Request for Proposals
Copier and Printing Hardware and Service

Castro Valley Unified School District is seeking proposals for printing and copying hardware and maintenance services for the period of April 1st 2015 and June 30th 2018, non-exclusive and revocable at any time.

SIGNIFICANT DATES

RFP POSTED DATE: January 16th 2015

LAST DAY FOR VENDOR QUESTIONS TO DISTRICT: March 18th 2015 @ 4:00PM

PROPOSAL DUE DATE: March 30th 2015 at 4:00PM PST

RFP AVAILABILITY

A copy of this RFP can be viewed in person at: 4400 Alma Ave, Castro Valley, CA 94546

A copy of this RFP can be downloaded from:

http://www.cv.k12.ca.us/district/business-services/technology-services

INQUERIES

Questions regarding this RFP must be e-mailed (RFP-COPIER@CV.K12.CA.US). Responses will be posted to the RFP Website: http://www.cv.k12.ca.us/district/business-services/technology-services
Introduction

1.0 Objective
Castro Valley Unified School District (hereinafter referred to as "Customer") is seeking proposals from prospective vendors for the sale or lease of copier and printer equipment and their associated maintenance services. Primarily, the Customer is seeking to implement a copier lifecycle replacement period of approximately 4 years and/or 3,000,000 copies for heavy use machines and 4 years and/or 800,000 copies for medium use machines, whereby 25% of the Customer’s copier fleet is replaced annually. Additionally, the Customer is seeking a printer support solution for general repairs and maintenance. Ideal solutions will comprehensively support a variety of K-12 educational environment print and copy needs. Current challenges include centrally managing print/copy costs, managing cloud-print services, interconnecting copy machines with e-mail, service up-time and copier reliability, access, security, regular maintenance, and replacement schedule.

1.1 Evaluation Methodology
Each proposal will be evaluated based on criteria and priorities defined by the Customer. Due to the complexity of this bid, the Customer will decide the best submissions that are in the best interest the District, not necessarily the lowest price. Proposals will first be evaluated based upon the base requirements. The evaluation criteria are as follows:

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<tr>
<th>Evaluation Factor</th>
<th>Weight</th>
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<tr>
<td>Price – Cost for copy machines will be evaluated as ‘lifetime cost’, where a $40,000 machine will be considered $10,000/year and a $10,000/year lease will be evaluated as a $40,000 machine. Pricing that includes relation to US Committees GPA, “such as 2% over US Communities”, or use other piggybackable contract will be favored as machine models and pricing shift rapidly over time and this type of bid ensures the Customer receives fair pricing over multiple years. Additionally, Customer will be evaluating maintenance service plans, which should be provided as ‘cost per page’ for black&amp;white prints and for color prints. These costs should be inclusive of toner, staples, hardware, parts, labor, and all other costs associated will maintaining a copy machine in complete working order.</td>
<td>40%</td>
</tr>
<tr>
<td>RFP Compliance – Proposals successfullness in responding accurately to this RFP. Addendums that exceed this RFP to provide comprehensive copy/print services or management platforms will be welcome.</td>
<td>30%</td>
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<tr>
<td>Support Capacity – Ability to support a variety of copier and printer hardware and software. Where customer may purchase hardware from any vendor, this evaluation factor is used to determine a vendor’s capacity to successfully support heterogeneous copier and printer environments.</td>
<td>20%</td>
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<tr>
<td>Reputation - Ability to support East Bay K-12 school districts. Customer will evaluate references and may do additional research to determine the Vendors ability to provide quality support. Customer will be looking for how quickly service is restored to down machines, how difficult a Vendor is to work with, and what other value to Vendor may bring to the organization.</td>
<td>10%</td>
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TERMS AND CONDITIONS OF REQUEST FOR PROPOSAL (RFP)

