

REQUEST FOR PROPOSALS

**COPIER AND PRINTER LEASE & MAINTENANCE
SERVICES, MANAGED PRINT SHOP SERVICES**

**ABINGTON HEIGHTS SCHOOL DISTRICT
LACKAWANNA COUNTY, PENNSYLVANIA**

ISSUED BY: Abington Heights School District
200 East grove Street
Clarks Summit, PA 18411

PROPOSAL DUE BY: June 9, 2023
3:00 p.m. prevailing time

ABINGTON HEIGHTS SCHOOL DISTRICT

COPIER LEASE & MAINTENANCE SERVICES MANAGED PRINT SHOP SERVICES

The Abington Heights School District (AHSD) is soliciting proposals from established state contract vendors for:

1. Multi-function devices (MFDs) to be provided on a sixty (60) month fair market value lease which includes all equipment, toner, support, maintenance, and training as needed from the effective date of award through the end of the lease term.
2. Print Shop services to manage the print shop services, receive copy and print requests from district faculty and staff, fulfill and distribute the completed orders on a timely and consistent basis.

Background and Objectives

District Background:

The Abington Heights School District has six (6) school facilities and one administration building located on campuses throughout Lackawanna County. The District spans 69 square miles within the municipalities of Clarks Green, Clarks Summit, Waverly, Glenburn, Newton, North Abington, Ransom and South Abington. AHSD currently employs approximately 450 employees and serves approximately 3,400 students.

Under the current copier, printer copier maintenance, and print shop program, the District currently has eighteen (18) multi-function devices and fifty-six (56) printers. All have leases scheduled to expire by July 31, 2023.

Objectives

The purpose of this project is for the district to:

- A. Contract with a supplier for copier needs and a district wide, single manufacturer operating lease to manage the district's copier and printer needs including, but not limited to, centralized convenience monochrome (black toner) multi-function devices.
- B. Contract with a supplier to provide print shop services to the district including, but not limited to, print shop management, photocopying, and distribution of completed projects.
- C. End and make whole any existing copier contracts/obligations with current copier vendor.
- D. Remove all leased and other owned/unused copiers listed.
- E. Reduce administrative costs through a consolidated billing program that consists of a single monthly lease payment for equipment as well as service and supplies.

- F. Streamline the manual process of submitting copy and print work to the Central Duplication Department (Print Shop).
- G. Implement a system to track copy/print usage by individual, department, school, and device.
- H. Automate the ordering of cartridges, maintenance kits, and other consumables for the copier and printer fleet.
- I. Use the proposed MFPs as front end scanners that integrate into the district's existing document management system (Google Drive).

Proposal Instructions

Address Instructions

Suppliers shall prepare an original written proposal and provide three copies signed by an officer of the company who is authorized to bind the company by contract. Such proposals should be submitted in a sealed envelope marked "Copier Lease Print Shop Services Proposal" and addressed to the following:

Abington Heights School District
Attn: James D. Mirabelli,
Business Administrator
200 East Grove Street
Clarks Summit, PA 18411

Delivery

Proposals must be received at the above address no later than **3:00 pm prevailing time on June 9, 2023**. Electronic and facsimile transmissions are not acceptable. Proposals submitted or received after that date and time will not be accepted or considered.

Proposal Format

Proposals should be prepared simply and economically, providing a straightforward, concise description of the supplier's ability to meet the requirements of this request. Sections must be tabbed and pages numbered in the same sequence as requested within. If a specification is not applicable or if there is no response, so state.

Suppliers may submit a proposal for all or both requests – Copier/Printer Lease & Maintenance Services, and Print Shop Services.

Decisions Regarding Proposals

The Abington Heights School District (AHSD) reserves the right to:

- Make all decisions regarding this proposal, including, without limitation, the right to decide whether a proposal does or does not substantially comply with the listed requirements.
- Accept, reject, or negotiate modifications to any terms of supplier's proposals or any parts thereof.
- Reject any or all proposals received.

The AHSD shall not be responsible for any cost incurred by the supplier in the preparation of any proposal. It must be specifically understood that this request does not create any obligation on the part of the AHSD to enter into any contract or undertake any financial obligation with respect to the request referred to herein. Any supplier, who expends time or money prior to award, does so at the supplier's own risk and expense. The supplier understands that, if selected, the AHSD reserves the right to provide its opinion publicly and privately regarding the supplier's performance.

Bidder Inquiries

No negotiations, decisions, proposals, or actions shall be executed or submitted by any supplier on the basis of or as the result of any oral discussions with any AHSD employee. Only those inquiries and/or responses that are in writing shall be considered valid. Any questions regarding this request should be directed to Business Administrator at mirabellij@ahsd.org.

Supplier Presentations

Part of the bid/proposal evaluation process may include a formal presentation from the selected highest ranking respondent(s). The district may require an on-site visit of the highest ranking respondents to tour the vendor's local facility and demo products being proposed. If invited, suppliers should use this presentation to provide evaluators with further insight regarding their proposal and to clarify any issues that may exist.

Estimated Time Table

Proposal Submittal Due	June 9, 2023
Tentative Contract Approval	June/July 2023
Effective Date	August 1, 2023

*District wishes to have the removal and installations under approved proposal be completed prior to July 31, 2023. All existing copiers must have hard drives removed and/or securely wiped on site. Removal and data wiping will be performed by current vendor.

Proposal Validity

Proposals shall be considered valid for at least 180 days from the proposal submission deadline or as otherwise mutually agreed to in writing between the parties.

Proprietary Information

Proposals submitted become the property of the AHSD and may be reviewed and evaluated by District personnel and/or consultants of the AHSD, at the discretion of the AHSD regardless of statements contained within the supplier's response to the contrary. The AHSD reserves the right to use any or all concepts presented in any reply to the request. Selection or rejection of a proposal does not affect these rights.

Mandatory Requirements

Lease Term

The lease agreement will be for a period of no longer than sixty (60) months. However, bidders may provide options for a 12 and 24 month optional extension of the lease. There shall be one (1) lease agreement for copiers and printers under this contract. There may be multiple schedules. Equipment is to be returned at the end of the lease at fair market value. The district is requesting an operating lease.

Indemnification

The work performed by the supplier shall be at the risk of the supplier exclusively. To the fullest extent permitted by law, the supplier shall indemnify, defend (at supplier's sole expense) and hold harmless the owner, joint ventures, representatives, members, designees, officers, directors, employees, agents, successors and assigns ("indemnified parties") from and against any and all claims for bodily injury, death or damage to property, demands, damages, actions, causes of actions, suits, losses, judgments, obligations and any liabilities, costs and expenses (including but not limited to investigative and repair costs, attorney's fees and costs) ("claims") which arise or are in any way connected with the work performed, materials furnished, or services provided under this agreement by the supplier or its agents. These indemnity and defense obligations shall apply to any acts or omissions, negligent or willful misconduct of the supplier, its employees, or agents, whether active or passive. Said indemnity and defense obligations shall further apply, whether or not said claims arise out of the concurrent act, omission, or negligence of the indemnified parties, whether active or passive. The supplier shall not be obligated to indemnify or defend the owner for claims found to be due to the sole negligence or willful misconduct of the indemnified parties. The supplier's indemnification and

defense obligations hereunder shall extend to claims occurring after this agreement is terminated as well as while it is in force, and shall continue until it is finally adjudicated and any and all actions against the indemnified parties for such matter which are indemnified hereunder are fully and finally barred by applicable laws.

Risk of Loss, Destruction, or Damage

The AHSD will not be responsible for any theft, destruction of, or damage to equipment from any cause, with the exception of negligence or willful acts by an employee(s) or agent(s) of the AHSD, subcontractors, or students.

The AHSD will notify the supplier immediately of any theft, destruction or damage, then at the supplier's option, the equipment can either be repaired so that it is in good condition and working order, or replaced with similar aged equipment or newer.

W-9 Form

In accordance with federal law, the awarded supplier must complete, sign, and return to the AHSD the Internal Revenue Service Request for Taxpayer Identification Number and Certification form. This is commonly referred to as the W-9 form. Payments will not be rendered by the AHSD for supplier performance until such has been received.

Non-Collusion Affidavit

The supplier, in accordance with Pennsylvania Department of Education requirements, must sign an affidavit of non-collusion with has been attached hereto. This document must be signed and returned with the proposal response submitted.

Proposal Response Required

The following section is divided into components that require a detailed response from the supplier. Responses must be formatted and numbered to coincide with the RFP. Please respond to the following:

1. Provide your company name, address, telephone number, facsimile number, email address, and primary contact person for the proposal.
2. Describe your firm, its size, and number of employees, this should include:
 1. A brief history of your firm emphasizing experiences servicing educational institutions of similar size as AHSD.
 2. Provide a company overview of your firm including commentary on its history, ownership, and market presence.

3. Provide an organizational chart detailing the positions, names, phone numbers, and email addresses of those individuals relevant to meeting the requirements of their proposal including those individuals associated with ordering supplies, requesting service, providing service, billing questions, contract issues, networking issues, etc.

4. Provide a list of clients similar in size to the AHSD with emphasis on K-12, higher education, or accounts with a similar distributed print/copy environment. All client references must be within a 50 mile radius of Abington Heights School District. Include contact names, phone numbers, and email addresses. A minimum of five (5) references should be provided, that can provide insight into the type of equipment and service you will be providing.

5. AHSD will provide a predefined list of equipment with minimum specifications. Vendors not meeting minimum specifications or "NEW" status will be eliminated. Vendor must provide an all-inclusive listing of proposed copier/MFD Manufacturers and models with recommended features to be deployed if awarded this contract. Product literature for each model proposed demonstrating that the equipment meets or exceeds specifications must also be submitted. Other descriptive literature or reports, including award certificates from an independent testing agency should also be provided. Device review rating information from an independent source is of particular interest to the District.

6. Include a Manufacturer's Certificate verifying that the respondent is a legally authorized dealer or distributor of the equipment proposed.

7. Include a listing of additional Manufacturer's that the respondent is authorized deal/service outside of the proposed/recommended Manufacturer.

8. Provide a proposed process and/or system that would provide for authentication of the faculty and staff using their existing HID cards, as well as the necessary software to track copy and print usage by individual, department, school, and device. Include a sixty (60) month lease cost to implement this solution that covers all software, service, and support.

9. Provide a proposed process and/or system that would provide for electronic submission of documents for printing in the District's central duplication center.

10. Provide estimated plans and timelines for each step of the copier and copier maintenance program that you propose including removal of existing District copiers and the installation of proposed copiers by site.

11. Provide final estimated costs of District copy equipment and service over the term of the lease agreement including use of owned and in use Xerox, as well as proposed new lease equipment.
12. Detail any aspects of the enclosed specifications or terms and conditions that you are unable or unwilling to accept.

Specifications

Service and Maintenance Agreement

1. **Service**

Service must be performed in a manner consistent with accepted industry standards and is to be defined as preventive maintenance, emergency calls, parts and all other services required to keep the devices fully operational and maintained in good working order, including network printing, in the current environment. The awarded supplier must maintain complete service records detailing the device serviced, response time, time needed to affect the repair and the problem diagnosed. A provision for a backup (loaner) device should be made for those repairs requiring more than three (3) days to complete.

The supplier agrees to provide factory-trained certified service for the entire time the equipment is in place at the District. In the event that service for any device is no longer available, within the original lease term the supplier agrees to provide a like-for-like replacement at no additional cost to the District and no extension of the lease. Service providers must have proper clearances to enter school buildings in accordance with PA code.
2. **Service Parts/Fees**

All parts and supplies must be genuine/authorized parts. Emergency and service parts, toner cartridges, drum cartridges, waste containers, and fusers should be included in the service and maintenance agreement and will not be subject to additional charges including but not limited to delivery charges. Any vendor that does not include above mentioned service items will not be considered.
3. **Hours of Service**

Suppliers must provide on-site service during the District's normal operating hours of Monday through Friday from 7:00 am to 4:30 pm.
4. **Maximum Response Time For Service**

Supplier to indicate a standard maximum time to respond to requests for on-site service. The District is requiring a three (3) hour response time for a technician to be on-

site, from the initial request for service. For example if a call is placed by 1 pm, technician must be on-site same day, otherwise by 9am next day. If the machine in question is down for more than three (3) business days, the daily lease rate for that machine will be deducted from the lease agreement for the duration of the downtime.

5. Reporting

The supplier will provide a report in paper and electronic format for each billing cycle detailing service calls by device, location, and source/type of problem. The report must include a plan to resolve persistent problems. Specific details of the report should include monthly average response time to service calls, elapsed time to repair, identification of any devices requiring three (3) or more service calls, the nature or description of the service provided or problem/failure encountered, copy volume for each device and a listing of the devices installed during the billing cycle.

Administrative Specifications

1. Term of Agreement

The intent is to award a contract for sixty (60) months with option to renew subject to mutual consent of the supplier and the District.

2. Price Escalation

AHSD is requesting that the equipment acquisition, service, and supply prices should be firm and not subject to increases.

3. Software Upgrades and Changes

The supplier shall be responsible for providing the most recent versions and periodic updates of all operating firmware, software, print drivers, spoolers, and print languages including PCL and Adobe Postscript. The supplier is responsible for providing certified network and technical support to ensure compatibility with District systems, network protocols, and operating procedures.

4. Delivery Requirements

All items to be procured by the district as a result of this proposal shall be quoted F.O.B. the Abington Heights School District, freight allowed (paid by the supplier).

5. Installations

The supplier is required to perform all installations and verify operation of the equipment with the District. Requests to install or remove devices and network printing

components are to be completed prior to August 1st, or within thirty (30) calendar days of order, whichever is sooner.

6. **Waste Material Removal**
The supplier is expected to remove all waste packing materials, including the equipment being replaced at no charge to the District, at the time of installation of equipment.

7. **Manufacturer's Certification**
All proposals shall include documentation from each manufacturer of equipment being offered under the terms of this agreement certifying that the supplier is a bona fide dealer for that manufacturer's products and that the supplier is authorized to submit a proposal on such equipment.

8. **Training**
At least one (1) on-site training session shall be provided to users for each equipment location at a time mutually agreed upon between the District and the supplier. Training will include operation of all features including copy modes, print modes (including duplexing), printing, and scanning when applicable.

Billing Specifications

1. The supplier will provide one (1) consolidated invoice in paper format for the billing cycle. The District requests a monthly billing cycle.

2. The supplier may recommend minimum volumes for devices for the purpose of determining placement. However, the District expects the overall cost-per-copy price to be determined by the aggregate volume of all covered machines in a District-wide pool.

3. The consolidated billing invoice for the billing cycle shall include: model, serial number, location, beginning meter reading, ending meter reading, click charges, click edits, net copy volume, time periods of reports and cost-per-copy. Monthly invoice is requested.

4. The supplier is to establish an automated process to collect billing information satisfactory to the District. The District requests that all meter reads, click charges, and edits be retrieved through the District's network.

5. All devices should include an internal copy control process to gather printer and copier use and account information electronically from Windows applications. On-line collection system is requested for internal billing purposes or provide a Print Management System. Please describe in detail the system to be used. All devices must use existing AHSD badges.

6. One Pool Plan for entire fleet. Pool volume must have flexibility to adjust up or down annually depending on District needs. Please note that Pool Plan volume may change significantly contingent upon whether the print shop is on-site utilizing leased equipment or off-site using an outsourced model. See “Managed Print Shop Services” section for details.

Equipment Specifications – All Multi-Functions Devices

1. The District prefers to have all copiers be the same manufacturer. All devices must be new; no refurbished or reconditioned or “newly manufactured” devices will be accepted.
2. All devices must have document feeders.
3. All devices must possess an “End of Lease Feature” that resides on the MFD that prevent files remaining on the hard drive of the device from being accessed by unauthorized individuals. All devices must also maintain security of the stored files while in use in the District.
4. All devices must have surge protection or similar protection consistent with currently accepted industry standards.
5. All devices deployed must be capable of walk-up operation even if network printing problems exist.
6. All devices must have the ability to scan to various file formats, including but not limited to single or multiple page PDF, OCR/PDF, TIFF and JPEG.
7. All devices must have the ability to scan to PC, network or directly to USB.
8. All devices must be compatible with using a PIN code or password to authenticate/identify user to prevent unauthorized and/or unaccounted copying or printing.

9. All devices must have electronic auditing/billing capability to allow the District to impose quotas on users.

10. All devices should allow for "follow me" printing job release where the print job submitted to a device should be retrievable from any of the devices on site using District Employee badges. Software licenses and configuration (if needed) should be included in the proposal. Supplier to be responsible for setup.

11. All devices must have copy rotation and electronic sorting capabilities.

12. Paper trays: Removable paper trays of at least 250 sheet capacity required for each paper size.

13. Devices must be able to process 8 ½ x 11 transparencies.

14. Copier/printer equipment must be capable of at least 600 x 600 output resolutions.

15. Copier/printer equipment must operate seamlessly with AHSD's network architecture. Contract will be voided if all network printing and scanning problems cannot be resolved to the satisfaction of the District.

16. The standard network environment is as follows:

- a. Network Topology: Ethernet
- b. Cabling: 100/1000 Base T, Category 5E
- c. Networks/Servers: Windows 2008 and 2012, Unix/Linux, and Macintosh Protocols: TCP/IP, Bonjour, Unix.

Copier/printer equipment must be capable of processing and printing files in current versions of PCL and Adobe Postscript.

17. The equipment shall be such that the District will have the ability to set print queue preferences (multiple jobs from same source) and to manage work originating from multiple

sources (i.e. walk up, or on-line) on multi-function devices without the need for further devices or equipment. Supplier shall be responsible for set-up of the same.

18. Copier/printer equipment must be compatible with most common operating systems, including but not limited to Mac, Windows, Google, and Unix. Please list operating systems not supported or recognized.

19. Desired scanner features:

- a. Scan to email
- b. Scan to file
- c. Scan to print
- d. Scan to USB
- e. Scan to Google Drive/Google Classroom
- f. Double-sided scanning (single pass preferred)
- g. High resolution, up to 600 dpi preferred
- h. Ability to identify document type (photo, text, printed document, etc.)
- i. Fully compatible with AHSD operating system and network.

20. The District requests the selected vendor to provide Central Duplicating electronic submission services.

21. Desired scanner file formats: Multiple page PDE, OCR/PDF, TIFF

22. All equipment proposed shall be compatible with Papercut MF software.

23. All equipment proposed shall have the same or greater PPM speed and functionality as existing equipment as detailed on Xerox equipment list provided.

End User Support

The successful vendor shall provide end-user help desk support for all AHSD users on all printers covered by a contract resulting from this RFP. Specifically:

- Provide a single point of contact for AHSD technology staff.
- Unlimited network support during normal business hours.
- Unlimited phone support on initial service call during normal hours.
- Unlimited customer training.

Existing Fleet Information

Please use the following general equipment specifications in creating the proposal. Our current fleet information can be found in Attachment A - Current Copier Agreement and Attachment B - Copier Volume Detail. As part of the overall implementation, exact quantities, locations and models will be reviewed with the successful vendor, prior to contract execution.

Large Production High Speed Copier (currently 2 in use - Print Shop)

- 125 pages per minute minimum
- Network capabilities
- Color Scan capabilities
- Auto-duplexing capabilities
- Collating capabilities
- Color flat panel monitor, retractable keyboard
- Memory 2GB minimum
- Hole Punch, 20lb bond – 80lb cover
- Stapling capabilities, side, corner, saddle
- Paper size to include Letter (8.5 x 11), Legal (8.5 x 14), Ledger (11 x 17)
- Monochrome

Medium Workgroup Multifunction Copier (currently 11 in use)

- 55 minimum up to 75 pages per minute
- Network capabilities
- Copy, Print, Scan, Fax
- Stapling capabilities
- Color Scan capabilities
- Auto-duplexing capabilities
- Monochrome

Small Workgroup Multifunction Copier (currently 5 in use)

- 35 minimum pages per minute
- Network capabilities
- Copy, Print, Scan, Fax
- Color Scan capabilities
- Monochrome

Operating Lease Specifications

1. Lease to include the costs of labor and travel and supplies and replacement parts including but not limited to, toner (unlimited prints), developer, fuser supplies, drums, blades, organic photo conductors, safety retrofits, rollers, belts, corona wires, platens, sensors, lenses, lubricants, preventative maintenance kits, software and upgrades, programming, emergency calls, and all other parts necessary to repair the machines. Paper, transparencies, staples, and other print media costs are not to be included. Vendors that do not include above mentioned service items will not be considered. *The district is also interested in an alternate proposal which includes the cost of staples.*

2. The lease rate should include charges for training, shipping and installation, excluding charges for installation of network jacks, network cables and electric receptacles.

3. To ensure continuity of service, the supplier is required to maintain on site at each location, a minimum of two-week inventory of toner and other consumable supplies for all machines placed and/or serviced under the terms of this agreement.

4. An online method of ordering consumable supplies is requested. An automated ordering method for toner is also requested.

5. All equipment to include an internal copy control process to gather printer and copier use and account information electronically from Macintosh, Windows, Google and Unix platforms. Please describe system to be used and provide server requirements.

MANAGED PRINT SHOP SERVICES

The successful vendor must be able to provide for on-line print room order for processing management system to reside on our existing network and allow for users to submit jobs electronically for further processing. The vendor must receive, print, and deliver all jobs satisfactorily within a 24 hour period. Jobs are to be produced in, or delivered to the district office to be distributed to buildings by district staff. The managed print shop can operate in one of 2 ways:

1. Vendor operates print shop onsite in the District print shop using specified equipment in Copier & Lease RFP and supplies labor and management services; or
2. Vendor utilizes outsourcing, off-site model where vendor creates copies and delivers completed jobs to the district office for distribution.

General Scope

1. The central copy center vendor will provides a wide range of copy jobs in primarily black and white.
2. Copies may be required to be made on colored stock. Booklets and simple bindings are also required.
3. The copy center will be the direct point of contact for staff members seeking copy jobs.
4. Copy center staff will discuss jobs with staff members and resolve any issues.
5. Copy center staff will track print jobs, by building, department, and staff member. A report shall be issued to the district detailing print jobs.
6. Vendor must provide a high level of customer service including quick turnaround time as well as phone/email support to answer customer questions quickly.
7. If successful vendor is outsourced, the cost of delivery to District Administration building must be included in the pricing.
8. If successful vendor operates the district's on-site print shop, at least one (1) full time staff shall be on site during district operating hours.
9. Vendor shall provide a monthly billing detailed by building and department. The invoice would also itemize individual jobs done for that month for that department and their costs. If this is not workable for the vendor, please describe an alternative billing procedure in your bid.

Proposal Submission

1. Vendor shall clearly specify whether they are proposing an “on-site print shop” model using leased copier equipment and providing staffing, or if they are proposing an “off-site outsourced print shop model.”
2. On-site print shop proposals shall specifically detail the full cost of staffing the print shop annually. The district will pay only the annual agreed upon amount for services. Billing is not to exceed the agreed upon amount for any reason. If there are any proposed annual increases, they should be specifically stated in the proposal.
3. Off-site print shop proposals should use the attached “Copy Services Bid Price List” to stipulate pricing. If there are any proposed annual increases, they should be specifically stated in the proposal.

Abington Heights School District

NON-COLLUSIVE PROPOSAL CERTIFICATION

By submission of this proposal, the vendor certifies:

1. This proposal has been independently arrived at without collusion with any other vendor or with any competitor.
2. This proposal has not been knowingly disclosed and will not be knowingly disclosed, prior to the opening of proposals to any other vendor, competitor or potential competitor.
3. No attempt has been or will be made to induce any other person, partnership, company or corporation to submit or not to submit a proposal.
4. The person signing this proposal certifies that he has fully informed himself regarding the accuracy of the statements contained in this certification, and under the penalties being applicable to the vendor as well as the person signing in its behalf.

Company: _____

Print/Type Name: _____

Title: _____

Authorized Signature: _____

Date: _____