

ATTACHMENT 1

**Court of Appeal, Third Appellate District
 Request for Offer to Purchase Copiers/Printers**

STATEMENT OF WORK

1. Background

The Court of Appeal, Third Appellate District (“the Court”), is seeking offers to replace two (2) of its existing copiers, Xerox WorkCentre 5655 multifunction devices and for copier service and maintenance on the two new copiers. The replacement units must meet or exceed the requirements outlined in this RFO, and preferably meet or exceed the specifications of the Court’s two existing copiers. Pricing shall be based on the current California Multiple Award Schedule (CMAS).

2. Equipment Requirements

The term “copiers/printers” is used generally throughout this RFO to refer to any model or size of networked, digital copier/printer with scanning and fax capability, including all components necessary for installation and operation, and optional accessories. The requested and/or required features and capacities of the multifunction copiers/printers are listed below.

The offeror will provide a comprehensive package that includes the following:

Requirement	Yes	No	Comment
Newly manufactured copiers/printers, with no used or refurbished parts, and not used since manufacture. The Original Equipment Manufacturer shall provide specification sheets listing all accessories, features, functions, and technical requirements of each model printer/copier. Business needs will determine the final equipment configuration of each copier/printer			
Be the most current model in production, with the most current software/firmware version necessary to operate the copiers, and not scheduled for retirement/obsolescence within the next 24 months			
Include a device management system, preferably web-based, that allows for monitoring of copier use and status; automated meter readings; programming of copier functions; uploading/editing of phonebooks, mailboxes and cost centers; standard and customizable reports of use/production; and related functions/services. Use of fleet management system for automated supply ordering and submission of service calls would be a plus			

Operable as network printers capable of receiving print requests from any PC on the network			
Capability to produce one to one, one to two, two to two and two to one and rotate side Black and White prints/copies			
Capability to do image adjustment and image shifts, including reducing/enlarging to custom sizes 64% to 200%			
Capability of dual-sided, single pass scanning. Scanning destinations to include: scan to USB, scan to e-mail address, scan to mailbox, scan to network. The scanner must integrate with LDAP			
Capability to scan to the following file formats: JPEG, PDF, PDF/A, TIFF, and XPS			
Ability to connect to a network connection using 10/100/1000Base -T Ethernet, High Speed USB 2.0 direct print, Wi-Fi Direct			
Allow printing from any desktop PC or laptop within the Court's network through a Windows Server			
Capable of faxing. Identifying whether or not faxing is an included feature and delineate all functions of this feature, including a description of its operation. If optional, identify all costs and technical requirements necessary for the operation of this feature			
The offeror shall provide support for all configuration changes			
Accommodate all standard paper sizes (letter, legal, ledger, etc.) and weights (20 lb. to 110 lb.), including minimum 30% post-consumer waste recycled content			
Capability to staple a minimum of 40 pages			
Monthly duty cycle of approximately 200,000 pages			
Have a minimum image printing speed of 55 ppm			
Possess an integrated single pass duplexing automatic document feeder, with a minimum capacity of 200 sheets of 20 lb. paper			
Required to have a minimum of five tray paper supply, including a high-capacity feeder tray			
Have a bypass tray for the purposes of printing on specialized stock			
Support edge stapling in three positions: top left, bottom left, and center bind			
Capability to do offset stacking/collating			
Saddle stitching and hole punching finishers as optional accessories			
Required power supply			
Maintenance contract costs			

Delivery, installation/configuration and testing			
User manuals and quick reference user guides			
In-person training			
A maintenance agreement covering all parts and labor for preventive and remedial maintenance, as well as part/component upgrades as released/recommended by the manufacturer			
All consumable supplies except paper and staples			
Total cost per copier/printer machine			

3. Contractor’s Services

3.1. Scope of Work

The service provider will be asked to provide full copier service and maintenance (preventive as well as remedial), labor, materials, non-consumable supplies, staff, transportation, licenses, permits, certificates, and any other item of expense necessary to ensure the copiers are properly serviced and remain in good operating condition in accordance with manufacturer specifications. Copier maintenance will be performed at the following location:

Court of Appeal, Third Appellate District
914 Capitol Mall
Sacramento, CA 95814

3.2. Contract Term

The contract term will begin on July 1, 2018. The term of the contract will be for 12 months and can be extended up to three (3) twelve-month contracts upon mutual consent between the Court and the Contractor.

