



REQUEST FOR PROPOSAL

MANAGED PRINT SERVICES

Wells-Ogunquit CSD
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Issue Date April 13, 2016
Proposals must be received by 2 pm, April 25, 2016

Deliver proposals to:
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Statement of Purpose

The purpose of this Request for Proposal is to enter into a five (5) year agreement with a qualified vendor to provide managed print services and equipment leases for Wells-Ogunquit CSD (WOCSD).

Vendors are instructed to propose their most advantageous solution for WOCSD in accordance with the requirements and scope of work specified.

WOCSD seeks a qualified vendor to implement and maintain a managed print services program covering all of the print devices listed on Attachment A, Print Device Inventory and consisting of the following components:

- Consumable supplies Fix/Repair services
- End-user support Management of the print devices
- Technology refreshment of end of life network printers and copiers

Background Information

Wells-Ogunquit CSD is comprised of 3 schools: Wells High School, Wells Junior High School, and Wells Elementary School. Also the district runs an Adult Education community. Our schools serve approximately 1,300 students and 240 staff.

WOCSD currently has approximately 48 printing devices with an approximate annual volume of 3,800,00 black and white prints, and 140,000 color prints on the copiers and 140,000 black and white prints and 13,000 color prints on the printers. This fleet is comprised of 17 black and white copiers, 6 color copiers, 25 black and white printers, and 6 color printers.

WOCSD computing environment consists of approximately 1,400 devices including Microsoft Windows 7, Apple Mac OSX, Apple iOS, and Google Chrome. All schools are connected by internal fiber optic links. Servers are a mixture of Microsoft Windows, Apple OSX, and Linux.



Scope of Work

Printers and Copiers

A listing by model is included on Attachment A, Print Device Inventory. Any devices (e.g. fax machines) not covered in the proposal must be identified as such in the proposal. WOCSD welcomes proposals that include strategies to consolidate printing to fewer or more cost effective devices. **The following conditions must be met for all models. If these features are not available, please indicate why.**

- **Must include a minimum 250 GB hard-drive included in price**
- **Must have a single pass feeder to meet or exceed 80ppm black or color & hold 100 originals**
- **Must have a minimum of 2GB RAM included in price**
- **Must have a direct integration or scan to Google/Gdrive on the interface of the MFP**
- **Must include all professional services and set up of scan to Google docs included**
- **Must be networkable for a mixed Windows, Linux & Apple environment**
- **Must be able to scan to email**
- **Must be accessible from Windows, Linux and Apple computers, laptops, IOS devices**
- **Must have secure 128 bit encryption with data overwrite ability**
- **All new devices will have 4 paper trays**
- **All new devices that have finishers will be floor finishers and will staple and 3 hole punch**
- **All devices with scanning must have color scan option**
- **The district seeks fixed pricing over the lease agreement**

The following specifications are based on equipment currently provided by our current vendor and are intended to define the level of quality and performance of the requested equipment and are not meant to be restrictive. Equipment offered shall be of equivalent dimensions, quality, and performance. The offered equipment shall provide the following or equivalent features as noted. Any feature not having an equivalent must be identified. All proposed equipment must be new not "newly remanufactured" or "newly rebuilt". They must be the current model offered by the manufacturer.

On Attachment B Technology Refreshment Strategy, please describe your approach when WOCSD may require additional or replacement print devices.

All proposals must identify:

1. Price per page for black ink only print jobs, as well as the price per page for color print jobs
2. If solely a price per page service, the estimated annual cost
3. If a fixed cost is quoted based on projected print counts vendor must provide cost of additional print jobs (per page for both black and color) and credits to the District if quoted volume is not reached or procedure for revisiting subsequent year's fixed cost.



Equipment Specifications:

A. Equipment Specifications – the proposal will describe in detail the equipment purchase with attention to the following items:

- i. **Equipment type** – make/model
- ii. **Pages Per Minute** - speed of machine
- iii. **Estimated useful life** – specify maximum lifetime volume and estimated number of years of use.
- iv. **Features** - staple, scan, duplex, 3-hole punch, etc.

Service and Supply:

B. Service and Supply – the proposal will describe in detail the service and supply program with attention to the following items:

- I. **Cost Per Print**– initial year and annual increases if any, specify parts, labor, consumables (including toner), and specify what is not included.
- ii. **Preventative Maintenance** – frequency and coverage
- iii. **Availability of Technicians** – maximum response time
- iv. **Support** – Request process, on-site, help desk
- v. **Supply** – Service Center, response time, automatic supply re-order, spare parts
- vi. **Billing/Reporting** – Billing will be done quarterly and will include volume and cost for each machine. Invoices must be sorted by location, i.e. school, department, room number (spreadsheet preferred).
- vii. **Additional Details** – Additional devices may be added to the Service and Supply agreement at any time without additional fees or penalties.
- viii. **Disposal of Old Toner** – Provide a process for recycling of used toner cartridges.
- ix. **Length of service contract**

Consumable Supplies

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

- Covers all printers and copiers included within this RFP as well as any printers and copiers replaced by selected vendor as part of the agreement.
- Vendor is responsible for delivery of supplies to point of need.

WOCSD is interested in environmental issues associated with consumable supplies that will be supplied in performance of a contract resulting from this RFP. The vendor will provide a process for recycling of used toner cartridges.



Please respond to the questions on Attachment C Consumable Supplies

Expectations for the consumable supplies required by this RFP.

- Black and White toner may be off-brand, remanufactured, or OEM. However, it must have comparable performance to OEM toner. Toner that continually leaks, prints with additional marks on the page, or appears too light will be rejected and will be replaced at the vendor's cost.
- Color toner must be OEM. No substitutes will be accepted under any circumstances.
- Consumable supplies must meet original equipment manufacturers specifications.
- Vendor assumes all responsibility for hardware performance due to consumable supplies.
- Covers all multifunction devices and network printers included within this RFP.
- Vendor retains ownership of all consumables inventory.
- Down time due to lack of consumable supplies will not be acceptable.
- Vendor is responsible for delivery of supplies to point of need or location determined by technology staff
- WOCS D does desire to have more than a small emergency inventory onhand at any location or device placement.
- WOCS D is interested in proactive device monitoring and just in time delivery of necessary consumable supplies

Fix/Repair Maintenance

The successful vendor shall be responsible for all toner, fix/repair maintenance, and/or replacement of all output devices included in a contract resulting from this RFP.

- Covers all local and network printers included within this RFP.
- Hardware must meet specifications and minimum uptime requirements.
- Vendor will meet minimum service response expectations. Please respond to the question on Attachment D Fix/Repair Maintenance

Expectations for the fix/repair maintenance required by this RFP

End User Support: The successful vendor shall be responsible for end user helpdesk support for the entire WOCS D organization.

- Provide end-user help desk support for all WOCS D users on all copiers and printers covered by a contract resulting from this RFP
- Provide a single point of contact for WOCS D technology staff

Please respond to the questions on Attachment E End User Support Expectations for the end-user helpdesk support required by this RFP.



Management & Process Controls

The successful vendor shall be responsible for management of the WOCSD printer and copier fleet as described within this RFP including measurement and reporting of results. Software that will be installed for printer monitoring must be received by the first day of the contract.

- Electronic monitoring of all output devices that are part of a resulting contract.
- Maintaining service records to report individual device performance.
- Ability to measure and manage output at device and building level.
- Ability to allocate cost by device and building..
- Ability to manage user access and workflows.
- Manage fleet optimization.
- Additional features available that have been proven to reduce paper and print waste (e.g. scan
- ID to print/walk up printing should be identified and quoted as add-on (optional) items.

Please respond to the questions on Attachment F Management Expectations for the management and process controls required by this RFP.

Billing and Payments

Billing is expected to be on a quarterly basis, broken out by building at a minimum. Payment will be upon submittal of an invoice to the address shown on the purchase order by the Contractor on a Net 30 basis unless discount terms are offered. Invoices must include a purchase order number.

Contractual Terms and Conditions

Contract award will require school board approval. The contract is expected to begin May 5, 2016. WOCSD reserves the right to cancel with 30 days written notice to the vendor.

WOCSD reserves the right to negotiate all elements which comprise the vendor's proposal to ensure that the best possible consideration be afforded to all concerned. WOCSD further reserves the right to reject any and all proposals, award separate items, and to seek new proposals or modify proposals when such action would be deemed in the best interest of WOCSD.



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

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

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

Requirements for Proposal Preparation

One original and 3 copies of the proposal must be submitted by 2 pm, Monday, April 25, 2016. Firms shall clearly mark the "original" set. WOCSD will make no reimbursement for the cost of developing or presenting proposals in response to this RFP. In order to be considered, proposals are to be submitted in the same format (sequence) as described in this RFP, with each section clearly identified.

A signed letter of interest, stating the firm's or individual's interest and qualifications in providing these services and including a statement indicating the full and complete understanding of the requirements and scope of work detailed within the RFP and the ability of the firm to comply with all terms, requirements, and conditions of resultant contract. The vendor must be able to provide a minimum of three K-12 School Department references using your equipment/solution in a mixed PC/Mac environment located in York or Cumberland Counties.

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



Evaluation and Award Process

Representatives of WOCSD will evaluate the proposals and rank them from the one most likely to the one least likely to meet the needs of WOCSD and satisfy the requirements of the RFP.

WOCSD may call for interviews to clarify information and request proof of concepts received in the proposal.

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

Evaluation of the proposal will be based on the following criteria. Specific weighting shall be used. WOCSD may elect to evaluate based on overall ranking, rating or assigned points. The following criteria are listed in order of greatest importance:

1. Experience and Capabilities of vendor 20%
2. Cost of Solution 30%
3. Value Added Features 15%
4. References 10%
5. Responsiveness 25%

Process Schedule

Wednesday, April 13, 2016 – RFP Distributed

Monday, April 25, 2016 at 2 pm – RFP Due

Wednesday, May 4, 2016 – Proposal presented to School Board

Thursday, May 5, 2016 – Contractual period begins – Pending School Board Approval

Points of contact

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

Michael Richards

Director of Technology

mrichards@wocsd.org

207-646-8331



Attachment A Print Device Inventory

Location	Manufacturer	Model	Total Pages Average Monthly Volume	Mono Pages Average Monthly Volume	Color Pages Average Monthly Volume
WJHS Conference Room	KONICA-MINOLTA	BIZHUB 500	364	364	0
WJHS Grade 5	XEROX	WorkCentre 5135	15912	15912	0
WJHS Grade 8	XEROX	WorkCentre 5135	18330	18330	0
WJHS Grade 7	XEROX	WorkCentre 5135	7952	7952	0
WJHS Grade 6	XEROX	WorkCentre 5775	28028	28028	0
WJHS Lab Copier	KONICA-MINOLTA	BIZHUB C280	12310	6047	6263
CENTRAL OFFICE Copier	OCE	60BW-1	4534	4534	0
CENTRAL OFFICE Back	KONICA-MINOLTA	BIZHUB C352	3587	1855	1732
CENTRAL OFFICE SPED	XEROX	WorkCentre 7545	200	100	100
WHS Main Office Color	KONICA-MINOLTA	BIZHUB C250	5987	1916	4071
WHS Guidance	KONICA-MINOLTA	BIZHUB 500	17806	17806	0
WHS Main Office	XEROX	WorkCentre 5775	18916	18916	0
WHS 2nd Floor Lab	XEROX	WorkCentre 5775	31112	31112	0
WHS Lab	XEROX	WorkCentre 5135	30856	30856	0
WHS Library	XEROX	WorkCentre 5135	14131	14131	0
WES 2nd Floor Wkpg	XEROX	WorkCentre 5765	24111	24111	0
WES 1st Floor Workroom	XEROX	WorkCentre 5775	37323	37323	0
WES 2nd Floor	XEROX	WorkCentre 5765	22353	22353	0
WES Main Office	XEROX	WorkCentre 7775	24784	18154	6630
WES Library	KONICA-MINOLTA	BIZHUB 500	1214	1214	0
WES 1st Floor	KONICA-MINOLTA	BIZHUB 500	8062	8062	0
WES Student 2nd Floor	KONICA-MINOLTA	BIZHUB 421	12840	12840	0



Location	Manufacturer	Model	Total Pages Average Monthly Volume	Mono Pages Average Monthly Volume	Color Pages Average Monthly Volume
WJHS-PR-6	HP	LaserJet 2100 Series	361	361	0
WJHS-PR-HP7950	HP	Officejet Pro L7500	152	152	0
WJHS-PR-A	HP	LaserJet 600 M601	1935	1935	0
WJHS-PR-Admiin	HP	LaserJet 600 M601	1034	1034	0
WJHS-PR-AA	HP	LaserJet P2055dn	965	965	0
WJHS-PR-PE	HP	LaserJet 400 M401n	178	178	0
WHS-PR-AD	XEROX	8560	300	200	100
WHS-PR-SECRETARY	HP	LaserJet P3005	201	201	0
ADULTED-PR-LAB	HP	6000 E609n	8	8	0
WHS-PR-Guidance	HP	LaserJet 600 M601	1495	1495	0
WHS-PR-SPED	SAMSUNG	M332x 382x 402x Series	961	961	0
WHS-PR-ACAD	SAMSUNG	M332x 382x 402x Series	207	207	0
WHS-PR-Tech	SAMSUNG	M332x 382x 402x Series	288	288	0
WHS-PR-APRNCPL	SAMSUNG	M332x 382x 402x Series	94	94	0
WHS-PR-ACAD-CLR	EPSON	WF-7620 Series	6	1	5
WES-PR--Computer	HP	LaserJet 2300 series	58	58	0
WHS-PR-BRIDGES	HP	LaserJet 2100 Series	0	0	0
WES-PR-SECRETARY	HP	LaserJet 4000 Series	1043	1043	0
WES-PR-Title	HP	Color LaserJet CP2025dn	99	150	300
WES-PR-Title1	HP	Color LaserJet CP2025dn	60	30	30
WES-PR-SPED	OKI DATA	C6150	259	129	129
WES-PR-LIB	HP	LaserJet 6P	200	200	0
WES-PR-AP	HP	LaserJet 2300 series	320	320	0

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WES-PR-PRIN	HP	LaserJet 2300 series	175	175	0
WES-PR-140	HP	LaserJet 2300 series	100	100	0
WES-PR-COMP	HP	LaserJet 2300 series	60	60	0
WES-PR-GUIDANCE	HP	LaserJet 1600 series	400	400	0
CENT-PR-HR	HP	LaserJet 2300 series	388	388	0
Superintedent	HP	LaserJet CP1525NW	200	100	100
Admin Assistant	HP	LaserJet 2300 series	425	425	0
Accounts Payable	HP	LaserJet 2300 series	1400	1400	0
Payroll MICR	HP	LaserJet 2300 series	1400	1400	0
SPED	HP	LaserJet P3015	625	625	0



Attachment B Technology Refreshment Strategy

Please describe below how you will approach technology refreshment when WOCSD may require additional or replacement printers and copiers.

- What printer or copier brand preferences do you have or brands that you distribute.
- Please describe your pricing/replacement strategy for WOCSD as well as the end of contract disposition of devices deployed after the start of the contract.
- Specify if you will be only supplying brand new equipment or used equipment in the refreshment strategy.
- Please describe how you will determine the best device to meet a specific application within WOCSD
- Please describe how you will train all users on new devices and any periodic trainings you will offer during the terms of the contract

Attachment C Consumable Supplies Expectations

The successful vendor will be responsible for "just in time" inventory management of all consumable supplies including toner/ink, staples, fusers etc. (except throughput media) including end-user replaceable components for all output devices defined within this RFP. Please describe how you intend to meet each of these requirements:

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



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

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

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

Attachment D Fix/Repair Maintenance Expectations

Expectations The successful vendor shall be responsible for fix/repair maintenance of all printers included in a contract resulting from this RFP. All hardware is expected to perform at a minimum of 98.5% uptime; any downtime due to lack of consumable supplies will count as hardware downtime.

All hardware is expected to meet original manufacturer's specifications.

Please describe any guarantees you offer for device performance and uptime including penalties for non performance if applicable:

1. Vendor shall respond to a request for maintenance within one (1) hour
2. Vendor shall maintain on average onsite response time no more than four (4) hours after receiving original request for maintenance
3. Vendor shall maintain an average repair time of no longer than eight (8) hours after receiving original request for maintenance
4. WOCSD may be interested in proactive device monitoring and automated service dispatch
5. Service parts and components must meet original equipment manufacturers specifications
6. Vendor assumes all responsibility for hardware performance due to service parts and components
7. Vendor retains ownership of all service parts and components until such time they are placed in an output device
8. Vendor will assume responsibility for disposal of and recycling of all service parts.
9. Vendor will supply WOCSD with a call completion notification in either hard copy or electronic format
10. Please describe how you intend to meet these expectations and what recourse WOCSD has if you do not:



Attachment E End-User Support Expectations

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

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

Provide a toll-free number for all WOCSD users (does not have to be dedicated)

Provide help desk support during normal business hours, 8:00 a.m. to 5:00 p.m., Eastern Time, Monday through Friday with the exception of statutory holidays. Is there an additional fee for User Help Desk support?

Does your company offer User Help Desk support as a standard service offering? If yes, is this User Help Desk support outsourced?

If your company offers User Help Desk support as a standard service offering please provide a brief description of this support offering; if no please describe how your company will handle this requirement:



Attachment F Management Expectations

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

1. Device Management

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

- Tracking of consumable supply levels for proactive supply replenishment
- Monitoring of device service codes for proactive service dispatch and response
- Capture monthly meter readings for billing & utilization reporting
- Number of monochrome and color pages
- Number of simplex and duplex pages
- Number of jobs

2. Reporting

WOCS D is interested in the following reporting on its entire printer fleet and user community. Reporting will be on a monthly basis and provided quarterly or ondemand by WOCS D in both hard copy and electronic formats. The successful vendor will be responsible for all reporting which may include:

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

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

- Average number of service calls per month over the reporting quarter
- Average pages between failures over the reporting quarter
- Average days between failures over the reporting quarter
- Percentage of calls dispatched by proactive device monitoring over the reporting quarter
- Average downtime/uptime over the reporting quarter
- Average response time over the reporting quarter



- Average onsite response time over the reporting quarter
- Average repair times after receiving original request for maintenance over the reporting quarter
- First call effectiveness
- Call back percentage
- Hold for parts percentage

4. Fleet Management

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

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

Proposal Summary

Vendor Name:

Total Monthly Cost including maintenance:

Overage cost per page for black:

Overage cost per page for color:

Total of any other Additional Costs:

Proposed equipment costs and lease terms: