

Harrisburg School District Managed Print Services RFP

Vendors are instructed to read the document carefully and to prepare and submit their proposal(s) providing all information requested. Proposals must be dated and signed by an official authorized to bind the vendor to its provisions. Proposals must remain in force for at least ninety (90) days from the date of submission of the proposal(s).

Interpretations and Addenda

All questions about the meaning or intent of the proposal documents are to be directed in writing to Michael Christopherson, IT Director, Michael.christopherson@k12.sd.us. Interpretations or clarifications considered necessary by the Harrisburg School District in response to such questions will be issued by Addenda and updated on our website. Only questions answered by written Addenda will be binding. Oral and other interpretations or clarifications will be without legal effect. Addenda may also be issued to modify the RFP as deemed advisable by the School District.

Proposal Envelopes

To avoid having your proposal opened prior to the opening date and time, make certain it is submitted in an envelope clearly marked "Proposal for Digital Work Flow/Cost Per Impression Service".

If you are delivering your proposal(s) in person, the envelope should be sealed and marked "Proposal for Digital Work Flow/Cost Per Impression Service" and hand delivered to a member of the administrative office staff.

Price schedule shall be identified and shall be sealed in a separate envelope within the proposal envelope.

The School District will not be responsible for any costs incurred in the preparation of the vendor's proposal(s).

Proposers Qualifications

To demonstrate qualifications to perform the work, each proposer must submit with the proposal(s) written evidence, such as financial data, previous experience, present commitments, and other such data as may be requested herein. Each proposal must contain evidence of proposer's qualifications to do business in the State of South Dakota or covenant to obtain such qualifications prior to award of the contract.

Exceptions

Any exceptions with respect to specifications, technical criteria, data requirements, terms and conditions, delivery schedules, or the use of the technical data submitted shall be specified in writing as part of the required proposal. Specific reference shall be made to the paragraph numbers or other identifying criteria with respect to any exceptions proposed by the vendor.

Unless the exceptions are stated with the proposal(s) at the time of submission, no further consideration of the exceptions will be recognized by the Harrisburg School District, and any resulting award will be issued on the basis that no exceptions exist, and the vendor will be held responsible for compliance to the detail of all specifications, terms and conditions.

Any proposal(s) may be withdrawn prior to the schedule time for the opening of proposals. Any proposal received after the time and date specified will not be considered.

Imaging Equipment, Software and Solution Pilot

The apparent successful vendor will be required to install their equipment in six locations: A full install at one elementary school, one middle school, one high school, and administrative office. The Harrisburg School District will test the equipment and solution for 90 days or less. The 90 days shall include installation and training. The purpose of the test is to evaluate the equipment proposal in terms of the solution proposed, equipment specifications, software specifications, and performance with the Harrisburg School District network.

Confidentiality

All pricing regarding this RFP is public information. All material submitted in response to this RFP, with the exception of any materials that both the vendor and the Harrisburg School District deem as confidential, will become the property of the Harrisburg School District. The Harrisburg School District may keep trade secrets and other proprietary or commercial information, which, if released, would give advantage to business competitors, and serve no public service. Materials which the vendor expects the Harrisburg School District to treat as confidential must be clearly marked as such by the vendor. Confidential materials will be returned to the vendor only upon request.

Funding Out Clause

Notwithstanding the foregoing, if the Harrisburg School Board does not allocate sufficient funds to allow for periodic payments for any future fiscal period, the Harrisburg School District will not be obligated to pay the net contract time balance remaining beyond the then current fiscal period, ending June 30th of each year.

Harrisburg School District Policies and Regulations

Employees of the vendor and its subcontractors shall comply with all Harrisburg School District policies and regulations. The Harrisburg School District reserves the right to request the removal or replacement of any undesirable employee at any time.

All buildings in the Harrisburg School District are tobacco-free. Use of tobacco products is not permitted in any inside or outside area of the Harrisburg School District buildings.

The vendor is expected to respect this tobacco-free policy and fully comply with it.

Adjoining Premises

The vendor shall make precautions to avoid damage to adjacent buildings, facilities, utilities, ground resources, trees and landscape amenities, etc. and carry out any necessary temporary and/or permanent repairs for which the vendor is legally liable.

