

**EDUCATION SERVICE CENTER REGION 19  
RFP AWARD SUMMARY**

**RFP TITLE:** High Speed Duplicator Rentals – ESC Region 19 Allied States Cooperative (ASC)  
**RFP NUMBER:** 17-7219  
**RFP OPENING DATE:** October 4, 2016  
**CONTRACT TERM:** Date of award until October 31, 2017 the option to extend in one year increments annually for an additional four (4) years if agreed to by ASC and Vendor  
**(Extended by Region 19 until October 31, 2018)**  
**(Extended by Region 19 until October 31, 2019)**  
**(Extended by Region 19 until October 31, 2020)**  
**(Extended by Region 19 until October 31, 2021)**

**FUNDING SOURCE:** Various  
**RFP's ISSUED:** 21  
**RESPONSES:** 2  
**ADVERTISEMENT DATES:** El Paso Times: August 31, 2016 & September 7, 2016  
Washington Post: August 31, 2016 & September 7, 2016  
**BOARD MEETING DATE:** December 15, 2016

**RECOMMENDED FOR AWARD** ~~Dahill Office Technology Corporation~~  
**Xerox Business Solutions Southwest** \*name change as of 4/4/19  
**Spectrum Imaging Technologies, Inc. (HUB)**

**TOTAL (estimated)** \$ 1,500,000.00 / year

**EXPLANATIONS:**

Award of this contract will enable Region 19 Purchasing Cooperative members to rent high speed duplicators monthly with all inclusive pricing for supplies required to produce copies. Both vendors scored above an 80 and are close in pricing, therefore a multiple award was considered.

**SPECIFICATIONS PROVIDED BY:** Royce Cleveland - ESC Region 19 Allied States Cooperative Procurement Director

**EVALUATION COMMITTEE:** Royce Cleveland - ESC Region 19 Allied States Cooperative Procurement Director  
Martin Camacho - ESC Region 19 Allied States Cooperative Purchasing Agent  
Debra Oropeza - ESC Region 19 Allied States Cooperative Purchasing Analyst

\*Spectrum Imaging Technologies Updated July 19, 2017\*

**Contact Information:**

~~Dahill Office Technology Corporation~~  
**Xerox Business Solutions Southwest** \*name change as of 4/4/19  
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**States Covered – All States**

**Spectrum Imaging Technologies, Inc. (HUB)**  
Bill Smith  
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**States Covered – New Mexico, Texas**

**Dahill Office Technology Corporation Xerox Business Solutions Southwest** \*name change as of 4/4/19

Dahill has included pricing, models, specifications, all supplies required for high speed duplicator, including supplies for a member's current equipment, maintenance plans, response time, and hourly rates when applicable and any other offerings that would fall within the scope of this proposal.

**Description of Product(s) and/ or Services**

The following Riso devices are included and proposed in RFP#17-7219 Model Riso SF5130 Product Number S-7158U

**Specifications**

Master Making/Printing Methods	High-speed digital master-making/Fully automatic printing
Original Type	Book or sheet
Master Making Time*1	
Quick Master Making mode	Approx. 17 seconds (Letter, short-edge feed)
Normal master making mode	Approx. 19 seconds (Letter, short-edge feed)
Resolution	
Scanning	600 dpi x 600 dpi
Printing	300 dpi x 600 dpi, Quick Master Making mode: 300 dpi x 400 dpi
Maximum Scanning Area	11 11/16 inches x 17 inches (297 mm x 432 mm)
Print Paper Weight	12-lb bond to 42-lb bond (46 gsm to 157 gsm)
Print Paper Size	3 15/16 inches x 5 13/16 inches to 12 7/32 inches x 17 inches (100 mm x 148 mm to 310 mm x 432 mm)
Maximum Printing Area	8 1/4 inches x 14 1/16 inches (210 mm x 357 mm)
Paper Feed Tray Stacking Capacity	1000 sheets*2, stacking height of 4 11/32 inches (110 mm) or lower
Paper Receiving Tray Stacking Capacity	1000 sheets*2, stacking height of 4 11/32 inches (110 mm) or lower
Print Speed 5 levels:	60, 80, 100, 120 and 130 ppm
Print Position Adjustment	Horizontal: ±19/32 inches, Vertical: ±13/32 inches (Horizontal: ±15 mm, Vertical: ±10 mm)
Image Processing Mode	Line, Photo, Duo, Pencil
Print Reproduction Ratio:	Type: inch
Zoom:	(50% to 200%), Free, 100% reduction ratio, 3 levels of enlargement (154%, 129%, 121%), 4 levels of reduction (94%, 78%, 65%, 61%), Type:mm Zoom:(50% to 200%), Free, 100% reduction ratio, 3 levels of enlargement (141%, 122%, 116%), 4 levels of reduction (94%, 87%, 82%, 71%)
User Interface	LCD panel
Functions	Original Scanning mode, Scanning Level, Enlargement/Reproduction, Dot Process, 2-Up, Book, Ink Saving, Quick Master Making, ADF-Semi-Auto*3, Speed, Density, Print Position, Program A/B, Job Separation*3, Idling, Confidential, Meter Display, Count Report Output, Proof, Direct Printing, USB Flash-via-Printing, Auto Sleep Setting, Auto OFF Setting, ECO mode, RISO iQuality System
Power-Ink Supply	Full automatic (1000 ml/cartridge)
Master Supply/Disposal	Full automatic (Legal: approx. 250 sheets per roll)/Disposal capacity: approx. 100 sheets
Power Source	AC 100-120 V 3.4 A, AC 220-240 V 1.6 A, 50-60 Hz
Power Consumption	
Standard	Max.: 300 W, Ready: 20 W or lower, Sleep: 5 W or lower, Power-OFF: 0.5 W or lower
Optional Accessories Connected* 4	Max.: 315 W, Ready: 30 W or lower, Sleep: 10 W or lower, Power-OFF: 0.5 W or lower
Dimensions (WxDxH)	
In use	55 23/32 inches x 26 3/8 inches*5 x 41 15/16 inches*6 (1415 mm x 670 mm*5 x 1065 mm*6)
In storage	30 23/32 inches x 26 3/8 inches*5 x 41 15/16 inches*6 (780 mm x 670 mm*5 x 1065 mm*6)
Required Space	(WxDxH) 55 23/32 inches x 48 13/16 inches x 59 21/32 inches*6 (1415 mm x 1240 mm x 1515 mm*6)
Weight	221 lb. (100 kg)*7
Safety Information	IEC-60950-1 compliant, indoor, pollution degree 2*8, at altitudes of 2000 m or lower

