

MICHIGAN MASTER COMPUTING CONTRACT(S)

Contractors bidding on the Input/Output Devices Category must fill out the information below. **Note: Section 1.0 is required to be completed by all Contractors once per bid.**

Where Section/Paragraph asks Contractor for compliance, you must answer Yes or No in the appropriate box and refer to the section and/or page number within the Contractor's response where this is addressed.

If Contractor cannot agree to a particular Section/Paragraph in whole or they wish to offer another way to accomplish a particular item/task, Contractor then must indicate this by checking the *Comply with Modification* box and list where in the Contractor's response this is addressed.

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
1.4.5.1	<p>DISCOVERY: OUTPUT EVALUATION (OE) BY CONTRACTOR/MDIT/CLIENT AT THE AGENCY'S REQUEST</p> <p>The Discovery Output Evaluation will be provided by the Contractor upon the request of the Agency. This service is at no cost to the State.</p> <p>The Discovery stage has two primary objectives. The first objective is to understand and document the Agency's primary business functions in entirety at an executive level, and prioritize work areas to be evaluated. This includes developing a general understanding of the work area products and services and the processes by which they are delivered to customers. The second objective is to gather and document information to develop an accurate and scalable implementation design that addresses the identified work flow output requirements. This gathered data provides a foundation for the output device inventory.</p>			
1.4.5.1	<p>At the request of the client, Contractor/MDIT/Client will be responsible for conducting a work area output evaluation for each business area. The information gathered during this output evaluation allows Contractor/MDIT to organize current assets and workflow for maximum productivity and cost effectiveness in the recommended solutions to the Agency. This output evaluation will be performed by tenured Contractor staff possessing demonstrated expertise in output evaluation skills.</p>			
1.4.5.1	<p>Commencement of specific work area output evaluations will be conducted pursuant to the MiPRINT program policies and procedures which may be obtained through the EPM or their</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	<p>designee.</p> <p>Contractor/MDIT will use a variety of tools, including user surveys, focus group interviews and data collection methods to collect relevant output evaluation information. In some instances, software or click-counting tools may be installed on existing devices to measure current work output.</p> <p>Contractor is responsible for interfacing with MDIT staff for data collection and discussion regarding IT infrastructure in areas which include but are not limited to: MiPRINT data collection and monitoring software; print drivers; network drops; and IP addressing.</p>			
1.4.5.1	<p>Current devices such as non-networked, desktop printers will need to be identified to Contractor/MDIT during the output evaluation. Generally, data on toner cartridge use will be used for estimating non-networked printer use, using current industry standards on toner coverage as the basis for estimating. The Agency Program Coordinator is responsible for making this data available.</p>			
1.4.5.1	<p>Contractor output evaluation services shall include documentation of inventories of current and future recommended hardware (i.e. printers, copiers, fax machines, scanners), and output management software applications and features for the assessed work area in a standard template format. Inventory will be mapped in the document to current business workflow needs defined in the output evaluation. This inventory will include at a minimum: hardware make and model; equipment serial number; cost breakdown per unit and projected total cost; physical location; current device ownership status (rent, lease, purchased) and relevant dates for acquiring current device; current, peak and projected future output management workload quantities; quantities per workload job and workload process flow. Contractor current equipment data will be added to the master State of Michigan inventory database for MiPRINT by Contractor and maintained for tracking and reporting purposes. Contractor will transition this database to the State following the expiration of the Contract in a format reasonably agreeable to the State and Contractor.</p>			
1.4.5.1	<p>Contractor shall demonstrate consideration of agency budget constraints by endeavoring in the exercise of good faith to propose solutions that are designed to generate savings or</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	<p>provide cost avoidance for the work area. This should include identification of transitional options such as re-deployment of existing state equipment from another area.</p> <p>During the OE, Contractor shall give consideration to and demonstrate awareness of existing forms and centralized State of Michigan print services and publications repositories in order to leverage and apply that awareness to effective output management solutions for Agency business needs and work flow.</p>			
1.4.5.1	<p>Contractor/MDIT shall interact with the authorized APC, who is the designated communication contact to facilitate the output evaluation process. APC's responsibilities include:</p> <ul style="list-style-type: none"> - responsibility for identification and access to building and work area - identification of interview candidates to best define workflow output and requirements to Contractor/MDIT - follow-up with Contractor/MDIT to ensure that Agency resources are available and activities proceeding effectively - prompt response to issues or questions requiring Agency decision and feedback are addressed. 			
1.4.5.1	<p>Emergency output device needs will be identified to both the VPM and the EPM by the Agency APC and addressed by Contractor/MDIT on a case by case basis.</p>			
1.4.5.1	<p>All MiPRINT Output Evaluation services must adhere to the State of Michigan's project management methodology as delineated in the Terms and Conditions section of this RFP.</p>			
1.4.5.2	<p>DESIGN: MIPRINT OUTPUT EVALUATION RECOMMENDED SOLUTION (OER)</p> <p>The results of the output evaluation will be a detailed recommendation report for each agency (Output Evaluation Report-OER). Recommendations within the OER must include technology refresh recommendations, and recommendations on related/interfacing technologies that may impact current and planned State output management solutions. The OER will be a standard format that provides clear comparison for current and proposed equipment including cost breakdown information on a cost per image basis which</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	encompasses all equipment, supplies, and services related to the device (excluding paper).			