SECTION 2: TERMS AND CONDITIONS

Owner Guarantee

An owner of the contractor's corporation must personally sign provision of contract with the Harrisburg School District that he/she guarantees payment and performance of all the corporation's obligations under the contract. Remedies need not be exhausted against the corporation before the guarantor's obligations become fixed and enforceable.

Delivery

The contractor shall bear all costs of transportation, packing, crating, delivery, installation, storage, and service under warranty, F.O.B. destination to the appropriate designated delivery locations. The costs of delivery, cartage, temporary storage, off-loading costs, and insurance are the responsibility of the contractor. Contractor also needs to remove, securely wipe drives, and recycle our currently owned devices (15)

Substitutions

The contractor shall not substitute materials or accessories without written consent of Harrisburg School District.

Termination of Contract

The contract, and any and all rights granted, and obligations assumed hereby may be terminated by the Harrisburg School District by giving thirty (30) days written notice to the contractor. Upon receipt of a notice of termination and except as otherwise mutually agreed, contractor shall stop work under the contract on the effective date of the notice of termination. Upon termination, a mutually agreed settlement between both the Harrisburg School District and the contractor shall be contemplated resultant to which a written modification to said contract would be issued.

Termination for Cause

The Harrisburg School District may terminate the contract resulting from this RFP at any time if the contractor fails to carry out its terms or fails to make substantial progress toward the fulfillment to terms, as specified in the RFP document and resulting contract documents. In such an event, the Harrisburg School District shall provide the contractor with a thirty (30) day written notice of conditions which endanger contract performance. If after such notice, the contractor fails to remedy these conditions, the Harrisburg School District may issue a written order to the contractor for immediate cancellation of the contract.

Termination for Other Reasons

By mutual agreement of both parties, upon receipt and acceptance of not less than one hundred twenty (120) days written notice, the contract may be terminated on an agreed upon date, prior to the end of the contract period, without penalty to either party.

Default of Successful Vendor

The successful vendor, upon failure or refusal to execute and deliver the products and/or services contained in the contract after having received notice of the acceptance of its proposal, shall forfeit to the Harrisburg School District the security deposit submitted with their proposal.

Subcontracting

The contractor shall not subcontract all or substantially all work on any article to be supplied under the contract without prior written approval of the Harrisburg School District.

Contract Assignment

Contracts established as a result of this RFP shall not be transferred or assigned without prior written consent of the Harrisburg School District.

Indemnity

The contractor, in connection with the performance of the contract, may send its agents or employees onto premises owned or controlled by the Harrisburg School District. The contractor shall provide safety protection for person and property in accordance with all applicable laws and regulations, and indemnify and hold harmless the Harrisburg School District from and against any and all liabilities and losses whatsoever, including without limitation, costs and expenses in connection therewith, on account of, or by reason of, injury to or death of, any person whatsoever, or loss of or damage to any property whatsoever, suffered or sustained in the case of, or in connection with, the performance of work.

Governing Law

The laws of the State of South Dakota and the purchasing policies and regulations of the Harrisburg School District shall govern and control all aspects of this procurement transaction and the awarding of a contract to the successful vendor.

Previous Agreements

This RFP and any resulting contract cancels and supersedes any prior understanding or agreements between the parties relating to the subject matter hereof. The contract, and the contained specifications incorporated by reference herein, express the complete and final understanding of the parties with respect thereof, and may not be changed in any way except by an instrument in writing signed by both parties.

Disputes

Any dispute arising under this contract which is not settled by agreement of the parties shall be settled in the State or Federal Courts of the State of South Dakota. Pending any decision, appeal or judgement in such proceedings, or the settlement of any dispute arising under the contract, the contractor shall proceed diligently with the performance of the contract in accordance with the decision of the Harrisburg School District.

Federal, State, and Local Taxes

Purchases made by the Harrisburg School District are exempt from the payment of state sales and use taxes and federal excise taxes. Certification of these exemptions will be provided to the successful vendor upon request. The contractor shall hold title to all equipment and accessories provided under this contract, and responsible for any/all personal property taxes.

Interpretation of Conflicts

Should conflicts occur, the contractor shall request an interpretation from the Harrisburg School District before proceeding with the work. If a contractor fails to make such a request, no excuse will be entertained for failure to carry out the specified work in a satisfactory manner.

Collusive Pricing

The vendor's signature on their proposal(s) is their guarantee that the prices quotes have been arrived at without collusion with other eligible vendors, and without effort to preclude the Harrisburg School District from obtaining the lowest competitive price.

Section 3: General Information

1. The Harrisburg School District is requesting proposals from qualified vendors for "Digital Workflow/Cost Per Impression Service" for all locations of the Harrisburg School District. It is our intent to receive sealed proposals from qualified vendors, demonstrating the capability to provide the quality of product and/or service required to meet the needs and objectives of the Harrisburg School District.
2. Sealed Request for Proposals (RFP) for furnishing and delivering the products and/or services enclosed herein for the Harrisburg School District must be received no later than **11:00 a.m., Tuesday, May 25, 2021** at Harrisburg School District Administration Office, Attn. Mike Christopherson, 200 E Willow, Harrisburg, SD 57032
3. Vendors are requested to submit proposals which are directly responsive to the items, terms and conditions, specifications, and other documents referred to in this RFP.
4. It is the responsibility of each vendor to become familiar with the project requirements. A pre-bid meeting of all prospective vendors will be held at **10:00 a.m., Tuesday, May**

11, 2021 via Zoom. Please reach out to Michael.christopherson@k12.sd.us for the link to attend.

5. Vendors are to respond to all requests for information and questions as listed in this RFP. Vendors failing to provide required information may be deemed non-responsive and their proposal may not be considered for contract award. All forms are to be completed and returned. Failure to complete to forms may disqualify your proposal. These forms will be a primary source of information for the evaluation of proposals along with any additional response pages, exception pages, and other vendor provided material to the Harrisburg District may deem as informational to the selection and decision process.
6. All proposals shall be valid for a period of at least ninety (90) days from the bid due date listed in section 2 above. **Please submit one (1) original and three (3) copies of the proposals.**
7. The School Board reserves the right to reject any and all proposals or parts thereof and to waive any irregularities.
8. The Harrisburg School District reserves the right to conduct discussions with any or all respondents to this request for the purpose of clarification and modification. Discussion and negotiation may include, but is not limited to, the scope of work, schedule, and price.
9. The Harrisburg School District is offering digital copies of maps with this RFP. The vendor shall indicate on maps what replacement equipment they propose for every location and submit with their proposal.

I/we undersigned, having carefully examined the specifications, terms and conditions of this Request for Proposal, and fully understand the type and quality of the product(s) and/or service(s) required, and hereby propose to supply the product(s) and/or service(s) at the prices stated and certify that such prices include all costs associated with administration of the service, including, but not limited to all imaging devices, software, services and maintenance (parts, mileage, labor, delivery removal, installation, training, dedicated technician(s), and all supplies except staples and paper needed to operate the imaging devices.

The Harrisburg School District requests price proposal responses for a Digital Work Flow/Cost Per Impression Service as per the RFP document, and General Specifications of the Harrisburg School District.

All questions concerning this RFP are to be directed to Mike Christopherson, IT Director at Michael.Christopherson@k12.sd.us, phone 605-212-0330

Addenda Received:

No. _____ Date _____

No. _____ Date _____

FIRM NAME

BY (TYPED)

ADDRESS

SIGNATURE

CITY AND STATE

ZIP CODE

TITLE

PHONE

EXTENSION

EMAIL

DATE

Section 4 : Purpose of RFP

Harrisburg School District is seeking to consolidate copier and desktop printer support and maintenance, supply consumables, and asset inventory control for all of our networked and non-networked copiers and printers by one qualified vendor. We are looking to partner with a company regarded in this market as a leader in its field.

Our goals are:

- Lower administrative costs
- Lower maintenance costs
- Lower costs of operation
- Obtain fleet management
- Optimize the fleet for today and the future

Business Locations

Harrisburg School District has offices in the following locations in the Harrisburg/Sioux Falls area:

- 7 Elementary Schools
- 2 Middle Schools
- 1 High School
- 1 Leap HS
- 1 Bus Barn
- 1 Step Academy

PROPOSAL FORMAT & CONTENT

Proposals should provide straightforward, concise information that satisfies the requirements of this solicitation and should be presented in the following format:

- 1. Executive Summary** – Please provide a high-level overview of how you propose to accomplish the requirements of this RFP.
- 2. Unique Qualifications** – Please provide why you are uniquely qualified for this opportunity.
- 3. Company Background Information/ Experience and Qualifications** – Please provide information on your company's prior experience.
- 4. Statement of Work (SOW) Requirements / Questions** – Please provide information to indicate how the SOW requirements will be satisfied as well as responding to the specific questions.
- 5. Pricing and Billing** – The vendor must submit pricing in a cost per page format, by model. A black or mono rate and a color rate should be proposed for color printers. This cost per page should be complete and include OEM toner, maintenance kits, parts and labor for break/fix support, account management, reporting, and training. Do not base the pricing on minimums or maximums. We should only pay for pages printed. The vendor should be capable of working with our invoicing requirements as well.
- 6. Value-Added Services** – The vendor should explain other processes and programs that can take advantage of to improve the workflow or lower the overall costs of printing.

Section 5:

1. Company Background Information

How long has the vendor been in business? (minimum 5 years) How many pages does the vendor currently manage on contract per month? The vendor should have a team of professionals assigned to this account. The vendor shall provide a list of key employees and their roles.

2. Company Experience

Vendor shall list four verifiable current customer references for whom the vendor is providing a managed print solution that is similar in size of fleet and number of locations.

3. Authorized Dealer

Vendor must be authorized by the manufacturer to sell and service all products required for a managed print solution. In addition, the vendor must be certified as an authorized warranty deliver partner for each manufacturer. The vendor shall maintain these agreements in good standing for the term of the agreement.

4. Technician Training

Are the technicians that will be servicing the account trained and certified to service the printers in the fleet? Describe the manufacturer's training as well as the vendors training. What is the structure of your service department: lead techs, senior techs, field techs?

5. Sustainability

Please describe your company's process for recycling consumable supplies such as toner cartridges, service parts, maintenance kits or end-user replaceable components.

SECTION 6: STATEMENT OF WORK

Provide laser printer support, maintenance, supply consumables, asset inventory control, consultative support, training, and account management for all of our networked and non- networked printers. For each requirement below, provide information to satisfy the details of each one:

1. Service Requests

Requesting toner and/or service support must be easy and efficient yet at the same must reach the vendor and be responded to. Ideally the vendor will offer multiple methods of requesting toner and/or service. In addition, if using the FMAudit (or similar) remote monitoring software (see nbr 2 below), the software will alert the vendor of toner low situations. The vendor shall describe the process for submitting service tickets. Is there a Web site option for submitting requests? Toll-free phone number for requests? Is there reporting available upon request showing the number of service requests, requested by,

actions taken, etc?

2. Remote Monitoring

Vendor shall install FMAudit (or similar) remote monitoring software to gather data and report information on the fleet. Vendor shall provide the client with a secure portal that stakeholders can use to see information about the printer fleet. This remote monitoring software also reports page counts to the vendors eliminating the need to send personnel on-site to gather page counts which help keep the overall cost of printing lower.

3. Authorized Dealer

Vendor must be authorized by the manufacturer to sell and service all products required for a managed print solution. In addition, the vendor must be certified as an authorized warranty deliver partner for each manufacturer. The vendor shall maintain these agreements in good standing for the term of the agreement.

4. Presales Consulting

Vendor shall provide on request, pre-sales onsite user consulting services that include but are not limited to, user consultations, written configurations, price quotes, and product specification materials. Vendor shall always provide information on updates to the manufacturer's product line that exhibit new technology that may improve the user experience, work flow, or economics.

Most importantly though, the right vendor should first "listen" – the vendor should ask the right questions, understand your goals with the new hardware, where it will be used, how it will be

used, what are the users expecting? If a vendor doesn't take the time to listen, chances are good that your new device will not meet your expectations.

5. Training

Vendor shall always provide Key Operator training on devices that are new to the fleet at no additional charge.

6. Installation

Vendor shall install products within 2 days of delivery. All work must be performed during regular business hours, Monday through Friday, 8:00am until 5:00pm. There may be certain circumstances where the in-house staff installs and sets up new devices. In those cases, the vendor will be advised. Installation services should be provided at no additional charge. The in-house staff will provide specific details on device configuration on a printer by printer basis as needed.

7. Manuals

Vendor shall provide manuals and documentation for all equipment purchased at the time of installation. Additional manuals may be request for a nominal per page cost from the vendor.

8. Management Reports

Vendor shall provide to us the following reports in both electronic and paper format. They should be provided at least quarterly or upon request:

- Volume Trends

- Device Utilization
- Device Aging
- Problematic Device

As one of the most important deliverables to a managed print service, the vendor should never charge for standard reporting. It should be included in the per page costs.

9. Service Response Time

Vendor shall commit to a guaranteed on-site service response time of NO MORE than 4 hours for locations in major markets. This means 4 hours from the time of the initial call to the time a service technician arrives on-site. For satellite locations, Next Business Day is generally acceptable. What is the vendor's guaranteed service response time based on the list of locations provided? Is there reporting available that illustrates the vendor's compliance with this commitment?

10. First-Time Fix Success

Vendor should have a verifiable first-time fix rate of greater than 85%. This means in over 85% of all service calls, the tech was able to fix the printer in the first visit. This demonstrates the vendor has trained and qualified technicians and supports those technicians with available repair parts. What is the vendor's first-time fix rate? Upon request, the vendor should provide documentation supporting their first-time fix rate claim.

11. Ongoing Fleet Optimization

By means of the reporting provided, the vendor shall always monitor the fleet and volume data to make certain devices are placed appropriately. Oftentimes just swapping one model with another can significantly impact the cost of printing. Vendor may agree to perform a company-wide fleet mapping and optimization study once contract is awarded.

12. On-site Service

In an effort to maintain productivity and workflow, it is most important that the technicians assigned to the account be trained and knowledgeable specifically about the devices being supported. The vendor should have a clearly defined training and certification policy. Who is certified by the manufacturer? Who is certified by the vendor?

Once on-site, the goal should be to repair the printer as expeditiously as possible so as not to impact the productivity of the users. In order to achieve this, the technicians must be highly qualified and well trained. But in every fleet, there will be a repair that is beyond the skill set of the on-site employee. It is important the vendor have an infrastructure in place to support their techs in the field. The vendor shall describe its escalation procedures for problem printers.

13. Loaner Printer Program

Vendor shall have a program in place for those situations where it takes an extended amount of time to complete a repair. Vendor shall agree to place a device with similar printing capabilities as the broken printer if the vendor is unable to repair a printer after 48 business hours. The client may decline a Loaner Printer for non-critical areas.

14. Toner Service

OEM toner is required. The managed print service provider should provide all toners for every printer in a manner that insures the users are never down for lack of toner. The toners

are typically shipped to the location upon notification of toner low, either from the remote monitoring software, or by Internet or phone, whatever method the vendor provides. What method does the vendor use to provide toner? Are toners shipped immediately upon request? How are duplicate requests for toner handled?

The other area of concern related to toner service is bad cartridges. Every manufacturer occasionally has nonperforming cartridges in the system. How are defective cartridges handled? Do we pay extra if a cartridge is defective? In a true managed print service program, you should not pay any extra for the cartridges that fail or underperform. The vendor assumes that risk. In a true managed print service program you should only be charged for the pages you actually print.

Section 7 PRICING & BILLING

1. Pricing

The vendor shall provide their best cost per page by printer model that will be supported. How does the vendor define a page or impression? How are the rates calculated for duplexed pages or legal or 11"x17" printing? Does the pricing include minimums or maximums? What are the costs for service and repairs? What are the costs to ship the toners?

2. Adding or Removing Printers from Program

What are the costs to add a used or refurb printer to the program? In what situations can printers be removed from the program?

3. Other Charges

The vendor shall describe other potential charges.

4. Contract Term

What term of agreement is the vendor offering? Will any automatic renewals be offered? Explain the procedure required for automatically rolling the agreement into a renewal.

5. Billing Cycle

The vendor should describe the billing cycle. How long is it? How are page counts obtained? Describe the true-up process. How does the vendor determine the number of mono/black pages and the number of color pages? Does the vendor bill in advance? Then based on your systems, it is important to know how the vendor will be invoicing you. If electronic invoicing is important, is it available?

6. Billing Format

Does the vendor do custom billing formats? Can the vendor break out charges by client-defined departments or cost centers and use client-provided billing codes? If the client requires invoices to contain a purchase order number, can the vendor insure that each billing will have that number? What are the vendor's terms of payment? What happens if there is a dispute?

Section 8: Product and Location Summary (All devices should be New Devices)

Elementary School Plan

- - 6 large mono for workroom with staple and tandem LCT (75+ppm) segment 5
- - 6 low volume color (30+ppm)
- - 6 mid volume color (50+ppm)
- - *option staple finisher and paper trays for color systems

Liberty Elementary Plan

- - 1 large mono for workroom with staple and tandem LCT (80+ppm)
- - 1 mid volume color (50+ppm)
- - 2 low volume color (30+ppm)

District Office Plan

- 1 low volume color with 4 trays and staple (30+ppm)

Middle School Plan – North

- - 1 large mono for workroom with staple and tandem LCT (65+ppm)
- - 1 mid volume color (50+ppm)
- - 1 low volume color (30+ppm)
- - *option staple finisher and paper trays for color systems

South

- - 1 large mono for workroom with staple and tandem LCT (65+ppm)
- - 3 low volume color (30+ppm)
- - *option staple finisher and paper trays for color systems

High School Plan

High School

- - 1 large mono for workroom with staple and tandem LCT (65+ppm)
- - 2 mid volume color (50+ppm)
- - 1 low volume color (30+ppm)

G-wing main and upstairs

- 2 low volume color (30+ppm)

Freshman Academy

- - 1 large mono for workroom with staple and tandem LCT (65+ppm)
- - 2 low volume color (30+ppm)

LEAP High School –

- - 1 low volume color (30+ppm)

Bus Barn –

- - 1 low volume color (30+ppm)
-
- **STEP Academy –**
- - 1 low volume color (30+ppm)

Equipment summary:

-eGoldFax or similar cloud fax to fulfill fax requirements

-PaperCut MF license and readers for each machine : PaperCut or a program similar – embedded on copiers to allow for Follow Me Printing. Again, automated reporting per building per device per teacher. And ability to monitor printers (NON MFP DEVICES) and provide monthly usage reports with building volumes and volumes per device as well as “high offenders” on the printers vs copiers. TWN4 MultiTech readers must be configured for all devices.

Single Pass Dual Sided Scanning for feeders required.

- 50 + should have staple and tandem LCT (11x17 capable)

-30-50 should have 500 sheet paper tray

Maps and room numbers for each location available upon request

Prices

Prices quoted shall be all-inclusive and firm for the initial contract period. Impression cost must include the cost of the rental/lease of all imaging devices, services, software, and maintenance (parts, mileage, and labor), delivery, removal, installation, training, dedicated technician(s), all supplies (except staples and paper) needed to operate the imaging devices must be included in the prices quoted.

Volumes have been established from past history and current volume trends. However, the Harrisburg School District shall not guarantee stated volumes during the initial or subsequent contract periods.

The Harrisburg School District will accept pricing that reflects Item 1 and 2. Both items must be completed.

Enter the price to the fourth decimal point (e.g. \$0.0195).

Proposal: The vendor agrees to offer a contract that is a monthly base charge with zero volume commitment plus price per impression billed monthly for any volume run. Proposal shall be comprehensive and take into account all the requirements as set out in this Request for Proposals.

Price per impression that reflects an average price per impression for the multifunction devices.
\$ _____/impression

Price per impression that reflects an average price per impression for the color multifunction devices. \$ _____/impression

Monthly base charge with zero volume commitment \$ _____

Staples (information only, will not be used to determine award) \$ _____

CONTRACTOR RESPONSE

The respondent must include all of the following in its proposal in response to this RFP by the deadline set forth in the Schedule of Events. Failure to provide complete responses to any or all of these questions may result in the proposals being disqualified. Conciseness and clarity of content are required. Vague and general proposals will be considered non-responsive, and will result in disqualification. Proposal pages must be numbered and contain an organized, paginated table of contents corresponding to the sections and pages of the proposals.

9.1 General Organization

This RFP must be organized as follows:

- 9.1.1 Table of Contents
- 9.1.2 Copy of Signed RFP
- 9.1.3 Transmittal Letter
- 9.1.4 Executive Summary
- 9.1.5 Vendor Background
- 9.1.6 Proposed Work Plan, Transition Plan and Project Narrative
- 9.1.7 Invoicing, Management Tracking and Delivery
- 9.1.8 Respondent's Qualifications and Experience
- 9.1.9 Respondent's Project Personnel and Organizational Information
- 9.1.10 Product Literature of Equipment Proposed

9.1.1 Table of Contents

The respondent must indicate the sections and page numbers of the information included.

9.1.2 RFP Requirements

The respondent must submit its signed RFP, Section 1, proposal must contain specifically address Sections 5, 6, and 7 with regards to "vendors are required to submit an overview of their solution" required in these sections. Section 8 Pricing Schedule (Sealed in a separate envelope within the proposal envelope), proposal. Provide any cost saving information as a result of your solution.

9.1.3 Transmittal Letter

The respondent must submit with its proposals a one-page transmittal letter that identifies the entity submitting the proposals, and includes a commitment by that entity to provide services required by the Harrisburg School District. The transmittal letter must state the vendor's pricing effective period. The transmittal letter must also state acceptance of contract terms, exceptions, if any, must be specifically stated. A person legally authorized to bind the respondent to the representations in the response must sign the transmittal letter and the proposals. The transmittal letter should include a statement of why the respondent believes that it is the most qualified respondent to provide the requisite services.

9.1.4 Executive Summary

The respondent must provide an executive summary of its proposals. The executive summary must not exceed three pages, and must represent a full and concise summary of the proposals content. The executive summary must not include any information concerning the cost of the proposals. The respondent must identify any services that are provided beyond those specifically requested. If the respondent is providing services that do not meet the specific requirements of the RFP, but in the opinion of the respondent are equivalent or superior to those specifically requested, any such difference must be noted in the executive summary.

9.1.5 **Vendor Background**

The respondent must provide the following information:

- a. Name and address of business entity submitting the proposals
- b. Type of business entity (i.e. corporation, partnership, dealer/broker)
- c. State of incorporation or organization place of business
- d. Name, address, business telephone number, fax number, and email of respondent's principal contact person regarding this proposal
- e. Statement regarding the financial stability of respondent, including the ability of the respondent to perform the requisite services and a copy of the last two annual reports for the organization.
- f. Detail any ownership changes that have occurred in the past five years and known pending ownership changes to occur during the first five (5) years of the RFP contract.

9.1.6 **Proposed Work Plan, Transition Plan, and Project Narrative**

The respondent must include in its proposals a proposed work and training plan. The respondent must also include a project narrative that specifically describes (1) its expertise and that of its proposed personnel and (2) how its proposed services, work plan, and transition plan will meet the services requested. The narrative must also address each of the following:

- a. Describe the equipment maintenance process, including hours of operation, call back and response time, a documented service call escalation process, unlimited maintenance and repair, service history reports, list of service technicians assigned to the project and years of experience for proposed products, after hour's service availability, product replacement in the event of equipment breakdown, and parts guarantee.
- b. Describe the commitment and approach to providing high quality customer service.
- c. Describe any other services the respondent provides other than the services requested that would prove beneficial to the Harrisburg School District to improve personnel efficiency and effectiveness and result in cost savings.

The respondent's work plan must include, at a minimum, the following for each component of the scope of services:

- a. Title, description, objective, activities of each phase and task within each phase
- b. Name and title of proposed personnel and role of each (lead & support) by task
- c. Other resources by task
- d. Timeline, milestones and deliverables by task

- e. Any other information the respondent typically includes in its project work plans to address specific RFP requirements

The respondent's proposed transition plan must include an implementation plan for proposed new equipment and supplies. The transition plan is the period from the contract effective date up to 30 days thereafter.

The proposed work plan, transition plan, and project narrative must address and demonstrate quality control mechanisms, dedication of personnel and other resources, and tasks that incorporate a high level of quality and commitment to excellence.

Through these documents, the respondent must demonstrate extensive experience in and understanding of the Harrisburg School District's requirements.

9.1.7 Invoicing, Management Tracking, and Delivery

Monthly Invoice: vendors will submit one (1) monthly invoice for all equipment services, and supplies.

Usage Tracking: invoices will be designed to provide cost information so that the Harrisburg School District may easily track impression costs over time. Reconciliation of actual impressions versus monthly minimum will be calculated on an annual basis.

