



This contract entered into this 2 day of May, 2024, by **Robert J. Young Company, LLC**, (RJY) located at PO Box 280358 Nashville, Tn 37228-0358, hereinafter called the “Contractor” and Commonwealth of Virginia, **Radford University**, called the “Purchasing Agency or Radford University”, located at 801 East Main Street, Radford, VA. 24142.”

1. **WITNESSETH** that the Contractor and Radford University, in consideration of the mutual covenants, promises and agreements contained, agree as follows:
2. **SCOPE OF CONTRACT:** The Contractor shall provide Campus Wide Multifunction Digital Devices & High-Speed Printers and support to Radford University as set forth in the Contract Documents.
3. **TERM OF CONTRACT: From July 1, 2024 through June 30, 2029** with five (5) one year renewal options or as negotiated, to include all contractual provisions contained herein.

4. **THE CONTRACT DOCUMENTS SHALL CONSIST OF:**

This signed Radford University Standard Contract Document;

Radford University’s Request for Proposal (RFP) **R24-006** dated November 6, 2023.

General, Additional Terms and Conditions as included in Attachment A of the Request for Proposal.

Radford University’s Addendum 1 dated November 20, 2023, Addendum 2 dated December 11, 2023, and Addendum 3 dated December 18, 2023.

Contractor’s Proposal signed and dated January 8, 2024

Clarification and Negotiation Questions:

Clarification Questions dated, January 25, 2024

Negotiation Questions Round 1 dated, March 6, 2024

Negotiation Questions Round 2 dated March 28, 2024

Model Updates and pricing dated April 16, 2024

Negotiated Sales Order, dated April 18, 2024

5. **FINANCIAL COMENSATION AND METHOD OF PAYMENT:** The Contractor shall be paid by Radford University in accordance with the contract documents.

- A. Pricing for Radford University.** The pricing provided is for Radford University only (Zone 8). Should other entities wish to utilize the contract, pricing must be obtained from the vendor."

Model	Monthly Lease Base Amount	Fax (additional monthly amount)	Tray (additional monthly amount)	Finisher (stapling only)(additional monthly amount)	Hole Punch (additional monthly amount)	Mono Service Click Rate	Color Service Click Rate
Ricoh C300F	\$26.93(Cabinet and 2 Paper trays)	Included	Included	N/A	N/A	.0044	.0410
Ricoh C530FB	\$64.43 (Cabinet and 3 Paper trays)	Included	Included	N/A	N/A	.0044	.0410
Ricoh C2510	\$36(cabinet and 2 paper trays)	\$13.47	\$5.09 each additional	\$6.52(Inner Finisher/stapling only)	\$3.24 (must include inner finisher)	.0044	.0410
Ricoh C3010	\$49.07(cabinet)	\$13.47	\$5.09 each additional	\$6.52(inner Finisher/stapling only)	\$3.24 (must include inner finisher)	.0044	.0410
Ricoh C6010	\$75.10	\$13.47	(4) trays included	\$20.32(External Finisher/stapling only)	\$3.14	.0044	.0410

B. METHOD OF PAYMENT:

The Contractor shall submit a fully itemized invoice that references the Radford University contract number, unique device number, device description, device location and quantity mono and or color pages, and purchase order number, if applicable. Payment will be made in arrears throughout the contract period. Payment will be made thirty days after receipt of proper invoice for the amount of payment due, or thirty days after receipt of goods / services, whichever is later, in accordance with the Commonwealth of Virginia Prompt Payment Act. Mail or Email Invoice(s) to the following:

**RADFORD UNIVERSITY
ACCOUNTS PAYABLE
POST OFFICE BOX 6906
RADFORD, VA 24142-6906**

Email: acctspavable@radford.edu (Preferred method of invoice delivery.)
Itbudget@radford.edu (copy to IT Budget Office)

6. ADDITIONAL CONSIDERATIONS:

a. App Purchases:

Any App purchases by the University, that will be installed on devices, will be made through RJ Young for installation.

b. Certified Pre-Owned:

The University reserves the right to request, and RJ Young provide, certified pre-owned A4 Color units at 30-40ppm for designated campus locations.

c. Devices Relocation:

Devices moved to different locations on the University main campus or off campus sites will be coordinated between RJ Young and the University's Technical Assistance Center (TAC) to schedule the move at no additional charge to the University.

d. RJ Young (RJY) Commitments:

- Internship programs:**

RJY will work with the University to provide opportunities for internship programs, including but not limited to, the following fields: Business Administration and Management, Computer Science, Computer and Information Systems, Security/Information Assurance, and Marketing/Marketing Management Majors currently enrolled. Internship(s) will be approximately 20hr/week and be part of the RJY service delivery team.

- In Kind Participation/Contributions:**

Include but not limited to, event sponsorships, in-game programs, traditional advertising, in-kind printing, and season ticket purchases.

- e. **Start Up Toner:** RJY, we will commit to providing one (1) set of toner for each machine upon delivery (installed in the machine) and one spare set left within the corresponding department for each device. For machines with a cabinet, spare toner should be stored in the cabinet.

RJY will provide staff to stock and deliver toner to each machine identified in the contract. The University will provide a secure location for toner storage on the main campus.

RJY will support and service the University's off campus sites in Roanoke out of RJY's Roanoke office.

RJY will provide the University with the following.

- One (1) dedicated service technician
- One (1) back-up/float service technician
- One (1) dedicated Single Point of Contact (SPOC) for all service needs, consumable needs, RU TAC support and reporting
- Two (2) dedicated account representatives
- Support staff from Roanoke, Bristol, and Hickory RJY offices

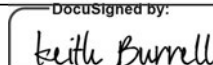
7. This Standard Contract identifies terms as negotiated and as agreed by both parties. In the event there is a conflict between the Standard Contract, Request for Proposal R#**R24-006**, the Contractor's Proposal or Negotiation/Clarification points, the Standard Contract shall prevail.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

Robert J. Young Company, LLC

Print Name: Keith Burrell

Title: Region Vice President

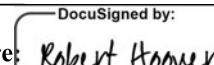
Signature:  DocuSigned by: A8B1D28D6B0A4CA

Date: 5/3/2024 | 1:00 PM PDT

Radford University

Print Name: Robert Hoover

Title: Vice President for Finance and Administration

Signature:  DocuSigned by: EC48B85C37D741C

Date: 5/3/2024 | 4:05 PM EDT



REQUEST FOR SEALED PROPOSAL # R24-006

TITLE:
Campus Wide
Multifunction Digital Devices & High-Speed Printers

DATE: NOVEMBER 6, 2023

Note: This public body does not discriminate against faith-based organizations in accordance with the *Code of Virginia* §2.2-4343.1 or against an Offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

REQUEST FOR PROPOSAL (RFP)
RFP # R24-006

GENERAL INFORMATION FORM

QUESTIONS/INQUIRIES: All questions/inquiries for information regarding this solicitation should be directed to:

Name: Kevin McDowell
Phone: (540) 831-5356
Email: dkmcowel@radford.edu.

Written questions to be submitted via email no later than: December 6th 3:00 PM Eastern Time

SEALED PROPOSAL DUE DATE AND TIME: Proposals will be received until January 4th 2024 up to and including 3:00 PM Eastern Time. Email and fax responses will not be accepted.

LATE PROPOSALS: To be considered for selection, proposals must be received by Radford University's Procurement and Contracts Department by the due date and time identified in this solicitation document. The official time used in documenting the receipt of proposals is that time identified on the automatic time stamp machine located in the Procurement and Contracts Department in the David E. Armstrong building on the main campus of Radford University. Proposals received in the Procurement and Contracts Department after the date and time designated are automatically deemed non-responsive and will not be given consideration. **The University is not responsible for delays in delivery conducted by the U.S. Postal Service, private couriers, or the intra university mail system. It is the sole responsibility of the Offeror to ensure their proposal reaches the Procurement and Contracts Department at Radford University by the designated date and time. This is a sealed receipt process. Emails or fax responses will not be accepted.**

ADDRESS:

Proposals should be mailed, or hand delivered to: Radford University, Procurement and Contracts Department
P. O. Box 6885 (if via mail)
David E. Armstrong Complex, 501 Stockton St. (if via courier)
Radford, VA 24142-6885.

Identify the envelope package as instructed in **Attachment A, Section (6)** – Terms and Conditions.

PRE-PROPOSAL CONFERENCE: A pre-proposal conference will be held on November 16th at (8:30 AM Eastern). See Section (13) for additional information.

UNIVERSITY CLOSINGS: If the University is closed as a result of an act of God or an emergency situation, the University's website shall post notices of said closings. It is the responsibility of the vendor to check the website at www.radford.edu for said notifications. If the University is closed on the day proposals are due, proposals will be accepted same time the next scheduled business day the University is open. If the University is closed on the day of a scheduled pre-proposal conference a written addendum will be issued to officially reschedule the conference.

TYPE OF BUSINESS: (Please check all applicable classifications). In order to qualify for assigned Small, Women and Minority (SWaM) points your business must be certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your assigned SBSD certification number. For assistance with SWaM certification, visit the SBSD website at <https://www.sbsd.virginia.gov/>

_____ **Large**

_____ **Small business** – A business that is at least 51% independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of these individual owners shall control both the management and daily business operations of the small business.

_____ **Women-owned business** – A business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in owned by one or more women who are citizens of the United States or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

minority-owned business. A business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest in the corporation, partnership, or limited liability company or other entity is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals, or any historically black college or university, regardless of the percentage ownership by minority individuals or, in the case of a corporation, partnership, or limited liability company or other entity, the equity ownership interest in the corporation, partnership, or limited liability company or other entity.

COMPANY INFORMATION/SIGNATURE: In compliance with this Request for Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal inclusive of all addenda, if applicable, and as mutually agreed upon by subsequent negotiation.

FULL LEGAL NAME (PRINT) (Company name as it appears with your Federal Taxpayer Number)		FEDERAL TAXPAYER NUMBER (ID#)	
BUSINESS NAME /DBA NAME/TA NAME (If different than the Full Legal Name)		BILLING NAME (Company name as it appears on your invoice)	
PURCHASE ORDER ADDRESS		PAYMENT ADDRESS	
CONTACT NAME/TITLE (PRINT)		EMAIL ADDRESS	
TELEPHONE NUMBER	TOLL FREE TELEPHONE NUMBER	FAX NUMBER	EVA VENDOR ID NUMBER
			VIRGINIA STATE CORPORATION COMMISSION REGISTRATION NUMBER

I acknowledge that I have received the following addenda posted for this solicitation.

1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____ (Please check all that apply.)

SIGNATURE: _____ **DATE:** _____

The intent and purpose of this Request for Proposal (RFP) is to establish a contract through competitive negotiations with one qualified contractor to provide and maintain a fleet of leased multifunction devices to be deployed campus wide, at the Community Hospital building in Roanoke, and the Roanoke Higher Education Center, as outlined herein for Radford University located at 801 East Main Street, Radford, Virginia 24142. Radford University is an agency of the Commonwealth of Virginia.

2. SMALL, WOMEN-OWNED AND MINORITY OWNED - SWaM BUSINESS PARTICIPATION:

The mission of Radford University is to ensure strategic business development practices are in place to promote Small, Women-Owned and Minority-Owned (SWaM) businesses to the maximum extent. Radford University encourages prime suppliers, Contractors, and service providers to facilitate the participation of small businesses, and businesses owned by women and minorities through partnerships, joint ventures, subcontracts, and other inclusive and innovative relationships.

Radford University has established SWaM goals that are posted on the Procurement and Contract website. Links to the University's SWaM initiative can be located at: [Procurement and Contracts | Radford University](#).

3. CONTRACT PERIOD:

The initial term of this contract is for five years, or as negotiated. There will be an option for five one-year renewals, or as mutually negotiated.

4. BACKGROUND

Radford University Background:

Radford University is a comprehensive public university of 7,531 students that has received national recognition for many of its undergraduate and graduate academic programs, as well as its sustainability initiatives. Well known for its strong faculty/student bonds, innovative use of technology in the learning environment and vibrant student life on a beautiful 211-acre American classical campus, Radford University offers students many opportunities to get involved and succeed in and out of the classroom. With over 250 clubs and organizations, Radford University offers many opportunities for student engagement, leadership development and community service. In addition to robust academic offerings and engaging student experiences on the main campus located in Radford, Virginia, Radford University also offers a clinical-based educational experience for some 1,000 students living and learning in Roanoke, Virginia as part of Radford University Carilion, a public-private partnership focused on the cutting-edge delivery of health sciences programming, outreach, and service. Radford University joins several other institutions in offering degree programs and continuing education opportunities at the Roanoke Higher Education Center in Roanoke, the Southwest Virginia Higher Education Center in Abingdon, and flexible online offerings through its virtual campus.

Specific Background: In 2018, Radford University entered into a contract with Virginia Business Systems (VBS) to provide multifunction devices to the campus community. This contract was renewed in June 2023 and will come up for renewal again in July, 2024. Via this contract, Radford University currently leases 189 devices that are located on the main campus in Radford, at the Community Hospital building in Roanoke, and the Roanoke Higher Education Center.

A summary of these devices is listed below with a more detailed breakdown including annual print volume which is included in **Attachment F (Two-year Print Volume)**.

Device	Total Quantity
Xerox C8055 (multiple paper trays, staple, 3-hole punch)	57
Xerox C7020	57
Xerox C405	38
Xerox C7030 (multiple paper trays, staple, 3-hole punch)	19
Xerox C605 X	9
Xerox C8155	1
Xerox C605 XL (multiple paper trays)	6
Xerox 180 Press Fiery controller	1
Xerox 3100 Press with Fiery Controller	1

Device	Month Base Cost	Per Page B&W	Per Page Color
C405DN	\$19.00	\$0.016	\$0.055
C605XM	\$45.67	\$0.0875	\$0.050
C7020	\$30.40	\$0.0065	\$0.050
C7020 w/finisher	\$61.76	\$0.0045	\$0.044
C7030	\$69.36	\$0.0045	\$0.044
C8055	\$83.89	\$0.0045	\$0.0375
C0845	\$68.88	\$0.0045	\$0.0375

Radford University currently maintains two centralized Windows print servers that are utilized by the campus community. One is located on the main campus and one in Roanoke. All 189 of the campus devices are connected to these print servers.

Radford University currently uses Papercut to monitor and bill both student and department printing. This system currently provides students with a \$5.00 print allocation and any additional printing is charged to their CBORD ONE CARD account. We do not use print release stations once the student is prompted to accept charges for the printout and is sent to printer.

Toner is delivered to the University customers (departments) by VBS. An algorithm is used by the MPS monitoring system that determines when a toner needs to be ordered. The new toner order is placed by the MPS monitoring system and is delivered to the department's printer contact by VBS before the toner level reaches 0%. All recycled toner is currently picked up, stored, and managed by the University. The University welcomes any new ideas on toner management to obtain better efficiency and reduce the times departments run out before receiving new toner. The Radford University Technical Assistance Center (RU TAC) is currently provided a surplus supply of toner for all models for emergency use when departments do run out.

Print ReLeaf program is a part of the current contract providing carbon offsets based on the print volume of the University. Sustainability continues to be a focus for the campus.

The current contract provides Xmedius as a tool for software-based faxing that is used by areas that have low fax needs. As copiers are replaced, we will continue to evaluate if fax capabilities are necessary for each department. Departments that deal in highly sensitive data that require fax functionality have maintained fax hardware on their copier.

Many campus departments also maintain individual desktop printers that are not covered under this contract.

5. **EVA BUSINESS-TO-GOVERNMENT ELECTRONIC PROCURMENT SYSTEM:** The eVA internet electronic procurement solution streamlines and automates government purchasing activities within the Commonwealth of Virginia. Radford University, and other state agencies and institutions, have been directed by the Governor to maximize the use of this system in the procurement of goods and services. We are therefore requesting that your firm register as a **self-registered** vendor in the eVA system.

There are transaction fees involved with the use of eVA. These fees must be considered within the provision of quotes, bids, and price proposals offered to Radford University. Failure to register within the eVA system may result in the quote, bid or proposal from your firm being rejected and the award made to another vendor who is registered in the eVA system.

Registration in the eVA system is accomplished on-line. Your firm must provide the necessary information. Please visit the eVA website portal at <https://eva.virginia.gov/register-now.html> and register with eVA. This process needs to be completed before Radford University can issue your firm a Purchase Order or contract. If your firm conducts business from multiple geographic locations, please register these locations in your initial registration.

For registration and technical assistance, reference the eVA website at <http://www.eva.virginia.gov>, or call eVA Customer Care at 866-289-7367 or 804-371-2525. Email eVACustomerCare@DGS.Virginia.gov

6. **CONTRACT PARTICIPATION-COOPERATIVE PURCHASING/USE OF AGREEMENT BY THIRD PARTIES**

Under the authority of §6 of the Rules Governing Procurement of Goods, Services, Insurance and Construction by a Public Institution of Higher Education of the Commonwealth of Virginia (see <https://vascupp.org/rules.pdf>), it is the intent of this solicitation and resulting contracts to allow for cooperative procurement. Accordingly, any public body, public or private

...stitution's affiliated corporations may access any resulting contract if authorized by the Contractor.

Participation in this cooperative procurement is strictly voluntary. If authorized by the Contractor, the resultant contract may be extended to the entities indicated above to purchase at contract prices in accordance with the contract terms. The Contractor shall notify Radford University in writing of any such entities accessing the contract. No modification of this contract or execution of a separate contract is required to participate; however, the participating entity and the Contractor may modify the terms and conditions of this contract to accommodate specific governing laws, regulations, policies, and business goals required by the participating entity. Any such modification will apply solely between the participating entity and the Contractor. The Contractor will provide semi-annual usage reports for all entities accessing the contract. Participating entities shall place their own orders directly with the Contractor and shall fully and independently administer their use of the contract to include contractual disputes, invoicing and payments without direct administration from Radford University. Radford University shall not be held liable for any costs or damages incurred by any other participating entity as a result of any authorization by the Contractor to extend the contract. It is understood and agreed that Radford University is not responsible for the acts or omissions of any entity and will not be considered in default of the contract no matter the circumstances.

Refer to **Attachment C**, Zone Map, if the Offeror wishes to submit a separate pricing structure based on approved zones for cooperative institutions. If no other prices are offered, pricing provided will apply to all zones in the Commonwealth of Virginia. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone.

Use of this contract does not preclude any participating entity from using other contracts or competitive processes as the need may be.

7. **CONTRACT ADMINISTRATION:** Radford University assigns Contract Administrators to each contract awarded. The Contract Administrator shall be the initial point of contact for the Contractor. Contract Administrators are charged with ensuring the terms and conditions of the contract are followed, payments are made in accordance to the contractual pricing schedule, and reporting noncompliance issues to the Procurement and Contracts Department at Radford University. Contract Administrators **do not** have the authority to authorize changes and/or modifications to the contract. Should noncompliance issues exist and cannot be resolved at this level or changes/modifications to the contract are required, the assigned Contract Officer in the Procurement and Contracts Department must be notified immediately by the Contract Administrator. The assigned Contract Administrator is Director of Tech Support Services.
8. **DEFINITIONS: INTENTIONALLY LEFT BLANK**
9. **STATEMENT OF NEEDS:** Radford University is seeking to secure the services of a Contractor to provide Leased Multifunction Digital Devices & High-Speed Printers inclusive of all toner and device maintenance as outlined in this Statement of Needs.

A. **General Requirements:**

1. The main objective of the RFP is to create a contractual relationship with a contractor that will provide an all-inclusive managed print service program (including equipment, maintenance, repair, staples, and toner except for paper or as negotiated) for all Multifunctional Devices (MFD's) currently in service at the University's main campus and Roanoke sites
2. The University's specific objectives are as follows:
 - Streamline operations, standardize equipment, and increase efficiency.
 - Reduce energy consumption.
 - Reduce space needs.
 - Reduce the environmental impact (support sustainability)
3. Interested offerors will utilize the information provided in this document to submit a proposal outlining their implementation, price per imprint and management of a Managed Print Services program for the University. This program will include equipment, maintenance, and supplies (excluding paper) for all identified devices for printing, faxing, and scanning in all departments.
4. Respondents are encouraged to present innovative and creative solutions that align with the

University's needs for copying, printing, faxing, and scanning requirements, as detailed in the evaluation criteria outlined in this document. Additionally, we invite respondents to propose any other cost savings initiatives offered by their companies that can be integrated into our campus environment.

B. Specific:

1. Program Overview:

The Managed Print Services program shall include, at a minimum, complete management, ownership, and oversight for any and all MFD's, associated equipment and peripherals, software and licenses, service and support of all equipment placed in service, billing and reconciliation, and reporting. Please describe how your company will meet the needs and expectations detailed below.

2. Program Solution:

Offeror should furnish a comprehensive narrative that outlines the program overview for each of the following:

- A. Explain the Managed Print Services solution being proposed to the University. Include a detailed list of potential services and devices to be incorporated.
- B. Specify the manufacturer(s) of Managed Print Services hardware provided by the offeror and that the equipment that is supported.
- C. Identify whether refurbished equipment and OEM/non-OEM supplies are utilized.
- D. Describe any capabilities for managing existing University-owned personal printers/desktop within a Managed Print Services Solution.
- E. Elaborate on the fleet refresh strategy.
- F. Describe the process for ongoing assessment and optimization of managed print service to ensure fleet optimization efficiency.
- G. Present and provide options for integrating e-print and cloud application printing, enabling users to print from different areas on campus.
- H. Provide information concerning any environmentally friendly 'green' initiatives and how these initiatives align with the proposed solution.

3. Technical Specification:

- A. All equipment must be new and currently in production. No used equipment or parts will be considered until after year (3) of this contract.
- B. All devices should be capable of using recycled paper without a decrease in performance.
- C. All devices should be equipped with a console cabinet or stand.
- D. All devices should offer color copying, printing, and scanning unless a Monochrome device is explicitly requested for a specific area. Devices should have the option for faxing.
- E. All devices should have a similar user interface, enabling users and technicians to seamlessly transition between devices without the need for re-learning.
- F. Surge protectors should be provided at no charge if recommended by the manufacturer.
- G. The University currently has 61 devices with fax capabilities. We anticipate this number can be reduced as we replace the devices.

11. All devices should include an Ethernet network card capable of operation at a minimum speed of 100Mbps

- I. All devices should have internet-based remote diagnostics and status reporting to monitor toner and paper levels, current operating status, and maintenance issues. RU TAC support staff should have access to device status, toner levels and page counts through accessing this software.
- J. All firmware upgrades shall be included and to be installed by the contractor, including those available by the Internet. Critical security vulnerabilities should be patched within 14 days of release. Contractors shall notify Radford University TAC of new updates as they become available and install them as requested as part of routine service. Firmware updates may either use an automated security tool to implement all updates or have a dedicated resource who will take care of this.
- K. All devices must support Windows 10, Windows 11, macOS printing and device drivers for a Windows 2019 print server.
- L. Describe capability for wireless (mobile device) print.
- M. Provide details on the network and physical security of your devices, as well as your monitoring procedures, maintenance of firmware updates, and any other security features. Include method used to encrypt prints, scans, and other communications over the network so the device cannot be compromised.

4. Other Specification:

- A. All order placements, delivery confirmations, service scheduling and other device-related information will be handled by the RU TAC.
- B. The contractor should provide a base device cost plus a cost per impression/click charge to include all labor, equipment, services, and supplies (to include toner), but excluding paper. Method of calculating single vs. multiple impression/clicks, including factors such as page size thresholds, should be clearly defined. No monthly minimum threshold limits will be accepted. This cost per impression charge shall remain in effect for the initial term of the contract. All costs should be clearly identified including any software/hardware upgrade fees, consumable supplies, parts, labor, and service charges. Cost for Equipment removal and documented erasing of university data by the contractor will be the responsibility of the contractor. Radford University welcomes additional or alternative pricing structures and plans based on impression/click volumes.
- C. The contractor should provide spare toner to all departments upon award of contract at time of installation of new equipment. This should include any new equipment installed during the initial contract period.
- D. The successful contractor shall be responsible for immediately notifying and working with RU TAC in the event of a security issue regarding the devices and providing documentation to the University regarding the issue and resolution.
- E. The contractor shall be responsible for securely scrubbing and sanitizing devices that are removed from service. Documentation/Certificate must be provided to the University for the disposal of sensitive media for any device that is removed from service or removed from campus for maintenance during and after the contract period has ended.
- F. In the event of manufacturer equipment changes or updates, the contractor must make necessary improvements available for any new machines at no price increase.
- G. The contractor should provide automated collection of meter reading via a device management system. This system will also allow RU TAC staff to view the current information and status of all devices.

- H. Radford University will provide necessary historical data for contractors to use the right size devices appropriately. Quarterly business reviews should be conducted to review support services and additional devices.

C. Service and Support:

- A. All service calls not initiated through automatic remote functionality will be placed by RU TAC. Service calls shall be responded to on a first come, first served basis, except where the RU TAC deems it necessary to change the priority of calls. The contractor shall maintain an appropriate staff level ratio of technical support personnel, with authorized service dealer training on all digital equipment and networking components utilized at the university, with the responsibility of first response to service call to eliminate unnecessary calls to the contractor and to determine the source of the problem to help streamline the repair process.
- B. Provide the ratio of service technicians to number of devices deployed/supported. Ratio in our regional area and any company goals for ratio of technicians to devices supported.
- C. The contractor shall provide trained, qualified, and technically skilled service technicians supervised by the contractor. The contractor shall provide adequate managerial and administrative supervision for its employees servicing the university. The vendor shall provide adequate back-up in times of staff shortages due to vacations, training, illnesses, and inclement weather.
- D. The contractor shall respond within 2 business days of receipt of a new order with confirmation of the order. The delivery date should not be more than fourteen (14) business days from the date of the order unless otherwise agreed upon by the University. The contractor shall coordinate delivery time at a minimum of 2 business days in advance of the equipment delivery. The University has the option to refuse delivery at no charge when proper coordination has not been performed.
- E. Two service technicians should be readily available daily to perform repairs as necessary. Normal business hours for the university are 8AM to 5PM Monday through Friday. Contractor shall also provide service availability according to the Radford University Holiday Schedule which can be found at <https://www.radford.edu/content/human-resources/home/employee-experience-/holiday-schedule.html> as needed in the case that Radford University business offices or faculty areas are open; the university will supply applicable dates as requested. A response time of four (4) hours is expected, with problem resolution no later than the next business day.
- F. The contractor shall provide all labor, materials, tools, and equipment to properly service and maintain the equipment provided to the university.
- G. The contractor shall either locally stock or be able to obtain delivery of parts within four (4) business hours of the service personnel identifying the need for the part(s).
- H. If repairs or parts are necessary and the time to complete repairs or install parts will be greater than two business days, the contractor shall provide loaner/substitute equipment at no additional cost to the university until repairs or installation of parts can be completed and the equipment is usable by the university unless otherwise agreed upon by the university. No additional fee will be allowed for a backup device. Only cost per copy charges will be allowed. The contractor shall keep backup units on hand as necessary in the event that equipment is out of service.
- I. The contractor shall provide a new device that is equal to or exceeds the device specifications in the event that the volume of service calls exceeds that indicated by the manufacturer's monthly call per volume recommendations. If it is clearly documented that the contractor cannot keep a device running due to the same or similar problem for repeated service calls, a new device that is equal to or exceeds the device specifications will be provided. After year three (3) contract replacements may be refurbished. No additional charge will be allowed for a replacement device. The contractor must remove the defective device within ten (10) business days at no charge to the university.

- J. In the event that the services needed to be moved to another department or building location at the university, the contractor will work with RU TAC to schedule the equipment move at no additional charge to the university.
- K. Most devices will be placed in departments for faculty/staff usage. On certain occasions devices may be placed in locations for student usage. If this occurs, the contractor must install locks to secure the mechanics of the unit and the paper supply at no additional cost.
- L. The contractor is responsible for the removal of any device removed from service and at the end of the contract term at no additional charge to the University.
- M. The contractor should provide quarterly reports to Radford University consisting of, but not limited to, the following:
1. The number of devices placed (listed by month and total to date)
 2. Average response time for all service calls.
 3. Summary of all service calls, with device, issue, and resolution information.
 4. Plan of action for any device with more than four (4) service calls in any consecutive three (3) month period.
 5. Average copy volume per model.
 6. Reports should be available upon request by the University.

D. University Training and Communication:

- A. The contractor should provide all training for key operators and other department personnel immediately after each installation at no additional cost to the university. In exceptional circumstances, mutually agreed-upon situations may require training of 2 business days. On-going training may be requested as needed by the university. A technician should be present during all installations. The contracted vendor will not be allowed to visit University departments for installation without a RU TAC staff present.
- B. Describe your firm's approach to configurations and Windows print servers to facilitate cost savings. For example, duplex printing, distinguishing between black & white and color, print versus scan, reducing wasteful printing.
- C. Provide an outline of the training by the Offeror. Specify the training required for technical staff and end users. If a train-the-trainer approach is used for end-user training, provide details.

E. Implementation:

- A. Describe a proposed implementation plan for the rollout of the devices across the campus assuming a final contract award date in March, with awareness that devices will need replacement during the month of July.

F. Billing Specification:

- A. See Section 14 INVOICING and PAYMENT for specifics billing details.
- B. Each Device must be assigned a unique number by the contractor that should be easily visible on the exterior of the machine. A billing system and invoice information will be finalized upon contract negotiation.
- C. The contractor must designate one contact person accountable to the University for the following:
- Complete order entry to machine delivery process.
 - Billing.
 - Handling issues related to service calls.

G. REPORTING and DELIVERY REQUIREMENTS:

- a. The Contractor is required to provide a weekly progress report to the Contract Administrator outlining the following:

1. Specific tasks completed as per the contract provisions and their completion dates.
 2. Projected completion dates for the remaining tasks required by the contract.
- b. If applicable, the Contractor should provide a quarterly report to the Radford University Director of Strategic Sourcing and Supplier Diversity detailing the small business subcontractor spending.

H. Optional:

- A. Print Management Software – Include options for print management software that could assist the campus community in making informed decisions about the devices they use for large print jobs and the cost of color jobs when color printouts is selected. Can this service also link our office printing to our production printing center?
- B. Test Grading Capabilities – Present options for allowing Faculty to use the device in their department to scan and grade bubble sheet tests. Currently, this functionality is provided by faculty dropping tests off at a central location on campus.
- C. Describe capability for secure release of documents where an individual initiates printing, but the document is not printed until the user is at copier and releases the job.
- D. Describe any cloud printing solution your company can provide Radford University as an option for potential future use of this contract.
- E. Enhancing Student Experience: Describe how your print solution can enhance the student experience with printing in computer labs.
- F. This contract is not intended to manage local desktop devices. However, the University is open to suggestions and retains the right to negotiate the inclusion of such devices during the contract period if any department within the University requires them. If relevant, include this information in your response. The University does not centrally manage desktop devices, and these devices are typically not network.

Print Production Devices – At this time our intention is not to replace the existing production devices using this contract. Instead, we aim to provide this information for your consideration, with the possibility of incorporating these devices now or in the future. Our intent is that this contract will offer us the option to replace or expand the fleet of these devices as needed..

Radford University currently operates a production print shop with several leased production devices. The cost covers parts and supplies, including toner and staples. All 3 device leases expire in mid-December 2024.

For the two Versant Production devices, the per page cost remain the same for both 8.5x11 sheet as they are for a 13x19.33 sheets counting as one impression. Sheets measuring between 19.33 and 26 inches count as two impressions. All 3 devices are equipped with a Fiery digital front end. It is important to note that all service and maintenance call for these devices are handled directly through the print shop and not through the RU Technical Center (TAC).

Device	Optional Units Installed	Black & White Cost Per Impression	B&W Volume July 2022 – June 2023	Color Cost Per Impression	Color Volume July 2022 – June 2023
Xerox Versant 180p	<ul style="list-style-type: none"> • Pro Booklet Finisher • Inserter 	.004	198,825	.0365	222,177

Versant 3100	<ul style="list-style-type: none"> • 2-knife crease/trim • Pro Booklet Finisher • Square fold booklet trimmer 	.006	22,623	.0375	401,274
Xerox Altalink c8055	<ul style="list-style-type: none"> • BR Booklet Finisher 	.0045	30,219	.0375	7,875

10. SPECIFIC REQUIREMENTS:

Proposals should be as thorough and detailed as possible so that Radford University may properly evaluate your capabilities to provide the required goods or services. Offerors are required to submit the following information/items as a complete proposal:

- Proposed installation plan and pricing model. All features and specs for each device proposed.
- Current contact information for all team members and roles that will be assigned to this contract.
- References:** Provide four (3) references, either educational (preferred) or governmental, for whom you have provided the type of services described herein. Include the date(s) services were furnished, the client name, address, and the name and phone number of the individual Radford University has your permission to contact.
- *Participation of Small, Women-owned and Minority-owned business (SWaM) Business:** If your business cannot be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified as SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSB website at <http://www.sbsd.virginia.gov>.

11. SELECTION CRITERIA AND AWARD

A. Selection Criteria:

Proposals will be evaluated by Radford University using the following weighted evaluation criteria.

	Evaluation Criteria	Percentage of Points
1	Relevant Experience and Qualification Per Section 10, Letter B and C	15%
2	Capabilities, Skills, and Capacity Per Section 9: Service & Support, Technical Specification, Other Specifications	20%
3	Approach and Methodology Per Section 9: Program Overview, Training, Program Solution, Implementation	25%
4	Financial Proposal	30%
5	SWaM - Participation of Small Businesses and Businesses Owned by Women and Minorities	10%
	TOTAL	100%

B. Award:

Selection shall be made of two or more Offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation criteria included in the Request for Proposals, including price, if so stated in the Request for Proposals. Negotiations shall be conducted with the offers so selected. Price shall be considered, but need not be the sole

conducting with each Offeror so selected, Radford University shall select the Offeror which, in its opinion, has made the best proposal, and shall award the contract to that Offeror. Radford University may cancel this Request for Proposal or reject proposals at any time prior to award. Should Radford University determine in writing and in its sole discretion that only one Offeror has made the best proposal a contract may be negotiated and awarded to that Offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the Contractor's proposal as negotiated. See **Attachment B** for sample contract form. **Radford University reserves the right to award multiple contracts as a result of this solicitation.**

12. PROPOSAL PREPARATION AND SUBMISSION:

A. GENERAL INSTRUCTIONS:

1. **RFP Responses:** In order to be considered for selection, Offerors shall submit a complete response to this RFP to include.
 - a. **One (1) original paper copy of the entire proposal, INCLUSIVE OF ALL ATTACHMENTS.** Any proprietary information should be clearly marked in accordance with section 12.A.1.c below.
 - b. **One (1) electronic copy** in WORD format or searchable PDF (USB/Flash Drive) of the entire proposal as one document, **INCLUSIVE OF ALL ATTACHMENTS** mailed along with the hard copy above. Any proprietary information should be clearly marked in accordance with 12.A.1.c below.
 - c. Should the proposal contain **proprietary information**, provide **one (1) redacted** electronic copy in WORD format or searchable PDF (USB/Flash Drive) of the entire document **INCLUSIVE OF ALL ATTACHMENTS. All identified proprietary information should be blacked out.** This USB/Flash Drive should be marked **"Redacted Copy"**
 - d. Response shall be submitted to:

Radford University
Procurement and Contracts Department
Attn: Kevin McDowell
P.O. Box 6885
David E. Armstrong Complex
501 Stockton Street
Radford, VA 24142-6885

Identify the envelope/package as instructed in Attachment A.6 – Terms and Conditions
No other distribution of the proposal shall be made by the Offeror.

B. PROPOSAL PREPARATION:

1. **Sign and Complete:** Proposals shall be signed by an authorized representative of the Offeror. All information requested should be submitted. Failure to submit all information requested may result in Radford University requiring prompt submission of missing information and/or giving a lowered evaluation of the proposal. Proposals which are substantially incomplete or lack key information may be rejected by Radford University. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
2. **Concise & Clear:** Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
3. **Organization:** Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the attachment, paragraph number, sub letter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and sub letter should be repeated at the top of the next page. The proposal should contain a table of contents, which cross-references the RFP requirements. Information which the Offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the

and of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find the RFP requirements are specifically addressed.

4. **Word Usage:** As used in this RFP, the terms “must”, “shall”, “should” and “may” identify the criticality of requirements. “must” and “shall” identify requirements whose absence will have a major impact on the suitability of the proposed solution. Items labeled as “should” or “may” are highly desirable, although their absence will not have a large impact and would be useful but are not necessary. Depending on the overall response to the RFP, some individual “must” and “shall” items may not be fully satisfied, but it is the intent to satisfy most, if not all, “must” and “shall” requirements. The inability of an Offeror to satisfy a “must” or “shall” requirement does not automatically remove that Offeror from consideration; however, it may seriously affect the overall rating of the Offeror's proposal.
5. **Binding:** The original proposal should be bound or contained in a single volume where practical. All documentation submitted with the proposal should be contained in that single volume.
6. **Ownership:** Ownership of all data, materials and documentation originated and prepared for Radford University pursuant to the RFP shall belong exclusively to Radford University and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by an Offeror shall not be subject to public disclosure under the Virginia of Freedom of Information Act. However, to prevent disclosure the Offeror must invoke the protections of Section 2.2-4342F of the Code of Virginia, in writing either before or at the time the data or other materials is submitted. The written request must specifically identify the data or other materials to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the specific words, figures, or paragraphs that constitute trade secret proprietary information. The classification of an entire proposal document, line-item prices and/or total proposal prices as proprietary or trade secrets is not acceptable and may result in the rejection of the proposal.
7. **Legal Agreement:** Unless noted in the proposal, a signed and submitted proposal certifies that the firm’s principals or legal counsel has reviewed the Request for Proposal General Terms and Conditions and the Special Terms and Conditions and agrees that these provisions will become a part of any final agreement, and that the principals or legal counsel has reviewed and approved the firm’s entire proposal prior to submission to the University.

- C. **ORAL PRESENTATIONS:** Offerors who submit a proposal in response to this RFP may be invited to give an oral presentation of their proposal to Radford University. This will provide an opportunity for the Offeror to clarify or elaborate on the proposal but in no way will change the original proposal. The University will schedule the time and location of these presentations. Oral presentations may be conducted at the option of Radford University; therefore, proposals should be complete.

13. **OPTIONAL PRE-PROPOSAL CONFERENCE**

- A. An optional pre-proposal conference will be held (November 16th at 8:30AM Eastern) in the Procurement and Contracts Conference Room #231 located in the Armstrong Complex. The street address is 501 Stockton Street, Radford, VA 24142.

While attendance at this conference will not be a prerequisite to submitting a proposal, Offerors who intend to submit a proposal are encouraged to attend. It is recommended you have a copy of the solicitation readily available to review during the conference.

- B. The purpose of the pre-proposal conference is to allow potential Offerors an opportunity to present questions and requests for clarification, with final responses provided in an RFP Addendum that will be published on [eVA - Virginia's eProcurement Portal](#). The Addendum will include any updates to the RFP, including changes as well as responses to questions presented.

IN PERSON ATTENDANCE:

For those who wish to attend in person, you may do so by coming to the Armstrong Complex, Conference Room 231. The street address is 501 Stockton Street, Radford, VA 24142.

ZOOM ATTENDANCE (Registration is required):

You are invited to a Zoom meeting.

When: Thursday November 16th 2023 at 8:30 AM Eastern Time (US and Canada)

<https://radford.zoom.us/meeting/register/tJUtduggpjlGdXrjfs9YeQOPKNtfr01yXYx>

PRE-REGISTRATION IS ENCOURAGED. After registering, you will receive a confirmation email containing information about joining the meeting. Please allow a few extra minutes prior to the Pre-Proposal Conference to complete registration and to obtain the link to the meeting via email.

14. **INVOICES and PAYMENT:** Invoices for goods or services provided under any contract resulting from this solicitation should be submitted by email to acctspayable@radford.edu. Invoices shall be identified with the assigned contract number. Invoices shall identify contract pricing for all good/services payment is being requested. If submitting invoices by mail use the following address. **Email is the preferred method of invoice receipt.**

**RADFORD UNIVERSITY
ACCOUNTS PAYABLE
POST OFFICE BOX 6906
RADFORD, VA 24142-6906**

Payment will be made thirty days after receipt of proper invoice for the amount of payment due, or thirty days after receipt of goods / services, whichever is later, in accordance with the Commonwealth of Virginia Prompt Pay Act.

15. **ADDENDUM:** Any **ADDENDUM** issued for this solicitation may be accessed on Virginia Business Opportunities by going to www.eva.virginia.gov. Since a paper copy of the addendum will not be mailed to you, we encourage you to check the web site regularly.
16. **COMMUNICATIONS:** Communications regarding this solicitation shall be formal from the date of issue, until either a Contractor has been selected or the Procurement and Contracts Department at Radford University rejects all proposals. Formal communications will be directed to the Contract Officer listed on this solicitation. Reference General Information – Questions/Inquiries. Informal communications, including but not limited to request for information, comments, or speculations regarding this solicitation to any University employee other than a Procurement and Contracts Department representative may result in the offending Offeror's proposal being rejected.
17. **TERMS AND CONDITIONS:** This solicitation and any resulting contract/purchase order shall be governed by the attached terms and conditions. See **Attachment A**.
18. **ATTACHMENTS:**
- Attachment A – Terms and Conditions
 - Attachment B – Sample of Standard Contract Form
 - Attachment C – Zone Map for Cooperative Contracts
 - Attachment D – Vendor Data Sheet
 - Attachment E – Two-year Print Volume

Attachment A

TERMS AND CONDITIONS

GENERAL TERMS AND CONDITIONS:

See:

GENERAL TERMS AND CONDITIONS

ADDITIONAL TERMS AND CONDITIONS:

- 1. **ADDITIONAL GOOD AND SERVICES:** The University may acquire other goods or services that the supplier provides other than those specifically solicited. The University reserves the right, subject to mutual agreement, for the Contractor to provide additional goods and/or services, under the same pricing, terms and conditions and to make modifications or enhancements to the existing goods and services. Such additional goods and services may include other products, components, accessories, subsystems, or related services newly introduced during the term of the contract.
- 2. **AUDIT:** The Contractor hereby agrees to retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. Radford University, its authorized agents, and/or state auditors shall have full access and the right to examine any of said materials during said period.
- 3. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that Radford University shall be bound hereunder only to the extent of the funds available or which may hereafter become available for the purpose of this contract.
- 4. **CANCELLATION OF CONTRACT:** Radford University reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the Contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the Contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
- 5. **CONTRACT DOCUMENTS:** The contract entered into by the parties shall consist of the Request for Proposal including all addendums thereof, the proposal submitted by the Contractor, the written results of negotiations, the University Standard Contract Form, all of which shall be referred to collectively as the Contract Documents.
- 6. **IDENTIFICATION OF PROPOSAL ENVELOPE:** The signed proposal should be returned in a separate envelope or package and identified as follows:

From

Name of Offeror	Due Date	Time Due
Street or Box Number		Solicitation Number
City, State, Zip Code		Solicitation Title
Name of Procurement Officer:		

The envelope should be addressed to:

RADFORD UNIVERSITY
Procurement and Contracts Department
P.O. Box 6885
501 Stockton Street
Radford, Virginia 24142

The Offeror takes the risk that if the envelope is not marked as described above, it may be inadvertently opened and the information compromised, which may cause the proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

7. **NOTICES:** Any notices to be given by either party to the other pursuant to any contract resulting from this solicitation shall be in writing, hand delivered, mailed or electronically submitted to the address of the respective party at the following address:

If to the Contractor: Address Shown on the RFP Cover Page
Attention: Name of Person Signing RFP

If to Radford University:

RADFORD UNIVERSITY
Procurement and Contracts Department
Attn: Contract Officers Name
P.O. Box 6885
501 Stockton Street
Radford, Virginia 24142

8. **PUBLIC POSTING:** Radford University maintains a web-based contract database with a public gateway access. Any resulting cooperative contract(s) to this solicitation will be posted to the publicly accessible website. Contents identified and mutually negotiated, as proprietary information will not be made public.
9. **SEVERAL LIABILITY:** Radford University will be severally liable to the extent of its purchase made against any contract resulting from this solicitation. Applicable entities described herein will be severally liable to the extent of their purchases made against any contract resulting from this solicitation.

SPECIAL TERMS AND CONDITIONS:

1. **ACCEPTANCE PERIOD:** Any Proposal received in response to this solicitation shall be valid for (120) days. At the end of the (120) days the Proposal may be withdrawn at the written request of the Offeror. If the Proposal is not withdrawn at that time it remains in effect until an award is made or the solicitation is cancelled.
2. **ADVERTISING:** In the event a contract is awarded for supplies, equipment, or services resulting from this solicitation, no indication of such sales or services to Radford University will be used in product literature or advertising. The Contractor shall not state in any of the advertising or product literature that Radford University has purchased or uses its products or services, and the Contractor shall not include Radford University in any client list in advertising and promotion materials without the express written consent of the University.
3. **CONFIDENTIALITY OF PERSONALLY IDENTIFIABLE INFORMATION:** The Contractor assures that the information and data obtained as to personal facts and circumstances related to faculty, students or staff and affiliates will be collected and held confidential, during and following the term of this contract, and will not be divulged without the individual's and the University's written consent and only in accordance with federal law or the Code of Virginia. This shall include FTI, which is a term of art and consists of federal tax returns and return information (and information derived from it) that is in contractor/agency possession or control which is covered by the confidentiality protections of the Internal Revenue Code (IRC) and subject to the IRC 6103(p)(4) safeguarding requirements including IRS oversight. FTI is categorized as sensitive but unclassified information and may contain personally identifiable information (PII). Contractors who utilize, access, or store personally identifiable information as part of the performance of a contract are required to safeguard this information and immediately notify the University of any breach or suspected breach in the security of such information. Contractors shall allow the University to both

participate in the investigation of incidents and exercise control over decisions regarding external reporting. Contractors and their employees working on this project may be required to sign a confidentiality statement.

