

Hartland-Lakeside Jt. #3 School District

Hartland, WI

REQUEST FOR PROPOSAL COPIER AND PRINTING HARDWARE AND SERVICE AGREEMENT

PURPOSE

The Hartland-Lakeside Jt. #3 School District (“District”) is soliciting written proposals from qualified firms to upgrade and replace its general print and copy system. The District is looking to replace the current copy machines at North Elementary and South Intermediate Schools that will be at the end of their lease agreement in September 2017. Successful vendor shall install new machines at:

North Elementary School - 232 North Church Street, Hartland, WI 53029
South Intermediate School - 651 East Imperial Drive, Hartland, WI 53029

SIGNIFICANT DATES

RFP Release Date	Wednesday, May 10 th
Vendor Questions to HLSD (via email to dtaylor@hartlake.org)	No later than May 22 nd
RFP Responses Due	Friday, June 2 nd @ 4:00pm CST
Finance Committee Review	Wednesday, June 14 th
Board of Education approves Contract	Monday, June 19 th
Notifications of Awarded Contract	No later than June 26 th
All final plans, specs, etc... approved	No later than June 30 th
Installation of Copiers	Monday, October 2 nd

BACKGROUND

The District currently leases two (2) black and white and two (2) color multifunction copy machines. The specific models are as follows:

- (2) Canon C5035 (one at North Elementary and one at South Intermediate libraries)
- (2) Canon 8095 (one at North Elementary and one at South Intermediate workrooms)

The District wishes to enter into a new lease for replacement copiers with similar or better capabilities as the copiers being replaced. Service is a key component in this RFP and the successful vendor shall need to provide excellent service with minimum impact or disruption to the District. The proposals will be evaluated based on the criteria set forth in the Scope of Services.

A breakdown of the current copier and printer environment is included. The awarded vendor will be expected to make recommendations for each building to ensure the most efficient and cost effective MFDs for the District.

The MFDs should allow print jobs to be sent from district computers, including mobile devices (iPad, Mac Book, Chrome book, Windows 10 PC's). Drivers for all platforms is a deliverable.

SCOPE OF SERVICES

The District intends to enter into an agreement for: a minimal of two (2) black and white and two (2) color multi-function copy machines. The District desires an all inclusive agreement which shall include new equipment, installation, training, maintenance, and all consumable supplies except paper, and removal of equipment at end of term. The proposed copiers shall meet or exceed all of the requirements as set forth herein.

A. Cost-per-Copy Program: All prices shall include all materials/services specified herein in addition to any charges that may be imposed in fulfilling the terms of this contract.

Copy cost must include the following costs:

- New equipment, delivery, installation, setup;
- All operating supplies (i.e., toner, staples, developer, fuser oil, drums, rollers, circuit boards, surge protection, etc. with the only exception of this being paper);
- Maintenance (parts and labor);
- Necessary training of personnel; and
- Delivery of equipment, and removal at the end of contract period.

B. Monthly Lease Cost Program: In addition to the Cost-per Copy Program requested above, the District also wishes to consider a fixed monthly lease payment for an initial term of 36 months, commencing October 2, 2017 with an optional 12 or 24 month extension. The monthly lease proposal must be all inclusive in that all costs identified above are included.

C. Firm Price Fixed Contract: It is the intent of the District to enter into a minimum three-year contract provided funding is available. The District cannot commit funds for future years. The intent is to award the initial contract for a term of three (3) years with an optional one or two-year extension for a total of 4 or 5 years. Should the District wish not to extend the contract an additional 12 or 24 months, the successful applicant will be notified in writing thirty (30) days prior to cancellation of the contract. The District reserves the right to immediately terminate the contract for cause.

D. Equipment: All equipment shall be new and copiers offered must meet or exceed the capabilities of the current equipment and produce clear, clean copies of typical District documents on a routine basis. The equipment must also be "user friendly" with an uncomplicated keyboard and the ability to have minor paper jams easily cleared by everyday users.

1. All equipment must include the following features:
 - Network Support: TCP/IP
 - Connectivity: 1,000 Mbps
 - OS Support: Windows, Mac, Android
 - Black and white, and color scanning
 - Paper Size: Scan and copy up to 11" X 17"
 - Scanning Output: JPEG, TIFF, PDF, Searchable PDF, Email;
 - Fax Support
 - Optional "Green" Environmental Features: Such features shall be given preference in the selection process however they are not required. Please describe.

2. Minimum Requirements

- Replacement of the **Canon 8095** in each office, must meet or exceed: 75 cpm (black and white); automatic reversing document feeder; automatic duplexing; total minimal capacity of at least 4,000 sheets; 100-sheet by-pass; sort, staple finisher; copier codes; scan to email; color scanning. Fax as a line item. Hole punch as a line item.
- Replacement of the **Canon C5035** in each location, must meet or exceed: 40 cpm (black and white); automatic reversing document feeder; automatic duplexing; total capacity of at least 1,000 sheets; 100-sheet by-pass; sort; copier codes; scan to email; color scanning.

The District reserves the right to require any vendor submitting a proposal to demonstrate the brands and models offered. This demonstration will occur at a mutually agreed upon place (the vendor's place of business, the District or other site). The purpose of this demonstration will be to determine if the equipment offered meet the needs of the District and to examine copier features, copy quality, its ease of use and its ability to copy typical District documents.

E. Technical Service/Maintenance: The successful proposer will provide prompt maintenance (both preventative and remedial) during business hours (Monday - Friday, 8:00 AM- 4:30 PM CST), and provide both initial and continuous operator training. The cost of the foregoing services shall be included in the unit price per copy.

- The successful vendor shall provide equipment certified service technicians as may be required.
- Successful vendor will need to service the District copy machines at the locations indicated above in Section I.
- The maximum service response time for on-site maintenance shall not exceed 4 working hours from the time that the department placed the call to the repair center.
- Guarantee uptime of 95% (from time of call to resolution of problem) per machine. This does not include any regularly scheduled routine maintenance, operator training, or toner/supply replacement. Uptime is to be calculated for any

90-day period. Machines failing to maintain 95% uptime will be removed at no cost to District and replaced by the successful proposer with an identical model, or one with comparable features and capabilities that meets or exceeds the current level of equipment.

- Any service response time beyond 4 hours will be considered unacceptable. If this criterion is not met, at the sole discretion of the District, the District may assess the vendor a charge of \$100 per failure.
- It is expected that all calls be resolved within 6 hours. Should more time be needed, the technician must inform the designated representative. A service call taking 12 hours or more will be considered unacceptable.
- Proposers must provide backup equipment of equal or greater capability, should that down equipment be unrepairable for any time longer than 48 hours. Backup equipment must be ready for immediate delivery at no additional cost to the District.
- Multiple service calls to any one particular machine must result in the proposer providing detailed review of the problem. In the review, a solution must be proposed and accepted by the District's representative. If the device breaks down after this solution has been implemented, the device must be replaced at the request of the District's designated representative.
- Maintenance and service shall consist of all operating parts and supplies including toner, staples, developer, fuser oil, drums, rollers, circuit boards, etc. (with the only exception of this being paper).
- The vendor shall fully guarantee their work and any products delivered must include a manufacturer's warranty.

F. Reports Invoice: The successful vendor shall provide the administrator of the contract on a monthly basis, a master activity report and invoice of the past month's activity and include year-to-date summaries. The master report should include all sites' activities by machine, machine identification number, model number, beginning and ending meters, total copy volume extended by the cost per page and cost per device to achieve the total monthly cost per machine. Any service calls during the month should also be summarized within the monthly report. A total monthly cost of all machines shall be included. This report/invoice shall be submitted electronically to the District.

On a quarterly basis, the successful vendor will meet with the administrator to review usage trends, service issues, etc.

G. Return of Equipment: Upon expiration or termination of the contract, the District shall return possession of the equipment to successful vendor in the condition in which the equipment is required to be maintained according to the contract, normal wear and tear excepted; unless a buy-out option is executed. At its sole expense, successful vendor shall cause the equipment to be removed and transported from the applicable location within the District.

RIGHT TO REJECT

The District reserves the right to accept or reject all proposals when the rejection is in the best interest of the District. The District reserves the right to award without further discussion.

Therefore, responses should be submitted initially with the most favorable terms that the vendor can propose. The District reserves the right to reject the proposal of a vendor whom in the opinion of the District is not in a position to adequately perform the contract or in the past has provided non - standard quality. Contracts will be awarded to the highest ranked vendor where it is in the best interest of the District.

EVALUATION CRITERIA

- Price/Cost 40%
- RFP Compliance 20%
- Support Capacity 30%
- Reputation/References 10%

SUBMISSION REQUIREMENTS

The proposals must contain all of the following information:

- Three (3) copies of your proposal
- A description of qualifications including equipment and services.
- Provide a minimum of three (3) client references, providing the client name and contact information for each. References should be educational institutions or businesses of similar size within the past three years.
- Provide the cost-per-copy for each model proposed. Cost-per-copy rates must include all services, and any associated fees. Provide a fixed monthly lease charge for 36 initial months. Proposals must not include any state and/or federal taxes as they are not applicable.

All required submission elements must be received at the District's office no later than 4:00 p.m. CST June 2, 2017. Proposals will be accepted by mail or delivered in person. Oral, fax and telephone proposals will not be accepted. Such proposal must clearly indicate on the envelope, cover page.

Diana Taylor, Business Manager
800 E. North Shore Drive
Hartland, WI 53029

ADDITIONAL TERMS AND CONDITIONS

A. Contract: Contract must contain a "fiscal out" provision, which allows the contract to be cancelled if funds are not appropriated to the District in a future year for the copiers. Contracts must contain a buy-out option at the end of the lease for each machine.

B. Applicant Expenses: Applicants responding to this RFP do so at their own expense. The District will not consider any successful applicant costs related to this RFP or to negotiating a contract as reimbursable or as eligible costs under the contract.

C. District Right to Modify or Suspend RFP

The District, through its Superintendent, reserves the right at any time and from time to time, and for its own convenience, in its sole and absolute discretion, to modify or suspend

any and all aspects of the selection process, including, but not limited to this RFP, and all or any portion of the successful vendor selection process in or subsequent to the RFP; to obtain further information from any successful vendor, to waive any defects as to form or content of the RFP or any other step in the selection process; to reject any and all responses submitted; to reissue the RFP; procure the desired services by any other means or not proceed in procuring the services; to negotiate with any, all, or none of the respondents to this RFP as to fees, scope of services, or any other aspect of the RFP or services; to negotiate and modify any and all terms of an agreement; and to accept or reject any vendor for entry into a contract.

D. Claims Against the District

Each vendor by responding to this RFP, waives any claim, liability or expense whatsoever against the District and its respective employees and agents by reason of any or all of the following: any aspect of this RFP, the selection process or any part thereof, any informalities or defects in the selection process, the failure to enter into any agreement, any statements, representations, acts or omissions of the District, the exercise of any discretion set forth or concerning any of the foregoing, and any other matters arising out of all or any of the foregoing.