



**STATE OF NORTH CAROLINA  
DEPARTMENT OF INFORMATION TECHNOLOGY (DIT)**

**Frequently Asked Questions for 204D Statewide Term Contract**

Question	Answer
<p>1 What items are available under this statewide term contract?</p>	<ul style="list-style-type: none"> <li>• New inkjet / thermal printers and associated peripherals for purchase</li> <li>• New inkjet / thermal multifunctional devices (MFDs) and associated peripherals for purchase</li> <li>• New laser / LED printers and associated peripherals for purchase and lease</li> <li>• New digital multifunctional devices (MFDs) for purchase and lease</li> <li>• New production printers for purchase and lease. Production printers are defined as high speed cut-sheet printers that use a digital based format for volume printings, manuals, booklets, etc. May be ink or laser based. Greater than 70 CPM Color, 91 CPM B&amp;W.</li> <li>• OEM Consumables (e.g., ink and toner cartridges) for inkjet / thermal printers, laser / LED printers, MFDs, and Production Printers.</li> <li>• Extended or upgraded warranties for inkjet / thermal printers, laser / LED printers, and MFDs</li> <li>• Replaceable parts for inkjet / thermal printers, laser / LED printers, and MFDs</li> <li>• Maintenance coverage for laser / LED printers, MFDs, and Production printers.</li> <li>• Refurbished laser / LED printers and MFDs for purchase. Refurbished production printers for purchase or lease.</li> </ul>
<p>2 What items are not available under this statewide term contract?</p>	<ul style="list-style-type: none"> <li>• Managed Print Services (Agencies can procure Managed Print Services using Statewide Term Contract <a href="#">920M</a>)</li> <li>• Remanufactured toner and ink cartridges for purchase (Agencies can procure Remanufactured toner and ink cartridges using Statewide Contract <a href="#">615A</a>)</li> <li>• Ruggedized printers</li> <li>• Wide format printers / plotters</li> <li>• 3D printers</li> <li>• Dot matrix / impact printers</li> <li>• Standalone scanners or fax machines</li> <li>• Card / ID / Badge printers</li> <li>• Label printers</li> <li>• Point of Sale printers</li> <li>• MICR printers</li> <li>• Document Imaging Software</li> <li>• Document Management Software</li> <li>• Document Output Device rentals</li> </ul>
<p>3 Does this statewide term contract provide Managed Print Services options?</p>	<p>No, Agencies can procure Managed Print Services using Statewide Term Contract <a href="#">920M</a>. For many entities, the Managed Print Services approach lowers the total cost of printing and frees up entity resources for more value added activities. Under the <a href="#">920M</a> statewide term contract, entities can receive a free assessment from awarded vendors to help make their decision on which approach is appropriate.</p>
<p>4 How has DIT categorized Document Output Devices?</p>	<p>DIT has segmented printer, multifunctional Document Output Devices, and production printers into 37 segments based on technology, number of functions, ability to print color, maximum paper size capacity, and estimated monthly page volumes. Minimum technical specifications for each segment can be found in the <a href="#">DIT 204D Device Wizard</a> on the worksheet labeled Technical Specifications.</p>