1.4.5.2	The OER will include a proposed implementation plan for the recommended devices, including subproject activities and tasks and the resources required to execute the plan. The implementation plan will be in industry standard project plan format (Gantt chart) using MS Project software. Currently leased equipment will remain within the State until the lease expires.			
1.4.5.2	The OER equipment selected will be based on workflow volume/feature bands. A defined and controlled list will limit multiple devices providing duplicate functions and avoid the tendency to 'catalog-order' equipment. Any additions or changes to this offering will be reviewed and approved by the EPM through the Exception Policy which defines the processes for, but not limited to, exceptions to Contractor recommendation for device type, quantity, features, and special devices not included in the Cost Model.			
1.4.5.2	Current output related costs will be presented in a Cost Per Image format to facilitate common base comparison of current costs to recommended solution costs. The Cost Per Image price includes all output evaluation costs, implementation costs, cost of supplies excluding paper; maintenance (preventive or corrective) and technology refresh activities.			
1.4.5.2	The OER must also provide evaluation test data for output management hardware and software solutions that the Contractor is recommending. This data must validate or support output capability assumptions made in Contractor's proposed output management configuration recommendation.			
1.4.5.2	The OER will include premises infrastructure, network requirements, and electrical for the recommended solution implementation.			
1.4.5.2	Contractor will develop an Agency master document output management evaluation plan and weighted model for output management hardware, software and services that is updated with data from performed output evaluations, and recommended standard work area output scenarios based on initial work area evaluations. The model must be designed with variable weighting capability by criteria in a standard model to match to agency business/functional needs.			
1.4.5.2	The OER must capture opportunities for better output management solutions through business process reengineering even though actual execution of related business process			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	reengineering projects is not within the scope of this contract.			
1.4.5.2	Contractor will define a recommended training plan based on assessed skill level and recommended solution equipment and features including resource needs, time and schedule allocation estimates.			
1.4.5.2	Contractor will be responsible for endeavoring in good faith to recommend solution(s) that are designed to meet or exceed the reasonable expectations of State of Michigan office work area business needs while attempting to maximize efficiency savings, interoperability and scalability. Contractor will endeavor to provide the Agency a recommendation that is designed to provide decision flexibility in recommended output solutions by identifying any candidates for an exception process and by recommending transitional solutions if business needs dictate.			
1.4.5.3	<p>PLAN: AGENCY RECOMMENDATION REVIEW AND DECISION TO PROCEED</p> <p>Data gathered during the output evaluation, analyzed and organized by Contractor into the OER, including current and future workflow and asset management recommendations, will be presented by Contractor to MDIT. After MDIT has reviewed the OER, MDIT and Contractor will present the final OER to the APC for their review and approval. The Agency Program Coordinator will manage the presentation scheduling.</p> <p>The presentation will include decision support data such as specific end user requirements, cost benefit calculations, required resources and implementation steps, milestones and timelines.</p> <p>Any changes to the recommended solution proposed by Contractor will be managed through the Agency Program Coordinator. The final MiPRINT recommended solution for the work area will be reviewed by Contractor/MDIT.</p> <p>Any changes to the recommended solution proposed by Contractor will be managed through the Agency Program Coordinator. The final MiPRINT recommended solution for the work area will be reviewed by Contractor/MDIT.</p> <p>Final approval of the recommendation and authorization to proceed with implementation is made by the Agency through a signature on the MiPRINT AOA.</p> <p>Acceptance of the recommendation is voluntary by the Agency.</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
1.4.5.4	<p>Implement: Implementation of Output Solution</p> <p>Requirements in this stage involve equipment placement, connection, testing and acceptance by the Agency, and user training.</p> <p>Contractor, MDIT and the Agency Program Coordinator (APC) will map the approved recommendation and implementation plan to a detailed implementation schedule for deploying and integrating the recommendation into the operational environment. This plan is then presented to MDIT by Contractor for approval and scheduling.</p>			
1.4.5.4	<p>The detailed implementation plan and schedule will include consideration for:</p> <ul style="list-style-type: none"> - number and skill-set of Contractor personnel required - transportation for Contractor personnel is the responsibility of Contractor - security and building access requirements to be facilitated by APC - hours of work area operation and special business events/processes impacting installation schedule - meetings with all Contractor, MDIT and State work area personnel involved in implementation to review detail plan, schedule and status - network site survey and integration with infrastructure staff to verify connectivity processes and power requirements - definition of billing/invoice process and Agency establishment of account detail for billing - communication with other vendors on current equipment, service contracts, and de-installation procedures <p>Contractor will define the implementation strategy and detail schedule to minimize disruption to normal operating routine and business activity, with the input of the APC in defining business activity events which may impact the schedule.</p>			
1.4.5.4	<p>The implementation plan shall include detailed coordination with network, IT, infrastructure and application resources for the work area and Agency business processes to ensure a smooth and comprehensive implementation. Contractor will comply with all State of Michigan firewall, security, data and facility access standards and processes.</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
1.4.5.4	<p>The implementation plan will identify and include a plan for retrieval of any on-site equipment that will not be utilized. The Agency is responsible for coordination of removal of existing equipment defined in the implementation plan for the work area.</p> <p>Coordination with other vendors is managed by MDIT and when necessary, the APC. Disposition of equipment which will not be utilized will be made based on a decision hierarchy of re-deployment of unit to another work area or Agency as the first strategy, or processing through the existing State of Michigan Surplus program, whichever the State determines to offer better value for the State.</p>			
