

Request for Proposal

The Central Fall School District, hereafter referred to as the DISTRICT, is seeking a Request for Proposal (RFP) from qualified vendors, hereafter referred to as RESPONDENT, to provide **a comprehensive managed print program for all schools and offices of the DISTRICT. RESPONDENT's should include options for OCR software, scan to Google Drive and a document management program.**

By responding to this RFP the RESPONDENT acknowledges being fully informed as to the extent and character of the supplies, materials, equipment and services required, and the terms and conditions specified herein. The RESPONDENT represents that the supplies, materials, equipment and services can be provided in a manner satisfactory to the District and in complete compliance with the specifications. The RESPONDENT is obligated to furnish items at the bid price. RESPONDENT agrees that their response to this RFP, and subsequent acceptance by the DISTRICT, shall constitute a contract.

Responses to this RFP shall be submitted by mail as specified below. The DISTRICT certifies that RFPs will not be opened by anyone in the DISTRICT prior to the date and time indicated above. The opening will be held in the Central Falls Admin Conference Room.

The contact person for this project is **Osiris Gonzalez, Director of Technology, gonzalezo@cfschools.net**. Inquiries and questions regarding this RFP should be directed to this contact person, only by email to **gonzalezo@cfschools.net**.

Acknowledgement of intent to participate in this RFP must be sent by email to the contact person above to validate involvement and to be added to an email list for any updates, clarifications, and changes, if any.

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1.00 GENERAL INFORMATION

- 1.01 The DISTRICT invites any qualified RESPONDENT to participate in this RFP. RESPONDENTS must be active in providing the goods or services requested, and possess ample resources for providing the supplies, materials, equipment, staff support, and/or services identified.
- 1.02 A distribution list of those participating in this RFP will be created and maintained by the DISTRICT. Qualified RESPONDENTS must request to be added to the distribution list by registering intent with the DISTRICT contact person. The DISTRICT reserves the right to pre-qualify individuals or organizations and/or to limit the number of responding vendors on any basis it sees fit and the DISTRICT'S decision is final.
- 1.03 Supplements and other communications that may be significant in the response and selection process will only be sent to RESPONDENTS on the distribution list and only those RESPONDENTS are eligible for consideration.
- 1.04 All official communications concerning this RFP will be conducted by e-mail. The DISTRICT does not assume any responsibility for integrity or operability of the RESPONDENT'S e-mail system.
- 1.05 Responses to RFP
- a. RFP submissions will be evaluated after the opening date/time.
 - b. RFP submissions must be received on or before the due date and time in a sealed envelope to, **“Osiris Gonzalez, Director of Technology Services,
Central Fall School District, 949 Dexter St, Central Falls, RI 02863.”**
 - c. RFP submissions will be accepted only by **certified mail or special delivery in envelopes identified in lower left corner as Print & Document Management RFP**. Email responses will not be accepted in lieu of hard copy delivery.

2.00 SPECIFICATIONS

Scope of Project

The DISTRICT is seeking proposals for managed print services. The DISTRICT is looking to utilize PaperCut and FM Audit. Managed print services are currently in place in all school buildings via print servers. The District is also interested in hearing proposals for digital document management services. Document management services are not yet in place in any District site. The intent of the DISTRICT is to establish a new contract for print management and potentially document management services based upon the capabilities and financial feasibility of the document management services inclusive of OCR software, Scan to Google.

- 2.1 The DISTRICT is seeking written proposals from qualified RESPONDENTs to supply equipment of equal or better performance than what is currently in place and to meet or exceed the monthly base payment amounts, image allowances, and excess cost per image based on those rates in place for the 2018-2019 school year. The DISTRICT is tax exempt, therefore no sales tax shall be included in the RFP.
- 2.2 The contract will begin August 1, 2019 and end July 31, 2022. As a way to maintain customer satisfaction during the contract period, performance will be reviewed in no less than quarterly increments. This RFP and resulting contract may be terminated after one hundred and eighty (180) days of implementation, at the sole discretion of the DISTRICT, if the DISTRICT believes the RESPONDENT's service is unacceptable.
- 2.3 RFPs must be specific and responsive to all the criteria set forth in this request. Promotional material may be included with the RFP along with a listing of current customers using these services and equipment. The RFP offer (including all fee quotations) shall remain in effect for ninety (90) days from the date of the opening.
- 2.4 All RESPONDENTs submitting proposals are expected to comply with all federal, State of Rhode Island, and local laws and DISTRICT rules and regulations relative to the services provided. The services to be provided must comply with the IRS requirements, if any, so that if audited, the IRS would not find any program failures. All proposals submitted will be presumed to be in compliance with all applicable state, local and federal laws.
- 2.5 Any and all existing equipment that were a part of the managed print services need to be replaced, including all related expenses (e.g. shipping) by the successful RESPONDENT.
- 2.6 Each and every aspect of the proposals must align with the specifications stated below.
 - a. Maximize the existing site multi-function devices (MFD) / printers to the extent that doing so is financially sound and to not lose functionality moving forward. Also, provide new (new from manufacturer) MFD's as needed to maximize efficiencies.
 - b. Reduce the number of old and obsolete printers to reduce energy costs and maintenance time and expense.
 - c. Reduce the total number of copies needed over time.
 - d. Reduce the base per copy cost equal to or less than \$0.003 for B&W and \$0.03 per page for color through a systematic managed print program.
 - e. Provide a high level of reliability and service to the students and staff.
 - f. Maximize the resale value from existing equipment that will be disposed.
 - g. Create DISTRICT and site-specific process benchmarks from which to monitor and adjust.

- h. Develop a best practices approach to be shared from site to site to foster improvement at all DISTRICT sites.
 - i. Allow users to connect to copier/printer functions from their desktops/laptops/Chromebooks/iPads/devices efficiently and with confidentiality options.
 - j. Provide functionality, as described in this document, for a 3-year cost per image agreement that includes all equipment, toner, parts, maintenance, repair and full, 100% warranty.
 - k. Provide a cost-effective solution to help reduce operational costs.
 - l. Provide print tracking capabilities for billing to the end user level using job accounting and follow me software, and provide equipment that generates self-automatic toner orders and service calls.
 - m. Provide the ability to enact centralized control of the color printing process down to the end user level.
 - n. Provide uniformity and standardization across all print platforms, supply item SKU's and legacy equipment.
 - o. Reduce paper consumption by duplexing, where applicable, as standard functionality for all print platforms.
 - p. Provide itemized monthly invoice covering DISTRICT print management usage electronically per site.
 - q. Provide one itemized monthly invoice, if any, covering DISTRICT document management service usage.
 - r. Provide one contact, with no subcontractors, for both print and document management.
- 2.7 Upon termination of the contract at any point, the RESPONDENT will be required to, at NO CHARGE to the DISTRICT, remove all their equipment as per times agreed upon with the DISTRICT.
- 2.8 Once the contract is in place, the successful RESPONDENT will be timely and accurate in the billing process. All RESPONDENT invoices should be received at the business office by the 15th of the month following the month of service and will be paid in accordance with Rhode Island Statute. Continued errors in billing will be grounds for termination of the contract. Basis for termination under this clause is solely at the discretion of the DISTRICT.
- 2.9 The term of any and all copiers, printers, or MFD's that are to be added throughout the period of this contract, shall be co-terminus with the rest of the machines. No additional machines will be allowed to extend past the initial three (3) year contract period. All machines that fail to operate during the life of the contract must be replaced with equivalent manufacturer make and model or better at no additional cost.
- 2.10 Over the course of the contract term, all equipment removal or relocation expenses are the responsibility of the RESPONDENT.
- 2.11 The DISTRICT reserves its right to conduct personal interviews and require presentations of any or all RESPONDENTs prior to selection. All presentations would be held at a DISTRICT site to be determined. The DISTRICT will not be liable for any costs incurred by the RESPONDENT in connection with such interviews or presentations.
- 2.12 The RESPONDENT shall furnish any such additional information as DISTRICT may reasonably require. This could include information about financial capacity and the ability to provide services to a user of our size. The DISTRICT reserves the right to investigate the qualifications of the RESPONDENT as it deems appropriate, including but not limited to a background investigation.
- 2.13 The DISTRICT reserves the right at its sole discretion to negotiate modifications to proposals that it deems acceptable, reject any and all proposals or portions thereof, and to waive irregularities.

3.00 PROPOSAL SUBMISSION

In order to insure a uniform review process and to obtain the maximum degree of comparability, organize proposals as follows:

- 3.1. Letter of Transmittal (limit 2 pages)
 - a. Name of RESPONDENT, address, office telephone number, and contact person with phone number and email address.
 - b. Briefly state the RESPONDENT's understanding of the work to be done and make a positive commitment to perform the work.
 - c. Give the names of the persons authorized to make representations for the RESPONDENT including titles, email addresses and telephone numbers. Identify the primary contact(s) who will know the District's plan and will have the ability to act on the plan. This contact person will be responsible for implementation and coordination of all required training.
 - d. Names of persons to be contacted for information if different from name of person in charge.
 - e. State if the RESPONDENT's business is local, national, and/or international and indicate the business legal status (e.g. corporation, partnership).
 - f. Give the date when and where the business was organized and/or incorporated.
 - g. Location of the office that will complete the work and the number of professional staff at that office.
 - h. Indicate whether the business is a parent or subsidiary in a group of firms/agencies.
 - i. State if the RESPONDENT business is licensed, permitted and/or certificated to do business in the state of Rhode Island. The District reserves the right to request copies of all such licenses issued to the business entity.
 - j. List the location of the RESPONDENT's main corporate office any local offices, including the primary local office.
- 3.2. School district references, with name of contact, district name, phone number serviced by the RESPONDENT.
- 3.3. Literature and all technical specifications on all proposed equipment and software. All proposed equipment must meet or exceed the technical specifications as provided later in this document. All exceptions to these specifications must be listed on a separate sheet and may disqualify the RESPONDENT.
- 3.4. Responses to specifications items such (5.3, 5.5, 5.8, etc.)
- 3.5. RESPONDENT "Information & Certification Form" and "Bid Form."

4.00 PROPOSAL EVALUATION

General Process Flow

- 4.1. A Review Committee consisting of the Director of Technology, the Director of Finance and other school personnel will review and evaluate all proposals submitted in response to this RFP. Committee substitutions may be made solely at DISTRICT discretion.
- 4.2. The Review Committee will consider proposals and evaluate:
 - a. Responsiveness to specifications and conditions of the RFP;
 - b. Ability, capacity, and skill of the RESPONDENT to perform the services on a timely basis;
 - c. Responses of references;
 - d. Experience and qualifications of the business and individual members of the business in accomplishing similar services;
 - e. Price;
 - f. The sufficiency of RESPONDENT financial resources and ability to perform the contract; and,
 - g. Other information as may be deemed appropriate by the Review Committee.
- 4.3. The Review Committee will make a recommendation to the Superintendent for selection of one or more RESPONDENTS for interview, further negotiation, or award of contract.
- 4.4. The Review Committee will prepare a recommendation for award of contract to the superintendent, & Board of Education if needed.
- 4.5. The superintendent, & Board of Education if needed, will determine final acceptance and award the contract.

Detailed Information

- 4.6. The cost per page, for the three-year period, shall include: the complete new capital lease cost (service, toner, staples, support, equipment, finance, and all supplies, except paper), the OCR software and support, job accounting and follow-on software, and all the service, support, and complete training per the Technical Specifications below. Please provide two proposals: one for a fixed 3-year plan and one for a variable rate 3-year plan.
 - a. The cost per page will be based on a total of black and white twelve month volume. Identify the excess charge per image for B&W and color on both a quarterly and an annual basis.
 - b. All managed print hardware and software will become DISTRICT property at the end of the contract.
 1. You can replace models with faster, more cost effective units of equal or greater functionality.
 2. All equipment must be added to the network.
 - c. Outline a plan of device reduction to realize cost savings without compromising efficiency of printing for staff.

5.00 TECHNICAL SPECIFICATIONS

5.1. OCR Software

The DISTRICT requires an enterprise software solution that can create documents in multiple formats, including scan to text, PDF to Microsoft formats and Microsoft formats to PDF. Other formats, such as ODF should be included. This software solution will be needed to help facilitate the submission of documents to our centralized printing facility as well as create other efficiencies.

- a. Enterprise server based solution
- b. OCR documents to Microsoft Word, Excel, WordPerfect, PDF formats.
- c. OCR from legacy documents to PDF or like
- d. PDF files need to be text searchable

5.2. Multi-function Devices

The DISTRICT is looking for MFD's that meet the following minimum requirements:

- a. Capacity – 500 to 6,100
- b. Collate, 50 sheet staple, duplex
- c. Multiple trays – 1,100 to 6,100 sheets
- d. Auto duplex/feed
- e. Account management interfaced with LDAP (Active Directory) (Single Sign On)
- f. Network printing directly from Windows (ie. Windows 7 & 10) and Mac OS 11 and above operating systems
- g. Interruption capabilities
- h. All MFD's should be able to scan in color whether the machine is a monochrome or color device
- i. Job Queuing
- j. Bypass tray
- k. Input number of sheets appropriate to size of machine
- l. Centralized and distributed management of user account tracking-Integration with managed print solution
- m. Secure print (copy release) copy/printing solution from the printer or MFD to which the user sent the print job
- n. All equipment is to be **NEW** from manufacturer
- o. Minimum page per minute speeds between 35 and 90 ppm
- p. All devices must be connected to the DISTRICT network
- q. All devices must password protected and secure
- r. Minimum 600 x 600 dpi on all new equipment

5.3. Managed Print Service Program

Describe how your managed print program works and how you determine the savings generated. Address the following:

- a. The process you will use to assure “right sizing” of the print and copy solution for the district to manage 100% of the printer and copier maintenance, including all related supplies (excludes paper) and provide status reporting.

5.4. Print and Copy Reporting and Accounting

The software solution must allow administration to control all printing and copying, preferably from a central point. The solution should also incorporate the following features:

- a. Vendor neutral – no hardware or operating system lock-in
- b. Rules based printing to all devices
- c. Centralized reporting for all devices for both printing and copying
- d. LDAP (Active Directory) authentication integration, single sign-on using existing domain
- e. 100% web based administration

5.5. Service and Support

Respond to each of the following:

- a. Number of local service technicians and total number of local employees.
- b. Number of factory trained technicians. Specify number of technicians that are vendor certified and number of technicians certified by the copier manufacturer you represent. (Note: Proof of all trained technicians certifications and factory training may be requested.)
- c. Provide reference examples that support an uptime 90% or higher in institutions similar to the DISTRICT.
- d. Specify average and maximum response time and how response time is calculated. (Note, state contract requires 4 hours.)
- e. Describe 'Green/Recycle' programs and procedures, if any your company has in place.
- f. Describe process for automated service, such as toner refill.
- g. Describe ability to upgrade and to increase uptime and create immediate redundancy if the need arises.
- h. Describe your service escalation policy – please include your company's policy.
- i. Specify how you will handle any device with a high number of service calls ("Lemon" clause).
- j. Specify availability of parts.
- k. Describe the RESPONDENT's process for Printer Moves within the DISTRICT's network and the support provided.

5.6 RESPONDENT shall include a complete training program for end users. It is very important that the successful RESPONDENT include training for the staff and/or new staff so that the DISTRICT will be equipped with the knowledge of how to use the new technology.

5.7. Submit a high level implementation plan that includes timeframes of deployments as well as a complete training plan by software type for the DISTRICT. The technology deployment plan will need to be coordinated and approved by our Technology Department. These plans may also be used in the evaluation and selection process.

5.8. Follow Me Printing and Release Stations

The DISTRICT is looking for a solution to submit confidential print jobs to a secure hold queue that is centralized with the capabilities to be released at any release capable MFD or print device. These jobs can only be accessed or released with that user's unique ID code. This solution will also be used to provide print workflow efficiencies and cost saving measures. The DISTRICT would prefer to host the solution. This solution needs to be capable of the following:

- a. Includes 3 years of software assurance and upgrades

- b. All installation and configuration cost to be included
- c. The solution needs to provide hold print capabilities and manage printer deployment across multiple OS platforms; Chrome Book, iPads, and Android tablets.

5.9 Scan to Google Drive

The DISTRICT is looking for a solution to allow staff and students the ability to scan paper records to Word, Excel, or Searchable PDF directly to Google Drive from the control panel. Solution should have the ability to authenticate each user at the control panel. ***This is an optional component of the District's RFP and should be priced separately in the RESPONDENTS proposal.***

- a. Includes 3 years of software support and upgrades
- b. All installation and configuration cost to be included
- c. PDF files need to be text searchable

5.9.1 Records – Document Management

A. The DISTRICT requires a solution to allow staff the ability to manage and control records and manage documentation. ***This is an optional component of the District's RFP and should be priced separately in the RESPONDENTS proposal.***

System Requirements:

- a. Includes 3 years of support and upgrades
- b. 20 hours of professional services for configuration and system design and ongoing support
- c. 10 concurrent user licenses for on premise use by staff
- d. Web based user interface for board documentation with unlimited public access
- e. Ability to control and manage documents including, but not limited to, human resources, student historical transcripts, business office documents, Board of Education policies, documents and procedures, meeting minutes, and educational learning plan documentation.
- f. Full text search capability
- g. unlimited read-only global search licenses

B. The DISTRICT requires a single vendor with the capability to perform a secure records conversion from paper to indexed electronic records.

