
I n t e r o f f i c e
M E M O R A N D U M

VILLAGE OF ORLAND PARK
RECREATION DEPARTMENT

MEMO TO: Nancy A. Flores
FROM: Barbara Tague
DATE: December 20, 2007
RE: Copy Machine for FLC

In order to produce quality materials to be distributed to the residents of Orland Park the Recreation Department is requesting the purchase of the Sharp MX-5500N copy machine from Synergistic Office Solutions. Invitation to Bid was published October 22, 2007. The village purchasing manager sent eighteen invitations to bid to vendors on record. Bid opening was held at the village clerk's office on November 5, 2007. Nine vendors submitted bids and one vendor declined to bid.

I have attached a copy of the bid specs. In addition to the actual machine specs, the bid specs asked for maintenance costs for both color and black/white copies over a four year period. Copy numbers were requested by several vendors, so a random estimate for the purpose of comparing like quantities from all vendors was established and faxed to all vendors requesting bid packets. This proved to be a useful comparison tool as some vendors initial machine costs were low but operating costs over the four year period actually made them one of the highest total cost bids. It would not be prudent to purchase a machine that would be cost prohibitive to operate. To illustrate this comparison I have enclosed a spreadsheet indicating initial cost and total four year cost. Again usage may be less but this was an estimate to make a fair and equitable comparison.

After determining the three lowest overall bids we requested machines be brought in from the two lowest vendors. The third lowest vendor was bidding on the same model machine as vendor #2 so it would be redundant to demo that machine as well. If the service and response time from vendor #2 were unsatisfactory, or if their references did not check out, then it would be feasible to bring in the same machine from vendor #3.

The first machine we brought in to demo did not meet all the bid specs but was the lowest overall bid by a slight margin. This machine was the Konica Biz Hub C550 color copier. This machine did not perform up to expectations of our office given the volume and demands placed on it with multiple users. It jammed seven times in the first two days. It required a service call within the first week requiring a replacement of the I/U unit; unrelated to the jamming. This is especially pertinent given that this particular machine was not a demo machine but a brand new, out of the wrap, machine. Service was required to adjust colors as it was not reproducing flyers in true colors. Service was also required to adjust skewing of (not printing straight) copies. After service, jamming continued throughout the demo period, but at a less frequent rate.

The recreation office currently has a smaller Konica Biz Hub machine that has never performed up to expectations. Jamming and skewing have been frequent, if not constant issues with the C252. Color adjustments have also been necessary to reproduce accurate copies. All office staff is frustrated with the reliability and performance of this machine.

The second machine we brought in to demo was the Sharp MX-550N. This machine meets all bid specs. This demo machine has performed flawlessly. We have run this machine through the paces, challenging it with a wide variety of applications both from the desk top (networked to two computers) and from walk-up applications. On one occasion we ran a job of 2,280 **double-sided** school flyers, a volume this high is usually reserved for the duplicating machine. It effortlessly performed this task without a single paper jam. During the entire demo period we did not experience a single paper jam. No service was ever required on this machine during the entire demo period. Yet representatives from Synergistic came to our office every day to answer questions and show us how to perform different applications. A Sharp representative came to our office and programmed set pamphlet jobs on the hard drive of the machine so we could have one touch running of frequent applications. Synergistic has demonstrated the attention and service you would hope to experience from a vendor.

The screen on the Sharp MX-550N is easy to use and understand. The performance of this machine is flawless. I called three current customers of Synergistic and received glowing reports, both on the Sharp machine and the response and quality of service from Synergistic.

Based on our experience with the Sharp MX-550N and the employees of Synergistic, it is the recommendation of the recreation office staff that you consider the purchase of the Sharp MX-550N for producing quality materials for distribution to the public by the Village of Orland Park Recreation Department.