



Procurement Services

P.O. Box 5000
Shepherdstown
West Virginia 25443-5000
t 304-876-5216
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July 6, 2018

Shepherd University is soliciting a Request for Information (RFI) from firms experienced in providing campus copier services to colleges and universities.

Please find attached the University's Request for Information No. 19-01. Please note that all responses are due no later than 4:00 PM local time on Tuesday, August 7, 2018 to:

Shepherd University Procurement Services
217 Ikenberry Hall
PO Box 5000
301 N King Street
Shepherdstown, WV 25443
Attn: Debra Langford

Thank you for your interest in Shepherd University. If you have any questions, please email me at dlangfor@shepherd.edu.

Debra Langford
Executive Director of Procurement

REQUEST FOR INFORMATION

for

COPIER SERVICES

Issued by:

Shepherd University
Procurement Services

July 2018

SECTION 1-GENERAL INFORMATION

1.1 PURPOSE

Shepherd University is soliciting a Request for Information (RFI) from firms experienced in providing campus copier services to colleges and universities. The University currently has multiple copier providers on campus and would like to utilize one vendor for such services to streamline processes and service.

The purpose of this Request for Information is to gather information about the service(s) that could be offered to the campus community related to copier services and determine a range of potential best solutions for the campus. The information received in response to this RFI may aid in the development of a Request for Proposal leading to the selection of a campus copier provider.

The University is interested in responses from firms currently providing copier services to colleges and/or universities. This service would include providing copiers/multi-functional machines across campuses similar in size to Shepherd University. The responses provided would also be an opportunity to provide information regarding other services that could be offered in addition to the copier services being requested. This Request for Information document is only for receiving informational materials and will not result in a contractual relationship. Based on the information received from this RFI and other sources, the University intends to issue a formal Request for Proposals (RFP) to evaluate the options for copier services. The information received in response to this RFI may aid in the development of a Request for Proposal leading to the selection of a campus copier provider and service partner. The University may request demonstrations from RFI responding vendors for the purpose of developing Request for Proposal criteria. While vendors are encouraged to participate in this RFI exercise, such participation is not a prerequisite for participating in a Request for Proposals should an RFP be issued.

1.2 INQUIRIES

Communications with employees of Shepherd University concerning this request by the vendor or on behalf of the vendor, except as specified below would not be appropriate. All inquiries concerning this request shall be submitted in writing to:

Shepherd University Procurement Services
217 Ikenberry Hall
PO Box 5000
301 N King Street
Shepherdstown, WV 25443
Attn: Debra Langford
Dlangfor@shepherd.edu

The Department of Procurement Services can also be reached by:

Telephone: (304) 876-5216
Facsimile: (304) 876-5001

Responses for this Request for Information should be marked as RFI 19-01 on the outside of the package being returned.

1.3 INCURRING COSTS

The vendor is encouraged to prepare a response with information as the focus. Economy of preparation is expected and elaborate packaging will little serve to enhance the information content. Shepherd University is not liable for any cost incurred by the vendor as a result of this RFI.

1.4 ADDENDA TO REQUEST FOR INFORMATION

If changes are made to the content of this RFI, those changes will be distributed to all vendors receiving copies of the original RFI. Changes will be distributed by the Department of Procurement Services and identified as addenda to RFI 19-01. All information related to this solicitation is also located on the Procurement Services website located at <http://www.shepherd.edu/procurement>. If the document is not directly received from the University, it is highly encouraged that those vendors who have downloaded the information from the website, check the website frequently to check to see if any addenda has been issued.

1.5 RESPONSE DATE

Vendors are encouraged to submit their responses on or before Tuesday, July 24, 2018. The calendar of events, used for planning purposes only and subject to revision by Shepherd University is given in Section 5.

SECTION 2-INSTRUCTIONS FOR PREPARING RESPONSES

2.1 GENERAL

To aid in the review process, it is requested that all responses comply with the items and sequence as presented in paragraph 2.2, RFI Response Outline. Paragraph 2.2 outlines the packaging for the preparation and presentation of a response.

2.2 RFI RESPONSE OUTLINE

- A. RFI Response Sheet: The Request for Information Response Certification (Attachment A) shall be attached to the front of the RFI. It shall be signed by an official who has full authority to represent the vendor.
- B. Company Information: Please provide the following information Regarding the company organization including, but not limited to the following:
 - 1. Parent company, years in business, size, number of customers, office locations and number of employees. Include brief bios on significant company support contacts particularly those that may directly serve the University should a future relationship be established.
 - 2. Contacts: Please furnish the contact name(s) and information of higher education peers that could be contacted concerning products and services offered by organization.
 - 3. Websites: Please provide websites that may enable to provide additional company offerings or information.
 - 4. Describe the range of services that the organization offers including the markets served. Please include information regarding any strategic partnerships or alliances with other technology and services. Please provide insight into strategies the company is currently undertaking to support new service models as it relates to copier services and other services provided by copiers at this time.
 - 5. Identify major customers that use the company's services and include a contact to serve as a reference.
 - 6. Identify the company's long term strategic plan to serve the market in the long run.
- C. Technical Information:
 - 1. Provide technical specification for and company proprietary systems used (if any). Include all approved hardware platforms, operating systems, physical connectivity specifications, and data architectures needed. Indicate how current hardware may be incorporated.

2. Provide information on the organization's system reporting capabilities, sample reports and report customization capabilities.

D. Process Information

1. Describe processes used in converting current machines being used into replacement machines and how that process would be implemented.
2. Describe how the existing copiers that are currently under contract with the same vendor would be transitioned or if they would just continue under the same terms. Please describe how the existing copiers that are currently under contract with a different vendor would be transitioned or if they would continue under the same terms until expiration of contract.
3. Describe new innovative technologies the copier organization is using to assist with streamlining processes and improving efficiencies in the workplace experience.
- 4 List major initiatives the company is targeting to control and reduce institutional costs.

SECTION 3-OPERATIONAL ENVIRONMENT

3.1 GENERAL ENVIRONMENT

Shepherd University currently has numerous different copiers on campus in the different departments. Most copiers on campus are rented on a monthly basis for a specified time period while others may be owned. Rather than dealing with multiple vendors and multiple brands, the University desires to contract for copiers with one vendor. This solicitation is also to inquire for other services that could be incorporated as part of a future endeavor to streamline processes and reduce costs associated with such services.

3.2 SHEPHERD UNIVERSITY INFORMATION

Shepherd University is a fully accredited public, four-year, liberal-arts institution offering a residential college experience in historic Shepherdstown, West Virginia. Founded in 1871 and located in the Eastern Panhandle of West Virginia, offers baccalaureate degrees in a range of fields, encompassing the liberal arts, business administration, teacher education, nursing, the social and natural sciences, and other career-oriented areas. It also offers for-credit courses for non-degree seeking students and serves as a center for noncredit continuing education for the northern Shenandoah Valley Region. In addition to its main campus in Shepherdstown, the University operates a graduate student center in Martinsburg, West Virginia. The University's mission is to serve as a regional center for academic, cultural, and economic opportunity. Shepherd University offers a wide variety of distinguished degree programs and other learning opportunities to both traditional and nontraditional students. Shepherd University attracts students from the region, the nation, and beyond. Understanding the importance of diversity, Shepherd University continues to work toward recruiting and retaining a multicultural student body, faculty, and staff.

Shepherd University is a member of the prestigious Council of Public Liberal Arts Colleges (COPLAC). Shepherd offers a quality education experience with a public liberal arts feel at a public university cost. Our rich cultural environment with strong programs in the arts and music as well as the humanities sets us apart even in this cutting edge group.

3.3 CURRENT COPIERS ON CAMPUS

Shepherd University no longer has a central Print Shop on campus as it once did. The copier machines that are currently on campus are the following machines listed below on campus. This is the information that is currently available. Shepherd University is providing this for information purposes and will not be bound by this number of machines. The information that is available at this time is listed below:

Make Model	Model
Ricoh	MPC4504
Ricoh	MPC2551
Ricoh	MP6002SP
Ricoh	MP301SPF
Ricoh	MP5054SP
Ricoh	SM3554SP
Ricoh	MP301SPF
Ricoh	MP401SPF
Ricoh	MP401SPF
Ricoh	MP401SPF
Ricoh	MPC30004
Ricoh	MP301SPF
Ricoh	MP4054SP
Ricoh	MP5054SP
Ricoh	MP201SPF
Ricoh	MPC3004
Ricoh	MPC3004EX
Ricoh	MPC3503
Ricoh	MP2852SP
Ricoh	MPC5502
Ricoh	MPC4504
Ricoh	MP2852SP
Ricoh	MP3054SP
Ricoh	MPC3502SP
Ricoh	MPC4503
Ricoh	MPC2003
Ricoh	MPC3503
Ricoh	MP301SPF
Ricoh	MPC3001
Ricoh	MPC2503
Ricoh	MPC5502A
Ricoh	MP6002SP
Xerox	WC5755P
Xerox	WC5150P
Xerox	7845
Xerox	WC4250S
Xerox	W7120PT
Xerox DocumentSolutions	9915

SECTION 4-VENDOR RECOMMENDATIONS

The vendor is requested to respond to include in the response to this RFI information about options or products that would address and/or benefit the service offerings provided by Shepherd University. The vendor can best decide what information should be presented. The University is interested, but not limited to, the following areas for the copier Services:

- Providing all copiers on campus for use by all departments on campus.
- Providing multi-functional machines on campus that would eliminate the requirements of some other equipment within the departments.
- Other services that would enhance the efficiencies on campus that would enable the University to reduce costs and improve services.

SECTION 5-PROPOSED SCHEDULE

The University is approaching this Request for Information as the beginning of an even larger project. The staff anticipates that a Request for Proposals could be issued soon after the material received from the RFI is studied. Since there are many variables in the decision path for the University, the time schedule that is presented here is only a guideline and should not be taken as firm.

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| • July 6, 2018 | Shepherd University issues this RFI. |
| • August 7, 2018 | Vendor responses are due in the Department of Procurement Services office. |
| • November 5, 2018 | Analysis of material complete by Shepherd University. |
| • Mid-January 2019 | Potential Request for Proposals-for Copier Services is issued. |

ATTACHMENT A
RFI RESPONSE CERTIFICATION
SHEPHERD UNIVERSITY

DATE

The undersigned, as proposer, declares that he/she has read the Request for Information and the following information is submitted on the basis that the undersigned, the company and its employees or agents, shall meet, or agree to, all specifications contained therein. It is further acknowledged addenda numbers _____ to _____ have been received and were examined as part of the RFI document.

Name of Proposer

Signature of Proposer

Title

Firm Name

Street Address

City, State, Zip

Telephone

Facsimile Number

Email Address