Conversion Requirements:

- a. Secured and SSAE 16 Audited Scanning Facility
- b. Scanning and indexing of historical Student Records
- c. Scanning and indexing of Human Resources Records
- d. 1 to 1 Quality Assurance and Review of each scanned document
- e. Minimum 600dpi scanned resolution
- f. Indexed output per District Requirements for upload to Document Management System.
- g. Pick and Delivery of scanned information.

6.00 GENERAL CONDITIONS

The DISTRICT does not discriminate on the basis of race, color, national origin, ancestry, marital status, pregnancy, parental status, arrest or conviction record, membership in the military reserve, religion, political beliefs or affiliations, citizenship, use or non-use of lawful products off school premises during non-working hours or any other factor prohibited by law. Discrimination on the basis of age, sex (including sexual orientation) or disability is prohibited except where specific age, sex or other requirements constitute a bona fide occupational qualification necessary to the proper and efficient operation and administration of the District.

- 6.01 This RFP will assist the DISTRICT in selecting a qualified RESPONDENT to provide products and/or services as described herein.
- 6.02 The DISTRICT reserves the sole right to reject any or all responses and/or portions thereof, and to accept any responses or portions thereof that may be the most advantageous. Further, DISTRICT reserves the right to waive technicalities. The decision of the DISTRICT is final.
- 6.03 The RESPONDENT may include additional information and data that is believed to be helpful to DISTRICT in the evaluation of their product or services if requested by the DISTRICT.
- 6.04 Responses should be prepared simply and economically, providing a straightforward and concise explanation of RESPONDENT's capabilities that satisfy identified requirements. Fancy bindings, colored displays, and promotional material are neither necessary nor desired; however, literature describing the RESPONDENT's background and experience and/or the characteristics and features of product or services, may be included.
- 6.05 The RESPONDENT shall submit responses on the forms and in the manner specified and shall respond to each specification.
- 6.06 All costs for preparing and submitting responses are entirely the responsibility of the RESPONDENT and will not be chargeable in any manner to the DISTRICT.
- 6.07 The DISTRICT reserves the right to amend the contents of this RFP. If it becomes necessary to amend any part of this specification an addendum will be provided to all RESPONDENTS on the distribution list. Each addendum will be numbered (i.e. Addendum #).
- 6.08 If additional data is necessary to provide clarification of RFP provisions, a supplement may be provided to all RESPONDENTS on the distribution list. Each supplement will be numbered (i.e. Supplement #).
- 6.09 Any RESPONDENT that contacts any School Board member, any member of DISTRICT staff, or any member of the selection team, with the intent to influence selection decisions, may be disqualified.
- 6.10 Questions and Interpretations
- a. Refer questions concerning this RFP by email to the contact person's email address identified on the cover page. The subject of the e-mail should clearly state "Question RE: Print & Document Management Services. Any request for clarification or

interpretation of provisions of this RFP must be received at by the close of business on June 30, 2019.

- b. Responses to the questions may result in a supplement or addenda. Supplements and/or addenda will be sent to all RESPONDENTS on the distribution list. All supplements and addenda so issued shall become part of the specifications. RESPONDENTS shall acknowledge receipt of said supplements and/or addenda by email to the DISTRICT contact person.
- c. The RESPONDENT shall carefully examine the contents of this RFP and any subsequent addenda or supplements. Failure to do so shall not relieve RESPONDENT of the obligation to fulfill the terms of the project herein identified.
- d. The DISTRICT is not responsible for oral interpretations given by a DISTRICT employee, representative or other individual. The issuance of a written addendum or supplement is the only official method where interpretations, clarifications or additional information can be given that would change the terms and conditions of this RFP.

6.11 Quality Standards

- a. The RESPONDENT shall note any deviation or exceptions from the specifications on the submitted response.
- b. The RESPONDENT shall notify the DISTRICT of any omission, contradictions or conflicts in the specifications prior to the Due Date. If the RESPONDENT does not notify the DISTRICT of any such conditions, it will be assumed that the RESPONDENT has included all necessary items to fulfill the purpose of the RFP.
- c. The successful RESPONDENT shall assume full responsibility for the protection and safekeeping of project materials stored on premises, if any.

6.12 Safety Requirements

- a. Where applicable, the successful RESPONDENT shall provide Material Safety Data Sheets.
- b. The RESPONDENT shall comply with federal, state, and local fire and safety codes and requirements that are applicable to the project.

6.13 Anti-collusion Clause

- a. During the preparation and submission to this RFP, the RESPONDENT is prohibited from directly or indirectly entering into any combination or arrangement with any person, firm or corporation, or entering into any agreement, or participate in any collusion, or otherwise take any action in the restraint of free competitive bidding in violation of the SHERMAN ACT (15 U.S.C. Section 1).
- b. In responding to the RFP, the RESPONDENT certifies that this submittal is not the result of, or affected by, any act of collusion with, or any act of, another person or persons, firm or corporation engaged in the same line of business or commerce.
- c. In responding to the RFP, the RESPONDENT certifies that no person acting for, or employed by, the DISTRICT has an interest in, or is concerned with, this submittal and that no person or persons, firm or corporation other than the RESPONDENT, have an interest in this proposal.

6.14 Proprietary Information

- a. The RESPONDENT is advised that most records and documents in the possession of the DISTRICT are subject to the state's Open Records law. Trade secrets or proprietary information submitted in response to this RFP will be protected by DISTRICT to the extent permitted by law.
- b. The RESPONDENT must provide a statement that identifies the data or other material to be protected and the reasons why protection is necessary. Such trade secrets or proprietary information should be submitted in a separate, sealed, envelope clearly marked **PROPRIETARY**. If such a submittal is being made, the RESPONDENT must so indicate on the official submittal sent to the DISTRICT.
- c. The DISTRICT reserves the right to submit such information to its legal counsel for determination of the DISTRICT's right to deny an Open Record's request. The determination of DISTRICT's legal counsel shall be final and binding on the RESPONDENT.
- d. A statement by the RESPONDENT that the entire submittal is proprietary and/or a statement that pricing/costs are to be protected cannot be honored. In such a situation, the RESPONDENT may be disqualified.

6.15 Bids on equipment must be standard new equipment, of latest model, and in current production, unless otherwise specified.

6.16 The DISTRICT is a smoke free environment. The RESPONDENT shall assure that their representatives refrain from smoking while on school grounds.

6.17 The DISTRICT is a drug free environment. The RESPONDENT shall assure that their representatives refrain from the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance while on school grounds. Any such violation may result in contract termination at the sole discretion of the DISTRICT.

6.18 The DISTRICT is exempt from federal and state excise and sales taxes. All prices quoted shall reflect the tax-exempt status. Tax exemptions certificates will be provided upon request.

- 6.19 It is expressly understood that the ability of the DISTRICT to comply with the contract resulting from this RFP is contingent upon the availability of funding. Such funds are appropriated by DISTRICT on an annual basis. In the event funding is not adequate, the continuation of the project will be dependent on the parties reaching mutual agreement as to adjustments in the goods and/or service to be provided and the associated costs.
- 6.20 The RESPONDENT shall pass to DISTRICT clear and unrestricted title to all equipment purchased for this project upon payment of the purchase price.
- 6.21 All equipment must be approved by Underwriters Laboratories or a recognized equivalent certification agency. Equipment for trade-in shall be dismantled by the successful RESPONDENT and removed at RESPONDENT expense.
- 6.22 All regularly manufactured stock electrical items must meet the following minimum requirements:
1. National Electrical Code
 2. Standard Rules of the American Institute of Electrical Engineering
 3. National Electrical Management Association
 4. O. S. H. A.
- 6.23 The successful RESPONDENT shall submit to the DISTRICT all invoices promptly upon completion of the requirements for installation, delivery, and acceptance of the goods and services required under this project. Invoices shall not include any costs other than those identified in the executed purchase order issued upon award of this project or any subsequent changes made in writing by the DISTRICT. All shipping costs are the RESPONDENT's responsibility, except to the extent such charges are identified on executed purchase orders or change orders. Contractor's invoices shall include the DISTRICT purchase order number.
- 6.24 Payment terms shall be net 30 days. Payment of invoices will be processed promptly by DISTRICT for items received in accordance with the specifications. Payment shall not preclude the DISTRICT from making a claim for adjustment on any item later found not to have been in accordance with the conditions of this RFP. Payment will be made on an adjusted price basis for any items used or accepted from a delivery later found to be inferior. Partial payments on a total order will be made only by a special arrangement with DISTRICT.
- 6.25 Acceptance of a preferred proposal does not constitute an order. Orders shall only be made following issuance of a purchase order or other written documentation accepting the proposal.
- 6.26 It is the practice of DISTRICT to notify only the RESPONDENT that is selected to provide the supplies, materials, equipment or services identified herein. The DISTRICT may, at its option, post results or contact other unsuccessful RESPONDENTS.

A.00 RESPONDENT Information & Certification Form

COMPANY _____

Representative _____

e-mail address _____

Address _____

Zip +4 _____

Local Phone _____

Toll Free Phone _____

Payment Address _____

Date of Quotation _____

Quotation reference number, if required _____

I understand the content and my firm's obligations with regard to providing the specified services and products. The prices being submitted shall be binding on our firm for 90 days from the date of opening. If my firm is awarded a contract as a result of this RFP, or subsequently negotiated prices, I guarantee that the prices shall be the maximum amount that my firm may charge for the products identified.

I certify that I have the authority to sign this proposal and bind my firm to the prices specified and the obligations associated with the award of all or any part of the items so specified. I have read the specifications of this RFP and hereby submit the attached proposal.

I acknowledge receipt of ___ supplements.

I acknowledge receipt of ___ addendum.

Date: _____ Signed: _____

Title: _____

B.00 RFP Submission Form

COMPANY _____

A. Cost per page will be based on a total of black and white quarterly volume of 2,000,000 pages, and a quarterly volume of 250,000 color pages.

1. Quarterly cost per black & white page \$ _____

2. Quarterly cost per color page \$ _____

B. Identify the excess charge per image for B&W and color on both a quarterly and an annual basis.

1. Quarterly excess per copy charge for black & white \$ _____

2. Quarterly excess per copy charge for color page \$ _____

Note: Quarterly excess per copy charge is in lieu of regular quarterly cost per copy once the base quarterly volume is exceeded.

C. Trade-in

a. Provide the total estimated trade-in value of equipment in Exhibit A.
\$ _____

D. Does the enterprise print management software provided allow for the creation of documents in multiple formats? Circle One: Yes / No

E. Did you adhere to the quarterly volume levels for B&W and color? Circle One: Yes / No

F. Is the print software solution vendor neutral? Circle One: Yes / No

G. Service and Support

1. Number of local service technicians and total number of local employees. _____

2. Number of factory trained technicians. Specify number of technicians that are vendor certified and number of technicians certified by the copier manufacturer you represent. (Note: Proof of all trained technicians certifications and factory training may be requested.) _____

3. Provide reference examples that support an uptime 90% or higher in institutions similar to the DISTRICT. _____

4. Specify average and maximum response time and how response time is calculated. (Note, state contract requires a minimum of 4 hours response time.) _____

5. Describe 'Green/Recycle' programs and procedures, if any your company has in place.
6. Describe process for automated service, such as toner refill.
7. Describe ability to upgrade and to increase uptime and create immediate redundancy if the need arises.
8. Describe your service escalation policy – please include your company's policy.
9. Specify how you will handle any device with a high number of service calls ("Lemon" clause).
10. Specify availability of parts.
11. Describe the RESPONDENT's process for Printer Moves within the DISTRICT's network and the support provided.

H. What is your vision for implementing this technology? _____

I. Explain your Follow Me Printing and Release Stations software and cost. _____

J. Explain your Scan to Google Drive software and cost. _____

K. Explain your Records Document Management offering and cost. _____

L. How many years have you provided service to school districts? _____

M. If you've provided service to the DISTRICT, for how many years have you done so? _____

CERTIFICATION OF NON-COLLUSION

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity or group of individuals.

(Signature of individual submitting bid or proposal)

(Name of business)