Account Reviews: The Harrisburg School District will conduct quarterly reviews with selected vendor to determine the effectiveness of the document output program and to resolve any issues associated with the implementation at the Harrisburg School District, i.e. costs, billing data and configuration performance data will be reviewed to ensure the equipment is properly sized for the environment.

9.1.8 Respondent's Qualifications and Experience

A minimum of five references required. Vendors shall provide a list of other organizations that they are currently servicing. Please list any customers comparable in size to the inventory at the Harrisburg School District. References shall include other school districts and/or businesses with which the vendor currently has a contract.

Entities of similar needs and requirements, including volume, are preferred.

The respondent must briefly state why it believes its proposed services best meet the Harrisburg School District's objectives and RFP requirements. The respondent also must concisely describe any additional features, aspects, or advantages of its products or services in any relevant area not covered elsewhere in the proposals.

The respondent must provide all of the information requested in the RFP. Failure to provide complete responses to any or all of these questions or requests for information may result in such proposals being disqualified.

9.1.9 Respondent Project Personnel and Organizational Information

The proposals must identify all key personnel who are to be part of the proposed team and detail their experience.

The respondent must provide an organizational chart covering the services offered in its proposals, indicating lines of authority, names, titles, functions of individuals assigned.

The respondent must assign and identify in the proposals a contact person for the services and provide the person's name, office telephone number, fax number, and email.

The respondent must provide the year in which it was founded and indicate the year it began providing the requested services.

The respondent must discuss what distinguishes it and its services from competing firms.

The respondent must provide a list of the organizations with whom its directly affiliated, or with whom it is affiliated through providing joint services, strategic alliances, joint venture, etc. and describe the nature of each affiliation in detail.

The respondent must discuss how it will stay committed to document management services business. The Harrisburg School District reserves the right, in its sole discretion, to change the above dates.

9.1.10 **Product Literature**

Provide brochures on the equipment you are quoting which shows features, options, and technical specifications.

Evaluation and Award of Contract

Factors will be assigned to each proposal by the Review Committee.

Evaluation of Financial Proposals.

Each lump sum proposal will be evaluated by the IT director in consultation with the Review Committee to arrive at the appropriate number to which the Qualifications/Technical Review Factor is applied.

Determination of Best Value Proposal

The Technical Review Committee will arrive at qualitative scores for each proposal based on scores for Qualifications, Technical, and Project Schedule. The qualitative score or value factor will be applied to each Financial Proposal to determine an adjusted price. The lowest adjusted price of the proposals will determine the Best Value Proposal.

The District reserves the right to contract with the vendor whose proposal is recommended by the Technical Review Committee to be the Best Value Proposal for the Harrisburg School District for the multifunction devices.

The District reserves the right to reject any and all proposals or parts, thereof, and to waive any irregularities.

Not more than 90 days can elapse between the opening of the proposals and either the acceptance of the Best Value Proposal or the rejection of all proposals presented.

Once the proposals have been evaluated, the Harrisburg School District may conduct further negotiations, and/or request presentations and demonstrations to assist in the clarification of the solution described, specifications, and contract terms and conditions.

Criteria

Evaluation of (Non-Financial) Portions of the Proposal

Qualifications: Each proposal will be evaluated by the Technical Review Committee based on the relative ability to identify firms making up each proposer based on:

1. Experience with comparable projects
2. Financial and bonding capability
3. Managerial resources
4. Abilities of professional personnel
5. Past performance with the Harrisburg School District
6. Capacity to meet time and budget requirements
7. Demonstrated ability to complete work in a timely and satisfactory manner
8. Recent, current, and projected workload

Maximum Possible Score: .20

2. Technical: Each proposal will be evaluated based on the relative value of the following features:
 1. Compliance with requirements of proposal request documents
 2. Equipment manufacturer's experience
 3. Proposed software, ease of use
 4. Product data/proposed materials
 5. Durability of materials
 6. Management plan
 7. Availability of continued technical support in a timely order after installation

Maximum Possible Score: .70

3. Project Schedule
 - a. Installation and Training

Maximum Possible Score: .10

Maximum Possible Score: 1.00 Qualifications/Technical Review Factor