



Detroit Area Agency on Aging

Request For Quote

New Multi-function Copier/Printer Equipment

Quotes due February 10, 2023, 5:00 PM

January 27, 2023

The Detroit Area Agency on Aging (DAAA), a 501(c)(3) nonprofit agency serving seniors and disabled adults in the Detroit, Highland Park, Hamtramck, Harper Woods, and five Grosse Points areas, is seeking quotes on new multifunction copier equipment.

Quotes are due by February 10, 2023, 5:00 PM.

Preferred Delivery Method – Sent via email to Chris Todd (toddch@daaa1a.org) as a PDF. Please use the subject of “Copier RFQ Submission”. An email confirmation will be sent within 1 business day of receipt.

Alternative Delivery Methods – mail or drop off (M-F 8:30 AM – 5:00 PM) paper version of quote to:

Attn: Chris Todd – Copier RFQ
Detroit Area Agency on Aging
1333 Brewery Park Blvd Ste 200
Detroit MI 48207-4544

In addition to the RFQ response, each vendor will provide the following samples printed on each of the brands/models being quoted:

1. Black & white text with color graphics – 1 double sided page printed on 20# paper
2. Presentation (with a color background that either fades or changes shade as it goes across the page) – 2 single sided pages (one page should have a color graphic)
3. (Production only) Postcard with colorful graphics
4. (Production only) Tri-fold brochure printed on high-gloss paper – suitable for outside marketing materials (should include at least one small color photo)
5. (Optional) Up to 3 other pages that showcase the printing quality, capabilities, or features of the device

These samples should be dropped off or mailed and must be received by DAAA by Monday, February 13, 2023.

Notes:

- If any required or optional feature is not available/supported in your quote, please note this and provide a reason why (i.e. X option would require moving to a different model which costs \$50,000 more and isn't worth the cost).
- Multiple quotes can be provided with the following guidelines:
 - If more than one quote is provided, a separate cover page must be included to explain the differences between the quotes
 - Up to 5 quotes can be provided for a single brand of equipment (per lease/agreement length)
 - Up to 2 different brands of equipment can be quoted
- Please submit questions to Chris Todd – toddch@daaa1a.org. All vendors will receive the questions and answers at the same time (sent within 1 business day of receipt of question).

The following are the requirements for the new copier hardware and software for the Detroit Area Agency on Aging.

General

- All equipment should be new and current models.
- Copier brand(s) and models should have good reliability. Vendor will not suggest or provide copier brand(s) or models that they have knowledge of being low quality or having poor reliability.
- Copier models should be selected based on monthly volume, software features, hardware features, and finishing features.
- Provide new copier equipment availability. Include time from signing of agreement to installation of new copier equipment.
- Lease/Agreement length – Please provide quotes for both 36-month and 60-month agreement terms.
- Quote pricing will consist of monthly lease payment, monthly maintenance payment, and monthly per-page costs (separated by B&W, color, etc.). The following should be included in one of these monthly costs (as appropriate):
 - Copier (hardware device) and all internal and external pieces, parts, and accessories including, but not limited to:
 - Copier machine itself
 - Finisher (if applicable)
 - Extra paper trays (as appropriate)
 - Surge protector
 - Shipping/Delivery Costs
 - Installation Costs
 - Training costs – please include description of how training will be given
 - Supplies
 - OEM Toner Cartridges (in all applicable colors), staples, and all other supplies (excluding paper and other materials to print on) will be included in quote.
 - If specialty OEM Toner Cartridges are supported in a given model, the price per cartridge (and number of estimated pages per cartridge) should be provided separately.
 - Maintenance/Wear Items
 - All maintenance & wear items are to be included in the quote for the entire length of the contract, including, but not limited to:
 - Fuser/Drum
 - Toner collection container
 - Rollers
 - All parts should be OEM unless otherwise specified by manufacturer or approved by DAAA. If manufacturer recommends non-OEM parts, documentation from manufacturer indicating this will be provided to DAAA.
 - Repairs
 - Vendor will provide, as part of the quote, all necessary repairs to keep devices fully functional including parts, labor, travel, and all other associated costs for the entire length of the contract.

- All valid methods of submitting a repair request will be provided as part of the RFQ response (i.e. phone call, email, web portal, etc.). Frequent status updates will be made via email, text, phone, etc. as appropriate based on method of submission and urgency.
 - Repairs should be completed within 3 business days of the repair submission
 - If a repair will take more than 3 business days to complete, vendor will notify DAAA as soon as possible as to the reason and an estimated time when the repair will be completed.
 - A loaner machine will be provided for any copier/printer that is not able to be fully repaired for any reason within 10 business days of the initial request.
 - Please provide an explanation of how variances in monthly print volume will affect the monthly charges (and any break points--whether on individual copiers or across all copiers).
- Additional requirements:
 - Electrical requirements of each device should be indicated (Amp rating and plug type); voltage will be for 120 V AC.
 - Preferred 15 Amps/NEMA 5-15P (non-production machines)
 - 20 A/NEMA 5-20P (for Production and, if necessary, for non-production machines)
 - Security/Privacy
 - Disclosure if copiers will communicate with external equipment (external to customer's network)
 - If so, provide
 - How often
 - Under what circumstances
 - What information is transmitted
 - Is the information encrypted in transit?
 - Is the information encrypted at rest?
 - Owner(s) of remote equipment (i.e. vendor, manufacturer, etc.)
 - Location of remote equipment (country)
 - Any other information about type of data, frequency, etc. transmitted from device
 - Disclosure if external equipment will communicate with copier
 - If so, provide
 - How often
 - Under what circumstances
 - What information is transmitted
 - Is the information encrypted in transit?
 - Is the information encrypted at rest?
 - Owner(s) of remote equipment (i.e. vendor, manufacturer, etc.)
 - Location of remote equipment (country)
 - Any other information about type of data, frequency, etc. transmitted from device
 - Storage media in any copier/printer device must be encrypted. When storage media is replaced, at equipment end-of-life, or upon the return of copier equipment, all storage

media will be wiped with a DOD (Department of Defense) approved data wiping procedure or the media will be physically destroyed.

- Vendor is responsible for keeping copier Operating System (OS)/Firmware up to date with the latest versions as made available and recommended by the manufacturer. If an urgent security update is released that requires immediate installation (such as to protect against a 0-day threat), vendor will contact the IT contact at DAAA via phone (an email should also be sent regardless of whether technical contact is reached by phone or not). Email should be addressed to the address or addresses customer provides for urgent matters.
 - Vendor will immediately notify DAAA (not longer than 4 hours after vendor is notified) of a 0-day vulnerability that is known to be exploited in the wild but has no update to fix. Vendor will provide all information that they have as well as provide workarounds (as available) until an update is made available and installed for the vulnerability.
 - Updates will be installed outside of extended business hours if they can be installed remotely (unless prior approval has been received from DAAA's IT contact). Extended business hours are M-F 7:00 AM - 7:00 PM. A disclosure is required if normal updates cannot be done remotely and require a site visit.
- Meetings:
- Meetings between customer and vendor will occur as follows:
 - A week prior to delivery and installation (to review day of installation timing and process to ensure both parties are ready)
 - Day after delivery
 - 1 week after delivery
 - 2 weeks after delivery
 - Every 3-6 months after delivery (to include a usage review)
 - As requested by customer or vendor

Device Requirements (Medium/Large, Non-production Devices) – Qty 7

The large, non-production multi-function copiers/printers should all meet the following requirements:

- Copy, Print, Scan, Fax
- Support duplex color printing and duplex color scanning
- Devices should be in the 45-55 ppm range (unless other requirements dictate a different speed copier)
- Paper sizes 8.5"x11" & 8.5"x14" (all machines), 11"x17" (on some machines – see table)
- Paper capacity – 8.5"x11" - see table below; 8.5"x14" & 11"x17" (if applicable) – min. 100 sheets each
- Reasonable fast first page out (FPO) time from sleep
- Badge reader (supports HID badges) (for authentication with software – see below)
- Easy to use UI (User Interface) – little to no training should be necessary on copier user interface (UI)
- Finishing – collate, staple, hole punch (on some machines – see table)
- Reasonably quiet
- Network –
 - Wired - GbE (Gigabit Ethernet)
 - Wireless - 802.11ac or 802.11ax (Wi-Fi 5 or Wi-Fi 6) preferred, but not required
- Configuration
 - All devices will be configured by vendor* including, but not limited to:
 - Network config
 - Time synchronization (NTP/SNTP)
 - Connection to Office 365
 - Fax Information
 - Scan destinations
 - PaperCut or equivalent software
 - Configuration should be backed up by vendor to expedite potential equipment/drive replacement in the future
 - Vendor will be responsible for configuring replacement equipment back to configuration of equipment it is replacing (whether by restoring a backup configuration or manually).

* All necessary customer specific information will be provided by customer's IT contact upon request from vendor

Copier Name/ Department	Floor	Current Model (Toshiba e-studio)	Requires 11x17 paper	Requires 3-hole punch	Minimum Preferred 8.5"x11" paper capacity (sheets)	Other Notes
Nutrition	1	6570c	Yes	Yes	2000	
MMAP	1	557	No	No	1500	Must have NEMA 5-15P plug (15A)
Office Ops	2	6570c	Yes	Yes	2000	
Care Management	2	6570c	Yes	Yes	2000	
Medical Records/ File room	2	557	No	No	1500	Needs to be physically smaller than existing copier
Finance	2	6570c	Yes	Yes	2000	
HR	2	4555c	No	No	500	Must have NEMA 5-15P plug (15A)

Device Requirements (Medium/Large, Production Devices) – Qty 2

The large, production multi-function copiers/printers should meet all the following requirements (unless marked optional):

- All requirements of medium/large, non-production machines, above, with the following additions and deletions:
 - “Production” equipment is used to differentiate between the multi-function devices throughout the office and the ones used for large & specialty jobs in our small production/print shop.
 - These 2 devices do not need to be the same model
 - Production Copier A has additional/advanced features & options
 - Production Copier B has more standard features & options
 - Must produce very high-quality printing – at least copier A (professional color good enough for in house printing of marketing materials and presentations)
 - Faxing not required
 - Duplex scanning not required
 - Can be noisier than non-production equipment
 - 65-ppm range (or faster)
 - Must support thick stock – 24#, 28#, 110#
 - Supports the following paper types – card stock, glossy, and labels
 - Support booklet printing (using up to 11x17 paper)
 - Paper folding – up to a trifold – C/Z style (optional) – Copier A (if available)
 - Support for printing business cards in at least 1 color and black (either Copier A or B)
 - Support for printing post cards (3x5, 4x6, etc.) (optional) (Copier A)
 - Support for crimping a few pages (i.e. up to 5) instead of stapling (optional/if available) (either Copier A or B)
 - Envelope feeder (standard business #10 size) (optional) (either Copier A or B)
 - Support of department codes or names (can be via copier or add-on software (see below))

Copier Name/ Department	Floor	Current Model (Toshiba e-studio)	Requires 11x17 paper	Requires 3-hole punch	Minimum Preferred 8.5"x11" paper capacity (sheets)	Other Notes
Production A	2	6570c	Yes	Yes	4000	Has advanced features/options
Production B	2	6570c	Yes	Yes	4000	Has more standard features

Device Requirements (Small, personal devices) – Qty 3

The small, personal devices should have the following:

- Copy, Print, Scan (no Fax)
- Color duplex printing (quality suitable for printing presentations)
- Color scanning (duplex scanning preferred)
- Reasonably quiet (since they will be in an office, close by to the user)
- Supports Wi-Fi (wired network support is optional) & USB Connectivity
- Simple remote network scan option (to scan to a single user's laptop without needing to push buttons on the device itself once everything is setup)

Copier Name/ Department	Requires 11x17 paper	Requires 3- hole punch	Other Notes
Exec Office 1	No	No	Connected via Wi-Fi
Exec Office 2	No	No	Connected via wired network or Wi-Fi
Chief Admin Office	No	No	Connected via Wi-Fi

Add-on software for managing, monitoring, and enhancing copier functionality

Along with new copiers and all other specifications laid out in this document, DAAA also requires PaperCut (or a product with equivalent functionality that meets all the requirements below) to assist with managing, monitoring, and enhancing the use of the large (non-personal) copiers.

PaperCut (or equivalent) should provide the following features:

- Track
 - All users' jobs (including printing, copying, scanning, and faxing (only on fax-enabled equipment))
 - Size of print jobs (in pages)
 - Number of pages used per paper type and size
 - Number of B&W and Color pages
 - Number of Single-Sided and Duplex pages
 - Cost of pages printed by person/department/group
- Authentication by swiping badge (HID brand)
- Badge programming by uploading file (i.e. csv) with badge numbers and usernames (or other information as needed) and/or self-registration (uploading option preferred)
- Ability to authenticate to user's Office 365 account/Azure Active Directory (or on-premises Active Directory) for scanning
- "Follow me printing" – There will be one main print queue that all jobs are printed to; user walks up to printer, swipes badge, and then can release some/all print jobs at whatever printer they walked up to.
 - Exceptions may apply to HR, Production, and desktop MFPs based on configuration options in the software (i.e. these devices might have their own print queues)
- User's ability to delete individual print jobs, only print certain print jobs, delete all print jobs, and print all print jobs.
- Print jobs will automatically be deleted by copier or software after X days (14 unless otherwise specified)
- Be able to limit permissions by user, department, or group (such as, but not limited to, ability to print anything on a given copier, color printing/copying, individual print/copy jobs that have over X pages, maximum number of color pages printed/copied per month (and B&W if available), etc.). (Group refers to a list of users that can be defined in the software.)
- Scan to Email (to user's mailbox – email should be blocked from being sent to external addresses)
- Scan to OneDrive for Business (into the authenticated user's OneDrive for Business) either into a selectable folder or a fixed folder.
- [Optional] Ability to have 3-5 predefined scan types (i.e. B&W 150 DPI PDF, Color 300 DPI PDF, etc.)
- Must be HIPAA compliant (particularly the scanning & email). Documentation should be provided to demonstrate that the software is HIPAA compliant.
- OCR functionality – ability to have scanned document processed by an OCR (Optical Character Recognition) engine to convert document from an image into machine-readable/searchable text). This OCR functionality must also be HIPAA compliant. A solution is preferred where the OCR occurs on-site/in-network, but a solution with external OCR processing will be considered if it has appropriate security and information protection safeguards.

Timetable

Date	Process/Milestone
Friday, January 27, 2023	Release of RFQ to Vendors
Friday, February 10, 2023, 5:00 PM	Quotes due back to DAAA from Vendors
Monday, February 13, 2023	Printed samples due to DAAA from Vendors
February 13 – 17, 2023	<ul style="list-style-type: none">• Quote reviews• Equipment Demonstrations
February 28, 2023	Announcement of winning quote

Detroit Area Agency on Aging - New Copier RFQ - Print Volume Information

Printer	Floor	Pages Printed 7/1/2021 - 9/30/2021	Pages printed 10/1/2021 - 12/29/2021	Pages printed 12/30/2021 - 6/30/2022	Pages printed 7/1/2022 - 1/27/2023	Total Page Count Ending 1/27/2023	Notes
Nutrition - BW	1	5,316	4,985	6,987	5,015	549,291	Extended Out of Service Period
Nutrition - Color		2,274	2,196	6,720	2,477	337,197	
Nutrition - Total		7,590	7,181	13,707	7,492	886,488	
MMAP - BW	1	5,713	4,449	11,479	15,459	479,418	Volume increased due to Nutrition being out of service
MMAP - Color		-	-	-	-	-	
MMAP - Total		5,713	4,449	11,479	15,459	479,418	
Fileroom - BW	2	3,592	12,021	12,225	6,721	407,883	
Fileroom - Color		-	-	-	-	-	
Fileroom - Total		3,592	12,021	12,225	6,721	407,883	
Care Mgt - BW	2	13,700	4,821	500	38,159	1,088,896	
Care Mgt - Color		4,211	382	138	6,714	182,939	
Care Mgt - Total		17,911	5,203	638	44,873	1,271,835	
Finance - BW	2	16,736	12,240	12,401	17,968	813,490	
Finance - Color		7,434	1,152	1,345	5,948	243,308	
Finance - Total		24,170	13,392	13,746	23,916	1,056,798	
Office Ops - BW	2	14,672	14,593	18,681	58,249	784,674	Volume increased due to other 2nd floor copiers being out of service at times
Office Ops - Color		3,563	3,186	14,971	32,631	352,169	
Office Ops - Total		18,235	17,779	33,652	90,880	1,136,843	
HR - BW	2	2,363	2,235	4,471	8,036	90,793	
HR - Color		2,047	1,814	3,628	2,434	72,823	
HR - Total		4,410	4,049	8,099	10,470	163,616	
Production 1 - BW	2	9,543	9,440	9,843	-	767,425	Extended Out of Service Period
Production 1 - Color		36,810	36,409	36,309	-	1,200,334	
Production 1 - Total		46,353	45,849	46,152	-	1,967,759	
Production 2 - BW	2	8,045	7,337	7,257	51,030	776,133	Volume increased due to Production 1 being out of service
Production 2 - Color		23,564	23,109	22,856	87,070	1,489,619	
Production 2 - Total		31,609	30,446	30,113	138,100	2,265,752	
Total Black & White Pages		79,680	72,121	83,844	200,637	5,758,003	
Total Color Pages		79,903	68,248	85,967	137,274	3,878,389	
Total All Pages		159,583	140,369	169,811	337,911	9,636,392	