

## Scope of Work

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### I. SCOPE OF SOLICITATION

Clemson University is requesting bids to furnish, install, maintain and service a fully integrated continuous form printing solution for the Department of Computer Systems and Operations.

**A. *SITE VISIT (NON MANDATORY)***

A non mandatory site visit will be held on Monday, March 12, 2012, 9:00 AM ET until 11:00 AM ET at Clemson University, Computer Systems & Operations, ITC Research Park, Anderson, SC 29625.

**B. *AWARD***

Award will be made to one Offeror. Only one lot will be awarded, Lot A or Lot B, whichever is most advantageous to Clemson University.

**C. *MAXIMUM CONTRACT PERIOD - ESTIMATED***

***Service and Supply/Consumables Contract – potential five-year period***

Start date: 04/06/2012 End date: 04/05/2017. Dates provided are estimates only. Any resulting contract will begin on the date specified in the notice of award.

**D. *TIMELINE FOR PROJECT***

Printing solution must be installed and operational no later than May 31, 2012.

**E. *CONTRACT MANAGEMENT***

The contract will be managed through Computer Systems and Operations in conjunction with Clemson University Procurement Services.

**F. PAYMENT**

Payment will not be made until solution has been tested by Clemson University and deemed up and running successfully. Once system is deemed up and running successfully by letter of acceptance from Clemson University, successful vendor will issue invoice. Payment terms are thirty (30) days after the date of successful vendor's invoice.

**G. NEW ITEMS**

All items must be new, instead of used, unless otherwise specified.

**H. INSTALLATION**

All of the items listed on this bid are to be INSTALLED. Bid prices must include installation cost.

**I. DEMO**

A demo may be required prior to making an award. Demo will be provided at vendor's facility by the apparent successful vendor. Successful vendor will be responsible for expense and setting up hardware to print documents identified by Clemson University staff prior to demonstration. Clemson University will be responsible for travel, meals and lodging expenses of their staff attending this demonstration. This vendor will be responsible for demonstrating its product so that Clemson University may verify the claims made in the vendor's bid. If a demonstration is required, Clemson University Procurement Services will notify the vendor in writing, and vendor must work with Clemson University to secure agreeable date, time and location of the demonstration within five (5) business days of contact by Clemson University. If the vendor fails to perform the demonstration on the specified date, the vendor may be considered non-responsive. Clemson University shall be the sole judge of the acceptability of the equipment in conformance with the bid specifications and its decision shall be final. The equipment used for the demonstration shall be the same as the manufacturer's model identified in the vendor's offer. Accordingly, the equipment used in the demonstration shall create an implied warranty that the actual equipment to be provided by the vendor during the contract period shall conform to the equipment used in the demonstration.

**J. STANDARD USEFUL LIFE**

The purchaser expects the standard useful life of the continuous form printing solution to be five (5) years.

**K. CONTRACTOR'S ADDITIONAL CONTACT INFORMATION**

If your company is awarded a contract from this solicitation, Offeror will provide Clemson University with, prior to commencement of the contract, the address, phone/fax number, and email address for each of the following within its organization including but not limited to:

- 1) District Manager
- 2) Regional Sales Manager
- 3) Sales Manager(s)
- 4) Account Manager(s)
- 5) Inside Sales Manager(s) \
- 6) Additional Sales Support Team that may be involved with the execution of a contract

**L. CHANGES WHICH WOULD NEGATIVELY IMPACT MANUFACTURER AND/OR CONTRACT HOLDER**

In order to ensure a consistent and reliable source of supply that will continue for the term of any resulting contract, Clemson University shall be notified immediately in writing of any changes between the manufacturer and contract holder that would adversely affect the performance of the manufacturer and/or contract holder responsibilities and performance while utilizing this contract. (Example: Manufacturer cancels the Contract Holder's letter of authorization or Line of Credit)

**M. Specification Verification**

Buyers Laboratory Printer Specification Guide will be used to verify specifications submitted by the offerors. Offerors are urged to make sure that the information listed in Buyers Laboratory Specification Guide is correct and will be responsible for having the manufacturer submit a certified letter to this office on any corrections needed for their machines bid.

**N. Standards**

All manufactured items and/or fabricated assemblies subject to operation under pressure, operating by connecting to an electric source, or operating involving a connection to a manufactured, natural or LP gas source shall carry the label or re-examination listing or identification marking of the appropriate safety standard organization; such as the American Society of Mechanical engineers for pressure vessels; the underwriter's Laboratories and/or National Association of Electrical Manufacturers for electrically operated assemblies; or the American Gas Association for gas operated assemblies, where such approvals or listing have been established for the type (s) of devices offered and furnished.

**O. Retrofits**

All safety, current and normal retrofits shall be automatically installed at no cost to Clemson University. All machines must meet all UL regulations and bear all responsibility for meeting all other code requirements. Vendor must notify all users when there is a recall or hazardous situation.

**P. Software**

Any software/software license needed to operate the machine being offered must be detailed in bid response and attached in online bidding system under the "Bid Attachments" response section. Any costs associated with the software must be included in Section VI, Bidding Schedule.

**Q. Specifications**

All items must equal or exceed the specifications listed. The absence of detail specifications or the omission of detail description shall be recognized as meaning that only the best commercial practices are to prevail and that only first quality materials and workmanship are to be used. All interpretations of the specifications shall be made from this statement. It is understood that the specifications or references to available specifications shall be sufficient to make the terms of such specifications binding on the contractor.

**II. INSTRUCTIONS TO OFFERORS**

**A. INFORMATION FOR OFFERORS TO SUBMIT** - In addition to information requested elsewhere in this solicitation, Offerors should submit the following information for purposes of evaluation:

**1) Manufacturer/Model Number/Sales Literature**

All Offerors must include the name of the manufacturer and model number along with detailed product information with offer. Complete literature must be submitted as an attachment in the Bid Attachment Response in the online bid document. Information submitted shall be sufficiently detailed to describe performance characteristic capabilities, and service requirements. Any deviation from specifications, indicated herein, must be clearly pointed out; otherwise, it will be considered that items offered are in strict compliance with these specifications, and successful bidder will be held responsible. Include Offeror's name on the cover of any specifications or descriptive literature submitted with offer.

**2) Certification**

For the machine that is bid, a certified letter from the manufacturer must be submitted with the bid stating that the machine meets or exceeds the specifications and the monthly volume the machine will do based on this purchase. This certified letter must be submitted as an attachment in the Bid Attachment Response in the online bid document.

**III. SCOPE OF WORK / SPECIFICATIONS****A. Overview**

Clemson University is requesting bids to furnish, install, maintain and service a fully integrated continuous form printing solution for the Department of Computer Systems and Operations. The Department of Computer Systems and Operations is located at the Information Technology Center, Research Park, Anderson, SC and is responsible for computing infrastructure including: Data Center facilities management; File and print services; Hardware architecture; High Performance Computing (HPC); High Throughput Computing (HTC); Hosting solutions; Identity services and provisioning management; Infrastructure development; Machine room and facilities management; Mail and messaging services; Monitoring and measurement services; Operations; Production control administration; Server administration for Mail servers, Mainframe, Network Servers, PeopleSoft, UNIX, Windows; Storage; Web services.

**B. Background**

Computer Systems and Operations currently has an Océ PS88 continuous form printer that will be reaching its end of life the end of March 2012. The department also has an Océ VarioStream 7450 continuous form high speed printer that may be traded-in towards this new purchase. In addition, the department has an Océ VarioPrint 4110 cut sheet printer that will remain in-house and continue to be utilized in conjunction with the new printer purchase. Various documents are printed on the printers outlined above to include reports, pre-printed letterheads, special pre-printed continuous forms, etc. Some of these documents are time sensitive as well as highly confidential. The department operates this printing environment seven (7) days per week, 24 hours per day.