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Question		Answer
5	Can all awarded Vendors provide Document Output Devices in all segments?	No, each awarded Vendor was awarded specific segments. Please refer to the <a href="#">DIT 204D Device Wizard</a> for details of awarded Document Output Devices by Vendor by segment.
6	Where can I find awarded Document Output Device product and pricing information?	To see the specific awarded Document Output Devices, ordering information, summary specifications, not to exceed purchase and lease prices, and 3-year total cost of ownership estimates, please refer to the <a href="#">DIT 204D Device Wizard</a> .
7	Can we purchase or lease Document Output Devices from awarded Vendors on this statewide term contract that are not listed in the <a href="#">DIT 204D Device Wizard</a> ?	Yes, you may purchase or lease other Document Output Devices, Peripherals, and Consumables from awarded Vendors, <u>as long as they are in a segment that the Vendor was initially awarded</u> (see <a href="#">204D Contract Summary</a> for summary of award by Lot / Segment and Vendor). The not to exceed pricing for these additional Document Output Device models can be determined by multiplying the additional Document Output Device's MSRP by the Minimum Device Discount % Off MSRP in column S on the worksheet labeled New Devices in the <a href="#">DIT 204D Device Wizard</a> for the Vendor and segment that the additional Document Output Device model falls under. The worksheet labeled Technical Specifications in the <a href="#">DIT 204D Device Wizard</a> can help you determine which segment the additional Document Output Device model falls under. The pricing for the Peripherals and Consumables would be determined in the same manner (e.g., using the Minimum Peripherals Discount % Off MSRP in column U on the worksheet labeled New Devices).
8	Can I get Refurbished Document Output Devices under this statewide term contract?	Yes, for some segments. Please review the <a href="#">DIT 204D Device Wizard</a> (on worksheet labeled Refurbished Devices) for a listing of the not to exceed pricing by segment for Refurbished Document Output Devices offered by some of the Vendors. Contact the Vendor(s) to receive a quote that contains the specific Document Output Device model and pricing information. Leasing is not available on Refurbished Document Output Devices.
9	Is leasing available?	Yes, leasing is available for new / original Document Output Devices in segments in Lots B.1, B.2, C, D, and E. Leasing is not available on Refurbished Document Output Devices except for Lot E Production Printers.
10	Can I purchase Original Equipment Manufacturer (OEM) Consumables (e.g., toner and ink cartridges) through this statewide term contract?	Yes, you may purchase OEM Consumables with awarded Vendors at any time during the contract. DIT recommends looking at the Purchase and Contract <a href="#">615A</a> statewide term contract as well to ensure you are getting the best available price for Consumables. Remanufactured Consumables are available only on the <a href="#">615A</a> statewide term contract, and may offer additional savings over OEM Consumables.
11	What happened to the old 600B statewide term contract for copiers?	The scope of the old 600B statewide term contract is now covered under the 204D statewide term contract.
12	Do Executive Branch State Agencies have to submit requisitions for printer purchases through the e-Procurement System to the Statewide IT Strategic Sourcing Office?	No, State Agencies can select and order Document Output Devices from awarded Vendors on the 204D statewide term contract as needed. Purchases over the Abnormal Quantity Threshold of \$75,000 are required to be reviewed by DIT.
13	Will DIT conduct Bulk Purchases for printers going forward?	Although DIT maintains the ability to conduct Bulk Purchases for Document Output Devices in the future, there are no plans to do so at this time.

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14	How can I understand the total cost of ownership (TCO) of the awarded Document Output Devices to make the best acquisition decision?	<p>Please refer to the <a href="#">DIT 204D Device Wizard</a> for estimated 3-year costs for the awarded Document Output Devices.</p> <p>DIT has estimated the 3-year cost of awarded Document Output Device in column N on the worksheet labeled New Devices. This total cost includes the discounted purchase price of the Document Output Device, an extended warranty for 3 years, and estimated cost of Consumables for three years. There are material differences in TCO purchase prices of awarded Document Output Devices within the same segment.</p> <p>You may also want to consider leasing Document Output Devices. DIT has estimated the 3-year lease costs for awarded Document Output Devices in column Q on the worksheet labeled New Devices. This pricing includes lease payments and maintenance plan costs for 3 years for leased Document Output Devices. Leasing is available for segments in Lots B.1, B.2, C, and D for new / original Document Output Devices. Leasing is not available for Refurbished Document Output Devices.</p>
15	How did DIT estimate cost of Consumables and Maintenance Plan Costs over 3-year period when estimating the TCO of Document Output Devices?	<p>DIT estimated the 3-year cost of Consumables under the purchase scenario by multiplying the using the Estimated Monthly Page Volumes in column E on the worksheet labeled New Devices in the <a href="#">DIT 204D Device Wizard</a> by 36 months, and then dividing the result by the Estimated Useful Life of Consumable Part in column G on the worksheet labeled Consumables to determine the number of toner / ink cartridges that would be needed. This quantity was reduced by 1 to account for the toner / ink cartridge that comes with the purchased Document Output Device. The net estimated quantity needed was then multiplied by the Consumables MC Discounted Purchase Price in column I in the worksheet labeled Consumables. DIT assumed that for color Document Output Devices, 62% of the Estimated Monthly Page Volume would be Mono and 38% would be Color. <u>Your actual number of copies and mix of Mono and Color copies will impact your actual Consumables costs.</u></p> <p>DIT estimated the 3-year Maintenance Plan cost under the lease scenario by adding 3 times the Annual Maintenance Plan NC Discounted Purchase Price in column AN on the worksheet labeled New Devices in the <a href="#">DIT 204D Device Wizard</a> to 3 times the estimated annual costs per copy charged by the Vendor. The estimated annual costs per copy were calculated by multiplying the Estimated Monthly Page Volumes in column E on the worksheet labeled New Devices by the Maintenance Cost Per Copy (Mono) in column AP and the Maintenance Cost Per Copy (Color) in column AQ on the worksheet labeled New Devices. DIT assumed that for color Document Output Devices, 62% of the Estimated Monthly Page Volume would be Mono and 38% would be Color. <u>Your actual number of copies and mix of Mono and Color copies will impact your actual Maintenance Plan costs.</u></p>
16	Can leases be terminated for convenience?	<p>No. Leases can only be terminated due to non-appropriation of funding and non-performance of the Vendor. <b>Leases cannot be terminated for convenience.</b></p>

