

# Schedule E - 13008 Document Output Devices

## Specification

### 1. Introduction

LGA Procurement (LGAP) is a wholly owned company of the Local Government Association of South Australia (LGASA). LGAP operates a suite of Preferred Supplier contracts for the benefit of all councils in South Australia. These are non-mandatory contracts that aggregate the purchasing power of the sector delivering procurement value. The contracts also deliver administrative efficiencies (standard terms and conditions), exposure, endorsement, marketing support, centralised contract management and streamlined access to the Local Government sector for suppliers.

LGAP has established a pre-qualified panel of suppliers for the provision of Document Output Devices and Associated Services (the **Services**) for access by South Australian Councils.

### 2. Contract Objective

Customers require the ability to select items from a comprehensive catalogue of products and services that are suitable for their generic needs, in addition to being able to commission customised requirements on the basis of quotation. Customers will have the ability to directly procure from the Contractor Document Output Devices and any associated services as detailed in the agreement.

### 3. Categories of Equipment and Service

The following Deliverables are to be supplied under this Agreement.

<b>Equipment</b>	
Network Printer Segment - Monochrome and Colour	
Network Multifunction Devices - Monochrome and Colour	
Photocopiers	
<b>Additional Components</b>	
<b>Network Printer</b>	
<ul style="list-style-type: none"> <li>Enhanced security kit</li> <li>Paper tray 1</li> <li>Paper tray 2</li> </ul>	<ul style="list-style-type: none"> <li>Collating unit</li> <li>Duplexing tray</li> </ul>
<b>Network Multifunction Devices</b>	
<ul style="list-style-type: none"> <li>Fax capability</li> <li>Fax security</li> <li>Speed dialing</li> <li>Enhanced security kit</li> <li>Colour scan / B&amp;W print</li> <li>Paper tray 1</li> <li>Paper tray 2</li> </ul>	<ul style="list-style-type: none"> <li>Paper large capacity unit</li> <li>Stapler function</li> <li>Hole punch function</li> <li>Booklet function</li> <li>Collating unit</li> <li>Duplexing tray</li> </ul>
<b>Consumables</b>	
All consumables (except paper) for the necessary function of:	

- Network Printers
- Network Multifunction Devices
- Photocopiers

Including but not limited to toner / ink, drums, fuser kits, waste toner bottles and periodic maintenance kits.

**Services**

Pre sales service	The Contractor will be required to provide sufficient information regarding their equipment and service offerings to assist in making purchasing decisions. Customers may require technical advice regarding the most appropriate equipment solutions to meet their business needs.
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Delivery	<p>Equipment is to be delivered to the designated delivery site specified in the Customers RFQ during normal working hours, unless otherwise agreed.</p> <p>Equipment is to delivered with a full ink / toner cartridge, either installed or provided.</p> <p>Equipment is to be packaged for delivery to ensure any damage in transit is minimised. Any costs arising out of damages that occur while the equipment is in transit will be the responsibility of the Contractor.</p> <p>Equipment must have a unique serial number and be accompanied by a written report providing the full technical specifications of each device delivered.</p>
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Base warranty service	<p>Any base warranty offered to the Customer will cover all components (including third party components) comprising the equipment without exclusion or limitation.</p> <p>Obligations under the base warranty are to:</p> <ul style="list-style-type: none"> <li>• remedy any defects or omission in design, performance, workmanship or materials in any equipment supplied;</li> <li>• replace equipment where inconsistent or recurrent failures occur or where unrepairable;</li> <li>• provide preventative services requiring the Contractor to proactively implement component replacement or fixes where an issue is identified with a batch of equipment, prior to an equipment failure occurring;</li> <li>• make available all consumables required for the proper operation of any item of equipment by the Customer during the warranty service period;</li> <li>• conduct any required acceptance testing of repaired or replacement equipment;</li> <li>• return the storage device to the Customer for destruction, if requested by the Customer, where repairs to equipment necessitate the replacement of a storage device;</li> <li>• ensure the equipment meets all relevant standards and specifications (including functional and technical requirements) applicable at the time of purchase.</li> </ul>
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Warranty call centre	<p>The Contractor must maintain a Warrantry Call Centre support service for all Customers.</p> <p>The minimum hours of operation of the Contractors warranty call centre will be between 9:00am and 6:00pm. (Central Standard Time), Monday to Firday (excluding South Australian Public Holidays).</p> <p>The Warranty Call Centre must be appropriately staffed during this period: a message passing service or answering machine is not acceptable.</p>
Post sales service	<p>The Contactor must offer post sales services. Contractors will be required to provide Customers, for the life of any equipment purchased, access to relevant non-warranty technical support.</p>
Short term hire	<p>Customers may require the need for the short term hire of equipment to cover their requirements for an event or project where access to existing equipment is not an option.</p> <p>A Contractor may provide the option of short term hire with fixed periodic rental payments. The maximum hire term allowable should be three (3) months under normal requirements.</p>
Hardware installation and configuration services	<p>Equipment may need to be installed and configured in accordance with a Customers instructions.</p> <p>Installation and configuration services include:</p> <ul style="list-style-type: none"> <li>• unpacking of equipment;</li> <li>• installation of the equipment;</li> <li>• driver installation;</li> <li>• performance of a power up test to ensure that the equipment is fully operational;</li> <li>• set up of the equipment, including attachment of all input and output devices; and / or</li> <li>• carrying out acceptance testing procedures, including demonstrating to the satisfaction of the Agency that the equipment successfully: <ul style="list-style-type: none"> <li>➤ achieved operation with a personal computer; and</li> <li>➤ achieved network connectivity.</li> </ul> </li> </ul>
Hardware upgrades	<p>Hardware upgrades to be performed on equipment during the life of the equipment.</p>
Training	<p>Training for equipment supplied to the Customer in connection with:</p> <ul style="list-style-type: none"> <li>• proper care and handling of the equipment; and</li> <li>• the controls and features of the equipment.</li> </ul>
Asset Management	<p>Asset management services which include:</p> <ul style="list-style-type: none"> <li>• providing asset tagging of equipment and asset reporting (in hard and/or soft copy) as specified by the Customer;</li> <li>• electronic asset management depending on any Customers specific requirements;</li> <li>• asset linking where devices associated with the equipment are to be related; and / or</li> <li>• equipment and configuration information for all devices.</li> </ul>
Relocation,	<p>Relocation of an item of equipment from one location to another. Relocation</p>

decommissioning and reconfiguration of equipment	services may include disconnecting the equipment at the current location and installing at the new location.
Equipment disposal services	<p>Disposal services may involve:</p> <ul style="list-style-type: none"> <li>reconditioning of the equipment to enable re-sale or donation (including on site deletion of Customer data contained on the equipment which must involve hard drive replacement or destruction in some circumstances);</li> <li>physical disposal of the equipment (including on site deletion of Customer data contained on the equipment which must involve hard drive replacement or destruction in some circumstances);</li> <li>media sanitisation (i.e. secure erasure of data) for products containing hard disk drives, solid state memory etc;</li> <li>the breakdown of the components comprising the equipment and associated consumables for re-use or physical disposal;</li> <li>on site deletion of Customer data contained on the equipment which must involve hard drive replacement or destruction in some circumstances;</li> <li>re-packing of equipment; and / or</li> <li>delivery to a Customer nominated location.</li> </ul>
Managed print services	Managed print services to maximise a Customers document output including fleet management and document output software.
Preventative maintenance	<p>Preventative maintenance services for Document Output Device equipment purchased to proactively manage maintenance schedules and minimise outages, incidents and business impacts.</p> <p>Maintenance is to include the ongoing replacement of consumables which require ongoing replacement (such as drums, fuser kits, waste toner bottles or periodic maintenance kits).</p>
Warehousing	<p>Warehousing or secure storage services where substantial equipment volumes are purchased but a Customer is not able to accept and store the entire order on its own premises.</p> <p>The Contractor must be responsible for all aspects of the warehousing including insurance, security and the transport arrangements from the storage facility to the Customers premises when required</p>

### 3 Engagement Process

Customers may use VendorPanel to manage RFQ's.

- **LGA Website** - The Principal will maintain information pertaining to the Agreement on the LGAP website, [www.lgaprocurement.sa.gov.au](http://www.lgaprocurement.sa.gov.au).
- It is the Contractors responsibility to review the website and ensure all information for the Contractor is accurate.
- **Vendor Panel** is a web based system in which Customers will issue Request for Quotations (RFQ's) to the Contractors.
- The use of VendorPanel is a requirement for issuing and responding to RFQ's under this Agreement. The Contractor must register on the VendorPanel website in order to receive and respond to RFQ's issued by Customers. There is no charge to the Contractor for accessing this system. The Contractor must maintain their company profiles, logos and mandatory compliance documentation (e.g. insurance certificates).

The principal will issue an invitation to the Contractor to register on VendorPanel upon execution of the Agreement.

Information available on the Vendor Panel site will include:

- Standard terms and conditions of contract between the Customer and the Contractor;
- Specifications;
- Goods and/or Services offered by each Contractor (Category Matrix);
- Supplier Brand / Profile (With links to website); and
- General Contact information (Commencement Date, Contract Expiry, etc)

The Contractor is to be given a minimum of 10 working days to provide a quote.

#### 4 Communication

The Contractor will implement a comprehensive strategy for Customer communications.

Key factors LGA Procurement requires to be incorporated in this strategy include but are not limited to;

- a process for handling and management of complaints from Customers;
- access to the Contractor through a single point of contact for Customer to seek information or raise concerns regarding the supply of equipment and other relevant matters.
- a copy of this strategy must be provided to the Principal if requested.

#### 5 Key Performance Indicators and Reporting

The Contractor must comply with the proposed Key Performance Indicators (KPI's) and associated targets detailed below.

The Contractor must track it's performance against these KPI's and report to the Principal on a periodic basis. Records pertaining to performance must be retained for review by the Principal as and when required.

The Contractor will be measured by the principal against:

KPI	Description
Meeting Delivery Service Levels	On at least 90% of occasions during a quarterly period the Contractor must meet the 'Target Delivery Time'
Call Centre Responsiveness	On at least 90% of occasions during the quarterly period the Contractor must provide a prescribed response (meaning that the Contractor has made arrangements for repair or resolved the warranty call over the telephone) less than 1 hour from the time of taking a warranty call.
Service Resolution	The average down time (measured from the time a warranty call is logged to the time the equipment is repaired and operating in accordance with its functional requirements) will occur within the period specified for a particular level of warranty service on at least 95% of occasions during a quarterly period.

Equipment Downtime	The average downtime (measured as the interval between warranty call being placed and repair) will not exceed the period specified for a particular level of warranty service on at least 95% of occasions during the quarterly period.
Equipment Dead on Arrival [DOA]	At least 98% of equipment supplied to a Customer will be operational and functioning in accordance with specifications, at the point of installation, during a quarterly period.
Invoice Accuracy	On at least 99% of occasions during a quarterly period the Contractor will issue accurate invoices.

## 6 Quality of Customer Service

The Contractor must have reasonable strategies in place to ensure that a high level of customer service is provided across all functional areas associated with the supply of equipment and the provision of the associated services.

This customer service strategy must include but is not limited to:

- a process for seeking customer feedback and utilising this information to facilitate continuous product and service quality improvement; and
- dedicated resources to support customer requirements in key areas.
- a copy of this strategy must be provided to the Principal if requested.

## 7 Service Levels

The Contractor will provide the following minimum requirements to customers in respect of any per page service allowance:

- support arrangements of not less than three (3) years duration, or as otherwise agreed to by the Customer;
- on-site attendance by the Contractor within four (4) hours in the Greater Adelaide Metropolitan Area and next business day in Regional Areas where a service request is made by a Customer;
- provision of consumables;
- replacement of unreliable equipment;
- an appropriate level of scheduled and preventative maintenance; and
- remediation of any performance issue within one (1) business day of on-site attendance by the Contractor's service technician.

The following service levels will apply with respect to delivery times for the supply of equipment to Customers. Delivery time refers to the period from the placement of the order by a Customer to physical receipt of the equipment at the Customers nominated delivery point.

Unless otherwise agreed the requirements are:

Equipment	Target Delivery Time for Greater Adelaide Metropolitan Area	Maximum Delivery Time for Greater Adelaide Metropolitan Area
Printers	5 business days	10 business days
Multifunction Devices	5 business days	10 business days

- For Regional Areas an additional two (2) business days will be allowed against the specified Target Delivery Time and Maximum Delivery Time.

Where a delivery date and time is agreed between a Customer and a Contractor, this agreed date and time will be deemed to be both the Target and Maximum Delivery Time for the purpose of the stated service levels.

The Contractor will ensure that all equipment orders from Customers will be fulfilled prior to the “Maximum Delivery Time”.

## **8 Energy and Environmental Impacts**

Contractors must make every effort to mitigate the impact of their operations on the environment.

All equipment offered must be US EPA ENERGY STAR® (or equivalent) compliant.

## **9 Contract Marketing**

The Contractor must comply with the following marketing requirements.

- (a) The Contractor may only use the LGAP logo in the Contractor’s marketing strategy, upon receipt of the relevant entity’s written confirmation to do so.
- (b) Such use of a logo shall be solely limited to the marketing of the Contractor’s services as they apply to the services of the Agreement, and for the period of the Agreement.
- (c) The Contractor shall actively promote the Agreement for its duration, and liaise with the Principal as necessary to establish an Agreement marketing plan that ensures that the Contractor’s marketing strategy is effective and consistent with the Principals marketing strategies.

## Schedule F

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### Regional Representation

Region	Yes/No
<b>Whole of South Australia</b>	<b>Yes</b>
<b>Metropolitan Adelaide only</b> Gawler, Playford, Salisbury, Tea Tree Gully, Campbelltown, Port Adelaide Enfield, Charles Sturt, Prospect, Walkerville, Norwood Payneham & St Peters, Burnside, Adelaide, West Torrens, Unley, Marion, Holdfast Bay, Mitcham, Onkaparinga.	
<b>Central Local Government Region only</b> Barossa, Barunga West, Clare & Gilbert Valleys, Copper Coast, Flinders Ranges, Goyder, Light Regional, Mallala, Mount Remarkable, Northern Areas, Orroroo/Carrieton, Peterborough, Port Pirie, Wakefield Regional, Yorke Peninsula.	
<b>Eyre Peninsula Local Government Region only</b> Ceduna, Cleve, Elliston, Franklin Harbour, Kimba, Lower Eyre Peninsula, Port Augusta, Port Lincoln, Streaky Bay, Tumby Bay, Whyalla, Wudinna.	
<b>Murray &amp; Mallee Local Government Region only</b> Berri Barmera, Coorong, Karoonda East Murray, Loxton Waikerie, Mid Murray, Murray Bridge, Renmark Paringa, Southern Mallee.	
<b>South East Local Government Region only</b> Grant, Kingston, Mount Gambier, Naracoorte Lucindale, Robe, Tatiara, Wattle Range.	
<b>Southern &amp; Hills Local Government Region only</b> Adelaide Hills, Alexandrina, Kangaroo Island, Mount Barker, Victor Harbor, Yankalilla.	
<b>Outback Local Government Regions only</b> Coober Pedy, Roxby Downs.	