**C. Scope of Work**

Computer Systems and Operations is in need of a replacement for the Océ PS88 and the Océ VarioStream 7450 outlined above. This purchase will be to upgrade the printing capabilities that are currently provided by these devices as well as a possible trade-in towards this purchase. Trade-in allowance will be requested in Section VI, Bidding Schedule; however, Clemson University may or may not trade-in the VarioStream 7450 towards this purchase. A determination will be made on the trade-in based on whichever is most advantageous to Clemson University. The current Océ VarioPrint 4110 will remain in-house and continue to be utilized in conjunction with the new printer purchase.

**I. Requirements** *(The following requirements are mandatory minimum requirements.)***1. Printer - stipulate costs for the following in Section VI, Bidding Schedule:**

- a) Printer QTY – 2
- b) Delivery
- c) Install
- d) Training
- e) Monthly Maintenance Charge
- f) Monthly Usage Charge

**2. Printer Specifications:**

- a) Marking Engine: LED (Light Emitting Diode)
- b) Minimum Speed: 121 Letter Images per minute, per Printer
- c) Emulation: IPDS
- d) Minimum Resolution: 600 x 600 dpi
- e) Operator Attention Lamps
- f) No-Contact Flash Fusing
- g) Graphical User Interface
- h) 240/300/600 automatic resource detection/consolidation
- i) Paper Feed: Self Loading
- j) Print Width: 7" – 17"
- k) Forms:
  - i. Width – 6" – 18"
  - ii. Length – 7" – 20"
  - iii. Weight – 16 – 43 lbs

**3. Front-End Server – stipulate costs for the following in Section VI, Bidding Schedule:**

- a) Server Hardware & Software Costs
- b) Delivery
- c) Installation and Integration into current environment
- d) Training – Operators & Administrators

**4. Server Specifications:**

- a) Hardware:
  - i. (2) HP G6 or above (one for failover)
  - ii. Backup Edge
  - iii. RAID 1+0 Shared Array
  - iv. 24" TFT Wide Flat Screen
- b) Software:
  - i. Linux
  - ii. Host Connect – Mainframe to Server
  - iii. Project Management
- c) Conversion Tools - Must support the following protocols:
  - i. AFP – IPDS
  - ii. PCL
  - iii. PostScript
- d) **Note:** Server must interface with existing Océ VP4110 that department currently has in-house and is utilizing for cut sheet print jobs.

**II. Maintenance/Service**

**Offerors plan for servicing the printer/server must include, but not be limited to, the following requirements:**

**1. Removal and Installation:**

All removal and installation charges must be borne by the vendor. Vendor must call agency contact before delivery to inquire about stairs, loading dock etc.

**2. Technical Assistance:**

Bidder shall furnish technical assistance in the operation and maintenance of printer/server upon request. Such assistance shall be available 24/7/365 without additional cost to Clemson University. A toll free number must be provided by successful vendor for technical assistance.

**3. Training and Acceptance:**

Upon delivery and installation of the equipment at the agreed location, successful offeror completes operator training, and delivery of all literature. Clemson University shall test and inspect it, and if in good working order, accept the equipment and acknowledge in writing that the equipment is installed and working properly. **(Clemson University does not have a standard acceptance document)** The date of acceptance shall be the date upon which Clemson University acknowledges in writing that the equipment is installed and working

properly. The contractor shall provide materials, instructions and personnel for the training of users of this printer/server. This instruction is to be performed in-house after installation and prior to actual station operation unless Computer Systems and Operations requests training at the contractor's location. Initial training must be provided on-site at Clemson University Computer Systems and Operations on a consistent basis until solution has been tested by Clemson University and deemed up and running successfully by letter of acceptance from Clemson University.

**4. User Manual:**

Instruction and maintenance manuals shall be included for all equipment. These manuals shall contain, without limitation:

- A section describing the capabilities of the equipment
- Specifications
- Operation instructions
- Installation and use criteria
- Maintenance instructions

One manual will provided with every machine. Additional manuals may be purchased by the users from the vendor or the users may utilize the vendor website for assistance.

**5. Subcontractors:**

Areas where subcontractors will be used, the subcontractors to be used must be identified prior to contract award. Subcontractors are subject to same security, licensing, taxes and employment requirements as the bidder. The CONTRACTOR shall have no outstanding tax liabilities owed to the State of South Carolina.

**6. Delivery:**

Deliveries shall be FOB delivered and installed. No drop shipments will be accepted.

**7. Contractor's Representative:**

The contractor's representative is required to install, assemble and demonstrate equipment purchased under this contract. The representative shall also be required to make minor adjustments and repairs whenever possible. The representative shall be available upon request for consultation service. Machine (s) must be installed no later than May 31, 2012 or a loaner of the same class of equipment must be provided at no cost to Clemson University or the order may be subject to cancellation.

**8. Installation:**

All installation charges must be borne by the vendor. The bidder (s) shall perform all installation and shall verify proper operation of all equipment. Electrical service and networking will be the responsibility of Clemson University. Vendor must call user contact before delivery to inquire about stairs, loading dock etc.

**9. Guarantee and Remedies:**

The printer obtained from this contract will be expected to perform satisfactorily 95% of the available working hours (24 hours per day, seven days per week) for any calendar month throughout the term of the contract. Printer shall be kept in good working order so that work delays and printer problems shall be minimized. In the event that the printer exhibits continuing breakdowns, including networking problems on the vendor's end (the printer failure rate shall not be more than two (2) malfunctions per month, requiring contractor corrections) or poor print quality. It shall be Clemson University's sole decision to have the printer replaced. The printer will be considered down unless 95% of the functions are operational. The contractor shall, at its expense, replace the printer with one of the same or better quality, satisfactory to Clemson University. Failure of the contractor to respond with corrective action so as to comply with this provision will be cause for Clemson University to cancel the service contract. The bidder shall have 5 days to remedy this situation upon notification from the user. If the user and contractor cannot agree on this provision, either party can refer this to Clemson University Procurement Services for resolution. Clemson University Procurement Services decision will be final.

**10. Invoices:**

Invoices must be from the awarded contractor. Clemson University will not be responsible for payment of invoices not billed after 60 days of agreed invoice date. Contractor must offer electronic billing if requested.

**11. Maintenance:**

The bidder shall agree to provide full maintenance for the contract period of the printer, server and software. This shall include labor, all parts, service, travel and preventive maintenance. The bidder shall provide guaranteed maintenance service included in the maintenance monthly cost as well as the cost per foot.

- a) Bidders will repair or adjust the machine as required to maintain it in good working order. These costs are borne by the bidder and are inclusive in the maintenance cost.
- b) Preventive maintenance will be based upon specific needs of the individual machine as determined by the bidder. Preventive maintenance will include lubrication, necessary adjustments and replacement of unserviceable parts, with at least one preventive maintenance inspection per quarter.
- c) Maximum service response time shall be (from time of first contact) one (1) hour by phone, onsite within two (2) hours, printer in operation within eight (8) hours. Response time is based 24 hours per day, seven days per week, 365 days per year.
- d) If printer(s) is not in operation in eight (8) hours, contractor must furnish a printer at no additional cost to the agency until the printer is in operation.

- e) The bidder shall agree to provide a service log (service history) on the machine when requested by Clemson University. This history will provide the cause of the breakdown, length of time it is down. If the down time is determined to be operator error, misuse or abuse by Clemson University, the downtime will not be considered in accessing satisfactory machine performance.
- f) All Bidders must have service staff and shall have facilities and inventory for field modification or repair, and shall have warehouse and transportation facilities to service the printer for which they are bidding.
- g) All bidders must have a full line, full time printer sales operation with sales and consultative staff and shall be actively merchandising the products bid.
- h) The bidder shall provide all costs needed to operate the machine, server and software including all parts, service, labor, and maintenance (as stated above).
- i) The bidder shall provide the monthly maintenance cost for the printer and server as outlined in Section VI, Bidding Schedule.
- j) Contractors will be responsible for getting the meter reads off of the machine.
- k) Bidder must keep a parts inventory on hand with the ability to fix the machines placed under this contract, and must have factory certified technicians to handle the machines placed under this contract.

**12. Supplies/Consumables:**

The bidder shall agree to provide all supplies for the contract period of the printer, server and software excluding paper. Bidders must provide manufacturer's supplies only. Supplies must be new, not remanufactured, refurbished, or recycled. Contractors will be responsible for providing the supplies to the end user when an order is placed for supplies. Offeror's must indicate percentage off manufacturer's suggested retail price for all manufacturer's supplies as indicated in Section VI, Bidding Schedule. This is an optional item and will not be used for evaluation purposes. Discount may be negotiated with successful vendor upon award.

**13. Trade-In:**

Section VI, Bidding Schedule, Lot A allows for trade-in allowance of Oce VarioStream 7450. However, VarioStream 7450 cannot be uninstalled until new system is up, running and fully operational. Successful vendor is responsible for disassembling the hardware, crating, all labor, materials and shipping charges.

**14. Service Technicians/Networking Issues:**

Successful vendor must provide adequate number of service technicians available in the surrounding area as well as a plan for handling any network issues that may occur in which the service technician(s) cannot resolve. All contractors must have customer support personnel to assist users in determining what is required to network the particular device.

**15. Print Credit:**

Successful vendor must have a plan to credit Clemson University for unusable prints made by the by the vendor's technical representative while repairing or performing maintenance on the machine.

**IV. TERMS AND CONDITIONS – SPECIAL****A. *Manufacturer/Model Number/Sales Literature***

All Offerors must include the name of the manufacturer and model number along with detailed product information with offer. Complete literature must be submitted as an attachment in the Bid Attachment Response in the online bid document. Information submitted shall be sufficiently detailed to describe performance characteristic capabilities, and service requirements. Any deviation from specifications, indicated herein, must be clearly pointed out; otherwise, it will be considered that items offered are in strict compliance with these specifications, and successful bidder will be held responsible. Include Offeror's name on the cover of any specifications or descriptive literature submitted with offer.

**B. *Certification***

For the machine that is bid, a certified letter from the manufacturer must be submitted with the bid stating that the machine meets or exceeds the specifications and the monthly volume the machine will do based on this purchase. This certified letter must be submitted as an attachment in the Bid Attachment Response in the online bid document.

**V. APPENDICES TO SCOPE OF WORK**

Not Applicable

**VI. BIDDING SCHEDULE**

**See Section VI, Bidding Schedule attached as Excel file under the “Bid Attachments” Section in online bidding system. This Bidding Schedule must be completed and re-attached to your online bid response for evaluation purposes. Please transfer Lot A and Lot B totals from Excel file to Line Item 1, Line Item 2, and Line Item 3 in online bidding system as well.**

## Section VI - Bidding Schedule

### Continuous Form Printing Solution

#### Sealed Bid #27459808

***Lot A: (includes trade-in allowance)***

Line Item	Quantity	Unit of Measure	Description	Unit Price	Total Price
1	2	EA	Purchase of Continuous Form Printing Solution as outlined in Scope of Work		\$0.00
2	1	Lot	Delivery and Installation of Continuous Form Printing Solution specified in line item 1 above.		\$0.00
3	1	Lot	Implementation and Training of Continuous Form Printing Solution as specified in line item 1 above.		\$0.00
5	12,000,000	feet	Rate per foot based on first 100,000 feet per month over 60-month period for two printers for a total of 12,000,000 feet. 100,000 feet per month is the guaranteed minimum that Clemson University will pay each month for usage.		\$0.00
6	600,000	feet	Rate per foot based on volume over 100,000 feet per month. 600,000 feet is based on 5,000 feet per month over the minimum volume of 100,000 feet. 5,000 extra feet per month over 100,000 feet is an estimate for evaluation purposes only. Actual footage will vary.		\$0.00
7	1	Lot	Purchase of Server Hardware and Software		\$0.00