\*1. Measurement value when set to 100% reproduction ratio.

\*2. When using the following weight of paper: 17-lb bond to 21-lb bond (64 gsm to 80gsm)

\*3. Optional accessories required.

\*4. When all the following optional accessories are installed, Auto Document Feeder, Job Separator, Key/Card Counter.

\*5. The depth does not include the stabilizers for the stand.

\*6. The height includes the stand.

\*7. The weight does not include the ink, master roll, and stand.

\*8. The pollution degree of the usage environment due to dirt and dust in the air. Degree "2" corresponds to a general indoor environment.

Notes: The specifications are subject to change without prior notice.

<u>Part #</u>	<u>Brand/ Model</u>	<u>Retail</u>	<u>Discount</u>	<u>"Customer Rental Price Option 1"</u>	<u>"Customer Rental Price Option 2"</u>	<u>ARO</u>
S-7158U	Riso SF5130 Digital Duplicator	\$236.84	67%	\$78.40	\$259.00	10 Days

**Key Features**

Scanning resolution -600 x 600 dpi  
 Printing resolution- 300 x 600 dpi  
 1st copy time- 17 seconds  
 Printing speeds- 60, 80, 100, 120 & 130 ppm  
 Maximum Scanning Area 11 11/16" x 17"  
 Paper size- 3 15/16" x 5 13/16" to 12 7/32 " x 17"  
 Paper weight- 12 lb. bond to 42 lb. bond  
 Image processing modes- line, photo, duo, pencil  
 Paper Capacity 1,000 sheet in feed and receiving tray of 20In. Bond  
 Preset reduction enlargement- 61%, 65%, 78%, 94%, 121%  
 Zoom reduce/ enlarge from 50%- 200% in 1% increments  
 100- 120 volt  
 Approximate weight to be 221 lbs.  
 Computerized system monitoring for settings, supplies, etc.  
 Automatic and manual idling  
 Preventive Maintenance indicator  
 Paper wing adjustment and stand  
 Horizontal print position adjustment  
 One black colored cylinder to come with each unit

**Maintenance Agreement**

**Cost per Copy after Allowance**

Maintenance Agreement includes: all parts/ labor, response time 24 hours or less, phone support, on-site technical support diagnosis and repair, subject to an inspection before maintenance agreement is draw between vendor a coop member, agreement to run for one year (12 months)

**Cost per Copy after Allowance**

Option 1: 10,000 Copy Allowance	\$0.0035
Option 2: Unlimited Copy Allowance	N/A

**Optional Accessories**

<u>Optional Accessories</u>	<u>Retail</u>	<u>Discount</u>	<u>Price</u>	<u>ARO</u>
S-7624 Link Print	\$1.65	1.32%	\$1.63	10 Days
S-8111G Network Card	\$17.60	42.47%	\$7.09	10 Days
S-8092W Color Print Cylinders	\$31.20	51.32%	\$10.63	10 Days
S-7135 Automatic Document Feeder	\$52.80	50.14%	\$26.33	10 Days
S-6361 Job Separator	\$12.32	40.64%	\$7.31	10 Days
S-8112G Key Card Counter	\$35.20	38.95%	\$21.49	10 Days
S-3451 Special Paper Feed Kit	\$6.34	76.32%	\$1.50	10 Days

**Supplies**

<u>Supplies</u>	<u>Included in MA</u>	<u>ARO</u>
S-6930LL Black Ink Cartridge (1000 cc bottle) S-4254	Included in MA	5 Days
S-6977UA Masters (2 per box) S-4363	Included in MA	5 Days

## **High Speed Duplicator Rentals**

Minimal Rental Period in Months (Government Entities can only commit to funding from one fiscal year to the next and funding out due to budget constraints will be taken into consideration)

