

# Preferred Provider Panel for the Purchase and Supply of Document Output Devices (DOD) & Related Services

## Contract 13008 Council Factsheet

This factsheet is designed to assist Councils obtain the most relevant and appropriate quotations for DODs and/or related services under the Preferred Provider Panel for the Supply of Document Output Devices and Related Services (the Panel).

Suppliers require a range of information to develop tailored packages of goods and/or services that best meets Council needs and prepare their quotations.

This factsheet sets out some of the key items for consideration when scoping your DOD purchasing requirements and preparing your Request for Quotation (RFQ).

The factsheet is not designed to cater for every possible Council requirement and/or configuration. Instead it should be seen as a useful tool to get you thinking about your DOD requirements.

Please ensure you review this factsheet in conjunction with the Heads of Agreement (HofA) that sets out the full range of goods and services available, and governs supply, to Councils under the Panel.



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## Network Printer – Configuration



***How Much, How Often, How Fast,  
How Big, How Quiet...***

There are a number of factors to consider when determining your network printer configuration needs. The table below sets out some of the items to consider when scoping your requirements.

	Small volume	Medium volume	Large volume
<b>Type</b>	Monochrome (Mono) or Colour		
<b>Monthly Output</b>	Average monthly output of 5,000 pages. <sup>^</sup>	Average monthly output of at least 10,000 pages (Mono), 16,000 pages (Colour). <sup>^</sup>	Average monthly output of at least 15,000 pages (Mono), 20,000 pages (Colour). <sup>^</sup>
<b>Print Speed</b>	Around 20 pages per minute (ppm)	Around 30 pages per minute (ppm)	Around 45 pages per minute (ppm)
<b>Input Capacity</b>	Identify the number of sheets the trays should be able to hold, i.e. at least 500 sheets (A4), 1,000 sheets (A4), etc.		
<b>Media Sizes</b>	Identify the page sizes you require. A3, A4, A5, B5, letter, legal, executive, envelope, etc		
<b>Noise Levels</b>	Identify the maximum noise levels you require for this device when operating and in stand-by mode. Expressed in dB(A)		

<sup>^</sup> Equipment should also have the capacity to cope with increased surges of output.

\* You may need to seek Pre-Sales Services if you are unsure of your requirements (refer HofA).

***The above categories address small, medium and large scale business needs. Councils may also purchase smaller printers through this Panel.***



## Network Printer – Functionality

### *Systems, Protocols, Settings, Components, Accessories, Trimmings...*

Think about the network printer features and functions you require to meet your business needs prior to preparing your RFQ. The table below sets out some items for consideration.

Functionality	Description of Function
Impression Count	The ability to count the number of impressions for billing and reporting.
Print Resolution	Consider the dpi resolution you require.
Warm Up Time	Consider the time required for the device to be ready for use between switching the power on and waking up from sleep mode and standby mode (i.e. 60 seconds).
Time to First Print	Maximum amount of seconds in which to print and deliver the first page in the output tray after receiving the print data from the computer (i.e. 10 seconds)
Output Capacity	Number of sheets (A4) in the output tray.
Media Types	Plain paper, envelopes, glossy paper, recycled paper, transparencies, labels and card stock. Ability to support multiple paper weights.
Operating System Compatibility	Apple Mac, Citrix, Linux, Microsoft Windows, Novell, Unix etc
Connectivity	Consider the network connectivity required.
Network Protocols	Consider the network protocols required.
Print Language	Consider minimum print language requirements.
Printer Drivers	Specify if you require universal drivers and if you require print drivers in an uncompressed format on CD/DVD or online and available for download
Default Settings	Do you require initial default settings to print duplex monochrome.
Duplexing	This function allows for the automatic printing of a sheet of paper on both sides.
Power Saving	Consider the power saving options required (sleep mode/standby mode)
Ink/Toner Cartridges	Do you require ink/toner cartridges to be 100 per cent recyclable, easy to install, come with clear instructions, etc.
Ink/Toner Saving Mode	Consider the requirement to operate in a mode which reduces the use of ink/toner.
Recycled Paper	Consider the capacity to use 100 per cent recycled paper without voiding manufacturer's warranty or incurring any additional support charges.
Print Shrinkage Capability	Print multiple pages to a page.
Print Features	Consider the need for watermarks, booklet printing, poster printing, fit to page, overlays, first page exception page and auto tray select.
Memory	Consider the amount of memory you require.
Collating Unit	Consider collation unit requirements
Security Kit	Do you require a standard security kit, or enhanced data protection security
Paper/Bypass Trays	Specify the number, type and sheet handling capacity of trays required
Consumables	Consider your consumable needs and how they will be supplied

## Multifunction Devices – Configuration



***How Much, How Often, How Fast,  
How Big, How Quiet...***

The table below sets out items to consider when determining your multifunction device configuration.\*

	Small volume	Medium volume	Large volume
<b>Type</b>	Monochrome or colour		
<b>Connectivity</b>	Consider the network connectivity you require.		
<b>Monthly Output</b>	Average monthly output of at least 13,000 pages (Mono), 14,000 pages (Colour). ^	Average monthly output of at least 26,000 pages (Mono), 30,000 pages (Colour).^	Average monthly output of at least 43,000 pages.^
<b>Print Speed</b>	Around 30 Pages per Minute (ppm)	Around 45 Pages per Minute (ppm)	Around 60 Pages per Minute (ppm)
<b>Input Capacity</b>	Identify the number of sheets the trays should be able to hold, i.e. at least 1,000 sheets (A4), 2,000 sheets (A4), etc.		
<b>Media Sizes</b>	Identify the page sizes you require. A3, A4, A5, B5, letter, legal, executive, envelope, etc.		
<b>Noise Levels</b>	Identify the maximum noise levels you require for this device when operating and in stand-by mode. Expressed in dB(A).		

\* You may need to seek Pre-Sales Services if you are unsure of your requirements (refer HofA).

^ Equipment should also have the capacity to cope with increased surges of output.

***The above categories address small, medium and large scale business needs. Councils may also purchase smaller printers/scanners through this Panel.***



## Multifunction Devices – Functionality

### *Systems, Protocols, Settings, Components, Accessories, Trimmings...*

Think about the multifunction device features and functions you require to meet your business needs prior to preparing your RFQ. The table below sets out some items for consideration.

Functionality	Description of Minimum Requirements
Impression Count	The ability to count the number of impressions for billing and reporting,
Print Resolution	Consider the dpi resolution you require.
Warm Up Time	Consider the warm up time required from switching the power on and waking up from sleep mode and standby mode (i.e. 60 seconds).
Time to First Print	Maximum amount of seconds in which to print and deliver the first page in the output tray after receiving the print data from the computer (i.e. 10 seconds)
Output Capacity	Number of sheets (A4) in the output tray.
Media Types	Plain paper, envelopes, glossy paper, recycled paper, transparencies, labels and card stock. Ability to support multiple paper weights.
Operating System Compatibility	Apple Mac, Citrix, Linux, Microsoft Windows, Novell, Unix etc
Connectivity (Other)	Consider the network connectivity required.
Network Protocols	Consider the network protocols required.
Print Language	Consider minimum print language requirements.
Printer Drivers	Specify if you require universal drivers and if you require print drivers in an uncompressed format on CD/DVD or online and available for download
Scanner	Consider scanning needs including the capacity for scanner to deal with differing media types and sizes, i.e. paper thickness, projector films, etc and scanning in monochrome or colour. Consider requirement to scan to your records management system.
Document Feeder	Consider document feeder requirements such as sheet and media size.
Scan Resolution	Consider the scanning dpi resolution you require.
Resizable Copying/Scanning	Consider the need to enlarge/reduce document size prior to copying/scanning.
Scan Destination and Output	Consider your scanning destination requirements, i.e. scan to a user network email address, a shared network directory. Consider document saving formats.
Authentication	Do you require scan/copy control through user login before documents can be sent to email/directory/document management system/fax gateway?
Default Settings	Do you require initial default settings to print duplex monochrome.
Duplexing	Consider whether you require duplexing as a standard feature.
Power Saving	Consider the power saving options required (sleep mode/standby mode)
Ink/Toner Cartridges	Do you require ink/toner cartridges to be 100 per cent recyclable, easy to install, come with clear instructions, etc.
Ink/Toner Saving Mode	Consider the need to operate in a mode which reduces the use of ink/toner.
Recycled Paper	Consider the capacity to use 100 per cent recycled paper without voiding manufacturer's warranty or incurring any additional charges.
Print Shrinkage Capability	Consider requirement to print multiple pages to a page.
Print Features	Consider the following features. Watermarks, booklet printing, poster printing, fit to page, overlays, first page exception page and auto tray select.
Paper/Bypass Trays	Specify the number, type and sheet handling capacity of trays required
Stored Job Capability	Do you require the device to store print jobs for future printing?
Security Kit	Do you require a standard security kit, or enhanced data protection security

## Other functions to consider



- Fax capability (sent and receive options), speed dialling and security;
- Collation unit;
- Stapling;
- Hole punching; and
- Booklet.

## Energy and Environmental Requirements

The HofA between each Panel Member and LGA Procurement requires equipment offered under the Panel to be US EPA Energy Star® (or equivalent) compliant.



Other energy or environmental matters you may wish to consider when preparing your RFQ include:

- **environmental or conversation initiatives** you require the Panel member to comply with or report on, i.e. use of recycled materials, minimisation of waste, re-use of disposed assets, re-filling/re-use of ink/toner cartridges, renewable /non-renewable resource use, Australian Packaging Covenant signatory, etc.
- **the “power draw” of the equipment** in different modes of operation (Active, Standby, Off) to assist Council determine total operating costs (measuring compliant with AS/NZS 62301:2005 or IEC 59/362CDV and independently verified).

## Delivery

The HofA specifies target and maximum equipment delivery times for metropolitan and regional areas. Refer to Schedule E of the HofA for details.

To ensure the preferred supplier is able to deliver equipment within these timeframes make sure you clearly document in your RFQ the:

- delivery location and address (Council Chambers, Depot, Library, etc);
- contact person for receipt of the delivery; and
- hours for delivery (i.e. during normal working hours, etc).

It is also recommended that you specify in your RFQ (where applicable) that:

- the supplier must contact Council at least one (1) day [or earlier if needed] prior to the agreed delivery timeframe to confirm an acceptable delivery time for the location;
- comprehensive technical, optimisation, support and maintenance manuals are to be provided to Council in hardcopy/electronic form on delivery; and/or
- trouble-shooting guides and quick reference sheets for operating the equipment and installation of consumables are to be provided to Council in hardcopy/electronic form on delivery.

From time to time, Councils may wish to have equipment delivered outside the target or maximum timeframes. Where this occurs, your RFQ should clearly specify the required delivery date.

## Warranty Repair - Data Management

It is important to ensure that where a hard drive is being replaced under warranty that you direct the supplier to delete any information on the hard drive, where appropriate.

Where data deletion must be undertaken if a hard drive fails, it is recommended that your RFQ specifies that data destruction is a requirement of the RFQ and that the supplier will be required to provide proof of data or drive destruction and appropriate certification.

## Improved Warranty Services

Consider any improved warranty services you may require for your equipment. Improved warranty services are services over and above the base warranty.

If you require improved warranty services make sure that your RFQ clearly details:

- the improved warranty services required (including the hours of operation for the services); and
- *that* any improved warranty services must operate in addition to the base warranty services.

## Service Levels

### Per Page Service

The HofA between each Panel Member and LGA Procurement specifies minimum service levels required in respect of per page service allowance.

It is recommended you carefully review the Service Levels in Schedule E of the HofA to ensure they meet your Councils requirements. If you require differing levels of service you will need to clearly state this in your RFQ.



It is also recommended that your RFQ specifies (where appropriate):

- the required hours of operation for service allowance support services, i.e. per page allowance support options are to be provided between the hours of 8:00 am to 6:00 pm **[or whatever hours your Council requires]**(Central Standard Time) on business days; and
- details of additional costs that may be incurred if support outside these hours is required.

## Training



Consider any training you may require and ensure this is clearly specified in your RFQ. Standard training that may be required includes:

- proper care and handling of the equipment; and
- the controls and features of the equipment.



## Equipment Disposal Services – Protecting your Data

Where you are purchasing equipment disposal services it is important that you direct the supplier to delete any information on the hard drive, or replace and/or destroy the hard drive, where appropriate.

In certain instances you may require the data to be destroyed on Council site.

Where this is required make sure it is specified in your RFQ.

Where data deletion must be undertaken, it is recommended that you ensure your RFQ specifies that data destruction is a requirement and that the supplier will be required to provide proof of data or drive destruction and appropriate certification.



## Method of Purchase

Make sure the method of purchase is clearly specified in your RFQ. Your options are:

- one-off equipment purchasing; or
- ongoing per page service allowance purchasing.

If you are seeking per page service allowance pricing make sure your RFQ clearly specifies whether or not you wish the supplier to provide all consumables (excluding paper) or whether certain consumables will be provided by your Council.

## Installation of Equipment

Prior to issuing your RFQ make sure that you have considered:

- where the equipment will be situated;
- whether the space is sufficient to accommodate the equipment;
- the impact of the equipment on staff/or customers in the immediate vicinity (i.e. noise levels, access, etc); and
- whether there are sufficient power/data points for operation.

## VendorPanel

The use of [VendorPanel](#) is a requirement for issuing and responding to RFQs under this Panel.

For further information on VendorPanel go to the 'Contracts' menu at [www.lgaprourement.sa.gov.au](http://www.lgaprourement.sa.gov.au)



## General Advice

It is important to familiarise yourself with the HofA for the Supply of DODs and Related Services Panel when scoping your DOD requirements and preparing your RFQ.

In particular, you should carefully review Schedule E – Specification of the HofA.

Schedule E sets out the categories of equipment and service available under the Panel and the conditions governing the purchasing and conditions of supply.

A copy of the HofA is available on the LGA Procurement website at [www.lgaprourement.sa.gov.au](http://www.lgaprourement.sa.gov.au)



For further information on the Panel for the Supply of DODs and Related Services please:

- ❖ go to the LGA Procurement website at [www.lgaprourement.sa.gov.au](http://www.lgaprourement.sa.gov.au); or
- ❖ contact LGA Procurement on 8224 2000 or via email [procurement@lga.sa.gov.au](mailto:procurement@lga.sa.gov.au).