4. Maintenance

Offeror shall provide scheduled preventive and remedial maintenance as specified by the manufacturer and as requested by the Court.

- a. Regular monthly maintenance to ensure that the copiers are in sufficient mechanical condition and continuing operation;
- b. New and original manufacturer’s parts and supplies or parts and supplies with quality and performance equal to those of the original manufacturer (including toner, developer, fuser oil, drums, rollers, circuit boards, and other necessary or optional parts and supplies, e.g. staples, for repair and operations) and labor necessary to maintain the copiers and fax machines in satisfactory operational order;

- c. Prompt preventative and remedial maintenance during Court business hours, Monday through Friday, 8:30 A.M. to 5:00 P.M.; excluding State holidays and weekends;
- d. Certified service technicians, if required;
- e. Service for the new copy machines will be required at the Stanley Mosk Library and Courts Building, Court of Appeal, Third Appellate District, located at 914 Capitol Mall, Sacramento, California, 95814;
- f. A service response time within 24 hours of placing an order for services;
- g. A method to exchange information about the number of copies generated by each machine and a regular and timely invoicing procedure providing sufficient detail regarding the location, level of use, applicable price, and invoiced cost for any particular machine; and
- h. Resolution of any quality control or customer satisfaction issues.
- i. All maintenance costs should be reflected in the proposed cost per copy.

5. Contractor's Personnel

- A. Contractor shall assign this project only to persons who have sufficient training, education, and experience to successfully perform Contractor's duties. If the Court is dissatisfied with any of Contractor's personnel, for any reason or no reason, Contractor shall replace them with qualified personnel.
- B. Contractor shall cooperate with the Court if the Court wishes to perform any background checks on Contractor's personnel by obtaining, at no additional cost, all releases, waivers, and permissions the Court may require. Contractor shall not assign personnel who refuse to undergo a background check. Contractor shall provide prompt notice to the Court of (i) any person who refuses to undergo a background check, and (ii) the results of any background check requested by the Court and performed by Contractor.

6. Project Managers

The Project Manager is Ana Cavazos, Administrative Specialist, or designee, Court of Appeal, Third Appellate District, 914 Capitol Mall, Sacramento, Ca 95814, (916) 653-0308.

7. Special Provisions for Agreements for Equipment, Materials, or Supplies; Loss Leader Prohibition

If this Agreement involves the furnishing of equipment, materials, or supplies, Contractor shall not sell or use any article or product as a "loss leader" as defined in Section 17030 of the Business and Professions Code.

8. Guarantee

The Contractor will guarantee all services performed, by Contractor and Contractor service technicians, including any replacement parts, for a minimum of 90 days from the date of service. If it is determined that failure has occurred due to defective parts or workmanship, Contractor shall correct the failure at no additional expense to the Court. Correction shall occur during normal State business hours upon request for service by the Court.

9. Security

Offeror will work in coordination with the Court to ensure the confidentiality and security of documents and information that passes through the copiers.

10. Requirements for Delivery, Installation, Testing and Training

- A. Offeror will be responsible for the delivery, installation, configuration, and testing of the new copiers, in coordination with the Court's Court Systems Administrator ("IT") staff.
- B. Offeror will be required to schedule equipment and software installation.
- 3. Offeror to perform installation in accordance with manufacturer's instructions, unless project conditions require extra precautions to ensure a satisfactory result.
- C. Offeror to conduct work in a manner which is least disruptive to the regular operations of the Court.
- D. Offeror to provide clean-up and disposal of all debris resulting from this project. All areas should be "ready to use" upon completion.
- E. Offeror will provide a reasonable delivery timeframe.

11. Delivery Schedule

- A. The offeror shall state in its proposal the number of business days necessary for delivery and installation of the equipment.
- B. The offeror shall invoice the Court for delivery and installation upon written acceptance of the equipment by the Court.
- C. Delivery and installation costs shall include on-site training by a fully qualified representative of the offeror. The date and the equipment training shall be chosen by the Court after delivery and installation.
- D. All user manuals and operating guides shall also be provided with the equipment.

- E. Copier unit(s) to be delivered for immediate use – including basic supplies needs and a full set of toner replacement cartridges.

12. Provide Warranty

Contractor is required to provide standard manufacturer's unlimited warranty on equipment and one year unlimited warranty on installation.