Cost for delivery/ instruction/ setup/ training/ and removal per placement? **\$0**

Response time for service calls after call is placed **2-4 hours**

Does vendor include all supplies including inks and masters? **Yes**

If no, provide detailed breakdown on costs for supplies and submit with proposal

Monthly fee for rental of duplicator **Option 1 : \$78.40 / Option 2 : \$259.00**

Manufacturer/ Model **RISO SF5130**

Specifications/ data must be included for award consideration **Yes**

Number of copies included monthly (no size restrictions)

**Option 1: 10,000 Copies Overage cost per copy after monthly copy allowance: 0.0035**

**Option 2: Unlimited Copies Overage cost per copy after monthly copy allowance: N/A**

Overage cost per copy after monthly copy allowance if applicable. **NA /copy**

Does vendor agree to all terms and special conditions? **Yes**

If no, provide any details vendor cannot or will not agree with and submit with proposal.

Has vendor provided any and/or all costs associated with this rental Agreement? **Yes**

If no, vendor must address any other rental costs other than paper at this time to include but not be limited to color cylinders, accessories, connection and configuration costs, and any other fees:

Delivery time frame after receipt of order? **10 days**

Number of personnel assigned to this contract for delivery, installation, service, and training? **2 to 4 – Varies on size of order**

Local supply inventory maintained to service area of the United States vendor wishes to be considered for? **\$1.3 million total supplies**  
**\$60,000.00 Riso Model Supply**

## **Warranty/ Guarantee**

All products rented will be new and free from defects unless authorized rehabilitation of existing devices is authorized by the member and is considered part of Dahill's standard of care or the goods and/ or services do not apply to the stated requirements.

## **Product Information**

Provide answers to the following questions from which information will be used if the Vendor is awarded the contract:

All units that require 3 service calls in 30 days are flagged in our system and escalated to the Service Manager and reviewed on a weekly basis. Additional resources such as team-leads, network technicians, and/ or manufacturer support are dispatched to resolve reoccurring issues. Problematic units are identified, along with each unit(s) service history during the Quarterly Business Review by the Service Manager. In the event a copiers exhibits continuing breakdowns or poor copy quality, the using agency reserves the right to reject the copier, and provide an acceptable replacement. The Supplier will provide loaner equipment whenever service cannot be completed within 24 hours.

## **Project Fulfillment Guarantee**

Our Full Service Maintenance Agreement is backed by our customer driven "Common Sense" Total Satisfaction Program. We define specific parameters with you at the onset of the contract which, along with the terms and conditions in the RFP becomes our Service Level Agreement (SLA). During the Quarterly Business Reviews (QBR's), the Project Managers, Major Account Customer Care Representative, Service Manager and Account Manager review the performance of the fleet and measure our results against the SLA parameters.

Dahill reviews Key Performance Indicators (KPI's) each calendar quarter as described in the Service Level Agreement. In addition to the "Common Sense" Total Satisfaction Program, Dahill will negotiate any further terms of this RFP into the Service Level Agreement.

### Service Call Escalation- Regular business hours 8am-5pm

1. Once a Service call has been placed a service tech will contact the customer with an ETA to be on site. If the Tech has not called with an ETA for when he will be on site within two hours please call the Field Service Manager.
2. If the tech calls and does not make the eta he gave and/or does not call and revise his/her eta call the Field Service Manager.
3. If the Field Service Manager responds and does not have a plan of action to resolve the issue by the EOB please contact the general service manager.
4. If the customer has not received a response from the Field Service Manager within an hour please contact the General Service Manager and local sales representative
5. Optional, contact the Manager, Branch Sales.
6. If the General Service Manager does not respond or fails to lay out a plan for resolution by EOB then please contact the Director of Service and VP, Regional Geography.
7. If the Director of Service is not responding you can contact the VP of operations for Dahill.

Dahill's current insurance provider is Seacrest Partners, Inc. A certificate of insurance has been included adding ESC Region 19 ASC as the certificate holder.

### Warranty Information

Complete warranties extended by the manufacturer and by the awarded contractor if applicable.

The warranty period of Riso's Digital Duplicator is valid for 12 months after invoiced date from Riso LTD, or a meter reading of 1,000,000 on the printing counter, whichever comes first. All part and labor charges will be covered by Riso's warranty.

Riso warrants the products in the event that any product is discovered to have an inherent defect in its material or workmanship and a Subsidiary or Distributor (Dahill) so notifies Riso.

Dahill provides additional coverage through its' Total Satisfaction Guarantee' included in the Product Information

### Dahill Office Technology Corporate Locations:

8200 IH 10 West, Ste. 400, San Antonio, TX 78230

San Antonio Warehouse: 17280 Green Mountain Rd. #130, San Antonio, TX 78247

Corpus Christi Sales Office: 802 N. Carancahua #2200, Corpus Christi, TX 78401

Austin Sales Office: 8303 N. Mopac Ste. A300, Austin, TX 78759

Austin Warehouse: 4616 West Howard Lane Bldg. 9 Ste. 950, Austin, TX 78728

Waco Sales Office: 510 N. Valley Mills Dr. #503, Waco, TX 76710

Bryan College Station Sales Office: 2700 Earl Rudder Fwy. South #2800, College Station, TX 77845