4. **CONTINUITY OF SERVICES:**

1. The Contractor recognizes that the services under this contract are vital to the University and must be continued without interruption and that, upon Contract expiration, a successor, either the University or another Contractor, may continue them. The Contractor agrees:
 - a. To exercise its best efforts and cooperation to affect an orderly and efficient transition to a successor.
 - b. To make all University owned facilities, equipment and data available to any successor at an appropriate time prior to the expiration of the Contract to facilitate transition to successor; and
 - c. That the University Contract Officer shall have final authority to resolve disputes related to the transition of the contract from the Contractor to its successor.
2. The Contractor shall, upon written notice from the Contract Officer, furnish phase-in/phase-out services for up to ninety (90) days after this Contract expires and shall negotiate in good faith a plan with the successor to execute the phase-in/phase-out services. This plan shall be subject to the Contract Officer's approval.
3. The Contractor shall be reimbursed for all reasonable, pre-approved phase-in/phase-out costs (i.e., costs incurred within the agreed period after Contract expiration that result from phase-in/phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this Contract. All phase-in/phase-out work fees must be approved by the Contract Officer in writing prior to commencement of said work.
5. **CONTRACTOR PERSONNEL:** All employees of the Contractor shall comply with the rules, regulations, policies and procedures of Radford University and shall maintain proper conduct. In the event the University finds, at its sole discretion, that an employee of the Contractor is objectionable to the University that employee shall be removed by the Contractor from University grounds and shall not again be employed by the Contractor on University grounds until approved by the University.
6. **CRIMINAL CONVICTION CHECKS:** All criminal conviction checks must be concluded prior to the Contractor's employees gaining access to the Radford University Campus. Employees who have separated employment from Contractor shall undergo another background check prior to re-gaining access to the Radford University campus. Contractors shall ensure subcontractors conduct similar background checks. Radford University reserves the right to audit a contractor's background check process at any time. All employees have a duty to self-disclose any criminal conviction(s) occurring while assigned to the Radford University campus. Such disclosure shall be made to Contractor, which in turn shall notify the designated Radford University Contract Administrator within 5 days. If at any time during the term of the contract Radford University discovers an employee has a conviction which raises concerns about university buildings, property, systems, or security, the Contractor shall remove that employee's access to the Radford University campus, unless Radford University consents to such access in writing. Failure to comply with the terms of this provision may result in the termination of the Contract.

7. **DATA PRIVACY:**

The Contractor will use University Data only for the purpose of fulfilling its duties under this Contract and will not share such data with or disclose it to any third party without the prior written consent of the University, except as required by this Contract or as otherwise required by law.

University Data will not be stored outside the United States without prior written consent from the University.

The Contractor will provide access to University Data only to its employees and subcontractors who need to access the data to fulfill obligations under this Contract. The Contractor will ensure that the Contractor's employees who perform work under this Contract have read, understood, and received appropriate instruction as to how to comply with the data protection provisions of this Contract. If the Contractor will have access to the University's Education records as defined under the Family Educational Rights and Privacy Act (FERPA), the Contractor acknowledges that for the purposes of this Contract it will be designated as a "school official" with "legitimate educational interests" in the University Education records, as those terms have been defined under FERPA and its implementing regulations, and the Contractor agrees to abide by the limitations and requirements imposed on school officials. The Contractor will use the Education records only for the purpose of fulfilling its duties under this Contract for University's and its End User's benefit, and will not share such data with or disclose it to any third party except as provided for in this Contract, required by law, or authorized in writing by the University.

8. **DATA TRANSFER UPON TERMINATION OR EXPIRATION:**

The Contractor's obligations shall survive the termination of this Contract until all University Data has been returned or Securely Destroyed, meaning taking actions that render data written on media unrecoverable by both ordinary and extraordinary means. These actions must meet or exceed those sections of the National Institute of Standards and Technology (NIST) SP 800-88 guidelines relevant to data categorized as high security.

Upon termination or expiration of this Contract, the Contractor will ensure that all University Data are securely transferred, returned, or destroyed as directed by the University in its sole discretion within 60 days of termination of this Contract. Transfer/migration to the University or a third party designated by the University shall occur without significant interruption in service. The Contractor shall ensure that such transfer/migration uses facilities and methods that are compatible with the relevant systems of the University or its transferee, and to the extent technologically feasible, that the University will have reasonable access to University Data during the transition.

In the event that the University requests destruction of its data, the Contractor agrees to Securely Destroy all data in its possession and in the possession of any subcontractors or agents to which the Contractor might have transferred University data. The Contractor agrees to provide documentation of data destruction to the University and to complete any required Commonwealth of Virginia documentation regarding the destruction of University Data.

The Contractor will notify the University of impending cessation of its business and any contingency plans. This includes immediate transfer of any previously escrowed assets and data and providing the University access to the Contractor's facilities to remove and destroy University-owned assets and data. The Contractor shall implement its exit plan and take all necessary actions to ensure a smooth transition of service with minimal disruption to the University. The Contractor will also provide a full inventory and configuration of servers, routers, other hardware, and software involved in service delivery along with supporting documentation, indicating which if any of these are owned by or dedicated to the University. The Contractor will work closely with its successor to ensure a successful transition to the new equipment, with minimal downtime and effect on the University, all such work to be coordinated and performed in advance of the formal, final transition date.

9. DATA SECURITY:

The Contractor will store and process University Data in accordance with commercial best practices, including appropriate administrative, physical, and technical safeguards, to secure such data from unauthorized access, disclosure, alteration, and use. Such measures will be no less protective than those used to secure the Contractor's own data of a similar type, and in no event less than reasonable in view of the type and nature of the data involved.

The Contractor will store and process University Data in a secure site and will provide a SAS 70, SAS 70 Type II, SSAE 16, SOC 2 or SOC 3 security report from a third-party reviewer along with annual updated security reports.

The Contractor will use industry-standards and up-to-date security tools, technologies and practices such as network firewalls, anti-virus, vulnerability scans, system logging, intrusion detection, 24x7 system monitoring and third-party penetration testing in providing services under this Contract.

Without limiting the foregoing, the Contractor warrants that all electronic University Data will be encrypted in transmission (including via web interface) and stored at no less than 128-bit level encryption.

The University may inspect the data center used to store and process University Data annually or at any time upon request.

- 10. DELIVERY AND STORAGE:** It shall be the responsibility of the Contractor to make all arrangements for delivery, unloading, receiving and storing materials in the building during installation. Radford University will not assume any responsibility for receiving these shipments. Contractor shall check with Radford University and make necessary arrangements for security and storage space in the building during installation.
- 11. EXCESSIVE DOWNTIME:** Equipment or software furnished under the Contract shall be capable of continuous operation. Should the equipment or software become inoperable for a period of more than 24 hours, the Contractor agrees to pro-rate maintenance charges to account for each full day of in-operability. The period of in-operability shall commence upon initial notification. In the event the equipment or software remains inoperable for more than consecutive business days, the Contractor shall promptly replace the equipment or software at no charge upon request of the University. Such replacement shall be with new, unused product(s) of comparable quality, and must be installed and operational within (2) two days following the request for replacement.
- 12. EXTRA CHARGES NOT ALLOWED:** The Proposal price shall be for complete installation ready for Radford University use, and shall include all applicable freight and installation charges; extra charges will not be allowed.
- 13. FINAL INSPECTION:** At the conclusion of the work, the Contractor shall demonstrate to the authorized owner's representatives that the work is fully operational and in compliance with contract specifications and codes. Any deficiencies shall be promptly and permanently corrected by the Contractor at the Contractor's sole expense prior to final acceptance of the work.

14. **HARDWARE:** Equipment ordered herein shall be subject to inspection and a 30-day testing period by the University. Contractor equipment which is found to not meet the specifications or other requirements of the Contract may be rejected and returned to the vendor at no cost (including return transportation) by the University. Unless otherwise notified or mutually agreed, acceptance shall become effective at the end of the 30-day testing period. Such acceptance shall not be conclusive of complete conformance in all respects to the Contract specifications and other requirements, or the nonexistence of potential latent defects.
15. **LATEST SOFTWARE VERSION:** Any software product(s) provided under the Contract shall be the latest version available to the general public as of the due date of this solicitation.
16. **MAINTENANCE MANUALS:** The Contractor shall provide with each piece of equipment an operations and maintenance manual with wiring diagrams, parts list, and a copy of all warranties.
17. **NONVISUAL ACCESS TO TECHNOLOGY:** All information technology which, pursuant to this Contract, is purchased or upgraded by or for the use of any state agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with the following nonvisual access standards from the date of purchase or upgrade until the expiration of this Contract.
 1. Effective, interactive control and use of the Technology shall be readily achievable by nonvisual means;
 2. The Technology equipped for nonvisual access shall be compatible with information technology used by other individuals with whom any blind or visually impaired user of the Technology interacts;
 3. Nonvisual access technology shall be integrated into any networks used to share communications among employees, program participants or the public; and
 4. The technology for nonvisual access shall have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.
 - Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because of the essential elements of the Technology are visual and (ii) nonvisual equivalence is not available.
 - Installation of hardware, software or peripheral devices used for nonvisual access is not required when the Technology is being used exclusively by individuals who are not blind or visually impaired, but applications programs and underlying operating systems (including the format of the data) used for the manipulation and presentation of information shall permit the installation and effective use of nonvisual access software and peripheral devices.
 - If requested, the Contractor must provide a detailed explanation of how compliance with the foregoing nonvisual access standards is achieved and a validation of concept demonstration.
 - The requirements of this Paragraph shall be construed to achieve full compliance with the Information Technology Access Act, 2.2-3500 through 2.2-3504 of the *Code of Virginia*.
 - All information technology which, pursuant to this Contract, is purchased or upgraded by or for the use of any Commonwealth agency or institution or political subdivision of the Commonwealth (the "Technology") shall comply with Section 508 of the Rehabilitation Act (29 U.S.C. 794d), as amended. If requested, the Contractor must provide a detailed explanation of how compliance with Section 508 of the Rehabilitation Act is achieved and a validation of concept demonstration (<http://www.section508.gov/>). The requirements of this paragraph along with the Non-Visual Access to Technology term shall be construed to achieve full compliance with the Information Technology Access Act § 2.2-3500 through 2.2-3504 of the *Code of Virginia*.
18. **OWNERSHIP OF INTELLECTUAL PROPERTY:** All copyright and patent rights to all papers, reports, forms, materials, creations, or inventions created or developed in the performance of this Contract shall become the sole property of the University. On request, the Contractor shall promptly provide an acknowledgment or assignment in a tangible form satisfactory to the University to evidence the University's sole ownership of specifically identified intellectual property created or developed in the performance of the Contract
19. **ORDERS:** Applicable departments, institutions, agencies and Public Bodies of the Commonwealth of Virginia may order by issuing a purchase order against any contract resulting from this solicitation.

shall provide necessary preventive maintenance, required testing and inspection, calibration and/or other work necessary to maintain the equipment in complete operational condition during the warranty period.

21. **PRIME CONTRACTOR RESPONSIBILITIES:** The Contractor shall be responsible for completely supervising and directing the work under this Contract and all subcontractors that he may utilize, using his best skill and attention. Subcontractors who perform work under this Contract shall be responsible to the prime Contractor. The Contractor agrees that he is as fully responsible for the acts and omissions of his subcontractors and of persons employed by them as he is for the acts and omissions of his own employees.
22. **RENEWAL OF CONTRACT:** This Contract may be renewed by Radford University upon written agreement of both parties for five (5) successive one-year periods, under the terms of the current Contract, and at a reasonable time (approximately 90 days) prior to the expiration.
23. **REPAIR PARTS:** In the event that the performance of maintenance services under the Contract results in a need to replace defective parts, such items may only be replaced by new parts. In no instance shall the contractor be permitted to replace defective items with refurbished, remanufactured, or surplus items without prior written authorization of Radford University.
24. **RENEWAL OF CONTRACT:** This Contract may be renewed by Radford University upon written agreement of both parties for (5 successive one-year periods or as negotiated), under the terms of the current Contract, and at a reasonable time (approximately 90 days) prior to the expiration.
25. **SAFETY:** The Contractor bears sole responsibility for the safety of its employees. The Contractor shall take all steps necessary to establish, administer, and enforce safety rules that meet the regulatory requirements of the Virginia Department of Labor and Industry (VDLI) and the Occupational Safety and Health Administration (OSHA). The Contractor shall take steps as necessary to protect the safety and health of University employees, students, and visitors during the performance of their work. In addition, the Contractor must also provide the University with a written safety program that it intends to follow in pursuing work under this contract. No work under this Contract will be permitted until the university is assured that the Contractor has an adequate safety program in effect.
26. **PCI COMPLIANCE:** Contractor represents and warrants for the life of the Contract that it is responsible for the security of payment card information in its possession including all functions relating to storing, transmitting, and ensuring the security of Cardholder Data (CHD). The Contractor agrees that it and any Third-Party provider that Contractor engages, complies with the current version of the Payment Card Industry (PCI) Data Security Standard (PCI DSS) and will maintain compliance with the PCI DSS or any successor certification established by the PCI Security Standards Council (PCI SSC). Contractor agrees that all Payment Applications used are compliant with the Payment Application Data Security Standard (PA DSS), or any successor certification established by the PCI SSC. Contractor will immediately notify the University if it learns it is, or can reasonably expect to be, no longer PCI DSS compliant and will provide the University with the steps being taken to remediate the non-compliance status.

The Contractor agrees to provide the University at least annually or on written request a current (no more than 2 months old) and complete a copy of their Attestation of Compliance (AOC) signed by a duly authorized officer of the Contractor. Further, Contractor agrees to provide to the University proof of current (no more than 3 months old) passing external vulnerability scan as submitted by an Approved Scanning Vendor (ASV).

Contractor will keep data confidential and not copy, publish, sell, exchange, disclose, or provide to others or use any information, documents, or data provided or disclosed to the Contractor or any account information related to payment cards or cardholders for any purpose other than performing the Contractor's obligation under this Contract.

Contractor will inform the University within twenty-four hours if it has knowledge, or can reasonably expect that a security breach has occurred. Contractor takes responsibility for the payment of fines, penalties, lawsuits, and other costs incurred that result from a breach that can be traced to the action or inaction of the Contractor, and will assume 100% of those costs assuming no contributory negligence on the part of the University, merchant acquirer, merchant bank, or other negligent third-party.

Contractor agrees to indemnify and hold the University, its officers, employees, and agents, harmless for, from, and against any and all claims, causes of action suits, judgements, assessment, costs (including reasonable attorney's fees), and expenses arising out of or relating to any loss of University customer credit card or identify information managed, retained, or maintained by the Contractor, including, but not limited to fraudulent or unapproved use of such credit card or identity information.

Contractor agrees that, notwithstanding anything to the contrary in the Contract or the Addendum, the University may terminate the Contract immediately without penalty upon notice to the Contractor in the event Contractor fails to maintain compliance with the PCI DSS or fails to maintain the confidentiality or integrity of any cardholder data.

27. **WORK SITE DAMAGES:** Any damage to existing utilities, equipment or finished surfaces resulting from the performance of this Contract shall be repaired to the Owner's satisfaction at the Contractor's expense

Attachment B

SAMPLE CONTRACT FORM
Standard Contract form for reference only
Offerors do not need to fill in this form.



STANDARD CONTRACT
Contract Number: RU24-006

This contract entered into this ____ day of _____, 20__, by _____, located at (insert complete physical address), hereinafter called the “Contractor” and Commonwealth of Virginia, **Radford University**, called the “Purchasing Agency or Radford University”, located at 801 East Main Street, Radford, VA. 24142.”

- 1. **WITNESSETH** that the Contractor and Radford University, in consideration of the mutual covenants, promises and agreements contained, agree as follows:
- 2. **SCOPE OF CONTRACT:** The Contractor shall provide _____ to Radford University as set forth in the Contract Documents.
- 3. **TERM OF CONTRACT:** From _____ through _____ with _____ (number of years) year renewal options or as negotiated, to include all contractual provisions contained herein.
- 4. **THE CONTRACT DOCUMENTS SHALL CONSIST OF:**

This signed Radford University Standard Contract. Document;

Radford University’s Request for Proposal (RFP) Rxx-xxx dated _____, Addendum xxx dated _____
(list all addendums in this format).

Contractor’s Proposal signed and dated _____

Negotiation Summation: (List each document by title and execution date)

- 5. **COMPENSATION AND METHOD OF PAYMENT:** The Contractor shall be paid by Radford University in accordance with the contract documents. (*Note: If advantageous you can list compensation here.)

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR:

Print Name: _____

Title: _____

Signature: _____

Date: _____

RADFORD UNIVERSITY

Print Name: _____

Title: _____

Signature: _____

Date: _____

Attachment C**Zone Map****Virginia Association of State College & University Purchasing Professionals (VASCUPP)****List of member institutions by zones**

<u>Zone 1</u> George Mason University (Fairfax)	<u>Zone 2</u> James Madison University (Harrisonburg)	<u>Zone 3</u> University of Virginia (Charlottesville)
<u>Zone 4</u> University of Mary Washington (Fredericksburg)	<u>Zone 5</u> Christopher Newport University (Hampton) College of William and Mary (Williamsburg) Old Dominion University (Norfolk) Norfolk State University (Norfolk)	<u>Zone 6</u> Virginia Commonwealth University (Richmond)
<u>Zone 7</u> Longwood University (Farmville)	<u>Zone 8</u> Virginia Military Institute (Lexington) Virginia Tech (Blacksburg) Radford University (Radford)	<u>Zone 9</u>

The zone map is provided for the Offeror to determine appropriate pricing structures based on approved zones for cooperative institutions. If no other prices are offered, pricing provided will apply to all zones in the Commonwealth of Virginia. If you wish to provide pricing for a zone other than which this solicitation originated, please indicate you are doing so in the response. If you anticipate pricing differentials for different zones, a separate pricing sheet must be submitted for each zone that includes appropriate pricing for that zone.

Attachment D**VENDOR DATA SHEET**

*Note: The following information is required as part of your response to this solicitation. Failure to complete and provide this sheet may result in finding your bid/offer nonresponsive.

Qualifications: The vendor must have the capability and capacity in all respects to satisfy fully all of the contractual requirements.

Vendor's Primary Contact:**NAME:****PHONE:**

Year's in Business: Indicate the length of time you have been in business providing this type of good or service: **YEARS:**
MONTHS:

References: Indicate below a listing of at least four (4) current or recent accounts, either commercial or governmental, that your company is servicing, has serviced, or has provided similar goods/services. Include the length of service and the name, address and telephone number of the point of contact.

Company:	Contact:
Phone: ()	Email:
Fax: ()	
Project:	
Dates of Service:	\$ Value:
Company:	Contact:
Phone: ()	Email:
Fax: ()	
Project:	
Dates of Service:	\$ Value:

VENDOR DATA SHEET

Company:	Contact:
Phone: ()	Email:
Fax: ()	
Project:	
Dates of Service:	\$ Value:
Company:	
Phone: ()	Email:
Fax: ()	
Project:	
Dates of Service:	\$ Value:

I certify the accuracy of this information.

Signed: _____

Title: _____

Date: _____

	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	FY23 Mono	FY23 Color
Location	Asset Num	Norm Use	Color Use	Color Use	Color Use	Color Use	Color Use	Color Use	Color Use	Color Use	Color Use	Color Use	Color Use	Color Use
Dept of Dance / Peters Hall Room 8121	101050	364	97	1043	2	1580	597	1437	630	1068	406	1924	553	282
Academic Technologies - Print Lab / Walker Hall 2nd Floor Lab	101051	1	1	0	0	0	0	0	0	0	0	0	0	0
Financial Aid / Heath Hall Room 169	101053	1549	206	2374	119	620	263	450	104	1333	376	578	162	917
Walker Hall - Room 245	101054	284	704	627	100	4052	111	4486	3486	574	2636	2689	844	776
Planning and Construction / Armstrong Complex Room 137	101079	798	174	806	236	990	248	1447	464	1826	524	2446	456	6007
VP for IT and CIO / Walker Hall Room 1311	101082	34	747	791	545	540	73	949	56	929	540	982	75	1933
Academic Technologies - Print Lab / Peters Hall Room C111	101083	133	272	222	91	1270	25	2429	282	2644	294	2519	755	293
Academic Technologies - Print Lab / McConnell Hall 3rd Floor	101084	158	85	343	119	2183	282	7618	379	7009	719	6405	435	1793
Enrollment Management / Martin Hall Room 123	101085	339	144	500	74	1348	219	1034	77	1140	69	3149	200	842
Art Museum / Covington Hall Room 176	101086	104	246	157	489	27	609	68	2123	117	1346	85	342	201
Center for Innovative Teaching and Learning CTL / McConnell Hall Room 271	101087	105	327	328	149	329	1567	582	1054	291	1942	667	1004	561
Athletics / Dedmon Center Room 294	101088	295	80	530	246	1384	630	121	335	250	571	586	3500	412
Athletics / Dedmon Center Room 294	101089	220	79	54	19	267	229	540	575	1191	1139	443	233	1421
Intercollegiate Athletics Bus Office / Dedmon Center Room 320	101090	892	289	1000	217	1748	1012	1061	641	1105	667	1004	561	1039
Basketball Office / Dedmon Center Room 215	101091	3866	789	669	879	2170	1328	1857	590	1464	663	839	1122	1747
Facilities Management / Armstrong Complex Room 168	101093	2689	1062	2855	1630	3106	1880	3199	1532	2880	1682	3113	1554	1099
Procurement and Contracts / Armstrong Complex Room 230	101094	3111	145	4338	214	7004	316	2755	90	4950	287	3869	168	2530
Police Department / Allen Building - Baseline Room 12	101095	152	15	739	10	283	17	314	7	240	5	578	3	571
Foundation Finance / RU West Suite 2100	101096	398	1189	729	411	995	1782	189	294	0	0	0	0	476
Academic Technologies - Print Lab / The Sciences Room 263	101097	55	0	0	0	48	0	286	116	380	146	362	221	50
Accounting Services / Armstrong Complex Room 133	101098	1104	2	961	0	1638	0	1276	9	1321	8	1139	15	699
Human Resources / 3148 Tyler Place	101099	1599	231	1479	975	1384	355	1956	716	2753	522	1936	816	1018
Financial Reporting / Davis Hall Room 127	101040	432	1	1438	0	720	19	256	114	546	85	154	67	285
IMPACT / RU West Suite 3232	101041	544	1095	115	356	40	16	17	48	56	60	33	79	50
Clinical Sim Lab / Cook Hall Room 331	101042	437	16	594	22	323	191	866	223	790	194	769	169	259
Police Department / Allen Building - Main Lobby	101052	617	677	2036	632	2369	534	3125	180	3829	311	3235	293	2028
IT Web & Mobile Tech / Walker Hall - Room 131	101056	330	322	330	322	330	322	330	322	330	322	330	322	330
Math and Statistics / White Hall Room 221	101058	1085	1553	594	136	10220	213	33570	1133	14943	641	16432	700	9009
RU Express / Heath Hall Room 148	101059	767	174	290	73	566	68	688	109	480	78	408	121	226
Science and Technology Administration / Reed-Care Hall Room 108	101061	450	474	174	183	2128	436	2163	114	1763	215	1433	408	142
Honors Academy / Floyd Hall Room 160	101061	174	490	266	489	447	91	621	438	244	903	1431	37	625
Registrar / Heath Hall Room 160	101062	1534	35	4317	27	5055	67	4346	406	6077	46	2470	43	6325
Graduate College Admissions / White Hall Room 130	101063	1501	1273	1601	2485	1740	1277	1606	2485	1740	1277	1606	2485	1740
Graduate College Admissions / White Hall Room 130	101064	1570	0	693	25	305	88	127	2524	1184	1186	65	1045	68
Student Media / Tyler Hall Room 138	101065	0	0	0	0	75	38	171	127	20	21	21	17	105
Student Counseling and Support / Tyler Hall Room 138	101066	535	126	228	127	745	121	680	973	161	1428	812	134	66
Student Success & Retention / Walker Hall Room 131	101067	10	170	42	163	318	137	52	44	44	134	70	24	740
Graduate College Admin / White Hall Room 102	101068	1675	288	2485	269	4016	532	2881	654	2394	630	1721	533	114
Admissions / Russell Hall Room 215	101069	650	19	23817	339	1102	18	101	331	275	991	10	131	275
Admissions / Russell Hall Room 215	101070	2033	243	2145	712	1347	228	965	385	1669	401	5022	158	2975
Center for Accessibility Services / McConnell Hall Room 325	101071	579	77	770	13	956	119	445	360	357	594	480	816	171
Center for Career & Talent Development / McConnell Hall Room 334	101071	1607	857	1607	857	1607	857	1607	857	1607	857	1607	857	1607
Alumni Relations / Hall Room 156	101073	417	879	553	362	447	546	2295	1960	560	1435	508	776	1006
Academic Assessment CORE / Walker Hall Room 146	101074	82	2	368	0	229	4	168	12	13	5	63	2	238
TTAC / Russell Hall Room 156	101075	918	46	1093	127	745	142	307	211	465	5	287	301	497
TTAC / Russell Hall Room 156	101076	1014	1068	1211	533	1887	666	372	1060	2047	568	1126	486	441
Academic Sciences Center / Young Hall Room 304	101077	869	899	634	337	10486	2950	4079	1013	9596	1888	3750	885	3750
Office of Diversity and Inclusion / Walker Hall Room 157	101078	386	299	390	129	323	1789	429	1619	6716	1372	311	556	2806
Office of Communications / Chambers Hall 2111	101089	986	299	390	129	323	1789	429	1619	6716	1372	311	556	2806
CHS Advising Center / CHS Room 3306	101080	63	144	32	73	68	148	9931	0	4501	491	4243	207	774
Financial Aid / Heath Hall Room 169	101081	860	1	144	0	846	5	184	4	661	21	428	61	92
Philosophy and Religious Studies / CHS Room 4120	101082	402	541	972	845	3239	250	1483	404	1339	706	1459	470	95
Student Standards and Conduct Office / Heath Hall Room 213	101083	154	2	1221	161	1363	57	632	7	600	73	292	8	656
Enrollment Management / Martin Hall Room 123	101085	339	144	500	74	1348	219	1034	77	1140	69	3149	200	842
Housing and Residential Life / Heath Hall Room 226	101085	495	352	914	339	3219	2271	1076	480	766	292	1430	321	545
Bursar / Student Accounts / Walker Hall Room 261 Commons	101086	1260	239	672	164	1184	72	188	354	809	189	727	85	550
Dean of Students / Heath Hall Room 244	101087	167	470	470	17	2128	54	2163	114	1763	215	1433	408	142
Sociology / Russell Hall Room 3112	101088	167	470	470	17	2128	54	2163	114	1763	215	1433	408	142
Foreign Languages / CHS Room 3312	101089	264	618	738	37	1824	1325	711	688	507	1174	570	596	425
English Department / CHS Room 3312	101090	791	346	1275	366	1665	1029	1434	529	1749	388	2860	136	2660
Deans' Office / CHS Room 3312	101091	667	9	0	432	7	2865	188	2728	322	1066	121	649	246
Academic Technology / Walker Hall 2117	101092	378	1735	319	843	433	1544	536	152	608	721	488	188	305
History Department / CHS Room 3360	101093	3440	1097	3440	1097	3440	1097	3440	1097	3440	1097	3440	1097	3440
Psychology / CHS Room 3360	101094	796	123	2286	127	5121	680	9733	361	14055	1011	14240	455	4780
Political Science / CHS Room 3309	101095	560	106	568	56	759	80	544	93	1007	239	1696	171	439
Criminal Justice / CHS Room 3309	101096	560	106	568	56	759	80	544	93	1007	239	1696	171	439
Doll / Walker Hall Room 198	101097	77	49	15	63	133	38	84	62	28	46	17	96	42
Student Learning Resources / Hubert Student Center Room 221	101040	337	185	0	2	383	185	1066	40	608	211	808	414	34
First Lab / Hubert Student Center Room 217	101041	337	185	0	2	383	185	1066	40	608	211	808	414	34
Student Life / Hubert Student Center Room 2148	101042	422	83	937	1155	1027	642	1414	2554	1552	199	1012	367	360
R-Space / Hubert Student Center Room 229	101043	76	83	76	83	0	0	1	237	13	330	83	110	1
Student Recreation and Wellness / Hubert Student Center Rm 215	101044	76	83	76	83	0	0	1	237	13	330	83	110	1
Center for Innovation and Analytics / Kyle Hall Room 233	101045	84	15	113	4	725	48	260	81	493	51	59	570	133
CORE Advising / GNAC / Kyle Hall Room 248	101046	185	484	792	705	124	397	3	88	420	421	361	409	73
Dept of Economics / Kyle Hall Room 268	101047	488	155	128	375	128	375	128	375	128	375	128	375	128
University Administrations / Russell Hall Room 215	101048	445	427	378	306	602	177	1390	572	836	689	733	878	946
Dept of Accounting / Finance / Kyle Hall Room 281	101049	244	30	71	10									

Academic Technologies - Print Lab / CHBS Hall Room 3023	U8947	0	0	4	0	24	0	3	0	40	0	56	0	18	0	23	1	0	0	0	0	8	0	0	0	176	1
Academic Technologies - Print Lab / Waldron Hall Room 251	U8948	120	11	124	11	121	11	0	0	238	0	321	0	149	0	170	0	107	4	132	0	412	8	36	0	1930	45
Greek Life / Hurfurd Student Center Rm 204	U8949	215	18	230	67	358	123	1394	258	1065	263	1128	159	24	14	967	457	1087	289	807	204	744	379	147	64	8166	2295
Washington Hall - Lobby	U8951	0	0	0	0	717	284	1996	497	816	517	611	633	184	178	1407	442	1685	594	614	409	946	475	100	25	9076	4054
Academic Technologies - Print Lab / McConnell Hall Room 331 BW5	U8167	1525	565	1	1	1	1	18545	575	10079	340	6170	373	2032	77	3703	100	6059	214	5982	401	6360	278	2230	354	63287	3279
Academic Technologies - Print Lab / McConnell Hall Room 331 BW2	U8168	209	311	758	358	2208	481	7400	1491	6215	1075	6180	1187	2522	500	2201	384	9660	1210	3006	1461	3320	1391	1263	577	37622	10436
Office of Institutional Equity / Heth Hall Room 247	U9360	110	70	250	157	161	36	375	82	120	171	184	129	165	25	70	38	79	63	124	76	121	47	138	34	1897	928
RUC Registrar / RUC Room 415	P13121	274	10	309	16	506	60	474	5	506	1	438	39	336	10	363	2	338	74	308	33	284	19	341	5	4477	274
RUC Student Affairs / RUC Room 421	P13122	2293	2575	636	980	2816	4226	1130	1817	780	1987	1041	1320	488	802	820	1983	712	2212	937	1317	1026	1691	1032	2294	13713	23844
RUC IT / RUC Suite 113-115	P13123	725	366	470	246	59	10	33	24	111	3	29	21	21	25	20	21	21	2	104	6	465	5	73	188	2131	917
RUC Nursing / RUC Room 10030	P13124	3762	1358	6994	2114	7997	4119	9085	2005	7762	2456	7069	4511	1789	962	10044	2832	6729	3970	5724	2867	5313	2029	3292	1380	77560	30603
RUC Physician Assistant / RUC Room 936	P13125	2167	200	3560	1287	3654	429	8577	321	9080	607	7219	379	1295	413	3643	309	1717	189	2618	196	2643	548	3418	501	43493	6199
RUC Academic Support / RUC Room 914	P13126	5266	1305	2307	792	6484	2571	15169	4132	15159	2338	11480	2935	6588	76	7737	3894	8924	5696	8411	3197	8074	2952	8007	1818	103616	31706
RUC Admissions / Financial Aid / RUC Room 409	P13127	653	402	830	325	490	380	986	265	1172	484	739	665	839	337	781	433	1397	236	1062	265	668	472	1301	270	10918	4534
RUC EB Services / RUC Suite 213-215	P13128	960	306	107	14	6654	831	4904	514	6053	357	4755	698	1272	570	11966	406	3229	149	2392	207	5117	1193	4887	806	52296	6051
RUC Lab / RUC 5th Floor Library Hall	P13129	256	27	93	51	524	297	1205	1117	545	550	2084	877	59	10	696	444	499	162	537	70	311	152	513	196	7322	3953
RUC Lab / RUC Room 505	U9509	1622	331	845	462	1836	189	5951	610	4633	393	2432	585	526	143	2643	472	3331	382	2402	341	2695	547	1612	146	30528	4601
RUC Academic Support / RUC Room 914	U9510	7	9	129	10	768	1441	1118	219	489	188	635	716	28	5	440	311	54	27	71	8	748	123	1156	242	5640	2592
RUC Lab / RUC Anatomy Lab Hall 8th Floor	U9512	765	37	429	103	1357	53	2393	59	1086	18	1640	4	255	0	640	1	2112	82	794	182	781	107	334	66	12586	712
RUC Lab / RUC Room 509	U9513	67	1	0	0	83	28	157	111	163	55	383	140	94	0	24	0	251	12	29	0	75	6	34	32	1360	385
RUC Library / RUC 5th Floor Library Service Desk	U9514	287	282	363	714	265	321	1079	538	716	570	833	949	407	530	603	292	1286	585	974	660	467	760	343	535	7723	6836
RUC Library / RUC 5th Floor Library Tutoring Center	U9515	75	91	50	83	178	241	542	439	1057	940	821	466	170	306	546	377	679	447	1216	455	695	333	274	18	6303	4196
RUC Administration / RUC Room 3221	P13280	755	163	695	545	779	567	1379	556	1177	158	932	224	621	110	848	119	980	175	1294	2104	792	247	597	289	10849	3365
	148578	71994	164765	60453	317313	108050	469945	97830	397204	103400	368857	91992	202418	88215	268540	62973	354176	90337	326064	90204	323325	85042	184627	59500	3325812	1009990	

W85 Monthly Summary by Asset/Location FY22																										FY22 Mon FY22 Loc		
Location	Asset	Num	Mon	Loc	Asset	Num	Mon	Loc	Asset	Num	Mon	Loc	Asset	Num	Mon	Loc	Asset	Num	Mon	Loc	Asset	Num	Mon	Loc	Asset	Num	Mon	Loc
Dept of Dance / Peters Hall Room 8121	P10510	204	37	884	285	1845	577	960	120	1065	235	1883	894	1521	90	1133	264	629	132	903	138	1835	188	440	89	13302	3049	
Academic Technologies - Print Lab / Walker Hall 2nd Floor Lab	P10512	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Financial Aid / Heth Hall Room 126	P10513	1682	169	3471	128	1489	126	994	37	471	31	613	62	5123	117	568	130	4875	54	2305	60	1181	74	12	0	0	0	
Walker Hall - Room 245	P10514	487	507	611	158	2862	2451	8385	643	3096	526	2911	1761	1045	344	3928	261	4480	756	1508	441	4332	385	1343	196	3308	8429	
Planning and Construction / Armstrong Complex Room 397	P10517	1042	499	1561	1101	2957	1499	1824	1313	1932	998	1347	618	1220	885	1097	518	957	488	1393	622	1513	522	1135	362	16830	9223	
VP for IT and CIO / Walker Hall 2nd Floor	P10521	536	628	621	536	628	621	536	628	621	536	628	621	536	628	621	536	628	621	536	628	621	536	628	621	536	628	
Academic Technologies - Print Lab / Peters Hall Room C111	P10823	47	2	304	6	799	68	2166	226	1826	268	1768	398	900	224	1393	121	2423	264	1687	341	2417	420	500	145	10280	2483	
Academic Technologies - Print Lab / McConnell Hall 3rd Floor	P10824	135	8	289	8	2903	300	7761	535	6515	702	7525	722	2735	329	4735	540	7049	574	4916	532	6554	467	2290	113	51427	5010	
Enrollment Management / Martin Hall Room 123	P10825	205	1	289	1	289	1	289	1	289	1	289	1	289	1	289	1	289	1	289	1	289	1	289	1	289	1	
Art Museum / Covington Hall Room 176	P10826	52	305	41	418	216	197	81	776	29	619	136	348	16	1	47	303	342	980	69	446	176	558	59	138	1264	5100	
Center for Innovative Teaching and Learning CTL / McConnell Hall Room 271	P10827	149	114	244	265	664	905	787	112	479	465	328	145	251	214	100	149	205	137	97	129	167	487	457	196	1928	3318	
Athletics / Dedmon Center Room 224C	P10828	87	39	903	496	2807	227	3757	284	2847	178	1112	296	606	100	2543	204	2587	264	1388	143	2080	79	567	45	2081	2415	
Athletics / Dedmon Center Room 294	P10829	24	154	114	301	115	246	104	304	369	104	304	369	104	304	369	104	304	369	104	304	369	104	304	369	104	304	
Intercollegiate Athletics Bio Office / Dedmon Center Room 300	P10830	938	104	885	403	2172	661	1106	443	1090	568	1062	611	499	392	1125	375	1097	714	758	301	1037	356	838	262	12607	5080	
Basketball Office / Dedmon Center Front Entrance	P10831	1379	444	725	349	1367	670	1648	369	2637	955	2685	1331	1769	782	1055	1254	2171	1272	548	352	399	1050	146	402	19009	9230	
Facilities Management / Armstrong Complex Room 168	P10833	4916	1505	3845	1974	4072	1951	4230	2631	3562	1655	2258	1154	2578	625	2421	1239	2927	1586	1326	1485	3746	1779	2499	1861	4142	19445	
Procurement and Contracts / Armstrong Complex Room 230	P10834	3432	142	2673	323	4539	544	3173	347	4722	505	2860	285	2580	322	3025	211	4121	463	3024	315	3904	412	2649	686	40702	4465	
Police Department / Allen Building - Basement	P10835	620	2	261	2	693	120	420	25	312	16	518	46	305	4	160	2	186	5	324	2	441	36	342	119	4284	379	
Foundation Financial Support / RU West Suite 130	P10836	1927	2174	767	258	2262	1970	1344	1195	1488	438	1054	1609	1915	4126	1368	1581	1174	1007	1482	4035	82	1017	3449	2678	2082	2088	
Academic Technologies - Print Center for the Sciences Room 263	P10837	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Accounting Services / Armstrong Complex Room 233	P10838	2653	28	2020	0	1856	2	1724	0	1536	0	1311	7	1165	2	1356	2	1160	1	1709	0	1651	2	1467	0	19608	65	
Human Resources / 3148 Tyler Place	P10839	927	484	2508	373	1560	199	833	881	1119	676	590	238	590	37	1189	663	418	564	600	297	1365	133	1186	576	13234	601	
Financial Reporting / Davis Hall Room 127	P10840	367	0	264	0	407	0	98	115	546	6	290	10	608	0	795	2	966	0	1615	0	831	0	673	0	7460	133	
IMPACT / FU West Suite 3232	P10841	918	2201	476	762	420	234	526	1440	362	101	145	120	293	542	689	231	315	176	717	302	509	126	386	199	6698	698	
Clinical SIM / Cook Hall Room 331	P10842	960	38	1837	1096	1532	221	1299	36	679	57	448	93	474	7	560	18	1081	38	2400	535	663	68	332	175	12265	1870	
Police Department / Allen Building - Main Lobby	P10852	2120	429	2456	255	2959	461	4425	864	3491	823	2881	1000	2662	644	2400	515	1922	525	1997	718	382	759	1972	496	32257	7489	
IT Web & Mobile Tech / Walker Hall Room 131	P10856	196	50	390	179	62	118	311	42	233	53	295	148	250	163	148	132	151	249	123	149	79	1508	197	171	728	107	
Math and Statistics / White Hall Room 221	P10857	205	115	1011	19	5415	288	11530	402	14995	423	29337	1172	14129	3704	21919	901	20655	14308	285	20228	111	11876	111	161598	7886	161	
Math and Statistics / White Hall Room 221	P10858	984	139	1220	130	28102	12608	267	18417	478	12169	839	7008	659	824	682	8009	1563	10891	872	21583	1972	1755	100	140030	9321	100	
RU Express / Heth Hall Room 148	P10859	912	63	583	99	295	114	280	231	298	87	298	44	272	50	126	68	1081	307	509	57	1165	203	1020	248	1020	248	
Science and Technology Admin / Reed-Cure Hall Room 120	P10861	202	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Honors Academy / Floyd Hall Room 160	P10862	128	80	674	332	398	88	365	115	476	203	300	123	1897	128	681	177	475	172	438	201	598	331	409	71	6839	2021	
Registrar / Heth Hall Room 105	P10862	2629	62	3419	416	2195	1805	3868	276	1260	54	2039	403	1803	1583	2114	115	3239	636	4252	17	2823	120	3561	6733	35089	12220	
Graduate College Admissions / White Hall Room 130	P10863	2832	1216	2485	1063	1615	1262	1345	969	2155	1566	2813	1621	3001	2468	3106	2112	3247	1784	2027	1198	1548	2027	1198	1548	2027	1198	
Graduate College Office / White Hall Room 130	P10864	403	11	201	2	23	7	2741	11	1386	23	579	2	622	1	1075	5	1682	24	1582	41	2248	29	3326	2633	18868	2159	
Student Media / Tyler Hall Room 15	P10865	5	0	0	0	214	555	391	337	251	281	5	40	0	9	191	101	31	161	123	0	38	80	6	16	1255	1610	
Student Counseling and Support / Heth Hall Room 120	P10866	202	51	876	9	489	181	1052	963	619	123	619	123	619	123	619	123	619	123	619	123	619	123	619	123	619	123	
Student Success & Retention / Walker Hall Room 131	P10867	3	84	54	593	78	783	27	183	39	530	0	0	0	0	0	0	0	0	0	0	18	6	167	72	395	2253	
Graduate College Office / White Hall Room 102	P10868	1573	216	908	561	2513	578	870	213	801	517	1905	154	1111	588	2953	264	4303	450	3034	309	2379	588	1946	621	24296	5059	
Admissions / Russell Hall Room 215	P10869	820	188	2208	6	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0</					

Academic Technologies - Print Lab / CHBS Hall Room 3023	U8847	2	0	0	0	7	0	52	3	22	1	75	0	83	37	2	0	7	0	12	3	77	0	16	0	355	44
Academic Technologies - Print Lab / Waldron Hall Room 251	U8848	6	0	48	0	87	0	170	15	357	8	105	46	40	0	94	24	159	10	110	12	128	11	115	11	1419	137
Greek Life / Hurfurland Student Center Rm 204	U8849	25	2	35	1	89	283	51	1	843	166	123	331	125	14	267	281	823	44	777	269	328	110	228	50	3714	1562
Washington Hall - Lobby	U8951	1369	483	176	328	968	93	821	141	758	209	1212	73	49	17	1231	129	1051	274	435	96	652	154	6	8	8728	2005
Academic Technologies - Print Lab / McConnell Hall Room 331 BW5	U9167	67	8	219	59	3424	222	12173	737	9762	608	1000	74	2980	138	4284	72	6440	348	4461	217	7869	913	2560	203	55657	3599
Academic Technologies - Print Lab / McConnell Hall Room 331 BW2	U9168	293	19	336	172	2549	267	8369	460	7613	945	6750	845	5780	288	4218	378	7047	546	4820	190	7091	626	1686	220	57152	4566
Office of Institutional Equity / Heth Hall Room 247	P13120	178	89	212	46	211	197	397	156	457	83	245	132	342	230	189	104	409	93	200	104	571	193	239	58	3650	1485
RUC Registrar / RUC Room 415	P13121	293	14	263	17	852	68	279	75	218	149	239	31	224	52	202	134	226	1	139	0	418	2	210	31	3563	574
RUC Student Affairs / RUC Room 421	P13122	1635	198	1515	431	2067	242	1281	914	1713	1823	1869	1445	838	1064	1345	2095	1506	1047	1215	1358	1227	2869	733	1775	16144	17157
RUC IT / RUC Suite 113-115	P13123	675	444	429	81	1509	373	756	581	463	386	365	92	563	29	661	1424	1184	590	1015	93	2551	552	1213	424	11384	5069
RUC Nursing / RUC Room 10030	P13124	6525	664	5992	1075	9199	1821	12207	4319	16945	4920	7174	1327	9488	1142	9188	3182	10105	3665	5018	1814	6894	2529	5154	1604	104289	30062
RUC Physician Assistant / RUC Room 936	P13125	1682	450	2579	318	2975	1355	6259	3364	2414	5205	4165	490	4389	3955	6305	2292	2002	556	1721	280	2382	219	2671	408	89744	13602
RUC Academic Support / RUC Room 914	P13126	6890	782	7991	317	9059	2271	2820	571	13191	3288	6866	971	5435	1000	5433	1356	11931	2655	9205	1793	12778	2525	5348	2010	97047	19539
RUC Admissions / Financial Aid / RUC Room 409	P13127	1750	524	1768	296	1770	608	1547	1277	1518	1026	1138	685	796	889	523	974	835	838	571	499	614	593	696	743	13526	8952
RUC EB Services / RUC Suite 213-215	P13128	5915	1271	3339	178	6277	541	3312	778	3279	257	6877	143	15014	39	7344	459	4309	904	2459	486	3464	516	6622	1174	55181	6746
RUC Lab / RUC 5th Floor Library Hall	P13129	90	3	318	513	403	267	945	491	728	454	424	149	275	238	603	36	732	60	324	68	420	289	280	27	5542	2595
RUC Lab / RUC Room 505	U9509	855	141	839	194	1221	129	4827	879	4581	1182	2987	695	1536	349	1918	138	4792	574	2667	392	4467	1402	1456	318	32146	6393
RUC Academic Support / RUC Room 914	U9510	42	62	86	39	226	78	7567	1434	1017	1026	681	270	437	344	62	884	21	1274	132	1510	296	495	239	14281	3923	
RUC Lab / RUC Anatomy Lab Hall 8th Floor	U9512	285	11	647	105	1892	96	2103	39	1961	165	1784	84	2241	126	1460	6	1837	94	1309	46	2106	256	1137	149	18762	1177
RUC Lab / RUC Room 509	U9513	39	0	29	1	20	0	402	113	172	117	112	14	217	59	6	0	38	0	139	6	229	1	67	43	1470	354
RUC Library / RUC 5th Floor Library Service Desk	U9514	353	225	623	316	268	407	393	146	535	207	424	602	516	236	739	380	686	237	583	473	581	797	544	685	6264	4911
RUC Library / RUC 5th Floor Library Tutoring Center	U9515	149	22	280	33	642	233	943	161	852	481	761	19	409	30	537	124	356	338	428	144	392	226	231	190	5980	2001
RUC Administration / RUC Room 3221	P13280	735	119	633	103	918	676	1213	314	1863	263	1439	197	719	102	713	276	829	199	1080	65	1194	232	954	78	12290	2624
	142969	48912	192464	78482	336759	96164	415994	89474	403457	97740	308542	72385	231527	58739	285721	66593	384018	95072	292225	77804	386495	106885	193534	81365			



GENERAL TERMS AND CONDITIONS

As Provided in link of RFP# R24-006 Attachment A, page 16 of RFP

This solicitation and any resulting contract are subject to the provisions of the *Commonwealth of Virginia's Purchasing Manual for Institutions of Higher Education and their Vendor's* and any revisions thereto, and the *Governing Rules*, which are hereby incorporated into this contract in their entirety. A copy of both documents is available for review at www.vascupp.org.

