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INFORMATION TECHNOLOGY DEPARTMENT

Request for Proposals Copier Lease and Services 2020 Allentown School District 31 S. Penn Street Allentown, PA 18102

COPIER LEASE & MAINTENANCE SERVICES

The Allentown School District (ASD) is seeking to obtain proposals from copier services suppliers as well as corresponding maintenance to meet the needs of its students as a part of the district's Virtual Campus during the pandemic and beyond. The purpose of this document is to provide a description of the of the services sought, the protocol for vendors to submit inquiries, and the associated method for vendor proposals by the specified due date.

The Allentown School District (ASD) is soliciting proposals from established state contract Suppliers for:

- Multi-function devices (MFDs) to be provided on a sixty (60) month fair market value lease which includes all equipment, support maintenance, and needed from the effective date of award through the end of the lease term.
- Help Desk support, service, and automatic replenishment of supplies, including but not limited to toner cartridges, staples, and maintenance kits, on a (60) month term for the leased MFDs from the effective date of award through the end of the contract term.

Background and Objectives

Background

The Allentown School District has twenty-five (23) school facilities plus an Administration Center and additional support facilities throughout the city of Allentown in Lehigh County. ASD is the third largest urban school system out of 500 districts in the Commonwealth of Pennsylvania. We currently have about 2,200 employees and serve approximately 17,000 students.

Under the current copier lease and maintenance program, the District has **one-hundred twenty-four (124)** multi-function devices which produce an average of **2.4 million** prints monthly over a 12-month timeframe during what is considered a 'normal' school year. All MFDs are under a contract scheduled to expire by December 30, 2020. A complete District inventory of existing MFD models is included within this RFP.

ASD presently uses the Active Directory authentication for users to access copiers should they not have their ID badges. The district would prefer to continue with its implemented access model which includes the use of staff member ID Badge authentication along with "follow me printing" capability.

Objectives

The purpose of this RFP is for the district to:

- A. Contract with a single source supplier for copier needs and a district wide, single manufacturer operating lease to manage the district's copier needs, including, but not limited to, monochrome (black toner) and color multi-function devices.
- B. Streamline the manual process of submitting copy and print work to the Central Duplication Department.
- C. Continued use of the faculty and staff's existing ID badge to authenticate at the MFP.
- D. Acquire and use a system to track copy/print usage by individual, department, school, and device.

Proposal Instructions

Address Instructions

Suppliers shall prepare an original written proposal and provide three copies signed by an officer of the company who is authorized to bind the company by contract. Such proposal should be submitted in sealed envelope marked "Copier Lease & Maintenance Services" and addressed to the following:

Allentown School District
Attn: Takecia Saylor, Assistant to the Superintendent - Technology
31 S. Penn Street
P.O. Box 328
Allentown, PA 18105

Delivery

Proposals must be received at the above address no later than 2:00 p.m. on December 21, 2020. Facsimile transmissions are not acceptable. Proposals submitted or received after that date and time will not be accepted or considered.

Proposal Format

Proposals should be prepared simply and economically, providing a straightforward, concise description of the supplier's ability to meet the requirements of this request. Sections must be tabbed and pages numbered in the same sequence as requested within. If a specification is not applicable or there is no response, so state.

Decisions Regarding Proposals

The Allentown School District (ASD) reserves the right to:

- Make all decisions regarding this proposal, including, without limitation, the right to decide whether a proposal does or does not substantially comply with the listed requirements.
- Accept, reject, or negotiate modifications to any terms of supplier's proposals or any parts thereof.
- Reject any or all proposals received.

The ASD shall not be responsible for any cost incurred by the supplier in the preparation of any proposal. It must be specifically understood that this request does not create any obligation on the part of the ASD to enter into any contract or undertake any financial obligation with respect to the request referred to herein. Any supplier, who expends time or money prior to award, does so at the supplier's own risk and expense. The supplier understands that, if selected, the ASD reserves the right to provide its opinion publicly and privately regarding the supplier's performance.

Bidder Inquiries

No negotiations, decisions, proposals, or actions shall be executed or submitted by any supplier on the basis of or as the result of any oral discussions with an ASD employee. Only those inquiries and/or responses that are in writing shall be considered valid. Any questions regarding this request should be directed to Takecia Saylor, Assistant to the Superintendent - Technology (484) 765-4212 or saylort@allentownsd.org.

Questions will be answered as received and responses sent to all suppliers interested in responding to this request for proposal. Copier models, locations, and a complete District inventory are included in this RFP.

Supplier Presentations

Part of the bid/proposal evaluation process may include a formal presentation from the selected highest-ranking respondent(s). If invited, suppliers should use this presentation to provide evaluators with further insight regarding their proposal and to clarify any issues that may exist.

Estimated Timetable

Issue Request for Proposals	December 2, 2020
Last Day for Inquiries	December 16, 2020
Proposal Submittal Due	December 23, 2020
Tentative Contract Approval	January 6, 2021
Effective Date	January 15, 2021

* District wishes to have the installation under approved proposal be completed prior to February 1, 2021.

Proposal Validity

Proposals shall be considered valid for at least 90 days from the proposal submission deadline or as otherwise mutually agreed to in writing between the parties.

Proprietary Information

Proposals submitted become the property of the ASD and may be reviewed and evaluated by District personnel and/or consultants of the ASD, at the discretion of the ASD regardless of statements contained with the supplier’s response to the contrary. The ASD reserves the right to use any or all concepts presented in any reply to the request. Selection or rejection of a proposal does not affect these rights.

Mandatory Requirements

Lease Term

The lease agreement will be for a period of no longer than (60) months. However, bidders may provide options for a 12- and 24-month optional extension of the lease. There shall be one (1) lease agreement for copiers under this contract. Equipment is to be returned at the end of the lease at no cost to the district. There may be a proposal for a cost-per-print agreement which would be preferred to an equipment lease agreement.

Indemnification

The work performed by the supplier shall be at the risk of the supplier exclusively. To the fullest extent permitted by law, the supplier shall indemnify, defend (at supplier’s sole expense) and hold harmless the Allentown School District, joint ventures, representatives, members, designees, officers, directors, employees, agents, successors and assigns (“indemnified parties”) from and against any and all claims for bodily injury, death or damage to property, demands, damages, actions, causes of actions, suits, losses, judgments, obligations and any liabilities, costs and expenses (including but not limited to investigative and repair costs, attorney’s fees and costs) (“claims”) which arise or are in any way connected with the work performed, materials furnished, or services provided under this agreement by the supplier or its agents. These indemnity and defense obligations shall apply to any acts or omissions, negligent or willful misconduct of the supplier, its employees, or agents, whether active or passive. Said indemnity and defense obligations shall further apply, whether or not said claims arise out of the concurrent act, omission, or negligence of the indemnified parties, whether active or passive. The supplier’s indemnification and defense obligations hereunder shall extend to claims occurring after this agreement is terminated as well as while it is in force, and shall continue until it is finally adjudicated and any and all actions against the indemnified parties for such matter which are indemnified hereunder are fully and finally barred by applicable laws.

Risk of Loss, Destruction, or Damage

The ASD will not be responsible for any theft, destruction of, or damage to equipment from any cause, with the exception of negligence or willful acts by an employee(s) or agent(s) of the ASD, subcontractors, or students.

The ASD will notify the supplier immediately of any theft, destruction or damage, then at the supplier's option, the equipment can either be repaired so that it is in good condition and working order, or replaced with similar aged equipment or newer.

W-9 Form

In accordance with federal law, the awarded supplier must complete, sign, and return to the ASD the Internal Revenue Service Request for Taxpayer Identification Number and Certification form. This is commonly referred to as the W-9 form. Payments will not be rendered by the ASD for supplier performance until such has been received.

Non-Collusion Affidavit

The supplier, in accordance with Pennsylvania Department of Education requirements, must sign an affidavit of non-collusion with has been attached hereto. This document must be signed and returned with the proposal response submitted.

