



Sheridan School District website is sheridanschools.org

REQUEST FOR PROPOSAL

Issue Date: April 23, 2018
 Title: Copier Lease and Service
 Issuing Address: Sheridan School District
 IT Department: Attention Calvin Hudson
 Mailing Address: 400 North Rock St
 Sheridan, Arkansas 72150

Term of Contract: Three Years

Proposals will be received subject to the conditions cited herein until 4:00 pm on May 28, 2018 for furnishing the services described herein.

All questions pertaining to the Request for the Proposal (RFP) should be addressed exclusively to Calvin Hudson by e-mail calvinhudson@sheridanschools.org or by phone at (870) 942-2422 prior to noon on May 28, 2018.

Mail, deliver or e-mail all RFP responses directly to the Issuing Office at the address shown above or to the e-mail address provided.

In compliance with this RFP and to all Conditions imposed herein, the undersigned agrees to provide copier leasing and service in accordance with the attached signed proposal or as mutually agreed upon in subsequent negotiations.

Name and address of firm: _____ Date Signed: _____

 _____ By: _____
 _____ Signature
 _____ Zip _____ Printed Name: _____
 Telephone: () _____ Title: _____
 Fax: () _____
 E-Mail Address: _____



Objective: The purpose of this RFP is to acquire the services of a vendor to provide lease arrangements for copiers for Sheridan School District. Our current fleet consists of 32 copiers.

(12) 65 PPM B/W machines with....

(2) 500-550 sheet trays, Dual 1,500 Sheet Drawers, 2/3 Hole Punch & Staple Finisher, 50 sheet staple finisher- Staple Free Stapling, convenience stapler, card readers needed
Faxing is not required

(15) 60+PPM B/W machines with ...

(3) 500-550 sheet trays, 2/3 Hole Punch, Inner Finisher, card readers needed
Faxing is not required

(8) 35 PPM Color machines with....

(4) 500-550 sheet trays, 2/3 Hole Punch, Staple Finisher, card readers needed
Faxing required on 4 machines

(4) 85 B/W PPM machines with....

(2) 1,500 Sheet Drawers, (2) 500-550 Sheet Trays 2/3 Hole Punch, Inner Finisher, 50 sheet staple finisher-Staple Free Stapling, convenience stapler, card readers needed
Faxing is not required

The Vendor will also need to provide remote training to each individual user within their applications

(15) Desktop license software that can....

1. Create Fillable Forms
2. Convert to Word & Excel
3. Edit PDF Documents
4. Compare Documents

A Copier Software Solution that can provide

- Follow me Printing and Authentication
- Full Accounting and Reports
- Secure Mobile Printing, Secured Print Release & BYOD Printing
- Monitoring and Restricting of Output Documents
- Guest Printing
- Print/Scan to Google Cloud
- Card Readers per device quoted

As part of the software we will need it to cover

- 700 User Licenses including guest printing
- Will not be tracking or monitoring student print
- 2 Print Servers
- Need to Print / Scan from Windows / Mac / IPAD / Chromebooks
- 39 Networked Devices to use card readers
- Will be using Proxcard for authentication
- 9 Number of Remote Sites

We will Require 10,500,000 B/W images annually to be included inside of the lease with B/W overages listed as well as a color cpc

We are requesting a 36 month lease term which will need to include a 100 day satisfaction guarantee of all hardware. This means we will need **IN WRITING** that we will have the ability to **cancel** the agreement **without penalty** if not completely satisfied with the current hardware performance. In addition, the Vendor will need to...

1. Provide Preventive Maintenance every 6 months on all hardware devices & Account Reviews Quarterly
2. Provide a loaner **free of charge** if the current equipment does not perform to manufacturer standards
3. Replace equipment at **no charge** should your office not be able to maintain the equipment in good working order

Vendors applying MUST

1. Parts & supplies should be warehoused locally –Local Warehouse
2. Stock all toner onsite for all equipment being proposed with auto toner replenishment – Locally Warehouse Backup Toner
3. Have Certified technicians working on any equipment proposed
4. Lease **MUST** be held by the dealer (**No 3rd Party Leases**)
5. Have a brick and mortar presence within 60 miles of one Sheridan School District
6. Provide a copy of their business city license
7. Provide a guaranteed four hour response time

Upon Delivery the Vendor will need to provide

Network Installation and Training & Meter Retrieval Software ~ Retrieves Meter Readings Automatically!

SCHEDULE A REQUEST FOR PROPOSAL

A.1 Corporate Information

A.1.1 Provide an organizational chart highlighting areas and individuals responsible for copier services.

A.1.2 Provide a complete list of services and products.

A.1.3 Name the location of the office that would serve Sheridan School District.

A.2 Copier Services

A.2.1 Describe the method and criteria used for copier placement, retrieval, upgrade and replacement.

A.2.2 How are repair calls handled?

A.2.3 Who will be responsible for handling repair calls for Sheridan School District?

A.2.4 What is your average response time when repair calls are made? What is your company's protocol/remedy for instances when response time is beyond your guarantee.

A.2.5 Is there a guaranteed uptime? If so, state the percentage.

A.2.6 Describe your policy for replacing copiers. Do you right size during the term of the agreement? If so, how often? Describe your process in detail. Must provide a plan for ongoing right sizing of solution and any additional solution updates and training at no charge.

A.2.7 Describe in detail how often the user's needs would be assessed.

A.2.8 How many copier technicians does your company directly employ? Over what geographical area do they serve? Must have a minimum of 4 manufactured trained service technicians for each device. Please provide certifications on service training and proof of employment.

A.2.11 Describe in detail, methods available for school personnel to monitor and calculate changes.

A.2.12 Provide a sample of invoices and your ability to produce electronic invoices, along with itemized statements and summaries (base and overages) using actual

copier counts. Vendor is to provide average billing accuracy, supply order fulfillment response time and first call efficiency rate. Please provide method of determining these factors.

A.2.13 Does the client have flexibility in specifying billing periods, i.e., biweekly, monthly, etc.?

A.2.14 Describe your company's process for removal of harddrives and replacement in compliance with HIPPA. Charges involved, if any? Vendor provides the service of sterilizing all HDD's at the end of the lease and provide proof or Sheridan School District has the option of purchasing said HDD's at the price of \$_____?

A.2.15 Is data override software included?

A.2.16 How are copier counts collected? Vendor must provide sample of monthly print/copy activity.

A.2.17 Describe your training plan for school personnel both at onset of RFP award as well as during the term of the agreement.

SCHEDULE B REQUEST FOR PROPOSAL

B.1 General Proposal Guidelines

B.1.1 The proposal will be a sealed bid process. There will be two notifications in the newspapers once per week for two weeks. The bids will be opened the following week and will be awarded after board approval. Please submit your company's proposal electronically to calvinhudson@sheridanschools.org or submit one original and one copy to:

Calvin Hudson
IT Department Arkansas
Sheridan School District
400 N Rock St
Sheridan, AR 72120

The Vendor shall make no other distribution of the proposals. Distribution to any other department or person at Sheridan School District will constitute a violation of the RFP and will disqualify the Vendor from the entire RFP process.

B.1.2 Inquiries regarding the RFP should be directed to Calvin Hudson via e-mail at calvinhudson@sheridanschools.org

B.1.3 Failure to respond by the time and date specified or failure to comply with the procedures specified constitutes cause for rejection of the proposal.

B.1.4 A Vendor submitting a proposal certifies that the proposal is made in good faith, without fraud, or connection of any kind with any other agency for the same work, and that the agency is competing solely in its own behalf without connecting with, or obligation to, any undisclosed person or firm.

B.2 Ownership of Material

2.2.1 Ownership of all data, material, and documentation originated and prepared for the Sheridan School District pursuant to the RFP shall belong exclusively to the District.

2.2.2 Sheridan School District will use reasonable precautions to avoid disclosure of the RFP. We reserve the right to copy and disseminate the proposals for internal review and for review by external advisors.

2.2.3 If confidential or proprietary information is included in the RFP, it should be clearly delineated in writing.

B.3 Proposal Costs

B.3.1 All costs pertaining to the RFP are entirely the responsibility of the Vendor and may not be chargeable in any manner to the Sheridan School District.

B.3.2 RFP should be prepared simply and economically, providing a straightforward concise description of the Vendor's capabilities to satisfy the requirements of the RFP. Emphasis should be on completeness and clarity of content.

B.4 Revision to the Request for Proposal

B.4.1 In the event that it becomes necessary to revise any part of this RFP prior to the assigned return date, the IT Department will provide revisions to all vendors.

B.4.2 Sheridan School District will be the sole determinate of whether any revisions/addenda should be issued as result of any questions or other matters and will extend the proposal deadline, if such information significantly amends this solicitation or makes compliance with the original proposed due date less practical.

B.5 Specific Proposal Requirements

A concise written narrative is requested that includes:

- (a) A brief history of your firm, its various capabilities and current financial status, and why your firm is best qualified to handle the District's needs.
- (b) A description of your customer service philosophy and how you propose to administer the School account.
- (c) A description of your ability to guarantee highly trained, helpful, and friendly copier technicians.
- (d) A description of your ability to respond to service calls. Please attach a sample report detailing copier service histories.
- (e) Innovative approaches to control costs that have not been specifically addressed in this request. At a minimum, discuss best practices in the industry, and any ongoing processes to work with existing clients to improve services as well as manage costs.
- (f) A full description of your print management program.
- (g) A description of your ability to produce reports that trend copier usage by month with copiers listed by area and general ledger number. Please attach a sample report. Must provide sample of color print job samples using different types of paper.
- (h) A description of your ability to provide mechanisms for tracking copiers by user and limiting user access (card reader, etc.)
- (i) A list of references including company name, address, phone number and contact person defined in Schedule B.
- (j) A completed response to Schedules A & B.
- (k) Execution and return of the cover page of this RFP.
- (l) Acceptance of a 30 day out no cause; Agreed to in writing

B.6 Value Added Service

Create a partnership to enhance copier placement as well as work with us to evolve to a true print management solution. SSD plans to decrease and eliminate stand-alone printers and utilize the copier fleet for printing. Please provide specifics of your company's program that will allow us to meet our goal with printer placement decreases and or elimination.

B.7 Evaluation Criteria

B.7.1 Ability to meet the needs of the School.

B.7.2 Ability to work with the School in identifying cost effective measures.

B.7.3 Evidence of commitment to meet the continuing changes in the copier industry.

B.7.4 Financial and organizational stability.

B.7.5 Willingness to be responsive to the needs of the School in a timely manner.

B.7.6 Demonstration of a superior level of safety, services and support to clients, especially to those of similar size and complexity as the School.

B.7.7 Ability to minimize copier downtime.

B.7.8 Progressive Print Management Program

B.8 Award Criteria

B.8.1 The School reserves the right to reject any and all proposals received as a response to this RFP.

B.8.2 The School may conduct negotiations with one or more of the Vendors that meet the evaluation criteria. This is an option of the School. Therefore, proposals should be complete upon submission.

B.8.3 The selected Vendor(s) will be chosen on the basis of the greatest benefit to the School. In the event that no response meets all the requirements of the RFP, the School may select the best proposal, a combination of proposals or a portion of the proposal.

B.9 Confidentiality

By accepting this RFP, the Vendor expressly acknowledges that the school's business procedures, plans, ideas, inventions, financial and patient data, content of RFP and any other School information are the sole and exclusive property of the School. The Vendor agrees that it will safeguard such information to the same extent as it safeguards its own confidential and proprietary information.

B.10 Cancellation of Contract

B.10.1 Sheridan School District reserves the right to terminate this Agreement or any subsequent lease agreement created as a result of this RFP in whole or in part, without cause, penalty, and prejudice to any rights that Sheridan School District may have against Vendor. Terminations hereunder shall be effective upon thirty (30) days written notice to Vendor specifying the date of termination and the extent to which the agreement is terminated. Sheridan School District's responsibility hereunder shall be limited to payment for goods ordered and/or services performed prior to the effective date of termination.

B.10.2 School reserves the right to cancel the Agreement on an immediate basis, without penalty, in the event patient/employee security is jeopardized.

B.10.3 Under no circumstances shall the Vendor be compensated or entitled to payment for anticipated profits, unabsorbed overhead, or interest on borrowing.