1.4.5.4	The implementation process will adhere to the State project management methodology standards.			
1.4.5.4	Contractor will place the equipment (multi-functional units) within 3 days of the mutually agreed upon schedule dates for both new equipment and relocated or re-deployed equipment. Failure to place equipment within agreed upon dates due to the Agency failure in site preparation, access, or any other Agency task responsibilities, will not be considered Contractor failure in placement. Contractor will work with the Agency APC to resolve the problem and place the equipment as quickly as possible. Inability to place equipment due to catastrophic or weather related causes will result in adjustments to the implementation plan which are mutually agreeable to the Contractor, MDIT and the APC. Unresolved issues will be escalated to the State of Michigan Enterprise Program Manager. Contractor should be able to fill and deliver copy machine only orders on-site within four (4) days of order placement.			
1.4.5.4	Contractor will be responsible for conducting equipment orientation and training pursuant to the defined implementation training plan for State of Michigan personnel on equipment hardware, software, procedures and support processes as defined in the implementation plan.			
1.4.5.4	All equipment involved in the work area implementation will be included in the updated inventory database, maintained by Contractor.			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
1.4.5.4	Contractor is responsible for transferring new equipment to the designated location, receiving and installing the equipment, and testing to ensure satisfactory operation.			
1.4.5.4	Equipment preparation, staging sites and delivery logistics for equipment to be implemented, are the responsibility of Contractor, with assistance, as needed, from the APC to provide facility access and procedural information. Logistics management will include data tracking to validate proper equipment delivery, setup and placement according to the accepted implementation plan and schedule.			
1.4.5.4	All equipment will be tested upon final placement and connection to verify operation.			
1.4.5.4	Contractor placed equipment will be tagged for identification and inventory by Contractor			
1.4.5.4	Contractor will provide equipment operation and user guide manuals for placed Contractor equipment. MiPRINT User Guide information and tips will also be maintained on the web-site.			
1.4.5.4	Upon completion of implementation and sign-off, all users will receive a survey to assess Contractor equipment satisfaction, installation courtesy and process, and training effectiveness. Survey results are reviewed by Contractor and forwarded to the Agency APC and MiPRINT Enterprise Program Manager.			
1.4.5.5	<p>SUPPORT: ONGOING SERVICE SUPPORT</p> <p>Once implementation is complete for a work area and acceptance signoff is received, Contractor will provide on-going support services for the output management devices placed by Contractor.</p> <p>Contractor will perform regular equipment monitoring of placed equipment including equipment performance, usage, and service repair calls. This data will be tracked and analyzed on a regular, mutually acceptable basis across all installations, and as requested by specific APC's or the EPM to be used to analyze gaps in output evaluation</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	recommendations and usage assumptions versus actual use volumes, workflow, and trends. Contractor also will provide, upon request of the State, performance benchmarking and cost comparison efforts in order to assess services relative to current industry standards and perceived best practices. Contractor will review documented verification of industry benchmarks and gap analysis of State of Michigan actuals to benchmarks with the APC and EPM, and make adjustment recommendations, if and to the extent applicable.			
1.4.5.5	Contractor at its discretion may host a yearly forum showcasing Contractor products and capabilities for State of Michigan employees at a mutually agreed-upon location in Michigan. The agenda will include new technology, user guidelines, tips and best practices for increasing efficiencies in output production and management. All costs related to the forum will be borne by the Contractor.			
1.4.5.5	Contractor will distribute a yearly end-user survey to assess level of customer satisfaction with equipment and services. Survey results will be returned to APC for each Agency and summarized/reported to the EPM.			
1.4.5.5	Inventory of Leased Equipment A complete inventory of leased equipment, software and features will be maintained in a database and will include Cost Per Image data for devices, volume thresholds, life cycle/refresh cycle data and utilization parameters. The data will be current and updated as equipment changes location and/or ownership, feature are added, equipment disposition occurs etc. Inventory data will be provided to APC's on a regular basis and to EPM as requested.			
1.4.5.5	WEBSITE Contractor is responsible for, and will host a customized State of Michigan MiPRINT website for use by the State of Michigan and the approved Contractor community. Contractor will work with the State to develop this website within 60 calendar days of contract effective date. The website will be designed to offer the State of Michigan a customized, interactive point of			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	<p>information for end users. Day-to-day management and updates of the website will be the responsibility of the Contractor, with the State of Michigan having final approval over all content. The State will provide an Intranet site that will include all process and procedure documents, contact information, state standards, and a link to the Contractor's website.</p> <p>The Contractor will provide a website that provides two access levels based on roles.</p> <p>The unrestricted role will have access to the following information:</p> <ul style="list-style-type: none"> • Directions & cheat sheets • List state-approved devices including state pricing and product descriptions • Portal to restricted login • Order supplies (need e-mail/phone, device#) <p>The restricted access features will include: (Restricted access will be limited to APC's and authorized MDIT staff.)</p> <ul style="list-style-type: none"> • On-line Order Agreements • Device move request • Reporting page which includes the inventories by agency (must include the lease expiration date) • Repair report • Annual survey • Online printable forms <p>Contractor shall provide access to online web services that can allow APC's to request installation of new devices or move of existing devices through login to the contractor's website. The request shall capture the device type, lease term, location, & installation date, and would initiate transmittal of the AOA to the APC.</p>			
1.4.5.5	<p>Contractor will direct, administrate, and manage a comprehensive lifecycle maintenance program for all Contractor output management devices and software. This maintenance will include a technology refresh program. The refresh period is defined as the period of time for which an item of equipment shall be placed before it is eligible for a mutually acceptable</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	technological upgrade as per the terms and conditions of the resulting contract(s).			
