

Fulton Public School District
2 Hornet Drive
Fulton, MO 65251

Request for Proposal (RFP) for Printing, Copying, and Maintenance Services

TO: Copier solutions vendors and manufacturers
FROM: Dr. Jacque Cowherd, Superintendent
Dan Hedgpath, Director of Technology
SUBJECT: Request for Proposal for Printing, Copying, and Maintenance Services
DATE: January 29, 2020

The Fulton Public School District is accepting RFP's for printing, copying, and the associated maintenance of the devices that will occupy the offices and communal printing spaces located throughout the district's eight buildings. The district will award a five-year contract to a single provider for all requested devices and services. On average the district produces approximately 330,000 copies per month.

All proposals should include new (non-refurbished) equipment, that will be network-connected, centrally managed, and include the enclosed specifications. The start of the proposed five-year agreement should begin July 1, 2020 and last through June 30, 2025.

The deadline to submit proposals is February 28, 2020 by 2:00 pm. A checklist of required documents is included in this packet. Please ensure all requested information is included in your proposal. Questions or inquiries to this RFP should be e-mailed to Dan Hedgpath, Director of Technology at: dhedgpath@fulton58.org.

NOTE: Vendors requesting an RFP and/or submitting a bid must provide their email address to dhedgpath@fulton58.org. An email group will be created and utilized for the purposes of answering questions, changes, and clarifications for all RFP related issues.

Proposal Instructions

The School Board of Fulton Public School District requests proposals for the following specifications for printing, copying, and maintenance services subject to the following conditions:

1. DUE DATE

Proposals will be received until 2:00 PM, Central time, February 28, 2020, at the District Central Office, 2 Hornet Drive, Fulton, MO 65251. All proposals are to be valid through July 2020.

2. PROPOSAL IDENTIFICATION

All proposals should be submitted in a sealed envelope marked, "PROPOSAL FOR COPYING SERVICES – Attn: Dan Hedgpath, Director of Technology." The vendor name must be clearly marked on the envelope.

3. SIGNATURE

An authorized representative of the vendor must sign the RFP signature page, the spreadsheet, and the pricing form in ink signifying agreement to all terms and conditions in the RFP.

4. PRICE – NO ESCALATION CLAUSE

Prices quoted herein shall not be withdrawn within 90 days after the date of the opening of the proposals. Proposals submitted with an escalation clause will not be considered. Proposals submitted for less than 90 days will not be considered.

5. AWARD OF CONTRACT AND BOARD RESERVATIONS

The recommended proposal will be submitted for approval at the Board of Education on March 11, 2020. The School Board reserves the right to accept or reject any or all proposals, or parts thereof, or items therein. The School Board reserves the right to waive any or all technicalities or informalities in bidding. The District would prefer to work directly with a manufacturer or their recommended regional reseller. The District will not accept more than one brand of copiers and one brand of high volume printers in the fulfillment of this proposal. The School District reserves the right to award the contract not based solely on the vendor with the lowest cost but based upon an offer which, in the School District's opinion, best fulfills or exceeds the requirements of the RFP and is deemed to be in the best interests of the School District. In addition, it will be assumed that each vendor has submitted its lowest responsible bid.

6. CERTIFICATION

By submitting a proposal for the copiers with the associated service specified in the proposal, the vendor certifies that they are the original manufacturer service center (or authorized by the manufacturer) to sell and service the items specified.

The vendor further certifies that they have, in their employment, manufacturer's factory-trained technicians with certification that qualifies them to service the equipment being proposed and that they will maintain an adequate store of manufacturer only factory-authorized repair parts and supplies for the equipment being proposed.

7. TERM OF CONTRACT AND PARTIES INVOLVED

The Fulton Public School District intends to enter into a five-year contract (60 months) for these copiers. It is the desire of the District to realize cost efficiencies by keeping our copiers with one manufacturer, the goal being to select one manufacturer for this bid. The contract will be between the Fulton Public School District and

the vendor awarded the contract. There shall be NO third-party service/maintenance involved in this contract. If a vendor is unable to maintain their service status for the duration of this contract, then the District shall have the right to cancel the maintenance portion of the contract, paying for service and maintenance to the date of cancellation without regard to any statement to the contrary in the lease agreement.

