UNIVERSITY OF NORTH FLORIDA PURCHASING DEPARTMENT

Invitation to Negotiate (ITN) #14-21

Titled:
Campus-Wide Unified Print and Mailroom Services Facilities Management Program

Please mark all sealed proposal submissions with the following information:

Response to ITN #14-21 Titled:
Campus-Wide Unified Print and Mailroom Services Facilities Management Program
All Responses Due May 1, 2014 @ 2 p.m. Eastern Time

If Vendor is not submitting a solicitation response, Vendor should respond by returning this solicitation document and marking it “NO RESPONSE”.

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UNIVERSITY-WIDE UNIFIED PRINT AND MAILROOM SERVICES PROGRAM

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1.0 OVERVIEW

1.1 Statement of Objective
The University of North Florida Board of Trustees (hereinafter “UNF” or “University”) intends to negotiate a University-Wide Unified Print and Mailroom Services Facilities Management Program. The initial term of any agreement(s) resulting from this Invitation to Negotiate (ITN) will be for five (5) years. The University will have the option to renew on a monthly, quarterly or annual basis for a total of up to two (2) additional years upon mutual written consent of both parties to the resulting Contract; renewals are not automatic. The Facilities Management Vendor’s performance is expected to begin on December 1, 2014.

The purpose of this ITN is to obtain the services of a Vendor (or Vendors) to manage all aspects of the University’s copy/print and mailroom environments. Equipment, service and labor must be provided depending on the Product or Service Lot (Category) being proposed. Sections 5.1 through 5.30 of this ITN comprises requirements and specifications for two Product Lots (Convenience Multifunctional Devices and Networked Laser Printers—see also Pricing Schedules B through E), while Sections 5.31 through 5.37 provide the requirements of the Services Lot (comprising both Campus Mailroom Services and Housing Mailroom Services—see also Pricing Schedule F). Section 3.7.10 provides detailed Vendor proposal formatting requirements, consisting of seven tabbed sections requiring specific responses, which must be adhered to in responding to this ITN. Although UNF prefers to conduct business with a single company, proposing Vendors may provide responses to one, two or all three Product/Services Lots in any combination.

At a minimum, approximately one-hundred and fifty-one (151) Convenience Multifunctional Devices will be installed at the inception of, and during, the resulting Contract(s) as per Sections 5.2 through 5.5 and Pricing Schedules B and D. The Convenience Multifunctional Device Product Lot also requires the provision of one (1) full-time factory-trained service technician (this technician will also provide service support for all UNF Networked Laser Printers across campus). For the optional Networked Laser Printer Product Lot, the University requires service, supplies (except paper) and support services for all University locations. All service and support related requirements for Convenience Multifunctional Devices and Network Laser Printers are set forth in this ITN under Sections 5.6 through Section 5.30. Additionally, Campus Mailroom and Housing Mailroom operations will require the provision of three (3) or more full-time mailroom personnel to process all UNF mail and perform various other functions as provided for in Sections 5.31 through 5.37. The final number of Mailroom personnel required will be negotiated between the University and the Facilities Management Vendor.

Proposals are to include pricing covering all equipment (Convenience Multifunctional Device Product Lot only), associated labor, software, supplies (except paper) and service being proposed to meet the requirements of the two Product Lots. Pricing for the Services Lot (encompassing both Campus Mailroom and Housing Mailroom Operations) will include personnel and a delivery van to perform the required Section 5 service functions. Pricing Schedule A provides for a global discount should the University select a Facilities Management Vendor’s comprehensive program proposal (defined as a bid including all three Product/Services Lots).

All quantities of Convenience Multifunction Devices and Networked Laser Printers to include anticipated copier/printer volumes are subject to change prior to and during the resulting Contract period.
All work is to be performed on the UNF campus in Jacksonville, Florida. Campus maps can be viewed at the following website: http://www.unf.edu.

By submitting a response, the Proposer acknowledges familiarity with the sites, the size and complexity of the project and the scope of work.

The Facilities Management Vendor(s) shall perform its services in accordance with the highest standards and practices and operate within the guidelines of Florida Statutes, State University System of Florida Board of Governors Regulations and other applicable federal and State of Florida statutes and regulations.

1.2 Background

Convenience Multifunctional Device and Networked Laser Printer Fleet:

Ricoh is the University’s current facilities management Vendor for mailroom and multifunctional device support. Although Ricoh has provided good overall support, the University is actively seeking proposed business plans from all qualified Vendors to provide mailroom, copier- and printer-related services as defined in this ITN.

The Convenience Multifunctional Device fleet has grown from approximately 100 units at the inception of the current Ricoh agreement to 151 units. Copy/print volume data for the Ricoh fleet is as follows:

<table>
<thead>
<tr>
<th>Year</th>
<th>Monochrome</th>
<th>Color</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>11,751,971</td>
<td>594,484</td>
</tr>
<tr>
<td>2012</td>
<td>11,205,221</td>
<td>605,905</td>
</tr>
<tr>
<td>2013</td>
<td>5,293,911</td>
<td>337,269</td>
</tr>
</tbody>
</table>

Ricoh currently provides three (3) total facilities management employees to operate UNF’s Campus Mailroom and to provide first-responder service to the University’s fleet of Convenience Multifunctional Devices. If the first responder cannot resolve the initial service ticket, a certified technician is dispatched by Ricoh. A certified technician also visits every Monday morning to respond to any open service tickets and to perform other tasks such as preventive maintenance as needed on devices in the fleet. Since virtually all of the current copier-based devices are connected to the University network, electronic device notifications are seen by Ricoh personnel in the Mailroom so that minor issues (e.g., out of toner, paper misfeed) can be proactively resolved.

Print-for-pay locations at UNF include Pcounter print management software from A.N.D. Technologies and CardSmith. The Pcounter and Cardsmith solutions are not within the scope of this ITN, but all print-for-pay devices must be compatible with those solutions. CardSmith’s centralized transaction processing services is used for all card-based payments. Pcounter is used to track and manage all print accounting. The PCounter print management system utilizes a PC release station with a USB magnetic card swipe to select/release and process payments for pay for print. Transactions route to the CardSmith processing system (hosted off-campus by CardSmith) via the internet. Transactions are isolated on a dedicated VLAN and encrypted. Print release stations currently control print usage on print-for-pay devices. Library and Computer Lab Convenience Multifunctional Devices must be compatible with ITC System’s Netlink Terminal Model 7010s which are owned by the University. UNF
uses the 7010s to control and charge for the use of the print-for-pay devices. Four card dispensers are located in the Library.

Under the current meter collection/billing process, UNF is unable to match billable volumes against volumes being charged back to departments because the two sets of data are not reported simultaneously. Under the requirements of this ITN, the Facilities Management Vendor will provide copy/print transaction data in an electronic file that can be seamlessly uploaded into Banner to automate departmental chargebacks. There is currently no University-wide managed print services program in place. UNF is uncertain if or when a managed print services program can be rolled out during the term of the Contract, therefore the Network Laser Printer Product Lot is considered an optional element of this ITN package.

During the initial sixty (60) month term of the resulting Contract(s), the University-wide copier/MFD volume (excluding the Optional Networked Laser Printer Lot) is projected to exceed 55,000,000 (55 million) impressions.

**Mailroom Data and Operations:**

Key Mailroom volume data is as follows:

<table>
<thead>
<tr>
<th>INBOUND MAIL PIECES HANDLED</th>
<th>2011 (1/1/11 – 12/31/11)</th>
<th>2012 (1/1/12 – 12/31/12)</th>
<th>2013 (7/1/13 – 12/15/13)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>370,241</td>
<td>409,039</td>
<td>159,505</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OUTBOUND MAIL PIECES HANDLED</th>
<th>2011 (1/1/11 – 12/31/11)</th>
<th>2012 (1/1/12 – 12/31/12)</th>
<th>2013 (7/1/13 – 12/15/13)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>389,588</td>
<td>383,632</td>
<td>195,437</td>
</tr>
</tbody>
</table>
TYPICAL DAILY ROUTE

Nine mail runs per day are processed with 187 total drop-off points on campus. A daily plan of activities for mailroom personnel is as follows:

<table>
<thead>
<tr>
<th>Time</th>
<th>Site Manager</th>
<th>CSO 1</th>
<th>CSO 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00</td>
<td>P4P start of day</td>
<td>P4P start of day</td>
<td></td>
</tr>
<tr>
<td>7:15</td>
<td>Open procedures</td>
<td>Opening procedures</td>
<td></td>
</tr>
<tr>
<td>7:30</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7:45</td>
<td>Morning reports</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8:00</td>
<td>Fleet Support</td>
<td>Aux Service / Pres</td>
<td>Route #1</td>
</tr>
<tr>
<td>8:15</td>
<td>Mystery mail (if any)</td>
<td>Mystery Mail (if any)</td>
<td></td>
</tr>
<tr>
<td>8:30</td>
<td>Fleet Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8:45</td>
<td>Wrap for Route</td>
<td>Wrap for Routes</td>
<td></td>
</tr>
<tr>
<td>9:00</td>
<td></td>
<td>Route #2</td>
<td>Route #3</td>
</tr>
<tr>
<td>9:15</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9:30</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9:45</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:00</td>
<td>Wrap for Route</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:15</td>
<td></td>
<td>Route #4</td>
<td>Meter Mail (if any) or Fleet Support</td>
</tr>
<tr>
<td>10:30</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10:45</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11:00</td>
<td>USPS Delivers</td>
<td>Meter Mail (if any)</td>
<td>Lunch</td>
</tr>
<tr>
<td>11:15</td>
<td>Presort / Pitch</td>
<td>Pitch/Sort mail</td>
<td></td>
</tr>
<tr>
<td>11:30</td>
<td>Lunch</td>
<td></td>
<td>Pitch/Sort mail or</td>
</tr>
<tr>
<td>11:45</td>
<td>Route #5</td>
<td>Lunch</td>
<td>Fleet Support</td>
</tr>
<tr>
<td>12:00</td>
<td>Bulk Mail run</td>
<td>Pitch/Sort mail or</td>
<td></td>
</tr>
<tr>
<td>12:15</td>
<td>Fleet Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12:30</td>
<td>Wrap for Route</td>
<td>Wrap for Route</td>
<td></td>
</tr>
<tr>
<td>12:45</td>
<td>Fleet Support</td>
<td>Route #6</td>
<td>Route #7</td>
</tr>
<tr>
<td>13:00</td>
<td>Secure Cart</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13:15</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13:30</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
UNF-OWNED* MAIL PROCESSING EQUIPMENT

A listing of the current Campus Mailroom owned equipment is as follows:

<table>
<thead>
<tr>
<th>Device</th>
<th>Model</th>
<th>Serial Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>DM Series Postage Meter (Leased)</td>
<td>IA00</td>
<td>4352375</td>
</tr>
<tr>
<td>DM Series Postage Meter (Leased)</td>
<td>IA00</td>
<td>4623970</td>
</tr>
<tr>
<td>DM1000 WOW Base</td>
<td>DW00</td>
<td>13687</td>
</tr>
<tr>
<td>DM1000 WOW Base</td>
<td>DW00</td>
<td>13688</td>
</tr>
<tr>
<td>DM1000- 15/30 Lb Scale</td>
<td>MP30</td>
<td>141781</td>
</tr>
<tr>
<td>DM1000- 70/149 Lb Scale</td>
<td>MP49</td>
<td>18800</td>
</tr>
<tr>
<td>DM1000- Power Stacker</td>
<td>U7PS</td>
<td>23605</td>
</tr>
<tr>
<td>DM1000- Power Stacker</td>
<td>U7PS</td>
<td>23744</td>
</tr>
<tr>
<td>DM1000- Business Manager</td>
<td>Z603</td>
<td>6031095</td>
</tr>
<tr>
<td>DM1000- Mega Barcode Scanner</td>
<td>1E02</td>
<td>3906</td>
</tr>
<tr>
<td>DM1000- Mega Barcode Scanner</td>
<td>1E02</td>
<td>3785</td>
</tr>
</tbody>
</table>

Note: All equipment is owned except for the two leased meters denoted above.
In addition to the above Campus Mailroom equipment, Housing Mail Operations utilizes five PCs, five bar code scanners, sorting bins, delivery cart and dolly. Housing Mail currently delivers to 2,000 student mail boxes in Osprey Hall and 1,000 student mail boxes at Osprey Fountains (1,000 additional student mail boxes are anticipated to be added during the next five years). Housing Mail Operations is considered an optional element of this ITN and may not be awarded hereunder.

1.3 Go-Forward Program Summary

The following program summary is intended for informational purposes only and does not modify or replace any of the requirements of this ITN.

The resulting University-wide Unified Print and Mailroom Services Facilities Management agreement(s), encompassing Mailroom operations and personnel, Convenience Multifunctional Devices and the optional Networked Laser Printer Product Lot, will run for a sixty (60-month) term. Convenience Multifunctional Devices are to be installed at contract inception (prior to December 31, 2014) as per Sections 5.2 through 5.5 and Pricing Schedules B and D. One-hundred and fifty-one (151) Convenience Multifunctional Devices are to be installed at the inception of the resulting Contract. The Convenience Multifunctional Devices to be installed under this Contract are projected to produce over 55,000,000 (55 million) total billable impressions. In addition, under an optional element of this ITN initiative, UNF’s population of Networked Laser Printers may be supported by the selected Facilities Management Vendor(s).

All billing under the resulting Contract will be based on the aggregate monthly lease pricing for the currently installed fleet (Convenience Multifunctional Devices only—see Pricing Schedule D) plus the service/supply charges for actual monochrome and color usage (both Product Lots—see Pricing Schedules B and C). The proposed monthly labor component charge for the Mailroom Services Lot shall be listed (for three, four and five staff member options) as separate line items on Pricing Schedule F. Please note that, while Campus Mail Operations is a standard element of this ITN, Housing Mail Operations is considered an optional element and may not be awarded under this ITN.

The Facilities Management Vendor’s proposed pricing is to include the hardware (Convenience Multifunctional Device Lot only), all required accessories and software, one (1) factory trained service technician, emergency and preventive maintenance service, labor, toner, staples and parts and excludes only paper. All Convenience Multifunctional Devices will have a co-terminus expiration date of November 30, 2019 regardless of when installed under the resulting Contract(s). Devices installed in the first two (2) years of the resulting Contract must be new, while any additional devices that may be required in years three (3), four (4) and five (5) may be installed as used or remanufactured devices.

For the Optional Networked Laser Printer Product Lot, proposers shall provide a proposed CPI to include service, toner and parts including PM kits (see Pricing Schedule C). The proposed CPI for this Product Lot is to exclude the equipment acquisition cost and paper. Networked Laser Printers will continue to be purchased under existing University procurement methods.

CPI charges in both Product Lots will apply from the first copy/print on each device with no fleet-wide or per-unit volume minimums/allotments/guarantees.
The resulting Contract(s) will have a duration period of five (5) years. A single master invoice will show detailed monthly usage in arrears by device and by campus with a roll-up to a University-wide summary and will be accompanied by an electronic file with the required information that can be automatically uploaded into UNF’s Banner ERP system.

Strong support for implementing multifunctional digital technology exists at all levels within the University’s management team and within the University’s Information Technology department. Consequently, all Convenience Multifunctional Devices will be equipped with network printing & scanning capabilities.

Proposers should note that alternate proposals are permissible as specified under Tab 5 of this ITN.

The University will retain the right to require the implementation of one Product/Services Lot at a time. In particular, it is unknown if or when the Networked Laser Printer Product Lot will be rolled out during the Contract term. Therefore, the Networked Laser Printer Product Lot will be considered an optional element of this ITN initiative and all associated elements of that Product Lot hereunder may or may not be implemented by the University.

1.4 Use of Agreement by Other Governmental Agencies

At the option of the Facilities Management Vendor, the use of any agreement resulting from this competitive solicitation may be extended to other governmental entities including the State of Florida, its agencies and political subdivisions, counties, cities and any university in the State University System. Each such entity using such agreement shall do so independently of UNF and shall be solely responsible for its own purchases.

The Facilities Management Vendor using this agreement shall pay UNF an amount equal to 1.5% of all billable charges to such entity.

The University reserves the right to add and/or delete elements, or to change any elements of the coverage and participation, at any time without prior notification and without liability of any kind or amount.

2.0 DEFINITIONS

2.1 Agreement/Contract

All types of agreements entered into by the University, regardless of what they may be called, for the procurement of materials, services, construction or the disposal of materials. The meaning of Agreement or Contract is interchangeable.

2.2 Customer or Client

Unless otherwise implied by the context of the specific provision within this ITN, “Customer” means a customer or client of the Facilities Management Vendor other than the University.

2.3 Device

Same as Equipment or Unit.
2.4 Equipment
Same as Device or Unit.

2.5 Lot
A category of Equipment or Service as described in this ITN.

2.6 May, Should
Indicates something that is not mandatory but permissible, recommended or desirable.

2.7 Must, Shall, Will
Indicates a mandatory requirement; failure to meet these mandatory requirements may result in rejection of the proposal as non-responsive.

2.8 Proposal
The entirety of the Facilities Management Vendor’s responses to each point of the ITN, including any and all supplemental offers or information not explicitly requested within the ITN.

2.9 Invitation to Negotiate (ITN)
An invitation extended to prospective contractors/vendors by the University, whether by advertisement, written solicitation, electronic media or any form of communication, to define the specifications, terms and conditions of a contract for commodities or contractual services. Cost may or may not be a consideration in the initial stages of evaluation or negotiating. An Invitation to Negotiate shall be awarded as the best interest of the University indicates and may not require numeric scoring.

2.10 Response
Same as Proposal.

2.11 Successful Vendor
Any entity who is awarded a contract under this competitive solicitation.

2.12 Unit
Same as Equipment or Device.

2.13 University or UNF
The University of North Florida Board of Trustees is the public body corporate of the University.

2.14 Vendor
Any entity who submits a timely solicitation response to this competitive solicitation. Same as Facilities Management Vendor or Proposer.

