

Statement of Requirements for Managed Maintenance and Repair Services of Networked and Non-Networked Printers for the U.S. District Court for the District of New Jersey

OVERVIEW

The U.S. District Court for the District of New Jersey for the Newark, Camden and Trenton offices, is seeking quotes from qualified vendors to provide managed maintenance and repair services, including continuous monitoring and proactive support, for laser printers, managed and unmanaged, throughout the District of New Jersey. A complete list of printers and their locations can be requested.

REQUIREMENTS

1. Monitoring Software/Hardware Requirements

It is understood that the winning vendor will require the Court to install software on the Court's network which will be utilized to monitor and count the number of pages that each printer consumes, and reports that data back to the vendor at specified intervals.

- A. Vendor's software must be compatible with Windows or Windows Server (versions 10, 2012R2, 2016R2)
- B. Vendor's software must be compatible with "virtualization" and not require stand-alone hardware in order to function.
- C. Vendor's software must be non-intrusive to the overall network and not require an "Agent" or "component" to be installed on all desktops throughout the enterprise.
- D. The Court shall have ability to login and view usage reports from software at any time. Statistics required, but not inclusive, are the ability to view pages printed of managed printers, ability to determine whether toners were called-in verses automated, and service details.
- E. Vendor shall pay for all licensing and provide technical support regarding the monitoring software.
- F. Vendor shall only monitor printer hardware on the specific IP addresses (not an IP range) given by the Court. Vendor must provide proof that monitoring software will not capture, transfer or scan any content that is being printed, and only causes the ability for printer hardware status and counts of black and white and color pages printed to be transferred.

2. General Contract Requirements

- A. All toner to be included, Black & White and Color, including any special colors that covered printers will require.
- B. All parts to be included—this includes fusers, maintenance kits, transfer belts, waste containers, and any/all other parts or consumables.
- C. Four (4) quarterly Preventive Maintenance visits per year for all printers to ensure they are clean and operating properly.

- D. Flat pricing for Black & White and Color pages, regardless of the size of printer or size of page printed.
- E. No increase in price per page over length of contract.
- F. Printers can be added or dropped from the program at any time without affecting the individual page cost or length of the contract.
- G. All repairs are to be done on-site. If off-site repair is required, a loaner printer must be provided.

3. Requirements for Service and Supplies

- A. The vendor must service all machines under contract with vendor's own employees (no third-party contracting).
- B. All service technicians must hold HP Certifications for repair of Laser Printers. Four (4) hours or less response time for all service calls made Monday through Friday, except for recognized Federal Holidays. Calls after business hours or on the weekend are to be responded to the next business day.
- C. Guaranteed Repair or Replace: The vendor **MUST** repair the machine. If it cannot be repaired, the Vendor must replace it with a comparable Hewlett Packard printer at no cost. Replacement printer becomes the property of the Court. Replacement printer will be maintained and repaired by vendor under same terms and conditions as though it was purchased new by the Court.
- D. The vendor must manufacture the toner cartridges that are supplied to the Court under Standardized Test Methods Committee (STMC) designation. Proof of compliance must be provided.
- E. The vendor must be compliant with industry accepted standards and testing in accordance with American Section of the International Association for Testing Materials (ASTM) standards for the manufacture of toner cartridges. Proof of compliance must be provided.
- F. Vendor must maintain toner inventory at the vendor facility.
- G. Emergency toner deliveries must be accomplished in under 4 hours during business days.
- H. Vendor must provide recycling for used toner cartridges via pickup by vendor vehicle (shipping back via USPS/UPS/FedEx is not acceptable).
- I. Vendor shall not charge the Court for shipping and handling for toner deliveries or empty toner pickup.

CONTRACT TERM

The Court is looking for a three-year contract. Contract term beginning October 1, 2019 through September 30, 2022. The proposal of a multi-year contract must result in a definite cost savings of at least 5% for the judiciary over issuance of an annual contract. The offerors must provide dual price proposals, one price proposal based upon a multi-year award and one based on pricing for award of a base year and options for each subsequent year.

WRITTEN QUOTATION

Vendor will provide a written quotation for the following areas or service:

1. Black & White page count monthly minimum in total dollars
2. Black & White page count monthly minimum in total pages

3. Charge per page over monthly minimums for Black & White
4. Color page count monthly minimum in total dollars
5. Color page count monthly minimum in total pages
6. Charge per page over monthly minimums for Color
7. One-time fee to bring equipment to working order at start of contract. An itemized list with charges shall be attached.

Vendors interested in submitting a quote are welcome to request a specific inventory list in order to make a determination as to age/condition of existing printer devices. Physical Court site visits may also be requested, at the Court's convenience (The vendor shall be liable for any costs associated with sending employees to view/evaluate printing devices).

Court sites and inventory information are below:

- A. Martin Luther King Building & US Courthouse, 50 Walnut Street, Newark, NJ 07102
 1. Networked Printers B/W 52, Color 2
 2. Non-Networked Printers B/W 24, Color 0

- B. Mitchell H. Cohen Building & US Courthouse, 4th and Cooper Streets, Camden, NJ 08101
 1. Networked Printers B/W 16, Color 3
 2. Non-Networked Printers B/W 20, Color 1

- C. Clarkson S. Fischer Building & US Courthouse, 402 East State Street, Trenton, NJ 08608
 1. Networked Printers B/W 21, Color 3
 2. Non-Networked Printers B/W 30, Color 3

Approximate average monthly (networked) B/W pages printed over the last 12mths, 165,000
Approximate average monthly (networked) Color pages printed over the last 12mths, 6,600
Average monthly pages printed for non-networked printers cannot be provided.
Last years toner requests, networked and non-networked, 144.

Failure to attend a site visit does not preclude a vendor from submitting a quote, however, vendor understands if they are awarded the contract, they are solely responsible for any costs that may be incurred for unexpected repairs/materials/supplies that would have been discovered via an on-site visit.

Submit quote no later than 4:00 p.m. on 8/12/19 to Todd_Phillippi@nj.uscourts.gov.

BILLING

Vendor will invoice the Court on a monthly basis based upon the minimum monthly black and white and color page count fees. Any overages on the set minimum will be invoiced and billed monthly.

Vendor's payment schedule is contingent on the Government Appropriations Bill and the availability of Judicial funds. The Court will require continued services while waiting for these funds.

Since the Court is taking steps to help the environment by reducing the amount of paper produced and printed, at the end of each fiscal year, if *actual* monthly page count is averaging greater than 25% *less than* the set contract minimums, vendor and Court will institute a mutually agreeable lower minimum monthly page count for the remainder of the contract.

TERMINATION

The judiciary's obligation for performance of this contract is contingent upon the availability of appropriated funds from which payment for contract purposes can be made. No legal liability on the part of the judiciary for any payment may arise for performance under this contract, until funds are made available to the contracting officer for performance and until the contractor receives notice of availability, to be confirmed in writing by the contracting officer.

EXPERIENCE

- Vendor must be well experienced in providing managed maintenance and repair services for laser printers. The vendor shall demonstrate at least five (5) years of experience providing managed maintenance and repair services for laser printers.
- The vendor shall provide at least three (3) examples of clients who are of similar or greater size regarding printer count and total page count, and list the number of printers, total page count, and length of time that client has been serviced by vendor.

REFERENCES

The vendor will provide three (3) customer references, upon request, of accounts similar in size and scope to these specifications.