Fulton Public School District will not be required to send end-of-lease options. There will be no automatic renewal and the contract will automatically be month-to-month under the same terms and conditions of the 60-month contract if the School District elects this option. In addition, all equipment delivery, setup, and installation at the beginning, during, and end of the lease will be the financial responsibility of the vendor. Any moving of equipment from building to building during the contract will be the responsibility of the vendor to meet the current needs. The vendor will be responsible for all shipping/delivery charges at the beginning and at the end of the lease.

Fulton Public School District requires that the contract must allow the ability to make changes, based upon its needs, to adjust both the hardware (up to four copiers) and image volume, which shall not affect the terms and conditions of the agreement. Fulton Public School District requires that the proposal be flexible to add copiers to the contract without changing the terms and conditions. In addition, the District must have the ability to subtract copiers (up to four copiers) and only pay to the end of the month in which it was subtracted for each particular copier. As volumes change, Fulton Public School District has the option of removing copiers (up to four) from this contract without any penalties or responsibilities for remaining lease payments. The School District will not be responsible for any lease/maintenance charges beyond the date the copier was subtracted from the contract.

8. INCLUSIONS IN PROPOSAL

The vendor is to calculate the total cost for the District to use the various copy machines for the accepted contract period. The contract period will be from July 1, 2020, to June 30, 2025, for the 60-month contract.

The cost should remain fixed throughout the term of the agreement for both the Lease and the Service and Supply Contract. If not possible, the vendor must specify the increases annually or demonstrate the cost increase annually as "not to exceed". Service and Supply costs include equipment, toner, staples, developer, fuser, etc. all maintenance items, repair, preventive maintenance, emergency repair, equipment delivery, installation, all network connectivity and support (both initial and ongoing), software/firmware updates, customer training (both initial and ongoing), stands, and any and all other costs except paper.

All service parts, maintenance kits, supply kits, replacement kits, etc. must be installed by the vendor's Field Service Technicians. The Fulton Public School District will not accept any form of service parts, maintenance kits, supply kits, replacement kits, etc. to be installed by Fulton Public District employees. The vendor must employ in their organization Certified SE and TSE (Solutions and Technical Solutions Engineers). The vendor must also provide organization-employed, manufacturer-trained instructors, to conduct all initial and ongoing training to District employees.

It is important to note that costs must also include initial training upon installation and ongoing end-user training. In addition, training for new users must be provided periodically at no cost to the School District.

9. REQUISITE CAPABILITIES OF BIDDING EQUIPMENT

- a. All features must be supported in Mac OS 10.10 and up, Windows 10 and up, and Windows Server 2016 and up.

- b. The proposed solution must support pull printing capabilities where users will print to a standardized or global queue and select which printer to print from by physically logging in to a copier and selecting their print job(s).
- c. All copiers must include the following features: stapling, 2- and 3-hole punching, scanning, and duplexing.
- d. Copiers must be able to scan to email for all staff using a Google Gmail address.
- e. Machine Access/Driver Options:
 - i. Access copier and printer functions using a PIN code.
 - ii. Access copier and printer functions using network authentication based on Active Directory and/or Google Directory accounts.
 - iii. Access copier and printer functions using an RFID badge to authenticate the user. **Card readers must be compatible with badges currently used by district employees. (Add as an optional line item).**
- f. The print queue must be able to be defaulted to locked or held print mode.
- g. After logging in to a copier, the display must show all user's locked/held print jobs; the user must then be able to print or delete jobs as needed at the copier.
- h. Locked print jobs left in a queue for a week must be automatically removed from the queue.
- i. The global queue should be able to handle several print jobs from each staff member without performance issues.
- j. Documents stored on the MFP device must be encrypted to the extent that information cannot be compromised if the hard drive is stolen.
- k. Hard Disk Drive Data Overwrite Security must be enabled on all systems such that no trace of completed or removed print jobs will remain in memory or on the hard disk of the MFP.
- l. The district requires a centralized management and reporting suite that will incorporate, but not limited to, the following needs:
 - i. Reporting of device stats including the number of impressions, scans, faxes.
 - ii. Record of repair and maintenance history.
 - iii. Reporting of per user interactions including impressions, scans, and faxes.
 - iv. Management of users, PINS, accounts, and credentials.
 - v. Accounts should integrate and update with Microsoft Active Directory.
 - vi. Web interface, preferred, to access the central management tool.
 - vii. Ability to change and set driver and machine default settings independently of each other.
 - viii. Should include a monitoring page where all District devices with errors and issues can be viewed.
 - ix. Based on device location, send email alerts to District employees when an error or issue is reported.
 - x. The central management suite must be able to run without performance issues on a virtual machine consisting of the following hardware. If a more robust system is required, the RFP should include the cost of a to-spec server:
 - 1. 4-8 CPU Cores
 - 2. 16-32GB RAM
 - 3. 500GB-1TB of HDD space
 - 4. 1GB network connection
 - 5. Windows Server 2016
- m. Each MFP must be able to access the District address book in addition to having its own address book for emailing and faxing.
- n. Scan requirements:

- I. 100-300 dpi minimum 100-600+ preferred
 - li. Scan to PDF, JPEG, TIFF, or PNG in color and/or monochrome
 - lii. Default must be set to PDF
 - lv. Must be able to scan to email and scan to a connected USB drive
- o. Networking and Network Printing: Vendors will be responsible for working with the district technical staff to load network print drivers, configure network printing and user management to facilitate the optimum use of these copiers on the district computer network. In addition, the proposal shall include all network connectivity hardware and software. The District will NOT be responsible for the cost of any connectivity hardware or software that is inadvertently omitted from the proposal. It is assumed all copiers will be on the District Local Area Network. The vendor will ultimately be responsible to ensure that all devices are installed and fully functioning to the district's satisfaction.

10. COPY USE REPORTING / PAPER CONSUMPTION REPORTING

Fulton Public School District is interested in tracking the use of the copiers by district staff and others. We also understand that tracking copies by the user depend on some of the capabilities that were outlined above. With that in mind, the vendor must provide copy accounting that would report, within selected time periods:

- a. Copies per user per machine and aggregated across the district. Aggregate accounting should also provide some mechanism for limiting or blocking the use of the copiers when predefined limits have been reached as well as notifying responsible parties that the preset copy volume has been exceeded.
- b. Copies per machine then aggregated across the district or as selected.

11. INDEPENDENT SPECIFICATION ANALYSES

To allow for proper evaluation of its proposed copiers, vendors must submit equipment specifications for each proposed equipment model as provided by an independent analyst, such as BLI (Buyer's Lab Inc.), BERTL or Dataquest, as well as manufacturer's brochures. The School District will make the final decision as to whether or not a vendor's equipment meets specifications.

12. RELIABILITY/PERFORMANCE GUARANTEE

The vendor will be required to provide an "Accountability Guarantee" for the replacement of unreliable equipment at no cost to the School District. This written guarantee should be included with the RFP documents forms. This specification should include the number of service calls in a given time that will qualify a machine or replacement consideration.

13. EQUIPMENT CLASSIFICATION REQUIREMENTS

All equipment proposed on this contract must be new digital equipment. The School District will not accept equipment that is analog or classified as "demonstrator," remanufactured, refurbished, newly manufactured, rejuvenated, restored, updated or like new.

14. ANNUAL VOLUME RECONCILIATION

The School District does not want to pay quarterly overages. Rather, overages will be paid on an annual basis. In addition, there should be an annual volume reconciliation on the anniversary date to adjust the volume lower or higher. This volume adjustment must be accomplished without extending the contract.

15. DELIVERY, INSTALLATION, AND TRAINING

All equipment shall be delivered, installed, and operational in the building locations by July 31, 2020. On-premises training for key users will be included in the proposal cost. Detailed end-user training should take place during the period shortly after installation. Vendors should train key users initially, e.g. building

secretaries, building administrators, and IT staff. An example of an implementation and training schedule is required in each vendor's RFP response. The vendor must be able to provide on-site, hands-on, and web-based/hosted training.