1. **ADMINISTRATIVE APPEALS PROCEDURE:** Although Radford University is authorized to establish an administrative appeals procedure, it has chosen not to develop such procedures, but rather will rely on legal action for such determinations. (Governing Rule §55). However, Radford University reserves the right to use Alternative Dispute Resolution (ADR) for hearing appeals from decisions on disputes arising during the performance of a contract or when it is deemed to be in the best interest of the University. (Governing Rule §56).
2. **ANTI-DISCRIMINATION:** By submitting their bids/proposals, (bidders/offerors) certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians with Disabilities Act, the Americans with Disabilities Act and §10 of the Governing Rules. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (Governing Rule §36).

In every contract over \$10,000 the provisions in 1 and 2 below apply:

1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.
 - b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
2. The contractor will include the provision of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
3. **ANTITRUST:** By entering into a contract, the contractor conveys, sells, assigns, and transfers to Radford University, and the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of

Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.

4. **ANNOUNCEMENT OF AWARD:** Upon award or the announcement of the decision to award a contract over \$50,000 as a result of this solicitation, Radford University will publicly post such notice on the DGS/DPS eVA web site (www.eva.virginia.gov) for a minimum of ten (10) days.
5. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth.
6. **ASSIGNMENT OF CONTRACT:** A contract shall not be assignable by the contractor in whole or in part without the written consent of Radford University, an agency of the Commonwealth.
7. **AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH:** A contractor organized as a stock or non-stock corporation, limited liability company, business, trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the *Code of Virginia* or as otherwise required by law. Any business entity described above that enters into a contract with a public body shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required by Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the contract. A public body may void any contract with a business entity if the business fails to remain in compliance with the provisions of this section.
8. **CHANGES TO THE CONTRACT:** Changes can be made to the contract in any of the following ways:
 1. The parties may agree to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
 2. The University may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the University a credit for any savings. Said compensation shall be determined by one of the following methods:
 - a. By mutual agreement between the parties in writing; or
 - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the University's right to audit the contractor's records and/or to determine the correct number of units independently; or
 - c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the University with all vouchers and records of expenses incurred and savings realized. The University shall have the right to audit the records of the contractor as it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the University within thirty (30) days from the date of receipt of the written order from the University. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract, or if there is none, in accordance with the dispute's clause provisions of the Commonwealth of Virginia Purchasing Manual for Institutions of Higher Education and Their Vendors (Governing

Rule §53). Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the University or with the performance of the contract generally.

9. **CONTROLLING VERSION OF SOLICITATION:** The original version of the solicitation and any addenda issued by Radford University's Procurement and Contracts Department is the mandatory controlling version of the document. Any modification to the solicitation by the bidder or offeror shall not modify the original version of the solicitation issued by Radford University's Procurement and Contracts Department. Such modifications or additions to the solicitation by the bidder or offeror may be cause for rejection of the bid or proposal; however, Radford University reserves the right to decide, on a case-by-case basis, in its sole discretion, whether to reject such a bid or proposal.
10. **DEBARMENT STATUS:** By submitting their bids/proposals, bidders/offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
11. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the University, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.
12. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to (i) provide a drug-free workplace for the contractor's employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibitions; (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "drug-free workplace" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, possession or use of any controlled substance or marijuana during the performance of the contract. (Governing Rule §11).

13. **EO/AA STATEMENT:** If this contract is a covered government contract or subcontract, contractors and subcontractors shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability. Radford University does not discriminate against employees, students, or applicants on the basis of age, color, disability, gender, gender identity, gender expression, national origin, political affiliation, race, religion, sexual orientation, genetic information, or veteran status; or otherwise discriminate against employees or applicants who inquire about, discuss, or disclose their compensation or the compensation of other employees, or applicants; or any other basis protected by law.
14. **ETHICS IN PUBLIC CONTRACTING:** By submitting their bids/proposals, bidders/offerors certify that their bids/proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other bidder/offeror, supplier, manufacturer or subcontractor in connection with their bid/proposal and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment; loan, subscription, advance, deposit of money,

services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.

15. **eVA BUSINESS-TO-GOVERNMENT VENDOR REGISTRATION, CONTRACTS, AND ORDERS:** The eVA Internet electronic procurement solution, website portal [eVA Electronic Virginia Portal](#) streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth should participate in the eVA internet e-procurement solution by completing the free eVA Vendor Registration. All bidders or offerors should self-register in eVA and pay applicable vendor transaction fees. Failure to register may result in the bid/proposal being rejected.
16. **E-VERIFY REQUIREMENT OF ANY CONTRACTOR:** Any contractor with more than an average of 50 employees for the previous 12-months entering into a contract in excess of \$50,000 with the University to perform work or provide services pursuant to such contract shall register and participate in the E-Verify program to verify information and work authorization of its newly hired employees performing work pursuant to any awarded contract.
17. **FEDERAL GRANTS:** The following provisions apply to a contract made under a federal grant: Appendix II C.F.R. 200§§200.317-200.326.
18. **FORCE MAJEURE:** The performance of the contract by either party shall be subject to force majeure, including but not limited to acts of God, fire, flood, natural disaster, war or threat of war, acts or threats of terrorism, civil disorder, unauthorized strikes, governmental regulation or advisory, recognized health threats as determined by the World Health Organization, the Centers for Disease Control, or local government authority or health agencies (including but not limited to the health threats of COVID-19, H1N1, or similar infectious diseases), curtailment of transportation facilities, or other occurrence beyond the control of the parties, where any of those factors, circumstances, situations, or conditions or similar ones prevent, dissuade, or unreasonably delay the Event, or where any of them make it illegal, impossible, inadvisable, or commercially impracticable to hold the Event or to fully perform the terms of the contract. The contract may be cancelled by either party, without liability, damages, fees, or penalty, and any unused deposits or amounts paid shall be refunded, for any one or more of the above reasons, by written notice to the other party.
19. **IMMIGRATION REFORM AND CONTROL ACT OF 1986:** By entering into a contract with the Commonwealth of Virginia, the contractor certifies that the contractor does not, and shall not during the performance of this contract for goods and services in the Commonwealth, knowingly employ an unauthorized illegal alien as defined in the federal Immigration Reform and Control Act of 1986.
20. **INDEMNIFICATION:** Contractor agrees to indemnify, defend and hold harmless the Commonwealth of Virginia, its officers, agents, and employees from any claims, damages and actions of any kind or nature, whether at law or in equity, arising from or caused by the use of any materials, goods, or equipment of any kind or nature furnished by the contractor; or any services of any kind or nature furnished by the contractor, provided that such liability is not attributable to the sole negligence of the using agency or failure of the issuing agency to use the material, goods, or equipment in the manner already and permanently described by the contractor on the materials, goods or equipment delivered.
21. **MANDATORY USE OF RADFORD UNIVERSITY'S FORM AND TERMS AND CONDITIONS:** Failure to submit a response on Radford University's form provided for that purpose may be a cause for rejection of the response. Modification of or additions to the General Terms and Conditions of the solicitation may be cause of rejection of the response; however, the University reserves the right, on a case by case basis, in its sole discretion, whether or not to reject such a response.
22. **NONDISCRIMINATION OF CONTRACTORS:** A bidder/offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the bidder or offeror employs ex-offenders unless the state agency,

department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of the objection, access to equivalent goods, services, or disbursements from an alternative provider.

23. **PAYMENT:**

1. **Prime Contractor:**

- a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number, social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).
- b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. However, this shall not affect offers of discounts for payment in less than 30 days.
- c. All goods and services provided under this contract or purchase order, that are to be paid with public funds shall be billed by the contractor at the contract price, regardless of which public agency is being billed.
- d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.
- e. **Unreasonable Charges.** Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve the University of its prompt payment obligations with respect to those charges which are not in dispute (*Governing Rule §53. Contractual disputes*).

2. **To Subcontractors:**

- a. A contractor awarded a contract under this solicitation is hereby obligated:

- 1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment record for work performed by the subcontractor(s) under the contract; or
 - 2) To notify the University and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.
- b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise prohibited under the terms of the contract) on all amounts owed by contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of

mailing of any payment by U.S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.

3. Each prime contractor who wins an award in which provision of a SWaM procurement plan as specified in the contract documents and is a condition to the award, shall deliver to the contracting agency or institution, on or before request for final payment, evidence and certification of compliance (subject only substantial shortfalls and to shortfalls arising from subcontractor default) with the SWaM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the University or institution, or other appropriate penalties may be accessed in lieu of withholding such payment.
24. **PRECEDENCE OF TERMS:** The following paragraphs of these General Terms and Conditions shall apply in all instances: **Virginia Purchasing Manual for Institutions of Higher Education and Their Vendors, Applicable Laws and Courts, Anti-Discrimination, Ethics in Public Contracting, Immigration Reform and Control Act of 1986, Debarment Status, Antitrust, Mandatory Use of Radford University's Form and Terms and Conditions, Clarification of Terms, and Payment.** In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.
 25. **PRICING CURRENCY:** Unless otherwise stated in the solicitation, bidder/offeror shall state bid/offer in U.S. dollars.
 26. **QUALIFICATIONS OF (BIDDERS/OFFERORS):** The University may make such reasonable investigations as deemed proper and necessary to determine the ability of the bidder/offeror to perform the services/furnish the goods and the bidder/offeror shall furnish to the University all such information and data for this purpose as may be requested. The University reserves the right to inspect bidder/offeror's physical facilities prior to award to satisfy questions regarding the bidder/offeror's capabilities. The University further reserves the right to reject any bid/proposal if the evidence submitted by, or investigations of, such bidder/offeror fails to satisfy the University that such bidder/offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.
 27. **SUPREMACY CLAUSE:** Notwithstanding any provision in the bidder's/offeror's response to the contrary, the bidder/offeror agrees that the terms and conditions contained in Radford University's bid/offer prevail over contrary terms and conditions in the bidder's/offeror's response.
 28. **TAXES:** Sales to the Commonwealth of Virginia and Radford University are normally exempt from state sales tax. State sales and use tax certificates of exemption ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The appropriate University Sales and Use Tax of Exemption number is as follows: RU 10-546001789F-001; FIN 54-6001789
 29. **TESTING AND INSPECTION:** The University reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to specifications.
 30. **TRANSPORTATION AND PACKAGING:** By submitting bids/offers, all bidders/offerors certify and warrant that the price offered for FOB destination includes only the actual freight rate costs at the lowest band best rate upon the actual weight of the goods to be shipped. Except as otherwise specified herein standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description and quantity.
 31. **USE OF BRAND NAMES:** Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict bidders/offerors to the specific brand, make or manufacturer name, but conveys the general style, type, character, and quality of the product desired. Any product which the public body, in its sole discretion, determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The

bidder/offeror is responsible to clearly identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the University to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed bidding only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring the bid as nonresponsive. Unless the bidder clearly indicates in its bid that the product offered is an equal product, such bid will be considered to offer the brand name product referenced in the solicitation.



Addendum Number _1_

Date: November 20, 2023

Reference Request For Proposal Number:	R24-006
Commodity:	Campus Wide Multifunction Digital Devices & High-Speed Printers
Dated	November 6, 2023
For Delivery To:	Radford University Agency, Commonwealth of Virginia 501 Stockton Street Radford, Virginia 24142
Proposal Due Date/Time:	January 4, 2024 3:00PM eastern

All final questions must be submitted in writing to Kevin McDowell dkmcdowel@radford.edu by December 6th, 2023 3:00pm eastern.

Attachment A. List of pre-proposal conference attendees and in person and viz Zoom.

Clarification Section:

Below are questions and Answers related to the Pre-Proposal Conference held November 16, 2023 and any questions received since.

The numbers followed questions, and those followed by "A" are answers to those questions.

1. On page 5 of 26, RU exhibits current pricing. Does the "Month Base Cost" represent the monthly lease amount or a monthly base maintenance amount? If a monthly base maintenance amount, can RU provide the monthly lease amount for these devices?
 - A. This is the monthly base amount paid to the current contractor for the device including lease/maintenance/support and toner delivery.
2. Is RU expecting to replace all 189 devices immediately (i.e. in the July timeframe)? If not, then can you provide a rough schedule for the anticipated replacement?
 - A. Our anticipation would be to replace all 189 devices during the July/August timeframe. Knowing this will take a few weeks to complete.
3. RU is stating that this is a 5 year contract with potential renewals thereafter. Are we correct in assuming that RU is looking for 5 Year lease pricing? If not then please provide detail on the types of pricing you would like to see.
 - A. Yes, correct.

4. Regarding the ReLeaf program, what role do you need or expect the contractor to perform to support RU's ReLeaf Program.
A. Radford anticipates the contractor to propose sustainable initiatives as part of your response. The current ReLeaf Program is managed and paid for by the contractor.
5. Based upon today's call, our understanding is that RU departments will individually determine the size and configuration of equipment needed. With this understanding, should we provide a pricing catalog for all equipment and accessories in our product line as response to this RFP? If this understanding is not accurate, then please provide detail on how you desire pricing to be provided.
A. Contractors should construct your response based on an end goal of 3-5 models that will meet the campus needs based on provided usage and cost data. Since each department is billed back, we are looking to minimize cost impact to departments.
6. On page 7 of 26 for item 2.C. *"Identify whether refurbished equipment and OEM/non-OEM supplies are utilized"* seems to indicate that refurbished or remanufactured equipment is eligible as part of this response. Later on that same page 3.A states, *"All equipment must be new and currently in production. No used equipment or parts will be considered until after year (3) of this contract"*. Is RU willing to accept re-manufactured equipment with a "0" meter or is all equipment in this initial response to be newly manufactured?
A. Ideally, we would like new equipment. If the contractor proposes non-OEM supplies, we will want to validate quality of those supplies.
7. RU mentions PaperCut. Is this PaperCut MF? Will RU continue to utilize RU's PaperCut upon contract award or does our response need to provide a substitute for PaperCut. If RU is to continue to use PaperCut then what role do you expect the contractor to play regarding PaperCut (i.e. Would you expect the contractor to take over maintenance and support for PaperCut?)?
A. PaperCut MF is currently used by faculty and staff when they print primarily as an awareness effort to notify them if the print job is over a certain cost. If there are other ways, we can optimize this we would consider. PaperCut MF is used in the computer labs to charge students back for their printing. If you can provide support for PaperCut this would be beneficial. PaperCut currently runs on campus servers via a university owned license.

8. On Page 8 of 26, 4.E., RU mentions *"The contractor shall be responsible for securely scrubbing and sanitizing devices that are removed from service."* Does this requirement only pertain to equipment provided by the contractor or is the contractor expected to sanitize and scrub 3rd party equipment not provided by the contractor?
A. Yes, this applies only to equipment provided by the contractor.
9. On page 10 of 26, Item J, RU indicates the need to move equipment at no additional charge. Please provide how many moves took place over the last year.
A. Radford requested 10 moves in 2023.
10. On page 10 of 26, Item K, RU indicates the need for locks for student usage, how many devices currently exist for student usage?
A. We currently have two (2) units that are sitting out in open areas that are not supervised. We also have 18 printers that are in computer lab spaces that we would evaluate if locks are needed.
11. On page 10 of 26 in Item G., RU indicates a need for a weekly progress report. Is that for the initial project or is that to be on-going throughout the 5 years of the contract?
A. Weekly progress report is during implementation.
12. On page 20 of 26, Item 17 "Nonvisual Access to Technology", does 1st bullet under 4 apply? *"Compliance with the foregoing nonvisual access standards shall not be required if the head of the using agency, institution or political subdivision determines that (i) the Technology is not available with nonvisual access because of the essential elements of the Technology are visual and (ii) nonvisual equivalence is not available."* If nonvisual access to technology is a requirement, please elaborate on the requirements that RU desires (i.e. Braille keyboards, etc.).
A. Please indicate any option you would have if we had someone with a special need.
13. What Incident Ticketing system does RU use?
A. ServiceNow
14. Page 5 Pricing Table: Can you please explain what the Month Base Cost includes? Hardware payment? Any clicks/pages included or is everything billed from page 1 at disclosed per page rates?
A. See question 1.
15. PaperCut: What are the expectations around PaperCut (PC)? Will the new vendor be responsible for the PC system moving forward? How many of the 189 devices are licensed (with embedded PC license)?
A. At this time, we do not have any with an embedded license.

16. To clarify – production equipment should or should not be part of the response? I believe it was mentioned that the production units (or others) were on an independent VITA agreement versus the existing agreement with VBS.

A. We would encourage you to provide pricing for the production devices although this is not a requirement.



Radford

UNIVERSITY

MANDATORY PRE-PROPOSAL CONFERENCE

RFP NO R24-006
TITLE:

Conference Date: 11/16/2023

Facilitator: Kevin McDowell

Place/Room: Armstrong 231

Name	Title	Company	E-Mail
Jack Harmun	Sales Manager	RJ Young	jack.harmun@rjyoung.com
Susan Bliss	Account Rep	RJ Young	Suzie.bliss@rjyoung.com
Darlene Passeretti	Acct. Rep	RJ Young	darlene.passeretti@rjyoung.com
Sheryl Sullivan	Procurement Officer	Radford	ssullivan@radford.edu
David Kellogg	Major Acct Rep	ESI	david.kellogg@xerox.com
Ed Oakes	IT	Radford	eoakes@radford.edu
Scott Shull	IT	Radford	sshull@radford.edu
Jonnie E. Phillip	Budget	Radford	cphillij@radford.edu
JASON BEVINS	TAC MANAGER RU	RADFORD	jbevins@radford.edu
Jonathan Mayer	Print & Postal	Radford	jfmayer@radford.edu
Chris Stewart	Account mgr	VBS	cstewart@evabus.net

First Name	Last Name	Email	Registration Time	Phone	Organization
Tom	Cavanaugh	tcavanaugh@cobbtechnologies.com	11/7/2023 9:45	804 221-5001	Cobb Technologies
Kevin	McCrimmon	Kmccrimmon@csa.canon.com	11/8/2023 12:11	8044054105	Canon Solutions America
Sally	Le Comte	sally.le.comte@hp.com	11/13/2023 15:23	6032644128	HP
Amy	Burkoski	amy.burkoski@hp.com	11/13/2023 15:26	4437911086	HP
Nancy	Holmes	nancy.holmes@hp.com	11/14/2023 13:12	5407590462	HP Inc.
Linda	Presutti	linda.presutti@ea.epson.com	11/14/2023 21:05	7327847036	Epson
Monica	Wilmore	mwilmore@vabs.net	11/15/2023 8:44	804-381-1298	Virginia Business Systems
doug	mcdaniel	dmcdaniel@vabs.net	11/15/2023 9:03	5404400643	Virginia Business Systems
Kimberly	Drumm	kimberly.drumm@novatech.net	11/15/2023 9:16	757-679-3552	Novatech
Brian	Maciag	brian.maciag@xerox.com	11/15/2023 9:17	4402419288	Xerox
RON	GILCHRIST	rgilchrist@csa.canon.com	11/15/2023 13:21	804-217-5729	CANON SOLUTIONS AMERICA
Thomas	Rihn	rihnt@sharpsec.com	11/15/2023 14:01	3017884263	Sharp Corp.
Nancy	Newel	nancy.newel@kmbs.konicaminolta.us	11/15/2023 14:21	770-845-7682	Konica Minolta
Michael	Metal	mmetal@kmbs.konicaminolta.us	11/15/2023 14:41	724-831-9735	KMBS
Tim	King	Tking@offix.com	11/15/2023 14:49	5612329117	OFFIX
Quentin	Pickup	qpickup@csa.canon.com	11/15/2023 14:55	7044889053	Canon
Stan	Kirby	stan.kirby@ricoh-usa.com	11/15/2023 16:51	8043800141	Ricoh
Karl	Kuelz	karl.kuelz@ricoh-usal.com	11/16/2023 6:46	540-793-4601	Ricoh



Addendum Number 2

Date: December 11, 2023

Reference Request For Proposal Number:	R24-006
Commodity:	Campus Wide Multifunction Digital Devices & High-Speed Printers
Dated	November 6, 2023
For Delivery To:	Radford University Agency, Commonwealth of Virginia 501 Stockton Street Radford, Virginia 24142
Proposal Due Date/Time:	January 4, 2024 3:00PM eastern

No more questions will be taken and proposals are due to the Procurement and Contracts office by January 4th no later than 3:00 PM eastern.

Attachment A: Herby replaces Attachment E Two year Print Volume of the original RFP document pages 27-30 and includes Model numbers.

Clarification Section:

Below are questions and Answers received by December 6, 2023 3:00PM.

The numbers followed by questions, and those followed by "A" are answers to those questions.

1. On page 5 Is monthly base cost shared the lease w/srv minimum or service only?
 - A. This is the monthly base amount paid to the current contractor for the device including lease/maintenance/support and toner delivery.
2. Section 4 Page 5: Will we need to provide Papercut software, HW accessories and/or annual maintenance?
 - A. PaperCut MF is currently used by faculty and staff when they print primarily as an awareness effort to notify them if the print job is over a certain cost. If there are other ways, we can optimize this we would consider. PaperCut MF is used in the computer labs to charge students back for their printing. If you can provide support for PaperCut this would be beneficial. PaperCut currently runs on campus servers via a university owned license.

3. Section 4 Page 5: Will we need to provide Print ReLeaf software and/or annual maintenance?
 - A. PrintReLeaf is a sustainability benefit the current provider included in our current contract we encourage you to review this as well as any other sustainability initiatives you would like to offer. This is not a software package.
4. Section 4 Page 5: Can we bid on managed print solution for your printers?
 - A. As part of your response, you may include any options you wish to propose.
5. Section 5 Page 5: Will we need to provide Xmedius software and/or annual maintenance?
 - A. If you can provide this we will review, but it is not required as part of your response.
6. Section 5 Page 5: Is your Xmedius Fax Cloud or On-premise?
 - A. Fax cloud
7. Section 5 Page 5: Will the Xmedius contract expire and will the University consider replacement or new solution?
 - A. We will consider any options you propose.
8. Are Students/faculty/staff authenticating using Active Directory, Azure Active Directory, Google Directory, etc?
 - A. Active Directory.
9. How are the students/faculty/staff authenticating now with Papercut?
 - A. Each computer has PaperCut client installed and they are automatically authenticated upon login to computer.
10. How do students submit print jobs, print driver, web submission, email? Is it the same for faculty and staff? If not, what is their method.
 - A. Student's use computer lab workstations that are mapped to a specific printer. When they print from that device the papercut client validates they have funds to cover print job. For faculty and staff printing to departmental printers are mapped as normal printer and papercut does not do any billing.
11. What types of card readers do your students and faculty have, magstripe, HID Prox, etc?
 - A. Currently using magstripe. Our future goals are for DES fire smart cards and mobile ID.

12. How many users/faculty/staff would need access to create bubble test sheets? What is the university using now to grade bubble sheets at the centralized location? How many licenses are owned? What is the software version number and when does its support expire?
- A. In the past 12 months we have had 21 unique faculty members use this service. These faculty are from 5-6 unique departments. We currently use Scantron and have two licenses. These licenses are year to year and renew in March of each year.
13. Section 9 HF Page 11: Can we get the current device inventory? Make and Model.
- A. No, We do not have a comprehensive list of this inventory and most are locally attached devices.
14. Fiery: Are there any additional software licenses that they use with Command Workstation? (Impose or JobMaster)
- A. Currently only use Impose but may consider other additional options in the future.
15. For the desktop devices is it the University's desire to get pricing along with the potential solutions or just a description of those third-party solutions that can be provided?
- A. Focus of this RFP is not for desktop devices if you want to provide options this is acceptable.
16. What management or service is done for these third-party desktops? Local IT or vendor provided?
- A. There is no management of these devices. Departments purchase hardware and ink from departmental funds.
17. For all devices in fleet is end user toner and service requests sent internally to the University IT (centralized to an RU portal) triaged by RU TAC then routed to the vendor (VBS) for escalation or do the end users send requests directly to VBS (decentralized)?
- A. Currently service requests are sent internally to the RU TAC then routed to VBS.
18. Is toner desktop delivered by VBS or drop shipped?
- A. Toner is delivered by VBS directly to each department. All shipments to Radford University arrive at a central warehouse and therefore we have been reluctant to do this.
19. Are there dedicated onsite first responders provided by the University or by the current VBS vendor?
- A. Depends on the type of problem. If it is a hardware problem (jamming) VBS is first to respond.
20. Is the University open to an enterprise-wide e-discovery of assets on the network for volume capture and trend reporting purposes?
- A. We will be open to this after award, but would not want to slow RFP process down for this.
21. We can see that you have PaperCut installed at the server level only. Is there a reason that PaperCut has not been fully deployed with the embedded client on the MFDs to meet many of the requirements in the RFP: Secure find me print, print policies for cost savings, redirecting of large print, cost accounting, rerouting to the Production Print Center?

- A. It was determined the cost for this outweighed the benefits at the time.
22. Would you like to leverage the PaperCut XMedius fax connector on the MFDs in place of a physical fax kit?
- A. We are already using this on a number of devices. We will review this again as part of department devices. Departments that deal with highly sensitive data will need a fax kit.
23. What version of PaperCutMF is currently running on the server? Windows Server OS version? Apache Derby or SQL database?
- A. We have two servers, PaperCut MF version 22.0.10 , Windows Server 2016, SQL
24. Is the university running traditional AD, Azure AD with Domain Services (ADDS) or a local sync?
- A. Traditional AD
25. What type of scan requirements does the university have? Email/self, folder, cloud application like OneDrive, Box, etc.?
- A. OneDrive, Email/self, SMB network drive
26. Are all user devices managed, or do you have a BYOD environment?
- A. Faculty staff devices are managed by Radford University. Student devices are BYOD.
27. Does the university have any public/guest printing/copying requirements?
- A. The Library has one public printing workstation.
28. Who would be required to manage/administer the PaperCutMF and the requested device management solution? The University or the proposing vendor?
- A. Please provide proposals for your recommendations. PaperCut currently runs on campus servers via a university owned license.
29. Should application upgrades be included in the proposal, or will those be completed by University IT staff or scoped separate from this RFP?
- A. All copier hardware/firmware upgrades should be completed by the vendor. Radford will manage the workstations.
30. How many inbound fax numbers are in scope for this RFP?
- A. Approximately 40-50.
31. What is the monthly fax page volume for both inbound and outbound faxing?
- A. We do not track this, but volume has continued to decrease.
32. Is Radford asking for two technicians to report to the RU TAC each morning?
- A. No, we are only requesting two be readily available if needed. This can be negotiated as part of the contract award. The goal is that we have coverage if your staff is on leave or vacation.

33. Section H. A. Page 11 Does this imply Radford wants to monitor and manage jobs submitted and completed through a print shop with their output management application?

A. We are open to your suggestions on how to best manage print volume.

34. Section B.2.G. Page 7 What defines “e-print and cloud application printing”?

A. Method for faculty or students to print from their own personal devices.

35. Are we to provide three or four references?

A. We will accept 3 references.

36. Will Radford consider a cancellation for Performance in lieu of a cancellation for convenience?

A. Please propose alternative language in your proposal and we will consider it at an appropriate time. This will be a negotiation point during the RFP process. We are open to this.

37. Will Radford University supply a list of applicable institutions and agencies to the vendor once the contract is awarded?

A. Yes, we can work with the awarded vendor on this list.

38. Regarding Addendum 1 question 7: “PaperCut MF is currently used by faculty and staff when they print primarily as an awareness effort to notify them if the print job is over a certain cost.”

Is exceeding a certain cost the only notification used for faculty and staff?

A. Yes, currently that is the only notification used.

39. Regarding Addendum 1 question 10: “how many devices currently exist for student usage?”

Are the devices listed in the answer the only devices used for student printing (“two (2) units in open areas” and “18 printers that are in computer lab spaces”? No

If not, how many devices need to be used for student printing? Approximately 38

How many of them are Xerox MFDs and how many are other types of devices? Xerox , Epson

For the most productive and accurate RFP response, can the model numbers and quantities of each device used for student printing be specified?

Model	Qty
Xerox 7020	6
Xerox 605	10
Xerox 405	15
Epson SC-800	3
Epson SC-900	2
Epson 7880	1
Epson SC-P9500	1

40. Are there any users who need to use copy, print, fax, or scan functionality that are not defined in your Directory Services?

A. No.

41. Is Mobile Printing via email submission acceptable?

A. Yes

42. Can the University advise how many service calls have been placed and addressed during the last year?

A. Approximately 170 service calls.

43. Is there a date for the vendor decision?

A. The goal will be award in February/March timeframe.

44. Are any controls and/or tracking of walk-up copying either currently in place or desired for the future? If so, what controls and/or tracking are desired, and are they optional or required? Will students use any of the devices for copying or only for printing?

A. In campus departmental offices there are no controls. In computer labs this functionality is disabled.

45. Why is XMedius (now known as XM Fax) only used by areas that have low fax needs? Would the University prefer to see more electronic faxing in the future to reduce current costs for analog faxing hardware (whether the hardware is installed within the MFDs or standalone fax machines) and monthly analog telephone line costs?

A. During the 2018 transition to the existing hardware many departments either removed fax hardware or moved to a XM Fax solution and removed analog lines. We expect this to be further reduced as department choose the replacement hardware in the spring.

46. Should this capability include both students and faculty and staff, only students, only faculty and staff, a mixture from both groups or just all users? Is Radford interested in secure release using students' CBORD ONE CARD cards (which would cost hundreds of dollars per device) or only more economical options? Please describe the specific details (including the number of devices and model numbers) of any locations where multiple printing devices close to each other could share one release station computer.

A. In 2018 print release capability was cost prohibitive so we decided not to implement this. If you can provide reasonably cost alternatives we would be interested in exploring.

47. This technical specification is very broad and cannot be addressed without first limiting the scope of both required and desired features.

Please verify that in this context, "wireless" does not include users who have logged into and authenticated to the University's network using a WiFi wireless network provided by the University as an alternative to a wired Ethernet connection.

Please specify what mobile printing platforms are (1) required and/or (2) desired to be supported: Android smartphones, Apple smartphones, Windows or other smartphone platforms, Chromebooks, email apps or any other platform besides the Windows 10, Windows 11 or macOS printing sources specified in the RFP.

Please specify what print release methods are (1) required and/or (2) desired.

Should responses to this specification include just a description of available capabilities or must it include detailed pricing (which would be complex if the scope of this specification is not narrowed first).

Should responses to this specification include only the included mobile printing capabilities of software such as PaperCut or the printing devices which are already included in our response or full pricing for all available/recommended options?

A. Radford University is not aware of all the options available. Please provide options you think would be beneficial for us to consider based on best practices in higher education.

48. How are Faculty and Staff / departments currently charged back for usage: manually (using PaperCut reports or other data), automatically/semi-automatically (importing from PaperCut, tracking usage with CBORD, etc.)?

Is charging for usage with CBORD only used by for student usage?

A. For the computer lab server there is a real time integration with CBORD that immediately bills the student when they print and debits the one Card. For faculty and staff papercut is not used for billing. Invoice from vendor is used to bill back departments.

49. Faxing is not the most secure method for document transmission. Would the university entertain another method for completely replacing analog faxing?

A. The University is open to options you may propose, but in some cases analog faxing for certain departments may be required.

50. How many POTS lines or analog fax lines / fax DID numbers does the university have? Of the 61 devices with fax capabilities what models are using the fax line kit?

A. We currently have approximately 70 analog fax lines in use. We do anticipate reviewing and reducing this when possible as part of the device replacements.

51. How important is security for protecting MFDs, print jobs, network scanning, and fax transmissions? Meaning is security more important than cost savings?

A. This depends on the Office. For Payroll, Human Resources and Financial Aid who process a lot of highly sensitive information, they need to maintain the security of information. For most other areas their scanning and faxing do not process highly sensitive information.

52. What is the university currently using for network monitoring of the campus copiers (MFDs); print audit, FM audit, etc...? Also what version software is the network monitoring software?

A. Radford University uses WhatsUp Gold for general network monitoring to show when devices are up or down. Alerts are configured to notify ITS staff when devices are not responding. VBS has licensed MPS Monitor which is used to monitor devices and track page counts.

53. Are there any other secure release jobs being done?

A. We are not currently using any "release" stations for releasing secure jobs.

54. Is the university doing any cloud printing now to the current campus copiers?

A. We are not currently doing cloud printing to the current campus copiers.

For Print Production Questions:

We received several questions regarding our Print Production devices. Please keep in mind these are still under contract through December 2024 and are not the main focus of this RFP. At that time, they may or may not be moved to this contract or replaced. But having them in this RFP it will allow us to procure new devices under our own contract and pricing, product selection and features can be negotiated at a later date with a possible modification to the contract.

1. Are there other production optional accessories that RU Printing services would be interested in that is not currently on any of the current production machines?
 - A. We are interested in what production print and finishing solutions are available, and would like to expand capabilities in areas such as automation, booklet capacity, media variety, and long sheet feeding. We are NOT looking for an exact 1:1 replacement for our current configuration. Should we choose to implement print production devices via the resulting contract, device configurations would be discussed as part of the final terms, with the potential for further revisions and modifications as part of a later addendum before implementing.
2. Various questions regarding current print production configurations: *Which Fiery does the current Versant 180 have and which should the upgrade include, EX Print Server Powered by Fiery or EX-i Print Server Powered by Fiery? Which Fiery does the current Versant 3100 have and which should the upgrade include, EX-P Print Server Powered by Fiery or EX Print Server Powered by Fiery? Does the current Versant 180 have, and should the upgrade include a One Tray Oversized High-Capacity Feeder or Two Tray Oversized High-Capacity Feeder? What does the print center use for making booklets? Saddle – Primary and Secondary How many pages of a saddle book do they currently do? What is the paper used for these? Considering the 3-Knife trim, should we assume you want to accomplish full bleed saddle output? Do they need a 3-hole punch?*
 - Both Versant units use external Fiery servers (EX, not EX-P). We anticipate continuing to opt for Fiery-based external print controllers whenever possible.
 - Both devices have two-tray oversized high-capacity feeders. We stock and print on a wide range of coated and uncoated papers along with synthetic and adhesive medias, ranging from 50 GSM to 350 GSM.
 - Saddle-stitched booklets, finished inline, are a regular component of our offerings. These booklets are most often full-bleed. Both devices use the same model booklet maker finisher. Sheet capacity varies by paper type: from 30 sheets for 52-90 GSM uncoated, down to 3 sheets for 300-350 GSM coated, with a maximum sheet length of 18 inches, all of which are used to their maximum. Offline booklet making capabilities are limited.
 - 3-hole punch would likely be needed on at least one device.

Location	Jan-21		Jul-21		Aug-21		VBS Monthly Usage by Asset/Location FY22		Nov-21		Dec-21		Jan-22		Feb-22		Mar-22		Apr-22		May-22		FY22 Month P22								
	Asset Number	Model	Asset Number	Model	Asset Number	Model	Asset Number	Model	Asset Number	Model	Asset Number	Model	Asset Number	Model	Asset Number	Model	Asset Number	Model	Asset Number	Model	Asset Number	Model	Asset Number	Model							
Dept of Dance / Peters Hall Room 8121	P10510	Xerox C7020LX	204	37	884	285	1845	577	960	120	1065	235	1883	854	1521	90	1133	264	629	132	903	18	1835	188	440	89	13302	3049			
Academic Technologies - Print Lab / Walker Hall 2nd Floor Lab	P10512	Xerox C7020LX	1	0	1	2	5	3	0	1	2	208	0	2	1	0	2	1	0	0	0	1	12	14	12	0	1	148	61		
Financial Aid / Hersh Hall Room 1508	P10513	Xerox C7020LX	1682	169	3471	128	1489	126	904	37	471	31	613	62	5123	117	130	4875	54	2105	80	1181	71	88	88	40	22660	1005			
Walker Hall - Room 245	P10514	Xerox C7020	487	507	611	158	2862	2451	8385	643	3096	526	2911	1761	1405	344	3928	261	4380	756	1568	411	4332	385	1343	196	35308	8429			
Planning and Construction / Armstrong Complex Room 197	P10519	Xerox C7020	1042	499	1561	1101	2957	1499	1842	1513	1932	998	1478	1220	685	1697	516	957	488	1399	622	1515	522	1135	362	18580	9223				
VP for IT and CIO / Walker Hall Room 1311	P10521	Xerox C7020	2218	652	87	758	145	704	1545	775	115	404	838	141	17	345	181	317	148	154	138	481	154	181	64	8781	348	8781	348		
Academic Technologies - Print Lab / McConnell Hall C13	P10523	Xerox C7020	47	2	304	6	799	68	2166	286	1826	68	1768	398	900	224	1931	21	2423	264	1687	341	2417	420	500	145	16230	2483			
Academic Technologies - Print Lab / McConnell Hall 3rd Floor	P10524	Xerox C7020	135	8	289	8	2903	30	7761	535	6515	702	7525	722	2755	329	4735	504	4916	532	6054	647	2290	113	13427	5010	13427	5010			
Enrollment Management / Martin Hall Room 123	P10525	Xerox C7020	209	180	203	30	512	356	1490	180	1412	31	7	202	84	286	22	18	454	11	476	38	252	1	4488	422	4488	422			
Art Museum / Covington Hall Room 176	P10526	Xerox C7020	52	305	41	418	216	197	81	776	29	619	136	348	16	12	47	303	342	980	69	446	176	558	59	138	1248	1500			
Center for Innovative Teaching and Learning C11 / McConnell Hall Room 271	P10527	Xerox C7020	149	114	244	265	644	505	787	112	479	405	128	145	251	214	100	149	205	137	97	129	167	487	156	3028	3318	3028	3318		
Education / Dedmon Center Room 294C	P10528	Xerox C7020	205	180	203	30	512	356	1490	180	1412	31	7	202	84	286	22	18	454	11	476	38	252	1	4488	422	4488	422			
Athletics / Dedmon Center Room 294	P10529	Xerox C7020	24	36	78	30	414	159	300	234	1018	821	2035	2530	1047	988	1701	1850	4380	3917	820	1521	517	735	653	264	13257	10035			
Interlegiate Athletics Bus Office / Dedmon Center Room 320	P10530	Xerox C7020LX	938	104	885	403	2172	661	1106	443	1090	658	1062	611	499	192	1125	375	1097	714	758	301	1037	356	838	262	12607	5808	12607	5808	
Buskett Hall Office / Dedmon Center 294C	P10531	Xerox C7020LX	1379	444	228	349	3362	670	1648	369	955	2685	1331	1769	782	1655	1254	2171	1212	1468	352	39	1050	167	802	219	15969	9308			
Facilities Management / Armstrong Complex Room 168	P10533	Xerox C855	4196	1505	3845	1974	4702	1951	4230	2631	5652	1655	2255	1154	2578	625	2421	1239	2972	1586	3126	1485	744	1979	2949	1861	14142	19445			
Procurement and Contracts / Armstrong Complex Room 230	P10534	Xerox C855	3432	142	2673	323	4639	544	3173	347	4722	505	2860	285	2580	232	3025	211	4121	463	3024	315	3904	412	2649	686	47002	4465			
Police Department / Allen Building - Buskett Hall Room 133	P10535	Xerox C855	202	2	161	3	693	120	0	1574	0	1536	0	1111	7	1165	23	1156	2	1160	1	1709	0	1051	2	1467	0	19608	65		
Foundation Finance / RU West Suite 2100	P10536	Xerox C855	1927	2174	767	258	2262	1970	1344	1195	1048	438	1054	1009	1515	4126	3168	1581	1174	1007	1842	4035	832	1017	349	2678	20782	22008	20782		
Academic Technologies - Print Lab / The Sciences Room 263	P10537	Xerox C655	13	7	0	0	31	100	300	352	438	670	580	284	254	381	246	172	561	199	368	447	481	129	51	3081	3291	3081	3291		
Accounting Services / Armstrong Complex Room 233	P10538	Xerox C7020LX	2053	18	2003	496	0	22	1757	259	1856	204	178	1112	256	693	146	254	257	246	1388	143	208	189	57	1467	0	21981	2145		
Human Resources / 3148 Tyler Place	P10539	Xerox C7020LX	927	484	2508	373	1960	919	633	881	1119	676	509	238	590	317	1189	663	418	564	630	277	1365	133	1126	576	13334	601	13334	601	
Financial Reporting / Cook Hall Room 127	P10540	Xerox C7020	367	0	264	0	407	0	88	115	546	6	290	10	608	0	795	2	966	0	1615	0	831	0	673	0	7460	133	7460	133	
IMPACT / RU West Suite 3232	P10541	Xerox C7020	938	2201	476	762	420	224	136	383	140	363	101	345	120	263	542	688	211	315	176	717	202	509	126	336	3998	4698	3998		
Clinical SIM / Davis Hall Room 331	P10542	Xerox C7020	960	38	1837	1096	1352	221	1299	26	679	57	448	93	74	7	540	18	1081	18	2400	53	663	68	132	175	12225	1870	12225	1870	
Police Department / Allen Building - Main Lobby	P10542	Xerox C855	2120	429	2465	255	2959	461	4425	864	3841	823	2381	1000	2662	644	2640	515	2192	525	1997	718	3382	759	1972	496	16257	496	16257	496	
IT Web & Mobile Tech / Walker Hall - Room 131	P10546	Xerox C7020	186	10	180	179	405	0	118	113	0	153	0	148	158	250	148	31	123	466	148	719	908	187	499	157	4093	1578	4093	1578	
Math and Statistics / White Hall Room 131	P10547	Xerox C7020	159	115	1011	119	1585	102	1145	102	1145	102	1145	102	2937	1172	1422	0	21919	291	2408	285	2022	111	11876	311	11876	311	11876	311	
Math and Statistics / White Hall Room 221	P10548	Xerox C855	984	139	1220	130	28102	160	20098	267	18417	478	12169	839	7088	659	8294	682	8909	1563	10881	872	21583	1972	1755	100	140030	921	140030	921	
RU Express / Hersh Hall Room 148	P10559	Xerox C7020	912	63	583	99	295	114	280	231	298	47	198	44	272	50	126	88	56	1081	107	807	107	1153	203	950	1209	950	1209		
Science and Technology Adviser 221 / Reed-Curie Hall Room 108	P10560	Xerox C7020	209	180	203	30	512	356	1490	180	1412	31	7	202	84	286	22	18	454	11	476	38	252	1	4488	422	4488	422			
Enrollment Office / Floyd Hall Room 160	P10561	Xerox C7020LX	128	80	674	332	398	88	365	115	476	203	300	123	1887	128	681	177	475	172	438	201	598	331	409	71	6839	2021	6839	2021	
Registrar / Hersh Hall Room 150	P10562	Xerox C7020	629	62	6419	416	2195	1805	3668	276	1260	54	2099	403	8830	1588	2174	115	3239	656	4252	17	2823	120	3561	6735	35089	12220	35089	12220	
Graduate College Adviser / White Hall Room 130	P10563	Xerox C7020	220	112	219	248	1099	202	1042	475	583	241	306	102	148	132	148	132	148	132	148	132	148	132	148	132	148	132	148	132	
Graduate College Office / White Hall Room 130	P10564	Xerox C7020LX	403	11	201	2	23	7	2741	11	1386	23	579	2	622	1	1075	5	1682	24	1582	41	2248	29	3326	2363	15888	2519	15888	2519	
Student Media / Tyler Hall Room 15	P10565	Xerox C7020	5	0	0	0	24	555	391	337	251	281	5	40	0	9	101	101	31	161	123	30	38	80	6	16	1255	1010	1255	1010	
Student Counseling and Support / Reed-Curie Hall Room 108	P10566	Xerox C7020	31	126	6	49	681	121	10583	999	1412	263	911	35	471	24	154	129	1052	919	650	1362	146	514	195	618	4218	1627	4218	1627	
Student Success & Retention / Walker Hall Room 311	P10567	Xerox C7020	3	84	54	593	78	783	27	183	39	530	0	0	0	0	0	0	0	0	0	0	18	8	167	72	305	2253	305	2253	
Graduate College Office / White Hall Room 102	P10568	Xerox C7020LX	1573	216	908	561	2513	178	870	213	801	517	1905	154	1111	588	2953	264	4303	40	3034	909	2379	588	1464	621	24296	5039	24296	5039	
Admissions / Russell Hall Room 215	P10569	Xerox C855	420	182	101	9797	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Center for Accessibility Services / Russell Hall Room 325	P10570	Xerox C855	1435	374	1328	2296	1007	531	1293	198	4273	1452	4295	2369	3599	782	3311	131	3690	936	2431	3093	3422	1731	1698	656	31422	14369	31422	14369	
Center for Career & Talent Development / Russell Hall Room 334	P10571	Xerox C7020	412	22	613	148	860	144	991	88	1005	197	2633	189	673	50	579	66	852	97	612	62	628	151	582	158	9450	1467	9450	1467	
Alumni Relations / Russell Hall Room 156	P10572	Xerox C7020LX	105	112	219	248	1099	202	1042	475	583	241	306	102	148	132	148	132	148	132	148	132	148	132	148	132	148	132	148	132	
Academic Assessment CORE / Walker Hall Room 146	P10574	Xerox C855	531	861	430	396	801	830	1349	2575	1968	1432	488	826	915	629	455	291	1483	3840	862	1981	1539	880	2116	1443	12767	15964	12767	15964	
ITAC / Russell Hall Room 426	P10576	Xerox C855	195	100	0	319	0	46	0	0	12	621	0	262	7	91	28	29	0	116	1	1365	4	90	0	206	0	3335	52	3335	52

Academic Technologies - Print Lab / CHBS Hall Room 3023	U8847	Xerox C405	2	0	0	0	7	0	52	3	22	1	75	0	83	37	2	0	7	0	12	3	77	0	16	0	355	44
Academic Technologies - Print Lab / Waldron Hall Room 251	U8848	Xerox C405	6	0	48	0	87	0	170	15	357	8	105	46	40	0	94	24	159	10	110	12	128	11	115	11	1419	137
Greek Life / Hurlburt Student Center Rm 204	U8849	Xerox C405	25	2	35	1	89	283	51	1	843	166	123	331	125	14	267	291	823	44	777	269	328	110	228	50	3714	1562
Washington Hall - Lobby	U8951	Xerox C405	1369	483	176	328	968	93	821	141	758	209	1212	73	49	17	1231	129	1051	274	435	96	652	154	6	8	8728	2005
Academic Technologies - Print Lab / McConnell Hall Room 331 BW5	U9167	Xerox C6050M	67	8	219	59	2142	222	12173	737	9762	608	1600	74	2090	138	4284	72	6440	348	4461	217	7869	913	2560	203	55657	3599
Academic Technologies - Print Lab / McConnell Hall Room 331 BW2	U9168	Xerox C6050M	293	19	336	172	2549	267	8369	460	7613	545	6750	845	5780	238	4218	378	7047	546	4820	190	7691	626	1686	220	57152	4566
Office of Institutional Equity / Heth Hall Room 247	U9360	Xerox C405	178	89	212	46	211	197	397	156	457	83	245	132	342	230	189	104	409	93	200	104	571	193	239	58	3650	1485
RUC Registrar / RUC Room 415	P13121	CT020LX	293	14	263	17	852	68	179	75	218	149	239	31	224	52	202	134	226	1	139	0	418	2	210	31	3563	574
RUC Student Affairs / RUC Room 421	P13122	CT020LX	3635	198	1515	431	2067	2438	1281	914	1713	1623	1069	1445	838	1064	1345	2005	1506	1047	1215	1558	1227	2869	733	1775	16144	17157
RUC IT / RUC Suite 113-115	P13123	CT020LX	675	444	429	81	1509	373	756	581	461	386	365	92	563	29	661	1424	1184	590	1015	93	2551	552	1213	424	11384	5069
RUC Nursing / RUC Room 10030	P13124	CB055	6525	664	5992	1075	9199	1821	12207	4319	16945	4920	7574	1327	9488	1142	9188	3182	10105	3665	5018	1814	6894	2529	5154	1604	104289	30862
RUC Physician Assistant / RUC Room 936	P13125	CB055	1682	450	2179	318	2975	1155	6239	3364	2414	5295	4165	490	4389	1955	6005	2792	2002	556	1721	280	2582	219	2871	408	89748	18693
RUC Academic Support / RUC Room 914	P13126	CB055	6890	782	7991	317	9059	2271	2820	571	13191	3288	6966	971	5435	1000	5433	1356	11931	2655	9205	1793	12778	2525	5348	2010	87047	19539
RUC Admissions / Financial Aid / RUC Room 409	P13127	CB055	1750	524	1768	296	1770	608	1547	1277	1518	1026	1138	685	796	889	523	974	835	838	571	499	614	593	696	743	13526	8952
RUC EB Services / RUC Suite 213-215	P13128	CB055	5915	1271	3339	178	6277	541	3312	778	3279	257	6877	143	1524	39	7344	459	4369	904	2459	486	3464	516	6022	1174	55181	6766
RUC Lab / RUC 5th Floor Library Hall	P13129	CT020	90	3	318	513	403	267	945	491	728	454	424	149	275	238	603	36	732	60	324	68	420	289	280	27	5542	2595
RUC Lab / RUC Room 505	U9509	CB050M	855	141	839	194	1221	129	4827	879	4581	1182	2987	695	1536	349	1918	138	4792	574	2667	392	4467	1402	1456	318	32146	6393
RUC Academic Support / RUC Room 914	U9510	CB050M	42	62	86	39	226	28	7567	1454	1017	1026	683	270	457	344	62	12	884	21	1274	192	1510	256	495	239	14281	3923
RUC Lab / RUC Anatomy Lab Hall 8th Floor	U9512	CB050N	285	11	647	105	1892	96	2103	39	1961	165	1784	84	2241	126	1460	6	1837	94	1309	46	2106	256	1137	149	18762	1177
RUC Lab / RUC Room 509	U9513	CB050N	39	0	29	1	20	0	402	113	172	117	112	14	217	59	6	0	38	0	139	6	229	1	67	43	14970	354
RUC Library / RUC 5th Floor Library Service Desk	U9514	CB050N	253	325	633	316	268	407	393	346	535	207	434	602	516	236	738	380	686	337	583	473	581	797	544	685	6264	4911
RUC Library / RUC 5th Floor Library Tutoring Center	U9515	CB050M	149	22	280	33	642	233	943	161	852	481	761	19	409	30	537	124	356	338	428	144	392	226	231	190	5980	2001
RUC Administration / RUC Room 3221	P13280	Xerox CB055	735	119	633	103	918	676	1213	314	1863	263	1439	197	719	102	713	276	829	199	1080	65	1194	232	954	78	12290	2624
			142969	48912	192464	78482	336759	96164	415994	89474	403457	97740	308542	72385	231527	58739	285721	66593	384018	95072	292225	77804	386495	106885	193534	81365		

**Addendum Number _3__****Date: December 18, 2023**

Reference Request For Proposal Number:	R24-006
Commodity:	Campus Wide Multifunction Digital Devices & High-Speed Printers
Dated	November 6, 2023
For Delivery To:	Radford University Agency, Commonwealth of Virginia 501 Stockton Street Radford, Virginia 24142
Proposal Due Date/Time:	January 4, 2024

The following section is hereby amended to read:

SEALED PROPOSAL DUE DATE AND TIME: Proposals will be received until **January 9th, 2024** up to and including 3:00 PM Eastern Time. Email and fax responses will not be accepted.

#R24-006: CAMPUS WIDE MULTIFUNCTION DIGITAL DEVICES & HIGH-SPEED PRINTERS

Prepared for

RADFORD UNIVERSITY

Submitted on

January 9, 2023



Prepared by
Suzie Bliss & Darlene Passeretti
Account Executives

RJ Young
909 Iowa Street • Salem, VA 24153

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GENERAL INFORMATION FORM

TYPE OF BUSINESS (Please check all applicable classifications). In order to qualify for assigned Small, Women and Minority (SWaM) points your business must be certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), provide your assigned SBSD certification number. For assistance with SWaM certification, visit the SBSD website at <https://www.sbsd.virginia.gov/>

☒ **Large**

☐ **Small business** – A business that is at least 51% independently owned and controlled by one or more individuals who are U.S. citizens or legal resident aliens, and together with affiliates, has 250 or fewer employees, or average annual gross receipts of \$10 million or less averaged over the previous three years. One or more of these individual owners shall control both the management and daily business operations of the small business.

☐ **Women-owned business** – A business that is at least 51% owned by one or more women who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more women who are citizens of the United States or legal resident aliens, and both the management and daily business operations are controlled by one or more women.

☐ **Minority-owned business** – A business that is at least 51% owned by one or more minority individuals who are U.S. citizens or legal resident aliens, or in the case of a corporation, partnership, or limited liability company or other entity, at least 51% of the equity ownership interest is owned by one or more minority individuals who are U.S. citizens or legal resident aliens, and both the management and daily business operations are controlled by one or more minority individuals, or any historically black college or university, regardless of the percentage ownership by minority individuals or, in the case of a corporation, partnership, or limited liability company or other entity, the equity ownership interest in the corporation, partnership, or limited liability company or other entity.

COMPANY INFORMATION/SIGNATURE: In compliance with this Request for Proposal and to all the conditions imposed therein and hereby incorporated by reference, the undersigned offers and agrees to furnish the goods or services in accordance with the attached signed proposal inclusive of all addenda, if applicable, and as mutually agreed upon by subsequent negotiation.

FULL LEGAL NAME (PRINT) (Company name as it appears with your Federal Taxpayer Number) Robert J. Young Company, LLC		FEDERAL TAXPAYER NUMBER (ID#) [REDACTED]	
BUSINESS NAME /DBA NAME/TA NAME (If different than the Full Legal Name) RJ Young		BILLING NAME (Company name as it appears on your invoice) Robert J Young Company	
PURCHASE ORDER ADDRESS RJ Young Company PO Box 280358 Nashville, TN 37228-0358		PAYMENT ADDRESS Robert J Young Company PO Box 306412 Nashville, TN 37230-6412	
CONTACT NAME/TITLE (PRINT) Suzie Bliss Darlene Passeretti		EMAIL ADDRESS Suzie.Bliss@rjyoung.com Darlene.Passeretti@rjyoung.com	
TELEPHONE NUMBER (276) 226-1376 (540) 353-5262	TOLL FREE TELEPHONE NUMBER 800-347-1955	FAX NUMBER 615-255-5420	EVA VENDOR ID NUMBER VS0000233414 VIRGINIA STATE CORPORATION COMMISSION REGISTRATION NUMBER 11613712

I acknowledge that I have received the following addenda posted for this solicitation.

1 ☒ 2 ☒ 3 ☒ 4 ☐ 5 ☐ 6 ☐ (Please check all that apply.)

SIGNATURE:

Keith B. Smith

DATE: January 8, 2024

SECTION 9: STATEMENT OF NEEDS:

Radford University is seeking to secure the services of a Contractor to provide Leased Multifunction Digital Devices & High-Speed Printers inclusive of all toner and device maintenance as outlined in this Statement of Needs.

A. General Requirements:

1. The main objective of the RFP is to create a contractual relationship with a contractor that will provide an all-inclusive managed print service program (including equipment, maintenance, repair, staples, and toner except for paper or as negotiated) for all Multifunctional Devices (MFD's) currently in service at the University's main campus and Roanoke sites.

RJ Young (RJY) understands and will comply with the General Requirements.

2. The University's specific objectives are as follows:

- ***Streamline operations, standardize equipment, and increase efficiency.***
- ***Reduce energy consumption.***
- ***Reduce space needs.***
- ***Reduce the environmental impact (support sustainability)***

RJY understands and will comply with the General Requirements.

3. Interested offerors will utilize the information provided in this document to submit a proposal outlining their implementation, price per imprint and management of a Managed Print Services program for the University. This program will include equipment, maintenance, and supplies (excluding paper) for all identified devices for printing, faxing, and scanning in all departments.

RJY understands and will comply with the General Requirements.

A. General Requirements:

4. Respondents are encouraged to present innovative and creative solutions that align with the University's needs for copying, printing, faxing, and scanning requirements, as detailed in the evaluation criteria outlined in this document. Additionally, we invite respondents to propose any other cost savings initiatives offered by their companies that can be integrated into our campus environment.

RJY understands and will comply with the General Requirements.

B. Specific Requirements: 1. Program Overview:

The Managed Print Services program shall include, at a minimum, complete management, ownership, and oversight for any and all MFD's, associated equipment and peripherals, software and licenses, service and support of all equipment placed in service, billing and reconciliation, and reporting. Please describe how your company will meet the needs and expectations detailed below.

Since 1955, RJ Young (RJY) has been a valued business partner in the Southeast, helping businesses and educational systems, such as Radford University (RU) achieve maximum efficiency and productivity with the latest in office technology, all backed by award-winning service. Today, **RJY is the third-largest independent dealer of its kind in the United States** and has been recognized by numerous industry insiders, publications, and manufacturers for leadership and excellence.

RJY's principal place of business is in Nashville, TN. However, with 34 locations and 669 employees throughout the Southeast, RJY can provide cutting-edge solutions while ensuring personalized support. It is our mission to constantly be on the lookout for the best people, services, equipment, software, and tools for managing your campus printing needs and document information. We are proud to work with the top equipment manufacturers and software companies in the industry as well as continually invest in retaining and developing top talent to ensure we are adding strategic value to your organization.

RJY is a strategic partner with resources aligned to fit your best interests, specialists to design custom solutions, and industry-leading partners to ensure that your campuses are operating at their full efficiency from a technology/productivity standpoint. Our portfolio contains leading brands and manufacturers which allow us to offer best practice solutions.

Because we are an industry leader, we have buying power which brings our manufacturers' best support as well as priority service. RJY has independent ownership and has built an infrastructure to support small businesses to enterprise-level organizations.

B. Specific Requirements: 1. Program Overview:

With our **We Make It Right™ Guarantee**, customer service is at the pinnacle of our focus. RJY leads your school to a greater ease of day-to-day workflows, efficiency, green initiatives, and full coverage process improvement and change management through accountability of promised services and cost savings. As stated, RJY stands firmly by our **We Make It Right™ Guarantee**. Our policy is simple. If you are not happy with our equipment, service, supplies, billing—anything—let us know and we'll make it right, right away.



B. Specific Requirements: 2. Program Solution:

Offeror should furnish a comprehensive narrative that outlines the program overview for each of the following:

A. Explain the Managed Print Services solution being proposed to the University. Include a detailed list of potential services and devices to be incorporated.

RJY has a flexible and modular approach to managing print environments, coupled with tried-and-true processes that brings exceptional value to our higher educational partners. We believe Managed Print Service (MPS) is not a one size fits all. Instead, a good partner will have the capabilities to encompass all areas of the printing environment.

For more than 68 years, RJY has integrated its products and services with the rapidly evolving print and document industries. Under our corporate tagline, "Your productivity is our mission," RJY will alleviate printing and printer services burdens, allowing your faculty and staff to focus on educating today's students to become tomorrow's leaders.

Approach to MPS

- Alleviate any-and-all burdens associated with managing a printing program
- Include a true proactive start-to-finish process
- Remove the need to continually return to decisions centered around purchasing, networking, output management, supplies and service (and many other associated areas)

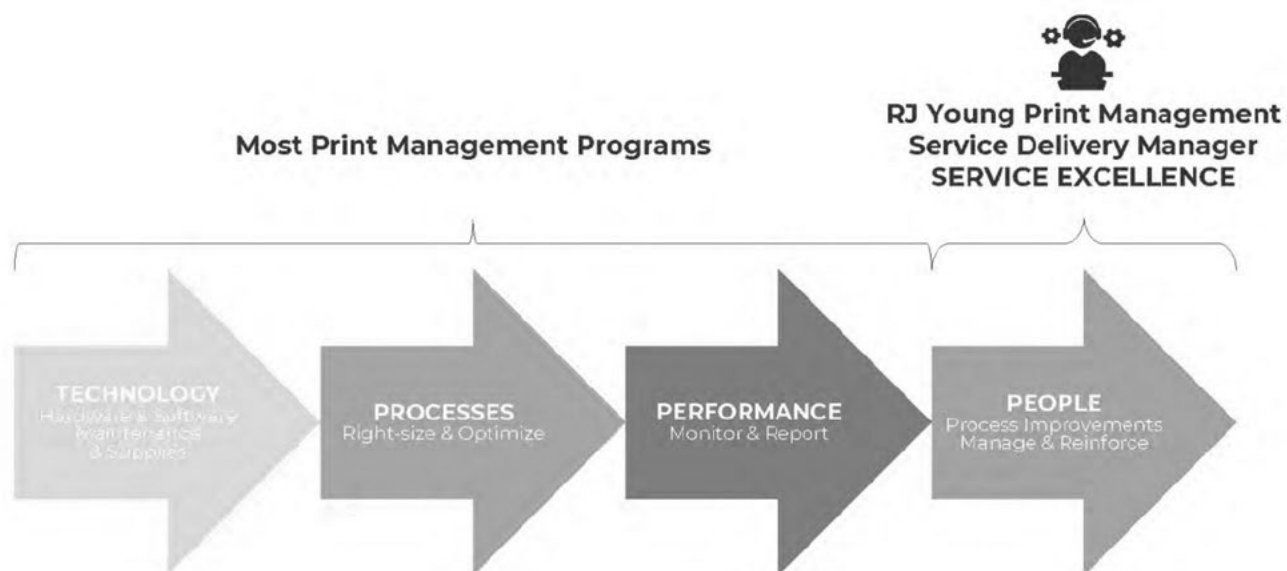
RJ Young TOPS Analysis™ Objectives

- Document current processes, technology utilization, and labor usage
- Calculate the true costs of operations
- Give RJY understanding of the University's current processes, technology utilization, and labor usage

B. Specific Requirements: 2. Program Solution:

RJ Young Managed Print Services Four Step Approach

- Fleet Optimization
- Fleet Management
- Workflow Improvement
- Sustain Change



B. Specific Requirements: 2. Program Solution:

B. Specify the manufacturer(s) of Managed Print Services hardware provided by the offeror and that the equipment that is supported.

RJY understands the need to manage output to control costs, minimize IT administration or simply add convenience to end users by leveraging print management solutions. Working independently with each manufacturer affords RJY the opportunity to work with best-of-breed equipment manufacturers to determine the best solution for your campus.

RICOH
imagine. change.

 **KYOCERA**



Canon

Mimaki®

 **Lexmark™**

brother®

The manufacturers of the devices we are proposing are Ricoh and Kyocera. RJY is an authorized dealer, and our certified technicians will provide service and preventive maintenance for all the machines.

See the following Authorized Dealer Letters.

B. Specific Requirements: 2. Program Solution:

RICOH

imagine. change.

RICOH USA, INC.
4667 North Royal Atlanta Drive
Tucker, GA 30084

January 5, 2024

To Whom It May Concern:

This letter is to inform you that Robert J. Young is an authorized Ricoh Brand dealer. They are authorized to sell and service Ricoh equipment, solutions and services. They have been a Ricoh dealer since 1982 and are in good standing with us.

If you have any questions regarding the relationship between Robert J. Young and Ricoh USA, Inc., please feel free to contact me at (770) 495-4150.

Very truly yours,

RICOH USA, INC.



Dru Baker
Vice President
South Region, Dealer Division

B. Specific Requirements: 2. Program Solution:



KYOCERA Document Solutions America, Inc.
225 SAND ROAD, P.O. BOX 40008
FAIRFIELD, NEW JERSEY 07004-0008
(973) 808-8444

1/5/2024

To Whom It May Concern:

This letter is to confirm that RJ Young, Inc., with multiple locations, is an authorized Kyocera Dealer, in in the state of Virginia, trained to sell and service the full line of Kyocera products. In addition, RJ Young has met the requirements and is qualified to represent our full line of products.

Please contact me if you have further questions.

Sincerely,

A handwritten signature in black ink that reads 'Stephen Affolter' with a circled 'nH' to the right.

Stephen Affolter
Kyocera Document Solutions America, Inc.
Director of Sales, South
stephen.affolter@da.kyocera.com

B. Specific Requirements: 2. Program Solution:

C. Identify whether refurbished equipment and OEM/non-OEM supplies are utilized.

RJY will not be submitting any refurbished equipment pricing for this bid. All proposed machines will use Ricoh (OEM) and Kyocera (OEM) toner.

D. Describe any capabilities for managing existing University-owned personal printers/desktop within a Managed Print Services Solution.

Any existing University-owned printers that fall under one of our partner manufacturers may be utilized in our RJY Managed Print Service solutions.

E. Elaborate on the fleet refresh strategy.

Under the RJY MPS program, the University's printing environments are under constant analysis throughout each phase of our strategy. Initial assessment consists of environmental wide print study conducted using the RJ Young TOPS Analysis™ (Total Organizational Print Study), as well as utilizing data collection agent software to gain insight into current print environment. Document workflows are mapped and analyzed to customize MPS solutions that meet RU short and long-term goals. Using data collected, current device utilization is determined, and existing assets are redeployed, as well as new equipment and software solutions to fit the MPS solution strategy.

Please see the following image.

B. Specific Requirements: 2. Program Solution:

- Development of refresh strategy for output devices (MFPs and Single Function) includes refresh date
- Continuous Improvement of having "right printer in right place"
 - Based on established criteria such as age of device, lifetime utilization, TCO, and device performance
- Removal of devices no longer utilized (physically and billing)
- Single Function Refresh Schedule established and can be adjusted via volumes and usage
- Secure destruction/wiping of HDs of from all outgoing output
- Environmentally friendly disposal of all outgoing output devices



F. Describe the process for ongoing assessment and optimization of managed print service to ensure fleet optimization efficiency.

The **RJY TOPS Analysis™** purpose is threefold:

1. Document current processes, technology utilization and labor usage. Additionally, the analysis findings identify the current workflow and detail feedback from employees, both elements are key to understanding the challenges which RU faces today.

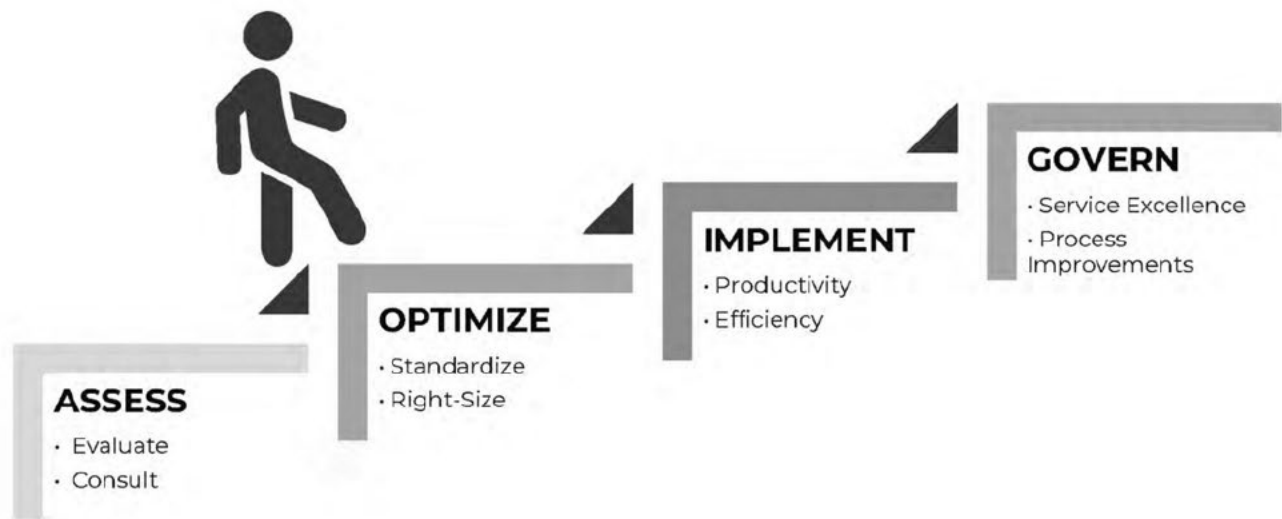
B. Specific Requirements: 2. Program Solution:

2. Calculate the true costs of operations. While some costs are managed and tracked effectively, there are also those that are harder to identify. When these costs are examined in context and consolidated for an overall view, operations and strategies often come into focus and can be realigned to take full advantage of new technology and workflow.

3. Give RJY an understanding of how the current processes, technology utilization and labor usage affect RU. Findings show the impact on objectives and reveal opportunities for improvement and enhancement making your medical staff more productive and efficient.



Four-Step Approach



B. Specific Requirements: 2. Program Solution:

RJY Managed Print Services Four Step Approach

1. Assess: Print Environment

- Build complete picture of current printing environment (RJY TOPS Analysis™)
- Evaluate printer fleet and current workflow processes
- Consult customer on current state of printing environment

2. Optimize: Fleet Optimization

- Identify proper MPS strategy and plan for change
- Consolidate/right size within current printer fleet
- Implement new equipment to standardize environment
- Utilize print settings to maximize efficiency and cost savings

3. Implement: Workflow Improvement

- Route documents to most efficient output devices
- Utilize data collected to improve document workflows
- Secure centralized print and scanning solutions
- Incorporate document management and workflow automation

4. Govern: Fleet Management

- Remote monitoring for service needs
- Centrally manage entire fleet from one user interface
- Ongoing data analysis and evaluation of printer fleet and user behavior
- Quarterly business reviews to discuss print environment current state and future goals
- Provide proactive solutions that adapt to today's higher education campuses

B. Specific Requirements: 2. Program Solution:

G. Present and provide options for integrating e-print and cloud application printing, enabling users to print from different areas on campus.

Printers and Copiers with existing e-print and cloud capabilities can be utilized with no additional software needed.

H. Provide information concerning any environmentally friendly 'green' initiatives and how these initiatives align with the proposed solution.

As an industry-leader in office equipment, RJY is dedicated to protecting and preserving valuable environmental resources. To meet this commitment, RJY has put in place an Environmental Management System. We are always seeking ways to conserve energy and resources and reduce hazardous substances.

We look for manufacturers who restrict or eliminate hazardous chemical substances from its products. We partner with state-of-the-art manufacturers who use technology that is engineered into lighter, compact body designs that use fewer materials and save space, thereby reducing the amount of packaging and fuel required for transport.

When the products we offer have completed their full-service life, they're effectively collected and remanufactured whenever possible. We can also partner with you on depot recycling containers if wanted. Our innovative green technologies also include bio-based plastic, a plant-derived compound that replaces certain petroleum-based plastic parts. RJY believes in living and working together into the future. We're committed to bringing you the most advanced technologies that run your business while respecting the global environment.

B. Specific Requirements: 2. Program Solution:

The proposed hardware has been intelligently adapted to meet the University's unique needs and has been developed using the principles of sustainability. With a commitment to reduce the consumption of natural resources worldwide, greenhouse gas emissions as well as usage of natural gas, fuel oil, diesel, gasoline, and electricity have been tracked by the manufacturer. Our MPS solution improves energy efficiency and has developed yielding a 20 percent reduction in the Energy Star Typical Electricity Consumption (TEC) test on printers and a 37 percent reduction on the MFPs over the previous generation products.

B. Specific Requirements: 3. Technical Specifications:

A. All equipment must be new and currently in production. No used equipment or parts will be considered until after year (3) of this contract.

RJY will comply.

B. All devices should be capable of using recycled paper without a decrease in performance.

All devices RJY is proposing meet this requirement.

C. All devices should be equipped with a console cabinet or stand.

All devices RJY is proposing meet this requirement.

D. All devices should offer color copying, printing, and scanning unless a Monochrome device is explicitly requested for a specific area. Devices should have the option for faxing.

All devices RJY is proposing meet this requirement.

B. Specific Requirements: 3. Technical Specifications:

E. All devices should have a similar user interface, enabling users and technicians to seamlessly transition between devices without the need for re-learning.

All devices RJY is proposing meet this requirement.

F. Surge protectors should be provided at no charge if recommended by the manufacturer.

Surge protectors will be provided at no charge if recommended.

G. The University currently has 61 devices with fax capabilities. We anticipate this number can be reduced as we replace the devices.

RJY understands and acknowledges.

H. All devices should include an Ethernet network card capable of operation at a minimum speed of 100Mbps

All the devices we are proposing will provide the network card required.

B. Specific Requirements: 3. Technical Specifications:

I. All devices should have internet-based remote diagnostics and status reporting to monitor toner and paper levels, current operating status, and maintenance issues. RU TAC support staff should have access to device status, toner levels and page counts through accessing this software.

RJY acknowledges and will comply.

J. All firmware upgrades shall be included and to be installed by the contractor, including those available by the Internet. Critical security vulnerabilities should be patched within 14 days of release. Contractors shall notify Radford University TAC of new updates as they become available and install them as requested as part of routine service. Firmware updates may either use an automated security tool to implement all updates or have a dedicated resource who will take care of this.

RJY acknowledges and will comply.

K. All devices must support Windows 10, Windows 11, macOS printing and device drivers for a Windows 2019 print server.

RJY acknowledges and will comply.

B. Specific Requirements: 3. Technical Specifications:

L. Describe capability for wireless (mobile device) print.

RJY's Mobility Printing allows users to send print jobs from their Smart Phones, Tablets or Chromebooks and have it billed against their quota/balance.

M. Provide details on the network and physical security of your devices, as well as your monitoring procedures, maintenance of firmware updates, and any other security features. Include method used to encrypt prints, scans, and other communications over the network so the device cannot be compromised.

RJY can authenticate, authorize, and audit usage with our comprehensive security tools. We can lock down sensitive data with standard network security protocols, data encryption and disk wiping capabilities. Then, evaluate by tracking more than 100 variables and events, including user activity with Audit Logging.

B. Specific Requirements: 4. Other Specifications:

A. All order placements, delivery confirmations, service scheduling and other device-related information will be handled by the RU TAC.

RJY understands and acknowledges.

B. The contractor should provide a base device cost plus a cost per impression/click charge to include all labor, equipment, services, and supplies (to include toner), but excluding paper. Method of calculating single vs. multiple impression/clicks, including factors such as page size thresholds, should be clearly defined. No monthly minimum threshold limits will be accepted. This cost per impression charge shall remain in effect for the initial term of the contract. All costs should be clearly identified including any software/hardware upgrade fees, consumable supplies, parts, labor, and service charges. Cost for Equipment removal and documented erasing of university data by the contractor will be the responsibility of the contractor. Radford University welcomes additional or alternative pricing structures and plans based on impression/click volumes.

RJY acknowledges and will comply.

C. The contractor should provide spare toner to all departments upon award of contract at time of installation of new equipment. This should include any new equipment installed during the initial contract period.

RJY will comply.

B. Specific Requirements: 4. Other Specifications:

D. The successful contractor shall be responsible for immediately notifying and working with RU TAC in the event of a security issue regarding the devices and providing documentation to the University regarding the issue and resolution.

RJY will comply.

E. The contractor shall be responsible for securely scrubbing and sanitizing devices that are removed from service. Documentation/Certificate must be provided to the University for the disposal of sensitive media for any device that is removed from service or removed from campus for maintenance during and after the contract period has ended.

RJY will comply.

See the following
Documentation Certificate.



This will certify that the hard drives on the following machines have been **erased**.

<u>Machine ID/Serial Number</u>	<u>Manufacturer/Model</u>	<u>Hard Drive</u>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Date:

Certified by:

Print Name:

Title:

B. Specific Requirements: 4. Other Specifications:

F. In the event of manufacturer equipment changes or updates, the contractor must make necessary improvements available for any new machines at no price increase.

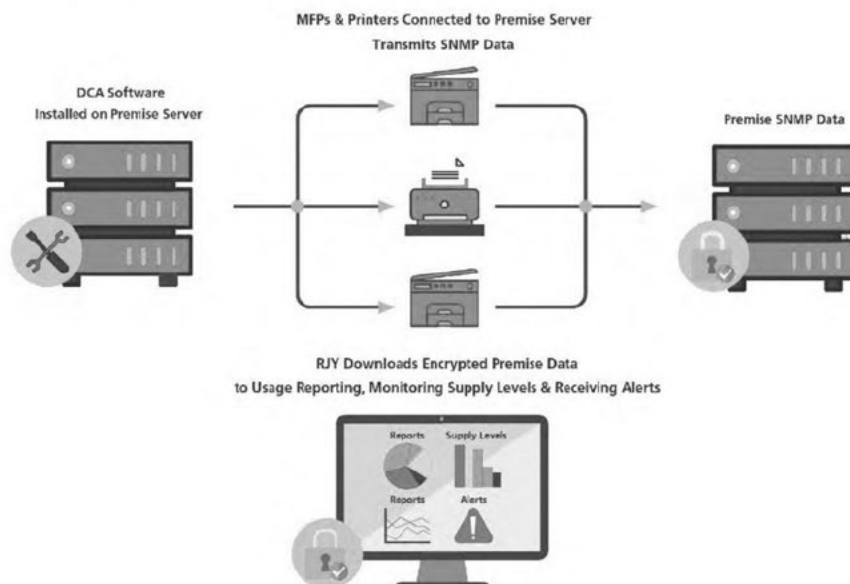
RJY will comply.

G. The contractor should provide automated collection of meter reading via a device management system. This system will also allow RU TAC staff to view the current information and status of all devices.

See our Data Collection Agent (DCA).



Data Collection Agent (DCA)



B. Specific Requirements: 4. Other Specifications:

H. Radford University will provide necessary historical data for contractors to use the right size devices appropriately. Quarterly business reviews should be conducted to review support services and additional devices.

Better than anyone else, RJY understands our universities' needs, what they are looking for, and how we can solve their problems. One of the most important and effective activities is the Quarterly Business Review (QBR). RJY aims to deliver above customer expectations—showcasing the KPIs that matter most—and to use our QBRs as an opportunity to transform the relationship by turning our customers into true partners. With equaled parts of reflection and future planning, coupled with our **We Make It Right™ Guarantee**, the RJY customer retention rate consistently stays at or above 95%.

Quarterly Business Review process is designed to maximize and measure the return on the University's investment by setting and reviewing goals, creating an action plan and to then measure results with the following:

- Delivery to Date vs. ROI
- Specify Timeline on Schedule of Work
- Set Mutually Agreed Upon Goals
- RJY's Recommendations for the University
- Determine Next Steps
- FSU's Success Plan
- Roadmap to Achieve Success Plan

C. Service and Support:

A. All service calls not initiated through automatic remote functionality will be placed by RU TAC. Service calls shall be responded to on a first come, first served basis, except where the RU TAC deems it necessary to change the priority of calls. The contractor shall maintain an appropriate staff level ratio of technical support personnel, with authorized service dealer training on all digital equipment and networking components utilized at the university, with the responsibility of first response to service call to eliminate unnecessary calls to the contractor and to determine the source of the problem to help streamline the repair process.

RJY will comply.

B. Provide the ratio of service technicians to number of devices deployed/supported. Ratio in our regional area and any company goals for ratio of technicians to devices supported.

RJY's current ratio for device to technician is 1:350. The ratio in the Radford region is currently 1:275 per technician.

C. Service and Support:

C. The contractor shall provide trained, qualified, and technically skilled service technicians supervised by the contractor. The contractor shall provide adequate managerial and administrative supervision for its employees servicing the university. The vendor shall provide adequate back-up in times of staff shortages due to vacations, training, illnesses, and inclement weather.

All RJY technical personnel are factory trained and certified in all manufacturer products we represent. We employ two factory-certified full-time trainers to keep our 160+ technical staff fully versed on products as they are released.



All RJ Young service technicians must go through a rigorous employment screening process.



Multiple Interviews



Interest Analysis



Background Check



Drug Screening

D. The contractor shall respond within 2 business days of receipt of a new order with confirmation of the order. The delivery date should not be more than fourteen (14) business days from the date of the order unless otherwise agreed upon by the University. The contractor shall coordinate delivery time at a minimum of 2 business days in advance of the equipment delivery. The University has the option to refuse delivery at no charge when proper coordination has not been performed.

RJY will comply.

C. Service and Support:

E. Two service technicians should be readily available daily to perform repairs as necessary. Normal business hours for the university are 8AM to 5PM Monday through Friday. Contractor shall also provide service availability according to the Radford University Holiday Schedule which can be found at <https://www.radford.edu/content/human-resources/home/employee-experience/holidayschedule.html>

as needed in the case that Radford University business offices or faculty areas are open; the university will supply applicable dates as requested. A response time of four (4) hours is expected, with problem resolution no later than the next business day.

Our core service initiative includes technicians who are vocationally exceptional, encourage superior communication, and understand customer needs. RJY technicians will communicate with RU staff to enhance workflows based on machine capabilities and to provide an enjoyable technician/end-user experience.



**2-Hour Average
Response Time**



**4-Hour Guaranteed
Response Time**



**70% Calls Resolved
on 1st Tech Visit**

C. Service and Support:

F. The contractor shall provide all labor, materials, tools, and equipment to properly service and maintain the equipment provided to the university.

RJY incorporates preventative and predictive maintenance service approaches. Technicians are incentivized to minimize customer downtime. Machines are cleaned and adjusted as a part of ongoing preventative maintenance. The key to our call minimization approach is end-user understanding and training.



Lubrication
of equipment



Routine cleaning
of equipment



Adjustments to
equipment



Replacement parts
due to normal
wear & tear



Replacement of
unserviceable parts

G. The contractor shall either locally stock or be able to obtain delivery of parts within four (4) business hours of the service personnel identifying the need for the part(s).

All RJY technicians are furnished with a vehicle inventoried with parts for the associated machine population they are responsible for servicing. In the unlikely event parts are not available from a technician's vehicle stock, needed parts are available at our main inventory location (RJY headquarters) and/or overnight from all manufacturers.

C. Service and Support:

H. If repairs or parts are necessary and the time to complete repairs or install parts will be greater than two business days, the contractor shall provide loaner/substitute equipment at no additional cost to the university until repairs or installation of parts can be completed and the equipment is usable by the university unless otherwise agreed upon by the university. No additional fee will be allowed for a backup device. Only cost per copy charges will be allowed. The contractor shall keep backup units on hand as necessary in the event that equipment is out of service.

RJY will provide RU availability of interchangeable machines for equipment deemed inoperable and in critical locations. RJY will reserve devices with various capabilities, accessible always as an immediate substitute to reduce downtime at RU.

I. The contractor shall provide a new device that is equal to or exceeds the device specifications in the event that the volume of service calls exceeds that indicated by the manufacturer's monthly call per volume recommendations. If it is clearly documented that the contractor cannot keep a device running due to the same or similar problem for repeated service calls, a new device that is equal to or exceeds the device specifications will be provided. After year three (3) contract replacements may be refurbished. No additional charge will be allowed for a replacement device. The contractor must remove the defective device within ten (10) business days at no charge to the university.

RJY will comply.

C. Service and Support:

J. In the event that the device needs to be moved to another department or building location at the university, the contractor will work with RU TAC to schedule the equipment move at no additional charge to the university.

RJY will comply.

K. Most devices will be placed in departments for faculty/staff usage. On certain occasions devices may be placed in locations for student usage. If this occurs, the contractor must install locks to secure the mechanics of the unit and the paper supply at no additional cost.

RJY will comply.

L. The contractor is responsible for the removal of any device removed from service and at the end of the contract term at no additional charge to the University.

RJY will comply.

C. Service and Support:

M. The contractor should provide quarterly reports to Radford University consisting of, but not limited to, the following:

1. The number of devices placed (listed by month and total to date)

RJY will comply.

2. Average response time for all service calls.

RJY will comply.

3. Summary of all service calls, with device, issue, and resolution information.

RJY will comply.

4. Plan of action for any device with more than four (4) service calls in any consecutive three (3) month period.

RJY will comply.

C. Service and Support:

5. Average copy volume per model.

RJY will comply.

6. Reports should be available upon request by the University.

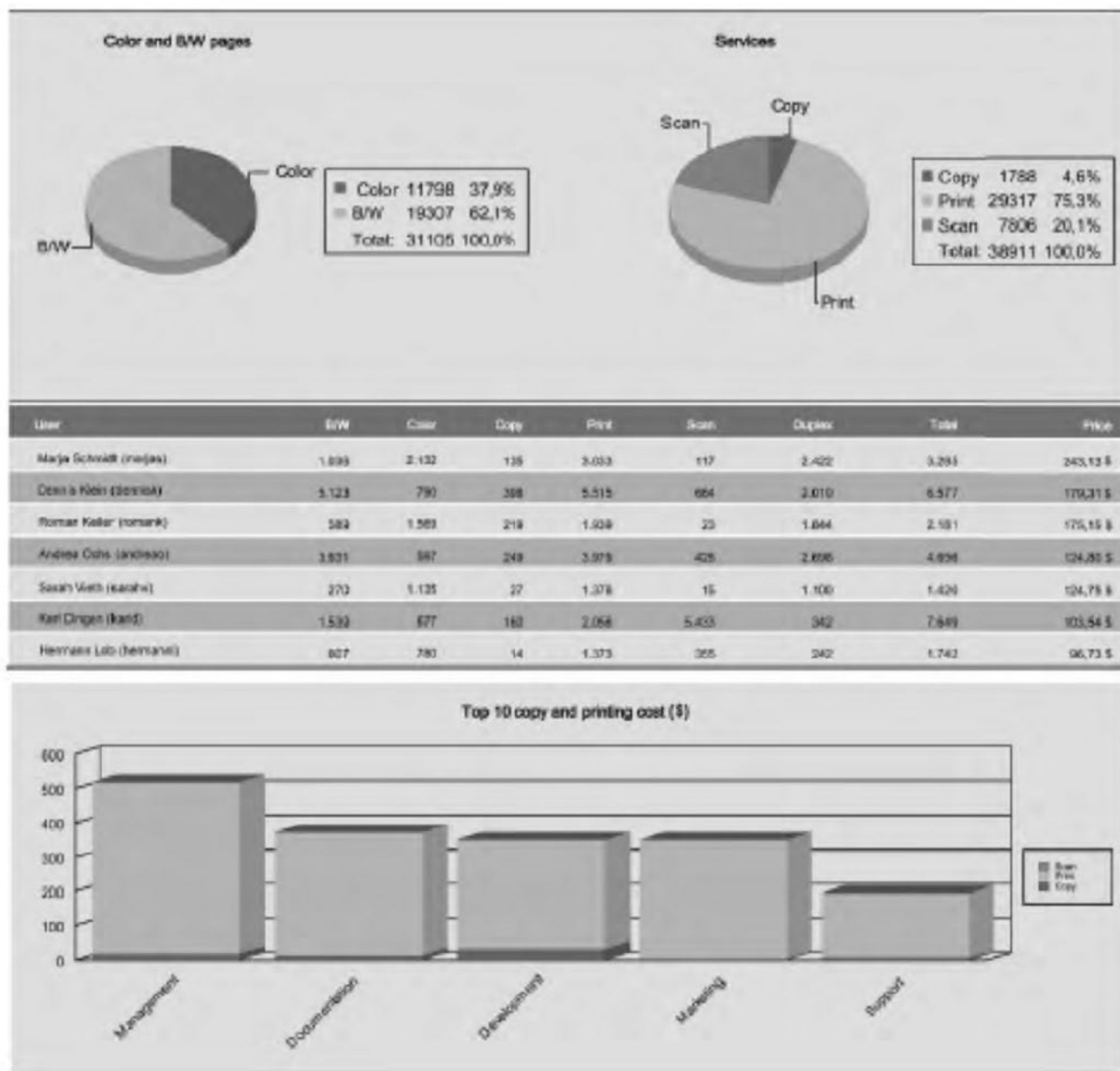
RJY will comply. We can provide customized reporting to suit RU's needs.

Please see the following examples of our service and volume reports.

Calls Cleared during: November-2014

Customer Name	Address	Call Number	Equipment Number	Call Type/Desc	Description	Close Date	Response Time	Technician	Notes	Revised/Call Number	Cancel Description
UNIVERSITY OF CALIFORNIA	1000 UNIVERSITY BLVD	SC195522	504BY	MACHINE WORKING	NEEDS TO BE CLEANED	10/22/2014 16:35	6.3	SCOTT MCMILLAN	Four copies, replaced cartridge, cleaned and checked		
UNIVERSITY OF CALIFORNIA	1000 UNIVERSITY BLVD	SC193882	520BY	CUSTOMER RELATIONS	Courtesy call	10/20/2014 11:39	6.45	MIKE TROSCIAIR	Inspected/ cleaned as needed. Tested, OK.		
UNIVERSITY OF CALIFORNIA	1000 UNIVERSITY BLVD	SC193880	519BY	CUSTOMER RELATIONS	Courtesy call	10/20/2014 10:49	6	MIKE TROSCIAIR	Inspected/ cleaned as needed. Tested, OK.		
UNIVERSITY OF CALIFORNIA	1000 UNIVERSITY BLVD	SC193821	518BY	CUSTOMER RELATIONS	Courtesy call	10/20/2014 10:21	6.27	MIKE TROSCIAIR	Inspected/ cleaned as needed. Tested, OK.		
UNIVERSITY OF CALIFORNIA	1000 UNIVERSITY BLVD	SC189710	599CC	MACHINE WORKING	WONT PRINT/ REPLACE CARTRIDGE/ DID AND STILL SAYS REPLACE! ***URGENT ETA*****	10/17/2014 11:25	6.58	JERRY VAUGHN			
UNIVERSITY OF CALIFORNIA	1000 UNIVERSITY BLVD	SC180333	599CC	MACHINE WORKING	WONT PRINT/ REPLACE CARTRIDGE/ DID AND STILL SAYS REPLACE! ***URGENT ETA*****	10/6/2014 15:29	2.58	JERRY VAUGHN	Need maintenance kit	SC189710	
UNIVERSITY OF CALIFORNIA	1000 UNIVERSITY BLVD	SC186645	616CC	DOWN MACHINE	SC542	10/3/2014 12:55	1.98	MARVIN CATLETT	Power outage. Reset code.		
UNIVERSITY OF CALIFORNIA	1000 UNIVERSITY BLVD	SC186642	617CC	MACHINE WORKING	ANTHONY SC-942	10/3/2014 12:54	1.95	MARVIN CATLETT	Power outage. Reset code.		

C. Service and Support:



D. University Training and Communication:

A. The contractor should provide all training for key operators and other department personnel immediately after each installation at no additional cost to the university. In exceptional circumstances, mutually agreed-upon situations may require training of 2 business days. On-going training may be requested as needed by the university. A technician should be present during all installations. The contracted vendor will not be allowed to visit University departments for installation without a RU TAC staff present.

RJY will comply.

B. Describe your firm's approach to configurations and Windows print servers to facilitate cost savings. For example, duplex printing, distinguishing between black & white and color, print versus scan, reducing wasteful printing.

RJY's Admin Web Interface allows for centralized management of all users, printers, MFPs, as well as accessing Reports, and creating policies that address waste and allow for less expensive printing.

C. Provide an outline of the training by the Offeror. Specify the training required for technical staff and end users. If a train-the-trainer approach is used for end-user training, provide details.

RJY will have several resources during installation of equipment to ensure formal training for identified end-users on how to use the newly implemented devices. Initial and ongoing training processes will begin utilizing large groups, small groups, and onsite liaison (videos, process mapping, and on-site training). Training and support materials will be provided to those impacted

to help embrace and sponsor the upcoming transition. These materials can be customized for any solution proposed by RJY.

See sample training materials on the following pages.

D. University Training and Communication:

QUICK START GUIDE

HOW TO USE SECURE PRINT

- 1

Send File to Print Queue

 - Send document to print as usual.
Document will be sent into a print queue and remain there up to 18 hours until released.
- 2

Release Print Job

 - Swipe Vanderbilt ID card at designated area on device.
Cost center(s) and document(s) in print queue will be displayed.
 - Select desired cost center (if more than one is displayed) and document to release file to print.

Forgot Vanderbilt ID card?

 - Select *Swipe card or touch here to begin* on Pharos start screen.
 - Enter VUID and password on keypad.
 - Select *Logon* button (bottom right).

Printing more than one document and/or selecting from a different cost center?

 - Select *My Account* to return to cost center/ documents lists.

Need to make a quick copy in the middle of print job?

 - Select *Make Copy*.
 - Select *Main Menu* for additional copy features.
- 3

Log Out

 - Select *Log Out* or session will expire after 30 seconds.

For Service & Supplies call (800) 347-1955 or go to rjyoung.com to set up online ordering.

D. University Training and Communication:

QUICK START GUIDE

2

COPY, SCAN & FAX

1 Copy

- Swipe Vanderbilt ID card at designated area on device. *Cost center(s) will be displayed.*
- Select desired cost center (if more than one is displayed).
- Select **Make Copy** or **Main Menu** for additional copy features (duplex, staple, etc.)

2 Scan (no charges apply)

- Swipe Vanderbilt ID card at designated area on device to access.
- Select **Main Menu** for Scan & Send.
- Select **Send to Self** (based on Vanderbilt ID card), email from address book or select **New Destination** and enter VU email address.
- Select **Start**.

3 Fax (where applicable)

- Swipe Vanderbilt ID card at designated area on device to access.
- Select **Main Menu** for Fax.
- Enter desired fax number.
- Select **Start**.

4 Back to Print Job List

- Select **Print Release**.
- Select **My Documents**.



For Service & Supplies call (800) 347-1955 or go to rjyoung.com to set up online ordering.

E. Implementation:

A. Describe a proposed implementation plan for the rollout of the devices across the campus assuming a final contract award date in March, with awareness that devices will need replacement during the month of July.

RJY does not endorse a generic or boilerplate approach for addressing process improvements in organizations the size and scope of RU. Each situation is assessed methodically and considers how altering internal processes within one department might impact the various groups within the entire organization.

Typically, a major emphasis will be placed on pre-work in conjunction with RU leadership and IT staff to determine a desired outcome of any study. A customized Scope of Services analysis program is built to aid in reaching the desired outcome. Our role in this process is to serve as an information-gathering entity and then to provide comparisons against best practices we have developed with clients of similar size over the years.

Once a proper analysis has been conducted, we will propose monthly meetings to be conducted among management personnel with sales, technical service, and operations managers. RU leaders will be present to discuss issues, opportunities, and process improvement. These meetings devote a large part of the agenda to customer satisfaction and the accomplishment of the project objectives. In addition, with an account the size of RU, quarterly reviews will be conducted to assess the level of service and satisfaction. Reviews will cover accountability surrounding project objectives and any areas of concern or improvement.

RJY will provide a comprehensive program to reduce costs. We will provide RU with a comprehensive assessment of the needs of each department and make recommendations for equipment placement based on your users' needs as well as industry standards. In many cases, proposals for fleet reduction do not consider specific departmental needs and the realities of life and work in a university. Because of our experience in higher education settings, we understand

E. Implementation:

these needs and will ensure the satisfaction of your leaders and staff as well as provide insightful fleet planning and handling resulting in a successful program and cost savings.

Because we are an independent company, we will offer RU the flexibility to adapt to the ever-changing environment. We provide in-house leasing, which dramatically simplifies billing and will give RU the flexibility to make the necessary changes to the program.

Once awarded the opportunity to further our partnership with RU, RJY will begin a series of analysis planning meetings. Upon completion of these foundational steps, RJY will be able to offer a truly customized and comprehensive plan for the transition stage.

[SAMPLE] RJY NINE STEP IMPLEMENTATION PROCESS

1. Pre-implementation planning meeting to establish goals and objectives of RU
2. Analysis of facilities, inventory, and end-users
3. United agreement of objectives and plans between RJY and RU leaders
4. Public announcement and endorsement of plans released to RU staff and faculty
5. RJY change management practices initiated
6. Physical implementation (installation/moves/de-installation of devices, software, servers, etc.) begins
7. Initial and ongoing training processes begin utilizing large groups, small groups, and onsite liaison (videos, process mapping, and on-site training)
8. RU feedback to RJY via benchmark attainment meetings throughout implementation
9. Scheduled business reviews begin and recur throughout the partnership

F. Billing Specifications:

A. See Section 14 INVOICING and PAYMENT for specifics billing details.

INVOICES and PAYMENT: Invoices for goods or services provided under any contract resulting from this solicitation should be submitted by email to acctspayable@radford.edu

Invoices shall be identified with the assigned contract number. Invoices shall identify contract pricing for all good/services payment is being requested. If submitting invoices by mail use the following address. Email is the preferred method of invoice receipt.

***RADFORD UNIVERSITY
ACCOUNTS PAYABLE
POST OFFICE BOX 6906
RADFORD, VA 24142-6906***

Payment will be made thirty days after receipt of proper invoice for the amount of payment due, or thirty days after receipt of goods / services, whichever is later, in accordance with the Commonwealth of Virginia Prompt Pay Act.

One of our strengths as an independent dealer is that we can offer customized solutions to our customers. The billing aspect is not unique to this approach. We can customize our billing in a way that corresponds with the business processes of the financial institution (up to 37-data points). We can offer one comprehensive invoice broken down by multiple locations or departments or take a decentralized approach to the billing. Decentralization could even be distilled down to single devices. In short, whatever best fits the customer we can comply.

Please see the following page for a sample invoice.

F. Billing Specifications:

	 <small>Electronic Portal for Account Management, Service & Supplies</small>
	<ul style="list-style-type: none"> • Order Supplies • Check Order Status • Enter Service Calls • Check Service Call Status • Input Meter Readings • View Account Info • Pay Invoices by Credit Card • 24/7
Contact us Monday through Friday between 8am and 5pm CT 800-347-1955 or ePASS@rjyoung.com to sign up!	

CONTRACT INVOICE

Invoice Number: INV0000000
 Invoice Date: 00/00/0000

Bill To: CUSTOMER
 0000 ANYWHERE STREET
 ANYWHERE, ST 00000
 USA

Customer: CUSTOMER
 555 ANYWHERE STREET
 ANYWHERE, ST 00000
 USA

Account No	Payment Terms	Due Date	Invoice Total	Balance Due
AZ123	Due Upon Receipt	00/00/0000	\$133.81	\$0.00
Contract Number	Contract	Contract Amount	P.O. Number	Contract Type
ABCD00-01		\$133.81		CPC B & W Copier
Remarks				

Summary:

Contract base rate charge for the 00/00/0000 to 00/00/0000 billing period
 Contract overage charge for the 00/00/0000 to 00/00/0000 overage period

\$133.81 *

\$0.00 **

*Sum of equipment base charges **See overage details below

\$133.81

Detail:

Equipment included under this contract

Printer/AB000000SP

Number	Serial Number	Base Charge	Location
7900H	G146R100890	\$0.00	CUSTOMER 0000 ANYWHERE STREET ANYWHERE, ST 00000

Meter Type	Meter Group	Begin Meter	End Meter	Credits	Total	Covered	Billable	Rate	Overage
B/W	B/W	65,289 *	77,289 *		12,000	12,000	0	\$0.018494	\$0.00
* Estimated meter reading									\$0.00

Remit Payment To:
 MSC 7511
 Robert J Young Company
 PO Box 415000
 Nashville, TN 37241-7511

Invoice SubTotal	\$133.81
Tax:	\$9.70
Invoice Total	\$143.51
Balance Due:	\$143.51

F. Billing Specifications:

B. Each Device must be assigned a unique number by the contractor that should be easily visible on the exterior of the machine. A billing system and invoice information will be finalized upon contract negotiation.

RJY will provide quarterly readings of all equipment provided and submit the individual copier meters and totals identified by serial number, school name and location. All devices will be equipped with an RJY equipment identification tag (see image), which includes equipment identification number, RJY phone number and instructions on how to access our 24/7 Electronic Portal for Account Management, Services and Supplies (24/7 ePASS™).



C. The contractor must designate one contact person accountable to the University for the following:

- o Complete order entry to machine delivery process.***
- o Billing.***
- o Handling issues related to service calls.***

RJY will assign one contact person to this account upon contract award who will handle ordering, billing, and issues related to service calls.

G. Reporting and Delivery Requirements:

a. The Contractor is required to provide a weekly progress report to the Contract Administrator outlining the following:

- 1. Specific tasks completed as per the contract provisions and their completion dates.***

RJY understands and will comply.

- 2. Projected completion dates for the remaining tasks required by the contract.***

RJY understands and will comply.

b. If applicable, the Contractor should provide a quarterly report to the Radford University Director of Strategic Sourcing and Supplier Diversity detailing the small business subcontractor spending.

RJY will provide quarterly readings of all equipment provided and submit the individual copier meters and totals identified by serial number, school name and location.

Our typical procedure is to schedule quarterly business reviews with our business partners. During this meeting a litany of topics are discussed including a performance analysis of the fleet, billing summaries, account representation, innovation/technology, and the requested savings options. Our goal is to provide an open dialog with our customers so that total satisfaction is achieved.

H. Optional:

A. Print Management Software – Include options for print management software that could assist the campus community in making informed decisions about the devices they use for large print jobs and the cost of color jobs when color printouts is selected. Can this service also link our office printing to our production printing center?

RJY recommends leveraging RU's Papercut solution. RJY can assist with any additional licensing if needed, along with Professional Services for best practices, deployment, and ongoing support.

Also, if Radford University is to transition their Papercut to RJY, we would need to include \$14,900 for the following:

- Papercut embedded (4) for the 4 Xerox replacements you currently have it on.
- 5 years support
- Payment Gateway
- PS for configuration
- 4 card readers

B. Test Grading Capabilities – Present options for allowing Faculty to use the device in their department to scan and grade bubble sheet tests. Currently, this functionality is provided by faculty dropping tests off at a central location on campus.

Optionally, RJY can provide a bubble sheet solution allowing teachers to scan and grade their own tests. Teachers could scan from a MFD or personal scanning device into their Home Folder by which the solution would ingest and grade removing the need for grading sheets and/or any additional proprietary hardware.

H. Optional:

C. Describe capability for secure release of documents where an individual initiates printing, but the document is not printed until the user is at copier and releases the job.

RJY has always kept the privacy and security of customers as a top priority. We take a proactive approach towards security measures, ensuring our customers' information assets are protected against increasingly advanced and diverse threats. RJY is simultaneously striving to maintain and improve the high levels of security on the devices it supplies, analyzing each customer's work environment and verifying the proper security protocols are in place to maintain a secure, regulation-compliant network for user and patient information alike.

When devices are being installed, passwords and usage restrictions can be set. Access control, stored data protection and audit logs, and security updates are conducted to support secure usage of the products. Various protocols and applications, either resident on the MFP or available as options, can also help limit access to the devices to authorized employees. Network security features can also be configured to limit device communications to designated IP/MAC addresses and to control the availability of individual network protocols and ports. In the event that a device is decommissioned, initialization and internal data sanitization can be performed to prevent malicious parties from taking data from device after disposal. Secure Printing or Private Print features allow you to send a print job to a shared or publicly located printer/copier and hold the job in the printer's memory until you enter an access code to print or delete the document.

D. Describe any cloud printing solution your company can provide Radford University as an option for potential future use of this contract.

RJY can leverage Papercut's Hive solution as a cloud alternative.

H. Optional:

E. Enhancing Student Experience: Describe how your print solution can enhance the student experience with printing in computer labs.

RJY can enhance the student experience by allowing students to authenticate using their smart phone, student ID (additional hardware may be required), or PIN. Once authenticated, students can release their printed job which debits their student account. In addition, students could scan to their Google Drive, One Drive, or Box account.

F. This contract is not intended to manage local desktop devices. However, the University is open to suggestions and retains the right to negotiate the inclusion of such devices during the contract period if any department within the University requires them. If relevant, include this information in your response. The University does not centrally manage desktop devices, and these devices are typically not network.

Print Production Devices – At this time our intention is not to replace the existing production devices using this contract. Instead, we aim to provide this information for your consideration, with the possibility of incorporating these devices now or in the future. Our intent is that this contract will offer us the option to replace or expand the fleet of these devices as needed.

Radford University currently operates a production print shop with several leased production devices. The cost covers parts and supplies, including toner and staples. All 3 device leases expire in mid-December 2024.

H. Optional:

For the two Versant Production devices, the per page cost remain the same for both 8.5x11 sheet as they are for a 13x19.33 sheets counting as one impression. Sheets measuring between 19.33 and 26 inches count as two impressions. All 3 devices are equipped with a Fiery digital front end. It is important to note that all service and maintenance call for these devices are handled directly through the print ship and not through the RU Technical Center (TAC).

Device	Optional Units Installed	Black & White Cost Per Impression	B&W Volume July 2022 – June 2023	Color Cost Per Impression	Color Volume July 2022 – June 2023
Xerox Versant 180p	<ul style="list-style-type: none"> • Pro Booklet Finisher • Inserter 	.004	198,825	.0365	222,177
Xerox Versant 3100	<ul style="list-style-type: none"> • Pro Inserter • 2-knife crease/trim • Pro Booklet Finisher • Square fold booklet trimmer 	.006	22,623	.0375	401,274
Xerox Altalink e8055	<ul style="list-style-type: none"> • BR Booklet Finisher 	.0045	30,219	.0375	7,875

H. Optional:

Please see the Appendix section for the Ricoh Production device brochures.

Pricing for Ricoh Production devices are as follows:

Production Devices			
Xerox Device	Ricoh Equivalent Device	QTY	Monthly Base Cost
Xerox 180 Press Fiery Controller	Ricoh Pro 5310s	1	\$ 744.52
Xerox 3100 Press with Fiery Controller	Ricoh Pro 5310s	1	\$ 744.52

PRODUCTION SERVICE	
Service Rate	
B/W	\$0.0050
COLOR	\$0.0350

SECTION 10. SPECIFIC REQUIREMENTS:

Proposals should be as thorough and detailed as possible so that Radford University may properly evaluate your capabilities to provide the required goods or services. Offerors are required to submit the following information/items as a complete proposal:

A. Proposed Installation Plan and Pricing Model / Financial Proposal:

All features and specs for each device proposed.

Once the contract is awarded, your RJY team will meet with you during the implementation process to assess, review, and define the installation plan to meet your July replacement goal.

Please see the following pricing proposal:

Multifunctional Devices			
Xerox Device	Kyocera & Ricoh Equivalent Device	QTY	Monthly Base Cost
C450DN	Kyocera TASKalfa 308ci	38	\$ 26.93
C605 X	Kyocera TASKalfa 508ci	9	\$ 64.43
C605 XL (with paper trays)	Kyocera TASKalfa 508ci	6	\$ 64.43
C7020	Ricoh IM C2510 (Cabinet A5)	57	\$ 48.86
C7030 (multiple paper trays, staple, 3-hole punch)	Ricoh IM C3010 (Internal Finisher SR3310, Punch Unit PU3100, Paper Feed Unit PP3320)	19	\$ 71.40
C8055 (multiple paper trays, staple, 3-hole punch)	Ricoh IM C6010 (Bridge Unit BU3100, Finisher DSR3320, Punch Unit PU3080, Paper Feed Unit PB3320)	57	\$ 98.55
C8155	Ricoh IM C6010	1	\$ 75.10

Option 1 is a Copy Per Copy for B/W and Color:

MFD SERVICE OPTION 1	
Service Rate	
B/W	\$0.0054
COLOR	\$0.0423

Option 2 is an Unlimited Flat Rate:

MFD SERVICE OPTION 2	
Unlimited Printing*	
Yearly Flat Fee	\$5,014.00
*Unlimited offers one flat monthly fee	
*RJ Young offers a free Unlimited Plan consultation, customizing fund allocation to suit department needs.	

Unlimited Flat Rate Printing

With Unlimited Flat Rate Printing you have **one flat monthly fee**.
No more meter readings!

Unlimited eliminates overages and provides consistent billing to assist with budgeting. This program is designed to provide you with a streamlined approach to printing, so you can focus on more important things – like running your business.

UNLIMITED

- o Unlimited Printing for one flat fee
- o Eliminates overages
- o No meter readings
- o Consistent billing to assist with budgeting
- o Unlimited service & training
- o Service, maintenance, parts, delivery, installation, & toner

B. Current Contact Information for Team Members and Experience

Current contact information for all team members and roles that will be assigned to this contract.

Suzie Bliss

Account Executive

(276) 226-1376

Suzie.Bliss@rjyoung.com

9 Years RJY Service

24 Years Project Management Experience

Darlene Passeretti

Account Executive

(540) 353-5262

Darlene.Passeretti@rjyoung.com

2 Years RJY Service

32 Years Project Management Experience

Jack Harmon

Sales Manager

(276) 469-9604

jack.harmon@rjyoung.com

5 Years RJY Service

25 Years Project Management Experience

Branch Office

909 Iowa Street

Salem, VA 24153

B. Current Contact Information for Team Members and Experience



RJ Young partners with many local and regional universities for their technology needs.

Below includes but not limited to the representation of universities we proudly support.



C. References:

Provide three to four references, either educational (preferred) or governmental, for whom you have provided the type of services described herein. Include the date(s) services were furnished, the client name, address, and the name and phone number of the individual Radford University has your permission to contact.

Please the following reference pages for Attachment D: Vendor Data Sheet.

C. References:

Attachment D


VENDOR DATA SHEET

*Note: The following information is required as part of your response to this solicitation. Failure to complete and provide this sheet may result in finding your bid/offer nonresponsive.

Qualifications: The vendor must have the capability and capacity in all respects to satisfy fully all of the contractual requirements.	
Vendor's Primary Contact: Darlene Passeretti	
NAME: RJ Young	PHONE: 540-353-5262
Year's in Business: Indicate the length of time you have been in business providing this type of good or service: YEARS: 68 years, since 1955	
References: Indicate below a listing of at least four (4) current or recent accounts, either commercial or governmental, that your company is servicing, has serviced, or has provided similar goods/services. Include the length of service and the name, address and telephone number of the point of contact.	
<div></div>	

C. References:

VENDOR DATA SHEET

			
		Company:	Contact:
		per Addendum #2 - 3 references will be accepted	
		Phone: ()	Email:
		Fax: ()	
Project:			
Dates of Service:	\$ Value:		

I certify the accuracy of this information.

Signed: Keith Burrell

Title: Regional Vice President

Date: January 3, 2024

D. Participation of SWaM Business:

If your business cannot be classified as SWaM, describe your plan for utilizing SWaM subcontractors if awarded a contract. Describe your ability to provide reporting on SWaM subcontracting spend when requested. If your firm or any business that you plan to subcontract with can be classified as SWaM, but has not been certified by the Virginia Department of Small Business and Supplier Diversity (SBSD), it is expected that the certification process will be initiated no later than the time of the award. If your firm is currently certified, you agree to maintain your certification for the life of the contract. For assistance with SWaM certification, visit the SBSD website at <http://www.sbsd.virginia.gov>.

RJY is not a SWaM business. We do not subcontract any portion of the services required in this bid; therefore, we will not be utilizing any SWaM subcontractors.

Appendix: Value Add

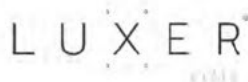
Discover Additional Products for Higher Learning



- Protect campus perimeters
- Improve reliability and minimize costs
- Lockdown doors in seconds
- Monitor campuses from anywhere
- Reduce administrative overhead
- Proactively deter threats



- IT exchange
- Library holds
- Bag and personal item storage
- Package management for campus housing
- 24/7 BOPIS (buy online, pick-up in store) pick up at student bookstore
- Peer-to-Peer exchange for students and staff



- Multipurpose monitors
- Picture-perfect projectors
- Intuitive pen displays
- All-in-one LED displays
- Additional accessories
- Virtual campus



- Always-on communication
- Collaborate across classroom or campus
- Seamless digital experience
- Ability to teach virtually
- Field student numbers without having to reveal personal phone numbers



Appendix: Value Add

Sponsorships

We are dedicated to committing our time and resources to our higher education institutions through sponsorships. We will create a highly collaborative program that enables a true win-win committed to each other's success.

Possible participation could include (but not limited to):

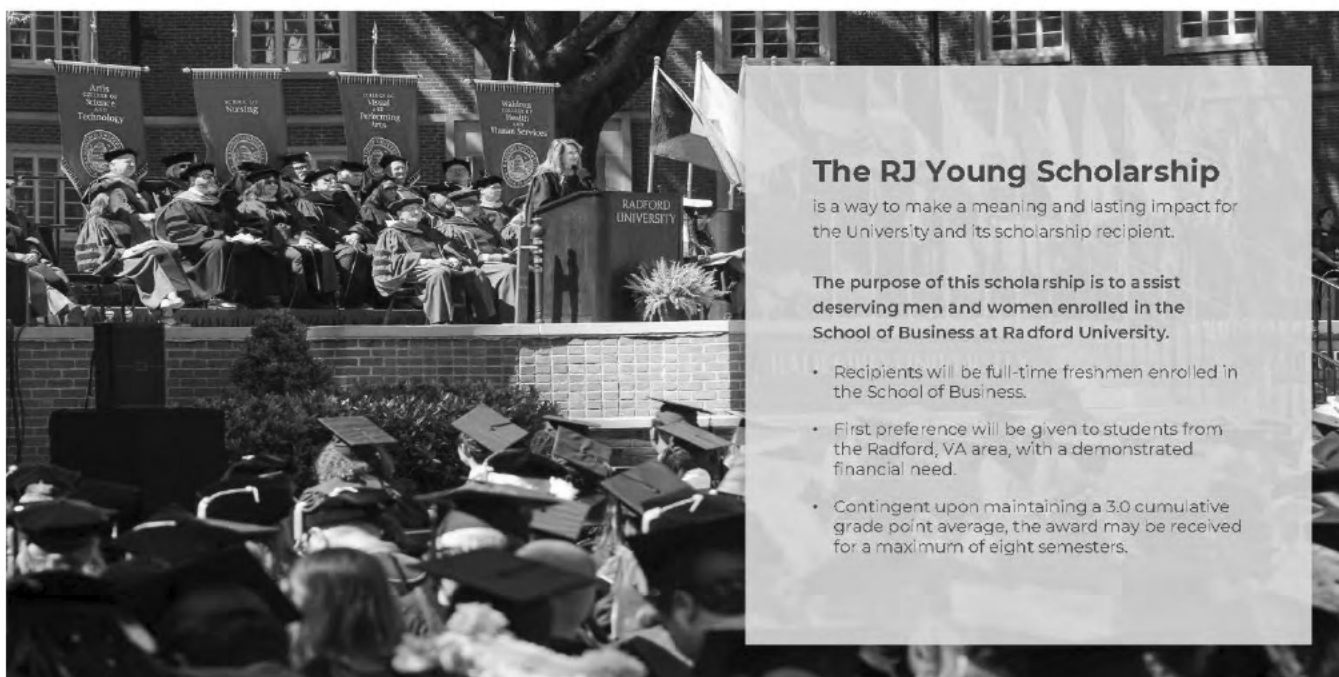
- Event sponsorships
- In-game program advertising
- In-kind printing
- Season ticket purchases
- Traditional advertising



By partnering with a community cornerstone such as Radford University, we hope to foster a long-term relationship and environment sparking creativity that's unparalleled.

Appendix: Value Add

Scholarship



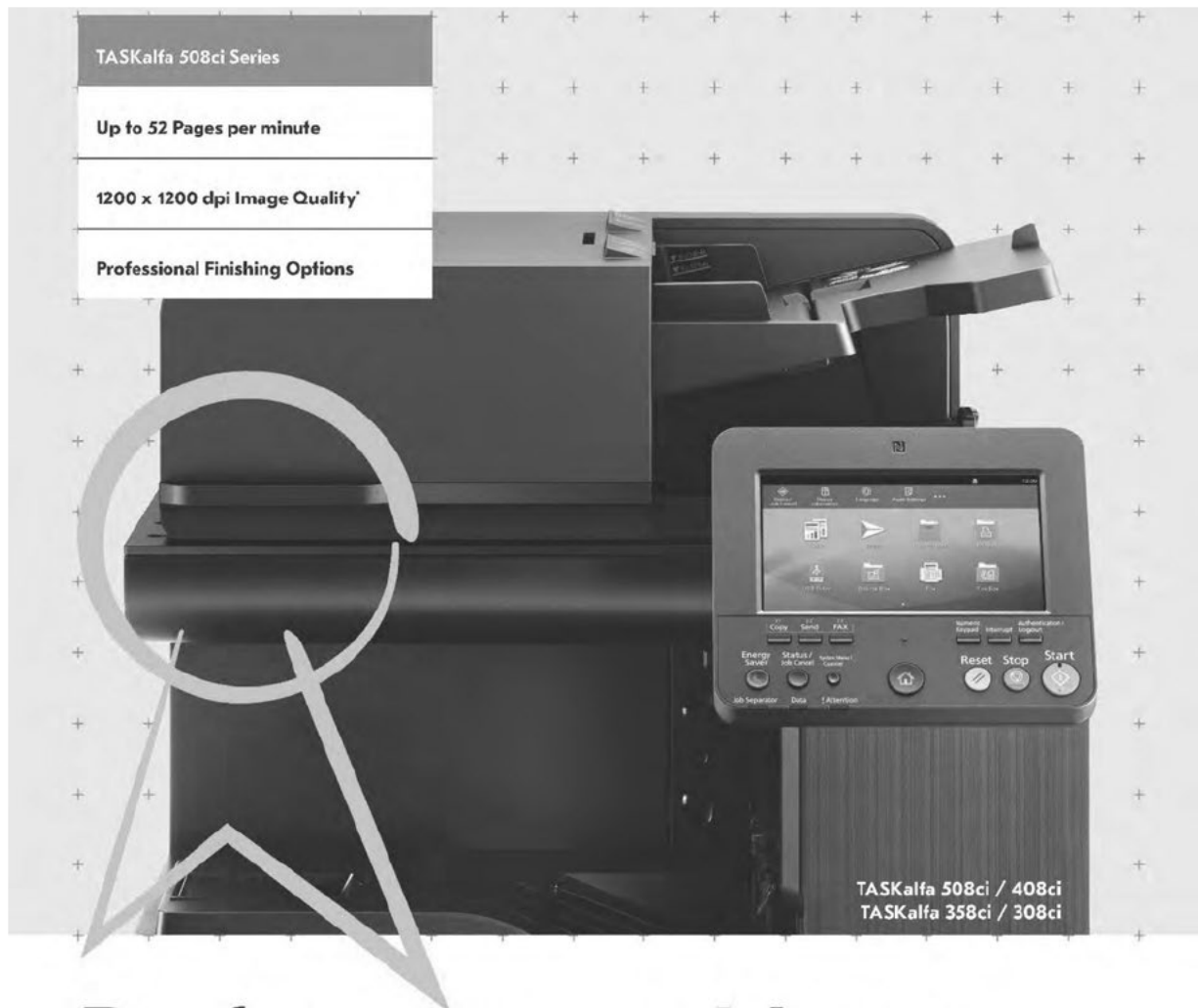
The RJ Young Scholarship

is a way to make a meaning and lasting impact for the University and its scholarship recipient.

The purpose of this scholarship is to assist deserving men and women enrolled in the School of Business at Radford University.

- Recipients will be full-time freshmen enrolled in the School of Business.
- First preference will be given to students from the Radford, VA area, with a demonstrated financial need.
- Contingent upon maintaining a 3.0 cumulative grade point average, the award may be received for a maximum of eight semesters.

Appendix: Kyocera TASKalfa 508ci Series



Performance without compromise.



usa.kyoceradocumentsolutions.com



The power and flexibility to expand as your needs evolve.

Business moves fast. And when you're growing, you want technology that can keep up and grow with you. Enter the compact, energy efficient and affordable Kyocera TASKalfa 508ci Series. These powerful multifunction printers keep pace with your dynamic, fast-growing business through rapid scanning, efficient printing, cloud connectivity and a full suite of paper handling and finishing options.

With an intuitive interface, vibrant color, smart device connectivity and a host of multi-layered security features the TASKalfa 508ci Series enhances your team's workflow. The beauty of these intelligent MFPs is that they can pivot as quickly as your business does, allowing you to choose the capabilities you need at every turn.



Impressive productivity.

Rapid printing and vibrant color are just the beginning. These multifunction printers pack a punch with intelligent features such as multiple paper feed detection and staple detection that help prevent problems before they even happen, ensuring greater system uptime and reduced staff frustration. Save time by printing directly from your NFC-enabled smartphone device or through a wireless connection on your network.



Versatile media handling.

Whether you're printing thank you cards for your best clients or spreadsheets for your latest analysis, you can configure this system to handle your exact media needs, in a multitude of sizes and weights. Opt for a maximum paper capacity of 3,100 sheets for workflows that require long print runs or designate trays to accommodate specific forms. And when needed, add finishing options that allow you to staple and hole punch with ease.



Exceptional scanning.

Scan, share and secure your documents quickly. Double-sided documents can be scanned in one pass at up to 120 pages per minute — with the assurance that the paper will flow through with protection against paper skip. Quickly share documents through the control panel, or easily save them to a USB or smart device via the KYOCERA Mobile Print App.



Comprehensive security.

Keep your data and documents secure with a Data Security Kit that comes built-in. Multiple layers of security can be deployed for network and PDF encryption, even during smart device-initiated print/scan jobs.

More features that make businesses competitive.



TASKalfa 508ci / 408ci / 358ci control panel

A touchscreen panel that's bright and intuitive.

From the moment you touch the tablet-like 7" Color Touchscreen Interface (TSI), you'll understand how to make the most of all its features and business applications. Navigate using a highly visual, colorful display that allows page scrolling, horizontal sliding, pinch-to-zoom, and drag-and-drop. It's familiar, straightforward and easy to use. The TASKalfa 308ci comes with numerical keypad.

The most persuasive presentations are in color.

This is business color output at its best. True 1200 x 1200 dpi print resolution makes everything you print crisp, colorful and vivid. Charts are easier to understand. Data comes to life. Presentations highlight your competitive advantage right from the start. Take advantage of high-quality, affordable color to make all your ideas stand out and get the attention and accolades they deserve.

Paper handling with flexibility.

Handle your printing needs in-house with a wide range of paper handling options. Choose from finishing options and paper feeders that can accommodate up to 3,100 sheets of plain, bond, recycled, cardstock, transparencies, labels or envelopes (60-200 gsm). This means long, uninterrupted print runs can be done right from your desktop, saving you time and money.

More possibilities with more finishing options.

This multifunctional printer goes beyond printing and scanning, expanding to meet the exact needs of your business at any stage. Choose from a range of paper handling and finishing options, from a space-saving 300-sheet internal finisher to a professional-grade finisher that staples and hole-punches up to 3,200 sheets. These powerful add-ons help you to tailor every job down to the last detail.



As compact as you need it to be.

In many offices, space is tight. The TASKalfa 508ci Series fits right into your office with its compact size. Its small size belies its power to maximize your employees' productivity. And, once your needs change, you can easily add output and finishing options to get the exact results you're looking for.

The TASKalfa 508ci / 408ci / 358ci / 308ci Options



Only available for the TASKalfa 508ci / 408ci / 358ci models

Available on all TASKalfa 508ci / 408ci / 358ci / 308ci models

¹ Requires AK-S100

² Requires PF-S120

Keep everyone on the same page.



Support employees with mobile capabilities

Keep employees moving swiftly with print, scan and send features at their fingertips. KYOCERA Mobile Print, Apple AirPrint®, Google Cloud Print™, and Mopria® help them easily use the TASKalfa to its full advantage. Standard Near Field Communication (NFC) for Android™ and Wi-Fi Direct provides added smart device convenience.

Simplify IT management

Simplify IT management with Command Center RX from Kyocera, a standard web-based interface that enables remote printing, file sharing, device monitoring, settings updates and address book entry, right from your desktop.

Print and share frequently used files, securely

Print and share frequently used files with Document Box, a secure area on the hard drive where documents are conveniently stored and easily retrieved.

Reduce costs

Reduce costs with Proof Copy Mode. Print and approve a sample copy before duplicating large documents to prevent waste.





Remote monitoring redefined.

Optimize device uptime and reduce costs with KYOCERA Fleet Services (KFS), a highly-secure cloud-based monitoring solution that offers real-time visibility info:

- **Device Status:** Take a proactive approach to error resolution to ensure that your fleet operates at peak performance.
- **Counter Activity:** Eliminate administrative burden with automatic meter reading, for accurate and timely billing.
- **Supply Levels:** View consumable levels to prevent unnecessary workflow interruptions.
- **Usage Trends:** Identify print, copy, scan and error code trends to make more informed decisions (fleet right-sizing), and further optimize workflow.



Keep work safe and secure.

The TASKalfa 508ci Series offers standard security features built into the device software, as well as optional enhancements to help keep sensitive documents from falling into the wrong hands. Work confidently with:

- Standard Data Security Kit (E) for overwrite and encryption, to help safeguard mission-critical workflows.
- Standard Embedded TPM
- Standard Secure Boot
- Standard Run-Time Integrity Check
- Added "Power Users"
- PDF Encryption to restrict access for displaying and printing PDFs by assigning a secure password.
- Private Print function with password protection and User Authentication.



There's an app for that.

Kyocera's robust portfolio of customizable business applications lets your team accomplish even more, further boosting productivity. Leverage information how, when and where you need it.

Take advantage of KYOCERA Net Manager, a server-based web application, to efficiently provide secure printing and copying and enable easy accounting of print-related expenses. The Print&Follow function allows users to securely print to any printer managed by KYOCERA Net Manager.

Kyocera Business Apps are powered by HyPAS™ (Hybrid Platform for Advanced Solutions), a Kyocera-developed software platform that expands your MFP's core capabilities with simple touch-screen operations that address your unique workflow needs. From mobile and cloud to cost control and security solutions, these business applications seamlessly and securely integrate with Kyocera MFPs.



Print smarter for the planet.

The TASKalfa 508ci Series works confidently with your business to maintain a tidy environmental footprint by reducing waste and eliminating unnecessary energy consumption.

- Exclusive long-life technology and consumables.
- Programmable Energy Saver function helps you control costs, and Low Typical Electricity Consumption (TEC) values support your goals for energy conservation.
- ENERGY STAR® version 3 compliant, with Low Power Mode and Sleep Mode settings.
- Environmentally-friendly Waste Toner Bottle design.



Each model is a powerhouse that moves at the speed of your business to get all of your important tasks done. For detailed information regarding the performance of the individual models listed below, please refer to the TASKalfa 508ci Series Specifications Guide.

Specifications



TASKalfa 508ci

Pages Per Minute: Color and Black – Letter: 52 ppm, Legal: 42 ppm

Warm Up Time: 24 Seconds or Less (Power On)

First Page Out:

Copy: 5.3 Seconds or Less Black,
6.2 Seconds or Less Color
Print: 5.4 Seconds or Less Black,
6.4 Seconds or Less Color

Typical Electricity Consumption (TEC): 120V: 0.71 kWh/week; 220V: 0.67 kWh/week

Weight: 109 lbs
(excludes Optional Document Processor)

Maximum Monthly Duty Cycle:
150,000 Pages per Month

Dimensions: 21.65" W x 21.65" D x 24.13" H

TASKalfa 408ci

Pages Per Minute: Color and Black – Letter: 42 ppm, Legal: 34 ppm

Warm Up Time: 24 Seconds or Less (Power On)

First Page Out:

Copy: 5.8 Seconds or Less Black,
6.9 Seconds or Less Color
Print: 5.4 Seconds or Less Black,
6.4 Seconds or Less Color

Typical Electricity Consumption (TEC): 120V: 0.59 kWh/week; 220V: 0.55 kWh/week

Weight: 109 lbs (excludes Optional Document Processor)

Maximum Monthly Duty Cycle:
150,000 Pages per Month

Dimensions: 21.65" W x 21.65" D x 24.13" H

TASKalfa 358ci

Pages Per Minute: Color and Black – Letter: 37 ppm, Legal: 30 ppm

Warm Up Time: 24 Seconds or Less (Power On)

First Page Out:

Copy: 5.9 Seconds or Less Black,
7.3 Seconds or Less Color
Print: 5.5 Seconds or Less Black,
6.5 Seconds or Less Color

Typical Electricity Consumption (TEC): 120V: 1.86 kWh/week; 220V: 1.66 kWh/week

Weight: 104.5 lbs
(excludes Optional Document Processor)

Maximum Monthly Duty Cycle:
100,000 Pages per Month

Dimensions: 21.65" W x 19.96" D x 29.13" H

TASKalfa 308ci

Pages Per Minute: Color and Black – Letter: 32 ppm, Legal: 26 ppm

Warm Up Time: 20 Seconds or Less (Power On)

First Page Out:

Copy: 6.4 Seconds or Less Black,
7.8 Seconds or Less Color
Print: 7.0 Seconds or Less Black,
8.0 Seconds or Less Color

Typical Electricity Consumption (TEC): 120V: 1.55 kWh/week; 220V: 1.43 kWh/week

Weight: 109.3 lbs (includes Standard RADF)

Maximum Monthly Duty Cycle:
100,000 Pages per Month

Dimensions: 21.65" W x 19.96" D x 29" H (includes RADF)

* 1200 x 1200 dpi at reduced speed



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KYOCERA Document Solutions America, Inc.
Headquarters: 225 Sand Road, Fairfield, NJ 07004-0008, USA
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v012420

Appendix: Ricoh IM Series



RICOH
imagine. change.

Digital full color multifunction printers

- IM C2510
- IM C3010
- IM C3510
- IM C4510
- IM C6010

✓Printer ✓Copier ✓Scanner ✓Fax

Model	Speed (ppm)
IM C2510	25 ppm
IM C3010	30 ppm
IM C3510	35 ppm
IM C4510	45 ppm
IM C6010	60 ppm

Intelligent devices that unlock powerful results

The office landscape has changed tremendously in the last few years. As more companies adopt hybrid and borderless work, digital workflows are opening up new possibilities for better information sharing, in-office space optimization, efficiency, and cost-effective operations.

At the same time, the need for more robust IT and print infrastructure, including improved software and hardware solutions to address security challenges, has emerged — and the pursuit of responsible environmental stewardship has never been more important.

Ricoh's latest generation of IM C Series is tailored to support businesses like yours in optimizing a digitally-enabled workplace with technology designed to enhance productivity and protect your data. These intelligent devices lead the market in environmental performance and offer seamless scalability to adapt to your changing business needs. They also provide employees an enhanced experience with a simple-to-use interface, the ability to create high-quality color output on-demand at a reasonable cost, and the versatility to easily transition between paper and digital workflows.

The IM C Series has everything you need to capture, print, connect, and keep your information secured to unlock powerful results, and build the ideal hybrid print infrastructure for your business.



Support your sustainability goals with leading Typical Electricity Consumption (TEC) values and more recycled plastic



Protect your business' data and intellectual property



Get the latest device technology and customization options to match your needs



Work more efficiently with improved usability and productivity





Designed for your workplace today — and tomorrow

Today, the need for a seamless print infrastructure is an essential part of a successful digital workplace strategy to support employees wherever they are.

With Ricoh's intelligent devices, you can digitize your document workflows and gain fast and secured access to your information when needed. With standard copy, print, and scan capabilities, you can customize your device by adding software solutions, apps, and cloud services to support every stage of your business growth.

The newest generation of the IM C Series offers users a seamless experience and great results. From brilliant color output to enhanced data security, scanning, and paper handling, these devices will help you elevate the way work gets done.

The new benchmark in sustainability

As an industry leader in environmental performance, we make a difference not just through our own commitments, but by supporting your targets, too. We help you save energy and minimize your environmental footprint and have also added enhanced scanning features to promote more digital workflows that help reduce paper consumption and waste.

More energy savings

Toner fixing accounts for up to 70% of a printer's energy consumption. Our innovative IM C Series offers significantly lower energy usage through a new toner that fuses at a lower temperature. Power consumption during Sleep Mode has been reduced to help you achieve a smaller carbon footprint and lower costs.

More recycled plastic

Designed for sustainability across its lifecycle, the new IM C Series incorporates the use of 50% post-consumer recycled plastics, while PET toner bottles are produced from 100% recycled plastics. Plastic packaging is reduced by 54% thanks to the use of more sustainable materials and removal of excess packaging.

Supporting a circular economy

The new IM C Series is designed to help reduce environmental impacts at each stage of the product lifecycle — from production, usage, and end-of-life collection and recycling.



Reliable protection of your data

Hybrid work has enabled new ways of employee collaboration and created opportunities for increased mobility, efficiency and flexibility. Inevitably, it also raises challenges when it comes to protecting intellectual property and sensitive data. Our IM C Series help you mitigate risk by placing the most advanced security technologies right at your fingertips. Built with the latest operating system, these new devices integrate a new admin management system and Ricoh's Always Current Technology for extra peace of mind.

Enhanced privileged account control

This feature gives you more freedom when creating MFP administrator roles. The number of admins is no longer limited to just four, eliminating risks related to sharing IDs. You can assign different privileges to each role and link it to your user ID system, including Windows and LDAP platforms.

Trusted platform module support

The new IM C Series incorporates the latest version (2.0) of Trusted Platform Module (TPM) as standard. Stronger technology improves encryption strength and protects important data such as passwords and encryption keys stored in the device.

Multi-factor authentication

With optional components, multi-factor authentication (MFA) can be enabled on the printing devices to help minimize the risk of data breaches.



Technology that evolves with you

As your business grows, you need the right technology to take advantage of new opportunities. And as your digital transformation progresses, you need the right partner to help you stay ahead. Along with Ricoh's trusted quality and technical expertise, our eco-friendly intelligent devices can scale along with your business needs — and deliver value as your business grows. Underpinned by a secured cloud infrastructure, the IM C Series offers customization, flexibility, and reliable security and service updates that are just a download away.

Scalable and customizable

Discover the freedom of smart scalability. With the new IM C Series, you have the flexibility to tailor your device to suit your business needs. Simply download the latest features and upgrades as you need them. Add software solutions, applications, cloud services and customize your device. With the right digital workflow solutions, you can help your employees work faster, smarter, and more securely at every stage of your business growth.

Automatic security and software updates

Forget the days of buying a new device, waiting until the end of your contract, or contacting a technician every time you need updated technology. With Ricoh's Always Current Technology, new features, applications, and security updates can be downloaded and installed directly to your device on request, keeping you up to date with the latest versions and avoiding downtime.

RICOH Smart Integration (optional) and Smart Device Connector

Ricoh's Smart Integration allows you to personalize and enhance the capabilities of your IM C Series device with applications and solutions readily available from the cloud. The free Smart Device Connector app facilitates connecting mobile devices securely to your device, allowing users to easily scan, print, copy, and share documents from their smartphones and tablets. Save time, improve productivity and automate repetitive document workflow tasks with the push of a button. Now you can quickly route your documents to the right place, in the right format and with the right file name.

RICOH Streamline NX® (optional)

Ricoh's Streamline NX is a powerful suite of scalable, integrated document management applications and tools that allow you to implement standardized intelligent solutions in every office, globally. Streamline NX can also simplify device and document management tasks such as administration and reporting, user authentication, and more to help you cut operational costs, improve security and compliance, and make process improvements.

RICOH CloudStream (optional)

Ricoh's CloudStream allows you to manage your print infrastructure with ease. It is an all-in-one hybrid print platform that enables companies of all sizes to benefit from the agility and innovation of cloud technology. Streamline your print infrastructure, eliminate print servers, and reduce your IT burden with this cost-effective SaaS solution.



Enhanced quality, access, and productivity across digital and print

The IM C Series is designed to create the ultimate employee experience, with features that save time and increase efficiency. Its digital technologies give you the power to streamline workflows — making processes smoother and more efficient while encouraging better collaboration. New peripherals enhance paper handling while upgraded hardware ensures quick, reliable performance. The enhanced user interface features a simple and easy-to-use operating panel, making the new IM C Series an excellent hub for your information management needs.

Optimized scanning features

With a combination of powerful scanning functions and an intuitive user interface, daily scanning and copying routines are easier than ever before. High-quality and high-speed scanning makes it possible for employees to share files quickly and seamlessly.



Third-generation Smart Operation Panel (SOP)

Our familiar, user-friendly operation panel has been enhanced for an even more intuitive and enjoyable experience. Brightness, touch sensitivity and position detection have all been enhanced for optimal access to the device's many resources and functions.

- Upgraded OS for better security and usability
- Integrated card reader cover option
- Greater touch sensitivity
- Tiltable for better visibility and accessibility



New efficiencies in paper handling

New peripherals, including wide media handling and finishing options, allow for the creation of a broad variety of sophisticated marketing materials such as brochures, booklets, and presentations in-house. The new single-pass document feeder scans two-sided documents in one pass and is built to handle high scan/copy volumes, smaller-sized and special paper types.



Find your perfect fit – meet the new generation of IM C Series intelligent devices

The new IM C Series combines a simple and sophisticated design with strong technical capabilities to match your way of working. Take a closer look.

IM C2510

An intelligent multifunction device built for your modern office and workstyle

- Prints up to 25 ppm, copy, scan, fax (optional)
- 1200 x 1200 dpi max print resolution
- Paper capacity up to 2,300 pages
- Embrace a suite of multifunction capabilities for a competitive edge



IM C3010/IM C3510

An intelligent multifunction device that keeps pace with how business gets done today

- Prints up to 30 or 35 ppm, copy, scan, fax (optional)
- 1200 x 1200 dpi max print resolution
- Paper capacity up to 4,700 pages
- Engineered to work the way you do work today and tomorrow



IM C4510/IM C6010

With impressive speed and productivity, this intelligent multifunction device helps keep your business moving

- Prints up to 45 or 60 ppm, copy, scan, fax (optional)
- 1200 x 1200 dpi max print resolution
- Paper capacity up to 4,700 pages
- Keep your teams in sync, even on the go



All models shown with optional accessories



IM C2510/IM C3010/IM C3510/IM C4510/IM C6010

MAIN SPECIFICATIONS

GENERAL	IM C2510	IM C3010	IM C3510	IM C4510	IM C6010
Warm-up time	24 seconds	25 seconds	25 seconds	24 seconds	24 seconds
First output speed: BW	4.5 seconds	4.0 seconds	4.0 seconds	3.2 seconds	2.4 seconds
First output speed: full color	7.0 seconds	6.6 seconds	6.6 seconds	5.2 seconds	3.8 seconds
Continuous output speed	25 ppm	33 ppm	35 ppm	45 ppm	60 ppm
Memory: standard	Mainframe 2GB + SOP 4GB	Mainframe 4GB + SOP 4GB	Mainframe 4GB + SOP 4GB	Mainframe 4GB + SOP 4GB	Mainframe 4GB + SOP 4GB
SSD: standard			256 GB		
SPDF capacity			220 sheets		
Weight	96.1 kg / 211.9 lbs.	59.3 kg / 218.9 lbs.	99.3 kg / 219.9 lbs.	100.8 kg / 222.2 lbs.	100.8 kg / 222.2 lbs.
Dimensions: WxDxH		23.1" x 27.6" x 37.9" (587 mm x 701 mm x 963 mm)			
Power source			120V-127V, 60-Hz		
COPIER					
Multiple copying			Up to 999 copies		
Resolution			600 dpi		
Zoom			From 25%-400% in 1% increments		
PRINTER					
CPU	Intel Apollo Lake 1.3 GHz	Intel Apollo Lake 1.3 GHz	Intel Apollo Lake 1.3 GHz	Intel Apollo Lake 1.6 GHz	Intel Apollo Lake 1.6 GHz
Printer language: standard		PCL3c, PCL6, PostScript® 3™ Emulation, PDF Direct Print Emulation			
Printer language: option		Genuine Adobe® PostScript® 3™, Adobe® PDF Direct Print			
Print resolution: maximum		Up to 1200 x 1200 dpi			
Network interface: standard		Ethernet 10 base-T/100 base-T, USB Host I/F Type A, USB Device I/F Type B			
Mobile printing capability		Apple AirPrint™, Mopria, Ricoh Smart Device Connector			
Windows® environments		Windows 8.1/10/11, Windows Server 2012/2012 R2/2016/2019/2022			
Mac OS environments		macOS v10.15 or later			
UNIX environments		UNIX: Sun® Solaris, HP-UX, SCO OpenServer, Red-Hat® Linux Enterprise, IBM® AIX			
SAP® environments		SAP R/3, SAP S/4			
Other supported environments		IBM iSeries AS/400 using OS/400 Host Print Transform			
SCANNER					
Scanning speed: SPDF			150 ipm (simplex)/300 ipm (duplex)		
Resolution: maximum			Up to 1200dpi		
Compression method: File		Single Page: TIFF, JPEG, PDF, PDF/A, High Compression PDF, encryption PDF, Searchable PDF (Option required)			
Formats		Multi Page: TIFF, PDF (Default), PDF/A, High Compression PDF, encryption PDF, Searchable PDF (Option required)			
Scan destination types		E-mail, Folder, USB, URL, FTP			
FAX (Optional)					
Circuit			PSTN, PBX		
Transmission speed			3 seconds		
Modem speed: maximum			33.6 Kbps		
Resolution: standard			6x3.85 line/mm, 200x100 dpi		
Maximum Resolution: option			16x15.4 line/mm, 400x400 dpi		
Compression method			MH, MR, MMR, JBIG		
Scanning speed			94 spm		
Memory: standard			4 MB (320 pages)		
Memory: maximum			80 MB (4,800 pages)		
PAPER HANDLING					
Recommended paper size			1st Paper Tray: 8.5" x 11" (A4) 2nd Paper Tray: 5.5" x 8.5" - 12" x 18" (A3, A6, B4-B6), Envelopes Bypass: Up to 12" x 18", Envelopes Custom Sizes: Width 3.5" - 12.6" (90 - 320 mm), Length: 5.8" - 49.6" (148 - 1260mm)		
Paper input: standard			1,200 sheets (2 x 550 sheets + 100-Sheet Bypass Tray)		
Paper input: maximum	2,300 sheets	4,700 sheets	4,700 sheets	4,700 sheets	4,700 sheets
Paper output: standard			500 sheets 8.5" x 11" (A4) or smaller; 250 sheets (B4) or larger		
Paper output: maximum	1,625 sheets	1,625 sheets	1,625 sheets	3,625 sheets	3,625 sheets
Paper weight			Standard Trays: 10 - 90 lb./168 lb. Index (90 - 300 g/m ²) Bypass Tray: 14 - 80 lb./168 lb. Index (52 - 300 g/m ²)		
	Duplex Unit: 14-45 lb./142 lb. Index (52-189 g/m ²)	Duplex Unit: 14 - 66 lb./142 lb. Index (52 - 256 g/m ²)	Duplex Unit: 14 - 98 lb./142 lb. Index (52 - 256 g/m ²)	Duplex Unit: 14 - 98 lb./142 lb. Index (52 - 256 g/m ²)	Duplex Unit: 14 - 98 lb./142 lb. Index (52 - 256 g/m ²)
Paper types		Plain, Recycled, Special, Colored, Letterhead, Cardstock, Pre-printed, Coated, Envelope, Label, Glass			

IM C2510/IM C3010/IM C3510/IM C4510/IM C6010

MAIN SPECIFICATIONS

	IM C2510	IM C3010	IM C3510	IM C4510	IM C6010
ENVIRONMENTAL FEATURES					
Power consumption: maximum			Less than 1,584 W		
Power consumption operation: B&W	462 W	473 W	488 W	582 W	743 W
Power consumption operation: Full color	509 W	522 W	549 W	672 W	878 W
Power consumption: ready/sleep	40.9 W/0.3 W	45.2 W/0.3 W	46.2 W/0.3 W	47.2 W/0.3 W	47.2 W/0.3 W
TEC*	0.25 kWh/week	0.30 kWh/week	0.35 kWh/week	0.45 kWh/week	0.69 kWh/week

* It is a reference value based on the ENERGY STAR Ver.3.0 test method.

CONSUMABLES					
Toner (black)	16,500 prints	31,000 prints	31,000 prints	42,000 prints	42,000 prints
Toner (cyan/magenta/yellow)	10,500 prints	19,000 prints	19,000 prints	26,000 prints	26,000 prints

Consumable yields based on 3 pages/job and 5% coverage on A4 paper

PAPER SUPPLIES AND FINISHER OPTIONS

2x 550-sheet paper tray, 2,000-sheet Large capacity tray, 1,500-sheet Side large capacity bay, 1,000-sheet Hybrid finisher, 1,000-sheet Booklet finisher, 500-sheet Internal finisher, Internal shift tray, One-bin tray, 3,000-sheet finisher (IM C4510/IM C6010 only)

OTHER OPTIONS

Fax unit, G3 Interface, Fax memory unit, Cabinet, Stapleless unit, Punch units, Internal Multi-fold unit, Genuine Adobe PostScript(R) 3, IEEE 802.11 a/b/g/n/ac, OCR unit, 320 GB HDD, Enhanced Security SSD, Counter I/F unit, Card Reader Cover, IPDS Unit, Fiery Color Controller, Fiery Impose, Fiery Compose, Fiery Hot Folders

Some options may not be available at the time of market release.

Specifications are subject to change without notice.

For maximum performance and yield, we recommend using genuine Ricoh parts and supplies.

Some features may require additional options and/or charges.



Enable seamless digital workspaces with a scalable print infrastructure

Transform your workspace and empower your team with smart devices that maximize collaboration, streamline digital workflows, and enhance printing capabilities.

Ricoh's newest generation of the IM C Series scales with your needs and has everything you need to capture, print, connect, and keep your information secured to unlock powerful results, and build the ideal hybrid print infrastructure for your business.

Contact us today to learn more.

Ricoh, a trusted partner

At Ricoh, we're empowering our customers to respond to our changing world with actionable insights. We believe having access to the right information translates to better business agility, more human experiences, and the ability to thrive in today's age of hybrid and borderless work. Through our people, experience, and solutions, we create competitive advantage every day for over 1.4 million businesses around the globe. To us, there's no such thing as too much information.



RICOH
imagine. change.

www.ricoh-usa.com

Ricoh USA, Inc., 300 Eagleview Blvd, Exton, PA 19341, 1-800-43-RICOH.
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R4171

Appendix: Ricoh Pro C5300s/C5310s

Color Production Printer

RICOH
Pro C5300s/C5310s

RICOH
imagine. change.



Pro C5300s

65
ppm

monochrome
and full-color

Pro C5310s

80
ppm

monochrome
and full-color



The quality and reliability you need with the size and affordability you want.



The RICOH Pro C5300s/C5310s, built as a right-sized solution, combines high-quality color, exceptional media handling, powerful performance, and a range of finishing options. With professional-grade speeds and advanced technologies, they deliver a total package. And it all comes in a compact footprint.

Capture and capitalize on more opportunities.

- High productivity with full-color output up to 80 ppm
- Exceptional image quality with VCSEL Laser resolutions up to 2400 × 4800 dpi
- Best-in-class media support for specialty stocks, oversized sheets and heavier weights
- Accurate registration and color consistency for higher-quality jobs
- Automatic duplexing up to 13" × 19.2" and weights to 360 gsm
- Intuitive user controls with a 10" Smart Operation Panel
- Expansive selection of finishing options for greater flexibility
- Choice of Ricoh and EFI Controllers to match workflows
- Integrate with Ricoh software solutions to create efficiencies that drive measurable results — from prepress to job and device management
- ENERGY STAR® certified for lower operating costs and sustainability goals
- User authentication and data encryption protect sensitive information





The right features. The right size. In the right place.

Marketing Agencies

Set your firm up for more wins with a compact, high-caliber color printer that's easy-to-use and requires minimal maintenance.

- Always be ready to deliver professional presentations that show off the genius of your ideas with vibrant color and pristine image quality.
- Give teams the ability to explore their creativity and fully execute concepts across more media types.
- Produce compelling comps for client approval and provide your print service provider with proofs to ensure your vision is produced as intended.
- Benefit from the convenience of having professional finishing in a streamlined design.

In-plants

Keep more work in-house and remain a vital resource with an affordable system that enhances your productivity and creates efficiencies.

- Exceed customer expectations with precise registration and the ability to match more colors.
- Offer more applications with support for a wide range of media including specialty stocks, synthetics, envelopes and oversized sheet options.
- Create professionally-finished booklets, course guides, marketing materials and more with tab inserts and thick covers.
- Meet compliance requirements with robust security and support sustainability goals with a system that is Energy Star and EPEAT Gold certified.



Commercial Printers

Offload short-run jobs from high-volume systems to balance workload and increase your margins.

- Run client proofs for specialty jobs that require color matching approval.
- Gain a high-quality, dependable system to handle rush jobs and workload spikes.
- Print on-demand work such as flyers, inserts and postcards on coated media and heavy weight stocks.

Franchise/Pay-for-print:

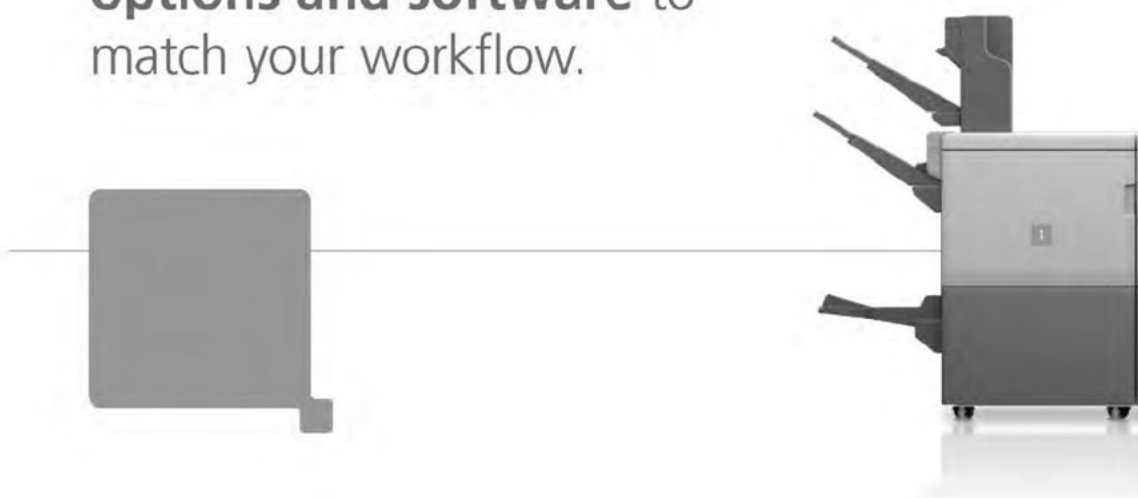
Grow your business with a dedicated color printer that easily manages an expansive range of media

- Reliable performance and intuitive controls make it easy for operators of all levels to run the system.
- Command premium prices with vibrant color, precise registration and high-quality image reproduction.
- Offer customers more unique options with specialty stocks and produce high-value applications on demand with oversized media options.

The success of your business depends on technology that can help you achieve your productivity and profit goals. And you require high-quality output that meets the demands of your most important clients.

The RICOH Pro C5300s/C5310s delivers on both — brilliantly.

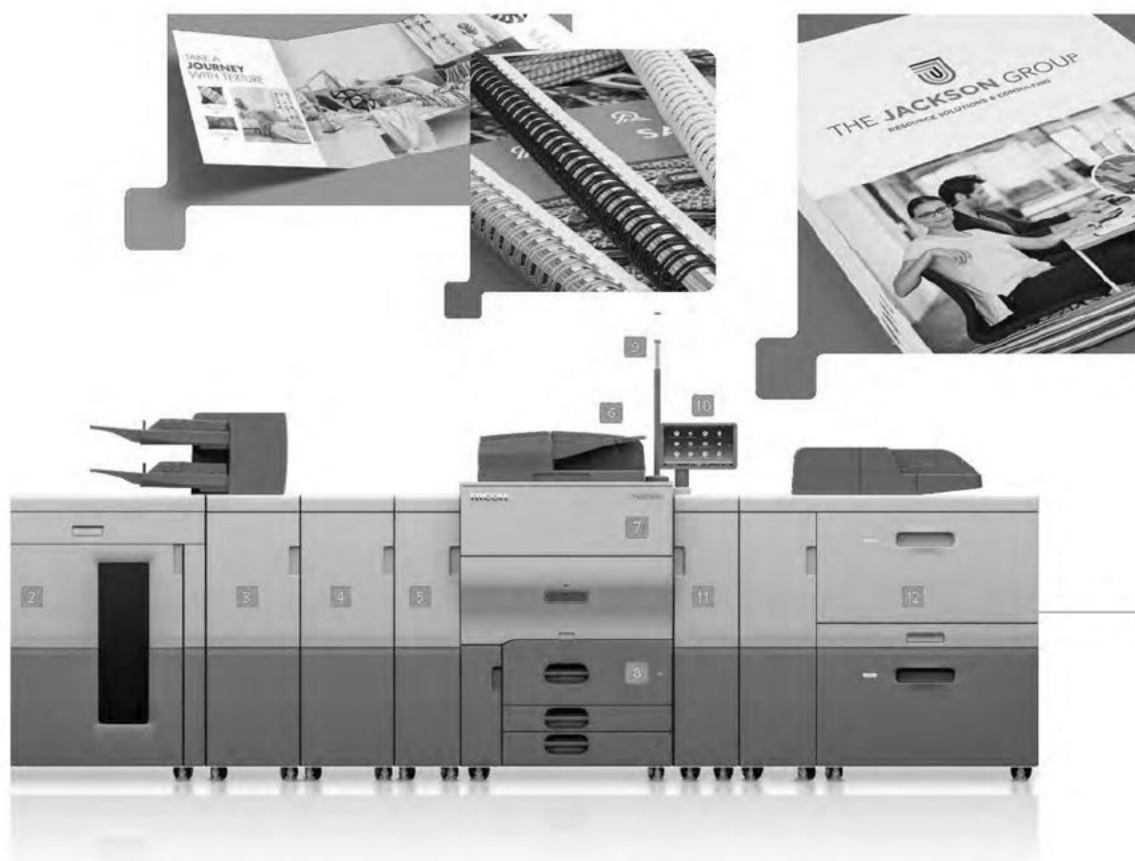
Configure a true end-to-end solution with **robust finishing options and software** to match your workflow.



Powerful controllers to manage your workflow.

The RICOH Pro C5300s/C5310s comes standard with Ricoh's versatile GW controller and offers two unique EFI options. The embedded Fiery E-27B provides robust job and color management, while the server based Fiery E-47B provides even more power for a higher-level of performance and control over job processing — from make-ready to delivery.

- 1 Produce full-color booklets in-house and in-line:** Choose the 3,500-Sheet SR5120 Booklet Finisher to create saddle-stitch booklets up to 30 sheets/120 pages. For fully automated wire-bound booklets choose the GBC StreamWire.
- 2 Keep jobs running continually:** With the High Capacity Stacker SK5040 you can stack up to 5,000 sheets and easily move it with a Roll-Away Cart.
- 3 Eliminate offline manual insertion:** Add a one-tray or two-tray Cover Interposer to easily feed preprinted inserts and covers into your workflow.
- 4 Avoid job redos:** Reduce toner adhesion on stacked, coated paper when you use the optional Buffer Pass Unit to cool media before sending it to the finishing unit.



5 Keep jobs flowing through production: Install the optional Decurl Unit to minimize paper curling and improve stacking.

6 Streamline information capture: Copy and scan jobs up to 240 images per minute using the standard 220-Sheet Document Feeder, which scans duplex color in a single pass.

7 Be known for superb reproduction quality: Deliver brilliant color and smooth, subtle gradations with Vertical Cavity Surface Emitting Laser (VCSEL) technology and PxP-EQ toner technology.

8 Refill paper without downtime: Rely on the Active Tray Indicators to tell you which tray is in use so you can fill other trays while the system is running.

9 Know immediately when a system needs attention: View the Status Light Pole from anywhere in the room.

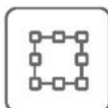
10 Speed through job instructions: Complete tasks quickly and easily using the 10" Smart Operation Panel with tablet-like features.

11 Accurate front-to-back registration: The Bridge Unit BU5030, which is required with the Vacuum Feed LCIT, ensures precise registration in this compact footprint.

12 Produce long runs: The Vacuum Feed LCIT RT5120 adds 4,400-sheets of media with support for coated and heavy stocks up to 360 gsm, in sizes up to 13" x 19.2".



Innovative technology. Superior color. **High productivity.**



An outstanding design that delivers on every level.

Developed to be a superior product in a compact footprint, without compromise.

- Smart features include the 10" Smart Operation Panel that guides an intuitive user experience.
- Trained Customer Replaceable Units (TCRUs) allow you to execute routine maintenance on your schedule, ensuring the system is up and running when you need it most.
- Active tray indicator lights allow media to be loaded on-the-fly, increasing efficiency for longer runs and fewer interruptions.



The power to help your business do more.

Gain a competitive edge with features that help reduce labor intensive set-up, minimize wasted output and achieve repeatable, high-quality results.

- Six media pick points offer the flexibility to boost production speeds with minimal intervention — delivering exceptional output on time and on budget.
- Built-in sensors drive automation for precise front-to-back registration, producing high-quality results when duplexing business cards, direct mail, books, brochures and invitations.
- End-to-end solutions for Web-to-Print and variable data, allow you to take on more jobs and drive higher response rates for your customers.



True-to-life color that meets customer needs.

Benefit from the same imaging technologies that drive Ricoh's larger volume award-winning systems and deliver incredible details that make an impact.

- Ricoh's Vertical Cavity Surface Emitting Laser (VCSEL) technology delivers the industry's highest pixel density (4800 dpi) for the most vivid images and crisp text with shape lines.
- Parallel calibration delivers high-image quality and consistent color page after page so you can confidently match brand colors and satisfy the most discerning customer.
- Proprietary PxP-EQ Toner enhances the smooth appearance of images on textured stocks and gloss media.



Exceptional paper-handling and professional finishing.

Produce high-value applications and bring previously outsourced jobs in-house.

- End-to-end finishing options include traditional stapling and hole-punching to GBC punching, inline multi-folding, and cover interposers that permit pre-printed inserts to be inserted into the workflow.
- Raise the bar with the new SR5120 Booklet Finisher for saddle-stitch books, up to 120 pages, with heavy weight covers up to 350 gsm.
- For workflows that rely on coated media, the Vacuum Feed LCIT provides enhanced support with two multi-tray feeds for longer runs.



More media. More applications. More profit.

Expand your customer base with eye-catching output, no matter what industry you serve.

- Streamline job setup and achieve optimal output with 1,000 preset or custom profiles in an intuitive Paper Library.
- Produce impressive posters, printed tab inserts, book wraps, panel mailers, full-size tri-fold brochures and more.
- Create a range of applications with extensive media choices from light-weight gloss sheets to the most interesting synthetic and textured stocks.



A total solution with software and services.

Tap into Ricoh's expertise to realize the full potential of your RICOH Pro C5300s/C5310s. Our experienced team will assess your needs and recommend the solutions to meet your goals.

- Rely on a partnership that gives you 24/7 support and one of largest service organizations dedicated 100% to production.
- Lower reprint costs and gain the highest color fidelity with Color Management Services.
- Increase the speed and accuracy of pre-press with TotalFlow® Prep and automate your production printing with TotalFlow® BatchBuilder, a solution that batches jobs based on attributes.

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**Copy Tray Type IM2**

Paper Capacity	500 sheets
Paper Size	394" x 5.5" - 13" x 19.2"
Paper Weight	14 lb. Bond - 130 lb. Cover (52 - 360 gsm)
Dimensions (W x D x H)	13.8" x 19.7" x 6.7"
Weight	4.85 lbs.

3,000 Sheet Finisher with 65-Sheet Stapler (SR5090)

Shift Tray	3,000 sheets
Paper Capacity	14 lb. Bond - 130 lb. Cover (52 - 360 gsm)
Proof Tray	
Paper Capacity	250 sheets
Paper Weight	14 lb. Bond - 80 lb. Cover (52 - 216 gsm)
Paper Size	394" x 5.5" - 13" x 19.2"
Output Jigger	Optional
Cooling Fan	Optional
Punch 2/8 hole	Optional
Staple	
Paper Size	8.5" x 11", 8.5" x 14", 11" x 17" - 2 to 65 sheets
Staple Paper Weight	Up to 105 gsm
Staple Position	Top, bottom, 2 Staples, Top Slant
Dimensions (W x D x H)	25.9" x 28.7" x 38.6"
Weight	83.7 lbs.

2,000 Sheet Booklet Finisher with 65-Sheet Stapler (SR5100)

Shift Tray	2,000 sheets
Paper Capacity	14 lb. Bond - 130 lb. Cover (52 - 360 gsm)
Proof Tray	
Paper Capacity	250 sheets
Paper Weight	14 lb. Bond - 80 lb. Cover (52 - 216 gsm)
Paper Size	Optional
Output Jigger	Optional
Cooling Fan	Optional
Punch 2/8 hole	Optional
Staple	
Paper	Size 8.5" x 11", 8.5" x 14", 11" x 17" - 2 to 65 sheets
Weight	Up to 105 gsm
Position	Top, bottom, 2 Staples, Top Slant
Saddle Stitch Staple	
Paper Size	8.5" x 11" - 13" x 18"
Paper Weight	64-80 gsm - up to 20 sheets
Position	2 at center
Dimensions (W x D x H)	25.9" x 28.7" x 38.6"
Weight	128.7 lbs.

4,500 Sheet Finisher with 100-Sheet Stapler (SR5110)

Paper Capacity	3,500 sheets
Lower Shift Tray	1,000 sheets
Upper Shift Tray	1,000 sheets
Paper Weight	14 lb. Bond - 130 lb. Cover (52 - 360 gsm)
Punch 2/8 hole	Optional
Dimensions (W x D x H)	36.2" x 28.7" x 55.7"
Weight	298 lbs.

3,500-Sheet Booklet Finisher with 100-Sheet Stapler (SR5120)

Paper Capacity	2,500 sheets
Lower Shift Tray	1,000 sheets
Upper Shift Tray	1,000 sheets
Paper Weight	14 lb. Bond - 130 lb. Cover (52 - 360 gsm)
Punch 2/8 hole	Optional
Saddle Stitch Staple	14 lb. Bond - 130 lb. Cover (52 - 360 gsm)
Paper Size	7.2" x 10.2" - 13" x 19.2"
Paper Weight	52 - 80 gsm up to 30 sheets / 120 pages
Dimensions (W x D x H)	39.2" x 28.7" x 55.7"
Weight	353 lbs.

Booklet Trimmer (TR5050)

Trimming Type	One Side Edge
Trimming Capacity	up to 30 stapled and folded sheets / 120 pages (80 gsm)
Paper Size	7.2" x 10.2" - 13" x 19.2"
Stack Capacity	Up to 60 sets
Liveless Stack	Supported
Dimensions (W x D x H)	45.9" x 23.3" x 21.9"
Weight	166 lbs.

GDC StreamPunch Ultra

Paper Size	5.5" x 8.5", 8.5" x 11", 8.5" x 14", 11" x 17", 12" x 18"
Paper Weight	20 lb. Bond - 110 lb. Cover (75 - 300 gsm)
Tab Punching	Supported
Two-Up Punching	Supported
Dimensions	(W x D x H) 17.5" x 28.7" x 39.4"
Weight	220 lbs.

GDC StreamWire (GDC StreamPunch Ultra is required)

Paper Size	8.5" x 11" (LEF)
Paper Weight	20 lb. Bond - 110 lb. Cover (75 - 300 gsm)
Number of Loops	8.5" x 11" (LEF) - 32 loops
StreamWire Supply	Up to 30, 60, 90, 120, or 80 Sheets
Tab Stock	Supported
Dimensions (W x D x H)	34" x 38" x 34"
Weight	500 lbs.

Plockmatic Square Back Trimmer

Trimming Type	One Side Edge
Three side Trimming	Manual feeding via Operator assisted process
Folding Type	Square Back Fold
Trimming Capacity	up to 30 stapled and folded sheets / 120 pages (80 gsm)
Paper Size	7.2" x 10.2" - 13" x 19.2"
Dimensions (W x D x H)	69.3" x 26" x 41.9"
Weight	359 lbs.

Plockmatic PERM500 Booklet Maker

Paper Size	8.5" x 11" - 12" x 18"
Paper Weight	17 lb. Bond - 110 lb. Cover (64 - 300 gsm)
Set Size	2 - 35 sheets - 80 gsm
	2 - 50 sheets - 80 gsm (BMS500 upgrade kit needed)
Dimensions (W x D x H)	55.9" x 35.4" x 27.6"
Weight	297 lbs.
Optional	Trim Module, Book Fold Module, Cover Feeder, Rotate Crease Trimmer

Additional Accessories

Decurt Unit DU5080, Buffer Pass Unit Type 39, Bridge Unit BU5010, Media Identification Unit, PostScript Unit Type M42, IPDS Unit Type M42, VM Card Type P18, OCR Unit Type M13

Consumables

CMY Toner Yield	2.6K prints/bottle*
K Toner Yield	21K prints/bottle*
Waste Toner Bottle Yield	110K prints/bottle*
*Based on 8.75% coverage (\$/set)	

TCRJ Program	Supported
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Workflow Solutions Supported

Ricoh StreamlineNX, Ricoh Global Scan NX, Ricoh Integrated Cloud Environment, Ricoh Smart Integration, RICOH ProassDirector*, RICOH TotalFlow Prep, RICOH TotalFlow Production Manager, RICOH TotalFlow BatchBuilder, RICOH @Remote, EFI® DigitalStoreFront*, GDS® iS Lync & Evaluate, EFI Color Profiler Suite, EFI Fiery® Graphic Arts Pro, EFI Fiery ColorRight, EFI Fiery Automation, DirectSmile™, EFI Fiery Central, Object f Lune

Specifications subject to change without notice. Contact Ricoh for a list of certified media.

Appendix: Ricoh Online System Configurator Tool



Ricoh Online System Configurator Tool

Choose a Model • Select Options • Save, Print or Email



Your Configured RICOH Pro C5310s



*Note: The image is a photo realistic illustration of your selected configuration.

DIMENSIONS

WIDTH	DEPTH	HEIGHT
246.35in	35.40in	64.90in
(6,257mm)	(899mm)	(1,648mm)

Actual dimensions may vary. These are approximate only.

POWER CONSUMPTION (MAIN UNIT)

208-240V, 60Hz, 16A (dedicated)

Additional power requirements may apply.

Please read each option's description copy to see if additional power sources are needed.

Your Chosen Options

- Pro C5310s
- Vacuum Feed LCIT RT5120
- Bridge Unit BU5030
- Cover Interposer Tray C15040
- Cover Interposer Tray Double-Feed Detection Kit Type S11
- Finisher SR5110
- Plockmatic PBM350e
- Plockmatic Rail Unit
- Plockmatic PBM Trim Module
- Plockmatic PBM Book Fold Module
- Plockmatic PBM RCTe (Rotate Crease Trim Module)
- Punch Unit PU5030 NA
- Color Controller E-27B



Ricoh Online System Configurator Tool

Choose a Model • Select Options • Save, Print or Email

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Main Unit

Main Unit

Item/Description	Item #	Power Requirements
Pro C5310s	409393	208-240V, 60Hz, 16A (dedicated)

Additional Paper Sources & Options

Item/Description	Item #	Power Requirements
Vacuum Feed LCIT RT5120	409082	120V, 50/60Hz, 15A
Bridge Unit BU5030	409389	N/A

Finishing Options

External

Item/Description	Item #	Power Requirements
Cover Interposer Tray CI5040	409258	N/A
Cover Interposer Tray Double-Feed Detection Kit Type S11	409259	N/A
Finisher SR5110	409249	100-127V, 50/60Hz, 15A
Plockmatic PBM350e	409358	120V, 50/60Hz, 15A
Plockmatic Rail Unit	409233	N/A
Plockmatic PBM Trim Module	404718	N/A
Plockmatic PBM Book Fold Module	404719	N/A
Plockmatic PBM RCTe (Rotate Crease Trim Module)	12205110	120V, 50/60Hz, 15A

Hole Punching

Item/Description	Item #	Power Requirements
Punch Unit PUS030 NA	409268	N/A

Controller Options & Solutions

Controllers

Item/Description	Item #	Power Requirements
Color Controller E-27B	409390	100-240V, 50/60 Hz, 3 Amps




Ricoh Online System Configurator Tool

Choose a Model • Select Options • Save, Print or Email


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Main Unit

Main Unit

Item/Description	Item #	Thumbnail
Pro C5310s <ul style="list-style-type: none"> • Output Speed (Letter): 80 ppm • Standard paper capacity of 3,850 sheets (1st Tray: 1,250 sheets x 2, 2nd Tray: 550 sheets, 3rd Tray: 550 sheets, Bypass Tray: 250 sheets) • Recommended Monthly Impressions: Up to 150,000 • Power Requirements: 208-240V, 60Hz, 16A (dedicated) • Maximum Power Consumption: 3,840W • Weight: 577.6 lbs. (262 kg) • W x D x H (inches): 31.5 x 34.6 x 64.9 • W x D x H (mm): 800.1 x 878.84 x 1648.46 	409393	

Additional Paper Sources & Options

Item/Description	Item #	Thumbnail
Vacuum Feed LCIT RT5120 4,400-sheet Vacuum Feed LCIT can handle paper sizes up to 13" x 19.2" and paper weights up to 130 lb. Cover (360 gsm). Weight: 507 lbs. (230 kg) Power Requirements: 120V, 50/60Hz, 15A W x D x H (inches): 41.5 x 28.7 x 39.4 W x D x H (mm): 1054.1 x 728.98 x 1000.76 Note: 1. Vacuum Feed LCIT RT5120 cannot be installed with LCIT RT4060, LCIT RT5140 or any related options. 2. By choosing this option, Bridge Unit BU5030 will be added to your configuration.	409082	

Bridge Unit BU5030

Bridge unit used to connect the Vacuum Feed LCIT RT5120 to the main unit.

Weight: 88 lbs. (40 kg)

W x D x H (inches): 8.85 x 28.2 x 39.4

W x D x H (mm): 224.79 x 716.28 x 1000.76

Note:

Vacuum Feed LCIT RT5120 must be selected to add this option.

409389







Finishing Options

External


Item/Description	Item #	Thumbnail
Cover Interposer Tray CI5040 Compatible with Finisher SR5110 or Booklet Finisher SR5120 only. The Cover Interposer Tray allows pre-printed covers and inserts to be easily fed into the finishing workflow from two sources. This option eliminates the need for time-consuming offline manual insertion and reduces the wear and tear on originals. Supports paper sizes up to 13" x 19.2" and media up to 130 lb. Cover (350 gsm). Weight: 110 lbs. (50 kg) W x D x H (inches): 13 x 28.7 x 50.8 W x D x H (mm): 330.2 x 728.98 x 1290.32 Note: 1. Finisher SR5110, Booklet Finisher SR5120, High Capacity Stacker SK5040 or Bridge Unit BU5020 must be selected to add this option. 2. Cover Interposer Tray CI5040 cannot be installed with Cover Interposer Tray CI5050, Copy Tray Type M42, Finisher SR5090, Booklet Finisher SR5100 or any related options. 3. By choosing this option, Cover Interposer Tray Double-Feed Detection Kit Type S11 will be added to your configuration.	409258	
Cover Interposer Tray Double-Feed Detection Kit Type S11 Recommended when inserting coated paper through the Cover Interposer Tray CI5040. Note: Cover Interposer Tray CI5040 must be selected to add this option.	409259	NO IMAGE AVAILABLE

<p>Finisher SR5110</p> <p>The SR5110 offers multi-position staple finishing of up to 100 sheets for 8.5" x 11" sized media or 50 sheets for 11" x 17" sized media. The unit also offers stacking of up to 4,500 sheets (dual shift tray) with 4 staple options (top, bottom, 2 staples and top-slant). Two and three hole punch is available as an optional accessory.</p> <p>Power Requirements: 100-127V, 50/60Hz, 15A</p> <p>Weight: 298 lbs. (135 kg)</p> <p>W x D x H (inches): 39.2 x 28.7 x 55.7</p> <p>W x D x H (mm): 995.68 x 728.98 x 1414.78</p> <p>Note: Finisher SR5110 cannot be installed with Copy Tray Type M42, Finisher SR5090, Booklet Finisher SR5100, Booklet Finisher SR5120, Bridge Unit BU5020 or any related options.</p>	409249	
<p>Plockmatic PBM350e</p> <p>The PBM350e can staple and fold up to 35 sheets, which creates booklets of up to 140 pages.</p> <p>Simple fold only.</p> <p>Weight: 297 lbs. (135 kg)</p> <p>Power Requirements: 120V, 50/60Hz, 15A</p> <p>W x D x H (inches): 55.9 x 35.4 x 27.6</p> <p>W x D x H (mm): 1419.86 x 899.16 x 701.04</p> <p>Note: 1. Finisher SR5110 or Bridge Unit BU5020 must be selected to add this option. 2. Plockmatic PBM350e cannot be installed with Finisher SR5090, Booklet Finisher SR5100, Booklet Finisher SR5120, Copy Tray Type M42 or any related options. 3. By choosing this option, Plockmatic Rail Unit will be added to your configuration.</p>	409358	
<p>Plockmatic Rail Unit</p> <p>Helps dock/undock the Plockmatic PBM350e from Finisher SR5110 or Bridge Unit BU5020.</p> <p>Must be included in Plockmatic PBM350e configuration.</p> <p>Note: Plockmatic PBM350e must be selected to add this option.</p>	409233	

<p>Plockmatic PBM Trim Module</p> <p>Plockmatic PBM Trim Module for face trim of booklets only</p> <p>Weight: 154.3 lbs. (70 kg)</p> <p>W x D x H (inches): 14.2 x 24.4 x 35.4</p> <p>W x D x H (mm): 360.68 x 619.76 x 899.16</p> <p>Note:</p> <p>PlockmaticPBM350e must be selected to add this option.</p>	404718	
<p>Plockmatic PBM Book Fold Module</p> <p>The Book Fold module adds the finishing touch with a square folded edge and printable spine, giving booklets the professional look of a perfect bound book.</p> <p>Weight: 130 lbs. (59 kg)</p> <p>W x D x H (inches): 14.2 x 24.4 x 35.4</p> <p>W x D x H (mm): 360.68 x 619.76 x 899.16</p> <p>Note:</p> <p>1. Plockmatic PBM350e must be selected to add this option.</p> <p>2. By choosing this option, Plockmatic PBM Trim Module will be added to your configuration.</p>	404719	
<p>Plockmatic PBM RCTe (Rotate Crease Trim Module)</p> <p>The Plockmatic PBM Rotate Crease Trim unit provides professional looking, full bleed trimmed and creased booklets on the PBM350e.</p> <p>The Plockmatic PBM Rotate Crease Trim Module does not support Offline work.</p> <p>The Plockmatic PBM Trim Module is needed to complete full bleed trim.</p> <p>Weight: 485 lbs. (220 kg)</p> <p>Power Requirements: 120V, 50/60Hz, 15A</p> <p>W x D x H (inches): 28 x 30 x 44</p> <p>W x D x H (mm): 711.2 x 762 x 1117.6</p> <p>Note:</p> <p>1. Plockmatic PBM350e must be selected to add this option.</p> <p>2. By choosing this option, Plockmatic PBM Trim Module will be added to your configuration.</p>	12205110	
Hole Punching		
Item/Description	Item #	Thumbnail
<p>Punch Unit PU5030 NA</p> <p>Optional hole punching for Finisher SR5110 or Booklet Finisher SR5120.</p> <p>Note:</p> <p>Finisher SR5110 or Booklet Finisher SR5120 must be selected to add this option.</p>	409268	

Controller Options & Solutions

Controllers

Item/Description	Item #	Thumbnail
<p>Color Controller E-27B</p> <p>The Fiery® Color Controller E-27B delivers superior out-of-the-box color and intuitive job management tools to produce professionally-looking documents in less time.</p> <p>Linux based Fiery embedded controller.</p> <p>Fiery System FS400 Pro.</p> <p>Power Requirements: 100–240V, 50/60 Hz, 3 Amps</p> <p>Note Color Controller E-27B cannot be installed with PostScript3 Unit Type M42, Color Controller E-47B or any related options.</p>	409390	

Appendix: Ricoh Sustainability Overview

Sustainability Overview

Partner with Ricoh



DRIVING SUSTAINABILITY FOR OUR FUTURE

Ricoh products, services and programs can save paper and energy — helping you drive sustainability in your workplace while driving down costs and reducing your CO₂ footprint too.



SAVE ENERGY



SAVE PAPER



SAVE COSTS

DESIGNED FOR YOUR
PRODUCTIVITY
DESIGNED FOR THE
ENVIRONMENT

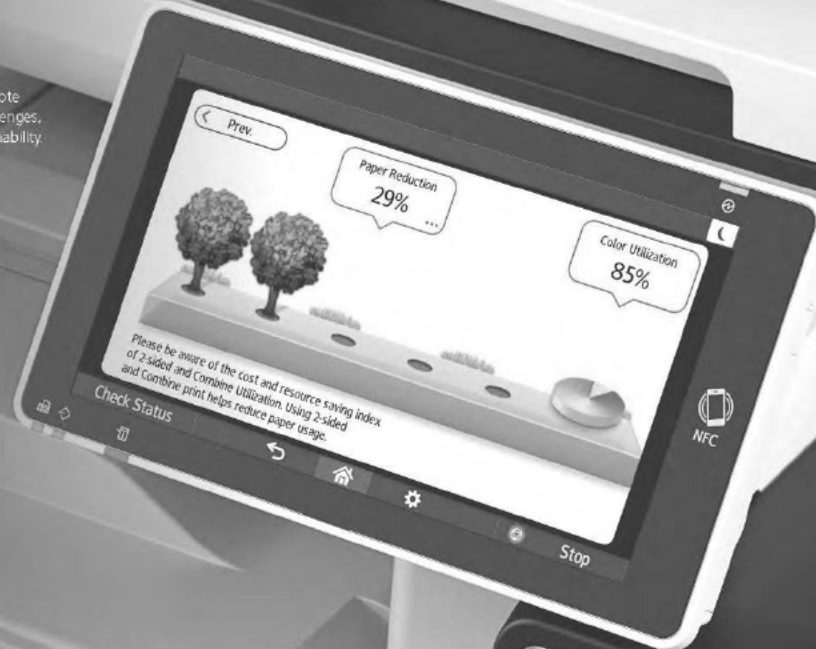


Ricoh products and services are designed to be both productive and green. Anticipating changes in how people work and designing sustainable products that customers rely on requires sophisticated energy management behind the scenes. Ricoh is building advances in sustainability right into our products. We don't believe in basing key performance metrics on unrealistic operating conditions. Ricoh products are designed to be environmentally efficient and productive — as they are shipped — with factory default settings.



SMART TECHNOLOGY CONSERVES

At Ricoh, we are committed to aligning manufacturing with both sustainability and business goals. As we promote technological development to solve our customers' challenges, we strive to do so in a way that further enhances sustainability.



SERVICES TO ENHANCE SUSTAINABILITY

Environmental Sustainability can shape the delivery of services across Ricoh's professional and managed services portfolio. For example, within Ricoh's Managed Document Services engagements, measurements such as green reports, achievement of company sustainability goals and improvement over time can be built into the services program itself from the start — instead of being just an after-thought.



RESOURCE RECOVERY, NOT WASTE TO LANDFILL

Based on our "Comet Circle" concept — which delineates environmental impact at all stages of the product lifecycle — we aim for effective use of resources by engaging in recycling with lower environmental impact and higher economic benefits. We also work to reduce the input of new resources in product manufacturing. We do this by placing higher importance on producing smaller and lighter products, extending the life of parts, reusing products and parts, adopting recycled materials and utilizing recyclable resources.





CORPORATE SOCIAL RESPONSIBILITY

From cleaning up shorelines to supporting wildlife habitats to lending our voice to the U.S. EPA's Brighten a Life campaign, Ricoh and its employees do their part to have a positive impact on our world — raising awareness about environmental and corporate social responsibility. A key focus of ours is educating young people about Environmental Sustainability with a Sustainability Classroom Guide available to teachers and after school program facilitators.



ECO EXPERTISE

WORK WITH KNOWLEDGEABLE PROFESSIONALS

According to a recent survey, 45% of customers surveyed feel Environmental Sustainability significantly influences their purchasing decisions. With nearly 1 in 2 customers caring enough about sustainability to influence their partnering decisions, there is a growing need for sustainability knowledge and expertise among sales professionals. Ricoh is cultivating this expertise with training and resources to help our sales professionals demonstrate sustainability value. We want our customers to share their environmental goals and objectives with us and receive back a range of potential solutions that go beyond the obvious.

PROVEN COMMITMENT

Ricoh has been a voice for corporate responsibility and has demonstrated its commitment to sustainable environmental management since the 1990s. We put our vision and principles into practice in the way we run our company and in the environmental programs we champion. All of our manufacturing facilities worldwide are ISO 14001-certified and support sustainable environmental management. We have been an ENERGY STAR® partner for more than 20 years, and the U.S. Environmental Protection Agency has awarded us the ENERGY STAR Partner of the Year Award for six years in a row — achieving the special designation of Sustained Excellence for the fourth consecutive year (2021-2016). Our products and services are designed both for productivity and for the environment.

RICOH SUSTAINABILITY PROFILE

History and Philosophy

Ricoh's commitment toward a sustainable society focuses on four pillars: energy conservation, resource conservation and recycling, pollution prevention and biodiversity conservation. The first three pillars aim to reduce environmental impact from our business activities, while the fourth pillar aims to improve the Earth's self-recovery capabilities. Our goal is to achieve zero greenhouse gas emissions across the entire value chain by 2050, with an interim goal of a 63% reduction in our company emissions by 2030 (compared to the 2015 level).

As a dedicated advocate for a more sustainable society, Ricoh is also raising environmental awareness. To coincide with the United Nations Environment Programme (UNEP) World Environment Day, we initiated "Ricoh Global Eco-Action Day" with the theme "Think and Act." Every year on June 5, since 2006, all lights on Ricoh's billboards and signage around the world are turned off.

At every Ricoh manufacturing plant, sustainable environmental management is promoted within the framework of an international standard: ISO 14001. It not only certifies compliance with environmental laws and regulations — it forces businesses to take a hard look at all areas in which they impact the environment. To our customers, this commitment

translates into energy conservation, increased productivity and the minimization and proper disposal of waste along with obsolete, end-of-life equipment. Ricoh, as a leader in its industry, is showing others the way.

Many Ricoh devices deliver superior energy performance by adopting unique technologies and features such as Quick Start-Up (QSU), energy efficient toner and low sleep mode electricity consumption. Leaving the device in its factory default settings is savings without sacrifice. Ricoh has been a strong supporter of ENERGY STAR, and we strive for "practical" energy performance to achieve the ENERGY STAR qualification while maintaining ease of use attributes.

Ricoh is a charter member of the EPEAT® (Electronic Product Environmental Assessment Tool) program — a comprehensive environmental procurement standard (IEEE 1680.2) for imaging equipment that helps customers identify greener products through the rating of various environmental attributes, such as: energy efficiency, materials selection, indoor air quality and various take back programs.

As a global citizen, Ricoh is highly recognized for its group-wide efforts in environmental conservation activities.



FAST FACTS

- Awarded the Gold Class Sustainability Award by S&P Global, an American company and one of the world's leaders in corporate ratings, (2022)
- ENERGY STAR Partner of the Year Award for six years in a row — achieving the special designation of Sustained Excellence for four consecutive years, awarded by the U.S. Environmental Protection Agency (2021-2016)
- Included in Dow Jones Sustainability World Index (DJSI World). One of the world's most renowned indices for environmental, social, and governance (ESG) achievement; the DJSI evaluates companies via a stringent process that assesses the company's corporate sustainability efforts in the areas of economic, environmental, and social development. Ricoh obtained best scores in 11 categories, including "Climate Strategy," "Social Reporting," and "Human Rights." (2020)

Appendix: Ricoh Designed for Sustainable Manufacturing

Designed for
Sustainable
Manufacturing

Resource Conservation
and Recycling

RICOH



Engineered to use fewer resources in manufacturing

We believe that resource conservation should matter throughout a product's lifecycle, starting with the way it is manufactured and shipped to the customer. We design products that are light-weight and that require fewer resources to assemble. Because recycling is a key factor in our design process, we also design our products with components that can be recycled — lowering the CO2 footprint of both the manufactured products and the processes of manufacturing and de-manufacturing.



Weight and footprint reduction

Products that are lighter and more compact generally have less of an impact on the environment. That's why we start by making design choices that can reduce the mass of required resources in initial manufacturing. For example, many of our multifunction full-color digital copiers are more than 65% lighter than previous models. Our design efforts can also be aided by making use of recycled and biomass plastic products.

Use of recycled materials

For example, most imaging equipment primarily uses steel sheets made in blast furnaces. In an industry first, we developed electric furnace-made steel sheets — comprised of 100% recycled steel scrap — that have properties similar to those of blast-furnace steel sheets.



Reclaiming parts

Recycled parts and components have the most impact when their new life can align with their original creation. To make this process easier, we design the majority of our plastic parts to visually display the information needed to classify components for recycling. For example, we display the varying grades of the resins used in each component at the time of manufacturing. Once a product has been reclaimed, the quality of recycled materials can be maintained by recycling them according to each grade.

Benefits of Sustainable Manufacturing

- Reduce the demand on resources in manufacturing
- Utilize recyclable resources and extend the life of the materials
- Provide information that helps make recycling more effective

Appendix: Ricoh Designed for Sustainable Operation

Designed for
Sustainable
Operation

Resource Conservation and
Recycling

RICOH



Eco-friendly operation reduces resources

At Ricoh, we know that if MFPs, printers and scanners are to encourage sustainability, they need to do this without getting in the way of daily productivity. Once installed, our devices help customers achieve sustainable operations — right out of the box. Built-in features like Quick Start-Up and Eco Night Sensors can help reduce energy usage, while Print Rules can help manage color usage and set the default to duplex to save resources. Because our devices are designed to be sustainable and productive, there's no need to change the device's default settings.

In addition to our eco-friendly hardware, our software and options can increase your ability to operate our devices in a sustainable, productive and cost-effective manner. Our solutions work behind the scenes, providing a number of green benefits without getting in the way of your daily operations.

Benefits of Sustainable Operation

- Reduce energy use
- Reduce supplies consumed
- Change behavior and save

Reduce energy use

Our energy and resource saving technologies — such as Sleep and Energy Saver Modes — can help you maintain optimum productivity without changing the default settings. Many current Ricoh devices can warm up and recover from sleep mode in 10 seconds or less with Quick Start-Up — speeding job queues to maximize user satisfaction while reducing energy use. Devices with the Eco Night Sensor can automatically turn the power switch to Off when the room goes dark after a user-specified period of time.

** Ricoh Quick Start-Up and Eco Night Sensor features are included standard on most current models. Quick Start-Up time will be longer for machines running additional software.*



Reduce supplies consumed

Settings that reduce waste don't do any good if they're not being used. You can make eco-friendliness the norm in your workplace with features and settings that make the green choice the easy choice. Default to duplex to save paper. Default to black and white to save toner and reduce unnecessary color output. You can even reduce waste caused by printing mistakes with Secure Document Release — which also helps minimize the risk of documents being forgotten in the printer tray. Reduce non-work related prints with User Tracking, Reporting & Charge-back. You can even reduce output that is ultimately discarded with Digital Job Submission and digital proofing with our Production Print software.



Change behavior and save

Many of our current Smart Operation Panel devices encourage sustainable operations even further with an informative user interface. Get an at-a-glance overview of your paper reduction and color reduction efforts right at the MFP. When users can see the impact of their decisions right in front of them, you can motivate your workforce to save even more. You can dive into the details even further with Device Management software. Understand your paper and approximate power consumption and their impact on costs and CO2. Measure changes in environmental impact against your goals with Green Reports and metrics.



GREEN MODE ACTIVATED

Our program facilitates a green partnership and commitment for environmental impact reduction between Ricoh, our suppliers and our customers.

Appendix: Ricoh Mobile Printing

Mobile Printing

RICOH



Flexible, sustainable printing

The ability to print from mobile devices is quickly becoming a necessity to keep up with the pace of today's business world. However, a free-for-all mobile printing environment can be detrimental to your sustainability initiatives. Ricoh Mobile Printing solutions can help you enable print mobility for both employees and guests without tossing your environmental strategy to the wind. Intelligent and intuitive features help provide flexibility while combatting potential energy, paper and toner waste. Harness the potential of your employees' personal devices to reduce the energy output of desktop PCs. Utilize resource-saving tools such as print release features to reduce the overuse of consumables. When you can enable workstyle innovation while demonstrating responsible environmental stewardship, everybody wins — and Ricoh can help you get there.

Reduce energy strain on PCs

Have you ever had to turn on a desktop PC just to submit a document for printing? The energy required to boot up and utilize a desktop hardly seems worth it for just a few printed pages. Ricoh Mobile Printing solutions can help you support **"Bring Your Own Device"** (BYOD) initiatives — allowing your workers to use their personal devices to submit documents for printing — with your green goals front and center. Employees and guests can use their own mobile devices to complete necessary tasks, so you can reduce the energy expenditure from "middleman" desktop PCs.

Cloud printing for less energy

For those that need to print on the go, many Ricoh Mobile Printing solutions utilize the Cloud to enable print submission from mobile devices. Not only does Cloud printing help you keep processes moving, but it can also reduce the resource strain on your server and office devices. Whether you're in another building or looking for a hot spot while traveling, use the Cloud to **Submit Documents to Print from Anywhere** to ease the burden on your organization.

Prevent user-created waste

Have you ever forgotten a print job and left it sitting in the output tray — only to be accidentally taken or thrown away by someone else? What about picking up a document and realizing you used the wrong settings? **Print Release Features** help reduce forgotten prints and user print errors — mistakes that cause energy, paper and toner waste. Ricoh Mobile Printing solutions extend these resource-saving features to your mobile devices, so you can submit print jobs with confidence.

Documents are held until you are ready

In this New World of Work, information needs to be flexible. Shouldn't your printing processes be the same? With flexible Mobile Printing solutions that utilize print release features, you can reduce output waste with the ability to **Delete Unwanted Prints** from your print queue — all from the control panel of the MFP. Instead of having to print a new copy every

time a change is made, you can make changes to your documents even after they have been submitted. Easily delete old iterations of files and release the most up-to-date version at the MFP when you're ready. You can also instruct the print queue to automatically delete unprinted files after a certain amount of time.

Made Possible by Ricoh Technology

Our portfolio of software from Ricoh and industry-leading partners enables effective Mobile Printing that can benefit your business while helping the environment.

Driving Sustainability for Our Future

Ricoh is committed to supporting the environment through practical energy efficiency, fleet and print optimization, equipment take back and toner recycling programs. Take advantage of our unique sustainability offerings, uncover savings and distinguish your business as a leader...all while driving sustainability for our future.

Appendix: Ricoh Variable Data, Host Printing

RICOH

Variable Data, Host Printing



Get the job done, without straining your resources

Many companies and organizations recognize the value of improving sustainability within their day-to-day print infrastructure — but they are at a loss with how to extend the same resource-saving practices to specialty output. Whether you're printing materials for a variable data campaign or looking to output information trapped in legacy host systems, Ricoh can help you drive sustainability while improving efficiency. Instead of relying on older generation energy-hogging hardware, our Variable Data and Host Printing solutions use robust hardware and software to give your energy-efficient MFPs the ability to handle your specialty output needs.

Save energy with multi-function printers

Often, companies have IPDS printers in a department to produce ad hoc reports from the IBM Mainframe. Not only do these additional machines take up valuable office space, but they can also represent a significant drain on your resources. Using the **IPDS Print Option**, you can eliminate single function printers by adding IPDS capability to an existing MFP — resulting in reduced energy demand.

Efficient, quality host printing

Bring your host systems and your printers and MFPs together. Ricoh Variable Data and Host Printing solutions can give you **Professional Laser Output** of host data while taking

advantage of your energy-efficient output devices. Our robust technology can help you build a bridge between Enterprise Resource Planning (ERP) and other legacy output to modern, energy-efficient MFPs. You can also further reduce energy expenditure with solutions that take the output intended for printing and convert it to PDF for web delivery, document management systems, fax and more.

Green-friendly print options

You've worked hard to give your employees the knowledge and the ability to make sustainable choices when it comes to daily print output. Why should variable data or host printing be any different? **Advanced Output Capabilities** can give you access to a complete range of options — including paper size, finishing and collating — so you can extend green print practices to specialty output as well.

A modern way to tackle legacy printing

Technology has come a long way and can offer a number of sustainability benefits, but many organizations still use outdated machines that consume large quantities of energy. Ricoh hardware devices deliver superior energy performance, offering **Intelligent Features** such as energy saving timers, sleep mode, quick start-up, eco-night sensors and more. With these sustainability tools built in, you can complete Variable Data and Host Printing tasks with ease — without worrying about remembering to configure energy-efficient settings on your own.

Made Possible by Ricoh Technology

Our portfolio of software from Ricoh and industry-leading partners enables effective Variable Data, Host Printing that can benefit your business while helping the environment.

Driving Sustainability for Our Future

Ricoh is committed to supporting the environment through practical energy efficiency, fleet and print optimization, equipment take back and toner recycling programs. Take advantage of our unique sustainability offerings, uncover savings and distinguish your business as a leader...all while driving sustainability for our future.

Appendix: Ricoh Pull Printing

Pull Printing

RICOH



Smart printing, no waste

A green technology infrastructure can give you the tools to solve your workplace printing challenges while reducing energy usage and resource waste. With Ricoh technology for Pull Printing, you can enjoy widespread benefits — because sustainability, productivity and cost savings go hand in hand. Inefficient print practices don't just hurt your workplace productivity and your bottom line. Shared print environments create further difficulties. What happens if you forget to pick up your prints and someone else picks them up by mistake? Unnecessary paper and toner outputs are common culprits for waste, and waste brings both a monetary cost and an environmental cost. Pull Printing eliminates waste and elevates your workers' mobility.

Get a printing “do over”

Does this sound familiar? You send a document to the printer, only to discover that you've made a mistake and need to print again. These things happen, but in environments where many people need to print — such as office buildings or college campuses — those little mistakes add up to a lot of wasted paper. With Pull Printing, users submit print jobs to a **Digital Print Queue** instead of directly to the printer. Jobs are held until the user is at the device and ready to print — so there's no harm done if you need to make changes.

Oops, wrong printer

What happens if you show up to a device to pick up your print job and it's not there? Do

you assume there was an error and print again? Print jobs sent to the wrong device are either left sitting around or thrown away — wasting valuable resources. Pull Printing features minimize waste by **Bringing Your Print Jobs to You**. Instead of asking you to choose from a device list when submitting a print job, your documents can find you when you're standing at a device and ready to print.

Misplaced prints cost

Every document printed has a cost. If you accidentally pick up someone else's print job, more paper, toner and energy must be spent to correct the mistake. With **Print Job Authentication**, you don't have to worry about picking up the wrong document... or the wrong person picking up yours. When you're ready to release a print job from the queue, simply approach the device of your choice and authenticate with an ID card, network login, PIN or specific release code.

Personal printers sap energy

Without a secure option for printing sensitive information on group devices, many people turn to personal desktop printers to get the job done. Additional machines only add to company energy usage, especially if the devices are not energy-efficient. MFPs with Pull Printing enabled give your people the flexibility they desire and the confidentiality they need. When fewer devices can get the job done, your workplace can **Reduce Desktop Printer Usage** for better control over total energy output.

Self-sustaining print queues

Have you ever submitted a print job, only to be distracted from picking it up? Pull Printing can **Auto-Delete Abandoned Jobs** from the server queue after a pre-determined amount of time. No need to worry about abandoned printouts, because the server queue works to save paper, toner and energy resources before they are wasted.

Made Possible by Ricoh Technology

Our portfolio of software from Ricoh and industry-leading partners enables effective Pull Printing that can benefit your business while helping the environment.

Driving Sustainability for Our Future

Ricoh is committed to supporting the environment through practical energy efficiency, fleet and print optimization, equipment take back and toner recycling programs. Take advantage of our unique sustainability offerings, uncover savings and distinguish your business as a leader...all while driving sustainability for our future.

Appendix: Ricoh Rules-Based Printing

RICOH

Rules-based Printing



Best practices baked in

Sustainability and workplace productivity shouldn't be mutually exclusive. With the right technology infrastructure, you can take charge over your environmental impact while giving your people the tools they need to do their jobs well. It's time to take the guesswork out of sustainable print practices. With Ricoh technology for Rules-based Printing, you can make best practices the natural choice — even automatic. Ricoh's intelligent hardware and software can help you define, implement and manage your print rules. When you are equipped with the right tools to eliminate waste, you can do good for the environment — and for your bottom line.

Save with duplex, quotas

Paper can be very useful, but it has a major impact on the environment when wasted or used incorrectly. With an "only what you need" approach to using paper, you not only save trees but also water and energy. Rules-based Printing can help you make duplex printing the default output setting. Need to take a firmer approach? **Force Duplex** features give you the ability to enforce paper-saving requirements. Want to control expenses and toner output? Set quotas on number of color copies/prints to encourage use of black and white for most applications.

Make toner saving mode the norm

Toner not only has a cost to purchase, it requires a significant amount of energy to produce.

Toner Saving Mode can help make sure drafts are printed using less toner — giving your consumables a longer life for a reduced carbon footprint. When it comes time to dispose of your toner cartridges, recycling is the way to go. If local recycling is not available, Ricoh makes returning toner cartridges easy — so you can help keep them out of landfills.

Best machine for the job... automatically

Your people probably don't know the energy differences between your various output devices when they choose where to print. **Auto Print Job Routing** rules can be implemented so that large jobs go to a more cost effective, energy-efficient machine. Instead of printing to an older machine or an individual desktop printer — which has a higher cost per page — prints are routed to cost and energy-efficient departmental machines.

Override waste and lower CO2

Printing B&W on a color machine is a common culprit for waste. How can you combat misuse of color printing or other print settings that consume resources unnecessarily? Rules-based Printing can help you avoid this waste by restricting certain settings for users or groups. **Pop-up Messages** can inform users of recommended (or required) settings as well as appropriate printing devices — helping users make smarter choices for their print jobs.

Measure twice, cut once

Does this sound familiar? You submit a large print job, only to discover an error after multiple

pages have already printed. With **Sample Print**, you can minimize waste due to error by having users verify that the sample is correct, before completing the rest of the print run.

Made Possible by Ricoh Technology

Our portfolio of software from Ricoh and industry-leading partners enables effective Rules-based Printing that can benefit your business while helping the environment.

Driving Sustainability for Our Future

Ricoh is committed to supporting the environment through practical energy efficiency, fleet and print optimization, equipment take back and toner recycling programs. Take advantage of our unique sustainability offerings, uncover savings and distinguish your business as a leader...all while driving sustainability for our future.

Appendix: Ricoh Digital Job Submission

Digital Job Submission

RICOH



Tackle waste at every step

A centralized production print center with energy-efficient machines can start you off on the right foot toward better sustainability. However, less obvious areas of impact can still go untapped. In order to get the full impact of sustainability, you need to optimize the entire production print process — starting with user job submission. Traditional hardcopy submission forms require paper, toner and energy to produce — but they have a short life span and are quickly discarded after the job is done. At Ricoh, we believe that people, processes and technology need to come together to achieve sustainable business practices. That's why many of our solutions include Digital Job Submission. We can help you build a bridge between energy-efficient output services and the people who need them — with job submission tools that help reduce output-related resource waste.

Simple processes save resources

When it comes to sustainable print practices, ease of use determines how successfully your workforce adopts new ways of doing things.

Web-based Job Submission gives users a simple platform to request print jobs. The familiarity of a web browser makes it easy to submit digital documents, along with job specifications, to a centralized production center. What's more, you can eliminate the paper and energy used to create hardcopy submission forms.

Check it twice

It's important to get print jobs right the first time. Misprints cost both time and resources to correct, and catching mistakes before they happen can minimize resource abuse. With **Digital Proof** capabilities, you can examine your documents, images, layouts and more — before you spend paper and toner. Once you're happy, submit your print job to the centralized production center with confidence. No more having to throw away jobs that were produced incorrectly due to hardcopy submission form errors.

Energy efficiency at your fingertips

Though individual users may have the best intentions, they are rarely equipped with hardware designed to handle large print jobs while meeting sustainability initiatives. Digital Job Submission gives workers access to the benefits of a centralized production center — with more **Energy Efficient Equipment** than what individual users can access on their own.

Sustainability meets speed

By encouraging the use of a centralized production center, you can virtually eliminate the time users spend producing and finishing documents on slower local equipment. **Faster Processes** lead to more productive workflows — so you can improve the way you work while helping the environment.

Monitor your sustainability

Improving sustainability is an ongoing process — and we can help you track your progress. When you submit a print job digitally, robust monitoring and management software can collect key information and organize it for you. Then, **Decision Making Tools** give you insight into the environmental impact of your printing habits — from the big picture to the smallest details.

Made Possible by Ricoh Technology

Our portfolio of software from Ricoh and industry-leading partners enables effective Digital Job Submission that can benefit your business while helping the environment.

Driving Sustainability for Our Future

Ricoh is committed to supporting the environment through practical energy efficiency, fleet and print optimization, equipment take back and toner recycling programs. Take advantage of our unique sustainability offerings, uncover savings and distinguish your business as a leader...all while driving sustainability for our future.

Appendix: Ricoh Data Capture



RICOH

Give hardcopy data new life

What types of formats do you think of when you hear the word "information"? Hardcopy forms? Invoices? What about data found in wordless formats, such as captured images? It's not enough for an environmental strategy to focus on only the obvious sources of hardcopy resource usage. A truly effective green-friendly plan takes all kinds of data origins into account. Ricoh Data Capture solutions are here to help, giving you the tools to capture, classify and route various data formats to where you need them. With the right partner, your Data Capture strategy can discourage waste while encouraging efficient data management.

More accuracy, less paper

You can reduce both paper output and energy usage by accurately transforming paper formats into digital files. It starts with a scan, using features such as OCR to lift text from the page. Then, **Extracted Data** becomes a road map for automated document classification, so you can replace expensive and wasteful sorting, filing and data entry processes. Best of all, there's no need to print out a copy of the original — because it's always available.

Capture images, save toner

It's been said that 'a picture says a thousand words.' Images taken in the field or from specialty cameras can be important sources of information. Without the right capture processes, this data is forced to live on paper for traditional filing — requiring toner and paper to produce. Trade environmentally costly image

filing for **High Quality Image Capture** — and give your images the freedom to interact with your digital systems.

Eliminate redundant copies

Whether you have field agents, traveling salespeople or just a large office, you probably already know the challenge of sharing important information. Instead of making multiple hardcopies of purchase orders, contracts, etc, give your people the ability to utilize **Mobile Capture** technology. By leveraging employees' mobile devices, you can route captured data to those that need it faster — and eliminate unnecessary resource expenditure.

Digital data that moves

Despite all of the green benefits a digital workflow creates, user difficulty can discourage workers from embracing the system completely — perhaps even falling back into old, wasteful habits. Ricoh Data Capture solutions can give you an **Automated Workflow**, so your day-to-day processes are easier than ever before. When your data has the freedom to move to where it needs to go — automatically — your people can truly embrace green business practices.

Track your data, without the paper trail

Legal, healthcare, education and many other industries must meet rigorous standards for confidentiality and data security. Once your data has been captured, utilize **Audit Trail** features to track every interaction with that data. Easily

answer audit inquiries with a few keystrokes, and eliminate the need to use valuable natural resources to keep track of the lifecycle of your documents.

Made Possible by Ricoh Technology

Our portfolio of software from Ricoh and industry-leading partners enables effective Data Capture that can benefit your business while helping the environment.

Driving Sustainability for Our Future

Ricoh is committed to supporting the environment through practical energy efficiency, fleet and print optimization, equipment take back and toner recycling programs. Take advantage of our unique sustainability offerings, uncover savings and distinguish your business as a leader...all while driving sustainability for our future.

Appendix: Ricoh Document Conversion

Document Conversion

RICOH



Efficient and earth-friendly

Moving from paper to digital is a great way to reduce your environmental impact — but if you lack an efficient way to get the job done, you might face a number of challenges along the way. Ricoh's comprehensive technology can help you go green without the hassle. Instead of complicated multi-step processes, take your information from hardcopy or legacy digital files right to the Cloud. Access your data faster with paperless processes, and reduce the time and cost of recreating information locked in non-editable formats. With Ricoh Document Conversion solutions, improving the way you work while reducing consumable and energy waste is as easy as touching a button.

Lift text from paper

Without conversion accuracy, the green benefits of going digital become overshadowed by other business concerns. Ricoh Document Conversion solutions utilize powerful **OCR** capabilities to capture text effectively, delivering up to 99.8% accurate paper-to-digital conversion. Getting text conversion right the first time means that you have a smooth transition from paper-heavy documentation to environmentally-friendly digital processes.

Green file formats

Scan directly to **Searchable PDF** and create a file that you can easily mine for content — with a simple search command. No more skimming through multiple paper files, trying to find what you need. Ricoh Document Conversion solutions make it easy to improve your workflow while conquering resource waste.

No 'consulting the original'

Have you ever scanned a document as an image file, only to find you've lost some of the important details? Green benefits are minimized when you have to keep the original on hand for accuracy checks. Robust Document Conversion processes give you **High-Quality Images**, so you can recycle the hardcopy originals with confidence. Enhance document quality with advanced imaging processing functions and support a variety of image file formats — including TIFF, JPEG, PNG, DCX, BMP and GIF.

24/7 storage, no prints needed

Say goodbye to rows of filing cabinets. Ricoh Document Conversion can give you access to your files from anywhere via **Scan to Cloud** capabilities. Provide workers with seamless connectivity to popular Cloud services, directly from your Cloud-enabled Ricoh MFP. Because you can scan and send documents to Cloud services in a single step, not only do you save paper efficiently but save energy output as well.

Robust digital documents

Ricoh technology builds bridges between your devices and your **Content Management** services — making it even easier to meet your green business goals. Activate only the services you use on the MFP touch screen menu for an intuitive user experience. Automatically deliver electronic files according to instructions and give workers access to their folders, files and documents from their mobile devices. Ricoh helps make digital work for you — and for the earth.

Made Possible by Ricoh Technology

Our portfolio of software from Ricoh and industry-leading partners enables effective Document Conversion that can benefit your business while helping the environment.

Driving Sustainability for Our Future

Ricoh is committed to supporting the environment through practical energy efficiency, fleet and print optimization, equipment take back and toner recycling programs. Take advantage of our unique sustainability offerings, uncover savings and distinguish your business as a leader...all while driving sustainability for our future.

Appendix: Ricoh Document & File Storage

RICOH

Document & File Storage



Go green with digital files

Paper is everywhere. It's in your briefcase. It's sitting in stacks on desks. It's in an envelope to be mailed to another office. It's stored in filing cabinets waiting to be needed. In the New World of Work, we deal with more information than ever before — and high volumes of stored and shared paper make it difficult to reduce dependency on valuable consumables. Every document costs paper, toner and energy to produce. Ricoh solutions for Document & File Storage can help you create, store and share important information the green way. From converting legacy documents to creating an efficient digital workflow, we have the tools to help you meet environmental initiatives while improving the way you work.

Reduce paper abuse, your way

When it comes to conquering your dependence on paper, what's right for the business next door may not be right for you. That's why Ricoh offers both **On-premise and Cloud Solutions**. Whether you have an on-site document management server or want to utilize Cloud storage, we have the knowledge and experience to get you up and running. With Ricoh on your side, you can do what's right for the environment and what's right for your business.

Print less, store more

With **Scan-to-File** capabilities, you can convert legacy paper records to digital files with just the touch of a button. Electronic database on-premise storage and/or Cloud storage

can give you the convenience of digital files while reducing your dependence on paper and toner. Because you can scan directly to your on-premise or Cloud-based Document Management application instead of dealing with multi-step workarounds, you can convert your hardcopy files with minimal energy impact.

Simplify processes, save trees

Purchase orders, invoices and other types of documents are often shared by multiple teams within an organization. Getting everyone the information they need often puts a strain on company resources. Do you print out multiple copies for hand delivery — using valuable ink and paper? Do you spend device energy scanning copies to your desktop so you can send them as email attachments? **Automated Routing** replaces high-cost, multi-step processes with a low-cost, electronic workflow. Pre-defined processes route important information quickly and efficiently — no need to print, copy or mail.

Find what you need, without filing cabinets

Instead of thumbing through hardcopy files, search for the information you need with **Advanced Search** capabilities. Not only can you find data faster, but digital search functions help eliminate the need for traditional filing cabinets — saving you valuable office space. No need to spend large amounts of ink and paper to have your data close at hand.

More control over printed data

Even with the efficiency of digital files, you may still want to print on occasion. In order to control paper waste when you print, start by regulating paper output. With **Security-based Access**, workers only have access to information relevant to them — based on pre-set security settings — discouraging unnecessary print and consumable usage.

Made Possible by Ricoh Technology

Our portfolio of software from Ricoh and industry-leading partners enables effective Document & File Storage that can benefit your business while helping the environment.

Driving Sustainability for Our Future

Ricoh is committed to supporting the environment through practical energy efficiency, fleet and print optimization, equipment take back and toner recycling programs. Take advantage of our unique sustainability offerings, uncover savings and distinguish your business as a leader...all while driving sustainability for our future.

Appendix: Ricoh Document Sharing & Collaboration

Document Sharing & Collaboration

RICOH



Document duplication = waste

Whether you're heading to a meeting, hitting the road or just trying to communicate project changes to your team, legacy paper-based processes can put a big strain on your sustainability goals. Making multiple copies for yourself or others requires paper, toner and energy to produce — limited resources that can better serve other areas of your business processes. Collaboration can suffer as well, with important information trapped in non-flexible formats. With Ricoh as your partner, you can bring efficiency to your Document Sharing & Collaboration efforts while improving sustainability.

Digital materials reduce waste

Creating and distributing hardcopy printouts for every meeting or collaborative session requires more than just ink and paper to produce. Each handout represents energy expenditure as well. Ricoh solutions can help you **Reduce Print Device Usage** by giving you the tools you need to share documents digitally via the Cloud. No more spending precious time and resources to print, collate, bind and distribute meeting materials.

Everyone on the same page

When important work is done on paper, it can be difficult to share the changes with everyone that needs to know if a change has been made. The responsibility falls on the shoulders of the person holding the hardcopy document — and extensive changes can require a whole new

print, costing both paper and energy. With automatic **File Synchronization & Share** capabilities, you can reduce your dependence on paper while collaborating more efficiently with digital information. When one user alters a shared document, changes will be visible to all authorized users.

No need to print copies

Have you ever printed a copy of something from your own desktop computer — just so you can access it while traveling? Why spend precious resources to recreate information you already have? Ricoh can help free your information from traditional device and file format boundaries, giving you **Instant Access to Cloud Files** from any authorized device. Reduce your dependency on paper while enjoying the benefits of information that's as mobile as you are.

Guilt-free annotations

When you need to collaborate with partners in another department or location, how do you handle annotating documents? You could print out hard copies and make edits by hand, but that leads to increased paper output — not to mention using energy to scan your new copy in order to send it to other team members. Ricoh can give you access to **Digital Annotation Tools**, so you can make annotations without having to exit your solution interface. Go through multiple rounds of markups without ever printing a single page — and reduce your impact on environmental resources.

Say goodbye to paper files

Not only do traditional filing cabinets take up valuable office space, they also represent a store of spent resources. You can create backup copies of important information without needing to constantly print hard copies of documents. Many Ricoh solutions offer **Automatic File Backup** features — so you can reduce your dependency on paper without sacrificing your long-term strategy for the lifecycle of your information.

Made Possible by Ricoh Technology

Our portfolio of software from Ricoh and industry-leading partners enables effective Document Sharing & Collaboration that can benefit your business while helping the environment.

Driving Sustainability for Our Future

Ricoh is committed to supporting the environment through practical energy efficiency, fleet and print optimization, equipment take back and toner recycling programs. Take advantage of our unique sustainability offerings, uncover savings and distinguish your business as a leader...all while driving sustainability for our future.

Appendix: Ricoh eSignatures & Workflow Approvals

eSignatures & Workflow Approvals

RICOH



Making signatures more sustainable

You may not realize just how many company resources it takes to keep up with the demand for traditional signatures. For each Proof of Delivery document, HR on-boarding form and purchase requisition, there's an environmental cost. Paper, ink and the energy used to create these forms add up fast. You may feel that implementing green technologies will inhibit your workflow — but the truth is that the right technologies can help you go green while improving the way you work. Ricoh solutions for eSignatures & Workflow Approvals offer workstyle innovation — increasing efficiency while decreasing waste.

eSignatures save time and trees

A hardcopy signature doesn't just require the use of company resources to create. It also takes a lot of time and manpower to collect, process and deliver to the right systems. **eSignature Technology** cuts down on tedious manual processes — building a direct digital bridge from signature collection to verification. With digital signatures, you can speed up your processes for faster completion while helping your organization meet environmental initiatives.

Output digital forms to a tablet for less paper

Moving paper documents around is time-consuming and frustrating. Ricoh offers robust solutions that give you the freedom to create **Electronic Forms**. These forms retain the exact

look and layout of your legacy hardcopy forms — simplifying the transition to green forms processing, minimizing resource abuse and shortening cycle times.

Eliminate package delivery documents

You may not think much of that little slip of paper you sign to receive a package, but Bills of Lading and Proof of Delivery documents represent a lot of paper. With electronic **Package Delivery Confirmation**, you can have the information you need at your fingertips — without maintaining a supply of delivery paperwork. When package recipients provide a paperless eSignature, senders are instantly notified of delivery verification.

Digital new hire paperwork

Each new employee represents a high volume of HR documents. Printing and storing hardcopy on-boarding forms costs energy to produce, office space to store and time to keep organized. Ricoh eSignature & Workflow Approvals solutions make **Electronic HR On-boarding** a snap. HR personnel can manage complicated new hire forms packages digitally — minimizing key entry and eliminating costly paper forms. With less resource abuse, everybody wins.

No more interoffice envelopes

Need a specific signature on a purchase order? Instead of sending a hardcopy form through interoffice mail, imagine an instantaneous digital response. Not only can **Paperless Purchase Requisitions** keep the approval

process moving, but they can eliminate unnecessary scanning and printing in order to deliver forms to individuals.

Made Possible by Ricoh Technology

Our portfolio of software from Ricoh and industry-leading partners enables effective eSignatures & Workflow Approvals that can benefit your business while helping the environment.

Driving Sustainability for Our Future

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Appendix: Ricoh Advanced Faxing

Advanced Faxing

RICOH



Green-friendly fax processes

The way we collect and distribute information has changed drastically over the years — but many organizations still use legacy faxing processes. Traditional paper-based fax methods consume valuable, limited resources and can represent a major stumbling block in your efforts to drive sustainability in your workplace. Don't let out-of-date processes hold back your potential for a greener, more efficient workflow. Ricoh Advanced Faxing solutions break down communication barriers between desktop computers, fax machines, MFPs and other devices — so you can easily send and receive faxes without generating waste.

Leverage your existing infrastructure

You've already invested in desktop computers and MFPs. Ricoh can help you equip your technology to give you streamlined fax processes without having to rely on traditional "print to fax" methods. Send, receive, forward and route faxes via email directly from your computer or MFP. By leveraging the technology you already have, you can **Reduce Your Dependence on Costly Resources** while improving your fax workflow.

Save print for when it matters

Paper documents are important to your workflow — but printing documents you don't intend to keep long-term causes waste. When you have to first print a document from your computer before you can fax it, you are faced with both time and resource costs. Eliminate

this wasteful middle step with Ricoh Advanced Faxing solutions, which can help you **Save Paper** while still getting your information where it needs to go.

Less paper output = less energy

Reducing the volume of printed paper in your day-to-day fax workflow does more than just save paper. Each printed page takes energy and toner to produce. When you have the ability to fax digital data directly — without the middle step of hardcopy output — you can **Save Energy** and better meet your organization's sustainability initiatives.

Reduce waste with digital delivery

What happens if a hardcopy fax is lost, undelivered or taken from the fax tray by unauthorized personnel? You guessed it — you are forced to re-print and re-initiate the process, using even more energy, paper and consumables. A robust Advanced Faxing solution can help minimize your environmental impact while giving you better administrative control over your data. You can also better meet compliance mandates with an Audit Trail that keeps track of digital fax activity. With **Direct Digital Processes**, you can be confident that faxes will be successfully delivered while reducing your dependence on valuable resources.

Sustainability meets efficiency

Channel congestion and transmission errors do more than delay getting important data where it needs to go. These frustrations can lead to

increased energy use on both the transmission side and receiving side. With Advanced Faxing, you can **Leverage the Internet** instead of relying on costly phone lines that are impacted by volume. Not only do you gain improved reliability, but you can also reduce demands on energy output — further promoting energy efficiency.

Made Possible by Ricoh Technology

Our portfolio of software from Ricoh and industry-leading partners enables effective Advanced Faxing that can benefit your business while helping the environment.

Driving Sustainability for Our Future

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Appendix: Ricoh Sleep / Energy Saver Modes

RICOH

Sleep / Energy Saver Modes



Smart energy management

If you had to choose between reducing your carbon footprint and maintaining office productivity, which would you choose? It may surprise you to learn that you can have both. There is a common misconception that green technologies compromise the way you work — but the right technology infrastructure can give you the tools to go green while maintaining optimum productivity for your workforce. With Ricoh technology for Sleep and Energy Saver Modes, sustainability becomes the easy choice. Smart features are built-in to determine when to reduce power, when to enter sleep mode and even when to turn the device off completely. Let your hardware take care of sustainability practices — while you focus on what you do best.

Efficiency “out of the box”

Some hardware may have the capacity to be energy-efficient, but you are left responsible for figuring out how to enable those settings. What good are energy-efficient settings if they're not being used? Ricoh hardware removes the guesswork with best practices already enabled. The **Energy Saver Timer** sets the amount of time the machine waits before switching to Low-Power mode. The default timer settings have been established to take out the guesswork, minimizing energy waste automatically so your workforce can keep working.

Save with sleep mode

Your multifunction devices don't just use energy when someone submits a print job. Instead of just standing around wasting energy, wouldn't it be better if your MFPs intelligently knew when and how to conserve energy between uses? **Sleep Mode** enables Ricoh MFPs to automatically enter energy saving modes after a pre-determined amount of time. Then, they can wake right back up when you need them.

Wake up and work

In the past, especially with older equipment, waiting for devices to “warm up” after sleep mode took a long time. Extended periods of waiting not only slow down productivity, but they can also tempt workers to disable sleep mode altogether to avoid the inconvenience. Ricoh hardware recovers from sleep mode in 10 seconds or less. **Quick Start-Up** speeds job queues and maximizes user satisfaction — while making sure that your energy saving features are properly utilized.

Auto on/off

You wouldn't leave your home for the day with all of the lights left on. Shouldn't your workplace follow the same common sense when it comes to your output devices? Ricoh makes conserving energy a no-brainer. The **Eco-Night Sensor** allows you to program automatic startup or shutdown for your Ricoh devices based on ambient light — so you don't even have to think about it.

Superior energy performance

We are proud that Ricoh devices deliver superior energy performance, and many are **ENERGY STAR Certified**. ENERGY STAR is a U.S. Environmental Protection Agency (EPA) voluntary program that recognizes devices as energy-efficient in design and specification. ENERGY STAR certified products contribute to a more energy-efficient world, help protect our climate and assist you in keeping your running costs affordable.

Made Possible by Ricoh Technology

Ricoh hardware enables effective Energy Management that can benefit your business while helping the environment.

Driving Sustainability for Our Future

Ricoh is committed to supporting the environment through practical energy efficiency, fleet and print optimization, equipment take back and toner recycling programs. Take advantage of our unique sustainability offerings, uncover savings and distinguish your business as a leader...all while driving sustainability for our future.

Appendix: Ricoh Device Usage Reporting

RICOH

Device Usage Reporting



It's time to understand — and solve — resource waste

Without proper management, your print fleet has the potential to generate significant waste. Taking control over your devices and practicing environmental stewardship can be difficult if you don't know exactly where the problems are — and how to fix them. Ricoh technology can help you make the most of your technology infrastructure, giving you powerful tools to collect hard-to-find information and report on many devices' environmental impact. Understand paper and approximate power consumption* and their impact on costs and CO2. Receive helpful tips for conserving electricity and paper across your enterprise. Our software takes an abundance of data — such as meter reads and output volume — and transforms it into reports you can use to improve sustainability and make a difference in your organization.

Track paper saving initiatives

When documents are printed with single-sided print settings, the volume of paper used is double that of duplex. Frequent single-sided printing adds up to a lot of waste, but tracking it is difficult without the right reporting tools. **Duplex Reporting** sheds light on this common culprit for waste, helping you identify problem areas so you can output less paper and consume less power.

Understand power usage

If you have power saving initiatives in your workplace but don't have the data to check your progress, you're left with just words. Utilize **Energy Usage Reporting** to track actual power savings, as well as areas for improvement. Find out if your device should step down and go to sleep sooner. Identify device energy abuse and takes steps to use less power — without getting in the way of your day-to-day workflow.

Helpful tips to save resources

Did you know that devices consume energy just by being in Stand-By mode — waiting for a job to copy or print? Just because a device isn't active doesn't mean it's not using power. **Print-Ready and Sleep Mode** reports can help you identify how much time each device spends in various modes — including operation, print-ready and sleep.

Eliminate non-usable prints

Have you ever submitted a document for print, only to find that the device you chose was running out of ink? These prints don't do you any good and create unnecessary waste — since you have to re-submit the print job to another device. **Toner and Service Alerts** can help stop waste before it starts, reporting potential issues before it's too late. Armed with accurate knowledge, users can make better informed print decisions while your Service Provider can stay on top of necessary updates and maintenance.

Minimize CO2 impact

If you use workflow-improving technologies such as secure print release or centralized scanning, **Green Reporting** can show you how these services are also helping the environment. See how many trees and how much water you saved — in addition to how much CO2 was eliminated — as a result of using robust Ricoh technologies.

Made Possible by Ricoh Technology

Our portfolio of software from Ricoh and industry-leading partners enables effective Device Usage Reporting that can benefit your business while helping the environment.

Driving Sustainability for Our Future

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*Green Metrics are directional, rather than literal

Appendix: Ricoh User Tracking, Reporting & Charge-Back

RICOH

User
Tracking,
Reporting &
Charge-back



Measure, then manage

Before you can go green effectively, you need to know where you stand — right here, right now. Ricoh solutions for User Tracking, Reporting & Charge-back can help you take your environmental impact into your own hands. Uncover hidden resource abuse and associate costs with device usage. Measure energy efficiency and find areas for improvement. Present detailed reports to key decision makers in a format that is easy to understand. Ricoh has the experience and the expertise to help you make the most of your technology infrastructure — giving the devices you use everyday the ability to report sustainability and usage data back to you.

Discover resource abuse

Is there unnecessary printing going unnoticed in your workplace? Are certain departments or branches more likely to waste resources than others? The ability to answer these important questions starts with **Detailed Reporting Software**. Intelligent Ricoh software is engaged with each print job — giving you an accurate understanding of your entire print environment. Instead of simply "making your best guess," tackle waste and resource abuse armed with up-to-date, comprehensive information.

Discourage non-work prints

Non-work prints made on company devices are a common culprit for strain on your resources. **User Level Tracking** gives you the ability to zoom in on usage so you can see the details in addition to the big picture. Each print job is

associated to a specific user so that an accurate record can be kept. When users know that their print activities are being monitored, they are less likely to use company resources for personal output — lowering energy consumption and paper waste.

Track energy savings

Instead of just focusing on what should be improved, wouldn't it be nice to also identify what you're doing right? Ricoh's **Green Reports** do more than track your fleet's impact on CO2 emissions and resource usage. They also can help you identify the energy your efforts have already saved. With this information in hand, you can accurately assess what works — and what doesn't.

Charge-back for accountability

Your workers may not realize the impact one person's printing habits can have on your environmental strategy and overall costs. That's why we offer robust **Charge-back Reports**. Provide monthly reports to departments or individuals to show the cost associated with their device usage. This level of accountability discourages unnecessary output — which in turn helps reduce waste and energy abuse.

Accurate waste tracking

Sometimes the culprit for waste isn't just volume of pages printed. Sometimes waste occurs when a print job is submitted with the wrong settings. Printing a b&w document on a color printer or choosing single-sided printing instead of duplex depletes toner and paper resources faster. With **Rules-based Printing**,

you can discourage waste by making green-friendly output settings the easy choice — and see when users override these settings.

Made Possible by Ricoh Technology

Our portfolio of software from Ricoh and industry-leading partners enables effective User Tracking, Reporting & Charge-back that can benefit your business while helping the environment.

Driving Sustainability for Our Future

Ricoh is committed to supporting the environment through practical energy efficiency, fleet and print optimization, equipment take back and toner recycling programs. Take advantage of our unique sustainability offerings, uncover savings and distinguish your business as a leader...all while driving sustainability for our future.

Clarification Questions – RJ Young

Please enter your company's response to the questions below and email back to dkmcdowel@radford.edu. To clarify certain areas of the proposal submitted in response to the Radford University RFP# R24-006, we are requesting a response to the items listed below. If you wish to include it on a separate document and feel free to add any additional information and documents, you may have.

1) Pricing and support:

- A. How are impressions/clicks calculated in relation to page size?
 - a. In reference to Option A (cost per copy), it is single click up to 8.5 x 14, but it is double click for 11 x 17 or 12 x 18.
 - b. In reference to Option B (Unlimited), it does not matter because it is unlimited print.
- B. Please provide more information on Option 2 Unlimited Flat Rate and clarify:
 - Is this pricing for the fleet or per device for each department?
 - The pricing is for the entire fleet fixed per month. If we are the awarded vendor, we can also break this unlimited fixed monthly price down to department level proportionate to their past usage.
 - Is the \$5k an annual fee or a monthly fee?
 - It is a Monthly fixed fee for all devices being proposed.

RFP #R24-006 Campus Wide
Multifunction Digital Devices & High-Speed Printers
NEGOTIATION QUESTIONS-RJ Young, Rd. 1

As allowed in Section 11.B., entitled Award, of the subject RFP, the University is conducting negotiations. We are requesting a response to the negotiation questions listed below.

CONTRACTUAL TERMS, CONDITIONS AND TEMPLATES:

1. **RADFORD UNIVERSITY:** Do you agree that the terms and conditions published in the RFP solicitation shall govern the contract and any negotiated terms if a contract is awarded to your company?

VENDOR: Yes, RJ Young (RJY) understands the terms and conditions published in the RFP will govern the contract along with any negotiated terms upon award.

2. **RADFORD UNIVERSITY:** If awarded a contract, do you agree the standard two-party contract made available in the RFP document will be the only document used to award the contract? If your response is no, provide any additional forms or documents that you will require to be incorporated into the contract document.

VENDOR: Yes, RJY agrees, and would need to include its Lease Agreement addressing equipment payment as non-cancellable for financial obligations and accounting purposes. Please attached sample leasing document.

3. **RADFORD UNIVERSITY:** Do you agree that the initial contract is for an initial period of Five (5) years?

VENDOR: Yes, RJY agrees the contract is a period of five (5) years.

4. **RADFORD UNIVERSITY:** Upon completion of the initial contract period, please affirm that the contract may be renewed by Radford University upon written agreement by both parties for Five additional one-year terms, or as mutually negotiated under the terms and conditions of the current contract.

VENDOR: Yes, RJY confirms that upon completion of the initial contract period, the contract may be renewed by the University for five (5) additional one-year terms.

5. **RADFORD UNIVERSITY:** Please affirm that if awarded the contract, all sections identified in your proposal, except those as marked “**proprietary and confidential**” will be made available to the public since Radford University is a state agency and our records are available for public review.

VENDOR: Yes, RJY understands its proposal will be made available to the public due to the University being a state agency, which records are available for public review.

6. **RADFORD UNIVERSITY:** Please affirm that your company is registered with and willing to participate in the eVA internet procurement solution described in the terms and conditions of the RFP.

VENDOR: Yes, RJY is a registered vendor and in active supplier status with eVA. RJY is willing to participate in the eVA procurement solution as described in the terms and conditions.

7. **RADFORD UNIVERSITY:** Do you acknowledge, agree, and understand that Radford University cannot guarantee a minimum amount of business if a contract is awarded to your company?

VENDOR: Yes, RJY acknowledges, agrees, and understands the University is unable to guarantee a minimum amount of business upon contract award.

8. **RADFORD UNIVERSITY:** Do you agree that you will be performing services as an Independent Contractor, Company, Corporation, or other business entity and are not an employee of Radford University or any other Commonwealth Entity?

VENDOR: Yes, RJY agrees that it will be performing all services as an independent corporation and is not an employee of the University or any other Virginia Commonwealth entity.

FINANCIAL CONSIDERATIONS:

1. **RADFORD UNIVERSITY:** Are there any additional financial or value-added incentives you would like to offer at this time? (i.e. signing bonus, scholarships, program support, SWaM sponsorship, etc.)

VENDOR: As part of our trusted partnership with the University, RJY wants to apply our internship programs to include, but not limited to, business administration and management, computer science, computer and information systems security/information assurance, and marketing/marketing management majors currently enrolled. Internship(s) will be paid up to 20hr/week and be part of the RJY service delivery team.

Together, RJY and the University will create a highly collaborative program that enables a true win-win where both are equally committed to each other's success. Possible participation could include but not limited to, event sponsorships, in-game programs, traditional advertising, in-kind printing, and season ticket purchases.

Partnering with a community cornerstone such as Radford, RJY hopes to foster a long-term relationship and environment sparking creativity that's unparalleled.

2. **RADFORD UNIVERSITY:** Please affirm that monthly invoices will be provided, with payment due not less than thirty (30) days after receipt of invoices or goods/services, pursuant to the Prompt Payment Act (§2.2-4347 Code of Virginia).

VENDOR: Yes, RJY confirms that monthly invoices will be provided, with payment being due not less than thirty (30) days after receipt, pursuant to the Prompt Payment Act (§2.2-4347 Code of Virginia).

3. **RADFORD UNIVERSITY:** If awarded a contract, are you willing to hold prices firm for the initial contract period and the first renewal year?

VENDOR: Yes, RJY will lock pricing for the term of initial contract period of five (5) years as well as the first one-year renewal period.

4. **RADFORD UNIVERSITY:** Do you further agree that Radford University will not withhold any income taxes from its payments to contractors nor will it provide any employment benefits to the contract or contractor's employees?

VENDOR: Yes, RJY agrees that the University will not withhold any income taxes from its payments to RJY nor will the University provide any employment benefits to RJY or its employees.

5. **RADFORD UNIVERSITY:** Are the prices for all goods/services listed in your proposal inclusive of all applicable eVA system transaction fees?

VENDOR: Yes, RJY confirms that prices for all goods/services listed in its proposal includes all applicable eVA transaction fees.

SPECIFIC:

1. **RADFORD UNIVERSITY:** If awarded a contract, identify all employees who will be working with Radford University to achieve the requirements of the contract.

VENDOR: Please see below for the RJY Account Team assigned to the University:

NAME	JOB TITLE
Jack Harmon	Sales Manager
Suzie Bliss	Account Representative
Darlene Passeretti	Account Executive
Travis Johnson	Service Manager
Ariel Hill	Single Point of Contact for Radford University

NAME	JOB TITLE
Jerald Cross	Operations Manager Bristol-Hickory-Roanoke
Payton Unger	Operations Coordinator
Mason McGrew	Field Technician
Phillip Norman	Field Technician
Brett Rietzke	Director, Enterprise Services
Angela Burke	Director, Strategic Projects

2. **RADFORD UNIVERSITY:** If awarded the contract, please address specific implementation steps, inclusive of a timeline, and include what your expectations are of Radford University personnel.

VENDOR: Please see attachment labeled **Radford University Implementation Schedule**.

3. **RADFORD UNIVERSITY:** Please list any expectations you have of Radford University should you be awarded the contract.

VENDOR: RJY can provide MAC address to the University's IT team and in return the University's IT team to provide RJY with IP addresses for each device. Information will be provided on shared spreadsheet to be assigned per serial device. Also, should access control be needed for security reasons, then a provided University IT liaison or employee for escort would be helpful for time.

