

Request For Proposal (RFP)

Copier Equipment Purchase and Print/Maintenance Services



Every Student, Every School, Every Day

Regional School Unit No. 18

41 Heath Street

Oakland, ME 04963

(207) 465-7384

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Overview

Regional School Unit No. 18 (RSU 18) is located in the heart of Central Maine and provides quality public education for families living in the towns of Belgrade, China, Oakland, Rome and Sidney. We take great pride in our Schools, and work hard each and every day to make the District one of the top performing school systems in the state and the nation. We have an outstanding staff, high performing students and parents and community members who value the importance of a progressive high-quality education system. Regional School Unit No. 18 comprises eight schools (5 elementary, 2 middle and 1 high school) that serve 2,500 students and 700 staff.

Copier & Print/Maintenance Service Request Overview

This Request for Proposal (RFP) is for the purchase of copier equipment for RSU 18. We anticipate replacing eighteen copiers from the current copier inventory at this time.

This RFP is also seeking a one (1) year agreement (renewable for an additional year) with a qualified vendor to propose copier print/maintenance services for RSU 18's complete copier equipment inventory listed in **Exhibit A** including new equipment being purchased/added to this inventory as part of this proposal. At the completion of this agreement RSU 18's at its sole discretion may request a renewal of this print/maintenance services agreement for an additional two (2) year period. Print/Maintenance services include the following:

- Consumable supplies - including cost per print
- End-user support management of the print devices
- Repair & Maintenance services including SLA's and loaners if extended equipment repair times are necessary
- Replacement of end of life network copiers
- Environmental sustainability of equipment and supplies. ***Please overview your approach for this in your RFP response.***

NOTE: We encourage RFP responses to address both copier equipment purchase and print/maintenance services. The RFP response should clearly separate the cost of equipment purchase from the cost of print/maintenance services. RSU 18 will also consider RFPs that address copier equipment purchase or print/maintenance services separately.

Vendors are instructed to propose their most advantageous solution(s) in accordance with the requirements and scope of this RFP. RSU 18 is specifically looking for a partnership with a copier service provider that will assist in achieving the following key objectives:

- Optimize and standardize RSU 18's copier inventory
- Reduce printing costs
- Improve service and support to RSU 18 our locations
- Minimize downtime and maintenance calls

RSU 18 has an extensive computing network infrastructure that supports our schools and administrative locations. This infrastructure consists of over 2,000 devices that include Microsoft Windows, Apple Mac OSX, and Apple iOS. All schools and administrative locations are connected by internal fiber optic links. Servers are a mixture of Microsoft Windows, Apple OSX, and Linux

Copier Equipment Specifications (minimum)

Exhibit A, shows RSU 18's current copier inventory. Any devices/services (e.g. fax machines) that would not be covered in the RFP proposal must be clearly identified. Specifications for copiers currently being replaced are as follows:

- Two (2) color copiers @ 25ppm
- Three (3) copiers @ 45ppm
- One (1) color copier @ 45ppm
- Three (3) copiers @ 55ppm
- Six (6) copiers @ 65ppm
- Three (3) copiers @ 75ppm

Inquiries regarding specific modules (e.g. DSDF, staplers, hole punchers, fax modules, etc) can be made by contacting Adam Murray <amurray@rsu18.org>.

Please reference and provide the information requested in **Exhibit B Technology Refreshment Strategy** for your firm's approach to replacement or additional copier needs that RSU 18 may have.

Consumable Supplies

The successful vendor will be responsible for "just-in-time" inventory management of all consumable supplies (except throughput media) including end-user replaceable components for all equipment defined within this RFP.

This service agreement will apply to RSU 18's complete copier inventory identified within this RFP. The selected vendor will be responsible for the delivery of supplies to the point of need.

Please provide an overview of your approach for environmental sustainability and recycling of consumable supplies that would be used in the performance of a contract resulting from this RFP. Also please respond to the consumable supplies requirements questions in **Exhibit C Consumable Supplies**.

Equipment Repair/Maintenance & End User (Service Level) Requirements

The successful vendor shall be responsible for all toner, repairs and maintenance, and/or replacement of all output devices identified in this RFP's equipment inventory. All copier equipment supplied must meet RFP specifications and uptime requirements. Please respond to the questions covering equipment repair & maintenance (**Exhibit D**).

The successful vendor will provide end-user support including help desk services on all equipment covered by a contract resulting from this RFP. Please respond to the end user support questions in **Exhibit E**. This service also requires a single point of contact for District technology staff.

Management of Copier Equipment

The successful vendor shall be responsible for the management of the copier fleet as described within this RFP including measurement and reporting of results at least twice per year. Software required for the management of the equipment must be installed and fully operational on the first day of the contract/when equipment is placed in service. Management of the equipment includes:

- Electronic monitoring of all equipment/output devices covered under this agreement
- Centralized management (SNMP, SMTP, DNS, IP, address books, etc) and firmware updates.
- Maintaining service records to report individual device performance.
- Measuring and managing equipment/output usage at device and building level.
- Allocating print and maintenance cost by device and building.
- Managing user access and workflows.
- Managing copier equipment placements for best use/optimization of equipment inventory.
- Providing additional features that have been proven to reduce paper and print waste (e.g. scan).

Additional features, if included in the RFP, such as ID to print/walk up printing should be identified and quoted as add-on (optional) items.

Please respond to the questions in **Exhibit F, Management Expectations**.

Calendar of Events

- | | |
|-------------------------------------|---|
| ● Thursday, June 3 2021 | RFP Distributed |
| ● Thursday, June 10, 2021 | Final Submission of Questions |
| ● Monday, June 14, 2021 | Response to Questions |
| ● Thursday, June 17, 2021 (10 a.m.) | RFP Submission Due |
| ● June 18-25, 2021 | Evaluation period |
| ● On or before July 1, 2021 | Acceptance of bid & contractual period begins |
| ● July 2 - July 31, 2021 | Begin installation |

Standard Terms & Conditions

Regional School Unit No. 18 reserves the right to negotiate all elements which comprise the vendor's proposal to ensure that the best possible consideration be afforded to all concerned. Our district further reserves the right to reject any and all proposals, award separate items, and to seek new proposals or modify proposals when such action would be deemed in the best interest of our schools.

Our school district is exempt from all federal excise, state and local taxes unless otherwise stated in this document. In the event taxes are imposed on the services purchased, the District will not be responsible for payment of the taxes. The vendor shall absorb the taxes entirely. Upon request, our Tax Exempt Certificate will be furnished.

The vendor shall protect, indemnify and hold the school district of harmless against any liability, claims and costs of whatsoever kind and nature for injury to or death of any person or persons and for loss or damage to any property occurring in connection with or in any incident arising out of occupancy, use, service, operations or performance of work in connection with the contract, resulting in whole or in part from the negligent acts or omissions of the vendor.

If the Vendor defaults in its agreement to provide supplies or equipment to the satisfaction of the RSU 18, or in any other way fails to provide service in accordance with the contract terms, the district shall promptly notify the Vendor of such default and if adequate correction is not made within seventy-two (72) hours, RSU 18 may take whatever action it deems necessary to provide alternate services and may, at its option, immediately cancel this Contract with written notice. Cancellation does not release the Vendor from its obligation to provide goods or services per the terms of the Contract during the notification period.

Terms of payment shall be net 30 days from the date of delivery of products or invoice. All payments will be made in accordance with RSU 18 procedures.

Insurance Requirements

Commercial Requirements

The accepted RFP vendor shall maintain a commercial general liability insurance policy, including products and completed operations liability, and contractual liability coverage covering bodily injury, property damage liability and personal injury. The policy must be on any occurrence basis unless waived by RSU 18. The policy must include separate aggregate limits per project. Excess liability coverage may be used in combination with the base policy to obtain the limits of \$1,000,000 per person and \$1,000,000 per occurrence.

Business Automobile Liability Insurance Requirements

The accepted vendor must maintain a Business Automobile Policy with liability limits of not less than \$1,000,000 per person and \$1,000,000 per occurrence or a policy with a combined single limit of not less than \$1,000,000 covering any owned, non-owned or hired automobiles.

Workers' Compensation Insurance Requirements

Workers' Compensation Insurance in accordance with applicable Maine state laws with the following limits.

- Bodily Injury by Accident - \$500,000 each accident
- Bodily Injury by Disease - \$500,000 each employee
- Bodily Injury by Disease - \$500,000 policy limit

Certificates to contain policy number, policy limits and policy expiration date of all policies issued in accordance with this contract.

Proposal Submittal Requirements

Each bid proposal should be submitted to the Office of the Superintendent of Schools, Regional School Unit No. 18, Attn: Melannie Keister, 41 Heath Street, Oakland ME 04963 or emailed to bids@rsu18.org. The bid proposal should be in a sealed envelope marked "**Bid: Regional School Unit 18 Copier Purchase & Print/Maintenance Services - Do not open until 10:00 AM on June 17, 2021.**" Bids shall be opened at the Superintendent's Office at that time.

Evaluation of Proposals

Requirements for Proposal Preparation

One original and 2 copies of the proposal must be submitted by Thursday, June 17, 2021. Firms shall clearly mark the "original" set. Our district will make no reimbursement for the cost of developing or presenting proposals in response to this RFP. In order to be considered, proposals are to be submitted in the same format (sequence) as described in this RFP, with each section clearly identified.

A signed letter of interest, stating the firm's or individual's interest and qualifications in providing these services and including a statement indicating the full and complete understanding of the

requirements and scope of work detailed within the RFP and the ability of the firm to comply with all terms, requirements, and conditions of the resultant contract.

The information contained in proposals submitted for consideration will be held in confidence until all evaluations are concluded and a vendor selected. Our school district must adhere to the provisions of the Maine Freedom of Access Act (FOAA), 1 MRSA §401 et seq. As a condition of accepting a contract under this section, a contractor must accept that, to the extent required by the Maine FOAA, responses to this solicitation, and any ensuing contractual documents, are considered public records and therefore are subject to freedom of access requests.

Evaluation and Award Process

Representatives of the school district will evaluate the proposals and rank them in order from the one most likely to least likely to meet the needs of RSU 18 and satisfy the requirements of the RFP. The district may call for interviews to clarify information and request proof of concepts received in the proposal.

In addition to interviews, or if the proposals are very closely ranked, the district reserves the option to enter into discussion on pricing and/or other portions of the proposal, and may request Best and Final offers if it is determined to be in the district's own best interest. However, offering firms are cautioned that the district may proceed with an award on the basis of information received in the original proposal and subsequent interviews (if held) without calling for additional discussions or Best and Final offers.

RSU 18 may elect to evaluate the proposals based on overall ranking, rating or assigned points. Evaluation of the proposals will be based on the following weighted criteria:

Criteria	Weight
Overall Cost of Solution	30%
Vendor Experience & Capability	20%
Additional Services/Value Added Features	15%
Service Responsiveness	25%
References	10%
Totals	100%

Point of Contact

Should you have any questions or require further information, please contact:

Adam Murray
Director of Technology - RSU 18
41 Heath Street
Oakland, ME 04963
(207) 680-2700
amurray@rsu18.org

Exhibit A: Copier Equipment Inventory

	Building	Room/Location	** To Be Replaced
1	James Bean Elementary School	Library Room 201A	Toshiba e-STUDIO457
2	James Bean Elementary School	Room 203	Toshiba e-STUDIO6508a
3	James Bean Elementary School	Paper Room	Toshiba e-STUDIO657**
4	James Bean Elementary School	Office	Toshiba e-STUDIO755
5	Williams Elementary School	Library	Ricoh MP 161
6	Williams Elementary School	Main Office	Toshiba e-STUDIO557**
7	Williams Elementary School	2nd Floor Teacher's Room 250	Toshiba e-STUDIO757
8	Williams Elementary School	2nd Floor Teacher's Room 250	Toshiba e-STUDIO7508a
9	Atwood Primary School	Lab	Toshiba e-STUDIO2330c**
10	Atwood Primary School	Main Office	Toshiba e-STUDIO2540c**
11	Atwood Primary School	Portable	Toshiba e-STUDIO452**
12	Atwood Primary School	Teacher's Room	Toshiba e-STUDIO757**
13	Atwood Primary School	Library	Lexmark XS652de
14	China Middle School	Main Office	Toshiba e-STUDIO2050C
15	China Middle School	8th Grade Wing	Toshiba e-STUDIO657
16	China Middle School	7th Grade Wing	Toshiba e-STUDIO657
17	China Middle School	Library	Toshiba e-STUDIO755**
18	China Middle School	Teacher's Lounge	Toshiba e-STUDIO757
19	China Primary School	Main Office	Toshiba e-STUDIO4555c
20	China Primary School	Workroom	Toshiba e-STUDIO657**
21	China Primary School	Hallway (2-4 Wing)	Toshiba e-STUDIO657**
22	Messalonskee Middle School	Library	Toshiba e-STUDIO457**
23	Messalonskee Middle School	Main Office	Toshiba e-STUDIO757**
24	Messalonskee Middle School	Room 332	Toshiba e-STUDIO657**
25	Messalonskee Middle School	Hallway Room 104	Toshiba e-STUDIO557**
26	Messalonskee Middle School	1st Floor Staff Room 106	Toshiba e-STUDIO657**

27	Messalonskee Middle School	2nd Floor Staff Room	Toshiba e-STUDIO6508a
28	Messalonskee Middle School	3rd Floor Staff Room	Toshiba e-STUDIO657**
29	Messalonskee Middle School	400 Wing	Lexmark XM3150
30	Belgrade Central School	Main Office	Toshiba e-STUDIO657
31	Belgrade Central School	Copier Room	Toshiba e-STUDIO8508a
32	Belgrade Central School	Library	Lexmark XM3150
33	Messalonskee High School	Guidance Room 200	Toshiba e-STUDIO452**
34	Messalonskee High School	Teacher's Lounge Room 304	Toshiba e-STUDIO457
35	Messalonskee High School	Room 303 (Closet next to MDF)	Toshiba e-STUDIO5508a
36	Messalonskee High School	Athletic's Office	Toshiba e-STUDIO7508a
37	Messalonskee High School	Teacher's Lounge Room 304	Toshiba e-STUDIO757
38	Messalonskee High School	Library	Toshiba e-STUDIO757
39	Messalonskee High School	Main Office	Toshiba e-STUDIO8508a
40	RSU 18 Central Office	Main Office	Toshiba e-STUDIO4555c
41	RSU 18 Central Office	Business Office	TOSHIBA e-STUDIO4508A
42	RSU 18 Central Office	Bus Garage	Toshiba e-STUDIO457
43	RSU 18 Central Office	Special Services	Toshiba e-STUDIO757**
44	RSU 18 Central Office	Main Office	Toshiba e-STUDIO757

Exhibit B: Technology Refreshment Strategy

Please describe below how you will approach technology refreshment when our schools may require additional or replacement copiers.

- Specify what copier brand preference you have or brands that you distribute.
- Describe your company's pricing/replacement strategy as well as the end of contract disposition of devices deployed after the start of the contract.
- Specify if your company will supply brand new equipment or used equipment in the refreshment strategy.
- Describe how you will determine the best device to meet a specific application within our schools
- Describe how all users will be trained on new devices and any periodic training offered during the terms of the contract.

Exhibit C: Consumable Supply Requirements

The successful vendor will be responsible for "just in time" inventory management of all consumable supplies including toner/ink, staples, fusers etc. (except throughput media) including end-user replaceable components for all output devices defined within this RFP.

Please describe how you intend to meet each of these requirements:

1. Black and White toner may be off-brand, remanufactured, or OEM. However, it must have comparable performance to OEM toner. Toner that continually leaks, prints with additional marks on the page, or appears too light will be rejected and will be replaced at the vendor's cost.
2. Color toner must be OEM. No substitutes will be accepted under any circumstances.
3. Consumable supplies must meet original equipment manufacturers specifications.
4. Vendor assumes all responsibility for hardware performance due to consumable supplies.
5. Vendor covers all multifunction devices included within this RFP.
6. Vendor retains ownership of all consumables inventory.
7. Down time due to lack of consumable supplies will not be acceptable.
8. Vendor is responsible for delivery of supplies to point of need or location determined by technology staff
9. No excess inventory on-hand at any location or device placement.

10. Proactive device monitoring and just in time delivery of necessary consumable supplies

Are you proposing to use OEM supplies for all output devices? Yes No

If "no" please tell us about your supply quality guarantee:

Our district is interested in environmental issues associated with consumable supplies that will be supplied in performance of a contract resulting from this RFP. Please describe how you propose to help our schools dispose of associated waste not recycled through our existing programs in an environmentally friendly method:

Exhibit D: Repair & Maintenance Requirements

The successful vendor shall be responsible for repairs and maintenance of all copiers included in a contract resulting from this RFP. All hardware is expected to perform at a minimum of 98.5% uptime; any downtime due to lack of consumable supplies will count as hardware downtime. All hardware is expected to meet the original manufacturer's specifications.

Describe any guarantees offered for device performance and uptime including penalties for non performance if applicable:

1. Vendor shall respond to a request for maintenance within one (1) hour
2. Vendor shall maintain an average on-site response time no more than four (4) hours after receiving original request for maintenance
3. Vendor shall maintain an average repair time of no longer than eight (8) hours after receiving original request for maintenance
4. The District may be interested in proactive device monitoring and automated service dispatch
5. Vendor ensures that all parts and components meet original equipment manufacturers specifications
6. Vendor assumes all responsibility for hardware performance due to service parts and components
7. Vendor retains ownership of all service parts and components until such time they are placed in an output device
8. Vendor will assume responsibility for disposal and recycling of all service parts.
9. Vendor will supply our schools with a call completion notification in either hard copy or electronic format

Exhibit E: End-User Support Requirements

The successful vendor shall be responsible for end-user support as defined below across the district and covering all copiers covered by a contract resulting from this RFP. Provide details for the following:

The successful vendor will be responsible for providing a user help desk to answer user questions and/or escalate them to a dispatched support/service call:

- Provide a toll-free number for all school staff (does not have to be dedicated).
- Provide help desk support during normal business hours, 8:00 a.m. to 4:00 p.m., Eastern Time, Monday through Friday with the exception of statutory holidays.
- Provide disposal of all units that will no longer be used annually

Does your company offer User Help Desk support as a standard service offering? If yes, is this User Help Desk support outsourced? Is there an additional fee for User Help Desk support?

If your company offers User Help Desk support as a standard service offering please provide a brief description of this support offering; if not, describe how your company will handle this requirement.

Exhibit F: Management Requirements

The successful vendor shall be responsible for implementing management process controls to enable measurement and management of the entire copier fleet.

Device Management

Our district is interested in monitoring and measurement of their entire copier fleet. The successful vendor will be responsible to supply, install and maintain necessary software tools to interface with all copiers covered by a contract resulting from this RFP. At a minimum, the copiers and software tools should be able to work together to enable:

- Tracking of consumable supply levels for proactive supply replenishment
- Monitoring of device service codes for proactive service dispatch and response
- Capturing monthly meter readings for billing & utilization reporting
- Determining the number of monochrome and color pages
- Determining the number of simplex and duplex pages
- Determining the number of jobs
- Configuring network settings, maintain address books and perform firmware updates

Reporting

Our district is interested in the following reporting on their entire copier fleet and user community. Reporting will be provided quarterly at a minimum or on-demand in electronic format. The successful vendor will be responsible for all reporting which may include:

- Fleet Utilization (sorted by model, serial number, highest to lowest)
- Building Utilization Summary (sorted by model, serial number, highest to lowest)
- Fleet Expenses (sorted by model, serial number, highest to lowest)
- Building Expense Summary (sorted by model, serial number, highest to lowest)

The successful vendor will be responsible for reporting hardware performance and service metrics on a quarterly basis. At a minimum the following will be included:

- Average number of service calls per month over the reporting quarter
- Average pages between failures over the reporting quarter
- Average days between failures over the reporting quarter
- Percentage of calls dispatched by proactive device monitoring over the reporting quarter
- Average downtime/uptime over the reporting quarter
- Average response time over the reporting quarter
- Average on-site response time over the reporting quarter
- Average repair times after receiving original request for maintenance over the reporting quarter
- First call effectiveness

- Call back percentage
- Hold for parts percentage

Copier Inventory Management

The successful vendor will be responsible for managing the fleet by monitoring device performance, identifying at risk devices and providing technology refreshment recommendation:

- Devices which are not achieving the minimum of 98.5% uptime
- Devices which are realizing excess levels of service
- Devices which are exceeding their anticipated or recommended monthly page volumes
- Devices which will exceed their five year life expectancy based on their current monthly production
- Devices which have been placed in an operating environment detrimental to their maximum performance
- Devices which have been subject to user abuse or ignorance
- Responsible for analysis and recommendations concerning additional hardware placements and technology refreshment during the term of a contract
- Requests from school facilities and personnel
- Identification of additional needs based on current statistics and environment

Proposal Summary

- Vendor Name
- Total annual cost including maintenance during the 2 year contract
- Overage cost per page for black during the 2 year contract
- Overage cost per page for color during the 2 year contract
- Any other additional costs during the 2 year contract
- Proposed equipment cost during the 2 year contract

Reference List

Please provide three (3) references

Reference 1

Name: _____

Title: _____

Company: _____

Phone: _____

Email: _____

Reference 2

Name: _____

Title: _____

Company: _____

Phone: _____

Email: _____

Reference 3

Name: _____

Title: _____

Company: _____

Phone: _____

Email: _____

Bid Submissions, Evaluation and Communication of Results

Regional School Unit No. 18 reserves the right to reject any or all proposals, to waive technicalities or to accept any proposal, which, in its judgement, will be in the best interest of the district. Proposals may not be modified after submission. Proposals may be withdrawn by written request at any time before the hour set for the proposal deadline. No proposals may be withdrawn after the proposal opening. Only proposals responsive to the specifications will be considered.

If an information request is determined to be beneficial and would improve the overall bid process, RSU 18 will share this information with any vendor requesting an RFP.

RSU 18 will communicate (via email) with all vendors submitting proposal(s) after the bid opening process has been completed.

PUBLIC NOTICE

REGIONAL SCHOOL UNIT NO. 18

NOTICE OF REQUEST FOR PROPOSALS

COPIER PURCHASE

PUBLIC NOTICE IS HEREBY GIVEN that Regional School Unit No. 18 (RSU 18) located in Oakland, Maine is seeking proposals for the purchase of 17 copiers.

Proposal(s) must be received by 10:00 am on Thursday, June 17, 2021.

Refer to RSU 18's Request for Proposal (RFP) for additional information and respond as requested. RFP's are available at the RSU 18 Office of the Superintendent, 41 Heath St., Oakland, ME 04963 from 8:00 AM - 3:00 PM Monday through Friday (207 465-7384) or from the district's website www.rsu18.org.