2.0 Response Submission
Bids must be submitted and delivered in a sealed envelope, to the Castro Valley Unified School District Office no later than March 30th, 2015 at 4:00PM PST. Bid submissions will NOT be accepted via email. It is the sole responsibility of the respondents to ensure that their responses arrive in a timely manner. The Customer will not accept liability for any claim, demand or other actions should the bid not be received in its entirety, received after stated closing time and date, or for any other reasons. The Customer reserves the right to reject all late arrivals. Proposals submitted by mail must ARRIVE by the time and date included above, post-mark date-time stamps will not be accepted. Envelopes containing bids shall be so marked as to be easily identified as containing bid proposals. The outside of the envelope shall be identified as follows:

RFP - COPIER  
c/o John Perry  
Castro Valley Unified School District  
4400 Alma Ave  
Castro Valley, CA 94546

Oral and telephone bids will not be considered, nor will modifications of proposals by such. The completed proposal form shall be without erasures or alterations. Delivery of the proposals will be considered authorization by the Vendor to make a contract, if awarded.

2.1 Costs Associated with Preparation of the Vendor's Response
The Customer will not be liable for any cost incurred by the respondents in preparing responses to this RFP or negotiations associated with award of a contract.

2.2 Job Walk and Conference
There will be no job walk or conference for this RFP.

2.3 Vendor Questions
Vendors may submit questions in writing via e-mail (RFP-COPIER@CV.K12.CA.US) between January 16th, 2015 and March 18th, 2015. All responses will also be publicly posted on the website (http://www.cv.k12.ca.us/district/business-services/technology-services) by a district representative. It is the responsibility of all potential vendors to check this page regularly for updated questions and answers

2.4 Subcontractors
Subcontractor work will not be accepted as a part of this RFP.
2.5 Award Conditions
Vendor must be in good standing with the Better Business Bureau (BBB). Vendor technicians must be proficient in maintaining and repairing relevant copier and printer technology equipment (Brother, Hewlett Packard, Ricoh, Cannon, Sharp, etc.).

2.6 Interpretation and Additional Information and Addenda
Any interpretation, correction, or change of the RFP will be made by ADDENDUM. Interpretations, corrections, or changes to the RFP made in any other manner will not be binding, and the Vendors shall not rely upon such interpretations, corrections or changes. Any changes or corrections will be issued by the Customer. Addenda will be issued as expeditiously as possible via the website (http://www.cv.k12.ca.us/district/business-services/technology-services). It is the responsibility of the Vendors to determine whether all addenda have been received.

2.7 Financing
After notification of award, the Vendor work with the Customer to determine equipment and costs associated with purchases. This bid has a start date of April 1st 2015 and no payments will be made to the vendor prior to this date. No products or services shall be rendered to the Customer without the Vendor first obtaining a Purchase Order. All payments will be made Net60 from the time product or services are delivered.

2.8 Warranty
The Vendor shall fully guarantee their work and any products delivered must include a manufacturer's warranty or support agreement for a minimum of 90-days. Warranty information should be on a per equipment basis. Should any defects in workmanship or material, excepting ordinary wear and tear, appear during the warranty period, the manufacturer and his representative shall repair or replace such items immediately upon receipt of a written notice from the Customer. The Vendor is required to act as the Customer’s liaison with the manufacturer for all Warranty repairs and replacements.

2.9 Price Quotations
Price quotations are to include the furnishing of all materials, labor, equipment, shipping cost, delivery, and tax. The customer will not be liable for any costs beyond those proposed herein and awarded, except where customer requests a subsequent proposal based on this award.

Multiple bids and multiple pricing models will be considered. Vendors who wish to demonstrate their ability to bring forward the best pricing in one proposal, may also submit other proposals that bring forward additional services which they believe will benefit the customer. This allows Vendors to ‘put their best foot forward’ while also demonstrating a broader range of services they can provide which they believe may be of benefit to the Customer.