4. **RADFORD UNIVERSITY:** If awarded a contract by March 29, 2024, would you be in a position to support all aspects of this contract?

VENDOR: Yes, RJY is experienced with campus implementations of similar size and scope and would be ready to deploy its team of resources for an anticipated March 29, 2024 contract start date should it be awarded this RFP.

5. **RADFORD UNIVERSITY:** In your presentation you discussed the possibility of reducing the proposal to 3-4 models for consistency and ease of maintenance. Please provide an updated set of models and pricing based on this concept.

VENDOR: Please see attached file labeled **Matrix**.

6. **RADFORD UNIVERSITY:** We discussed our computer lab printers of which many are very low volume. What recommendations would you have for these computer labs?

VENDOR: RJY will bring computer lab printers under its Print Management Program, which would include service and supplies. RJY will discount its standard \$25/printer to \$15.00/printer. RJY will replace any broken devices under the contract at no cost, removing the University from the printer business.

7. **RADFORD UNIVERSITY:** If we were to implement the flat rate printing, we would still need to charge back departments. It would not be fair to charge a department that prints 25,000 sheets per month the same as a department that prints 1,000 sheets per month. Please provide a pricing matrix that would include each proposed device and at least two or three volume tiers.

VENDOR: Please reference Section SPECIFIC, Question #5, VENDOR answer. See attachment file labeled **Matrix** that provides a pricing matrix including proposed device and three volume tiers.

8. **RADFORD UNIVERSITY:** In your presentation you discussed the number/level of technicians that would be supporting/assigned to Radford University. Please confirm this in a little more detail.

VENDOR: RJY will provide the University with the following.

- One (1) dedicated service technician
- One (1) back-up/float service technician
- One (1) dedicated Single Point of Contact (SPOC) for all service needs, consumable needs, RU TAC support and reporting
- Two (2) dedicated account representatives
- Support staff from Roanoke, Bristol, and Hickory RJY offices
- Combined local support team will be responsible for toner inventory and check weekly/bi-weekly driven by SPOC leadership

9. **RADFORD UNIVERSITY:** Please document what strategies would you work with us on to help us reduce the default/excess color printing that is happening in some areas.

VENDOR: RJY will help the University utilize its current investment in Papercut by using default mono settings, decreasing color volume by a 30% average, forcing end user to manually select color from the print driver for each color job. RJY will also put time delays on devices to default back to mono when color has been selected to further decrease color volume and costs.

These Papercut rules are just a couple of simple ways RJY is able to help the University reduce excess color printing across its campus.

10. **RADFORD UNIVERSITY:** Please confirm any sustainability initiatives that would be a part of this contract.

VENDOR: See below for a sampling of RJY sustainability initiatives that will be part of its contract with the University.

Proposed ENERGY STAR® Devices

RJY will help reduce the University's energy consumption by defaulting the proposed ENERGY STAR® devices to stand-by mode putting devices into a low-power mode and an off mode of 5-20 watts after 30–90 minutes of inactivity, depending on copier speed. Even if a copier is frequently used during business hours, the auto-off feature will save energy by turning off the copier at night and on weekends.

All products proposed are ENERGY STAR® rated to meet or exceed the ENERGY STAR® standards for imaging equipment, including the new low Typical Electricity Consumption (TEC).

Automatic Duplex Printing

RJY will pre-configure devices to automatic duplex printing/copying help to reduce the University's paper consumption and costs up to 30-50%. Double-sided printing is a common way that most employees can immediately decrease their paper usage and save their facility money. Automated duplex printing is much simpler to use, and users can manually override when needed. Automated duplex printing does not require any additional effort once it's set up.

Toner Recycling

RJY encourages recycling of printer ink and toner cartridges and utilize the University's local recycling resources whenever possible to reduce environmental impact. RJY will provide toner recycling packaging with toner delivery. The depleted and waste toner containers will be sent to recycling facility operating in accordance with state recycling laws.

Keith Burrell
Print Name

Regional Vice President
Title

Keith Burrell
Signature

March 6, 2024
Date

A true project plan will need to be co-authored and mutually agreed upon between RJ Young and the University. Attached and below is an Implementation Plan based upon information provided in the RFP. Major data points needed are University staffing compacity to this project, shortening/lengthening of deployment timeline, faculty/staff/student impact to ratify schedule once completed a true project plan will be delivered with all aforementioned data points listed above. (RJ Young took liberty of matching public maps, building descriptions, street names to create a zone-phased deployment and would need confirmation of zoned devices.) This project plan will be updated and administered to core team members.

RJ Young Implementation Team

Third-Party Leasing

Engaged pre-deployment. Will gather current lease data (i.e. serial numbers, terms, location, etc.). Team will engage directly with manufacturer or its third-party leasing company. Will request current-to-date buyouts that correspond with implementation of new devices. Will schedule with third-party leasing agent logistics. (The University will be required to give authorization to team in order to act on its behalf.)

Set Up/Preflight

Assemble and pre-configuration (pre-flight) of all equipment. All equipment is configured, built, and tested at RJ Young facility prior to delivery.

Delivery

Physical movement of equipment into place. Once build and test is complete, we utilize our own distribution and personal to guarantee every care is taken in transport, delivery and installation of equipment.

Connectivity

Printer connectivity, scanning, and other configured options enabled and tested. RJ Young staff will work with University staff to ensure all capabilities on equipment are enabled, tested and confirmed by end users as we move through the fleet install.

Training

RJ Young will have several resources on campus during installation of equipment to ensure formal training for identified end-users on copying, printing, scanning and faxing is completed and validated by the end users themselves on level of training Project Manager

The Project Manager for the University oversees implementation timeline, and tasks while following up on schedule completion dates and dealing with contingencies as they arise.

Primary Point of Contact

Main liaison between the University and RJ Young. This person is responsible for knowing where to turn inside of RJY to get resolution for any question or issue that arises.

Radford University Implementation Team

Primary Point of Contact

Main liaison between the University and RJ Young.

Primary IT Contact

Person is not only aware of the overall plan, is capable of assigning or reassigning resources as necessary to ensure seamless delivery of services to the end-users as necessary.

IT Support

We are requesting a dedicated resource during the scheduled installation phase to allow for immediate swap over of old to new devices as they are delivered. This person(s) must have the appropriate access to server for each department.

Radford University Building List

Building Code	Building Name	Zone
BH	Bolling Hall	1
CK	Cook Hall	1
DR	Draper Hall	1
IN	Ingles Hall	1
KH	Kyle Hall	1
MF	Moffett Hall	1
PH	Peters Hall	1
PC	Pocahontas Hall	1
WC	Waldron College Hall	1
CS	Center for the Sciences	2
HH	Hemphill Hall (College of Humanities & Behavioral Sciences - CHBS)	2
JF	Jefferson Hall	2
MA	Madison Hall	2
ML	McConnell Library	2
MU	Muse Hall	2
NP	Norwood Plaza	2
PF	Porterfield Hall (torn down)	2
CR	Reed-Curie Hall	2
RU	Russell Hall	2
TY	Tyler Hall	2
WR	Walker Hall	2
WA	Washington Hall	2
CC	Covington Center	3
DH	Dalton Hall	3
DA	Davis Hall	3
FL	Floyd Hall	3
HE	Heth Hall	3
HU	Hurlburt Student Center	3
MH	Martin Hall	3
MG	McGuffey Hall (torn down)	3
PY	Peery Hall	3
RW	Recreation & Wellness Center	3
ST	Stuart Hall	3
TR	Trinkle Hall	3
WH	Whitt Hall	3
YG	Young Hall	3
CAIC	Center for Adaptive Innovation and Creativity (CAIC)	3
	Student Recreation & Wellness Center	3
AA	Art Annex	4
BU	Buchanan House	4
DC	Dedmon Center	4
	Armstrong	4
	Cupp Stadium	4
	Allen Building	4
EC	Roanoke Higher Education Center (RHEC)	7
CH	Calhoun Hall	
PT	Porterfield Theatre	

Radford University Asset List

Asset Num	Department	Hall/Floor/Room	Zone
P10974	International Education	Cook Hall Room 105	1
P10984	Dept of Rec Parks and Tourism	Cook Hall Room 220	1
P10976	Sponsored Programs and Grant Management	Cook Hall Room 232	1
P10842	Clinical Sim Lab	Cook Hall Room 331	1
P10945	Center for Innovation and Analytics	Kyle Hall Room 233	1
P10946	COBE Advising GNAC	Kyle Hall Room 246B	1
P10947	Dept of Economics	Kyle Hall Room 266B (AFB ECON Suite)	1
P10949	Dept Of Accounting Finance	Kyle Hall Room 281	1
P10961	College of Business Dean's Office	Kyle Hall Room 300E	1
P10950	Marketing	Kyle Hall Room 366B	1
P10951	Dept Of Management	Kyle Hall Room 383	1
P10968	Academic Technologies - Print Lab	Kyle Hall Room BE152	1
U8942	Academic Technologies - Print Lab	Moffett Hall Near Couches	1
P12023	Health and Human Performance	Peters Hall Lobby	1
P12022	Teaching Education	Peters Hall Room A008	1
P12024	Education Human Development Deans	Peters Hall Room A113	1
P10510	Dept of Dance	Peters Hall Room B121	1
P10823	Academic Technologies - Print Lab	Peters Hall Room C111	1
P12025	Counselor Education	Peters Hall Room C125	1
U7418	Academic Technologies - Print Lab	Peters Hall Room C144	1
P12026	Teaching Education (2)	Peters Hall Room C167	1
P10977	Communication Sciences and Disorders	Waldron Hall Room 110	1
P10992	Communication Sciences and Disorders Clinic	Waldron Hall Room 131	1
P10978	School of Social Work	Waldron Hall Room 206	1
U8948	Academic Technologies - Print Lab	Waldron Hall Room 251	1
P10979	School of Nursing	Waldron Hall Room 306	1
P10980	Dean Waldron College	Waldron Hall Room 347	1
P10839	Human Resources	Human Resources 314B Tyler Place	2
P10837	Academic Technologies - Print Lab	Center for the Sciences Room 263	2
P10991	Dept Of Chemistry	Center for the Sciences Room 383	2
U8206	Academic Technologies - Print Lab	Hemphill Hall CHBS Hall Room 1005	2
U3939	Academic Technologies - Print Lab	Hemphill Hall CHBS Hall Room 3006	2
U8947	Academic Technologies - Print Lab	Hemphill Hall CHBS Hall Room 3023	2
U8195	Academic Technologies - Print Lab	Hemphill Hall CHBS Hall Room 4013	2
U8946	Academic Technologies - Print Lab	Hemphill Hall CHBS Hall Room 4800	2
U7419	Vivarium	Hemphill Hall CHBS Room 1206	2
P10889	School of Communication	Hemphill Hall CHBS Room 2111	2
U3938	School of Communication	Hemphill Hall CHBS Room 2122	2
P10898	Sociology	Hemphill Hall CHBS Room 3112	2
P10890	CHBS Advising Center	Hemphill Hall CHBS Room 3306	2
P10899	CHBS Dean's Suite	Hemphill Hall CHBS Room 3312	2
P10900	English Department	Hemphill Hall CHBS Room 4120	2
P10892	Philosophy and Religious Studies	Hemphill Hall CHBS Room 4210	2
P10901	Foreign Languages	Hemphill Hall CHBS Room 4310	2
P10903	History Department	Hemphill Hall CHBS Room 4604	2
P10904	Psychology	Hemphill Hall CHBS Room 5112	2
P10971	Psychology	Hemphill Hall CHBS Room 5112	2
U8197	Psychology CAPS	Hemphill Hall CHBS Room 5213	2
P10905	Political Science	Hemphill Hall CHBS Room 5309	2
P10906	Criminal Justice	Hemphill Hall CHBS Room 5411	2
P10824	Academic Technologies - Print Lab	McConnell Hall 3rd Floor	2
U8196	Academic Technologies - Print Lab	McConnell Hall 5th Floor	2
U8945	Academic Technologies - Print Lab	McConnell Hall Front Desk	2
P12027	McConnell Library	McConnell Hall Room 249	2
P10827	Center for Innovative Teaching and Learning CITL	McConnell Hall Room 271	2
U9168	Academic Technologies - Print Lab	McConnell Hall Room 331 BW2	2
U9167	Academic Technologies - Print Lab	McConnell Hall Room 331 BW5	2
U8944	Academic Technologies - Print Lab	McConnell Hall Room 431	2
P12034	McConnell Library	McConnell Hall Room 434	2
P12035	Harvey Knowledge Center	McConnell Hall Room 441	2
P12021	McConnell Library Reference Dept.	McConnell Library	2
P12036	McConnell Library Administration	McConnell Library	2
P10960	McConnell Library Circulation Area	McConnell Library Room 306	2
U8192	Academic Technologies - Print Lab	Muse Hall Lobby	2
P10988	College of Science and Technology	Reed-Curie Hall Room 105	2
P10860	Science and Technology Advising Center	Reed-Curie Hall Room 108	2
U7420	Academic Technologies - Print Lab	Reed-Curie Hall Room 136	2
P10975	Geospatial Science	Reed-Curie Hall Room 217	2
P12020	Geology & Physics	Reed-Curie Hall Room 321	2
P10869	Admissions	Russell Hall Room 111	2
P10873	Alumni Relations	Russell Hall Room 156	2
P10870	Admissions	Russell Hall Room 215	2
P10948	University Advancement	Russell Hall Room 251	2
P10970	ROTC	Russell Hall Room 30	2
U8193	Center for Accessibility Services	Russell Hall Room 309	2

P10871	Center for Accessibility Services	Russell Hall Room 325	2
P10872	Center for Career & Talent Development	Russell Hall Room 334	2
U8941	Military Resource Center	Russell Hall Room 401	2
P10875	TTAC	Russell Hall Room 426	2
P10876	TTAC (2)	Russell Hall Room 426	2
P10865	Student Media	Tyler Hall Room 15	2
P10866	Student Counseling and SAVES	Tyler Hall Room 48	2
P10894	Payroll	Tyler Place Room 211	2
P10907	DoIT	Walker Hall Room 198	2
P10856	IT Web & Mobile Tech	Walker Hall - Room 131	2
P10512	Academic Technologies - Print Lab	Walker Hall 2nd Floor Lab	2
U8935	Dolt Infrastructure	Walker Hall Room 103	2
P10874	Academic Assessment CORE	Walker Hall Room 146	2
P10821	VP for IT and CIO	Walker Hall Room 188	2
U8936	Enterprise Systems	Walker Hall Room 201	2
P10902	Academic Technology	Walker Hall Room 277	2
P10867	Student Success & Retention	Walker Hall-Room 131	2
P10985		Walker Hall - Room 225	2
P10986		Walker Hall - Room 243	2
P10514		Walker Hall - Room 245	2
P10990		Washington Hall - Lobby	2
P10989		Washington Hall - Lobby	2
U8951		Washington Hall - Lobby	2
P10983	Department of Music	Covington Hall Room 130	3
P10826	Art Museum	Covington Hall Room 176	3
P10987	Information Tech	Davis Hall Room 008	3
U8194	Academic Technologies - Print Lab	Davis Hall Room 114	3
P10840	Financial Reporting	Davis Hall Room 127	3
P12006	Information Tech	Davis Hall Room 205	3
U8199	Academic Technologies - Print Lab	Davis Hall Room 225	3
P10861	Honors Academy	Floyd Hall Room 160	3
P10862	Registrar	Heth Hall Room 105	3
P10859	RU Express	Heth Hall Room 148	3
P10513	Financial Aid	Heth Hall Room 169	3
P10891	Financial Aid	Heth Hall Room 169	3
P10893	Student Standards and Conduct Office	Heth Hall Room 213	3
P10895	Housing and Residential Life	Heth Hall Room 226	3
U9360	Office of Institutional Equity	Heth Hall Room 247	3
P10896	Bursar Student Accounts	Heth Hall Room 261 Commons	3
P10897	Dean of Students	Heth Hall Room 274	3
P10888	Office of Diversity and Inclusion	Heth Hall Room 157	3
P10941	Print Lab	Hurlburt Student Center 2nd Floor Lab	3
U8949	Greek Life	Hurlburt Student Center Rm 204	3
U8191	Academic Technologies - Print Lab	Hurlburt Student Center Room 106	3
U8190	SGA	Hurlburt Student Center Room 208-209	3
P10942	Student Life	Hurlburt Student Center Room 214B	3
P10940	Student Leader Resources	Hurlburt Student Center Room 221	3
P10943	R-Space	Hurlburt Student Center Room 229	3
P10952	Institutional Research	Martin Hall Room 209	3
P10957	Vice Provost	Martin Hall Room 231	3
P10953	AVP-Academic Assessment-QEP	Martin Hall Room 240	3
P10954	President's Office	Martin Hall Room 316	3
P10825	Enrollment Management	Martin Hall Room 323	3
P10959	VP for Finance	Martin Hall Room 327	3
P10955	Provost Office	Martin Hall Room 344	3
P10958	University Relations	Martin Hall Room 108	3
U8198	Print Lab	Porterfield Hall Room 177	3
P10963	University Relations	Martin Preston Hall Room 104	3
P10964	Budget Office	Martin Preston Hall Room 215	3
P10965	Internal Audit	Martin Preston Hall Room 232	3
P10944	Student Recreation and Wellness	Student Fitness Center Rm 215	3
U8781	College of Visual & Performing Arts	Trinkle Hall Room 160	3
P10868	Graduate College Main Office	Whitt Hall Room 102	3
P10863	Graduate College Admissions	Whitt Hall Room 130	3
P10864	Graduate College Deans Office	Whitt Hall Room 138	3
P10857	Math and Statistics	Whitt Hall Room 221	3
P10858	Math and Statistics	Whitt Hall Room 221	3
U8189	Academic Technologies - Print Lab	Young Hall Rm 123	3
P10877	Academic Success Center	Young Hall Room 304	3
P10981	Waldron College Academic Advising	Young Hall-Room 403	3
P10982		Covington Hall - Room 121	3
P10956		Stuart Hall Room 163A	3
P10835	Police Department	Allen Building - Basement	4
P10852	Police Department	Allen Building - Main Lobby	4
P10833	Facilities Management	Armstrong Complex Room 168	4
U8940	Facilities Management	Armstrong Complex Room 168	4
P10779	Planning and Construction	Armstrong Complex Room 197	4
P10834	Procurement and Contracts	Armstrong Complex Room 230	4
P10838	Accounting Services	Armstrong Complex Room 233	4
U8937	Athletics	Cupp Stadium Rm 105	4
P10831	Basketball Office	Dedmon Center Front Entrance	4

P10828	Athletics	Dedmon Center Room 224C	4
P10829	Athletics	Dedmon Center Room 294	4
U8939	Athletics (NEW)	Dedmon Center Room 319A	4
P10830	Intercollegiate Athletics Bus Office	Dedmon Center Room 320	4
U8938	Athletics - Baseball	Sioros Center Room 121	4
P10836	Foundation Financial Support	RU Corporate Park RU West Suite 2100	5
P10841	IMPACT	RU Corporate Park RU West Suite 3212	5
P12031	Physical Therapy Carilion RCH	Carilion Roanoke Community Hospital 101 Elm St. Roanoke VA - 8th Floor	6
U7421	Academic Technologies - PT RCH Lab	Roanoke Community Hospital 101 Elm St.	6
P13129	RUC Lab	Radford University Carilion RUC Lab P13129	6
U9514	RUC Library	Radford University Carilion RUC Library U9514	6
U9515	RUC Library	Radford University Carilion RUC Library U9515	6
U9512	RUC Lab	Radford University Carilion RUC Lab U9512	6
P13124	RUC Nursing	Radford University Carilion RUC Nursing P13124	6
P10972	RUC - Office of Institutional Equality	Radford University Carilion RUC - Office of Institutional Equality P10972	6
P13280	RUC Administration	Radford University Carilion RUC Administration P13280	6
P10969	RUC Bursar	Radford University Carilion RUC Bursar P10969	6
P13127	RUC Admissions Financial Aid	Radford University Carilion RUC Admissions Financial Aid P13127	6
P13121	RUC Registrar	Radford University Carilion RUC Registrar P13121	6
P13122	RUC Student Affairs	Radford University Carilion RUC Student Affairs P13122	6
U9509	RUC Lab	Radford University Carilion RUC Lab U9509	6
U9513	RUC Lab	Radford University Carilion RUC Lab U9513	6
P13126	RUC Academic Support	Radford University Carilion RUC Academic Support P13126	6
U9510	RUC Academic Support	Radford University Carilion RUC Academic Support U9510	6
P13125	RUC Physician Assistant	Radford University Carilion RUC Physician Assistant P13125	6
P13123	RUC IT	Radford University Carilion RUC IT P13123	6
P13128	RUC ER Services	Radford University Carilion RUC ER Services P13128	6
U8943	Academic Technologies - RHEC Print Lab	Roanoke Higher Education Center (RHEC) 108 N Jefferson St, Roanoke, VA 240	7
P12030	Clinical Simulation Lab	Roanoke Higher Education Center (RHEC) Room 104A	7
P12032	School Of Nursing	Roanoke Higher Education Center (RHEC) Room 307	7
P12028	RHEC Academic Operations	Roanoke Higher Education Center (RHEC) Room 510B	7
Total			187

Radford University Implementation by Zones

Zone	Devices	Devices/Truck	Trucks/Zone	Delivery Days/Zone
1	27	6	1	5
2	71	6	2	6
3	49	6	2	4
4	14	6	1	2
5	2	6	1	1
6	20	6	1	3
7	4	6	1	1
Total	187			22

At approximately 20 business days per month, Implementation Plan is currently slated for approximately one (1) month at one-to-two (1-2) dedicated trucks running five (5) days per week for a total of 22 days.

RFP #R24-006 Campus Wide
Multifunction Digital Devices & High-Speed Printers
NEGOTIATION QUESTIONS-RJ Young, Rd. 2

As allowed in Section 11.B., entitled Award, of the subject RFP, the University is conducting negotiations. We are requesting a response to the negotiation questions listed below.

1. Will you commit to providing one extra set of toners with each device upon initial delivery of all devices. Thus, each department would have a spare set of toners and any replacement toner would be restocking this supply.

Vendor Response: Yes, we will commit to providing one (1) set of toners for each machine upon delivery and one spare set for each device.

2. Please provide an updated outline of your toner delivery methodology/process in a manner that minimizes the work required by Radford University staff for toner delivery knowing that FedEx and UPS cannot deliver directly to departments but only to the warehouse. (Please include in this description how you are tracking usage/toner level, how the toner gets ordered, how the toner is delivered.)

Vendor Response: DCA (our software) tracks all toner levels in each device. We will have (2) Radford Interns that will be stocking toner, delivering to each machine as needed. We will need a secure location on campus to store toner. Our goal is to never run out of toner in the device; we are always going to replenish the back up and keep inventory on hand at a secure location on the campus of Radford University.

3. Do you have the ability to provide a cabinet (potentially something different than an integrated base) for any of the smaller devices such that any replacement toner or waste toner can be stored under the devices. Please confirm which models this would be available for and use this in any updated costs and feature descriptions listed below.

Vendor Response: Yes. We have added cabinet(s) to Tier 1 and Tier 2 Device Models. Please see below for updated description and pricing.

4. As we continue to evaluate departments and computer labs that have lower volume and potential limited budget resources, do you have any gently used equipment that you would recommend for these instances? If so, provide the proposed models and costs associated with these devices. Include this as additional tier[s] in the tables below.

Vendor Response: Yes, RJY can provide Certified Pre-Owned A4 Color 30-40ppm Device Model. See below table for pricing.

5. We are continuing to explore ways to simplify our billing processes. Please provide updated pricing with your best pricing, completing the following two tables with any pricing or model/device updates you have.
- a. Please include one version of this table that includes only Ricoh devices.

Table – Fixed Monthly Per Page

	B&W page Color page
Tier 1 <i>Device Model & Features</i>	B&W: N/A* Color: N/A*
Tier 2 <i>Device Model & Features</i>	B&W: N/A* Color: N/A*
Tier 3 <i>Device Model & Features</i>	B&W: N/A* Color: N/A*
Tier 4 <i>Device Model and Features</i>	B&W: N/A* Color: N/A*

“Fixed Monthly Per Page B&W page and Color page” are not applicable (N/A) due to UNLIMITED PRINT program.

Table 1 – Fixed Monthly cost based on anticipated device volume

	Annual Volume					
	1-12,00 Pages	12,001- 24,000 Pages	24,001- 48,000 Pages	48,001- 84,000 Pages	84,001- 120,000 Pages	Overage B&W page Color page
Cert. pre-owned A4 Color 30-40ppm	\$29.56	X	X	X	X	B&W: N/A* Color: N/A*
Tier 1 <i>Kyocera T308ci Cabinet</i>	\$46.35	\$52.19	78.39	X	X	B&W: N/A* Color: N/A*
Tier 2 <i>Kyocera T508ci Paper Feed Unit x2 Cabinet</i>	\$83.85	\$89.69	\$115.89	X	X	B&W: N/A* Color: N/A*
Tier 3 <i>Ricoh IM C3010 Internal Finisher Punch Unit Paper Feed Unit</i>	\$86.82	\$89.40	\$104.48	\$129.30	\$154.12	B&W: N/A* Color: N/A*
Tier 4 <i>Ricoh IM C6010 Finisher Punch Unit PU3080, Paper Feed Unit PB3320</i>	\$113.97	\$116.55	\$131.63	\$156.45	\$181.27	B&W: N/A* Color: N/A*

This table assumes for instance that a department may have low annual print volume 1-12,000 pages, but still desire a high-end device. In some cases, a cell may not be appropriate. As an example, the Tier 1 device may not work for the volume of 84,001-120,000 pages per year and therefore this would be blank.

“Overage B&W page and Color page” are not applicable (N/A) due to UNLIMITED PRINT program.

Note: Though table reflects “Annual Volume”, RJY has placed monthly Fixed UNLIMITED PRINT pricing per Table 2 – “Fixed Monthly cost based on anticipated device volume” Below is reference to “RJY RU MFP Tiers v2 updated” sent on 3-20-24.

Table 1A – Fixed Annual cost based on anticipated device volume.

	Annual Volume					
	1-12,00 Pages	12,001- 24,000 Pages	24,001- 48,000 Pages	48,001- 84,000 Pages	84,001- 120,000 Pages	Overage B&W page Color page
Cert. pre-owned A4 Color 30-40ppm	\$354.72	X	X	X	X	B&W: N/A* Color: N/A*
Tier 1 <i>Kyocera T308ci Cabinet</i>	\$556.20	\$626.28	\$940.68	X	X	B&W: N/A* Color: N/A*
Tier 2 <i>Kyocera T508ci Paper Feed Unit x2 Cabinet</i>	\$1,006.20	\$1,076.28	\$1,390.68	X	X	B&W: N/A* Color: N/A*
Tier 3 <i>Ricoh IM C3010 Internal Finisher Punch Unit Paper Feed Unit</i>	\$1,041.84	\$1,072.80	\$1,253.76	\$1,551.60	\$1,849.44	B&W: N/A* Color: N/A*
Tier 4 <i>Ricoh IM C6010 Finisher Punch Unit PU3080, Paper Feed Unit PB3320</i>	\$1,367.64	\$1,398.60	\$1,579.56	\$1,877.40	\$2,175.24	B&W: N/A* Color: N/A*

This table assumes for instance that a department may have low annual print volume 1-12,000 pages, but still desire a high-end device. In some cases, a cell may not be appropriate. As an example, the Tier 1 device may not work for the volume of 84,001-120,000 pages per year and therefore this would be blank.

**” Overage B&W page and Color page” are not applicable (N/A) due to UNLIMITED PRINT program.*

Note: Though table reflects “Annual Volume”, RJY has placed monthly Fixed UNLIMITED PRINT pricing per Table 2 – “Fixed Monthly cost based on anticipated device volume” Below is reference to “RJY RU MFP Tiers v2 updated” sent on 3-20-24.

Table 2 – Fixed Monthly cost based on anticipated device volume.

	Annual Volume					
	1-12,00 Pages	12,001- 24,000 Pages	24,001- 48,000 Pages	48,001- 84,000 Pages	84,001- 120,000 Pages	Overage B&W page Color page
Cert. pre-owned A4 Color 30-40ppm	29.56	X	X	X	X	B&W: N/A* Color: N/A*
Tier 1 <i>Ricoh IM C300F Cabinet</i>	\$46.35	\$52.19	78.39	X	X	B&W: N/A* Color: N/A*
Tier 2 <i>Ricoh IM C530FB Paper Feed Unit x2 Cabinet</i>	\$83.85	\$89.69	\$115.89	X	X	B&W: N/A* Color: N/A*
Tier 3 <i>Ricoh IM C3010 Internal Finisher Punch Unit Paper Feed Unit</i>	\$86.82	\$86.51	\$104.48	\$129.30	\$154.12	B&W: N/A* Color: N/A*
Tier 4 <i>Ricoh IM C6010 Finisher Punch Unit PU3080, Paper Feed Unit PB3320</i>	\$113.97	\$113.66	\$131.63	\$156.45	\$181.27	B&W: N/A* Color: N/A*

This table assumes for instance that a department may have low annual print volume 1-12,000 pages, but still desire a high-end device. In some cases, a cell may not be appropriate. As an example, the Tier 1 device may not work for the volume of 84,001-120,000 pages per year and therefore this would be blank.

**" Overage B&W page and Color page" are not applicable (N/A) due to UNLIMITED PRINT program.*

Note: Though table reflects "Annual Volume", RJY has placed monthly Fixed UNLIMITED PRINT pricing per Table 2 – "Fixed Monthly cost based on anticipated device volume" Below is reference to "RJY RU MFP Tiers v2 updated" sent on 3-20-24.

Table 2A – Fixed Annual cost based on anticipated device volume.

	Annual Volume					
	1-12,00 Pages	12,001- 24,000 Pages	24,001- 48,000 Pages	48,001- 84,000 Pages	84,001- 120,000 Pages	Overage B&W page Color page
Cert. pre-owned A4 Color 30-40ppm	\$354.72	X	X	X	X	B&W: N/A* Color: N/A*
Tier 1 <i>Ricoh IM C300F Cabinet</i>	\$556.20	\$626.28	\$940.68	X	X	B&W: N/A* Color: N/A*
Tier 2 <i>Ricoh IM C530FB Paper Feed Unit x2 Cabinet</i>	\$1,006.20	\$1,076.28	\$1,390.68	X	X	B&W: N/A* Color: N/A*
Tier 3 <i>Ricoh IM C3010 Internal Finisher Punch Unit Paper Feed Unit</i>	\$1,041.84	\$1,072.80	\$1,253.76	\$1,551.60	\$1,849.44	B&W: N/A* Color: N/A*
Tier 4 <i>Ricoh IM C6010 Finisher Punch Unit PU3080, Paper Feed Unit PB3320</i>	\$1,367.64	\$1,398.60	\$1,579.56	\$1,877.40	\$2,175.24	B&W: N/A* Color: N/A*


This table assumes for instance that a department may have low annual print volume 1-12,000 pages, but still desire a high-end device. In some cases, a cell may not be appropriate. As an example, the Tier 1 device may not work for the volume of 84,001-120,000 pages per year and therefore this would be blank.

**" Overage B&W page and Color page" are not applicable (N/A) due to UNLIMITED PRINT program.*

Note: Though table reflects "Annual Volume", RJY has placed monthly Fixed UNLIMITED PRINT pricing per Table 2 – "Fixed Monthly cost based on anticipated device volume" Below is reference to "RJY RU MFP Tiers v2 updated" sent on 3-20-24.

Keith Burrell
Print Name

Regional Vice President

Title


Signature

March 28, 2024
Date

Model	Monthly Lease Base Amount	Fax (additional monthly amount)	Tray (additional monthly amount)	Finisher (stapling only)(additional monthly amount	Hole Punch (additional amount)	Mono Service Click Rate	Color Service Click Rate
Ricoh C300F	\$26.93(Cabinet)	Included	Included	N/A	N/A	.0044	.0410
Ricoh C530FB	\$64.43(cabinet)	Included	Included	N/A	N/A	.0044	.0410
Ricoh C2510	\$36(cabinet)	\$13.47	\$5.09	\$6.52(Inner Finisher/stapling only)	\$3.24	.0044	.0410
Ricoh C3010	\$49.07(cabinet)	\$13.47	\$5.09	\$6.52(inner Finisher/stapling only)	\$3.24	.0044	.0410
Ricoh C6010	\$75.10	\$13.47	(4) trays included	\$20.32(External Finisher/stapling only)	\$3.14	.0044	.0410

KJ Young Company - Nashville

P.O. Box 280358 Nashville, TN 37228

(615)255-8551

(800)347-1955

Page 1 of 2

Order # J4MW00

Cost Per Copy Agreement

Customer Purchase Order

Sales Rep #

*Billing Location**Install Location*

Full Customer Name – Include Inc., Corp., LLC etc.

Radford University

Customer Name

Radford University

Department

County

Street Address

Street Address

City

State

VA

Zip+4

City

State

VA

Zip+4

Contact Name

Phone #

Fax #

Meter Contact

Phone #

Fax #

Email

Email

Qty.	Manufacturer	Equip. ID	Model	Serial Number	Unit Price	Amount
1						

Trade-In/Buyout (Items to be picked up)

Total This Page

					Total From Add'l Equipment List	
					Sales Tax	

Tax Exempt ☐ Yes ☐ No
Attach Exemption Certificate

Total

1) The equipment specified above will be provided at the following rates:

Commencement Date	Term	Security Deposit	Total Minimum Payment	Minimum Billing Frequency	Overage Billing Frequency
Monthly Minimum Number of B&W Copies	Overage Rate per B&W Copy	Monthly Minimum Number of Color Copies	Overage Rate per Color Copy	Agreement Includes <input type="checkbox"/> Yes <input type="checkbox"/> No Master Unit <input type="checkbox"/> Yes <input type="checkbox"/> No Color Supplies <input type="checkbox"/> Yes <input type="checkbox"/> No Drum/Photo Conductor <input type="checkbox"/> Yes <input type="checkbox"/> No Imaging Units <input type="checkbox"/> Yes <input type="checkbox"/> No Parts/Labor <input type="checkbox"/> Yes <input type="checkbox"/> No Toner/Dispersant <input type="checkbox"/> Yes <input type="checkbox"/> No Developer <input type="checkbox"/> Yes <input type="checkbox"/> No Other <input type="checkbox"/> New Account <input type="checkbox"/> New Equipment <input type="checkbox"/> Upgrade <input type="checkbox"/> Remanufactured Equipment <input type="checkbox"/> Additional Unit <input type="checkbox"/> Used <input type="checkbox"/> MAM <input type="checkbox"/> Yes <input type="checkbox"/> No MICR Toner	
Monthly Minimum Number of Square Feet	Overage Rate per Square Foot	Monthly Minimum Number of Linear Feet	Overage Rate per Linear Foot		
Monthly Minimum Number of B&W Prints	Overage Rate per B&W Print	Monthly Minimum Number of Color Prints	Overage Rate per Color Print		
Monthly Minimum Number of Misc	Overage Rate per Misc	Monthly Minimum Number of Misc 2	Overage Rate per Misc 2		

Remarks:

Service portion of this contract is cancelable with 60 day notice. Lease portion of this contract is not cancelable.

Additional terms and conditions on page 2.

Signature: _____

Print Name: _____

Title: _____ Date: _____

Sales Rep: _____ Date: _____

Sales Manager: _____ Date: _____



This is a non-cancelable agreement

Order # J4MW00

2. RENTAL AGREEMENT. You agree to rent the equipment described in this Cost per Copy agreement (collectively "Equipment"). This Agreement will begin on the commencement date listed in the Cost Per Copy Agreement (CPC). You agree to pay us any required Security Deposit when you sign this Agreement. Your CPC Payment consists of the Periodic Equipment Payment and the Periodic Supply Maintenance Payment. The Excess Charge Per Copy is the variable charge for maintenance services and supplies (as set forth in this Agreement) for copies in excess of Minimum Copy Requirement for the applicable period. Unless otherwise set forth in this Agreement, each CPC payment is due and payable monthly. The Minimum Monthly Payment is due whether or not you receive an invoice from us. Excess Charge Per Copy amounts are payable as invoiced by us following the end of each Billing Period. If in any period you make fewer copies than the Periodic Copy Requirement, you cannot carry over that amount to any other period. We have the right to increase, without written notice, the Periodic Supply Maintenance Payment and the Excess Charge per Copy on an annual basis. You will provide us with accurate meter readings for each item of Equipment when and by such means as we request. YOU AGREE THAT WE MAY ESTIMATE THE NUMBER OF COPIES PRODUCED IF A METER READING IS NOT RECEIVED BY US WITHIN 5 DAYS OF THE DATE WE SPECIFY. IF AN ACTUAL METER READING IS RECEIVED WITHIN 90 DAYS OF THE BILLING DATE FOR THE EXCESS COPIES, AN ADJUSTMENT WILL BE MADE. NOTWITHSTANDING ANY ADJUSTMENT, YOU WILL NEVER PAY LESS THAN THE PERIODIC CPC PAYMENT. Single copy charges apply up to 8.5" x 14". For efficient and electronic meter reading, RJY utilizes specialized software that reports current meter readings on all print devices connected to your Network. Customer agrees that meters may be accessed and reported in this manner. Should the number of scans exceed the total of all prints and copies, we reserve the right to invoice these excess scans at \$.0025 per scan. You will make all payments required under this Agreement to us at the address we may specify in writing. Unless a proper exemption certificate is provided applicable sales and use taxes will be added to the Payment. If any Payment is not paid when due, you will pay us a late charge of up to 15% of the amount of the payment or \$15.00 whichever is greater (or such lesser rate as is the maximum rate allowed under applicable law). You also agree to pay \$35.00 for each returned check. Restrictive endorsements or additional terms on checks you send to us will not reduce your obligations to us.

3. CONNECTION TO COMPUTERS/NETWORKS. RJY offers complimentary installation of manufacturer print drivers and software for any connectable equipment listed in this agreement. Installation is performed by support personnel. Customer agrees to provide access and information required to complete the requested installation. Customer will provide all necessary network cabling required for installation. If RJY performs the Installation/Connection, the customer agrees that RJY is responsible for only completing the installation and setup of the equipment listed in this agreement. The initial installation and any additional basic configurations are covered at no charge for the first 90 days under the condition that the customer has made no changes to their network during that period. Installations requiring extensive configuration will be quoted separately and performed upon request. After the initial 90 day period, any network connectivity support requested by the customer will be billed at RJY's then current charge rate for connectivity support. RJY will not be held liable for any errors, property damage, loss of time or profit, consequential or incidental damages of any kind arising as result of operating any software provided with the purchase of a manufacturer's product or downloaded from a manufacturer's website.

4. TITLE; RECORDING. We are the owner of and will hold title to the Equipment. You will keep the Equipment free of all liens and encumbrances.

5. USE. You shall use the Equipment in a careful and proper manner in conformance with manufacturer's specifications and all laws, ordinances and regulations in any way relating to the possession or use of the Equipment. Customer represents that these products are NOT acquired for personal, family, or household purposes.

6. INDEMNIFICATION. ~~You are responsible for any losses, damages, penalties, claims, suits and actions (collectively "Claims"), whether based on a theory of strict liability or otherwise caused by or related to the installation, ownership, maintenance, use, rental, possession, or delivery of the Equipment. You agree to reimburse us for and, if we request, to defend us against any Claims.~~

7. ASSIGNMENT. You agree not to sell, assign, transfer or sublease the equipment or your interest in this Agreement. We may, without notifying you, sell, assign, or transfer this Agreement and our rights to the Equipment. The rights of the assignee will not be subject to any claim, defense or set-off that you may have against us.

8. LOSS OR DAMAGE. You are responsible for any loss, theft, destruction of, or damage to, the Equipment (collectively "Loss") from any cause at all, whether or not insured, until it is delivered to us at the end of this Agreement. You are required to make all CPC payments even if there is a Loss. You must notify us in writing immediately of any Loss. Then, at our option, you will either (a) repair the Equipment so that it is in good condition and working order, eligible for any manufacturer's certification, or (b) pay us the amount equal to the net present value of all unpaid CPC Payments for the remainder of the term plus the present value of our anticipated residual interest in the Equipment, each discounted at 5% per year, compounded annually, plus all other amounts due or that may become due under this Agreement. If you have satisfied your obligations under this Section 9, we will forward to you any insurance proceeds that we receive for lost, damaged, or destroyed Equipment. If you are in default, we will apply any insurance proceeds we receive to reduce your obligations under Section 16 of this Agreement.

9. TAXES AND FEES. You agree to show the Equipment as "Leased Property" on all personal property tax returns. You will pay when due, either directly or to us upon our demand, all taxes, fines and penalties relating to this Agreement or the Equipment that are now or in the future assessed or levied by any state, local or government authority.

10. EQUIPMENT LOCATION; RETURN. You will keep and use the Equipment only at the Equipment Location shown in this Agreement. You may not move the Equipment without our prior written consent. You will provide adequate space and electrical services for the operation of the Equipment. You will not make any alterations, additions or replacements to the Equipment without our prior written consent. All alterations, additions or replacements will become part of the Equipment and our property at no cost or expense to us. Upon the expiration or earlier termination of this Agreement, you will deliver the Equipment to us, in good condition, full working order and in complete repair, except ordinary wear and tear. We will pick up the Equipment provided that the Equipment is in our servicing territory. If the Equipment is outside our servicing territory, you will crate, insure, and ship the Equipment, in good working condition, to us by means we designate, with all expenses to be prepaid by you. You will be responsible for any damage to the Equipment during shipping.

11. RENEWAL. Unless you give us at least 30 days written notice before the end of the initial term or any renewal term of this Agreement, this Agreement will automatically renew for an additional one year renewal term. During such renewal term(s) the CPC Payment will remain the same (subject to the annual adjustment provided in Section 2 above). We may cancel an automatic renewal term by sending you written notice 10 days prior to such renewal term.

12. YOUR REPRESENTATIONS. You state for our benefit that as of the date of this Agreement: (a) you have the lawful power and authority to enter into this Agreement; (b) the individuals signing this Agreement have been duly authorized to do so on your behalf; (c) by entering into this Agreement you will not violate any law or other agreement to which you are a party; (d) you are not aware of anything that will have a material negative effect on your ability to satisfy your obligations under this Agreement; and (e) all financial information you have provided us is true and accurate and provides a good representation of your current financial condition.

13. YOUR PROMISES. In addition to the other provisions of this Agreement, you agree that during the term of this Agreement (a) you will promptly notify us in writing if you move your principal place of business, if you change the name of your business, or if there is a change in your ownership; (b) you will provide to us such financial information as we may reasonably request from time to time; and (c) you will take any action we reasonably request to protect our rights in the Equipment and to meet your obligation under this Agreement.

14. DEFAULT. You will be in default under this Agreement if any of the following events occur: (a) you fail to make any CPC payment or other sum when due; (b) you fail to comply with any other term or condition of this Agreement or any other agreement between us, or fail to perform any obligation imposed upon you relating to this Agreement or any such other agreement; (c) you become insolvent, you dissolve or are dissolved, you assign your assets for the benefit of your creditors, you sell, transfer or otherwise dispose of all or substantially all of your assets, or you enter (voluntarily or involuntarily) into any bankruptcy or reorganization proceeding; (d) without our prior written consent, you merge or consolidate with any other entity and you are not the survivor of such merger or consolidation; (e) any guarantor of this Agreement dies, does not perform its obligations under the guaranty, or becomes subject to one of the events listed in clause (c) above.

15. REMEDIES. In the event you default under this Agreement, as defined above, we will have the right to take ONE OR MORE of the following actions, in addition to any and all other remedies that may be available to us under law: (a) cancel this Agreement without prior notice or warning to you; (b) file a law suit against you to collect all past due amounts AND ALL AMOUNTS THAT WILL BECOME DUE IN THE FUTURE DURING THE UNEXPIRED TERM, plus the "residual value" of the Equipment as determined by us in our sole but reasonable judgment, plus all other fees, charges or amount that are then due, plus all of our reasonable legal costs, including but not limited to reasonable attorneys' fees, reasonable overhead for employee time spent on preparing for suit or attempting to collect payments and mitigate our damages; (c) repossess the Equipment or apply to a court for an order allowing repossession. In this event, you agree that, after the Equipment is repossessed, you will have no further rights in the Equipment, and you agree we may resell, re-lease or otherwise remarket the Equipment without notice to you. You agree (and you waive any rights that may provide to the contrary) that we will NOT be required to repossess, resell, re-lease or otherwise remarket the Equipment at any time, and that our failure to do so will not affect our other rights of collection and other rights under this Agreement or under law.

16. NOTICES. All of your written notices to us must be sent by certified mail or recognized overnight delivery service, postage prepaid, to us at our address stated in this Agreement. All of our notices to you may be sent first class mail, postage prepaid, to your address stated in this Agreement. At any time after this Agreement is signed, you or we may change an address by giving notice to the other of the change.

~~17. MISCELLANEOUS. This Agreement contains our entire agreement and supersedes any conflicting provision of any equipment purchase order or any other agreement. Once this agreement is signed by you, the agreement constitutes an OFFER to you, and will not be binding until ACCEPTED by us, as evidenced by the signature of the Corporate Office. Any change in the terms and conditions of this Agreement must be in writing and signed by one of our Officers. You agree, however, that we are authorized, without notice to you, to supply missing information or correct obvious errors in this Agreement. If a court finds any provision of this Agreement to be unenforceable, the remaining terms of the Agreement shall remain in effect.~~

~~18. JURISDICTION. You and any Guarantor agree that this Agreement will be deemed fully executed and performed in the State of Tennessee and will be governed by Tennessee law. YOU AND ANY GUARANTOR EXPRESSLY AGREE TO: (A) BE SUBJECT TO THE PERSONAL JURISDICTION OF THE STATE OF TENNESSEE; (B) ACCEPT VENUE IN ANY FEDERAL OR STATE COURT IN TENNESSEE; AND (C) WAIVE ANY RIGHT TO A TRIAL BY JURY.~~

19. INTERPRETATION. As a convenience to you and to further expedite this transaction for you, you agree that a photocopy, electronic image or facsimile of this Agreement which includes a photocopy, electronic image or facsimile of the signatures of both parties shall be as valid, authentic and legally binding as the original version for all purposes and shall be admissible in court as final and conclusive evidence of this transaction and of the execution of this document.

20. Customer will be enrolled in the RJ Young online customer portal (ePASS). This online portal allows authorized users designated by customer to order supplies, place service calls, pay invoices, view bills and view account information online.