2.15 Vendor’s Proposal
Same as Proposal.
2.16 Vendor’s Response
Same as Proposal.

2.17 Website
The UNF Purchasing Department website at http://www.unf.edu/purchasing/

3.0 GENERAL INFORMATION AND INSTRUCTIONS TO PROPOSERS

3.1 Original ITN Document
The UNF Purchasing Department shall retain the ITN and all related terms and conditions, exhibits and other attachments in original form, in an archival copy. Any modification of these in the Facilities Management Vendor’s submission is grounds for immediate disqualification.

3.2 University Demographics / Entity Status
The University fosters the intellectual and cultural growth and civic awareness of its students, preparing them to make significant contributions to their communities in the region and beyond. At UNF, students and faculty engage together and individually in the discovery and application of knowledge. UNF faculty and staff maintain an unreserved commitment to student success within a diverse, supportive campus culture.

The University is committed to values that promote the welfare and positive transformation of individuals, communities and societies.
We value:
• The pursuit of truth and knowledge carried out in the spirit of intellectual and artistic freedom
• Ethical conduct
• Community engagement
• Diversity
• Responsibility to the natural environment and
• Mutual respect and civility.
For any additional information about the University, please visit the University’s website at www.unf.edu.

3.3 Calendar of Events
Unless otherwise revised by an addendum to this competitive solicitation, the dates and times by which stated actions will be taken or completed are listed below. If UNF determines, in its sole discretion, that it is necessary to change any of these dates and times it will issue an addendum to this competitive solicitation which will be posted on the website. All times listed are Eastern Standard Time (EST).

March 19, 2014 Competitive solicitation released and posted to website.
April 1, 2014  **Mandatory** pre-proposal conference to be held at the following place and time:
Hicks Hall, 4892 First Coast Tech Parkway, Meeting Room 1420 at 9 a.m.

April 11, 2014  Last day for UNF to receive communications and/or inquiries from Vendors regarding the competitive solicitation via email to Gaea Holt at g.holt@unf.edu and Sandra Milesevic at s.milesevic@unf.edu

April 18, 2014  UNF will respond to inquiries and requests for clarifications by posting an addendum on the website.

May 1, 2014  Deadline to receive solicitation responses from Vendors is 2 p.m. with the solicitation opening immediately thereafter at UNF Hicks Hall, Suite 2950, 4892 First Coast Technology Pkwy, Jacksonville, Florida, 32224. Any solicitation responses received after this date and time shall be deemed non-responsive.

The Purchasing Department will post notice of changes to any of the above dates and/or times and will provide advance notice of any pre-proposal meetings and evaluation committee meetings related to this competitive solicitation by posting the information on the UNF Purchasing Department’s website at http://www.unf.edu/anf/purchasing (“the Website”). Vendor is solely responsible for checking the Website periodically in order to verify whether any changes have been made to the Calendar, or whether any meetings have been scheduled. UNF reserves the sole discretion over the conduct of any meetings and the extent, if any, those attending may participate in such meetings.

**3.4 Pre-ProposaConference (Mandatory)**

Purchasing is conducting a **mandatory** pre-proposal conference for Vendors who intend to respond to this ITN on the date, time and location as noted below. The purpose of the conference is to provide information and allow for questions and answers regarding terms, conditions or specifications of the ITN. Clarifications and answers to any questions will be confirmed, in writing, in the form of an addendum to the Invitation to Negotiate prior to the proposal opening. Failure to attend this meeting will result in the rejection of your proposal.

April 1, 2014 @ 9 a.m.
University of North Florida
Hicks Hall
4892 First Coast Tech Parkway
Meeting Room # 1420
3.5 Pre-Proposal Site Visit
A pre-proposal site visit will be held for Vendors who intend to respond to this ITN immediately following the pre-proposal conference. During the site visit, the Mailroom facilities and certain typical print-for-pay locations will be visited. The purpose of the site visit is to acquaint the Facilities Management Vendors with the conditions under which the work must be performed. The University will not be responsible for additional compensation if the Facilities Management Vendor does not acquaint themselves with all the available conditions and information nor shall it relieve the Facilities Management Vendor from any responsibility for properly performing the work. The University shall not be bound by informal verbal answers provided in response to any questions asked during the site visit. All Facilities Management Vendor questions must be asked in writing as per the terms of this ITN.

3.6 Special Accommodations
If special accommodations are needed in order to attend a pre-proposal meeting, a proposal opening or presentation, contact the Purchasing office at 904-620-2730 no later than three business days prior to the event.

3.7 Proposal Preparation Instructions

3.7.1 Vendor’s Understanding of the ITN
In responding to this ITN, the Facilities Management Vendor accepts full responsibility to understand the ITN in its entirety and in detail, including making any inquiries to the University as necessary to gain such understanding. Questions regarding the terms, conditions or specifications of this ITN document should be written and submitted in accordance with Paragraph 3.7.4. no later than the stated deadline for questions on April 11, 2014.

3.7.2 University Provides Information in Good Faith without Liability
All information provided by the University in this ITN is offered in good faith. Individual items are subject to change at any time. The University makes no certification that any item is without error. The University is not responsible or liable for use of any information or for any claims based on the information.

3.7.3 Verbal Communication
Vendors are not entitled to rely upon communications from the University except as provided by the University in writing.

3.7.4 Questions, Communications and Inquiries between the University and Vendors
All Vendor inquiries, questions and requests for clarification related to this ITN shall be directed, in writing, to Gaea Holt at g.holt@unf.edu and Sandra Milesevic at s.milesevic@unf.edu
3.7.5 **Addenda and the University’s Response to Communications from Vendor**

The University will make a good faith effort to provide a written response to each question or request for clarification that requires an addendum within the time frame set forth in Section 3.3.

The University has no obligation to furnish addenda by any other means than posting to its Website.

The University will not respond to any questions/requests for clarification that require an addendum after the date identified in Section 3.3.

3.7.6 **Pricing and/or Revenue Proposal**

Vendors shall indicate pricing and/or revenue offers in the appropriate spaces and/or areas provided in this ITN. Vendors shall ensure that any departure from this condition results in an offer that is clearly cross-referenced to the applicable sections within this ITN. For any material departure from this condition, Vendors shall provide clear and unambiguous explanations how the departure relates in detail to the applicable sections within this ITN. If the Facilities Management Vendor responds with an “All or None” proposal, it shall be clearly and unambiguously marked as such.

The University may presume and hold as the Facilities Management Vendor’s final offer all pricing and/or revenue offerings, whether stated as amounts or percentages, and/or whether or not offered on an all-or-none basis, if not specified by the Facilities Management Vendor. The University may accept or reject, in part or entirely, the Facilities Management Vendor’s pricing and/or revenue offerings when such offerings are not on an all-or-none basis. The University prohibits the changing of pricing and/or revenue proposals after the initial ITN opening date and time. However, during the negotiation phase of the ITN process, favorable changes in pricing and/or revenue offers will be considered and/or expected. Unless otherwise specifically proposed by the Facilities Management Vendor, the University reserves the right to hold such pricing and/or revenue proposal as effective for the entire intended contract term. The University may prescribe the manner and method by which pricing and/or revenue offerings shall be communicated in the Facilities Management Vendor’s proposal. The University may reject any proposal in which the pricing and/or revenue offering does not conform to such prescribed manner and method.

3.7.7 **Revisions to the ITN**

The University may revise any part of this ITN for any reason by issuing addenda. The University will communicate additional information and addenda to this ITN by posting them on the Website.
Vendors are responsible for the information contained in such addenda. The University is under no obligation to communicate such addenda to Vendors other than posting to the Website. The University may determine whether an addendum will be considered as part of this ITN and/or as part of any contract resulting therefrom. The University shall reject Vendors’ responses to addenda if such responses are received after the ITN opening date and time.

3.7.8 **Attention to Terms and Conditions**

Vendors are cautioned to thoroughly understand and comply with all matters covered under the Terms and Conditions, Section 4 of this ITN. Questions regarding the terms, conditions or specifications of any Section of this ITN document should be written and submitted in accordance with Paragraph 3.7.4. no later than the stated deadline for questions on April 11, 2014.

Proposals that are contingent upon any changes to these terms and conditions may be deemed to be non-responsive and may be rejected by the University at its sole discretion and render the Facilities Management Vendor ineligible for evaluation or award. When there are no stated exceptions in the proposal it shall be assumed that the Facilities Management Vendor will comply with the requirements without qualification and may not re-negotiate contract terms after best and final offers have been submitted or during the signing of a contract agreement, if awarded.

3.7.9 **Required Signature**

The University may reject any Vendor’s response if it is not fully completed and signed with legal authority where indicated.

3.7.10 **Proposal Organization**

Original proposal and all copies must be on 8 ½ x 11 text weight paper using binding tabs that will facilitate the distribution and evaluation of the proposals. Following in this Section is a specific response format that must be adhered to.

**Response Format**

- Submit one electronic copy of the initial response on CD or flash drive, preferably in .docx, .xlsx and/or .pdf file formats. The Pricing response shall be in .xlsx file format as provided for in Pricing Schedules A through F. In addition, submit one (1) original and five (5) copies of the Vendor’s proposal in hard copy form. The original response must contain the original manual signature of the authorized person signing the proposal and an electronic copy of the proposal.
- The outer carton of the response must include the ITN number and title, company name and due date.
The Facilities Management Vendor’s response must include the information and required submittals described, tabbed and numbered as indicated in “Tabular/Paginated Format” shown below with all information appearing in the tab in which it was requested.

Questions and requests for information may not be rearranged, regrouped or divided in any way.

All information and required submittals requested must be in hardcopy and included in the written response.

Information submitted that is not requested by the University may be considered to be supplemental and not subject to evaluation by the committee members.

If there is any information or required submittals which, due to size or binding, cannot be incorporated following the proper tab, the Facilities Management Vendor must provide information following the numbered tab telling the evaluator where the information can be found in the response.

Paper copies of responses must be tabbed, headed and numbered exactly as outlined in each section and the required information must be provided in the section under which it was requested by University. Responding companies may not combine or reorganize the headings and/or requests for information or indicate that the information will be included in another section.

Specific responses to Section 5 Scope of Work are not required. Failure to adhere to these conditions shall cause your response to be rejected without further evaluation.

**Required Proposal Response Tabular Format**

**TAB 1: TECHNICAL REQUIREMENTS**

a) State any and all product deviations to the specifications set forth in Section 5.2 through 5.5. If no deviations to the Convenience Multifunctional Device specifications are noted herein, it shall be presumed that no product deviations exist. Please note that no one single product deviation, in and of it, is likely to automatically preclude a proposal from further consideration. As an example, if a Vendor were to offer a 32 page-per-minute device in Segment 3, or were to offer a Segment 4 monochrome device with only a 2,500-sheet capacity, or did not offer a Segment 3 color-enabled device with optional saddle-stitching capabilities, any of those deviations would be taken into consideration by UNF and evaluated accordingly in the context of the entire proposal versus the competitive proposals submitted by other Vendors. **However, all such Convenience Multifunctional Device specification deviations, no matter how minor, must be noted and explained in this Section.**

b) Include data sheets including specifications on all models meeting requirements as noted in Section 5.2 through 5.5 that are being proposed on Pricing Schedule B.

c) Certify that all Convenience Multifunctional Devices being proposed are fully compatible with UNF’s existing network printing environment as required under Section 5.9. In addition, all embedded network security elements included on all Convenience Multifunctional Devices shall be listed and described.
d) Please provide the brand name and version level of the copy/print tracking and billing solution that enables Section 5.8 compliance with the automatic collection of the meter reading and departmental code data of all print/copy jobs produced on Convenience Multifunctional Devices and Networked Laser Printers. Please also confirm that seamless integration of the data provided by this software solution into UNF’s Banner system is included in your company’s proposed pricing on Pricing Schedule D.

e) As specified in Section 5.28, all job data sent from or to the proposed Convenience Multifunctional Devices must be encrypted. Thus, identify specifically the technologies utilized to enforce encryption at all times. For instance, the Facilities Management Vendor shall describe which supported network protocols can be of the encrypted variety. Do the proposed devices support encrypted IPP / LDAP? What SSL versions are included? It is suggested to describe more, not less, encrypted protocol flavors with accompanying supported client drivers.

f) As specified in Section 5.9, student mobile printing from wireless laptop computers, iPads, iPhones, Windows Phones, Blackberry and Android Smartphone’s/tablets must be supported on the Segment 2 through 5 print-for-pay Convenience Multifunctional Devices located in UNF’s various lab and library locations. Please explain the step-by-step process that would be used to enable student mobile printing available to the print-for-pay devices to enable compatibility with UNF’s existing Printer-On mobile printing solution.

g) Describe Vendor’s specific environmental sustainability programs to be implemented under a resulting Contract. A generic environmental policy brochure without customization for UNF is not a sufficient response. Examples of specific programs UNF is interested in include, but are not limited to: toner recycling programs, defaulting all units and drivers to duplex mode, inclusion of recycled (or recyclable) materials into all proposed Devices and biodegradable toners and materials. While general corporate initiatives of the manufacturing company should be provided as well, UNF is keenly interested in any program that the Facilities Management Vendor can provide on a custom basis that will assist UNF in reducing its greenhouse gas emissions.

h) Provide the NEMA plug configuration type of each Convenience Multifunctional Device proposed.

i) State whether each proposed color-capable Convenience Multifunctional Device will be set from the factory to default to monochrome functionality as the priority document imaging mode for both walk-up copy, scanning and print-driver users.

j) Indicate whether monochrome-only print drivers can be made available for users of the color-capable Convenience Multifunctional Devices being proposed.

k) Indicate whether the proposed Convenience Multifunctional Devices can be configured to securely hold all print jobs at the device until released using an acceptable password number. Also, indicate whether user identification codes can be set up globally for all devices and/or on individual devices from a remote location.

l) State whether color scanning capability is included on any of the monochrome models being proposed.

m) State whether printing/scanning to/from a USB thumb/flash drive is included on any of the models being proposed.

n) State whether two-sided one-pass scanning (i.e., “simultaneous” or “perfect” scanning) capability is included on any of the models being proposed.

o) Describe whether the Convenience Multifunctional Devices being proposed can create text-searchable PDF files providing greater access to documents archived in shared files and folders.
For each Convenience Multifunctional Device proposed, indicate whether multiple pages can be scanned and either emailed or stored without having to go back-and-forth between the device and the PC workstation after scanning each page.

State whether proposed scanning solution for each Convenience Multifunctional Device includes OCR software with advanced desktop layout analysis for editing, archiving and sharing.

State whether the scanning system for each proposed Convenience Multifunctional Device is configured to support common network user authorization, authentication schemes and common directory protocols such as LDAP and native active directory. Are the processes the same as those required by the users’ network login e.g., user name and password? Can a user’s name be added to the “From” field for further verification of the sender? Does each Convenience Multifunctional Device need to be programmed manually (remotely or otherwise) to incorporate each authorized user’s email addresses?

State whether each proposed device allows scanned documents to be encrypted for security purposes. If so, describe the process.

Indicate whether users can scan to a Windows share location on each Convenience Multifunctional Device being proposed. Describe the procedures required for setting up Windows share locations.

State whether email notifications will be sent automatically to the designated UNF key operator and the Facilities Management Vendor’s mailroom employees when each of the proposed units are out of paper, out of toner or otherwise require key operator attention.

Provide a brief description of how prints and copies will be separated on the finisher, exit trays, or both, of each Convenience Multifunctional Device being proposed.

Provide the item numbers and brand names for mailing labels and transparencies that are compatible with each Convenience Multifunctional Device being proposed. The Facilities Management Vendor shall certify that the transparency film and mailing labels listed will run reliably on all Convenience Multifunctional Devices being proposed. If the proposed Convenience Multifunctional Devices are able to run the transparency film and mailing labels from all paper sources (drawers plus bypass), or if the paper sources are restricted when running this stock, the Facilities Management Vendor shall so state.

List and describe the specific network security elements (i.e. Encryption type, secure printing, and hard drive cleaning every set number of hours) that the Facilities Management Vendor is including in its Pricing Schedule B pricing proposal.