8	1	Lot	Delivery, Installation and Integration into current environment for Server Hardware and Software as specified in line item 7 above.		\$0.00
9	1	Lot	Implementation and Training for Server Hardware and Software to include operators and administrators as specified in line item 7 above.		\$0.00
12	60	months	Monthly maintenance charge for Server Hardware and Software specified in line item 7 above.		\$0.00
			<b>SUBTOTAL - LOT A</b>		\$0.00
13	1	EA	Trade-in allowance for Oce VarioStream 7450. This amount will be deducted from Subtotal above for evaluation purposes. Cannot be uninstalled until new system is up, running and fully operational. Successful vendor is responsible for disassembling the hardware, crating, all labor, materials and shipping charges.		\$0.00
			<b>TOTAL - LOT A</b>		\$0.00
			<b>** Note ** - Please transfer Total - Lot A above to Line Item #1 in online bidding system for evaluation purposes.</b>		
<b><i>Lot B: (trade-in allowance not included)</i></b>					
Line Item	Quantity	Unit of Measure	Description	Unit Price	Total Price
1	2	EA	Purchase of Continuous Form Printing Solution as outlined in Scope of Work		\$0.00
2	1	Lot	Delivery and Installation of Continuous Form Printing Solution specified in line item 1 above.		\$0.00
3	1	Lot	Implementation and Training of Continuous Form Printing Solution as specified in line item 1 above.		\$0.00

5	12,000,000 feet	Rate per foot based on first 100,000 feet per month over 60-month period for two printers for a total of 12,000,000 feet. 100,000 feet per month is the guaranteed minimum that Clemson University will pay each month for usage.	\$0.00
6	600,000 feet	Rate per foot based on volume over 100,000 feet per month. 600,000 feet is based on 5,000 feet per month over the minimum volume of 100,000 feet. 5,000 extra feet per month over 100,000 feet is an estimate for evaluation purposes only. Actual footage will vary.	\$0.00
7	1 Lot	Purchase of Server Hardware and Software	\$0.00
8	1 Lot	Delivery, Installation and Integration into current environment for Server Hardware and Software as specified in line item 7 above.	\$0.00
9	1 Lot	Implementation and Training for Server Hardware and Software to include operators and administrators as specified in line item 7 above.	\$0.00
12	60 months	Monthly maintenance charge for Server Hardware and Software specified in line item 7 above.	\$0.00
		<b>TOTAL - LOT B</b>	\$0.00
		<b>** Note ** - Please transfer Total - Lot B above to Line Item #2 in online bidding system for evaluation purposes.</b>	
		<b>Only one lot will be awarded, Lot A or Lot B, whichever is most advantageous to Clemson University.</b>	
<b>Supplies/Consumables:</b>			
<i>(This is an optional item and will not be used for evaluation purposes. Discount may be negotiated with successful vendor upon award.)</i>			
Please indicate percentage off MSRP below in yellow highlighted area for all manufacturer's supplies/consumables			

required to operate printer, server, software above.				
	% off MSRP			
Percentage off MSRP (manufacturer's suggested retail price) for all manufacturer's				
supplies/consumables as indicated in Section III, Scope of Work, Section C, Scope of Work, II - Maintenance/Service, #12 - Supplies/Consumables.				
<b>*** Note: Please transfer percentage off MSRP above to Line Item #3 in online bidding system.</b>				