Houston Galleria Sales Office: 2100 West Loop South #1300, Houston, TX 77027

Houston Clearlake Sales Office: 16055 Space Center Blvd. Ste. 200, Houston, TX 77062

Sugar Land Sales Office: 77 Sugar Creek Center Blvd. #310, Sugar Land, TX 77478

Woodland Sales Office: 1330 Lake Robbins Dr. #220, The Woodlands TX, 77380

Houston Warehouse: 5747 Brittmoore Rd. Ste. 100, Houston, TX 77041

Harlingen Sales Office: 312 E. Harrison, Harlingen, TX 78550

Laredo Sales Office: 5702 McPherson Rd. Ste. 9, Laredo, TX 78041

RGV Sales Office: 1431 W. Polk Ave., Pharr, TX 78577

El Paso Sales Office: 221 N. Kansas St. #1505, El Paso, TX 79901

El Paso Service Office: 11500 Pellicano Dr. #B11, El Paso, TX 79936

Las Cruces, NM Sales Office: 277 E. Amador Ave. #203, Las Cruces, NM 88001

Dahill recognizes the following organizations as eligible entities to utilize the ASC Coop affiliated through Xerox.

Largest Office Technology company head quartered in Texas

- 16 locations (San Antonio, (6) Houston, (2) Austin, Waco, Pharr, Corpus Christi, Laredo, El Paso, College Station and Las Cruces, New Mexico)
- Dahill provides service for over 329 million impressions / month
- Dahill Managed Print Services manages over 44 million prints per month
- 7,000 customers in Texas
- 500 employees, 130 employee service department
- \$2 million in local parts and supplies inventory
- Organic expansion with 6 new branches in the last 3 years

After pricing is determined or contractual agreements have been solidified, Dahill will generate and send monthly invoices for the monthly rental of equipment to the customer.

The terms of the agreement will be noted on the invoice in the 'Terms' field. For example, "Net 30 Days From Invoice" or payment is due within 30 days after the invoice date. Monthly invoices and statements are generated and sent to the appointed department to process payments.

The invoice will include date ranges, equipment identification and serial numbers, equipment location, bill to and remittance addresses and the items covered in the maintenance agreement. Additional items that will be included on your invoice: PO No., PO item No., Location, network name, manufacturer, model, Dahill customer No., equipment serial number, starting and ending meter reads, total meter count, recommended monthly volume, cost per month at/ or below recommended monthly volume, cost per month above monthly volume and total payment per device/ entire fleet. Invoice will be customized to include all requested information per the RFP.

Payments can be received via check or credit card and are remitted to the Dahill Accounts Receivable department. In the event payments are past due, a call will be placed to the responsible party for the account, in order to secure payment.

Invoicing and statement reprints are available upon request.

Invoices may be customized upon additional requests.

No additional proposer fees will be charged to the customer.

No additional discounts will be offered for payment received prior to 30 days after the invoice date

### **Dahill Full Service Maintenance**

Dahill Full Service Maintenance Agreement is a comprehensive program for all your document printing, supplies, maintenance and service for all your Production, MFP and Printer devices. At Dahill, we manage over 329 million impressions per month including over 44 million prints from our customer's printer fleets.

From comprehensive network and software support, to 24/7 online assistance, online training videos and quick, responsive onsite coverage, you can count on us for a variety of service options to meet your needs. Every option is backed by a team of experienced support personnel who are equipped with the latest skills, tools and technology. Once implemented, Dahill Managed Print Services provides an optimized print environment, reducing your total cost of ownership and increasing faculty and staff productivity.

### **Comprehensive Maintenance**

Our maintenance includes:

- All supplies (excluding paper)
- All replacement parts
- All labor associated with break/fix of MFPs
- All preventative maintenance, device cleaning etc.
- Guaranteed response times
- Remote service for "I can't print" issues for quicker resolution, driver configurations and training.
- Proactive monitoring of fleet devices
- Dahill eXpress Services including supply monitoring and replenishment
- In-service and on-going on-site training of MFP features by Dahill trainer(s).
- Quarterly Business Reviews of performance metrics

### **Value Beyond Cost Savings**

Dahill Managed Print Services delivers benefits in many areas:

- We address environmental sustainability, finding innovative ways to eliminate unnecessary printing and reduce your carbon footprint, usage and waste. We enhance information security to protect your most valuable information and avoid the costs of lost intellectual property and PI.
- Through our eXpress Services, we monitor, maintain and manage your print environment.
- On-site technician feedback to summarize completed work & identify escalation if needed.

### **Service Call Summary Report**

- Emailed to contact at end of onsite call
- Details problem resolution & follow up if necessary
- Details response and resolution times
- Performed by Certified Xerox trained Technicians

Dahill will provide the ASC Member with a dedicated Major Account Care Team representative to work with the ASC Member Accounts Payable department for all aspects of contract management, including service, supply and billing questions. Your single point of contact will also provide the following services:

### **Billing Questions**

Your MAC representative is a contract billing expert with 5 years of experience with similar size and scope accounts. You will have a single point of contact for all Purchase order resolution, invoice discrepancies, credit memos etc.