Please indicate “yes” or “no” as to whether universal print drivers will be provided to UNF from the manufacturer’s web site to support all installed Convenience Multifunctional Devices.
TAB 2: SUPPORT AND SERVICE SPECIFICATIONS

a) State whether the Convenience Multifunctional Device-related Scope of Work found in Section 5 are satisfactory with its funding entity, or if not, how the Facilities Management Vendor will comply with the requirements of the resulting Contract. Specific scope of work specification deviations contained in the Facilities Management Vendor’s Primary Proposal for each Product/Services Lot, if any, must be clearly stated in this Section of the Facilities Management Vendor’s proposal. If no deviations to the scope of work requirements are specifically noted, it shall be presumed that no deviations exist. It should be noted that no one single deviation, in and of itself, is likely to automatically preclude a proposal from further consideration. For example, if a Facilities Management Vendor did not wish to provide mailroom personnel, or were to offer 98% fleet-wide average Convenience Multifunctional Device uptime, or did not offer an ability to add units on a co-terminus basis, or required a cap on the number of Convenience Multifunctional Devices that UNF could add during each year the agreement is in effect, those deviations would not eliminate the proposal from consideration, but would be taken into consideration by UNF and judged accordingly in the context of the entire proposal versus the proposals submitted by other Vendors. However, all such scope of work deviations, no matter how minor, must be noted and explained in this tab of the Proposal.

b) Section 4 provides terms and conditions applicable to this ITN and any future agreement executed between the University and the Facilities Management Vendor(s). In this Section please provide any additional terms and/or conditions that the Facilities Management Vendor will require as part of any future agreement to include any third-party lease agreements.

c) The Facilities Management Vendor shall affirmatively state (answering “yes” or “no”) whether the pricing proposed in Pricing Schedule B includes the required one (1) full-time on campus factory-trained technician to support the Convenience Multifunctional Devices and Networked Laser Printers. Please verify that this technician is not counted as part of your company’s proposed Mailroom staff. Please note: If the manufacturer of the proposed devices does not require a factory-trained technician to provide resolution for most break/fix service calls, please indicate whether a customer support representative will be substituted for the factory-trained technician.

d) The Facilities Management Vendor shall describe the proposed technical support solution being offered to UNF during critical extended-hour periods such as final exam week when the Library is open 24 hours per day. For example, would loaner devices be made available and/or would technical staff be made available for support calls during such periods?

e) The Facilities Management Vendor shall affirmatively state (answering “yes” or “no”) whether the pricing proposed in Pricing Schedule F includes the required minimum number of three (3) full-time Mailroom personnel.

f) List the preventive maintenance (PM) schedule (in terms of copy/print count intervals, time period intervals, or both), including both mini-PM and full-PM schedules if applicable, for all Convenience Multifunctional Devices being proposed. Also, indicate the approximate number of hours required to perform mini-PMs and full PMs.

g) State affirmatively (answering “yes” or “no”) whether the PM schedules published by Buyers Laboratory Inc. (BLI) will be followed. If the PM schedule, methodology, or both to which the Facilities Management Vendor prescribes are different from that which the manufacturer recommends (for example, if your technicians perform regular cleaning on every service call and do not follow the manufacturer’s set PM schedules), please indicate “no” and explain. Whether the Facilities Management Vendor answers “yes” or “no,” describe the manner in which UNF will be informed of PM work that has been performed on the various units installed.
h) State whether one-page summary sheets showing basic user steps for copying, scanning and printing, or on-line user training modules, or both, will be made available for each Convenience Multifunctional Device being proposed.

i) The Facilities Management Vendor shall indicate the City and State of its nearest parts and supplies warehouse that would support the Convenience Multifunctional Device and Networked Laser Printer fleets at various UNF locations.

j) For each Convenience Multifunctional Device being proposed, the Facilities Management Vendor shall clearly list which components or parts will be considered user-replaceable. Further, the approximate aggregate time involvement to replace these components or parts per Convenience Multifunctional Device per month shall be listed for each Convenience Multifunctional Device being proposed.

k) Provide examples and exhibits of the monthly billing and proactive service reporting that will be made available to UNF for each Product/Services Lot.

l) Provide an explanation of how the Facilities Management Vendor plans to adjust billing in the event of a department losing grant monies. Specifically, would your company absolve UNF of continuing to pay for this department’s device?

m) Provide documentation (in the form of a notarized Joint Venture agreement) of any intent to use another company or companies or private individual(s) as a subcontractor(s) for any part or the whole of the services offered in response to this ITN. UNF reserves the right to approve or reject any subcontracting agent or to reject proposals based on the use of subcontracted work.

**TAB 3: CORPORATE EXPERIENCE/REFERENCES**

a) A one to two page executive summary of the Facilities Management Vendor’s proposal, including brief descriptions of the company’s expertise procuring a contract the size and scope described in the ITN and how the Facilities Management Vendor plans to address the University’s requirements as stated herein.

b) Contact name(s) and title(s) of the individual(s) responsible for the company’s proposal and negotiation during this ITN process. Please include the organizational chart beginning with your account management team through CEO of your company.

c) Provide a brief corporate history and overview, inclusive of: (a) The Facilities Management Vendor Principal Place of Business address; (b) The Facilities Management Vendor office address nearest to Jacksonville, FL; (c) The number of factory-certified technicians located in or within a 50-mile radius of Jacksonville for Convenience Multifunctional devices; (d) The per-Product Lot machine in field (MIF) population of Convenience Multifunctional Devices and Networked Laser Printers in or within a 50-mile radius of Jacksonville; and (e) The number of mailroom personnel on-site at various client companies within a 50-mile radius of Jacksonville.

d) Provide a manufacturer support letter stating that in the unlikely event your servicing company is unable to provide service; the manufacturer will arrange for or provide all necessary parts and service support at the same prices quoted in the Facilities Management Vendor’s proposal. The manufacturer will also guarantee in its letter that all products installed under a resulting Contract will be fully compatible with future versions of the most popular network operating systems.

e) Indicate whether the Facilities Management Vendor is factory-authorized to provide service, or whether a specific named authorized subcontractor will be used to provide service for product(s) within each Product Lot.
f) Discuss the specific role and responsibility of each key team member in providing the requested services to include both prime and sub-contractor(s). Identify key personnel. If key personnel cannot be named at the time of proposal submittal, the Facilities Management Vendor must specify the reason and present a plan to include key personnel.

g) The Facilities Management Vendor will clearly state its funding source, or state that it is using an internal funding source. If using an internal funding source, the Facilities Management Vendor shall state whether this is a private label leasing arrangement with a leasing company or an internal source of funds. If a private label leasing arrangement is proposed, the leasing company supporting that arrangement must be stated herein.

h) Provide a listing of any county, state or federal tax liens or other liens filed against the company and/or its property.

i) Provide the date of the Facilities Management Vendor’s company founding in (or within a 50-mile radius of) Jacksonville, FL and the number of years providing the specific equipment brand(s) and related services being proposed to UNF under this ITN.

j) Provide the Facilities Management Vendor’s legal trade status (i.e. corporation, publicly traded corporation, partnership, etc.).

k) Provide five (5) customer references, preferably consisting of colleges and/or universities, with over 100 Multifunctional Devices, on-campus mailroom employees and Networked Laser Printers located in Florida. Include only current references within the current calendar year and previous three (3) calendar years (2014, 2013, 2012 and 2011). UNF may contact these references during the evaluation process. Information provided for each reference shall include:
   1. Reference legal name
   2. Dates of contract
   3. Name of the Facilities Management Vendor’s project manager or other representative
   4. Reference contact person, direct-line phone number and email address
   5. Dollar value of contract between Reference and the Facilities Management Vendor
   6. Which services/products your firm is providing to this Reference
   7. The number of full-time on-site mailroom employees your firm has in place with this Reference
   8. The number of full-time on-site copier/printer factory-trained technicians or customer support representatives (please specify) your firm has in place with this Reference
   9. The number of Networked Laser Printers that are covered under a managed print services contract with this Reference
  10. Percentage of Convenience Multifunctional Devices and Networked Laser Printers with this Reference

l) State the approximate percentage of the Facilities Management Vendor’s gross revenue from your customers with a similar fleet dispersal that are currently under contracted Managed Print Services. Describe the special training or certifications of Facilities Management Vendor’s local (within a 50-mile radius of Jacksonville) IT support staff.

m) Describe the process of producing “best value” for the University and its users through creative marketing, small business and diversity programs, “green” initiatives, and/or other programs. Describe any financial considerations and flexibility of the Facilities Management Vendor.

n) Provide a list of clients with a similar fleet dispersal and number of on-site personnel that your company has lost in the past five (5) years and why contracted services were lost.
**TAB 4: ASSESSMENT/IMPLEMENTATION PLAN**

a) For each Product/Services Lot, the Facilities Management Vendor shall provide a detailed work plan with anticipated dates for step-by-step completion in accordance with the requirements of Section 5.30 below of this ITN. The initial base fleet of Convenience Multifunctional Device deliveries and installations shall commence on or about December 1, 2014 and must be completed no later than December 31, 2014. It is **mandatory** for the awarded Facilities Management Vendor to perform detailed assessments of each UNF site prior to any installations. Documented proof of each assessment conducted consisting of weekly reports of each site assessed, names of UNF staff visited, preliminary recommendations and names of Facilities Management Vendor representatives visiting each location will be required. UNF retains the right to independently accept, reject or modify any assessment/installation/support plan provided by the Facilities Management Vendor.

b) Please include the following information: (a) The proposed number of the Facilities Management Vendor’s staff that will be assigned per team to conduct assessments; (b) The number of teams performing site assessments; and (c) Proposed dates for each anticipated project phase.

c) The installation plan shall also include necessary space and electrical requirements (NEMA plug types). Include a plan for scheduling ongoing “Technology Showcases” at certain later-to-be-named UNF sites to display and promote the latest technology being implemented. List the anticipated number of additional Vendor personnel required for Convenience Multifunctional Device installation and training at the beginning of a resulting Contract. Indicate whether the initial key-operator training will be performed by dedicated company trainers or by sales representatives. Coordinating the scheduling of installation, service and training personnel shall at all times be the sole responsibility of Vendor.

d) Include a general plan for providing back-up technical personnel covering the UNF locations for the on-campus factory-trained service technician during vacations and sicknesses.

e) Include a general plan for assessing Networked Laser Printer Devices under this optional ITN element. Under what conditions does the Facilities Management Vendor generally redeploy, swap or remove Networked Laser Printers? Under what conditions would UNF need to purchase a new printer under the impending contract? Who would own printers that have to be replaced under the Contract?

f) Describe in detail how the Facilities Management Vendor will provide installation, training and troubleshooting support to UNF’s desktop services and end-user support teams for devices in each Product Lot. The description will include, but not be limited to: A discussion of the steps to be taken in the event of installation/operation problems related to printing/scanning; how print/scan drivers and software, and related updates, will be installed on UNF’s administrative workstations dispersed across all UNF locations; and how the Facilities Management Vendor’s off-site help desk personnel will work together with UNF’s Technology department support personnel.

g) Provide the name and resume of the Account Executive who will be the primary contact for UNF in the metro Jacksonville area.

h) The Facilities Management Vendor shall propose a plan for informing, and receiving prior written approval of, any departmental requests for adding MFDs or printers. Please provide sample approval forms that require the requesting department to properly document its need for adding print output devices and to obtain proper signatory approval prior to the placement of any additional devices under the impending Contract.
TAB 5: OTHER VALUE-ADDED SERVICES AND ALTERNATE PROPOSALS

a) UNF invites general scholarship fund offers from interested Facilities Management Vendors. In this Section, please indicate the amount of general scholarship fund monies the Facilities Management Vendor is willing to provide to UNF contingent upon successful Contract negotiations. Additionally, verify any scholarship fund monies being offered are excluded from the proposed pricing listed in Pricing Schedules A through E.

b) Indicate the methodology that the Facilities Management Vendor will use to provide a credit to UNF for any on-hand printer toner cartridges at the inception of a resulting Contract.

c) Facilities Management Vendors can include creative alternate proposals provided that a primary proposal is offered. Describe in full and explain any creative alternative proposals that the Facilities Management Vendor believes are in UNF’s best interest to consider. Examples of creative alternate proposals may include, but not be limited to:
   • Bidding on one or more Product/Services Lots in any combination according to your company’s primary strengths;
   • Dispatch service only support programs (with no full-time factory trained technician included);
   • Changing the proposed equipment mix;
   • Requiring a specified guaranteed annual fleet volume; and
   • Proposing to charge on a quarterly or semi-annual basis.

d) Describe in full and explain any standard or optional value-added services that the Facilities Management Vendor will provide that are not part of the ITN’s requirements. Examples of such services might include behavior modification software and specific product capabilities that exceed the specifications stated herein. Please do not restate items that have previously been listed in the submitted proposal.

TAB 6: COST (PRICING SCHEDULES A THROUGH E)

a) The Facilities Management Vendor shall complete and submit Pricing Schedules A through F in their entirety. Cost/Price proposals shall be evaluated on total cost/price as represented by the proposed prices set forth in Pricing Schedules A through F. Incomplete or blank Pricing Schedules will not be considered. If your company is not submitting a bid in response to certain Product/Services Lots, please so indicate on the appropriate Pricing Schedule.

b) The Price Proposal shall contain answers as requested below in Tab 6 along with the fully completed Pricing Schedule.

c) Alternate Proposals, to be submitted under Tab 5 immediately above, will not be accepted by UNF unless the Facilities Management Vendor has submitted a Primary Proposal for that Product/Services Lot. Alternate Proposals must indicate all pertinent details of the recommended plan, including, but not limited to, the number of personnel to be assigned to UNF, the equipment to be utilized and any efficiency gains that the Facilities Management Vendor believes can be generated from the proposed method. When submitting Alternate Proposals, Vendors are required to complete another Pricing Schedule clearly marked “Alternate Proposal” at the top of the page. Please refer to examples of creative Alternate Proposals as described in Tab 5 item (c) found immediately above.

d) Certify that all pricing listed on the various Pricing Schedules shall be firm for the entirety of the term of the resulting Contract.

e) The Facilities Management Vendor will affirm that no additional costs, other than those identified on the various Pricing Schedules, or elsewhere clearly identified in its proposal, will be incurred by UNF to meet the various specification and other technical requirements of this ITN.
f) On Pricing Schedule A please provide a global discount should the University select a Facilities Management Vendor’s comprehensive program proposal (defined as a bid including all three Product/Services Lots).

g) On Pricing Schedule B, among other elements, the Facilities Management Vendor shall provide a breakdown of the total cost basis factors, along with the associated per-impression rates, that comprise the total Convenience Multifunctional Device-related costs to UNF. The total cost basis and per-impression elements shall encompass the total Contract costs associated with providing Convenience Multifunctional Device hardware, preventive/emergency service (including the required on-campus factory trained technician) and supplies.

h) On Pricing Schedule B, the Facilities Management Vendor shall indicate the applicable reduction in costs associated with UNF retaining all Convenience Multifunctional Devices installed under the resulting Contract in place as of November 30, 2019 and renewing the resulting Contract under identical terms and conditions on a monthly, quarterly or annual basis for up to two (2) additional years once the initial sixty (60) month term expires.

i) The Facilities Management Vendor shall indicate on Pricing Schedules B and C the respective service and supply per-impression costs to be charged to UNF for all monochrome and color impressions produced on the proposed color-enabled Convenience Multifunctional Devices and Networked Laser Printers.

j) The type of leasing/rental program being proposed (choose from Internal Funding, FMV, $1 Buyout, 10% Buyout, Rental and/or other) shall also be identified on Pricing Schedule B. The name of any third-party leasing partner, if applicable, shall also be clearly stated.

k) On Pricing Schedule B, for the Segment 2 and 3 Convenience Multifunctional Devices being proposed, the Facilities Management Vendor shall identify the one-time flat-rate purchase price associated with adding three-hole punch finishing functionality on a per-Device basis for those Segment 2 and 3 Convenience Multifunctional Device locations requiring this feature. The one-time flat-rate purchase prices quoted shall be firm for the first ninety (90) days after Convenience Multifunctional Device installation during the term of the resulting Contract. NOTE: Hole-punch finishing for Segment 4 and 5 Convenience Multifunctional Devices is a standard requirement and must be included in the Facilities Management Vendor’s Pricing Schedule B and D pricing.

l) On Pricing Schedule B, for the Segment 2 through 5 Convenience Multifunctional Devices being proposed, the Facilities Management Vendor shall identify the one-time flat-rate purchase price associated with adding analog fax boards on a per-Device basis for the Segment 2 through 5 Convenience Multifunctional Device locations requiring this feature. The one-time flat-rate purchase prices quoted shall be firm for the first ninety (90) days after Convenience Multifunctional Device installation during the term of the resulting Contract.

m) On Pricing Schedule B, for the Segment 2 through 5 Convenience Multifunctional Devices being proposed, the Facilities Management Vendor shall identify the one-time flat-rate purchase price associated with adding saddle-stitch finishing functionality on a per-Device basis for those device locations requiring this feature. The one-time flat-rate purchase prices quoted shall be firm during the first ninety (90) days after Convenience Multifunctional Device installation during the term of the resulting Contract.

n) On Pricing Schedule B, for hole punching, saddle-stitch finishing and analog fax board options added greater than 90 days following equipment installation, and/or for any other miscellaneous equipment options (such as additional paper trays, envelope feeders or alternate finishers) that are added at any time during the term of the resulting Contract, provide a discount percentage off of the then-in-effect manufacturer’s suggested retail price (MSRP) for each type of upgrade.
For leased Convenience Multifunctional Devices, please describe the status of upgraded accessories purchased by UNF as described in elements (k) through (n) above in Tab 6. Specifically, would such purchased accessories be removed and returned to UNF?

On Pricing Schedule B, the Facilities Management Vendor shall identify the maximum number of staple cartridges that are included during the term of the resulting Contract, or whether an unlimited number of staples will be made available. If the Facilities Management Vendor is not providing unlimited staples under Pricing Schedule B, the Facilities Management Vendor shall indicate herein the percentage discount off of the then-in-effect staple cartridge cost that would be extended to UNF if the staple allotment indicated is exceeded during the term of the resulting Contract.

List the per-device charge, if any, for moving Segment 2 through 5 Convenience Multifunctional Devices within the same facility, and the charge, if any, for moving such Convenience Multifunctional Devices from one UNF facility to another. This charge shall not apply during the initial installation of devices or the load-balancing of Convenience Multifunctional Devices halfway through the term of any resulting Contract.

List the hourly rate for providing technical service and/or additional Mailroom personnel support before 8:30 a.m. and after 5 p.m. each business day and during weekend hours.

State affirmatively (by answering “yes” or “no”) whether all Convenience Multifunctional Device installation and de-installation charges, including those covering return freight and shipping charges for returning Convenience Multifunctional Devices at the end of the resulting Contract, as well as those related to cleaning the device hard drives, are included in your Pricing Schedule B proposed pricing as per Sections 5.28 and 5.29 below.

Indicate whether the pricing set forth in Pricing Schedule B includes “follow-me” and/or print-directing/behavior modification software. Please note that, although these software packages are not required under Section 5 of this ITN such solutions may be considered in the evaluation of proposals. Among other features, these software packages will enable jobs to be accessed at any device across campus and customizable pop-up notifications should pre-defined print page-count thresholds be exceeded. If such software is not included in proposed pricing, indicate any additional costs, including five years of support, related to installing and maintaining these options. Include a comprehensive explanation of the software’s technical specifications and software features. Finally, identify the amount of support time that the Facilities Management Vendor will provide to UNF’s Information Technology department in configuring this software.

All blanks requiring completion on Pricing Schedule C shall be filled in clearly, including the proposed cost-per-impression (CPI) for providing service, parts, supplies, labor and proactive “depot service” replacement of non-functional Monochrome and Color Networked Laser Printers on an overnight replacement basis. Also, indicate whether the toner cartridges and PM kits to be supplied under the Pricing Schedule C Networked Laser Printer service and supply cost per impression (CPI) are: (a) New OEM-branded; (b) New non-OEM (please indicate brand name and manufacturing source); or (c) Remanufactured (please indicate brand name and manufacturing source). Vendors should note that the Networked Laser Printer Product Lot is an optional element of this ITN initiative.

Please list on Pricing Schedule D the net Monthly Base Equipment lease cost of the Convenience Multifunctional Device models being proposed, along with the net monthly cost for each offered software solution.
w) On Pricing Schedule E please provide the additional monthly lease cost to be incurred during each quarter of the resulting Contract term when adding Segment 2 through 5 Monochrome and Color Convenience Multifunctional Devices as per Sections 5.13 and 5.14. On this Pricing Schedule, the Facilities Management Vendor will state a lease cost basis amount for Segment 2 through 5 Monochrome and Color Convenience Multifunctional Devices configured as per Sections 5.2 through 5.5 below and a variable lease rate factor applicable during each quarterly period during the resulting Contract term.

x) On Pricing Schedule F please indicate the proposed monthly labor cost for providing the Campus Mailroom and Housing Mailroom support services required in Sections 5.31 through 5.37 below including, but not limited to, the number (three, four or five) of on-site personnel required to pick up/deliver mail twice per day at a minimum of 193 locations campus-wide including student housing locations, load paper on print-for-pay devices and provide a delivery van (including all related expenses) to facilitate the required Mailroom services.

**TAB 7: REQUIRED FORMS**

a) All ITN Section 6 documentation must be completed and included in this tab of your company’s ITN response.

b) Corporate Governance Documents, including Vendor’s W9 form and Vendor Application (both available on the UNF Purchasing department website), and Certificate of Good Standing from Vendor’s state of incorporation, if other than Florida.

c) The Facilities Management Vendor must provide completed Pricing Schedules A through F in its Tab 6 response as indicated above.

**3.7.11 Authority to Negotiate**

Representatives of the Facilities Management Vendor(s) selected to participate in oral negotiation(s) shall first be required to submit written authorization from the company CEO or CFO attesting to the fact that the company’s lead negotiator is authorized to bind the company to the terms and conditions agreed to during negotiations and as contained in the Facilities Management Vendor’s best and final offer (See Section 3.16.10). The University shall not enter into extensive contract negotiations with the selected Vendor(s) after the negotiation process has been completed. If the University determines that a company awarded a contract based on this ITN does not honor all aspects of the agreement reached during the negotiations in the best and final offer, the University reserves the right to immediately cancel the award and to place the company on the University’s suspended Vendor list.

Company negotiators must enter the negotiations with authority to bind. The University reserves the right to immediately terminate negotiations with any company whose representative is not empowered to, or who will not, make decisions during the negotiation session. The University may elect not to solicit a best and final offer from any Vendor whose representative(s) have been unable or unwilling to commit to decisions reached during the verbal negotiation process.
3.7.12 Collusion Prohibited
In connection with this ITN, Vendor collusion with other Vendors or employees thereof, or with any employee of the University, is prohibited and may, at University’s option, result in Vendor disqualification and/or cancellation of award. Any attempt by the Facilities Management Vendor to subvert or skirt the principles of open and fair competition may result in Vendor disqualification and/or cancellation of award.

3.7.13 Conflict of Interest
In connection with this ITN, each Vendor shall ensure that no material conflict of interest exists between or among the Facilities Management Vendor, the University and any other party to this ITN. The University reserves the right to determine the materiality of such conflict and to decide whether or not Vendor disqualification and/or cancellation of award shall result.

3.7.14 Corrections, Changes, and Providing Information on Forms within the ITN
Vendors shall ensure that an authorized individual initials each correction using pen and ink. Vendors shall use pen and ink in providing information directly on pages, or copies thereof, contained within this ITN.

3.7.15 Anti-Kickback
Vendor shall comply with the Copeland "Anti-Kickback" Act (18 U.S.C. 874), as supplemented by Department of Labor regulations (29 CFR part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that Vendor is prohibited from inducing, by any means, any person employed in the construction, completion or repair of public work, to give up any part of the compensation to which he is otherwise entitled.

3.8 Proposal Submission and Subsequent Opening
Proposals must be sealed and delivered to the University at the address set forth in Section 3.3 or prior to May 1, 2014 at 2 p.m. Eastern Time. The University shall not accept proposals received by facsimile or email. The University shall, at the specified opening date and time, open all proposals that are otherwise in order. The University will allow interested parties to attend such opening for purposes of identifying which Vendors have responded. The University will make no immediate decision at such time and there will be no disclosure of any information contained in any proposal until the earlier of (i) the time University provides Notice of Intended Decision or (ii) 30 days after the final competitive sealed proposals are all opened, whichever occurs earlier, at which time Vendor proposals become public record as set forth in §119, Fla. Stat. When multiple solicitations have been scheduled to open at the same date and time, the University will open solicitations that have interested individuals present in sequential order by solicitation number. The University will hold unopened any proposals received after the opening date and time and will not consider such proposals. The University reserves the right to retain or dispose of such unopened proposals at its discretion; however, the University may return such proposals to their Vendors at such Vendor’s request and at no cost or expense whatsoever to the University.
If only one proposal is received, Purchasing may delay the opening in order to determine why other Vendors did not respond and to encourage other Vendors to respond.

Each proposal package submitted must clearly show the proposer’s company name, proposal number and opening date and time on the outside. Each proposer is fully responsible for ensuring that its proposal is timely received and shall assume the risk of non-delivery or untimely delivery caused by its chosen delivery method whether by US Mail, public carrier or otherwise.

3.9 Proposal Costs
The University is not liable in any manner or to any extent for any cost or expense incurred by any Vendor in the preparation, submission, presentation, or any other action connected with proposing or otherwise responding to this ITN. Such exemption from liability applies whether such costs are incurred directly by the Facilities Management Vendor or indirectly through the Facilities Management Vendor’s agents, employees, assigns or others, whether related or not, to the Facilities Management Vendor.

3.10 Faxes or Emails Not Accepted; Sealed Proposals Required
The University shall NOT accept proposals received by fax or email or proposals NOT contained in sealed envelope(s) or other sealed packaging.

3.11 Number of Proposal Copies to be Submitted
Vendors are to submit one (1) original and five (5) hard copies of their complete proposal(s) in response to this ITN. In addition, one electronic copy shall be submitted on CD or flash drive.

3.12 Bindings and Marking
Vendors shall ensure that the original and each copy are individually bound. When submitting a proposal, Vendors shall ensure that proposals are clearly marked; for example, as “Original of ITN # 14-21”, “Copy One of ITN #14-21”, or “Electronic Copy One of ITN #14-21”

3.13 Marking of Envelopes
Vendors shall ensure that the sealed submittal envelope(s) or package clearly and conspicuously displays the following identifying information in addition to any other information otherwise required for transmittal:

ITN# 14-21
May 1, 2014 @ 2 p.m. Eastern Time

3.14 Withdrawal of Proposals in Response to ITN
Vendors may withdraw their proposals any time prior to the ITN opening date. Vendors may request to withdraw their proposals after the ITN opening date and time prior to selection and Notice of Intended Decision. The University shall have sole authority to grant or deny such a request. In the event the University grants such a request, it may withhold issuing future ITNs to such Vendors.
3.15 University’s Right to Use Vendor’s Ideas/Proprietary Information
If the Facilities Management Vendor needs to submit proprietary information with the proposal, the Facilities Management Vendor shall ensure that it is enclosed in a separate envelope from the proposal and that it is clearly designated and conspicuously labeled as such. Selection or rejection of the proposal shall not affect the University’s right of use; provided, however, that the University will, in good faith, honor the confidentiality of any Vendor information that is clearly designated and conspicuously labeled as proprietary. Vendor information labeled proprietary shall be maintained as confidential subject to limitations in Florida and Federal law, including the Florida Public Records law and the order of any court of competent jurisdiction. Pricing information cannot be considered proprietary. The University shall not be liable in any manner, or in any amount, for disclosing proprietary information if such information is not clearly so designated and conspicuously so labeled. The University shall likewise not be liable if it did not know, or could not have reasonably known, that such information was proprietary.

3.16 Evaluation Process and Award

3.16.1 Contractual Intent/Right to Terminate and Recommence ITN Process
The University intends to contract with one or more Vendors whose proposal(s) are considered to be in the best interests of the University. However, the University may terminate this ITN process at any time up to Notice of Intended Decision, without prior notice, and without liability of any kind or amount. Further, the University reserves the right to commence one or more subsequent ITN processes seeking the same or similar products or services covered hereunder.

3.16.2 Effective Period of Proposals
Under this ITN, the University shall hold that Vendors’ responses to this ITN shall remain in effect for a period of 90 days following the opening date in order to allow time for evaluation, approval and award of the contract. Any Vendor who does not agree to this condition shall specifically communicate in its proposal such disagreement to the University along with any proposed alternatives. This University may accept or reject such proposed alternatives without further notification or explanation.

3.16.3 Errors and Omissions in Vendor’s Proposals
The University may accept or reject any Vendor’s proposal, in part or in its entirety, if such proposal contains errors, omissions or other problematic information. The University may decide upon the materiality of such errors, omissions or other problematic information.

3.16.4 Determination of, and Information Concerning, Vendor’s Qualifications
The University reserves the right to determine whether a Vendor has the ability, capacity and resources necessary to fully perform any contract resulting from this ITN. The University may request from Vendors information it deems necessary to evaluate such Vendors’ qualifications and capacities to deliver the products and/or services sought hereunder. The University may reject any Vendor’s proposal for which such information has been requested but which the Facilities Management Vendor has not provided. Such information may include, but is not limited to:
• Financial resources
• Personnel resources
• Physical resources
• Internal financial, operating, quality assurance and other similar controls and policies
• Resumes of key executives, officers and other personnel pertinent to the requirements of the ITN
• Customer / Client references
• Disclosure of complaints or pending actions, legal or otherwise, against the Facilities Management Vendor.

3.16.5 Apparently Conflicting Information Obtained by Vendor
The University is under no obligation whatsoever to honor or observe any information that may conflict, or appear to conflict, with any provision herein, regardless of whether such information be obtained from any office, agent or employee of the University. Such information shall not affect the Facilities Management Vendor’s risks or obligations under an agreement resulting from this ITN.

3.16.6 Rejection of Vendor Counter-offers, Stipulations and Other Exceptions
Any Vendor exception, stipulation, counter-offer, requirement, and/or other alternative term or condition shall be considered rejected unless specifically accepted, in writing, by the University and thereafter incorporated into any contract resulting from this ITN.

3.16.7 Method of Award
The evaluation of each response to this ITN will be based on its overall competence, compliance, format and organization. The Award shall be made to the responsible Vendor whose proposal is determined to be the most advantageous to the University taking into consideration the evaluation criteria listed below. Pricing may be a criterion, but the responses with the lowest pricing shall not necessarily be the awarded Vendor.

<table>
<thead>
<tr>
<th>PROPOSAL TAB NUMBER</th>
<th>EVALUATION CRITERION</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Technical Requirements</td>
</tr>
<tr>
<td>2</td>
<td>Support and Service Specifications</td>
</tr>
<tr>
<td>3</td>
<td>Corporate Experience/References</td>
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<tr>
<td>4</td>
<td>Assessment/Implementation Plan</td>
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<tr>
<td>5</td>
<td>Other Value Added Services and Alternate Proposals</td>
</tr>
<tr>
<td>6</td>
<td>Cost (Pricing Schedules A, B, C, D, E and F)</td>
</tr>
<tr>
<td>7</td>
<td>Required Forms</td>
</tr>
</tbody>
</table>

3.16.8 Selection, Negotiation, Additional Information
Although the University reserves the right to negotiate with any Vendor(s) to arrive at its final decision and/or to request additional information or clarification on any matter included in the proposal, it also reserves the right to select the most responsive Vendor(s) without further discussion, negotiation or prior notice. The University may presume that any proposal is a best-and-final offer.
3.16.9 **Pre-Award Presentations**

The University reserves the right to require presentations from the highest ranked Vendor(s) in which they may be asked to provide information in addition to that provided in their proposals. Such presentations may include discussions relating to proprietary information, ability to perform and specific provisions of a Vendor’s response. Presentations are not public meetings.

3.16.10 **Pre-Award Negotiations**

The University reserves the right to negotiate prior to award with the highest ranked Vendor(s) for the purpose of addressing the matters set forth in the following list, which may not be exclusive:

- Resolving minor difference and typographical errors
- Terms and conditions
- Clarifying necessary details and responsibilities
- Emphasizing important issues and points
- Receiving assurances from Vendors
- Obtaining the lowest and best pricing agreement

3.16.11 **Notice of Intended Award Decision**

A Notice of Intended Decision will be posted for review by interested parties on the University Purchasing Department’s website at [http://www.unf.edu/purchasing/Bids_and_Notices.aspx](http://www.unf.edu/purchasing/Bids_and_Notices.aspx) and will remain posted for a period of three business days (72 hours). The University has no obligation to furnish this information by any other means than posting to this website.

3.16.12 **Protests**

Any vendor / interested person who is disputing the specifications or is adversely affected by a decision or intended decision concerning this competitive solicitation or contract award and who wants to protest such specifications, decision or intended decision shall file a protest in compliance with the University of North Florida regulations. Failure to file a protest in accordance with UNF regulation 13.002R, or failure to post the bond or other security as required in UNF regulations 13.002R and 13.003R shall constitute a waiver of protest proceedings.

3.16.13 **Vendor’s Need to Use Proprietary Rights of the University**

All information proprietary to the University and disclosed by the University to any Vendor shall be held in confidence by the Facilities Management Vendor and shall be used only for purposes of the Facilities Management Vendor’s performance under any contract resulting from this ITN.

3.16.14 **Open Meetings Requirement/Public Records**

Pursuant to §286.0113, Fla. Stat., evaluation committee meetings are not open to proposers or other members of the public when negotiation strategies are discussed, any portion of the meeting involves negotiation with a vendor, at which a vendor makes an oral presentation, or at which a vendor answers questions.
A complete recording (i.e. audio recording or transcript) must be made of these closed meetings. These recordings are exempt from disclosure under the public records law until the Purchasing Department posts Notice of Intended Decision or until 30 days after final sealed replies are all opened, whichever occurs first. If all sealed replies are rejected, the recordings remain exempt until the Purchasing Department posts a Notice of a Decision concerning the reissued ITN or until the Purchasing Department withdraws the reissued ITN. The exemption period cannot exceed 12 months after the initial Purchasing Department notice rejecting all replies.

4.0 AGREEMENT TERMS AND CONDITIONS
The following are the terms and conditions that will become part of any Agreement consummated between the University and the Facilities Management Vendor. In the event of a conflict between any provisions contained in any of the documents governing this transaction, the following shall be the order of precedence: Agreement, Best and Final Offer, Addenda to ITN, Invitation to Negotiate.

4.1 Actions of Facilities Management Vendor
The University is under no obligation whatsoever to be bound by the actions of any Facilities Management Vendor with respect to third parties. The Facilities Management Vendor is not a division or agent of the University.

4.2 Advertising; Use of University Marks
The Facilities Management Vendor shall not advertise or publish information concerning the Agreement including, without limitation, advertising that the University is a customer or client of Facilities Management Vendor and shall not utilize University marks without prior written consent of the University.

4.3 Americans with Disabilities Act
The Facilities Management Vendor shall comply with all applicable provisions of the Americans with Disabilities Act and applicable federal regulations under the act.

4.4 Certification
By signature on the “Proposal Certification” form included under Section 6.0, the Facilities Management Vendor certifies that the submission of the proposal did not involve collusion or other anti-competitive practices. The Facilities Management Vendor has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to a public servant in connection with the submitted proposal. In addition, Vendor certifies whether or not an employee of the University has, or whose relative has, a substantial interest in any Agreement subsequent to this ITN. Vendor also certifies their status with regard to debarment or suspension by any federal entity.

Failure to provide a valid signature affirming the stipulations required by this clause shall result in the rejection of the submitted proposal and, if applicable, any resulting Agreement. Signing the certification with a false statement shall void the proposal and, if applicable, any resulting Agreement. Any resulting Agreement may be subject to legal remedies provided by law. Vendor agrees to promote and offer to the University only those services and/or materials as stated in and allowed for under resulting Agreement(s).
4.5 Conflict of Interest
The award hereunder is subject to the provisions of §112, Fla. Stat. Vendors must disclose with the proposal the name of any officer, director or agent of Vendor who is, or whose spouse or child is, an employee of the University. Further, all Vendors must disclose the name of any University employee who owns, directly or indirectly, an interest of 5 percent or more in the Facilities Management Vendor’s firm or any of its branches.

4.6 Discrimination
No entity or affiliate of any such entity which has been placed on the convicted Vendor list, suspended Vendor list, discriminatory Vendor or federal excluded parties list may (a) submit a bid on a contract to provide goods or services to the University (b) submit a bid on a contract with the University for the construction or repair of a public building or public work (c) submit proposals on leases of real property to the University (d) award or perform work as a Vendor, supplier, subcontractor or consultant under contract with the University or (e) transact business with the University.

4.7 Drug Free Workplace
The Facilities Management Vendor agrees that in the performance of the Agreement, neither the Facilities Management Vendor nor any employee of the Facilities Management Vendor shall engage in the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance in conducting any activity covered by the Agreement. The University reserves the right to request a copy of the Facilities Management Vendor’s Drug Free Workplace Policy. The Facilities Management Vendor further agrees to insert a provision substantially the same as this statement in any and all subcontracts permitted for the performance of the work.

4.8 Equal Opportunity Statement
The University of North Florida Board of Trustees has established equal opportunity practices that conform to both the spirit and the letter of all laws and regulations that prohibit discrimination based on race, creed, color, sex, sexual orientation, age, national origin, marital status or religion including, without limitation, the provisions of Executive Order 11246 (EEO and Affirmative Action Guidelines for Federal Contractors Regarding Race, Color, Gender, Religion and National Origin) and the provisions of University of North Florida Regulation 1.0040 (Equal Opportunity and Diversity Statement). The contracting party will adhere to such provisions and provide to the University, upon request, evidence of compliance with such provisions. A failure to so adhere or to provide such evidence shall constitute a material default under the agreement.

4.9 Federal, State and Local Taxes, Licenses and Permits
Facilities Management Vendor is solely responsible for complying with all laws, ordinances and regulations on taxes, licenses and permits as they may apply to any matter under this ITN. The Facilities Management Vendor must demonstrate that it is duly licensed by any regulatory body governing its performance during the term of this Agreement. Prior to the commencement of Agreement, the Facilities Management Vendor shall be prepared to provide evidence of such licensing as may be requested by the University. Facilities Management Vendor shall, at no expense to the University, procure and keep in force during the entire period of the Agreement all such permits and licenses.
4.10 Inspection; Audit; Document Retention
The Facilities Management Vendor agrees to maintain at its place of business records, books, account information and related materials relevant to this Agreement. The University and the Auditor General of the State of Florida, or any of their authorized representatives, will have the right upon reasonable notice to inspect such materials or obtain copies thereof, whether by their own representatives or by certified public accountants, during reasonable business hours and in a manner that does not disrupt the Facilities Management Vendor’s business operations. The Facilities Management Vendor agrees to retain any documents relevant to the Agreement for a period of at least three years after the final payment or termination of the Agreement, whichever is later. Records related to unresolved audit findings, appeals, or litigation shall be retained until the action is completed or the dispute resolved. The Facilities Management Vendor’s invoices for payment or other compensation shall be submitted in detail sufficient for proper pre-audit and post-audit review. The Facilities Management Vendor agrees to include this provision in any contract it has with any subcontractor, consultant or agent whose services will be charged directly or indirectly to the Agreement.

4.11 Liens
Each Facilities Management Vendor shall keep the University free and clear from all liens asserted by any person or entity for any reason arising out of the furnishing of services or materials by or to the Facilities Management Vendor.

4.12 Modifications
The Agreement can be modified or rescinded only by a writing signed by either parties or their duly authorized agents.

4.13 Non-Discrimination
The parties agree to be bound by applicable state and federal rules governing equal employment opportunity and non-discrimination.

4.14 Ownership of Documents
All drawings, maps, sketches, documents, records, programs, database, reports and other data developed or purchased under this Agreement, for or at the University’s expense, shall be and remains the University’s property without restriction, reservation or qualifications. The Facilities Management Vendor may retain copies necessary for recordkeeping documentation and all such other business purposes related to the Agreement. All materials and products produced shall be provided to the University upon expiration of this Agreement.

4.15 Sales and Use Tax
The Facilities Management Vendor agrees to comply, and to require all of his subcontractors to comply, with all the provisions of applicable law. The Facilities Management Vendor further agrees to indemnify and hold harmless the University from any and all claims and demands made against it by virtue of the failure of the Facilities Management Vendor, or any subcontractors, to comply with the provisions of any and all said laws. The University is exempt from state sales, excise and use taxes.

4.16 Sexual Harassment
Federal law and the regulations and/or policies of the University prohibit sexual harassment of University employees or students or other persons on the University campus. Sexual harassment includes any unwelcome sexual advance, any request for a sexual favor or any other verbal or physical conduct of a sexual nature that is so pervasive as to create a hostile or offensive working environment for University employees, or a hostile or offensive academic environment for University students. University Vendors, subcontractors and suppliers are required to exercise control over their
employees so as to prevent acts of sexual harassment of University employees and students. The employer of any person who the University, in its reasonable judgment, determines has committed an act of sexual harassment agrees as a term and condition of the Agreement to cause such person to remain off University premises and to take such other action as may be reasonably necessary to cause the sexual harassment to cease. Facilities Management Vendor shall protect and indemnify the University, its officers and agents to the full extent of the indemnification set forth in paragraph 4.24 against any claims of liability arising from or based on any actual or alleged sexual harassment by Facilities Management Vendor, its subcontractors, suppliers, their employees and agents.

4.17 Small Business
The University is an equal opportunity institution and, as such, encourages the use of small businesses, including women and minority-owned small businesses, in the provision of goods and services. Vendor shall use good faith efforts to ensure opportunities are available to small businesses, including women and minority-owned businesses.

4.18 Smoking Policy
All facilities of University are smoke-free. Smoking is not permitted inside University buildings or within specified distances from buildings. The Facilities Management Vendor shall comply with the University’s smoke-free policy. Effective August 1, 2015, the University of North Florida is designated Smoke-Free. The act of smoking is prohibited on University controlled properties.

4.19 Sustainability Preferences
The University’s purchasing directives support the purchase of products that will minimize any negative environmental impacts of our work. In order to facilitate a healthy market in recycled products, all parties involved in the procurement and utilization of materials must engage in both waste recycling and the initial purchase of products containing recycled content. It is in the interest of public health, safety and welfare, and the conservation of energy and natural resources, to use and promote environmentally responsible products as well as energy efficient fixtures, appliances and mechanical equipment used in new construction and retrofit of University facilities.

4.20 Assignment Delegation
No right or interest in the Agreement shall be assigned, or delegation of any obligation made by Facilities Management Vendor, without the University’s written consent. Any attempted assignment or delegation by Facilities Management Vendor shall be wholly void and totally ineffective for all purposes unless made in conformity with this paragraph.

4.21 Assignment of Anti-Trust Overcharge Claims
The parties recognize that in actual economic practice overcharges resulting from anti-trust violations are in fact borne by the ultimate purchaser; therefore, Facilities Management Vendor hereby assigns to the University any and all claims for such overcharges.

4.22 Force Majeure
Neither University nor Facilities Management Vendor shall be responsible for any losses resulting if the fulfillment of any terms or provisions of the Agreement are delayed or prevented by any cause not within the control of the party whose performance is interfered with and which, by the exercise of reasonable diligence, said party is unable to prevent.
4.23 **Furnish and Install**
The items specified in this solicitation will be provided on a furnished and installed basis. The Facilities Management Vendor shall have the complete responsibility for the items or system until it is in place and working. Any special installation preparation and requirements must be submitted to the University. All transportation and coordination arrangements will be the responsibility of the Facilities Management Vendor. Delivery of equipment will be coordinated so that items or systems will be delivered directly to the installation site. This effort will minimize risk of damage and avoid double handling.

4.24 **Indemnification/Hold Harmless**
The Facilities Management Vendor shall indemnify, defend, and hold harmless the University, the University’s Board of Trustees, the Florida Board of Governors and the State of their officers, agents, and employees, (“Indemnified Parties”) from and against any and all claims, demands, suits, actions, proceedings, loss, cost, and damages of every kind and description, including attorneys’ fees and/or litigation expenses, which may be brought, or made against or incurred, on account of loss of or damage to, any property or for injuries to, or death, of any person caused by, arising out of, or contributed to, in whole or in part, by reasons of any act, omission, professional error, breach of contract, fault, mistake, or negligence of Facilities Management Vendor, its employees, agents, representatives, or subcontractors, their employees, agents, or representatives, in connection with or incident to the performance of the Agreement. Facilities Management Vendor’s obligation under this provision shall not extend to any liability caused by the sole negligence of the University or its officers, agents, and employees. Such indemnification shall specifically include infringement claims made against any and all intellectual property supplied by Facilities Management Vendor and third party infringement under the Agreement.

The University does not indemnify or hold the Facilities Management Vendor harmless from loss, damage, injury or otherwise that Vendor suffers arising in connection with the Agreement. The University does not agree to enlarge the scope of the waiver of sovereign immunity provided in §768.28, Fla. Stat.

4.25 **Insurance Requirements**
The Facilities Management Vendor shall purchase from, and maintain with, a company or companies lawfully authorized to do business in Florida and acceptable to the University such insurance as will protect the

Facilities Management Vendor from claims arising out of, or resulting from, the Facilities Management Vendor’s operations under the Agreement and for which the Facilities Management Vendor may be legally liable, whether such operations be by the Facilities Management Vendor or by their subcontractors or by anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable. All insurance policies shall be issued and countersigned by representatives of such companies duly authorized for the State of Florida and shall be written on ISO standard forms or their equivalents. The Facilities Management Vendor shall file with the University Certificates of Insurance prior to the commencement of this Agreement and shall file Certificates of Insurance evidencing the renewal of such policies at least 30 days prior to the date that each applicable insurance policy is scheduled to expire. The University must be named “additional insured” on automobile and general liability policies by written policy endorsement with a copy of the endorsement page provided to the University. The University shall not be liable for any deductibles or retentions to any insurance policies carried by the Facilities Management Vendor.
General Liability Insurance – The Facilities Management Vendor shall provide the ISO Commercial General Liability policy for general liability and property damage coverage for limits equal to the greater of $1,000,000 per occurrence and $2,000,000 aggregate or such larger amount required elsewhere in the ITN. Coverage shall be maintained without interruption from date of commencement of work until date of final payment.

Worker’s Compensation - The Facilities Management Vendor shall secure and maintain for the life of this Agreement valid Worker's Compensation Insurance as required by §440, Fla. Stat.

Automobile Liability - The Facilities Management Vendor shall secure and maintain during the life of this Agreement Automobile Liability insurance on all vehicles against bodily injury and property damage in at least the amount of $100,000 per person, $500,000 per occurrence.

Additional Coverage - The Facilities Management Vendor shall secure and maintain for the term of this Agreement any additional insurance coverage required elsewhere in the ITN.

4.26 Protection of Property
The Facilities Management Vendor shall at all times guard against damage or loss to the property of the University, or of others or Vendors, and shall be held responsible for replacing or repairing any such loss or damage. The University may withhold payment or make such deductions as deemed necessary to insure reimbursement or replacement for loss or damage to property through negligence of the Facilities Management Vendor or their agents. The Facilities Management Vendor shall provide all barricades and take all necessary precautions to protect buildings and personnel.

4.27 Labor Disputes
Facilities Management Vendor shall give prompt notice to the University of any actual or potential labor dispute which delays or may delay performance of the Agreement.

4.28 Compliance with Laws, University Regulations and Policies
Facilities Management Vendors are solely responsible for keeping themselves fully informed of and faithfully observing all laws, ordinances and regulations affecting the rights of their employees and shall protect and indemnify the University, its officers and agents to the full extent of the indemnification set forth in paragraph 4.24 against any claims of liability arising from or based on any violation thereof.

The Facilities Management Vendor’s employees, and any other persons in or about the University’s premises at the instance or request of Facilities Management Vendor, shall conform to all regulations and policies established by the University to govern the general conduct of persons in or about the University’s premises. University Regulations and Policies are available on the University’s website at www.unf.edu.

4.29 No Replacement of Defective Tender
Every tender of goods must fully comply with all provisions of the Agreement as to the time of delivery, quantity and the like. A tender that does not fully conform shall constitute a breach and Facilities Management Vendor shall not have the right to substitute a conforming tender.

4.30 No Waiver of Right by the University
No waiver by University of any breach of the provisions of the Agreement by the Facilities Management Vendor shall in any way be construed to be a waiver of any future breach or bar the University’s right to insist on strict performance of the provisions of the Agreement.
4.31 Parking
The Facilities Management Vendor shall obtain all parking permits and/or decals that may be required while performing project work on University premises. The Facilities Management Vendor should visit http://www.unf.edu/anf/auxiliaryservices/Parking for additional information.

4.32 Payment Terms
The University’s obligation is payable only and solely from funds appropriated for the purpose of the Agreement. The University shall mail the Facilities Management Vendor’s payment within 40 days after receipt of an acceptable invoice and receipt, inspection and acceptance of the goods and/or services provided in accordance with the terms and conditions of the Agreement. Failure to mail payment within 40 days shall result in the University paying interest at the rate established pursuant to §55.03(1), Fla. Stat. These provisions apply only to any undisputed amounts for which payment has been authorized.

4.33 Prior Course of Dealings
No trade usage, prior course of dealings or course of performance under other agreements shall be a part of any agreement resulting from this ITN; nor shall such trade usage, prior course of dealing or course of performance be used in the interpretation or construction of such resulting Agreement.

4.34 Public Entity Crime
A person or affiliate who has been placed on the convicted list by the Department of Management Services, State of Florida, may not submit a proposal on a contract to provide any goods or services, including construction, repairs or leases, and may not be awarded or perform work as a Vendor, supplier, subcontractor or consultant for the University for a period of 36 months from the date of being placed on the convicted list. A "person" or "affiliate" includes any natural person or any entity, including predecessor or successor entities or any entity under the control of any natural person, who is active in its management and who has been convicted of a public entity crime (UNF Regulation 13.0010R (II)(4)).

4.35 Public Records
All proposal information submitted and opened becomes subject to the Public Law set forth in §119, Fla. Stat. The Agreement may be unilaterally canceled for refusal by Vendor to allow public access to all documents, papers, letters or other materials subject to the provisions of §119, Fla. Stat. and made or received by the Facilities Management Vendor in conjunction with the Agreement.

4.36 Referencing of Orders
For each order issued against an Agreement resulting hereunder, the University intends to reference this ITN for pricing, terms and conditions, delivery location and other particulars. However, in the event the University fails to do so, the University’s right to such terms and conditions and particulars shall not be affected and no liability of any kind or amount shall accrue to the University.

4.37 Remedies and Applicable Law
The Agreement shall be governed by, and construed in accordance with, the laws of the State of Florida and the regulations of the Florida Board of Governors and the University. The University and Facilities Management Vendor shall have all remedies afforded each by said law. The venue of any action or litigation commenced to enforce the Agreement is Duval County, Florida.

4.38 Right of Inspection
University has the right to inspect the goods at delivery before accepting them.
4.39 **Right of Offset**
The University shall be entitled to offset against any sums due the Facilities Management Vendor, any expenses or costs incurred by the University or damages assessed by the University concerning the Facilities Management Vendor’s non-conforming performance or failure to perform the Agreement or any other debt owing the University including expenses, costs and damages described in the termination provisions contained herein.

4.40 **Shipment under Reservation Prohibited**
Facilities Management Vendor is not authorized to ship the goods under reservation and no tender of a bill of lading will operate as a tender of the goods.

4.41 **Specifications: Brand Name or Acceptable Alternate**
Where in these specifications reference is made to materials, trade names, catalog numbers or articles of certain manufacture, it is done for the sole purpose of establishing a basis of a comparable standard of quality, performance and characteristics desired. It is not intended to limit or restrict competition. It shall be understood that such method of specification description is not intended to exclude other processes, similar designs or kinds of materials, but is intended solely as a means of establishing a standard of comparison to be utilized for solicitation evaluation purposes. Other material or product may be used, if in the sole opinion of the University, they are equal in durability, quality and of a design in harmony with the intent of these specifications. Such other material or product which is substantially equivalent to those specific brand(s) specified shall qualify for solicitation evaluation and award consideration by the University. The University reserves the right to reject any substitute material or product which, in its opinion, does not meet the standard of quality established by reference in these specifications and is not considered an acceptable alternate for the intended use and purpose. The burden of proof as to meeting the requirements of these specifications shall be the responsibility of the submitting Vendor. Such proposer(s) who is/are offering any material or product other than the item(s) specified herein must submit with their solicitation response catalog cuts and detailed specifications which will completely describe the item(s) on which they are offering for an acceptable alternate determination by the University. Where the Facilities Management Vendor proposes to substitute a material or product which is not known to the University, he/she shall be prepared to submit samples on request for the University’s inspection and evaluation. The cost of transportation, both ways, of such samples shall be borne by the submitting proposer.

4.42 **Facilities Management Vendor to Package Goods**
Facilities Management Vendor will package goods in accordance with good commercial practice. Each shipping container shall be clearly and permanently marked as follows: (a) Facilities Management Vendor’s name and address, (b) consignee’s name, address and purchase order number; (c) container number and total number of containers, e.g. box 1 of 4 boxes and (d) the number of the container bearing the packing slip. Facilities Management Vendor shall bear cost of packaging unless otherwise provided.

4.43 **Termination**

4.43.1 **Default**
The University reserves the right to terminate the Agreement, in whole or in part, due to (a) the failure of the Facilities Management Vendor to comply with any term or condition of the Agreement including, without limitation, any breach of a warranty or representation or (b) the failure of the Facilities Management Vendor to make reasonably satisfactory progress in performing the Agreement. The University shall provide written notice of the termination stating grounds for the termination to the Facilities Management Vendor. Upon termination
under this provision, all goods, materials, documents, data and reports prepared by the
Facilities Management Vendor under the Agreement shall become the property of, and be
delivered to, the University on demand. The University may, upon termination of the
Agreement, procure, on terms and in the manner that it deems appropriate, materials or
services to replace those under the Agreement. The Facilities Management Vendor shall be
liable to the University for any excess costs incurred by the University in re-procuring the
materials or services, together with reasonable attorney’s fees and costs associated with the
collection of such excess costs.

4.43.2 Gratuities
The University may, by written notice to the Facilities Management Vendor, cancel the
Agreement if it is discovered by the University that gratuities in the form of entertainment,
gifts, loans, rewards, promises of future employment, favors or services were offered, or
given, by the Successful Vendor or any agent or representative of the Facilities Management
Vendor, to any officer or employee of the University with a view toward securing favorable
treatment with respect to the awarding or amending or the making of any determinations
with respect to the performing of such Agreement. In the event the Agreement is canceled by
the University pursuant to this provision, the University shall be entitled, in addition to any
other rights and remedies, to recover or withhold the amount of the cost incurred by Facilities
Management Vendor in providing such gratuities.

4.43.3 Insolvency
The University shall have the right to terminate the Agreement at any time in the event
Facilities Management Vendor files a petition in bankruptcy; or is adjudicated bankrupt; or if a
petition in bankruptcy is filed against Facilities Management Vendor and not discharged
within 30 days; or if Facilities Management Vendor becomes insolvent or makes an
assignment for the benefit of its creditors or an arrangement pursuant to any bankruptcy law;
if a receiver is appointed for Facilities Management Vendor or its business.

4.43.4 Legislative Appropriation
Obligations of the University under the Agreement are subject to the availability of funds
lawfully appropriated annually for its purposes by the Florida Legislature.

4.43.5 Stop Work Order
The University may at any time, by written order to the Facilities Management Vendor,
require the Facilities Management Vendor to stop all or any part of the work called for by the
Agreement for a period of 90 days after the order is delivered to the Facilities Management
Vendor and for any further period to which the parties may agree. The order shall be
specifically identified as a Stop Work Order issued under this provision. Upon receipt of the
order, the Facilities Management Vendor shall immediately comply with its terms and take all
reasonable steps to minimize the incidence of costs allocable to the work covered by the
order during the period of work stoppage. If a Stop Work Order issued under this provision is
canceled or the period of the order or any extension expires, the Facilities Management
Vendor shall resume work. The University shall make an equitable adjustment in the delivery
schedule or Agreement price, or both, and the Agreement shall be amended in writing
accordingly.
4.43.6 Suspension or Debarment
The University may by written notice to the Facilities Management Vendor, immediately terminate the Agreement if the University determines that the Facilities Management Vendor has been debarred, suspended or otherwise lawfully prohibited from participating in any public procurement activity including, but limited to, being disapproved as a subcontractor Vendor of any public procurement unit or other governmental body.

4.43.7 Continuation of Performance through Termination
The Facilities Management Vendor shall continue to perform, in accordance with the requirements of Agreement, up to the date of termination as directed in the termination notice.

4.44 Title Risk of Loss
The title and risk of loss of the goods shall not pass to University until University actually receives the goods at the point, or points of delivery.

4.45 Representations and Warranties
In addition to any implied warranties, Facilities Management Vendor represents and warrants:

- The goods furnished will conform to the specifications, drawings and descriptions listed herein and to the sample, or samples, furnished by the Facilities Management Vendor, if any. In the event of a conflict between the specifications, drawings and descriptions, the specifications shall govern.
- All personnel engaged in the performance of this Agreement shall be qualified to perform the services rendered and shall be properly licensed and otherwise authorized to do so under all applicable laws.
- All information and documentation supplied by Vendor to the University in the solicitation in true and correct and Vendor has not failed to disclose any matter which, if known to the University, would disqualify Vendor from participation in the ITN.

4.46 No Limitation of Liability; Mutuality of Remedies
The University does not consent to any limitation of the liability of the Facilities Management Vendor for injury, loss or damage arising in connection with the Agreement, any breach of the Agreement or any breach of any representation or warranty by Facilities Management Vendor. The University does not consent to limitations on the amount of money damages or to limitations on its right to recovery special, incidental, indirect, consequential or exemplary damages when proven. Nothing in the Agreement shall be construed to deny to Facilities Management Vendor or the University any remedy available to either under the laws of the State of Florida.

4.47 Governing Law
The Agreement shall be construed in accordance with and governed by the substantive laws of the State of Florida without regard to conflict of laws principles.

4.48 Confidentiality
The University is governed by the Florida Public Records Law, §119, Fla. Stat. The Florida Public Records law imposes restrictions on the University’s ability to maintain the confidentiality of agreements and other data not constituting trade secrets. University shall have no liability for the release of the Agreement, related documents, correspondence or other materials to a third party if the University, in its reasonable discretion, determines that such release is required by the Florida Public Records Law provided, however, that as to any materials identified as confidential in the
Agreement, the University will endeavor to provide Vendor five days advance written notice of its intended release of such materials.

4.49 Independent Contractor
Vendor is an independent contractor and not an agent, employee, partner, joint venture or representative of the University and neither Vendor nor any of its employees, officers or agents shall hold themselves out as such. Neither Vendor nor the University has the authority to bind the other to any third party or to otherwise act in any way as the representative of the other, unless Vendor and the University expressly agree otherwise in a writing signed by both parties. Vendor or, as applicable, the parties with whom Vendor contracts shall bear and be solely responsible for (i) paying all wages (including overtime pay), benefits and other compensation to which their employees may be entitled to receive in connection with performing the Agreement and (ii) withholding, reporting and paying all applicable payroll taxes and contributions, including without limitation federal, state and local income taxes, social security taxes, employment and unemployment compensation taxes, Medicare and workers’ compensation. The University shall not withhold any taxes in connection with the compensation paid to Vendor in relation to their performance of the Agreement. Such payments shall be the sole responsibility of Vendor or, as applicable, the parties with whom Vendor contracts and Vendor agrees to file all required forms and make all required payments appropriate to each employee’s tax status when and as they become due. Vendor or, as applicable, the parties with whom Vendor contracts shall bear the cost of, and be solely responsible for, obtaining and maintaining all necessary insurance coverage and benefits for each employee including, without limitation, workers’ compensation, health, disability, general liability and other insurance and benefits to which such employees may be entitled. Vendor or, as applicable, the third parties with whom Vendor contracts are solely responsible for payments related to any retirement benefits or other welfare or pension benefits to which its employees are entitled. None of the employees are entitled to neither participate in any of the benefits provided to University employees (including additional pay or time off for University holidays or vacations) nor in any employee benefit plans, arrangements or distributions of the University. Vendor shall be responsible for providing Vendor’s own insurance coverage to protect Vendor from any claims made against Vendor by employees, including those that may arise from the goods or services rendered pursuant to the Agreement.

4.50 Dispute Resolution
Absent a separate written agreement so providing, the University does not consent to binding arbitration or binding mediation of disputes arising pursuant to, or in connection with, the Agreement. Disputes involving monetary claims of $200,000 or less may, at the sole option of the University, be conducted pursuant to the Administrative Procedures Act, §120 Fla. Stat. All other disputes shall be adjudicated by the state courts of Florida.

4.51 Incorporation of Sections of ITN
The substantive provisions of Section 1 (Overview), Section 3 (General Information and Instructions to Facilities Management Vendors) and Section 4 (Agreement Terms and Conditions) of this ITN, to the extent not fully performed prior to the Agreement, are incorporated and made a part of the Agreement.

4.52 Travel Expenses
Travel expenses are reimbursable to Vendor only if the ITN provides that the Facilities Management Vendor’s fee for services is not all-inclusive and that the University will fund such travel in addition to the Facilities Management Vendor’s fee. Where travel is reimbursable, Vendor agrees to complete a travel authorization form prior to traveling and to submit bills for any travel expenses in accordance
with §112.061, Fla. Stat. No travel expenses will be paid to, or for the benefit of, any individual in excess of the amount permitted by §112.061, Fla. Stat.

4.53 Employment of Undocumented Workers
Vendor shall comply with any applicable law prohibiting the employment of undocumented aliens.

4.54 Survival
The obligations under this Agreement which, by their nature, would continue beyond the expiration of the term of this Agreement shall survive termination, expiration or cancellation of this Agreement.

4.55 Severability
If any provision of the Agreement is determined to be invalid or unenforceable, such determination shall not affect, impair or invalidate the remainder of the Agreement.

4.56 Headings; Counterparts, Photocopies
The headings of any sections or paragraphs of this Agreement are for convenience or reference only and are not intended to affect the meaning of this Agreement. This Agreement may be executed in one or more counterparts all of which, when taken together, shall be considered one and the same agreement. A photocopy of a fully executed counterpart of this Agreement is competent evidence of an original hereof.

5.0 SCOPE OF WORK, SPECIFICATIONS & TECHNICAL REQUIREMENTS RELATED TO CONVENIENCE MULTIFUNCTIONAL DEVICES, NETWORKED LASER PRINTERS AND MAILROOM SERVICES

5.1 Scope of Work
The Facilities Management Vendor shall provide functional equipment, support services and necessary human resources related to Convenience Multifunctional Devices, Networked Laser Printers and Mailroom Services in accordance with each of the requirements listed and described below:

5.2 Specifications of Segment 2 Convenience Multifunctional Devices and Color Units:

<table>
<thead>
<tr>
<th>Technology:</th>
<th>Digital Electrostatic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Functionality:</td>
<td></td>
</tr>
<tr>
<td>Monochrome copying, printing &amp; scanning only:</td>
<td>Standard (on 47 of 58 units)</td>
</tr>
<tr>
<td>Color copying, color printing and color scanning only:</td>
<td>Standard (on 11 of 58 units)</td>
</tr>
<tr>
<td>Rated speed:</td>
<td>25 monochrome impressions per minute minimum (monochrome units); 20 color copies per minute minimum (Color units only)</td>
</tr>
<tr>
<td>Maximum copy/print size:</td>
<td>Ledger (11” x 17”) or greater</td>
</tr>
<tr>
<td>FCT (First-Copy Time):</td>
<td>7.5 Seconds or Less</td>
</tr>
<tr>
<td>Interface and cable to enable ITC Model 7010 card reader:</td>
<td>Standard (on 10 Segment 2 print-for-pay units)</td>
</tr>
<tr>
<td>Drawer-locking mechanisms:</td>
<td>Standard (on 15 Segment 2 print-for-pay units)</td>
</tr>
<tr>
<td>RADF:</td>
<td>Standard</td>
</tr>
</tbody>
</table>
Analog Fax Boards:

Duplexing:

Single-position Stapling Finisher:
Sheet capacity of finisher:
Separate finisher trays/locations for prints & copies:
Scan-to-email (with LDAP authentication):
Secure (password-protected) Printing:
Console:
Number of paper drawers (excluding bypass):
Total sheet capacity of drawers (excluding bypass):
Stack-feed bypass:
Auto tray-switching:
Estimated per-Multifunctional Device Monthly Volume:

Minimum number of Segment 2 Convenience Multifunctional Devices and Color Units:

5.3 Specifications of Segment 3 Convenience Multifunctional Devices and Color Units:

Technology:
Standard Functionality:
Monochrome copying, printing & scanning only:
Color copying, color printing and color scanning only:
Rated speed:

Maximum copy/print size:
FCT (First-Copy Time):
Interface and cable to enable ITC Model 7010 card reader:
Drawer-locking mechanisms:
RADF:
Analog Fax Boards:
Duplexing:

Standard (on 15 Segment 2 monochrome units and 8 Segment 2 Color units)
Standard (unit and drivers must default to duplex mode for both copying and printing)
Standard
300 sheets minimum
Standard
Standard
Standard
Four minimum
2,000 sheets minimum
Standard—50 sheets minimum
Standard

1,500 (one thousand five hundred) monochrome impressions per unit per month

Fifty-eight (58) total units; Forty-seven (47) of the 58 units shall be equipped with monochrome copying, printing and scanning only; and Eleven (11) of the 58 units shall be Color Convenience Devices equipped with color copying, color printing and color scanning only.

Digital Electrostatic
Standard (on 21 of 43 units)
Standard (on 22 of 43 units)
35 monochrome impressions per minute minimum (monochrome units); 30 color copies per minute minimum (Color units only)
Ledger (11” x 17”) or greater
6.5 Seconds or Less

Standard (on 2 Segment 3 color-enabled print-for-pay units)
Standard (on 2 Segment 3 monochrome print-for-pay units and 2 Segment 3 color-enabled print-for-pay units)
Standard
Standard (on 12 Segment 3 monochrome units and 12 Segment 3 Color units)
Standard (unit and drivers must default to duplex mode for both copying and printing)
Single-position Stapling Finisher:
Sheet capacity of finisher: 300 sheets minimum
Separate finisher trays/locations for prints & copies: Standard
Scan-to-email (with LDAP authentication): Standard
Secure (password-protected) Printing: Standard
Console: Standard
Number of paper drawers (excluding bypass): Four minimum
Total sheet capacity of drawers (excluding bypass): 2,000 sheets minimum
Stack-feed bypass: Standard
Auto tray-switching: Standard

Estimated per-Multifunctional Device Monthly Volume:
3,000 (three thousand) monochrome impressions per unit per month

Minimum number of Segment 3 Convenience Multifunctional Devices and Color Units:
Forty-three (43) total units; Twenty-one (21) of the 43 units shall be equipped with monochrome copying, printing and scanning only; and Twenty-two (22) of the 43 units shall be Color Convenience Devices equipped with color copying, color printing and color scanning only.

5.4 Specifications of Segment 4 Convenience Multifunctional Devices and Color Units:

Technology:
Monochrome copying, printing & scanning only: Standard (on 16 of 40 units)
Color copying, color printing and color scanning only: Standard (on 24 of 40 units)
Rated speed:

Maximum copy/print size:
Ledger (11” x 17”) or greater
FCT (First-Copy Time):
4.5 Seconds or Less
Drawer-locking mechanisms:
Standard (on 2 Segment 4 monochrome print-for-pay units and 1 Segment 4 color-enabled print-for-pay units)

RADF:
Analog Fax Boards:
Standard

Duplexing:
Standard (on 8 Segment 4 monochrome units and 16 Segment 4 Color units)

Multi-position Stapling Finisher:
Sheet capacity of finisher: Standard
Separate finisher trays/locations for prints & copies: Standard

Three-Hole Punching:
Scan-to-email (with LDAP authentication): Standard
Secure (password-protected) Printing: Standard
Number of paper drawers (excluding bypass): Three minimum
Total sheet capacity of drawers (excluding bypass): 3,000 sheets minimum
Stack-feed bypass: Standard—50 sheets minimum
Auto tray-switching:

Estimated per-Multifunctional Device Monthly Volume:

Minimum number of Segment 4 Convenience Multifunctional Devices and Color Units:

5.5 Specifications of Segment 5 Convenience Multifunctional Devices:

Technology:
Standard Functionality:

Monochrome copying, printing & scanning only:
Rated speed:

Maximum copy/print size:
FCT (First-Copy Time):
Drawer-locking mechanisms:
RADF:
Analog Fax Boards:
Duplexing:

Multi-position Stapling Finisher:
Sheet capacity of finisher:
Separate finisher trays/locations for prints & copies:

Three-Hole Punching:
Scan-to-email (with LDAP authentication):
Secure (password-protected) Printing:
Number of paper drawers (excluding bypass):
Total sheet capacity of drawers (excluding bypass):
Stack-feed bypass:
Auto tray-switching:

Estimated per-Multifunctional Device Monthly Volume:

Minimum number of Segment 5 Convenience Multifunctional Devices:

Standard

12,000 (twelve thousand) monochrome impressions per unit per month

Forty (40) total units; Sixteen (16) of the 40 units shall be equipped with monochrome copying, printing and scanning only; and Twenty-four (24) of the 40 units shall be Color Convenience Devices equipped with color copying, color printing and color scanning only.

Ten (10) units.
5.6 Installation of Convenience Multifunctional Devices; Common expiration dates of Convenience Multifunctional Devices; No Fleet-Wide Volume Guarantees; All Pricing Firm; Renewal Term Pricing

The minimum numbers of Convenience Multifunctional Devices in each Segment to be placed at the commencement of, and during, the resulting Contract are set forth in Sections 5.2 through 5.5 above and on attached Pricing Schedules B and D.

NOTE TO VENDORS: The above unit numbers per segment are minimums only. During the mandatory pre-site assessment stage of resulting Contract(s) and resulting recommendations from the Facilities Management Vendor, the actual number of Convenience Multifunctional recommended to be installed at the commencement of, and during, resulting Contract(s) may increase by up to 10% more than the minimum unit numbers represented in this ITN.

In addition to the numbers of Convenience Multifunctional Device installations set forth in Section 5.2 through 5.5, an additional yet unanticipated number of Convenience units in Segments 2 through 5 may be required by the University during the resulting Contract term. The number of units for installation in Sections 5.2 through 5.5 represents the University’s anticipated minimum requirements.

Regardless of when installed, each Convenience Multifunctional Device placed under the resulting Contract shall have the same termination date, estimated to be December 30, 2019.

There shall be no fleet-wide minimum annual monochrome or color volume guarantee in any Product Lot.

All pricing set forth in all Pricing Schedules shall remain firm for the entire term of the initial 60-month agreement.

At the completion of the initial term of the Contract, the all-inclusive renewal pricing set forth on Pricing Schedule B shall immediately become effective until such time as the Contract is non-renewed. All other pricing set forth on the various Pricing Schedules, including any Device Base Lease charges and service/supply charges listed on those Pricing Schedules, shall no longer be charged to the University during any Contract renewal period.

5.7 Monthly Centralized Billing In Arrears

The Facilities Management Vendor’s monthly billing statement, which shall be issued within ten (10) days of the close of each monthly billing period, will cover all Product/Services Lots described in this ITN and shall consist of: (1) A summary of applicable monthly charges by Product/Services Lot including all base unit lease charges, Mailroom charges as applicable including the monthly fixed labor charge and service/supply charges as applicable to each Product/Services Lot based on the monthly volume produced; and (2) An electronic comma delimited file (.csv) containing all of the information noted in item (1) of this paragraph.

On each monthly consolidated invoice, a separate line item reflecting the per-Convenience Multifunctional Device one-time flat-rate charges, as applicable, will appear for each Convenience Multifunctional Device functionally upgraded during the previous month as provided for in Section 5.15 below and per the upgrade pricing set forth in Pricing Schedule B. Separate line items will also show any Convenience Multifunctional Devices added to the fleet as per the pricing set forth in Pricing Schedule E and any applicable overtime charges applicable to Mailroom personnel.
5.8 Responsibility for Collecting Meter and Departmental Code Readings Campus-Wide; Monthly Equipment Performance and Meter/Departmental Code Reports

The Facilities Management Vendor shall provide the University with a Monthly Equipment Performance and Meter/Departmental Code Report. All meter and departmental code readings provided under this Section must exactly match the number of impressions billed to the University for the given monthly period under Section 5.7.

The Facilities Management Vendor shall be responsible for collecting meter and departmental code readings from all installed equipment to fulfill Facilities Management Vendor invoicing and monthly reporting requirements. An electronic copy/print tracking capture software utility tool must be provided to the University to meet the requirements of this Section. This electronic data capture software utility must, however, be approved by the University’s technology department prior to implementation under the resulting Contract.

Meter and departmental code readings shall include the total copy/print volume as well as the per-departmental code copy/print volumes for each device in each Product Lot. Manual readings by the Facilities Management Vendor’s technical personnel, if necessary, must be performed on non-connected devices. Estimated meter readings are not permissible under the resulting Contract. All meter and departmental code copy/print volume data provided to UNF must be sorted by Banner ID Index.

The formatting of the Monthly Equipment Performance and Meter/Departmental Code Report will be accomplished according to the needs of the University’s Business Services Department, however the Monthly Equipment Performance and Meter/Departmental Code Report shall indicate at minimum the following information during the period for each unit in each Product Lot:

- Facilities Management Vendor Device identification number (if applicable);
- Room number, site and/or department name and departmental code number;
- Applicable academic/departmental Banner index cost center (provided by the University);
- Total number of billable monochrome and color copies and prints;
- Total number of copies for the device by departmental code, number of prints for the device by departmental code, number of emergency service calls, number of preventive maintenance calls performed, actual response time for each required service call, total uptime hours; and
- The resulting Convenience Multifunctional Device and Networked Laser Printer uptime percentage for the month (see Section 5.22 for the definition of uptime that will be used under the resulting Contract)

The Monthly Equipment Performance and Meter/Departmental Code Report will be sent to an email distribution list provided by UNF during the term of the agreement by the tenth day of each succeeding month following the close of each monthly period during the term of the resulting Contract.

5.9 Networking Infrastructure; Network Security; Driver Updates

All Convenience Multifunctional Devices shall be fully network compatible with the University’s networking environment when installed and shall be compatible with Active Directory’s printing management function.
Client Operating Systems which must be supported for printing on all installed Convenience Multifunctional Devices include: Vista and Windows 7, Redhat Linux and Mac OS 10.4 or higher. Future versions of the most popular network operating systems must also be supported. Apple PCs represent approximately 23% of the existing 7,000 workstations at the various University sites. Drivers must be available for each of these desktop operating systems. Driver support shall remain available for all operating systems employed by the University during the Contract term.

Network interface cards must communicate over 10/100/1000 Base-Tx Ethernet lines running TCP/IP protocols. IP addresses shall be obtained via Dynamic Host Configuration Protocol (DHCP) and Device Names must be fully configurable via a secure password protected web-based interface. If the devices support SNMP management, the ability to change the community strings must be present. The page Description Languages installed on every Convenience Multifunctional Device must be PCL6 and Postscript Level 3.

Mobile printing from student iPads, iPhones, Windows Phones, Blackberry and Android phones/tablets must also be supported on all Segment 2 through 5 print-for-pay Convenience Multifunctional Devices located in UNF’s various lab and library locations. All print-for-pay Convenience Multifunctional Devices must be compatible with UNF’s existing Printer-On mobile printing system.

All Convenience Multifunctional Devices must also be compatible with the University’s Exchange email servers.

Network security features shall be included and maintained on all Convenience Multifunctional Devices provided by the Facilities Management Vendor throughout the term of the resulting Contract. The University’s Information Technology department reserves the right to conduct a thorough evaluation of all included network security elements prior to agreement implementation and at any time during the term of the agreement. All Device services/ports not required to perform specific requirements of this ITN must be closed prior to installation at any University facility.

The Facilities Management Vendor shall ensure that all Convenience Multifunctional Device network print drivers and device management utilities installed under the agreement are fully compatible with the University’s current network operating systems, as described above and shall perform updates on an ongoing basis throughout the term of the agreement as the University’s network environment evolves, at no cost to the University. Furthermore, all Convenience Multifunctional Device drivers shall be fully compatible with the University’s Microsoft Active Directory environment.

5.10 Scan Driver/Software Utility Functionality Descriptions

The pricing set forth in Pricing Schedule B includes Convenience Multifunctional Device scan services to be provided by the Facilities Management Vendor under this Section of the ITN. The Facilities Management Vendor shall provide all Convenience Multifunctional Devices with the following required scanning functions: Scan-to-email, scan-to-folder and scan-to-desktop. The Facilities Management Vendor shall also provide LDAP and active directory authentication functionality to enable each of the Convenience Multifunctional Devices to scan and send documents to any email address in any University employee’s address book.

The scan services listed in this Section shall be in addition to any other scan services described in other sections of this ITN.
5.11 Help Desk Support; Print and Scan Drivers/Controllers; Responsibility for Installation and Troubleshooting

All pricing set forth in Pricing Schedules B and C, covering Convenience Multifunctional Devices and Networked Laser Printers, includes the cost for the Facilities Management Vendor to provide, among other items, off-site help desk support to respond to calls from either designated key operators at each Convenience Multifunctional Device or Networked Laser Printer location or University help desk personnel during normal working hours, as well as all necessary print/scan drivers and controllers, and all network administration utilities and updates. As new print/scan drivers are released by the manufacturer(s) of the installed equipment, the Facilities Management Vendor is required to proactively provide said drivers to the University’s Technology department via email or secure download.

All pricing set forth in Pricing Schedule B also includes the cost for the Vendor’s professional services staff to provide the following specific duties:

- Setting up the Network Interface Cards (NIC) of all Convenience Multifunctional Devices;
- Setting up print queues on the appropriate server;
- Installing all print drivers;
- Configuring scanning locations on all Convenience Multifunctional Devices;
- Configuring user codes on all Convenience Multifunctional Devices;
- Enabling the web interface password on all Convenience Multifunctional Devices;
- Printing a test page from each device; and
- Training local departmental personnel on using the installed print drivers.

Although the Facilities Management Vendor is at all times ultimately responsible for installing and troubleshooting all equipment on the University’s network environment under the agreement, the University’s Technology department will assist and supervise the Facilities Management Vendor in installing the equipment, device drivers and utilities on the network. The Facilities Management Vendor resources sufficient to accomplish this network installation, if required, must be provided to the University’s Technology department. Non-UNF employees will not have Print Manager or Administrator rights.

5.12 Billing Prior to December 1, 2014

The billing for all units in the Convenience Multifunctional Device Lot installed during the initial base fleet equipment installation period (if prior to December 1, 2014) shall be based on the applicable service and supply cost-per-impression charges listed on Pricing Schedule B, multiplied by each Convenience Multifunctional Device’s actual usage during the installation period.

5.13 Build Status of Equipment

Only Convenience Multifunctional Devices being marketed by the Facilities Management Vendor as of the commencement date of the resulting Contract with a build status of either “New” or “Newly Manufactured” models and used for the first time by the University may be installed at the commencement of, and during, the first two (2) years of resulting Contract. Convenience Multifunctional Devices with a build status of either “Rebuilt,” “Used,” “Reconditioned,” “Remanufactured” or “Discontinued” shall not be installed during the first two (2) years of the agreement.
If additional equipment is required by the University during years three (3) through five (5) of this 60-month agreement, the Facilities Management Vendor may install either “New,” “Newly Manufactured,” “Rebuilt,” “Used,” “Reconditioned,” “Remanufactured” or “Discontinued” models by mutual agreement with the University. Regardless of when equipment is installed under the resulting Contract, all units must conform to the specifications set forth in Sections 5.2 through 5.5. At no time will The Facilities Management Vendor install analog equipment under the agreement. The Facilities Management Vendor must communicate its intentions to the University regarding this section prior to installation of any equipment. The University reserves the right to inspect and approve all service histories on non-New or non-Newly manufactured units proposed to be installed by the Facilities Management Vendor. This Section is applicable to all Convenience Multifunctional Devices installed under the resulting Contract, including those units installed initially, during the agreement term and any additional units added by the University during agreement term.

5.14 Addition of Convenience Multifunctional Devices

Additional Segment 2 through 5 Convenience Multifunctional Devices not anticipated under Sections 5.2 through 5.5 and Pricing Schedules B and D, will be offered by the Facilities Management Vendor at the contracted Monthly Base Equipment Charge per applicable segment as set forth on Pricing Schedule E plus the associated service and supply per-impression charges listed in Pricing Schedule B times the unit’s actual volume during the subject period. Adding units will increase the Monthly Fleet-Wide Aggregate Lease Cost by the applicable Monthly Base Equipment Cost of the additional devices as set forth in Pricing Schedule E.

The Facilities Management Vendor and the University may agree to limit the number of Convenience Multifunctional Devices that can be added annually outside of the guaranteed placements set forth in Sections 5.2 through 5.5 above and Pricing Schedules B and D.

The Facilities Management Vendor must fulfill such additional equipment requests with equipment meeting the specifications of Sections 5.2 through 5.5 above and as per the terms of Section 5.13 above within ten (10) business days of receipt of a written request by the University.

Adding units will not in any way renew or extend the term of the resulting Contract(s).

5.15 Functionality Upgrades of Units; One-Time Flat-Rate Upgrade Charges

At its sole discretion, the University may require certain functional upgrades on various installed equipment from time to time during the course of the resulting Contract. Functionality upgrades may consist of, but not be limited to: Hole-Punching for Segment 2 and 3 Convenience Multifunctional Devices including Color Multifunctional Devices as applicable; Analog Fax Boards for Segment 2 through 5 Convenience Multifunctional Devices; and Saddle-Stitching for Segment 2 through 5 Convenience Multifunctional Devices including Color Multifunctional Devices as applicable. The one-time flat-rate charge for such upgrades shall be firm for the first ninety (90) days of the resulting Contract.

After the first ninety (90) days following installation of each Convenience Multifunctional Device under the resulting Contract, such functional upgrades, or other available equipment upgrades, shall be installed by The Facilities Management Vendor at the percentage discount from the manufacturer’s suggested retail price (MSRP) as indicated on Pricing Schedule B.
As per Section 5.7, each Convenience Multifunctional Device functional upgrade installed during any previous month will be billed as a separate one-time line item charge. Functionally upgrading units will not in any way renew or extend the term of the resulting Contract(s).

5.16 Load-Balancing Halfway During Term of Agreement

UNF may, in order to balance volume production and preserve the longevity of the Convenience Multifunctional Devices, require the Facilities Management Vendor to switch Convenience Multifunctional Devices in certain circumstances including, but not limited to, instances where volumes vary dramatically on units within a given Segment, or where certain Convenience Multifunctional Devices are producing well below or above their expected volumes. Such load-balancing shall be performed at the halfway point of the resulting Contract’s duration (on or about July 1, 2017) at no charge to UNF.

5.17 Substituting Models of Equipment That Become Discontinued

Should a Convenience Multifunctional Device model originally installed under the resulting Contract become discontinued by the manufacturer during the term of the agreement, the Facilities Management Vendor may, with the written approval of UNF, substitute a like Convenience Multifunctional Device when it is required by UNF to add units or replace units.

Such Convenience Multifunctional Device(s) to be substituted must be of equal or greater capability as the Convenience Multifunctional Device to be replaced and must be offered at the same Base Monthly Lease cost (as set forth on Pricing Schedule E) as the original Convenience Multifunctional Device. The Facilities Management Vendor must communicate its intentions to UNF regarding this section prior to installation of any substituted equipment.

5.18 Inclusion of One (1) On Campus Factory-Trained Service Technician to Support all Installed Convenience Multifunctional Devices and Networked Laser Printers

Throughout the term of the impending Contract, the Facilities Management Vendor shall provide one (1) on campus factory-trained service technician to provide the copier/printer service-support functions set forth in this ITN. This technician is not to be considered part of the Vendor’s mailroom personnel staffing and shall have no duties associated with mailroom functions during the Contract term.

The Facilities Management Vendor’s factory-trained service technician located on the UNF campus will at all times be responsible for effective and prompt reliable customer service related to Convenience Multifunctional Devices and Networked Laser Printers, as determined solely by UNF. Employees of Vendor shall strictly adhere to UNF regulations while on the premises of any UNF facility, including but not limited to, regulations governing access to buildings, personal conduct, and possession of prescribed substances or articles. Vendor’s employees supporting UNF will maintain a dress code that will include collared shirts/golf-shirts as instructed by UNF.

Specific Convenience Multifunctional Device and Networked Laser Printer-related duties of the factory-trained Vendor technician supporting the UNF campus shall include, but not be limited to, the following:

- Being physically present on UNF campus during all normal University business hours Monday through Friday;
- Break/fix repairing of all Convenience Multifunctional Devices and Networked Laser Printers;
• Receiving all Device notifications (out of paper, out of toner, malfunction detected) on UNF-supplied workstation and resolve all such notifications within four (4) business hours;
• At the option of UNF, opening service tickets routed from UNF’s Help Desk and closing all such tickets after service resolution is completed;
• Proactively performing preventive maintenance (PM) service on all installed devices according to the PM schedule specified by the manufacturer;
• As authorized by UNF’s Information Technology Department, installing print drivers and troubleshoot print- and scan-related issues, elevating any non-resolved issues to the Help Desk or, as applicable, to the Facilities Management Vendor’s service department; and
• Routinely interfacing with UNF’s Information Technology and Business Services Departments regarding all technical issues encountered.

5.19 Full Service Support; Additional Technician Support for the Various UNF Locations; All Service Calls to be Placed via Toll-Free Number or Email; Service Credits

The Facilities Management Vendor shall provide full service support (as described in this Scope of Work) related to all Convenience Multifunctional Devices and Networked Laser Printers installed at the University’s various locations. In addition to the full-time on-campus factory-trained technician, sufficient factory-trained technicians will be dispatched to each UNF location to fulfill the response time and uptime provisions of the resulting Contract. The Facilities Management Vendor’s technical support personnel, as required, must be available to be dispatched to UNF’s locations between the normal working hours of 8:30 a.m. and 5:00 p.m., Monday through Friday, except on scheduled University closings. To ensure access for support purposes, the Facilities Management Vendor understands that different UNF offices and buildings may have unique operating hours.

Service calls from UNF offices will all be routed directly through the Facilities Management Vendor’s dispatch center via a toll-free service hotline staffed by live operators (no recordings except after hours) or via email. The Facilities Management Vendor’s technicians are not, under any circumstances, to give out cell phone or pager numbers to UNF personnel, as all service calls are to be logged and tracked via the Facilities Management Vendor’s service dispatch system for reporting purposes.

While servicing the Convenience Multifunctional Devices and Networked Laser Printers, the Facilities Management Vendor’s technicians shall authenticate utilizing a special service code. All copies and prints produced during each service call shall be itemized and credited to UNF on the subsequent monthly service invoice.

5.20 Preventive Maintenance

It shall be the responsibility of the Facilities Management Vendor to perform preventive maintenance (PM) service for each Convenience Multifunctional Device installed under the resulting Contract according to the PM schedule specified by the equipment manufacturer. At a minimum, the Facilities Management Vendor will ensure that all Segment 2 through 5 units will have PM work performed at the published manufacturer PM volume interval during the term of the resulting Contract.

PM Service must be scheduled beforehand with the designated UNF key operator at each facility so as to minimize disruption.
Unless otherwise approved by UNF in writing, UNF employees shall not be responsible for installing or replacing any equipment components with the exception of toner cartridges/bottles and staple cartridges.

### 5.21 Network Support and Operator and User Training

Complete Convenience Multifunctional Device network interface support, user and operator training shall be provided by a dedicated training specialist for all units in the Convenience Multifunctional Device Lot installed by the Facilities Management Vendor(s).

Initial training must be provided on functioning equipment in each site within 48 hours of delivery and set up. Ongoing training will be provided, as deemed necessary by UNF, by the Facilities Management Vendor at no additional cost to UNF. Initial training sessions for delivered equipment will consist of:

- A detailed explanation of the features of the system installed;
- Hands-on training of the Convenience Multifunctional Device’s features, applications and benefits;
- Question and answer period; and
- Providing summary user guides (“Quick Tip sheets”), user manuals and other appropriate materials for all units installed under the resulting Contract.

### 5.22 Monthly Uptime Performance and Definition of Uptime

Each individual device in each Product Lot installed and/or serviced under the resulting Contract shall attain at least a 98% monthly uptime performance. At UNF’s discretion, any individual Device in any Product Lot not meeting the 98% uptime requirement for two (2) consecutive months shall be replaced with a Convenience Multifunctional Device or Networked Laser Printer of the same, equivalent substitute, or upgraded model. Any MFD installed to replace a unit not meeting the uptime provisions of this Section shall be substituted on any lease documentation for the original unit and shall not carry any additional lease obligation beyond that of the original MFD.

“Uptime” shall be defined as the number of hours, rounded to the nearest one-quarter hour that a given Convenience Multifunctional Device or Networked Laser Printer is available to be used by an operator. Any number of hours, rounded to the nearest one-quarter hour that a Convenience Multifunctional Device or Networked Laser Printer is not available to be used by an operator shall be counted as “downtime” hours, subject to the following provisions:

- **Downtime hours shall be tracked and listed on the monthly report required under Section 5.8 above by the Facilities Management Vendor and counted** under the following circumstances: Due to a failed part, until such time as the replacement part is installed and working properly; Due to a specific capability (i.e., Duplexing, document feeding, or scanning, if so equipped) listed in resulting Contract that is not functioning to UNF’s satisfaction; and Due to copy/print quality that is unreadable or unacceptabl for UNF’s purposes.
- **Downtime hours shall be tracked and listed on the monthly report required under Section 5.8 above by the Facilities Management Vendor but not counted** under the following circumstances: Due to the response time allowance per service call or email; Due to the number of hours associated with performing preventive maintenance; and Due to obvious and unanticipated customer negligence or abuse.
Vendor shall calculate monthly uptime per Convenience Multifunctional Device or Networked Laser Printer as follows: the total number of uptime hours per calendar month (calculated by multiplying 22 nine-hour working days per calendar month less all countable downtime hours for the month) divided by 198 average working hours per calendar month.

A $25 per-hour downtime credit shall be applied to UNF’s account for each hour or partial hour any individual Convenience Multifunctional Device or Networked Laser Printer is not operational below the 98% requirement. Downtime credits will appear automatically on the next monthly invoice sent to UNF.