1.4.5.5	Prior to refresh replacement of equipment, Contractor and MDIT, when requested, will perform an evaluation of equipment and document the workflow to determine the proper piece of equipment with which to refresh. Contractor will provide cost and business case justification to support the recommendation.			
1.4.5.5	Contractor will perform ongoing supplies monitoring of Agency supply orders to gather usage data for analysis on equipment use, toner recycling, and life cycle projection.			
1.4.5.5	For Contractor devices that do not require technical expertise or special handling for supply, toner and chemical replacement, Contractor will provide supplies, toner and chemicals to meet equipment needs and the State will install replacement toner, chemical and supplies in these devices as necessary. These supplies and consumables will be ordered through a vendor supplied toll free phone number or web site. For devices that require technical expertise or special handling for supply, toner and chemical replacement, Contractor shall provide and install supplies, toner and chemicals to meet equipment needs.			
1.4.5.5	Technical Service call support will be provided through a separate dedicated toll-free telephone support number at no additional charge. These calls will be placed to the contractor by MDIT support staff.			
1.4.5.5	<p>Preventive Maintenance for Contractor Supplied Devices</p> <p>Preventive maintenance will be based upon the specific needs of an individual output management device model as determined by the manufacturer and Contractor. Preventive maintenance services may include, but are not limited to, necessary cleaning, periodic adjustments, and replacement of worn components at scheduled intervals based on the output management volumes. In the event such services may take up to several hours to perform and may cause inconvenience to an agency or department, Contractor will make every effort to contact the key operators at least eight (8) business hours before scheduling any preventive maintenance repairs. These services are included in the cost per image</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	charge. Contractor will be responsible for any and all costs involved in the maintenance operation, including travel, parking, labor and parts replacement.			
1.4.5.5	<p>User Guide Questions</p> <p>Contractor will provide User Guide tips and manuals available to assist the end-user and key operators. User Guide tips will be available and maintained by Contractor through the website and in hardcopy. Operator manuals will be available in hardcopy form for placed equipment. Contractor will also respond to calls placed on behalf of agency end users by MDIT support staff for any user questions involving, but not limited to, navigating the output driver software, specific device feature use, and interpretation of device error messages, within the "Standard Maintenance Calls" time window.</p>			
1.4.5.5	<p>On-site Support Staff</p> <p>Contractor shall supply an on-site support staff person which will sit with MDIT support staff located in MDIT Depot in Lansing, Michigan.</p> <p>Contractor shall submit resume of the person proposed for this position.</p>			
1.4.5.5	<p>Optional Installation Services</p> <p>Contractor shall provide optional installation services staff as needed by MDIT. Services will be requested through a Statement of Work (SOW) process on a case-by-case basis with 10 business day advanced notice.</p> <p>Contractors are required to provide an hourly rate on the installation services tab in Section 1.4 Cost Model.</p>			
1.4.5.6	<p>TRAINING AND TECHNICAL ASSISTANCE</p> <p>Contractor must have staff able to provide technical assistance and training to State agencies at any location, including problem solving, machine operation, etc. Contractor must have ready access to manufacturers' technical resources for problems that are beyond the ability of the Contractor's service staff. An operator training program must be provided by the Contractor upon request. Following installation, a primary operator and back-up operator must be trained for each location. This training must be done on-site. Additional training</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	sessions may be requested by an APC. Contractors must furnish technical assistance in the operation and maintenance of machines on request. Such assistance shall be available within 24 hours and without additional cost. Contractors must furnish descriptive literature of all their awarded model(s) to any APC that requests it. Descriptive literature must be sent to the APC within 24 hours after a request is made at no additional cost.			
1.4.5.7	<p>SECURITY REQUIREMENTS</p> <ol style="list-style-type: none"> 1. Devices must be able to be controlled or accessed by Active Directory or E-Directory. 2. Internal drives must have the ability to cleanse the data on the device after data has been outputted. 3. The device must not allow split horizon between the hardware interfaces. (In other words, two active network interfaces can not be configured to allow data to come in or out of one network interface and move in or out of another network interface on a device at the same time.) 4. The device must have the ability to authenticate a user prior to printing or scanning a sensitive document. 5. All remote management of the device must be able to be configured from a central location. If SNMP is to be used it must be version 3 or greater. 6. All warranty replaced hard drives must be disposed of according to Federal or State of Michigan standards. 7. Data stored on devices should be encrypted or stored in such a manner as to not allow the ability for outside forces to re-create the document or image. 8. Devices that use WiFi interface must be able to support WPA2. 			
1.4.5.8	<p>MANAGED SOFTWARE REQUIREMENTS</p> <p>The managed software must have a back-end SQL database and perform automated meter</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	<p>collection. The software must allow authorized MDIT staff to manage settings on remote devices and it must be able to inventory all networked I/O devices. Software support, updates, tech support, etc. are required and the software must provide for active and passive polling.</p> <p>The software must be able to work with all manufacturers to pull information from printers (device status, firmware levels, service codes, etc.) and it must be able to do service reporting, i.e. downtime reports, etc. and be able to provide a graphical dashboard of Device status i.e. monitor or monitoring (standard printer MIB). Devices in an error state must have priority display.</p>			
1.4.5.9	<p>GREEN REQUIREMENTS</p> <p>The State of Michigan requires that the devices be Energy Star compliant, be so labeled, and the Contractor document the energy savings the State can expect to realize per year by implementing suggested devices. The devices must also minimize the amount of overhead needed during operation. This includes heat, air conditioning, consumables, as well as having an option for reduced toner used on a per document basis.</p>			
1.4.5.9	<p>All devices must minimize wasted paper during the course of standard use, and function properly when using recycled paper products. For purchased devices, the use of recycled toner and recycled paper products will not void the manufacturer’s warranty or compromise the functionality.</p>			
1.4.5.9	<p>The State also requires that the devices utilize high yield toners when available, and that the Contractor recycle all toner bottles or cartridges at no additional charge to the State.</p>			
1.4.5.10	<p>FLEET MANAGEMENT</p> <p>The Contractor recognizes that the State may from time to time wish to move one or more machines leased from Contractor pursuant to an Agency Order Agreement to another State location or agency for the purpose of optimizing machine usage and functionality within the State's network of agencies. In such case, the applicable State agency ("Requesting Agency") shall submit a request in writing to Contractor, at which time Contractor shall place the applicable machine on a "Redeployment List." When a subsequent order for a machine is received by Contractor from any State agency, Contractor shall first attempt to deploy a</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	<p>machine listed on the Redeployment List with that agency ("Accepting Agency"). Contractor shall inform both the Requesting Agency and the Accepting Agency if a machine is available from the Redeployment List. If both the Requesting Agency and the Accepting Agency agree to the redeployment of such machine, Contractor shall make all reasonable efforts to accomplish the redeployment. The Requesting Agency shall be responsible to pay Contractor the moving fee, if any, if a machine is redeployed at the Accepting Agency. Both the Requesting Agency and the Accepting Agency shall sign a Contractor agreement in advance of the redeployment that transfers all financial and other responsibilities under the Contract and the original Agency Order Agreement for the redeployed machine from the Requesting Agency to the Accepting Agency ("Move Form"). The State acknowledges and agrees that any redeployment occurring under this type of redeployment shall not modify any of its obligations under the Contract or the original Agency Order Agreement pertaining to the redeployed machine, except to the extent provided for in the Move Form.</p>			
1.4.5.11	<p>END OF AOA At the time of expiration of an AOA, an agency is recommended to do one of the following:</p> <ol style="list-style-type: none"> 1. Upon expiration of the AOA, the agency will contact Contractor to pick up and return the current device, in which event the State shall make the device available and Contractor shall pick it up not more than thirty (30) days after Contractor's receipt of notice to remove it. 2. The Agency may sign a new AOA agreement for a new device for a new term. 3. Agencies cannot extend the life of a current AOA. They MUST refresh to a new device and a new lease, which will utilize new go-forward pricing. <p>Contractor may not replace an expired machine with another one until a new AOA is in place.</p>			
1.4.5.12	<p>CUSTOMER SERVICE</p> <p>The Contractor(s) must provide all of the APCs a single, local point of contact that is staffed on the customer's site to handle questions and resolve problems that arise. At least one Customer Service Representative must be available Monday through Friday (excluding</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	State-designated legal holidays) from 8:00 AM to 5:00 PM Eastern Time. All service representatives must have online access to information to provide immediate response to inquiries concerning the status of orders (shipped or pending), delivery information, back-order information, State-wide Contract pricing, Contracted product offerings/exclusions, Contract compliance requirements, and general product information. Representatives must be available by phone, fax, or email (local or 800 # preferred).			
1.4.5.13	<p>COMMUNICATION PLAN</p> <p>To facilitate proactive customer communication and performance programs based on the State of Michigan's Service Level Agreements and requirements, the MiPRINT communication plan consists of the following:</p> <ul style="list-style-type: none"> a. The Contract Program Manager (CPM) and State of Michigan Enterprise Program Manager (EPM) or designee and the Enterprise Contract Manager (ECM) will meet at a minimum of monthly to assess service level performance. b. A dynamic website will be maintained by Contractor which provides current process, policy, status, and user guide information. State of Michigan will approve all web content. 			
1.4.5.14	<p>PRINTERS AND PLOTTERS</p> <p>The selected contractor must be able to offer printers and plotters for purchase. Please refer to the input/output cost model. The cost of the printers & plotters must include the manufacturer's standard warranty.</p>			
1.4.6.1	<p>PROBLEM MANAGEMENT SYSTEMS AND PROCESS</p> <p>Equipment Failure and Repair for Contractor Supplied Output Management Devices</p> <p>Equipment failure and repair problems will be managed by calls placed by MDIT support staff to the dedicated support line. Support will be provided as follows:</p> <p><u>Break-Fix Repair Calls for Contractor-Supplied Equipment</u></p> <p>Contractor will have representatives available who can respond within four (4) business hours (to be calculated on an average monthly basis for all items of Contractor-Supplied Equipment provided under an Agency Order Agreement) to break-fix problem calls</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	<p>concerning output management equipment (i.e. Contractor-supplied scanners, printers, MFD's, copiers, and fax machines) that are within the scope of this Contract.</p> <p>Once a device is installed and accepted, any equipment requiring service, that Contractor-supplied, will be routed through the dedicated support line, and Contractor will coordinate the repair. "Break-fix" repair calls are defined as emergency service calls which are placed to the dedicated support line by MDIT authorized support staff when an output management device is declared inoperable.</p> <p>A technician shall arrive on the scene in response to a call for break-fix repairs and provide resolution or an acceptable work around within eight (8) business hours (to be calculated on an average monthly basis for all items of Contractor-Supplied Equipment provided under an Agency Order Agreement) from the time of call to MDIT Help Desk for Contractor-placed equipment. Contractor will be responsible for any and all costs involved in returning the equipment to operation, including travel, parking, labor, and part replacement.</p>			
1.4.6.1	<p><u>Standard Maintenance Calls</u> for Contractor-Supplied Equipment</p> <p>Contractor shall normally respond to "Standard Maintenance Calls" within eight (8) hours after notification by the State that the output management equipment requires maintenance. Standard maintenance call response requirements are ten (10) hours per day for five (5) days, Monday – Friday from 7:00am to 5:00pm EST, with service reporting and tracking capability provided on all calls made for Contractor-supplied equipment.</p>			
1.4.6.1	<p><u>Repair Or Replacement Of Contractor Supplied Individual Output Management Devices</u></p> <p>In the event that any device fails in any material respect to perform in accordance with applicable manufacturer specifications, as part of its service obligations, Contractor agrees to promptly repair such item following receipt of notice from MDIT.</p> <p>Once all efforts to remedy a device have been exhausted and Contractor has been unable to repair such item to conform to applicable manufacturer specifications, with approval by the EPM, or designee, the defective individual output management device be replaced upon</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	documentation and verification from the APC, EPM or EPM designee of (a) the individual device's unacceptable degree of operational up-time, (b) the individual device's failure to otherwise meet performance specifications in any material respects, or (c) Contractor's consistent pattern of non-compliance or inability to meet service requirements and response times in regard to that device. This documentation from the APC will be provided to the EPM or designee, along with the written request for device cancellation, for review and governance system concurrence. Thereafter, Contractor will promptly replace the unit at no additional charge to the Agency.			
1.4.6.1	<p><u>Reporting MiPRINT Problems</u></p> <p>Contractor will be responsible for responding to and reporting to the Agency APC and State Enterprise Program Manager (EPM) or designee on current and potential MiPRINT problems. This will include Output evaluation, implementation and support tracking, and/or recording related problem resolution information within 8 business hours.</p>			
1.4.6.1	<p>Resolution Escalation</p> <p>Issues that are not resolved between the Contract Program Manager and the Agency Program Coordinator (APC) will be escalated to the State Enterprise Program Manager or designee for resolution within 8 business hours.</p>			
1.4.7.1	<p>Program Change Management & Moves, Installs, And Addendums</p> <p>All Contractor equipment moves, installs, and addendums must follow program procedures and processes located in Appendix 1.4.B Current SOM Install, Move or Add Devices. Contractor is responsible for: contacting and coordinating any vendors required for the move; move scheduling; disconnecting equipment; packaging; transporting; and disposition or re-connection in the new location.</p>			
1.4.7.2	<p>Governance</p> <p>A MiPRINT governance structure representative of key State of Michigan and stakeholders</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	<p>will be in place to:</p> <ol style="list-style-type: none"> 1. Ensure that SLA's and other contractual requirements are being met and/or exceeded 2. Enhance the value of the State of Michigan/Contractor relationship by managing and reporting performance issues on a regular basis 3. Improve communications between the State of Michigan Agency and Contractor staff through regularly scheduled meetings and performance reviews. MiPRINT Governance groups include: <p><u>MiPRINT Steering Committee</u>: Responsible for strategic direction, policy setting and policy compliance issue review and recommendation.</p> <p><u>Agency Team</u>: Consisting of an Agency Program Coordinator and Agency business leadership, responsible for managing MiPRINT operational procedures within the agency, providing strategic and status input to the Steering Committee, and coordinating MiPRINT activities within the Agency.</p> <p><u>Enterprise Program Manager</u>: Responsible for overseeing the MiPRINT program across the State through building and maintaining a partnership with Contractor, supporting Contractor-Agency relationships and activities, facilitating final issue resolution, and chairing the Steering Committee.</p> <p><u>Enterprise Contract Manager</u>: Responsible for managing the contract and establishing product standards leased and purchased under this contract.</p> <p><u>Contractor</u>: Reports to the EPM or designee in cooperation with the MiPRINT program.</p>			
1.4.7.3	<p>Performance Requirements, Measurement, And Tracking</p> <p>Device Performance Standards</p> <p><u>Up-time Guarantee</u>: All equipment should be fully operable and at maximum copy quality for a minimum of 98% of normal business hours each month. In the event that a copier has</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	<p>been fully operable for less than 98% of normal business hours per month for two consecutive months, the State shall have the right to exchange the unit for one of like kind and capability within three (3) days, at no additional charge to the State. Up time shall be calculated using a 40 hour work week, assuming 4 weeks per month. This does not include regular scheduled routine maintenance, operator training; replacement of toner, fuser agents, or supply replacement. Output Management Device Availability is computed as follows: Output Management Device Downtime begins at the time an break-fix repair call for emergency service is placed to the dedicated support line, and ends once the key operator is satisfied that the unit has been restored to full working order.</p> <p>If a machine is down for more than ONE working day, the Contractor must furnish a "loaner" like-for-like replacement, until the Authorized User machine is repaired. (Like-for-like replacement = a machine that works in accordance with manufacturer's specifications and that has the same approximate features and speed.)</p>			
1.4.7.3	<p>Additional up-time guarantees shall be as follows:</p> <ol style="list-style-type: none"> 1. Should any piece of equipment require three (3) or more service calls in any given thirty (30) day period that are not the result of user error, the State may require that such machine be removed and replaced, in which case Contractor shall supply a machine of equal or greater functionality; provided, however that if such replacement machine is not reasonably satisfactory to the State, Contractor shall then supply the State with a new machine of equal functionality. 2. In addition, machines that cannot be restored and that are inoperable for more than one business day may be replaced at the State's sole discretion with a temporary machine, within a specified time period, until the replacement machine is available, at no additional charge to the State. 3. In the event of the foregoing, neither the State nor the requesting entity will be held responsible for any costs of removing devices nor will they be subject to any penalties relating to a necessary replacement. 			
1.4.7.3	<p>Contractor will perform a minimum of 3 formal site audits at its own expense, as part of MiPRINT service. Audit benchmarks, audit location, and criteria will be set and agreed to by</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	<p>the EPM or designee. At a minimum of once per year, Contractor management not directly responsible for State of Michigan MiPRINT operations will inspect the locations for operational compliance and will endeavor to identify opportunities for improvement. Results will be reviewed with the EPM or designee and APC's. Standard site audit criteria will include:</p> <ul style="list-style-type: none"> - Workflow - Organizational definition of audit scope - Recognition of opportunities for improvement - Consistent Quality Control initiatives - Effective communication and interaction with Agency leadership and APC's - End User education and training effectiveness - Evidence of use of standard Best Practices - Administrative compliance <p>Unacceptable audit results initiate an intervention process which includes a 30-day improvement plan managed by Contractor and MDIT and re-inspection for compliance at the end of this period.</p>			
1.4.7.3	<p>The State of Michigan reserves the right to request and engage an outside third party to perform benchmark analysis of Contractor Cost Per Image pricing as compared to other agreements of similar size and scope to MiPRINT. In the event the benchmark shows that the vendor's price is greater than 10% over the benchmark price for like services, price reductions for new and refreshed MiPRINT devices will be implemented.</p> <p>The cost of the benchmark analysis will be split 50-50 between the State and Contractor if the benchmark analysis shows that Contractor pricing is greater than benchmark by 10% for like services.</p> <p>Validation periods for such an outside party benchmark analysis will be 90 days from receipt of results to allow for assumption verification by both Contractor and State of Michigan.</p>			
1.4.8.1	<p>DAILY REPORT</p> <p>A daily incident report is generated each morning. This daily report may be used to</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	investigate the problems that occurred in the previous twenty-four (24) hours (forty-eight (48) hours over weekends and holidays).			
1.4.8	<p>Monthly Service Report</p> <p>The Monthly Service Report shall contain the following minimum amount of information for all work areas implemented to date:</p> <ul style="list-style-type: none"> • Customer Name (State Agency making the purchase) • Purchase Order # • Order date • Invoice # • Invoice date • Manufacturer Name • Manufacturer Part # (Model #) • Serial Number • Location/Address • Device Speed • MFD (Yes/No) • Scan (Yes/No) • Print (Yes/No) • Monthly Copy Volume <ul style="list-style-type: none"> • Minimum Volume (if applicable) • Leased or Owned • Lease Duration • Install Date • Lease Initiation Date (if different from Install Date) • Lease End Date • Monthly Lease Cost • Maintenance/Supplies Cost per Copy • Acquisition Cost (if purchased) • Accessory Part # (for each accessory) • Accessory Description (for each accessory) • Accessory Monthly Lease Cost (for each accessory) • Accessory Acquisition Cost (if applicable) 			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	Reports shall be delivered to the EPM or designee no later than the 15th calendar day after receipt of the previous month's output management performance/volume readings.			