### **Follow up device install**

Follow up with customers after new install (device, solution, MPS), to ensure training was completed and educate the customer about post sale services within 2 days of install.

### **Customized Statements**

Coordinate with your Accounts Payable Manager to develop customized invoices, department billing, billing cycles, form of payment, contract add-ons etc.

### **Billing, Service and Contract Inquiries**

Research your inquiries and communicate results back in within 48 hours. They work directly with Contracts, Equipment Billing, Accounts Receivable and Cash.

### **Administrative Requests**

Responsible for changes to your account. Address, name contact persons, invoice reprints, customer invoicing, vendor applications, insurance requests, cash application inquiries, user surveys and contract cancellations are all examples.

### **Account Reviews**

Assist with gathering billing, supply, service history, fleet performance and meter history. They will be present at all Quarterly Business Reviews.

### **Dahill Portal**

As part of a value-added benefit, the Dahill Ecommerce team will customize a website that serves as a portal to Dahill. Key features include:

- Password Protected
- Guest and Administration logins
- View asset list
- Online catalog and shopping tool
- Uptime percentages
- Meter Histories
- Track service histories
- Order supplies
- Request service calls
- Equipment training videos and instructions
- MSDS sheets
- No charge to the ASC Member for development or maintenance

### **Technical Support Department Overview**

Dahill will provide remote support with a certified Helpdesk/Copier Analyst with remote access software during normal business hours, Monday through Friday 8 am to 5 pm CST. The Dahill Call Center Representative act as a single point of contact for all IT and Copier service related issues and provide support for:

- Reconfiguration of required network protocols (TCP/IP, DNS, etc.).
- Reconfiguration or installation of any additional print drivers needed for any new computers or print servers added after the initial install.
- Reconfiguration or setup of scan to folder options (SMB or FTP).
- Reconfiguration or setup of scan to SMTP/Exchange services. Scan to email requires an on-site email server that is customer owned/maintained or any email services provided by the customer and must be setup and activated prior to service. "Free" email servers and POP3 email accounts are not supported.
- Provide basic image quality recalibration for all print and copied documents.
- Provide fax service troubleshooting.
- Remote diagnostic of system fault codes.

Dahill can even assist your helpdesk with all necessary information or resources needed to resolve any issue. If our Helpdesk analyst cannot resolve any issue within a timely manner or determines that a Network Analyst is required onsite, one will be dispatched to the location. Physical network connections, cabling and network administration is provided by the client.

### **Value Added Service**

Normal business hours are Monday through Friday 8 am to 5 pm CST. A Xerox knowledge base of FAQs and resolution instructions are available online 24/7. A link will be provided through the ASC Member portal. Dahill can provide after hour, weekend and holiday on-call service with advance notice for an additional fee. Dahill will always try to resolve an after hour customer issue by contacting its staff member(s) and communicating back to our customers. Service level metrics including number of helpdesk calls, service calls, turnaround times and fleet uptime will be presented at Quarterly Business Meetings.

Holiday and after hours service is provided at the following rates:

- A. Monday– Friday after 5pm \$180.00 / hr.
- B. Saturday & Sunday until 5pm \$180.00 / hr.
- C. Sunday after 5pm \$240.00 / hr.
- D. All Holidays (all day) \$240.00 / hr.

Holiday and after hours service requires 48 hours advance notice in order to schedule a technician to be on-call. If service is not required during the on-call period, a minimum charge of \$50/ day will apply for the on call service.

### **Dahill 360 app**

At Dahill, we represent the best of both worlds when it comes to your business solutions. With the world's leading technology and services we are at the heart of innovation for organizations of all sizes. Our new 360\* App offers you automated fleet reporting and monitoring.

Dahill offers outstanding opportunities to use document management services to transform your business.

With Dahill's 360\* App you can grow revenue, reduce costs, and operate more efficiently, while minimizing security and compliance risks.

### **Automated Meter Reads**

Eliminate manual steps involved in collecting and reporting meter reads.

Dahill's 360\* App collects meters from SNMP enabled printers and copiers, eliminating the hassle of reporting.

### **Automated Supply Orders**

Getting your supplies just got easier and more convenient.

Your networked devices will automatically notify us when your devices are running low on ink or toner.

We will ship your supplies to you promptly.

### **Remote Device Monitoring**

Provides detailed information about your printers and copiers so you can easily manage and maintain your entire fleet.

### **Information Security**

Dahill's 360\* App will NOT collect any information from any PCs, laptops, or servers on your network nor will it capture any traffic in transit on your network.

### **Minimum Requirements**

Printers, Copiers and MFPs must be networked and have SNMP protocol enabled for discovery and reporting of meter and supply data.

[www.dahill360.com](http://www.dahill360.com)

### **Monitoring**

Meter reads can be submitted via phone, website or portal.

### **Training**

At Dahill, we understand the difference between having the latest technology and making the full use of that technology to realize your company's goals. Dahill has the most complete multi-tiered training program available to maximize your return on investment.

Training and Education will be directed to all levels of the organization to enable effective device usage and full awareness of device capabilities. Our training plan is provided free of charge and includes:

- Notifications to end-users of upcoming training
- "In-service" training that shadow the installation team to provide on-site immediate hand-on demonstrations of new devices and procedures for contacting service/supplies
- Follow-up training on-site for all users including advance features
- 24-7 training videos, step-by-step user instructions and FAQ's for contracted products via online portal (see below)
- Workflow application training
- Onsite and webinar training for Managers and Accounts Payable department on usage report generation
- Helpdesk training on call escalation procedures and online portal usage
- Administration training online portal usage

## **Description of Value Added Product(s) and/ or Service(s)**

### Multi Function Device Integration into Network Applications

With Xerox's Extensible Interface Platform our solutions experts are able to integrate the MFDs into advanced network applications. Just as the iPhone has "apps," we have software partners that allow us to use the MFDs like never before.

Some examples include:

- SharePoint Connector
- Fax Server Integration
- Proximity Card Authentication
- Quick Books
- Bates stamping

The following is a list of our current strategic partners:

- NT-ware (uniFLOW)
- Nuance (Equitrac, Ecopy, Scan to EMR)
- ABBYY Advanced Image and Data Scraping (EOB Capture)
- Ringdale (Follow me output management)
- FM Audit (Meter collection and auto supply replenishment)
- SageCom (Xmedius fax server)
- Square 9 (Document Management Software)
- Spiral Binding (Cutters, trimmers, drills, folders, etc.)
- EFI (Fiery, Digital Store Front Web-to-Print)
- Avanti (Web-to-Print, costing)
- Sharp (Interactive White Boards)
- Epson (Specialty & wide format printers)
- KIP (Wide format plotters)
- Brother (Printers)
- LMI (Non-OEM toner cartridges)

## **Additional Services**

- Managed IT Services
- Variable Data Marketing
- Wide Format Printing
- Transactional Statement Printing
- Facilities Management for Print Shops and Mailrooms
- Sharp Interactive White Boards
- Unibind Binding Equipment

**\*Added 9/16/2020**

Pure Cost Per Copy Including Device, Service, Supplies, Paper & Toner

Black/White - \$0.025 per page

Color - \$0.059 per page

Lease Options are 3, 4, or 5 year terms with up to 2 annual renewal

## Spectrum Imaging Technologies, Inc. (HUB)

Bill Smith

5900 Gateway Blvd. East, El Paso, TX 79905

915-781-2000 / Fax: 915-781-2288

[www.spectrumistechology.com/](http://www.spectrumistechology.com/) [bsmith@spectrumtexas.net](mailto:bsmith@spectrumtexas.net)

**Description of Product Services:** Spectrum to provide Riso equipment along with supplies and maintenance during the term of the contract.

### Specifications

Master Making/Printing Methods	High-speed digital master-making/Fully automatic printing
Original Type	Book or sheet
Master Making Time*1	
Quick Master Making mode	Approx. 17 seconds (Letter, short-edge feed)
Normal master making mode	Approx. 19 seconds (Letter, short-edge feed)
Resolution	
Scanning	600 dpi x 600 dpi
Printing	300 dpi x 600 dpi, Quick Master Making mode: 300 dpi x 400 dpi
Maximum Scanning Area	11 11/16 inches x 17 inches (297 mm x 432 mm)
Print Paper Weight	12-lb bond to 42-lb bond (46 gsm to 157 gsm)
Print Paper Size	3 15/16 inches x 5 13/16 inches to 12 7/32 inches x 17 inches (100 mm x 148 mm to 310 mm x 432 mm)
Maximum Printing Area	8 1/4 inches x 14 1/16 inches (210 mm x 357 mm)
Paper Feed Tray Stacking Capacity	1000 sheets*2, stacking height of 4 11/32 inches (110 mm) or lower
Paper Receiving Tray Stacking Capacity	1000 sheets*2, stacking height of 4 11/32 inches (110 mm) or lower
Print Speed 5 levels:	60, 80, 100, 120 and 130 ppm
Print Position Adjustment	Horizontal: ±19/32 inches, Vertical: ±13/32 inches (Horizontal: ±15 mm, Vertical: ±10 mm)
Image Processing Mode	Line, Photo, Duo, Pencil
Print Reproduction Ratio:	Type: inch
Zoom:	(50% to 200%), Free, 100% reduction ratio, 3 levels of enlargement (154%, 129%, 121%), 4 levels of reduction (94%, 78%, 65%, 61%), Type:mm Zoom:(50% to 200%), Free, 100% reduction ratio, 3 levels of enlargement (141%, 122%, 116%), 4 levels of reduction (94%, 87%, 82%, 71%)
User Interface	LCD panel
Functions	Original Scanning mode, Scanning Level, Enlargement/Reproduction, Dot Process, 2-Up, Book, Ink Saving, Quick Master Making, ADF-Semi-Auto*3, Speed, Density, Print Position, Program A/B, Job Separation*3, Idling, Confidential, Meter Display, Count Report Output, Proof, Direct Printing, USB Flash-via-Printing, Auto Sleep Setting, Auto OFF Setting, ECO mode, RISO iQuality System
Power-Ink Supply	Full automatic (1000 ml/cartridge)
Master Supply/Disposal	Full automatic (Legal: approx. 250 sheets per roll)/Disposal capacity: approx. 100 sheets
Power Source	AC 100-120 V 3.4 A, AC 220-240 V 1.6 A, 50-60 Hz
Power Consumption	
Standard	Max.: 300 W, Ready: 20 W or lower, Sleep: 5 W or lower, Power-OFF: 0.5 W or lower
Optional Accessories Connected* 4	Max.: 315 W, Ready: 30 W or lower, Sleep: 10 W or lower, Power-OFF: 0.5 W or lower
Dimensions (WxDxH)	
In use	55 23/32 inches x 26 3/8 inches*5 x 41 15/16 inches*6 (1415 mm x 670 mm*5 x 1065 mm*6)
In storage	30 23/32 inches x 26 3/8 inches*5 x 41 15/16 inches*6 (780 mm x 670 mm*5 x 1065 mm*6)
Required Space	(WxDxH) 55 23/32 inches x 48 13/16 inches x 59 21/32 inches*6 (1415 mm x 1240 mm x 1515 mm*6)
Weight	221 lb. (100 kg)*7
Safety Information	IEC-60950-1 compliant, indoor, pollution degree 2*8, at altitudes of 2000 m or lower

\*1. Measurement value when set to 100% reproduction ratio.

\*2. When using the following weight of paper: 17-lb bond to 21-lb bond (64 gsm to 80 gsm)

\*3. Optional accessories required.

\*4. When all the following optional accessories are installed, Auto Document Feeder, Job Separator, Key/Card Counter.

\*5. The depth does not include the stabilizers for the stand.

\*6. The height includes the stand.

\*7. The weight does not include the ink, master roll, and stand.

\*8. The pollution degree of the usage environment due to dirt and dust in the air. Degree "2" corresponds to a general indoor environment.

**High Speed Duplicator Rentals**

<b><u>Rental Plan</u></b>	<b><u>Monthly Rental Rate</u></b>	<b><u>Copies Included</u></b>	<b><u>Requirements</u></b>	<b><u>Excess Copy Charges</u></b>
Unlimited Copies	\$259.00	Unlimited	30 Copies per Master Minimum	None
50K	\$209.00	50,000 copies per month Included	Maximum of 6 rolls of Masters (Additional rolls available at cost of \$15.30 per roll).	\$0.0039 CPC
25K	\$159.00	25,000 copies per month Included	Maximum of 6 rolls of Masters (Additional rolls available at cost of \$15.30 per roll).	\$0.0039 CPC

**Optional Accessories for Rental -** (Available under any plan listed above)

<b><u>Accessory</u></b>	<b><u>Monthly Rate</u></b>	<b><u>Unit</u></b>
Integrated GDI System Contr.	\$27.88	each
Network Cards	\$18.88	per card
Color Print Cylinders	\$25.98	each
Automatic Document Feeder	\$38.78	per feeder
Job Separator	\$14.58	each
Key Card Counter	\$29.98	each
Special Paper Feed Kit	\$9.98	each

**Minimal specifications for duplicators are:**

- Multiple color printing
- digitized at 300 dpi for originals
- image area up to 8.5" x 14"
- computer connectivity capability
- Postscript 3 capabilities
- 500,000 monthly production capability
- PM cycle every 500,000 copies by awarded contractor
- visual and electronic ink supply verification
- 25 seconds or less on first print
- 60 - 130 pages per minute capability
- 1,000 sheet paper capacity for input and output
- must have book adjustable top/ cover standard feature
- must reproduce photographs or half tones together
- Reduction/ enlargement between 60% - 155% from original
- energy save mode (auto sleep)

**Optional accessories for rental must include but not be limited to**

- Integrated GDI system controller
- Network cards
- color print cylinders
- automatic document feeder
- Job separator
- key card counter
- special paper feed kit

By allowing for the rental of this equipment, awarded vendor will take full responsibility for any liability issues (excepting deliberate vandalism or destruction) including theft and/or damages that may occur such as water and fire or any other act out of the control of the ESC R19 ASC member.

## **High Speed Duplicator Rentals**

Minimal Rental Period in Months (Government Entities can only commit to funding from one fiscal year to the next and funding out due to budget constraints will be taken into consideration)

Required written notification for cancellation of rental contract? **30 days**

Cost for delivery/ instruction/ setup/ training/ and removal per placement? **\$0**

Response time for service calls after call is placed **4 hours**

Does vendor include all supplies including inks and masters? **Yes**

If no, provide detailed breakdown on costs for supplies and submit with proposal

Monthly fee for rental of duplicator **\$259.00**

Manufacturer/ Model **RISO-SF5130** **RISO SF-5130 (New Model for New Orders)\***  
**RISO EZ220/221 (Available for renewals only)\* (as of July 19, 2017)**

Specifications/ data must be included for award consideration **Yes**

Number of copies included monthly (no size restrictions) **Unlimited Copies**

Overage cost per copy after monthly copy allowance if applicable. **NA /copy**

Does vendor agree to all terms and special conditions? **Yes**

If no, provide any details vendor cannot or will not agree with and submit with proposal.

Has vendor provided any and/or all costs associated with this rental Agreement? **Yes**

If no, vendor must address any other rental costs other than paper at this time to include but not be limited to color cylinders, accessories, connection and configuration costs, and any other fees:

Delivery time frame after receipt of order? **10 days**

Number of personnel assigned to this contract for delivery, installation, service, and training? **5 to 10**

Local supply inventory maintained to service area of the United States vendor wishes to be considered for ? **\$ 500,000.00**

### **Warranty / Guarantee:**

All products listed under this RFP are NEW and free from defects. Products that do not meet these specifications (i.e. reconditioned equipment) are available upon request, but not included in this RFP.

If products are defective at time of delivery and installation, a contact should be made to Spectrum's Customer Care department, and an explanation of the defective equipment and/or supplies should be reported. New replacements will be authorized, and delivered to user's location to replace defective items. Spectrum guarantees that all service and materials are first quality. Spectrum insurance provider is Hartford Insurance Company.

### **Warranty:**

Manufacturer extends 90 day warrantee on all products. Spectrum honors the manufacturer warrantee on all equipment. Warrantee on parts and supplies are included if a maintenance contract is entered in to with the customer and Spectrum at the installation of the new equipment.

### **Products Available**

- Multi-Function digital Copiers/Printers
- Shredders
- Laminators
- Binding Machines
- Large Format Printers
- IP Telephony/Voice

### **Services Available**

- IT Infrastructure
- Security Solutions
- Managed Print Services
- Printing Services
- Interactive Displays
- Video Conferencing
- Scanning/Archiving
- Document Management

**Special Information:**

Multiple color printing  
 Digitized at 300 dpi for originals Image area up to 8.5" x 14"  
 Computer connectivity capability  
 Postscript 3 capabilities  
 500,000 monthly production capabilities  
 PM cycle every 500,000 copies  
 Visual and electronics ink supply verification 25 seconds or less on firstprint  
 60 - 130 pages per minute capability  
 1,000 sheet paper capacity for input and output Book adjustable top/cover  
 Able to reproduce photographs or half tones together Reduction/Enlargement  
 Energy save mode

**Optional accessories for Rental:**

Integrated GDI System Controller  
 Network Cards  
 Color Print Cylinders  
 Automatic Document Feeder  
 Job Separator  
 Key Card Counter  
 Special Paper Feed Kit

Our hours of operation at Spectrum Technologies are Monday - Friday 8:00-5:00. We are available after hours upon request with additional charges applying. Our telephone number to obtain services is 915-533-5511 thru our call center.

We have 3 service centers for the convenience of our customers. Our service warehouses are located at:

11550 Pellicano, El Paso TX 79936  
 1135 Commerce, Las Cruces NM 88011  
 315 E 9th St. Alamogordo NM 88310

If you should need service/ supplies, for your Riso, the procedure for placing a call for supplies or service is as follows:

Please call the call center at 915-533-5511 and give the "machine number" that is found on the silver sticker located on the machine. The silver sticker references your machine's model,SN, location and department or room #, accessories on machine, POC and phone numbers and type of toner that is needed for your machine.

The response time for supply orders is 24 hours. If the call is placed before 4pm the previous day and depending if we have in stock.

Our average response time for a service call is an average of 4 hours. Providing machine is not down and if we have parts in stock, it will get fixed that same day. If Parts are needed, they will be ordered regular ground which is 5-7 days for arrival. It is crucial that you are giving us a detailed problem when calling. For example, error codes machine may give you. This helps our tech will know what to take with him on his way to the call. We also have a help desk that will contact you to fix a call over the phone if applicable to save you time.

We have a program that will help us monitor service calls through CEO Juice. This will trigger our management team on excessive calls, so that we can have calls escalated if needed. We also send surveys to our customers once a service call has been completed by tech, which we will respond if low numbers are triggered or remarks.

We have 4 factory trained specialist that specialize in Riso Copiers. They rely as a reference for help desk and Riso Tech Support Hotline for assistance if needed. Attached are the certifications that our technicians have received.

5900 Gateway East, El Paso TX 79925 – Len Olsen / Bill Smith 915-781-2000  
 11550 Pellicano, El Paso TX 79936 – Inez Gamez 915-781-2000 – Customer Care / Maintenance / Service Department Dispatcher

**Spectrum Technologies Invoices Process**

- PO is issued by purchaser and Order is entered into our system

- Equipment is ordered
- Once equipment is received it is set up by our service department
- Once Equipment is set up equipment delivery is coordinated by our logistics team and customer
- Equipment is delivered and installed by Spectrum to insure proper operation
- Sales Order is completed and invoice is generated
- Equipment Purchase - Invoice can be: mailed to customer, e-mailed to customer

**If equipment installed is a rental in which a monthly charge is involved:**

- Contract Billing is set up in our system and scheduled to generate on the list of every month
- Invoice can be: Mailed to customer each month, e-mailed to customer each month

Approved by: \_\_\_\_\_  
 (Armando Aguirre – Executive Director)  
 (Armando Aguirre – Executive Director)  
 (Armando Aguirre – Executive Director)  
 (Sonia Eubanks – Associate Executive Director)  
 (Sonia Eubanks – Associate Executive Director)

Date: \_\_\_\_\_  
 (October 27, 2016)  
 (August 15, 2017)  
 (August 1, 2018)  
 (August 9, 2019)  
 (August 11, 2020)