Proposal Response Required

The following section is divided into components that require a detailed response from the supplier. Responses must be formatted and numbered to coincide with the RFP. Please respond to the following:

1. Provide your company name, address, telephone number, facsimile number, email address, and primary contact person for the proposal.
2. Describe your firm, its size, and number of employees, this should include:
 - a. A brief history of your firm emphasizing experiences servicing educational institutions of similar size as ASD.
 - b. Provide a company overview of your firm including commentary on its history, ownership, and market presence
3. If awarded, the supplier will be required to provide an organizational chart detailing the positions, names, phone numbers, and email addresses of those individuals relevant to meeting the requirements of their proposal including those individuals associated with ordering supplies, requesting service, providing service, billing questions, contract issues, networking issues, etc.
4. Provide a list of clients similar in size to the ASD with emphasis on K-12, higher education, or accounts with a similar distributed print/copy environment. Include contact names, phone numbers, and email addresses. A minimum of three (3) references should be provided, that can provide insight into the type of equipment and service you will be providing.
5. ASD will provide a predefined list of equipment with minimum specifications. Respondents not meeting minimum specifications or "NEW" status will be eliminated. Respondent must provide an all-inclusive listing of proposed copier/MFD Manufacturers and models with recommended features to be deployed if awarded this contract. Product literature for each model proposed demonstrating that the equipment meets or exceeds specifications should also be submitted.
6. Include a Manufacturer's Certificate verifying that the respondent is a legally authorized dealer or distributor of the equipment proposed.
7. Include a listing of additional Manufacturers that the respondent is authorized dealer/service provider outside of the proposed/recommended Manufacturer.
8. Provide a proposed process and/or system that would provide for authentication of the faculty and staff using their existing HID cards, as well as the necessary software to track copy and print usage by

individual, department, school, and device. Include a sixty (60) month lease cost to implement this solution that covers all software, service, and support.

9. Provide estimated plans and timelines for each step of the copier and copier maintenance program that you propose including removal of existing District copiers and the installation of proposed copiers by site.
10. Provide final estimated costs of District copy equipment and service over the term of the lease agreement
11. Detail any aspects of the enclosed specifications or terms and conditions that you are unable or unwilling to accept.

Specifications

Service and Maintenance Agreement

1. Service

Service must be performed in a manner consistent with accepted industry standards and is to be defined as preventive maintenance, emergency calls, parts and all other services required to keep the devices fully operational and maintained in good working order, including network printing, in the current environment. The awarded Supplier must maintain complete service records detailing the device serviced, response time, time needed to affect the repair and the problem diagnosed. A provision for a backup (loaner) device should be made for those repairs requiring more than three (3) days to complete.

Devices experiencing more than three (3) service calls in a given month for the same part issue will be replaced, at the discretion of the District, with a like-for-like device at no additional cost to the District and no extension of the lease. The Supplier agrees to provide factory-trained certified service for the entire time the equipment is in place at the District. In the event that service for any device is no longer available, within the original lease term the Supplier agrees to provide a like-for-like replacement at no additional cost to the District and no extension of the lease.

2. Service Parts/Fees

All parts and supplies must be genuine/authorized parts. Emergency and service parts, toner cartridges, drum cartridges, waste containers, staples and fusers should be included in the service and maintenance agreement and will not be subject to additional charges including but not limited to delivery charges. Any Supplier that does not include above mentioned service items will not be considered.

3. Hours of Service

Suppliers must provide on-site service during the District's normal operating hours of Monday through Friday from 7:00 am to 4:00 pm.

4. Maximum Response Time for Service

Supplier to indicate a standard maximum time to respond to requests for on-site service. The District is requesting a three (3) hour response time for a technician to be on-site, from the initial request for service. For example, if a call is placed by 1 pm, technician must be on-site same day, otherwise by 9am next day. If the machine in question is down for more than three (3) business days, the daily lease rate for that machine will be deducted from the lease agreement.

5. Reporting

The supplier will provide a report in paper and electronic format for each billing cycle detailing service calls by device, location, and source/type of problem. The report must include a plan to resolve persistent problems. Specific details of the report should include monthly average response time to service calls, elapsed time to repair, identification of any devices requiring three (3) or more service calls, the nature or description of the service provided or problem/failure encountered, copy volume for each device and a listing of the devices installed during the billing cycle.

Administrative Specifications

1. Term of Agreement

The intent is to award a contract for sixty (60) months with option to renew subject to mutual consent of the supplier and the District.

2. Price Escalation

ASD is requesting that the equipment acquisition, service, and supply prices should be firm and not subject to increases.

3. Software Upgrades and Changes

The supplier shall be responsible for providing the most recent versions and periodic updates of all operating firmware, software, print drivers, spoolers, and print languages including PCL and Adobe Postscript. The supplier is responsible for providing certified network and technical support to ensure compatibility with District systems, network protocols, and operating procedures.

4. Delivery Requirements

All items to be procured by the district as a result of this proposal shall be quoted F.O.B. the Allentown School District, freight allowed (paid by the supplier).

5. Installations

The supplier is required to perform all installations and verify operation of the equipment with the District. Requests to install devices and network printing components are to be completed within thirty (30) calendar days of order.

6. Waste Material Removal

The supplier is expected to remove all waste packing materials at no charge to the District, at the time of installation of equipment.

7. Manufacturer's Certification

All proposals shall include documentation from each manufacturer of equipment being offered under the terms of this agreement certifying that the supplier is a bona fide dealer for that manufacturer's products and that the supplier is authorized to submit a proposal on such equipment.

8. Training

At least one (1) on-site training session shall be provided to users for each equipment location at a time mutually agreed upon between the District and the supplier. Training will include operation of all features including copy modes, print modes (including duplexing), printing, and scanning when applicable.

Billing Specifications

1. The supplier will provide one (1) consolidated invoice in paper format for the billing cycle. The District requests a monthly billing cycle.

2. The supplier may recommend minimum volumes for devices for the purpose of determining placement. However, the District expects the overall cost-per-copy price to be determined by the aggregate volume of all covered machines in a District-wide pool.

3. The consolidated billing invoice for the billing cycle shall include: model, serial number, location, beginning meter reading, ending meter reading, click charges, click edits, net copy volume, time periods of reports and cost-per-copy. Monthly invoice is requested.

4. Paper consumed while servicing equipment shall be replaced with like-for-like quality paper when consumption exceeds 50 sheets on any single service call to a given device.

5. The supplier is to establish an automated process to collect billing information satisfactory to the District. The District requests that all meter reads, click charges, and edits be retrieved through the District's network.
6. All devices should include an internal copy control process to gather printer\copier use and account information electronically from Windows applications. On- line collection system is requested for internal billing purposes or provide a Print Management System. Please describe in detail the system to be used. All devices must use existing ASD badges.
7. One Pool Plan for entire fleet. Pool volume must have flexibility to adjust up or down annually depending on District needs.

Equipment Specifications – All Multi-Functions Devices

The District prefers to have all copiers be the same manufacturer.

1. All devices must be new; no refurbished or reconditioned or “newly manufactured” devices will be accepted.
2. All devices must have document feeders.
3. All devices must possess an “End of Lease Feature” that resides on the MFD that prevent files remaining on the hard drive of the device from being accessed by unauthorized individuals. All devices must also maintain security of the stored files while in use in the District.
4. All devices must have surge protection or similar protection consistent with currently accepted industry standards.
5. All devices deployed must be capable of walk-up operation even if network printing problems exist.
6. All devices must have the ability to scan to various file formats, including but not limited to single or multiple page PDF, OCR/PDF, TIFF and JPEG.
7. All devices must have the ability to scan to PC, network or directly to USB.
8. All devices must be compatible with using the District identification badges (HID keyless card system) and PIN code to authenticate/identify user to prevent unauthorized and/or unaccounted copying, scanning, or printing.
9. All devices must have electronic auditing/billing capability to allow the District to impose quotas on users.
10. All devices should allow for “follow me” printing job release where the print job submitted to a device should be retrievable from any of the devices on site using District Employee badges. Software licenses and configuration (if needed) should be included in the proposal. Supplier to be responsible for setup. (Pricing for this software\solution should be itemized within the proposal in the event that ASD chooses not to implement.)
11. All devices must have copy rotation and electronic sorting capabilities.
12. Paper trays: Removable paper trays of at least 250 sheet capacity required for each paper size.

13. Edge-to-Edge copying.
14. Devices must be able to process 8 ½ x 11 transparencies.
15. Copier/printer equipment must be capable of at least 600 x 600 output resolutions.
16. Copier/printer equipment must operate seamlessly with ASD's network architecture. Contract will be voided if all network printing and scanning problems cannot be resolved to the satisfaction of the District.

17. The standard network environment is as follows:

- a. Network Topology: Ethernet
- b. Cabling: 100/1000 Base T, Category 6
- c. Networks/Servers: Windows 2019

18. Copier/printer equipment must be capable of processing and printing files in current versions of PCL and Adobe Postscript.

19. The equipment shall be such that the District will have the ability to set print queue preferences (multiple jobs from same source) and to manage work originating from multiple sources (i.e. walk up, or on-line) on multi-function devices without the need for further devices or equipment. Supplier shall be responsible for set-up of the same.

20. Copier/printer equipment must be compatible with most common operating systems, including but not limited to Windows 10 as well as Mac OS X Mountain Lion 10.8, Mavericks 10.9, Yosemite 10.10, El Capitan 10.11, and Sierra 10.12. Ensure to include any new operating systems that run on Mac devices. Please list operating systems not supported or recognized.

21. Desired scanner features:

- a. Scan to email
- b. Scan to file
- c. Scan to print
- d. Scan to USB
- e. Double-sided scanning (single pass preferred)
- f. High resolution, up to 600 dpi preference
- g. Ability to identify document type (photo, text, printed document, etc.)
- h. Fully compatible with ASD operating systems and network.

22. Desired scanner file formats: Multiple page PDE, OCR/PDF, TIFF

Existing Fleet Information

Please use the following quantities in creating the proposal. As part of the overall implementation, exact quantities, locations and models will be reviewed with the successful Supplier, prior to contract execution.

Multifunction Devices (currently 124 in use)

- Requesting 40 minimum up to 80 pages per minute
- Network capabilities
- Copy, Print, Scan, Fax
- Stapling capabilities
- Color Scan capabilities
- Auto-duplexing capabilities
- 27 with Color Capability (Avg. 85,000 prints per month)
- 97 monochrome only (Avg. 2,315,000 prints per month)

Quantity	Equip. item desc.
2	KYOCERA FS-1135MFP COPIER
19	SHARP MX-M754N COPIER
20	SHARP MX-M356N COPIER
13	SHARP MX-M564N COPIER
20	SHARP MX-M654N COPIER
7	SHARP MX-3050N COLOR COPIER
10	SHARP MX-4050N COLOR COPIER
13	SHARP MX-M266N COPIER
6	SHARP MX-M464N COPIER
8	SHARP MX-M904 COPIER
4	SHARP MX-3550N COLOR COPIER
6	SHARP MX-5050N COLOR COPIER
2	XEROX D136CP

Operating Lease Specifications

1. Lease to include the costs of labor and travel and supplies and replacement parts including but not limited to, toner, developer, fuser supplies, drums, blades, organic photo conductors, safety retrofits, rollers, belts, corona wires, platens, sensors, lenses, lubricants, preventative maintenance kits, software and upgrades, programming, staples, emergency calls, and all other parts necessary to repair the machines when the repairs aren't caused by abuse or neglect by a District employee. Paper, transparencies, and other print media costs are not to be included. Respondents that do not include above mentioned service items will not be considered.
2. The lease rate should include charges for training, shipping and installation, excluding charges for installation of network jacks, network cables and electric receptacles.

3. To ensure continuity of service, the supplier is required to maintain on site at each location, a minimum of two-week inventory of toner and other consumable supplies for all machines placed and/or serviced under the terms of this agreement.
An online method of ordering consumable supplies is requested.
4. All equipment to include an internal copy control process to gather printer and copier use and account information electronically from Windows and Macintosh platforms. Please describe system to be used and provide server requirements.
5. The District reserves the right to negotiate specific terms with any supplier responding to this RFP.
6. No agreement will be final until a written contract is executed by both parties.

**ALLENTOWN SCHOOL DISTRICT
NON-COLLUSIVE PROPOSAL CERTIFICATION**

By submission of this proposal, the Supplier certifies:

1. This proposal has been independently arrived at without collusion with any other Supplier or with any competitor.
2. This proposal has not been knowingly disclosed and will not be knowingly disclosed, prior to the opening of proposals to any other Supplier, competitor or potential competitor.
3. No attempt has been or will be made to induce any other person, partnership, company or corporation to submit or not to submit a proposal.
4. The person signing this proposal certifies that he has fully informed himself regarding the accuracy of the statements contained in this certification, and under the penalties being applicable to the Supplier as well as the person signing in its behalf.

Company: _____

Print/Type Name: _____

Title: _____

Authorized Signature: _____

Date: _____