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17	How can I determine what my monthly lease cost will be on Document Output Devices and Peripherals?	<p>Using information found in the <a href="#">DIT 204D Device Wizard</a>, Purchasing Agencies can estimate leasing costs for new / original Document Output Devices and related Peripherals by multiplying the New Device NC Discounted Purchase Price (in column K on New Device worksheet) or the Peripheral Part NC Discounted Purchase Price (in column H on Peripherals worksheet) by the appropriate Lease Factor on New Device worksheet (in columns AB for 36-Month Lease, column AD for 48-Month Lease, and column AF for 60-Month Lease).</p> <p>Here is how you would calculate monthly lease payment for Peripheral Part ABC that has a NC Discounted Purchase Price of \$100 and the Vendor's 36-Month Lease Factor is 0.032:</p> <p style="text-align: center;">NC Discounted Purchase Price X 36-Month Lease Factor</p> <p style="text-align: center;"><math>\\$100 \times .032 = \\$3.20</math> per month</p>
18	Can I get better pricing from awarded Vendors?	For purchases of multiple Document Output Devices, you are encouraged to check with Vendors to see if promotional pricing or quantity discounts for larger purchases are available.
19	Is there a catalog in NC eProcurement @ Your Service for this statewide term contract?	Yes, Vendors have included at a minimum all awarded Document Output Devices, Peripherals, and Consumables in catalogs within NC eProcurement @ Your Service. Additional items like extended warranties, maintenance plans, and leasing are not in a catalog, and would need to be added to requisition as non-catalog line items.
20	How do I input a requisition in eProcurement for leasing a Document Output Device?	Lease items should be entered as Non-Catalog Service items with a commodity code of 985-26. For instance, if you selected a 36-month lease on an offered Document Output Device, then you would enter a Non-Catalog Service item with the following description: "Lease, <i>Indicate Manufacturer Name, Indicate Model Number, 36-month</i> ". You would then enter the monthly or annual lease amount.
21	How do I input a requisition in eProcurement for maintenance items?	Maintenance items should be entered as Non-Catalog Service items with a commodity code of 939-27. For instance, if you are ordering a 12-month maintenance plan on an offered Document Output Device, then you would enter a Non-Catalog Service item with the following description: "Maintenance, <i>Indicate Manufacturer Name, Indicate Model Number, 12-month</i> ". You would then enter the annual maintenance amount.
22	How do I input a requisition in eProcurement for extended warranty items?	Extended warranty items should be entered as Non-Catalog Service items with a commodity code of 920-00. For instance, if you are ordering a 3-year Next Business Day On-Site Warranty for an offered Document Output Device, then you would enter a Non-Catalog Service item with the following description: "Extended Warranty, <i>Indicate Manufacturer Name, Indicate Model Number, 3YR. Next Business Day On-Site</i> ". You would then enter the extended warranty amount.
23	How do I contact the awarded Vendors?	Please see the ordering address and contact information for each awarded Vendor in the <a href="#">204D Contract Summary</a> .
24	Are there resellers on this statewide term contract?	No, DIT awarded one Vendor for each Original Equipment Manufacturer offered on this statewide term contract.

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25	Is the pricing fixed on this statewide term contract for the length of the contract?	<p>The following awarded pricing items, which are listed in the <a href="#">DIT 204D Device Wizard</a>, are fixed for the term of the contract:</p> <ul style="list-style-type: none"> <li>• Minimum Device Discount % Off MSRP</li> <li>• Minimum Peripherals Discount % Off MSRP</li> <li>• Minimum Consumables Discount % Off MSRP</li> <li>• Minimum Replaceable Parts Discount % Off MSRP</li> <li>• Minimum Extended Warranty Plan Discount % Off MSRP</li> <li>• Minimum Annual Maintenance Plan Discount % Off MSRP</li> <li>• 36-Month Lease Rate Factor (excluding Software)</li> <li>• 48-Month Lease Rate Factor (excluding Software)</li> <li>• 60-Month Lease Rate Factor (excluding Software)</li> <li>• 36-Month Lease Rate Factor for Software</li> <li>• 48-Month Lease Rate Factor for Software</li> <li>• 60-Month Lease Rate Factor for Software</li> </ul> <p>Vendor may provide more favorable terms to the State for these items at any time during the contract.</p> <p>Any additional models that are approved by the NCDIT Contract Administrator to be added to this statewide term contract shall be in accordance to the above pricing items by segment.</p>
26	What happens if awarded Document Output Device is discontinued?	<p>When an awarded Document Output Device model is discontinued, the Vendor shall replace it with a Document Output Device model with equal or better specifications. The NC Discounted Purchase Price for the replacement model will be the lower of the following:</p> <ol style="list-style-type: none"> <li>1. Originally awarded NC Discounted Purchase Price for the segment</li> <li>2. Product of the replacement model's Device MSRP and (1 minus the Minimum Device Discount % Off MSRP of the originally awarded model for the segment).</li> </ol>
27	How are transportation costs handled in this statewide term contract?	<p>Transportation shall be <b>FOB Destination</b>, unless otherwise specified in the purchase order</p>
28	What are the delivery terms of this statewide term contract?	<p>Vendor shall complete delivery within <b>twenty (20) business days</b> after receipt of purchase order to any location within North Carolina. For Document Output Devices within lots A, B.1, and B.2, complete delivery shall be defined as inside delivery of ordered Document Output Device. One copy of user manual and operating instructions shall also be provided to Agency before delivery shall be considered complete. For Document Output Devices within lots C and D, complete delivery shall be defined as inside delivery, uncrating, assembly, installation, making ready for use, and removal of debris. One copy of user manual and operating instructions shall also be provided to Agency before delivery shall be considered complete. If circumstances beyond the control of the Vendor result in a late delivery or installation, it is the responsibility and obligation of the Vendor to notify the Purchasing Agent listed on the purchase order, in writing, immediately upon determining delay of shipment. The written notification shall indicate the anticipated delivery dated. Vendor shall contact the Agency designated contact before delivery of new or refurbished Document Output Devices to inquire about stairs, loading dock, security procedures, etc. For installation and removals that require special rigging, Vendor shall submit a price quotation to the Agency for approval prior to any work being done.</p>

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29	Are there any Service Level Agreements with penalties to manage the Vendors' performance?	<p>Yes. This statewide term contract contains the following Service Level Agreements:</p> <ul style="list-style-type: none"> <li>• Document Output Device Uptime</li> <li>• On-Site Response Time</li> <li>• Break Fix Resolution</li> <li>• First Time Fix</li> <li>• Device Delivery Time</li> </ul> <p>The specific definitions and Minimum Thresholds are listed in the <a href="#">204D Contract Summary</a>.</p> <p>Vendor shall support NCDIT and Agencies to track, measure, and report on each of the Service Level Agreements. Vendor shall provide a \$50 invoice credit for each instance of below Minimum Threshold for an Agency as measured each contract quarter. Invoice credits shall be provided to the Agencies within thirty (30) calendar days after the end of the contract quarter. Vendor shall not need to provide an Agency an invoice credit for a Document Output Devices that falls below the 95% minimum threshold if the Document Output Device is replaced by the Vendor at no cost to the Agency.</p> <p>All Service Level Agreements shall be tracked and reported by the Vendor from the beginning of the contract. To enable the Vendor to implement and stabilize its processes, the Performance Assurance invoice credits for each instance below the Minimum Threshold will not commence until after sixty (60) calendar days from the start of the contract.</p>
30	What is the standard warranty with Document Output Devices under this statewide term contract?	Vendors' standard warranty for each awarded Document Output Device is listed in the <a href="#">DIT 204D Device Wizard</a> in column W on the New Device worksheet.
31	Can we return Document Output Devices?	A Document Output Device that is not performing per the specification in this IFB may be returned to the Vendor without penalty if a resolution is not achieved within thirty (30) calendar days at no additional cost to the State. Vendor shall not charge any restocking fee for unopened Document Output Devices or peripherals that are returned within thirty (30) calendar days of delivery date.
32	Can we get any training from Vendors on purchased or leased Document Output Devices?	If requested by the Purchasing Agency, Vendor shall provide training within fifteen (15) calendar days after such request is made for all delivered MFDs. Vendor shall be responsible for providing such training only once for each Agency per MFD product/model type purchased. Vendor shall provide user manual and operating instructions with each piece of equipment. Delivery will not be considered complete until one copy of all manuals are delivered.
33	Where can I see the original solicitation documents and addendums for this statewide term contract?	The original IFB and two addendums are located on <a href="#">DIT's 204D contract page</a> .



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34	<p>The 204D Device Wizard is a macro-enabled Excel file. Is it safe for me to open?</p>	<p>DIT recommends that you always open the 204D Device Wizard from <a href="#">DIT's 204D contract page</a> to ensure that you are accessing the current product and pricing information. <b><u>You should not save the 204D Device Wizard file to your network, or send the file to others.</u></b> You may provide others with the link to the DIT webpage that contains the 204D Device Wizard if appropriate.</p> <p>DIT has employed the use of file hash totals if you want to confirm that the 204D Device Wizard file has not been altered since it was posted by DIT Procurement to the website. DIT has provided instructions in a separate Word document labeled READ-ME-FIRST-204D-Device-Wizard on the <a href="#">DIT's 204D contract page</a> with instructions on how you can use file hash values to confirm that the downloaded 204A Device Wizard file has not been altered since it was posted by DIT Procurement.</p>