1.4.8	<p>Quarterly Report Of Overages</p> <p>Contractor shall provide a quarterly report of all devices that have experienced overages, including highlighting of all devices that have experienced three consecutive reporting periods of overages. Should the device experience three consecutive overages, the Contractor at the EPM's request shall schedule a new evaluation of the impacted area. If the evaluation shows that a device with higher volume is required, then Contractor shall begin seeking a new lessor to assume the balance of the lease for the existing device, and shall prepare an AOA for the new re-sized device in anticipation of replacing the old device at the current location. No obligation to accept the AOA shall be assumed on the agencies part until the new lessor for the existing device is confirmed.</p>			
1.4.8	<p>OTHER REPORTS</p> <p>Other report content areas may include but are not limited to:</p> <p>Standard reports such as an availability report, SLA compliance report, usage reports, implementation status reports, and inventory management reports as requested by an Agency for their area, or by the EPM or designee.</p>			
1.4.9	<p>INVOICING</p> <p>Invoicing will be administered at the Agency level. Consistent with the State direction towards full realization of electronic invoice processes, it is the expectation that invoicing will be sent using EDI technology. Exact details of invoice and payment setup data and process will be specified with the Agency, MAIN EDI support staff, and Contractor prior to completion of an Output Evaluation.</p>			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
1.4.9	<p>Contractor will provide invoice billing in either EDI or hardcopy format according to the billing procedure guidelines below.</p> <p>For services provided, Contractor shall invoice the State each month in arrears for the applicable monthly minimum charges and any other base recurring charges. Additional charges incurred by State during the monthly billing period in excess of the monthly base recurring minimum charge(s) (i.e., additional impressions) will be billed in arrears. For billing purposes, all monthly charges are calculated using a thirty (30) day month. If Contractor provides Services for less than a full month, charges will be prorated accordingly. The billing period shall start on the 16th of one month and end on the 15th of the following month. All invoiced amounts shall be due to Contractor on the 15th day of the month following the end of the billing period and will be considered past due thereafter.</p>			
1.4.9	Provide charges at the individual device detail level. Detail reports should be available for all invoices. Contractor will have the capability if requested to provide a consolidated 810 transaction.			
1.4.9	Generate invoices each month and present to the State of Michigan Agencies within fifteen (15) days after the end of the period for which the services are billed.			
1.4.9	Endeavor to resolve disputed charges within sixty (60) calendar days of notification. If an error is finally determined to have been made by Contractor in its billing statement, then Contractor will be required to make corrections within ninety (90) days after such determination or else disputed charges will be waived.			
1.4.9	Waive payment of disputed charges for services rendered until final resolution.			
1.4.9	Reasonably cooperate with the State's efforts to utilize Electronic Data Interchange (EDI). For State of Michigan receipt of electronic invoices, the potential ANSI X12 4010 EDI Transaction Sets include but are not limited to 810, 824, 997. The State of Michigan - MAIN, will provide Contractor with an implementation guide. Contractor will be responsible for the transportation/ transmission costs to and from the VAN (Value Added Network) designated			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	by the State of Michigan, MAIN.			
1.4.9	Provide paper invoices for the agencies that elect to receive paper invoices. Charges should be recorded at the individual device detail level, however Contractor will reasonably cooperate with efforts by any Agency to utilize EFT (Direct Deposit) payments as elected by the Agency.			
1.4.9	Establish a timetable acceptable to the State, and maintain the capability (including all tools and software) necessary to accurately quantify resource usage which effect invoiced charges and credits. Additionally, Contractor must provide detailed backup support for all components incurring charges and credits included in the invoice. When available, electronic copies of the backup should be provided as well as the paper copy.			
1.4.9	Contractor will provide a detailed description of how exception and adjustment charges will be invoiced, as documented in an EDI implementation guide which will be provided by State of Michigan.			
1.4.9	On an annual basis, Contractor may, at its expense, and/or the State of Michigan, at its expense, be permitted to engage an independent party to audit the reliability and accuracy of all processes, software and hardware used to quantify/measure resource usage which materially impacts the State of Michigan's invoice for services. Such engagements shall be at the discretion of the engaging party. For example, all resource usage categories, including but not limited to pages printed, which may impact the State of Michigan's invoice would require an annual audit of Contractor quantification/measurement of usage in these resource categories. Contractor will review the results and conclusions of the audit with the State of Michigan and provide a project plan for correction of identified deficiencies. The parties will cooperate in good faith with respect to identifying and correcting any determined deficiencies identified in Contractor's processes.			
1.4.10	PRICING If there are any price reductions during the term of the contract, the State shall pay the			

MICHIGAN MASTER COMPUTING CONTRACT(S)

Technical Evaluation Summary for Section 1.4 Input and Output Devices				
Section Number	State of Michigan Requirement	Bidder Agrees to meet requirement as stated (Yes, No)	Bidder Agrees to meet requirement with Modification. (Yes, N/A)	Section where Requirement is presented in Bid Response
	reduced price for any hardware ordered after the reduction takes place. If there are pricing increases during the term of the contract, the State shall be provided justification from the manufacturer in writing, before the increases will be accepted by the State.			
1.4.10	It would be impractical to itemize every product offered by the required manufacturers on the cost model; however, markup percentages by manufacturer must be offered on all similar products by that manufacturer.			
1.4.10	The Contractor must offer all upgrades from the manufacturer to the State as well as competitive upgrade offers. The Contractor must also make available documentation for all products.			