5.23 Service Response Time for Equipment

Service response time shall be within four (4) hours for Convenience Multifunctional Devices and Networked Laser Printers under the resulting Contract.

“Service response time” shall be defined as the number of working hours it takes the Facilities Management Vendor technician to begin actual work on the given machine from the time that the service call or email is placed by an authorized representative of UNF. For example, a service call or email placed at 4 p.m. on a Wednesday afternoon would need to be physically responded to by 11 a.m. on Thursday morning.

_The Facilities Management Vendor technicians shall not give out cell phone number or personal email address to key operators, or otherwise bypass the dispatch and reporting system put in place by Vendor under the resulting Contract._

5.24 Loaner Equipment

In the event that repairs cannot be completed within eight (8) working hours (one business day) from the time that the first service call is placed on a Convenience Multifunctional Device, equivalent loaner equipment shall be provided by the Facilities Management Vendor immediately and proactively (without official request by UNF) at no additional cost or penalty to UNF.

5.25 Equipment Compatibility with Recycled Paper

UNF requires that all Convenience Multifunctional Devices and Networked Laser Printers operate reliably using a minimum of 30% post-consumer waste recycled paper. During the term of resulting Contract, UNF may be utilizing recycled paper using up to 100% post-consumer waste content. The Facilities Management Vendor affirms that the use of this recycled paper by UNF will not cause the equipment to perform under the uptime performance provisions as set forth in number 21 in this section.

5.26 Exclusive Utilization of OEM Parts, Supplies and Consumables for Convenience Multifunctional Device Product Lots; Networked Laser Printer Parts, Supplies and Consumables

At all times throughout the term of resulting Contract, the Facilities Management Vendor shall exclusively utilize the manufacturer’s officially approved OEM parts, supplies and consumables in all units installed in the Convenience Multifunctional Device Product Lot. Upon a written request of the Facilities Management Vendor, and subject to the discretion of UNF’s Information Technology Department, non-OEM parts, supplies and consumables may be utilized in UNF’s existing Networked Laser Printer fleet.
5.27 Stocking of Supplies and High-Mortality Parts at UNF Buildings; Supplies to be Delivered by Vendor Personnel; Waste Toner Recycling

The Facilities Management Vendor shall at all times under resulting Contract provide each copier location with sufficient supplies (including, but not limited to, such items as toner and staples) to last a minimum of thirty (30) days. Certain locations at various times of the year may require additional backup supplies. All supplies shall be either hand-delivered by the Facilities Management Vendor’s on-campus personnel or shipped via pre-paid overnight freight service directly to each respective device location at no charge to UNF.

At the Facilities Management Vendor’s sole discretion, high-mortality consumable parts (including, but not limited to, fuser rollers, feed rollers, corona wires and drums) and other parts as required by the Facilities Management Vendor may be stored on-site at one or more UNF buildings in a location mutually agreed to by both parties. The Facilities Management Vendor agrees to keep all supplies and parts stocked in a neat and orderly fashion, to not store hazardous materials at any UNF location, and to obey all local fire codes and all other safety regulations. UNF is not responsible for any lost, stolen or damaged items.

At all times under resulting Contract, the Facilities Management Vendor shall be responsible for collecting used toner bottles/cartridges from each Convenience Multifunctional Device and Networked Laser Printer location on a bi-weekly basis and disposing of such bottles/cartridges in an environmentally responsible manner at no additional cost to UNF.

5.28 Data Encryption and Overwrite Protections to be Included; Data Overwrite Mandatory Every 24 Hours and at Expiration of Contract Term; Hard-Drive Removal at Expiration of Contract Term According to UNF Standard Policy

The Facilities Management Vendor must ensure that all Convenience Multifunctional Devices come standard with job encryption to encrypt all jobs being written to the hard drive or non-volatile memory areas. This encryption must be accomplished securely via hardware/software using algorithms of published specification and recognized as secure by the U.S. Government Department of Defense Specification.

In addition, after a job is processed and no longer required on the device, the job should be deleted and securely overwritten by random patterns meeting a government recognized standard for this type of activity. The hard drive and non-volatile memory user data areas must have an on-demand overwrite protection capability. This feature should allow for complete secure user data removal from the Convenience Multifunctional Device on regularly scheduled intervals no longer than every 24 hours. The removal of this data should be accomplished with algorithms from a recognized government specification for this type of activity and should involve multiple data overwrites with random patterns. This activity should be available as user requirements demand. In addition, this procedure shall apply to all Convenience Multifunctional Devices installed that have a hard drive and/or the capability of storing data locally and further shall apply during the repair, moving and prior to Device de-installation upon the expiration of resulting Contract. If re-installing a Device’s memory it shall be overwritten at no additional cost to UNF.

At the completion of contract term, or any renewal period pertaining thereto, the hard drives of each Convenience Multifunctional Device installed under contract shall be removed and presented to UNF according to UNF’s standard hard drive removal procedures at no additional cost.
Records shall be kept and provided to UNF as requested demonstrating that these procedures are being followed. UNF shall have the right to obtain these records at any time within ten (10) days after written notice.

5.29 Timetable and Responsibility for De-Installation of Convenience Multifunctional Devices

The Facilities Management Vendor will be responsible for de-installing each Convenience Multifunctional Device installed under resulting Contract, and returning it with prepaid freight and insurance, at no charge to UNF within thirty (30) days following the expiration of the agreement’s initial or renewal term.

5.30 Assessment Prior to Installation

The Facilities Management Vendor(s) must perform an assessment of each device/personnel work site prior to installing Convenience Multifunctional Devices and supporting Network Laser Printers and Mailroom Operations under the resulting Contract for the purpose of ensuring that: (a) The volume and workflow needs of the facility are appropriate to the capacities of the anticipated numbers of devices and staff to be deployed; (b) There is adequate electrical service and network cabling; (c) The floor space will accommodate the Convenience Multifunctional Device to be installed. If electrical service and/or network drop changes are required they will be the responsibility of UNF; and (d) the existing Networked Laser Printers are properly deployed from a functional and location perspective and, if not, providing recommendations for redeployment, swapping or removal of each device.

5.31 Inclusion of a Minimum of Three (3) Personnel Required on UNF Campus to Provide Mailroom and Other Services As Defined in Sections 5.32 through 5.37 of ITN

Throughout the term of the impending Contract, the Facilities Management Vendor shall provide a minimum number of three (3) full-time Mailroom personnel on the UNF campus to perform the services required in Sections 5.32 through 5.37 below of this ITN. Additional Mailroom staff members, the negotiated costs for which are included in Pricing Schedule F, may be added by the University during the course of the Unified Print and Mailroom Services Facilities Management Program Contract.

5.32 Mail responsibilities and costs; Required mail procedures, tasks, reports and invoicing

During the term of this Contract, the Facilities Management Vendor’s Mailroom personnel shall be responsible for processing all campus mail including the operation of UNF’s postage equipment. In addition, the Facilities Management Vendor’s personnel shall coordinate the University’s mail pre-sort function.

All postage and mailing costs shall be the responsibility of UNF and/or its employees, faculty and students.

During the term of this Contract, the Facilities Management Vendor will provide the following incoming/outgoing mail-related services and procedures covering all U.S. mail and campus mail for all UNF locations (overnight mail responsibility is specifically excluded):

5.32.1 Incoming Mail Procedures

The following incoming mail job tasks must be performed by the Facilities Management Vendor’s personnel:
5.32.1.a All mail must be delivered on a timely basis twice each business day at a minimum of 193 campus locations including student housing locations.
5.32.1.b All internal mail must be sorted and distributed quickly and accurately.
5.32.1.c A database must be maintained, showing each UNF employee, faculty and student location, name and status.
5.32.1.d A file, storage and retrieval repository of mail logs and signatures must be maintained.

5.32.2 Outgoing Mail Procedures

The following outgoing mail job tasks must be performed by the Facilities Management Vendor’s personnel:
5.32.2.a All mail must be picked up on a timely basis twice each business day at a minimum of 193 campus locations including student housing locations.
5.32.2.b Track and manage departmental allocation/chargebacks.
5.32.2.c Track metered mail as necessary for billing and chargeback purposes.
5.32.2.d Provide verification of destination/delivery to each UNF department on each campus.
5.32.2.e Provide scheduled mail/copy departmental pickup runs each business day on each campus.

5.32.3 Other General Mail-Related Tasks

The following general mail-related tasks must be performed by the Facilities Management Vendor’s personnel:
5.32.3.a Collect quantity data on mail volumes to measure and evaluate services.
5.32.3.b Maintain outgoing certified mail logs.
5.32.3.c Maintain customer discrepancy log and provide written feedback including action steps for remedy.
5.32.3.d Maintain active customer contact logs.
5.32.3.e Maintain all departmental mail run logs with time and initial verification.
5.32.3.f Maintain equipment service logs.
5.32.3.g Report postage activity in arrears without markup.
5.32.3.h Report costs for postage and accounting chargebacks for all postage used including, but not limited to, meters, bulk mail, postage due, express mail, and business reply mail.

5.32.4 Mailroom quarterly service meetings; Local Postal Customer Council Membership

Vendor’s Mailroom manager must meet personally with designated UNF personnel on a mutually agreeable day and time once per quarter during the term of this Contract. The purpose of these meetings will be to discuss and determine solutions for resolving all open action items and proactively addressing Mailroom operational needs and other related matters.

The Facilities Management Vendor’s Mailroom representative(s) in attendance must be capable of making policy or procedural decisions, and must be empowered to enforce such decisions in UNF’s Mailroom operations. No service issue will be removed from the previous service meeting agenda until the aggrieved UNF party is satisfied with the resolution of the issue.

At least one staff person of the Facilities Management Vendor’s Mailroom personnel must maintain membership in the Local Postal Customer Council (PCC) and participate on behalf of UNF at the local forums.
5.32.5 Mailroom management reports

Vendor’s Mailroom personnel must provide monthly reporting by the tenth business day of each following month via email to designated UNF personnel showing mail volume tracking for all mail pieces processed. Vendor’s Mailroom personnel also must provide comprehensive summary reports on the Campus and Housing Mailroom locations.

5.32.6 Monthly chargeback report and invoice; tracking of Mailroom operating charges

On a monthly basis, along with the invoice for the base labor charge, Vendor’s Mailroom personnel must submit a detailed summary of all operating-related costs for metering mail for billing and chargeback purposes.

The Facilities Management Vendor-operated Campus and Housing Mailroom personnel will be responsible for all customer service inquiries and must retain relevant records for a period of no less than six (6) years.

All U.S. mail and intra-campus mail volume processed by the Mailroom locations must be tracked. The tracking data, including postal signature vouchers, must be provided to Business Services by the tenth day of each following month.

5.32.7 Seamless integration with UNF’s chargeback system

On a regular basis, but not less than once per month, Vendor’s Mailroom personnel must provide postal cost data in a form sufficient to seamlessly integrate with UNF’s departmental chargeback system. All costing must be reported at actual cost with no upcharge.

5.33 Inclusion of daily visits to print-for-pay locations by Mailroom personnel

Throughout the term of this Contract, Vendor’s Mailroom personnel shall provide daily visitation support to deliver and load paper for Library and Computer Lab Convenience Multifunctional print-for-pay devices installed on the UNF campus. While loading paper on the print-for-pay devices, Vendor personnel shall also verify adequate levels of toner and staple supplies and replenish same if necessary.

5.34 Vendor to utilize UNF-owned facilities and four (4) golf carts for Mailroom functions; All utilities to be paid for by the University

UNF will provide all Mailroom facilities and four (4) golf carts at its own expense for the use of the Facilities Management Vendor.

UNF will provide, at its own expense, daily housekeeping, janitorial cleaning, maintenance, and sanitation service for all Mailroom areas. This cleaning includes, but is not limited to, receiving and dock areas, storage, trash and garbage areas, service areas, walls, ceilings, windows, vents, floors, display equipment, movable fixtures, furniture, and equipment.

All utilities in UNF’s Mailroom areas will be paid for by the University, including data lines, light replacements, phone lines, facility repairs, electricity, air conditioning services and network connections.
5.35 Vendor to utilize UNF-owned mail processing equipment

All Mailroom mail processing equipment, except for two leased meters, are owned by UNF. The Facilities Management Vendor will be allowed to use all University owned mail processing equipment at no cost. The University will be responsible for maintaining appropriate maintenance and service agreements with the manufacturer on the Mailroom processing equipment. At the end of this Facilities Management Contract any University owned Mail processing equipment will be left in place and turned over to the University in good working condition with normal wear and tear excepted.

5.36 Delivery van for mail and print-for-pay paper

The Facilities Management Vendor shall provide a minimum total of one (1) delivery van to facilitate Campus and Housing mail pick-ups/deliveries and loading paper into UNF’s print-for-pay Convenience Multifunctional Devices.

The included delivery van will be used, among other purposes by the Facilities Management Vendor’s employees to pick up and deliver U.S./campus/housing mail, load paper in all print-for-pay devices and other related services as required on campus. Two daily trips to USPS in the delivery van are required. The Facilities Management Vendor’s expenses (including registration, lease, insurance, maintenance and gasoline) related to the delivery van are to be borne solely by the Facilities Management Vendor and included in Pricing Schedule F pricing.

5.37 Mailroom chargeback reports

The Facilities Management Vendor will provide comprehensive monthly reporting to include all operational, departmental and volume data for all Mailroom facilities.

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6.0 CERTIFICATION AND FORMS

6.1 Certification of Proposal

Explanation: This certification attests to the Facilities Management Vendor’s awareness and agreement to the content of this Invitation to Negotiate (ITN) and all accompanying terms, conditions and provisions contained herein. In addition, any documents incorporated by reference in the requests for additional language or request for revisions and any and all forms UNF will need to fill out, prepare or submit to Vendor if awarded the contract must be included in Vendor’s solicitation response. Be advised that UNF, as a State University, must adhere to applicable laws and regulations and therefore certain terms and conditions cannot be altered.

Action: Vendor is to ensure that the following certificate is duly completed and correctly executed by an authorized officer of your company.

This proposal is submitted in response to Invitation to Negotiate #14-21 issued by the University. The undersigned, as a duly authorized officer, hereby certifies that

______________________________________________________________

(Vendor Name)

agrees to be bound by the content of this proposal and agrees to comply with the terms, conditions and provisions of the referenced ITN and any addenda thereto in the event of an award. Exceptions are to be noted as stated in the ITN. The proposal shall remain in effect for a period of (90) calendar days as of the Due Date for responses to the ITN.

The undersigned further certifies that their firm (check one) ___IS or ___IS NOT currently debarred, suspended or proposed for debarment by any federal entity. The undersigned agrees to notify the University of any change in this status, should one occur, until such time as an award has been made under this procurement action.

Person(s) authorized to negotiate in good faith on behalf of this firm for purposes of this Invitation to Negotiate are:

Name: ___________________________________ Title: _____________________________________

Name: ___________________________________ Title: _____________________________________

Name: ___________________________________ Title: _____________________________________

Name of Official: __________________________ Title: ________________________________

Signature: _______________________________ Date: ________________________________
6.2 **Conflict of Interest Certificate**

Proposer must execute either Section I or Section II hereunder relative to §112.313(12), Fla. Stat. Failure to execute either section may result in rejection of this proposal.

**SECTION I**

I hereby certify that no official or employee of the UNF requiring the goods or services described in these specifications has a material financial interest in this company.

__________________________________________________________________________

Name of Official (type or print)  
Company Name

__________________________________________________________________________

Signature  
Business Address

City, State, Zip Code

**SECTION II**

I hereby certify that the following named UNF official(s) and/or employee(s) having material financial interest (in excess of 5 percent) in this company have filed Conflict of Interest Statements with the UNF Presidents Office, 1 UNF Drive, Jacksonville, FL 32224 prior to the time of proposal opening.

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<th>Name</th>
<th>Title/Position</th>
<th>Date of Filing</th>
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__________________________________________________________________________

Name of Official (type or print)  
Company Name

__________________________________________________________________________

Signature  
Business Address

City, State, Zip Code

**PUBLIC OFFICIAL DISCLOSURE**

The UNF requires that a public official who has a financial interest in a proposal or contract make a disclosure at the time that the proposal or contract is submitted, or at the time that the public official acquires a financial interest in the proposal or contract. Please provide disclosure, if applicable, with proposal.

Public Official: ____________________________________________________________

Position Held: _____________________________________________________________

Position/Relationship with Proposer: ___________________________________________
6.3 Addendum Acknowledgment

I, the undersigned, acknowledge the receipt of:

Addendum # _____ through Addendum # _____

All addenda to this ITN #14-21 shall become part of your firm’s competitive solicitation response and the subsequent contract, if applicable.

The University has no obligation to furnish addenda by any other means than posting to its website. Failure to acknowledge addendum/addenda issued as a result of this Invitation to Negotiate and returning this form with your response may result in disqualification of your response to this ITN.

Authorized Signature: ________________________________________________________________

Printed or Typed Name: ______________________________________________________________

Company Name: ___________________________________________________________________

Date: ____________________________________________________________________________

6.4 Government Classifications

Check all applicable:
- [ ] Hispanic
- [ ] American Women
- [ ] African American
- [ ] Women Owned
- [ ] Asian-Hawaiian
- [ ] Non-Minority
- [ ] Native American
- [ ] Veteran
- [ ] Small Business
- [ ] Disabled
- [ ] Government Agency
- [ ] Service Disabled Veteran

6.5 Invoice and Payment

Payment shall be made by the University of North Florida to Contractor/Vendor in accordance with the Florida Prompt Payment Act (see Section 4.32). The University’s preferred method of payment is by credit card. Upon award, Contractor/Vendor will be contacted by the University to participate in its credit card payment program. Contractor/Vendor should complete the information requested below:

Contractor/Vendor will _____ will not _____ accept credit card payment.

Accounting Department contact information:

Name__________________________________________ Title__________________________
Phone______________________________ Email________________________