2.10 Right to Reject
The Customer reserves the right to accept or reject all proposals when the rejection is in the best interest of the District. The Customer 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 Customer reserves the right to reject the proposal of a Vendor whom in the opinion of the Customer 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 Customer.
2.11 Vendor Requirements
Prospective vendors shall include at least 3 references for customers of similar size and need that have worked with the Vendor within the past three years. These references must be schools, school districts or a County Offices of Education and must contain the following:

- Job Location
- Contact name and telephone numbers
- Dates of contract
- Job description
- Equipment Installed

2.12 Customer Contact with Vendor
The Vendor shall appoint an Account Manager or equivalent whose primarily responsibility for working with and addressing the Customer’s needs.
Bid Scope

3.0 Copier Specifications

Copiers to Include:
- 3-hole punch
- Stapler
- Scan to network
- Scan to e-mail (Gmail or Exchange)
- LDAP Integration
- Color Print
- B/W print
- Large format printing
- PCL and PS network print compatibility
- Compatible with finishers
- Heavy Use Copier
  Service at no more than 300,000 copies. Life of 3,000,000 copies.
  72+ PPM Black and White Copying.
- Medium Use Copier
  Service at no more than 80,000 copies. Life of 800,000 copies.
  52+ PPM Black and White Copying.
- Vendor recommended Finishers
- Multifunction Printer for desktop use
- Standard Printer
  Monthly Duty Cycle of up to 2,500 copies

3.1 Support Capacity of Vendor

- Ability to support heterogeneous copier and printer environment (HP, Brother, Ricoh, Cannon, Xerox, etc.).
- Response times during business hours to be 4-hours or less.
- Provide loaner copier after 16 business hours of service outage. Loaner to be provided within 24 business hours of initial outage.
- Option for copy machines to report their error-state directly to vendor

3.2 Support and Billing Requirements

- Separate per page support costs for color copies and black and white copies.
  o Per page support cost to cover all maintenance, repair, toner, staple replacements, parts and labor.
- Quarterly billing cycles for maintenance and repairs.
- Special support agreements for existing fleet will be considered.
District Data

4.0 District Data

- 15 sites (Estimated target numbers for actual deployment over 4-year schedule)
  - District Office, Adult School, Preschool (5 Heavy Duty, 3 Medium Duty)
  - 9 Elementary Schools (9 Heavy Duty, 8 Medium Duty)
  - 2 Middle Schools (5 Heavy Duty)
  - 1 Comprehensive High School (7 Heavy Duty, 2 Medium Duty)
  - 1 Continuation High School (1 Heavy Duty)

Total of 27 Heavy Duty and 13 Light Duty copy machines.

Expected implementation schedule of 10 machines per year.

- Estimated 23,000,000 copies per year.
- Approximately 9300 students and 800 staff.
- Google Apps enabled district.
- LDAP Enabled district.
- Extensive use of Chromebooks in need of printing/imaging solution.
- 100% Wifi, network, and Internet coverage for networkable devices.
- Some use of copy codes.
- Limited use of color copying/printing.
SECTION 00320
NONCOLLUSION DECLARATION
(To Be Submitted With Bid)

I, __________________________(Name of Representative) , declare that I am ______________ (Title of Representative) of ___________________________________ (Business Name of Bidder) the party making the foregoing bid, that the bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the bid is genuine and not collusive or sham; that the bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid, and has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham bid, or that anyone shall refrain from bidding; that the bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the bid price, or of that of any other bidder, or to secure any advantage against the public body awarding the contract of anyone interested in the proposed contract; that all statements contained in the bid are true; and, further, that the bidder has not, directly or indirectly, submitted his or her bid price or any breakdown thereof, or the contents thereof, or divulged information or date relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid. I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct. Executed this ________ day of __________ , 20__ at __________ _ California. __________________________(Signature of Representative)

NOTE: A declaration does not have to be notarized.
END OF SECTION 00320
NONCOLLUSION AFFIDAVIT