16. EQUIPMENT PERFORMANCE REPORTS

The School District requires a quarterly service report, every three (3) months, for each copier. They should be sent to the Administrative Office electronically. For each unit, the report should minimally include the following information – monthly volume, average copies between service calls, number of service calls, response time, trend tracking and financial tracking, customizable reports with graphs, charts and any other information that will assist the School District in further assessments of its MFPs/printers for TCO (Total Cost of Ownership) program effectiveness. A sample performance report is to be included in the vendor's RFP response.

17. REPAIR SERVICE REQUIREMENTS

Certified, factory-trained personnel must perform all maintenance. The average time between service calls and service technician arrival must be no greater than 24 hours. Equipment must be repaired within one (1) day of initial contact. The vendor shall provide a toll-free contact number for users to place service calls. If the equipment is non-operational for more than two business days, the vendor will supply a loaner at no cost to the School District. Service and supply calls are to be made via phone, web or email with an assigned confirmation number per call.

18. PICK UP OF COPY EQUIPMENT

The School District will not pay for pickup and delivery charges at the end of the contract. Any costs are to be paid by the vendor. The School District will not accept a renewal clause. The School District will not need to give any notice of intention prior to termination of the agreement. The School District will have the option to have removed or keep any or all copiers at the end of the agreement once the lease-end obligations have been met. In addition, the School District may elect a month-to-month arrangement at the end of the 60-month contract, under the same terms and conditions of the original contract.

19. PICK UP OF EXISTING EQUIPMENT

The winning vendor will be responsible for the removal of existing copiers from the district and returned to Da-Com's leasing company. (Address provided at a future date.) All hard drives shall be securely formatted. Existing copiers shall not be removed until new copiers have been installed, tested, and verified operational.

20. REFERENCES

The vendor shall provide at least five (5) educational/professional references from current clients with a minimum of 15 network-connected digital MFP systems with all the additional document management solutions in place as described in these bid specifications. Vendor will be required to include these with the RFP response. This information should include the name of the organization, the length of the relationship, contact name, and telephone number. The District may require a site visit to one of these locations to confirm the usage and effectiveness of document management systems and solutions.

21. COPIER CAPABILITIES AND FEATURES

Unless otherwise agreed upon by the District, all copiers must match, at a minimum, the present feature set of the current machines, i.e. the number of trays, finishers, amount of paper storage, etc. In addition, all proposed copiers must meet the estimated volume needs per unit.

22. PHYSICAL LOCATIONS

The vendor is responsible for determining whether the recommended copier configuration is compatible with the environment space constraints. All bid equipment must fit in the space available.

Schedule A Current equipment

Equipment number	Serial number	Make	Model	Location name		Meter Date	Meter display	Meter Date	Meter display	17 Month Total	Annual Monthly Volume
A3763	77290669	RISO	EZ221	FPS BARTLEY ELEM		12/9/2019	954,373	8/6/2018	708,163	246,210	14,483
A3764	77290654	RISO	EZ221	FPS BUSH ELEM		12/20/2019	1,175,398	8/6/2018	881,960	293,438	17,261
A3766	77290646	RISO	EZ221	FPS HIGH SCHOOL		12/9/2019	609,559	8/6/2018	521,578	87,981	5,175
A3762	77290678	RISO	EZ221	FPS MCINTIRE ELEM		12/10/2019	1,327,955	8/6/2018	920,445	407,510	23,971
A3765	77290668	RISO	EZ221	FPS MIDDLE SCHOOL		12/9/2019	1,362,416	8/6/2018	912,688	449,728	26,455
A2968	V8215103110	LANIER	LD528SP	FPS MIDDLE SCHOOL		12/22/2019	233,655	8/6/2018	205,631	28,024	1,648
A3675	W914P803468	LANIER	MP301SPF	FPS BUS GARAGE/BARN		12/22/2019	108,692	8/6/2018	57,849	50,843	2,991
A3768	W915P200160	LANIER	MP301SPF	FPS HIGH SCHOOL		12/22/2019	95,011	8/6/2018	67,197	27,814	1,636
A3769	W915P200162	LANIER	MP301SPF	FPS MIDDLE SCHOOL		12/21/2019	45,598	8/6/2018	30,773	14,825	872
A3779	G155R130731	LANIER	MP3054SP	FPS MIDDLE SCHOOL		12/21/2019	231,982	8/6/2018	157,710	74,272	4,369
A3543	W432L800113	LANIER	MP3352SP	FPS EDUCATION CENTER		12/22/2019	573,078	8/6/2018	464,124	108,954	6,409
A3774	G175R130500	LANIER	MP4054SP	FPS BARTLEY ELEM		12/22/2019	1,101,031	8/6/2018	766,587	334,444	19,673
A3778	G175R130653	LANIER	MP4054SP	FPS CENTRAL OFFICE		12/22/2019	412,971	8/6/2018	273,926	139,045	8,179
A3776	G175R130536	LANIER	MP4054SP	FPS HIGH SCHOOL		12/21/2019	1,353,035	8/6/2018	968,102	384,933	22,643
A3775	G175R130528	LANIER	MP4054SP	FPS MCINTIRE ELEM		12/21/2019	1,870,662	8/6/2018	1,292,579	578,083	34,005
A3773	G184RB20154	LANIER	MP5054SP	FPS BUSH ELEM		12/22/2019	2,052,838	8/6/2018	1,475,412	577,426	33,966
A3772	G184RA20356	LANIER	MP5054SP	FPS MIDDLE SCHOOL		12/22/2019	1,402,586	8/6/2018	857,438	545,148	32,068
A3771	W875L200040	LANIER	MP7502SP	FPS HIGH SCHOOL		12/10/2019	2,980,141	8/6/2018	1,932,856	1,047,285	61,605
A3770	E215M160865	LANIER	MP2503	FPS HIGH SCHOOL		12/21/2019	78,416	8/6/2018	65,355	13,061	768
A3777	E175M260040	LANIER	MP4503	FPS CENTRAL OFFICE		12/22/2019	180,003	8/6/2018	127,985	52,018	3,060
						12/22/2019	254,474	8/6/2018	182,474	72,000	4,235
									Total	5,546,227	326,249

- All small copiers should include a stapler and a 500-sheet paper tray.
- All large copiers should also include a stapler, a 3-hole punch, and an office finisher.

Schedule B
Replacement Equipment Specifications
Please attach detailed model specifications to submitted proposal.

Copier #	Machine Type	Machine Model	Machine Location	Proposed Replacement Machine	PPM	Cost Per Page
1	RISO	EZ221	FPS BARTLEY ELEM			
2	RISO	EZ221	FPS BUSH ELEM			
3	RISO	EZ221	FPS HIGH SCHOOL			
4	RISO	EZ221	FPS MCINTIRE ELEM			
5	RISO	EZ221	FPS MIDDLE SCHOOL			
6	LANIER	LD528SP	FPS MIDDLE SCHOOL			
7	LANIER	MP301SPF	FPS BUS GARAGE/BARN			
8	LANIER	MP301SPF	FPS HIGH SCHOOL			
9	LANIER	MP301SPF	FPS MIDDLE SCHOOL			
10	LANIER	MP3054SP	FPS MIDDLE SCHOOL			
11	LANIER	MP3352SP	FPS EDUCATION CENTER			
12	LANIER	MP4054SP	FPS BARTLEY ELEM			
13	LANIER	MP4054SP	FPS CENTRAL OFFICE			
14	LANIER	MP4054SP	FPS HIGH SCHOOL			
15	LANIER	MP4054SP	FPS MCINTIRE ELEM			
16	LANIER	MP5054SP	FPS BUSH ELEM			
17	LANIER	MP5054SP	FPS MIDDLE SCHOOL			
18	LANIER	MP7502SP	FPS HIGH SCHOOL			
19	LANIER	MPC2503	FPS HIGH SCHOOL BLACK			
19 con't	LANIER	MPC2503	FPS HIGH SCHOOL COLOR			
20	LANIER	MPC4503	FPS CENTRAL OFFICE BLACK			
20 con't	LANIER	MPC4503	FPS CENTRAL OFFICE COLOR			

Annual Fixed Cost:

Proposal Checklist

Y/N

- 1. Proposal covers 60 months
- 2. Proposal includes maintenance, toner, and staples
- 3. Proposal includes same day service response
- 4. Proposal includes loaner copiers for extended repairs
- 5. Equipment is new, unused OEM equipment

Name (Printed):

Date:

Signature:
