – supports Kurzweil software (TWAIN compliant)	40

2 Documents Required

- 2.1 A copy of ISO 9002 Certification – Appendix A 1.0

3 Schedule of Events

- 3.1 Release of RFP August 2008
- 3.2 RFP Closing August 2008
- 3.3 Announcement of Successful Vendor(s) September 2008
- 3.4 Vendors are asked to note the fact that although prices and configurations are quoted in July, initial orders will not be placed until August. Vendors must anticipate changes in pricing and technology over this period to the best of their ability.

4 Right to Contract for Identical or Similar Goods

- 4.1 By entering into a contract, the Board shall not limit its right to contract for identical or similar goods from any other source should the vendor be unable to furnish the required item or service within the required time frame.

5 Testing

- 5.1 The Board reserves the right to have products tested, by an accredited testing organization, to ensure compliance with accepted standards such as Health & Safety, CSA, feature comparison and analysis, system performance, speed, system durability for classroom use, system compatibility, module upgradeability, network connectivity, radiation measurements, system diagnostics capability.
- 5.2 Hardware Units for each item quoted are to be submitted for a 60 day period only when requested, and at no cost including delivery charges, to the Board. Units, if required, are to be enclosed in a separate sealed package identifying the name of the bidder and the proposal number on the outside. Units not picked up within 7 days of the contract award will become the property of the Board.
- 5.3 The Board will conduct testing of said units in our facility with various LTSS and instructional staff participating.

COMPUTER PLAN 2008 RFP FOR PRINTERS AND SCANNERS

6 Hardware

- 6.1 All proposed equipment must be Canadian Standards Association approved.
- 6.2 All technology quoted must be compatible with Windows XP Professional and Window Vista Business Edition
- 6.3 It is expected that over the course of the contract hardware technology will change. All replacement products must be approved by the board and must meet or exceed the current product specifications.
- 6.4 As products reach the end of their lifecycle, the vendor will provide the agreed upon replacement unit for evaluation and testing to the board as part of this contract. The vendor will strive to ensure that the board has at least 3 months notice prior to a product lifecycle end to allow for sufficient testing and evaluation of the replacement product.
- 6.5 In the event of a recall by the manufacturer of equipment purchased by the Board from the vendor, the vendor agrees to present the Board with a plan dealing with the recall and the vendor will coordinate with the Board in developing a schedule of activities resulting from the recall. It is hereby agreed that the vendor will be released from all liability and saved harmless from fines, penalties and damages which may be caused by or result from a manufacturers' recall of equipment purchased by the Board from the vendor.

7 Pricing

- 7.1 Vendors must supply purchase price information for all equipment and services outlined in the Bid Sheet.
- 7.2 It is expected that as the approved product(s) reach the end of the lifecycle, that the replacement product price will not exceed, but may be less than the originally bid product(s).
- 7.3 All vendors must provide the following price information with their bid:
- 7.4 Manufacturers' current published price lists, indicating best possible pricing, i.e. 'government (public sector) pricing' or similar which include all items specified herein, and all related prices for items which may be purchased under this contract. Price lists may be updated where applicable, such that the Board lists shall be current.
- 7.5 Discount(s) that will apply to the manufacturers' price lists. Discounts are expected to remain firm for the duration of the contract; however the Board will accept increases in discounts at any point during the contract.
- 7.6 The same discount structure that is applied for products bid for Printers and Scanners will remain for replacement models that are accepted by the Peel District School Board.
- 7.7 If the public sector promotional pricing for a product is less than the bid price, the Board will have the advantage of the lower price.
- 7.8 The board may wish to purchase other products available from the manufacturer, but not included as part of this RFP. Please provide the minimum discount that will be applied to the remainder of manufacturer's products that are listed on their published price list (government (public sector) pricing)).
- 7.9 Vendors shall complete the Price Schedules using the manufacturers' price lists and applying their offered discount to arrive at a total cost to the Board.
- 7.10 If 'government (public sector) pricing' is not available:
 - 7.10.1.1 All hardware component price changes must be supported with a letter from the manufacturer indicating the cost increase or decrease.
 - 7.10.1.2 The increase is only to be applied to the vendor's cost of the hardware.
 - 7.10.1.3 This pricing review takes place during our monthly meeting with the winning vendor.
- 7.11 Please provide the manufacturer's information outlining the cost per page for each printer model listed in this RFP. The supporting information from the manufacturer that identifies which costs are included in the cost per page information (capital cost of the printer and supplies costs (list all supplies included) must be included with the RFP.

COMPUTER PLAN 2008 RFP FOR PRINTERS AND SCANNERS

8 Service - Parts only

- 8.1 The vendor to provide the cost per product for a 'parts only' warranty incremental by year up to a total of 6 years. All labour to be performed by Peel District School Board certified technicians. Parts will be returned to the vendor through an RMA process to be determined.
- 8.2 The LTSS department provides support services for current hardware technologies. It is the Peel District School Board's preference that the LTSS staff serve as an authorized warranty service depot for the manufacturer's equipment. If vendor will support relationship, the following must be outlined:
- 8.3 What organization provides or supports the Warranty service relationship with the Peel District School Board?
- 8.4 What support training and certification processes exist? Identify all associated costs.
- 8.5 The vendor is expected to be responsible for the cost for technical repair certification training for at least two (2) and not more than four (4) Peel Board AV Repair technical staff for all future printer models purchased through this tender.
- 8.6 The vendor is expected to provide at the vendor's cost, learning materials and technical service manuals for all current and future printer models purchased through this tender.
- 8.7 Briefly describe the Warranty reimbursement process (e.g. Forms, constraints / obligations, information required for reimbursement, parts exchange process and related costs, etc.)
- 8.8 Identify the turnaround time on warranty parts exchange that the vendor will commit to.
- 8.9 Identify any and all Warranty reimbursement rates that would apply to the Peel District School Board and the turnaround time on reimbursement payment that the vendor will commit to.
- 8.10 Identify the means by which you will provide the Peel District School Board to manage the above commitments and performance levels.
- 8.11 Vendors must identify the process (e.g. repair or replace) and commitment to turnaround time for resolution when dealing with units which are 'dead on arrival' (DOA) as part of the shipping process, and describe what constitutes DOA.
- 8.12 Vendors must indicate if other support features are available – such as toll-free telephone support hotlines, E-mail, Internet access for technical support and software downloads – noting both the accessibility of the services and response times.
- 8.13 The board may use non-OEM replacement toner for the printer technology at no penalty to warranty coverage for the board.

9 Service – Next Business Day on-site parts and labour

- 9.1 This option is planned for the Monochrome Laser Networked Printer (Section 12) and Colour Networked Printer (Section 20) product(s) only.
- 9.2 The vendor to provide the cost per product for a next business day on-site parts and labour warranty incremental by year up to a total of 6 years.
- 9.3 What organization provides or supports the Warranty service relationship with the Peel District School Board?
- 9.4 The vendor is expected to provide at the vendor's cost, learning materials and technical service manuals for all future printer models purchased through this tender.
- 9.5 Identify the means by which you will provide the Peel District School Board to manage the above commitments and performance levels.
- 9.6 Vendors must identify the process (e.g. repair or replace) and commitment to turnaround time for resolution when dealing with units which are 'dead on arrival' (DOA) as part of the shipping process, and describe what constitutes DOA.
- 9.7 Vendors must indicate if other support features are available – such as toll-free telephone support hotlines, E-mail, Internet access for technical support and software downloads – noting both the accessibility of the services and response times.
- 9.8 The board may use non-OEM replacement toner for the printer technology at no penalty to warranty coverage for the board.

**COMPUTER PLAN 2008
RFP FOR PRINTERS AND SCANNERS**

10 Warranty

- 10.1 The vendor must agree to a 'No Lemon Policy' that after three consecutive attempts to repair a recurring malfunction, the Board, at its sole discretion, can direct the vendor to replace the equipment on a 'like-for-like' basis, at no additional cost to the Board, or terminate the agreement.
- 10.2 The vendor must respond to the any effect on the warranty if remanufactured cartridges are used.

11 Force Majeure

- 11.1 The Board and the vendor agree that there may be circumstances beyond the control of either the vendor or the Board which causes delays in delivery and/or service response. In such cases, the vendor will be saved harmless from fines, penalties and damages resulting from such unavoidable delays. All other terms and conditions notwithstanding, the vendor agrees to notify the Board of any such delay, or likely delay, at the earliest opportunity at which time the cause for the delay, or likely delay, will be discussed and a revised delivery and/or service schedule will be offered.

**COMPUTER PLAN 2008
RFP FOR PRINTERS AND SCANNERS**

12 Hardware Details – Monochrome Laser Networked Printer

- 12.1 Samsung ML-4551 ND (1 x 500 sheet paper drawer plus duplex printing)
- 12.2 Samsung ML-4551 NDR (2 x 500 sheet paper drawers plus duplex printing)
- 12.3 Samsung – additional 500 sheet paper drawer (ML-S4550A)
- 12.4 HP P4015 N (CB509A) (1 x 500 sheet paper drawer)
- 12.5 HP P4015 TN (CB510A) (2 x 500 sheet paper drawers)
- 12.6 HP P4015 X (CB511A) (2 x 500 sheet paper drawers plus duplex printing)
- 12.7 HP – additional 500 sheet paper drawer (CB518A)
- 12.8 Lexmark T644 N (20G0350) (1 x 500 sheet paper drawer)
- 12.9 Lexmark T644 TN (20G0460) (2 x 500 sheet paper drawers)
- 12.10 Lexmark T644 DTN (20G0560) (2 x 500 sheet paper drawers plus duplex printing)
- 12.11 Lexmark - additional 500 sheet paper drawer (28S0890)

13 Included – shipped in the box with the monochrome laser printer

- 13.1 Power cord
 - 13.1.1.1 State length of the power cord
 - 13.1.1.2 State if the power cord is universal or proprietary
- 13.2 Toner cartridge (state yield)
- 13.3 User manual (on CD)
- 13.4 Drivers and Utilities (on CD)

14 Replacement Parts / Supplies (state part number, yield and cost of all applicable parts)

- 14.1 Toner cartridge – standard yield
- 14.2 Toner cartridge – high yield
- 14.3 Toner cartridge – extra high yield
- 14.4 Maintenance Kit
- 14.5 Identify information for all other replacement parts and supplies not already requested

15 Other clarification

- 15.1 Must include a minimum 10 foot CAT5 UTP cable connection cable
- 15.2 Must include a minimum 10 foot USB connection cable to the computer
- 15.3 State lifecycle for product(s) bid
- 15.4 State standard warranty

16 Hardware Details – Monochrome Laser Standalone Printer

- 16.1 Samsung ML-2851 ND (networked and duplex included)
- 16.2 HP P3005 D (Q7813A)
- 16.3 HP P3005 DN (Q7815A) (networked and duplex included)
- 16.4 Lexmark E250 D (33S0100)
- 16.5 Lexmark E250 DN (33S0300) (networked and duplex included)

**COMPUTER PLAN 2008
RFP FOR PRINTERS AND SCANNERS**

17 Included – shipped in the box with the monochrome laser printer

- 17.1 Power cord
 - 17.1.1.1 State length of the power cord
 - 17.1.1.2 State if the power cord is universal or proprietary
- 17.2 Toner cartridge (state yield)
- 17.3 User manual (on CD)
- 17.4 Drivers and Utilities (on CD)

18 Replacement Parts / Supplies (state part number, yield and cost of all applicable parts)

- 18.1 Toner cartridge – standard yield
- 18.2 Toner cartridge – high yield
- 18.3 Maintenance Kit
- 18.4 Photoconductor Kit
- 18.5 Identify information for all other replacement parts and supplies not already requested

19 Other clarification

- 19.1 Must include a minimum 10 foot CAT5 UTP cable connection cable
- 19.2 Must include a minimum 10 foot USB connection cable to the computer
- 19.3 State lifecycle for product(s) bid
- 19.4 State standard warranty

20 Hardware Details – Colour Networked Printer

- 20.1 Samsung CLP-660 ND (networked and duplex included)
- 20.2 Samsung – additional 500 sheet paper drawer (CLP-S660A)
- 20.3 HP CP3505 N (CB442A)
- 20.4 HP CP3505 DN (CB443A) (networked and duplex included)
- 20.5 HP – additional 500 sheet paper drawer (Q5985A)
- 20.6 Lexmark C780 N (10Z0203)
- 20.7 Lexmark C780 DN (10Z0204) (networked and duplex included)
- 20.8 Lexmark – additional 500 sheet paper drawer (20B2300)

21 Included – shipped in the box with the colour laser printer

- 21.1 Power cord
 - 21.1.1.1 State length of the power cord
 - 21.1.1.2 State if the power cord is universal or proprietary
- 21.2 Toner (state yield for each)
- 21.3 User manual (on CD)
- 21.4 Drivers and Utilities (on CD)

22 Replacement Parts / Supplies (state part number, yield and cost of all applicable parts)

- 22.1 Toner– standard yield for each colour and black
- 22.2 Toner– high yield for each colour and black
- 22.3 Toner– extra high yield for each colour and black
- 22.4 Maintenance Kit
- 22.5 Maintenance Kit with Transfer Roller
- 22.6 Fuser Maintenance Kit
- 22.7 Identify information for all other replacement parts and supplies not already requested

COMPUTER PLAN 2008
RFP FOR PRINTERS AND SCANNERS

23 Other clarification

- 23.1 Must include a minimum 10 foot CAT5 UTP cable connection cable
- 23.2 Must include a minimum 10 foot USB connection cable to the computer
- 23.3 State lifecycle for product(s) bid
- 23.4 State standard warranty

**COMPUTER PLAN 2008
RFP FOR PRINTERS AND SCANNERS**

24 Hardware Details – Scanner – Low End

- 24.1 All responses must include a bid for the HP Scanjet G3010 (model: L1985A) the standard low end scanner model presently ordered by the Board.
- 24.2 All responses must include a bid for the HP Scanjet G4010 (model: L1956A) the standard low end scanner model presently ordered by the Board.
- 24.3 Must support up to 8.5 inch x 11 inch (letter) size media
- 24.4 Alternative product(s) bid will be accepted
- 24.5 State the lifecycle for each product bid

25 Hardware Details – Scanner – High End

- 25.1 All responses must include a bid for the HP Scanjet 8300 (model: L1960A) the standard high end scanner model presently ordered by the Board.
- 25.2 Must support up to 11 inch x 14 inch (legal) size media
- 25.3 Alternative product(s) bid will be accepted
- 25.4 State the lifecycle for each product bid

26 Hardware Details – Scanner – for Kurzweil

- 26.1 All responses must include a bid for the HP Scanjet 5590 (model: L1910A) the standard scanner model to support Kurzweil presently ordered by the Board.
- 26.2 Must be TWAIN compliant
- 26.3 Alternative product(s) bid will be accepted
- 26.4 State the lifecycle for each product bid