



GUAM SOLID WASTE AUTHORITY

LOURDES A. LEON GUERRERO
Governor of Guam

JOSHUA F. TENORIO
Lt. Governor of Guam

IRVIN SLIKE
General Manager



November 14, 2024

INVITATION FOR BID GSWA-001-25 MULTIFUNCTION COPIER / PRINTER / SCANNER / FAX

Questions and Concerns received from Allstar, Inc. dba Guam Copier on November 7, 2024

1. Print/Copy Historic Volume Reports. We formally request the historical print volumes for the current copier lease, reported monthly since the lease's inception. Please provide monochrome and color reports. This crucial information has been standard practice in all Government of Guam bids, including the previous GSWA copier bid. The current provider has this information, resulting in a competitive cost forecast advantage. Ensuring its provision is vital for fostering a fair and transparent bidding environment, allowing all bidders equitable access to pertinent data.

Response: *GSWA will provide historical volume reports covering the most recent six months.*

<u>MONTH</u>	<u>B&W POOLED USAGE</u>	<u>COLOR POOLED USAGE</u>
10/1/2024	16,442	15,094
9/1/2024	9,674	13,982
8/1/2024	14,866	20,002
7/1/2024	12,207	13,859
6/1/2024	17,671	15,223
5/1/2024	12,784	13,816

2. Page 28 – Print Allowance – 14,000 Black / 17,000 Color monthly (pooled). Recommendation: GSWA considers Per Print Charges. Guam Copier strongly recommends that GSWA transition to the cost-savings measure of a Price-Per-Print model instead of adhering to a fixed Print/Copy Allowance. This adjustment could result in substantial cost savings for GSWA during months when print volumes are lower than expected. Furthermore, this strategy aligns perfectly with our government's commitment to environmentally responsible practices by effectively reducing waste.
 - Under the current allowance structure, GSWA incurs unnecessary costs, paying for the total allowance regardless of actual usage. This situation financially favors the copier provider over GSWA.
 - For example, if GSWA-001-25 specifies 14,000 pages for Black and 17,000 for color yet only prints 10,000 Black and 12,000 Color, the organization is still liable for the full allowance, leading to potential waste exceeding \$500 monthly per machine.
 - Adopting a Pay-Per-Print model is a proactive way for GSWA to avoid covering expenses for prints that were never made.

Response: *No, spec remains the same.*

ACKNOWLEDGEMENT RECEIPT
Return to GSWA by email or fax.

Received By: _____

Date: _____

Company Name: _____

Fax to: 671-649-3777
Email: procurement@gswa.guam.gov



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3. Page 28 – Print speed: Minimum 55 pages per minute. Clarification: Concerning your response to Sharp Business Systems regarding minimum speed requirement, please clarify that GSWA will not accept proposals from vendors with specifications that state "Up To 55ppm." By definition, copiers with "up to" claims cannot guarantee the print speeds. This stipulation is vital for meeting your stated minimum speed requirements.

Response: Minimum speed requirement remains at no less than 55ppm.

4. Page 28 – Scanning speed: Minimum 270 images per minute. GSWA has indicated a preference for a Prints Per Minute (PPM) speed of 55ppm. It's worth noting that PPM calculations can vary by manufacturer, as they are not standardized. Conversely, Images Per Minute (IPM) is often more relevant for organizations producing complex images and graphics, such as those in design and marketing. Request: To enhance alignment with industry standards, we suggest that GSWA consider adjusting the scanning requirement to meet the recommended IPM scanning speed of 130ipm while continuing to uphold your desired minimum PPM of 55ppm.

Response: Yes, refer Amendment No. 2.

5. Page 28 – Minimum of 4GB RAM and 500GB Hard Drive. We seek clarification regarding the necessity of a minimum 500GB hard drive. To support GSWA's data security, Guam Copier units are configured to delete data after each print or at regular intervals, based on your preferences. We recommend minimizing the storage of sensitive information on copier machines. The current industry standard for copier hard drives is 256GB. Request: If an increased hard drive capacity is deemed essential, we suggest adjusting to a minimum of 320GB.

Response: Yes, refer to Amendment No. 2.

6. Page 28 – Anti-virus protection. Please explain why you are requesting anti-virus-compatible copiers. McAfee is an application software that runs on top of the Windows operating system. Any professional hacker can penetrate this type of anti-virus protection. By definition, this would deem the copier vulnerable. We respectfully request that you specify your desire: complete invulnerability to malware penetration. Specifically, do you mean that the copier has an anti-virus protection system but MAY be able to be infected by an older or newer virus, or must the copier be UNABLE to be infected by a software virus or any malware? We respectfully request that the specification be changed to say that the copier must be UNABLE to be infected by a virus, malware, or ransomware. You might add the terminology that the successful bidder will accept all financial responsibility for the damages caused by any "virus" that beats this protection. Over the last two years, we gained several large commercial copier lease customers following severe malware/ransomware attacks. They have a new appreciation of the difference between Anti-virus Protection and the inability to be infected by a virus.... although these terms sound similar, they are not the same. We respectfully request that all bidders supply a list of all known penetrations of their malware security over the last five years. We would be happy to comply.

Response: No, spec remains the same.



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7. Page 29 – Full Service and Maintenance On-Site Device Support Including Parts and Labor. Request: Guam Copier kindly requests access to maintenance records for the previous five years to foster a competitive bidding environment. The current vendor possesses these records through existing contractual reporting. Access to this information is crucial for accurately estimating maintenance labor and parts costs and is essential for informed bidding in the GSWA-001-25 process.

Response: *GSWA does not maintain these records and is unable to provide the requested information at this time.*

8. Wake from Sleep Mode. When evaluating copier solutions, it is crucial to consider both the "minimum speed," as specified, and the time taken to "wake from sleep" mode. For example, we have identified a comparable unit from your current vendor that may be interested in participating in this bid. This data, provided by Keypoint Intelligence's Buyers Laboratory, represents an independent resource for reliable assessments within the digital imaging industry. We trust this transparency will aid in making informed decisions. The attached analysis estimates total print jobs per unit based on the expressed monthly pool amounts:

- Monthly Pool for COLOR PRINTS: 17,000 total / 2 units = 8,500 COLOR PRINTS per unit
- 8,500 per unit Color Prints / 20 Government of Guam working days = 425 prints per day per unit
- 425 prints per day per unit / 8 working hours = 53 prints per hour

Based on our calculations, this translates to approximately five 10-page print jobs per hour. From this analysis, your units will likely be in "sleep mode" more often than not.

GENERAL SPECIFICATIONS / PAPER HANDLING	KYOCERA TASKalfa 4054ci	XEROX AltaLink C8255
Multicopy (Ltr/Lgl/Ldgr)	40 cpm color/40 cpm black	55 cpm color / 55 cpm black
Warm-up Time	17 sec	82 sec

To enhance our understanding, we compared Guam Copier's 40ppm with Xerox's 55ppm machine. The chart above outlines the tested "Warm-up Time" differences between manufacturers. This critical yet often overlooked area is paramount to determining GSWA's accurate figures for the overall speed of print job completion. The "wake from sleep" time is vital when selecting a copier/vendor. For instance, Guam Copier's 40ppm copier will complete a 10 to 60-page print job and return to sleep mode before Xerox's 55ppm copier prints its first page.

Key Insights:

- The PPM rating alone does not encompass the delays your staff may experience while waiting for the copier to initiate and complete jobs.
- Consistent "wake from sleep" times significantly influence staff productivity and efficiency.
- An impressive 98% of GSWA's print jobs could be processed more quickly on Guam Copier's lower PPM-rated units than competitors' "faster" PPM-rated units, which have longer "wake from sleep" durations.
- By requiring "wake from sleep" times of less than 30 seconds and utilizing copiers rated at 40 ppm, GSWA could save up to 50% on leasing costs while maintaining efficient print job production.



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To better reflect your time requirements, consider integrating the "wake from sleep" times with the rated speed specifications and the actual time needed to print pages. For example, you might specify that the copier should "wake from a fully asleep state" and print 50 pages in less than 90 seconds. For your testing criteria, we recommend using "100%" black pages at an unenhanced resolution of 1200x1200 dpi for monochrome copiers or "100%" color pages at the same resolution for color copiers. Most copiers are designed to enter sleep mode within 30 seconds of printing—and considering your currently low print volumes, leased copiers will likely be awakening from a fully asleep state for each print job. Request: GSWA require a "wake from sleep" time of no more than 30 seconds on copiers.

Response: *GSWA appreciates your suggestions and recommendations.*

9. Additionally, will GSWA require sufficient power protection for each machine? Our observations noted the absence of power protection during our recent site visit, which could be an area for improvement. In conclusion, we sincerely appreciate your time and consideration in reviewing our recommendations, requests, and analysis for GSWA-001-25. Our goal is to leverage our industry knowledge and expertise to assist all agencies and organizations on the island in making well-informed decisions. This study emphasizes Guam Copier's commitment to delivering the best value while meeting and exceeding your specifications and expectations. Ultimately, we aim to minimize staff downtime and enhance workplace efficiency, benefiting your dedicated team.

Response: *Yes, refer to Amendment No. 2.*

Questions and Concerns received from Xerox Corporation on November 8, 2024

10. The bid requests for a 36-month lease agreement with the option to renew on a year-to-year basis for two additional years. Questions: A.) Is GSWA's decision to exercise the two additional option years (for a total 5 years) based on availability of funding and/or the vendors contract performance? I.e. If GSWA has the necessary funding and is satisfied with the leased devices and vendors contract performance, will GSWA elect to renew the lease for each of the two option years? B.) Do you anticipate a funding shortfall after the 3rd year of the lease?

Response: *A.) GSWA reserves the right to evaluate the quality of the services and products provided before committing to any additional years. Additionally, it will consider the availability of funding.*

B.) At this time, GSWA does not anticipate any funding shortfall.

11. The bid doesn't currently require a bid bond/ bid guarantee. However, No. 11 of the General Terms & Condition regarding Bid Guarantee Requirement states that "GPR Section 3109(c)(3)) Pursuant to 5 GCA Section 5212, all competitive sealed bidding for the procurement of supplies or services exceeding \$25,000 must be accompanied by bid security in the amount of 15% of the total bid price." Question: A.) Based upon the requirements of the bid, it's highly likely that the total monthly lease will exceed the \$25,000 threshold for the entire lease period. Given this high likelihood, is a bid bond required? If so, can you please provide the form?

Response: *Bid Guarantee Requirement is not required.*



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12. The Government of Guam is an authorized user of the GSA schedules per Guam law (Section 14231 of the Organic Act) and GSA administrative order 4800.2G, paragraph 7.e.2 (http://www.gsa.gov/graphics/fas/GSAOrderADM4800_2F.pdf.) GSA contract terms are standard, have been previously reviewed and accepted by the US Federal Government and many other Government of Guam agencies including the Guam Xerox Corporation 137 Murray Blvd. Hagatna, Guam 96910 Telephone 671.477.9456 Solid Waste Authority, offers eligible users fair and reasonable pricing and the ability to get additional discounts based on order volume. All the major copier manufacturers represented on Guam including Ricoh, Konica Minolta, Canon, Sharp, Kyocera and Xerox have GSA schedules:

- Ricoh- GSA Contract No. GS-03F-0085U
- Canon GSA Contract No. GS-03F-046DA
- Konica Minolta GSA Contract No. GS-35F-166DA
- Sharp GAS Contract No. GS-25F-0037M
- Kyocera GSA Contract No. GS-03F-045DA
- Xerox GSA Contract No. GS-03F-137DA

Question A.) In light of the ability for each of the represented manufacturers to offer US Federal GSA contract pricing, will GSWA consider bid responses offered under a US Federal GSA contract?

Response: *GSWA has not included consideration of a U.S. Federal GSA contract in this IFB.*

13. The bid requires a pooled black and color print allowance. Question A.) Are all supplies (including staples and except paper) required to be provided by the awarded vendor as part of the lease?

Response: *Yes, refer to Amendment No. 2.*

14. The type of devices requested are to be print capable. Questions: A.) What Page Description Languages (for Print Drivers) are required to be supported? PCL and PostScript? B.) If PostScript is required, what version? Adobe PostScript 3?

Response: *Yes, refer to Amendment No. 2.*

15. The type of devices requested are to be scan capable. Question: A.) Typical file formats for scanning are PDF, Searchable PDF, Secure PDF, TIFF and JPEG. Do you require all these formats be supported?

Response: *Yes, refer to Amendment No. 2.*

16. Fax capability is required. Question: A.) What Fax capabilities are required? Walk-up Fax, Fax from PC (LAN Fax), Fax forward to Email and Server?

Response: *Yes, refer to Amendment No. 2.*



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17. The type of devices being requested are digital copiers. The Guam Electronic Data Protection Act of 2012 5gc014, requires certain security features be included. Question: A.) Given the Act requirements, do you require that the proposed devices have hard drive image erase protection/encryption feature?

Response: *Yes, refer to specification requirement.*

18. Question/ Request 8: An "Offline up to at least 50 sheet convenience stapler" is required. Questions: A.) Is the offline convenience stapler a separate unit or is it to be connected to a work shelf on the requested device? B.) Are staples for the convenience stapler to be included as part of the lease?

Response: *A.) GSWA will accept either a separate device or a device that can be connected to a work shelf on the requested multifunction printer.*

B.) Yes, refer to Amendment No. 2.

19. The requirements state "Print speed: minimum 55 pages per minute" and "Monthly Black Print Allowance of 14,000 (pooled); Monthly Color Print Allowance of 17,000 (pooled)" Questions: A.) Will print jobs be run in long batches? I.e. 500 prints or more in one job? B.) What is the largest print job to be run on the device? C.) Given you requested print allowances; can you please confirm that you are requesting a device with a minimum print speed of only 55 prints per minute?

Response: *A.) GSWA handles a variety of print jobs with different volumes and cannot provide a definitive answer regarding long batches of 500 prints or more in a single job. While such large batches may occur occasionally, they are less likely. The specific needs will vary depending on the project or operational requirements.*

B.) As with the previous question, GSWA manages a range of print jobs with varying volumes. Therefore, we are unable to provide a definitive answer on the largest print job to be run on the device.

C.) GSWA is requesting a device with no less than "minimum" print speed of 55 prints per minute as specified in the requirements.

Irvin L. Slike,
General Manager