

V. GENERAL SPECIFICATION

DEFINITION OF TERMS

Throughout this RFP the following definitions should be understood;

"The District" or "C-FB ISD" is defined throughout this document as The Carrollton-Farmers Branch Independent School District.

"RFP" is a Request For Proposal, a document presented by the Carrollton-Farmers Branch Independent School District, to vendors for the purpose of securing an agreement to provide copiers and related services.

The terms "contractor", "vendor" or "Offeror" is defined as the person(s) or organization(s), which are submitting proposals in response to this RFP or to the person(s), or organizations(s) who have been awarded the contract to execute their proposals.

"Subcontractor" is defined as person(s) or organization(s), which are not employed by the submitting proposals in response to this RFP or to the person(s), or organizations(s) that have been

The term "committee" is defined as district personnel assigned from various schools and departments to evaluate RFP responses for the purpose of selecting the vendor(s) who best meets the selection criteria.

"Response time" is defined as the duration of time between a district representative requesting service and a certified technician arriving on site.

"Business day" is defined as the hours between 6:00 a.m. and 5:00 p.m., Monday through Friday.

"Downtime" is defined as the time during the business day that the copier is not capable of producing copies meeting the quality control standards established by the manufacturer.

"Uptime" is defined as the amount of time during the business day that the copier is capable of producing copies meeting the quality control standards established by the manufacturer.

"New Equipment" is defined as equipment completely assembled with and composed of new parts.

"Remanufactured Equipment" all equipment that does not meet the definition of "New Equipment" as defined in this document.

"CPM" is defined as copies per minute

"Low Volume" is defined as a copier that is designed to run 18 to 20 cpm

"Midrange Volume" is defined as a copier designed to run 45 to 55 cpm

"High Volume" is defined as a copier designed to run +85 cpm

"Very High Volume" is defined as a copier designed to run +100 cpm

1.2.10 It is not the policy of the Carrollton-Farmers Branch Independent School District to award contracts based solely on 'low bid/proposal'. *The following criteria are used by the Carrollton-Farmers Branch ISD to evaluate the overall 'best value' and the relative weights of each factor:

Total cost of vendor's goods services- 20%

Quality of the vendor's goods or services 20%

Demonstrated capacity to maintain high service level (uptime) as required by this RFP-40%.

Respondents proposal is completely responsive to all written specifications and requirements contained in this RFP-10%

Extent to which the goods or services meet the district's needs-10%

Specification

1. PROPOSAL FORMAT

1.1 Introduction

Each proposal submitted in response to this RFP must be organized and arranged to correspond with those numbered sections of this RFP that require a response. **Failure to arrange the proposal as requested may result in the disqualification of the proposal.** Conciseness and clarity of the content are emphasized and encouraged. Vague and general proposals will be considered non-responsive, and will result in disqualification. The response must be complete. Failure to provide the required information may result in the disqualification of the proposal. All pages of the proposal must be numbered.

1.2 General Organization of Proposal Contents

Each proposal must be organized in the manner described below.

- a. Transmittal Letter
- b. Required Forms
- c. Exceptions
- d. Table of Contents
- e. Offeror Identifying Information
- f. Project Requirements
- g. Cost Proposal

1.2.1 Transmittal Letter

The Offeror must submit a transmittal letter that identifies the entity submitting the proposal, and includes a commitment by that entity to provide the services and products required by the District. The transmittal letter must state that the proposal is valid for 90 days from the day after the date that proposals are delivered to the District. Any proposal containing a term less than 90 days for acceptance will be rejected as non-responsive.

The transmittal letter must be signed by a person legally authorized to bind the Offeror to the representations in the response. In the case of a joint proposal, each party must sign the transmittal letter. The Offeror should also indicate, in its transmittal letter, why it believes that it is the most qualified Offeror to provide the products and services described in this RFP.

The transmittal letter must include a statement of acceptance of the terms and conditions of the contract resulting from this RFP, and as specified in Part V of this RFP. If a Offeror takes exception to any of the proposed terms and conditions of this RFP, those exceptions must be noted in the transmittal letter. However, the Offeror should realize that failure to accept the terms and conditions specified may result in disqualification of the proposal.

1.2.2 Exception Page(s)

Include all exceptions to the document in this section. It is assumed that you agree to all items in this RFP unless specifically noted in this section. The exceptions noted will be an evaluated factor and may result in the disqualification of the proposal.

1.2.3 Table of Contents

Each proposal shall be submitted with a table of contents that clearly identifies and denotes the location of each title and subtitle of the proposal. Additionally, the table of contents should clearly identify and denote the location of all enclosures of the proposal. The table of contents should follow the RFP's structure.

1.2.4 Offeror Identifying Information

1.2.4.1 Name and address of business entity submitting the proposal;

1.2.4.2 Type of business entity (i.e., corporation, partnership);

1.2.4.3 Place of incorporation, if applicable;

1.2.4.4 Name and location of major offices, plants, and other facilities that relate to the vendor's performance under the terms of the RFP;

1.2.4.5 Name, address, business and home telephone number, and fax number of the Offeror's principal contact person regarding all contractual matters relating to this RFP;

1.2.4.6 Dunn and Bradstreet number for corporate headquarters

1.2.5 The use of subcontractors to perform any part of this contract is prohibited with the exception of the use of a subcontractor employed to deliver or relocate copier equipment.

1.2.6 Conflict of Interest

Each Offeror must disclose any existing or potential conflict of interest relative to the performance of the requirements of this RFP. Examples of potential conflicts may include an existing business or personal relationship between the Offeror, its principal, or any affiliate or subcontractor, with the District or any other entity or person involved in any way in the project that is the subject of this RFP. Similarly, any personal or business relationship between the Offeror, the principals, or any affiliate or subcontractor, with any employee of the District or its suppliers must be disclosed. Any such relationship that might be perceived or represented as a conflict should be disclosed. Failure to disclose any such relationship or reveal personal relationships with district employees may be cause for contract termination. The District will decide if an actual or perceived conflict should result in proposal disqualification.

1.2.7 Project Requirements

Failure to respond to project requirements as requested will be considered non-responsive and may result in the disqualification of the proposal.

1.2.8 Cost Proposal

The Offeror must utilize the form located in the RFP to submit the proposed pricing. Failure to supply cost proposals as requested may be considered non-responsive and may result in the disqualification of the proposal.

2. COPIER SERVICE PLAN

2.1 General Requirements

2.1.1 Offeror Qualifications

2.1.1.1 Each bidder shall have been in business of selling and or servicing copiers for at least five years.

2.1.1.2 If the bidder is a dealer rather than the actual manufacturer of the equipment, the following certification must be included with the dealer's proposal.

"The manufacturer certifies that the dealer is an authorized dealer for the specific equipment proposal. Furthermore, the manufacturer guarantees that should the dealer fail to satisfactorily fulfill any obligations established as a result of the anticipated contract awards, the manufacturer, upon default by the dealer will assume and discharge the dealer's obligations for the remainder of the contract at the prices, terms, and conditions originally proposed by the dealer.

2.1.1.3 The bidder shall provide a list of three (3) references, K-12 school customers that have used the proposed product(s) and or services. Include school name, contact person, telephone number, quantity of machines, and length of time equipment has been at the location. References having similar monthly volumes and number of machines as identified in this proposal will receive greater weighting. **Vendors will be disqualified if sufficient references are not provided. The successful vendor shall demonstrate a proven ability to manage an account the size of Carrollton-Farmers Branch ISD at the performance level required by the District. Strong consideration will be given to offerors that can document successful past performance with performance based contracts.**

2.1.1.4 Vendor should be an active member of the Texas Building & Procurement Commission Catalog Information Systems Vendor (CISV) Program.

2.2. Copier Performance Warranty

2.2.1 Offeror warrants that all copiers provided under this contract will perform at an

uptime level of 95% per month. This calculation shall be made using only the hours of the "business day" as defined in the Definition of Terms.

- 2.2.2 Offeror warrants that the district may have equipment replaced if not completely satisfied with the performance of any piece of equipment for any reason. This determination will be made by the District.
- 2.2.3 Copiers shall be maintained in such a manner that they are performing at their optimum level.
- 2.2.4 Offeror warrants that service response time shall not exceed (4) hours.
- 2.2.5 If a copier is down for 8 continuous "business" hours, (consecutive hours or not) from the time of service call then the contractor may be required, at the discretion of the school or department, to provide a loaner piece of equipment. If a loaner is requested, the vendor will document the copy count meter reading when the equipment is delivered to the school/department and another meter reading taken before the equipment is returned to the vendor. This information will be included in the report identified in 2.3.5. Loaner equipment will be onsite and operational within 4 hours of the request.
- 2.2.6 Should the downtime on a given copier exceed 5% for two consecutive months, the machine will be replaced within ten days. This provision does not void or amend section 2.2.2., this is merely a benchmark for expected service. Downtime attributed to operator error will not count against the vendor if the service ticket clearly indicates operator error and a school representative signs the ticket.
- 2.2.7 Offeror may substitute like-for-like equipment in order to meet their mandated 95% uptime requirement with approval from the District.

2.3 Supplies

- 2.3.1 Contractor will provide all supplies (except paper) to all copiers as part of the monthly charge per copier. No shipping charges shall be added. Offeror should provide procedure for the order of supplies by each key operator.
- 2.3.2 Proposal price for service will include all supplies (except paper), preventive maintenance checks, parts and equipment replacement, and all labor associated with the service of equipment. Prices submitted shall be firm for three years. **Any additional cost must be clearly identified as other cost on the proposal form.**

2.4 Service Technicians

- 2.4.1 Offeror warrants that all technicians assigned to the Carrollton-Farmers Branch ISD are authorized by the manufacturer to repair the proposed equipment.
- 2.4.2 A minimum of ONE service technicians shall be dedicated to our account, either responding to service calls or performing preventive maintenance. The same service technician(s) shall be

assigned to our account throughout the term of this contract. The technician(s) shall be available by mobile phone or by pager during business hours.

- 2.4.3 Meter reads (if applicable) are to be taken by the service technicians. C-FB ISD staff will not be responsible for submitting any meter reads that the offeror requires. No campus shall receive any phone calls requesting copier meter reads.
- 2.4.4 Contractor must provide a monthly report for each school/department that includes copy volume, number of service calls, and amount of downtime for each copier. Downtime shall be reported in two categories-1)Mechanical Malfunction and 2) Operator Error. Sample reports provided to other districts/customers shall be submitted with the proposal. Offeror shall include a detailed overview of how the data is collected, analyzed and used.
- 2.4.5 The bidder shall identify the location and operating hours of the Service Department responsible for servicing this account. The district reserves the right to tour this facility without notice. List the address, number of technicians assigned, and hours of operation. Identify the number of technicians that would be assigned exclusively to service the Carrollton-Farmers Branch account and your firm's standard technician to machine ratio.
- 2.4.6 Identify the proposed process for establishing inventory levels for supplies and repair parts. Ensure to include safety stock levels to prevent outages. Include the location and hours of the warehouse operation if different than the Service Department.

2.5 Aggregated Copy Count

- 2.5.1 If your proposal is based upon a copy count per machine; C-FB ISD requires that an aggregated copy count be employed for all of the mid volume, high volume, and very high volume copiers in service in order to determine any "overage" charges. Any overage charge assessed must be submitted on a district-wide annual basis (September 1 to August 31). A beginning meter read shall be submitted to C-FB ISD as each copier is placed into service. A monthly progress report shall be provided to document the copy count as it approaches the limit at which an overage charge would be assessed. Offeror shall be given a 30 day window after the end of the year (August 31) in which to submit any overage charges.
- 2.5.2 Overage charges at the campus level will only be allowed for the low volume copiers.

2.6 Invoicing

- 2.6.1 Invoices shall be issued in advance on a quarterly basis. The billing year shall begin on September 1 and run through August 31.

Quarter 1 – September 1 – November 30 – invoice due to C-FB ISD in September

Quarter 2 – December 1 - February 28 – invoice due to C-FB ISD in December

Quarter 3 – March 1 – May 31 – invoice due to C-FB ISD in March

Quarter 4 – June 1 – August 31 – invoice due to C-FB ISD in June

- 2.6.2 Please include a plan for the interim cost for all copiers that will be placed into service prior to the September 1 billing cycle described in section 2.6.1 as this contract is put into place.
- 2.6.3 Services for a specific copier and billing period shall be issued under one invoice number.

2.7 Additional Copier Placements

- 2.7.1 Additional copiers may be placed at any time during this agreement. These units will be billed at the same rate as the similar units that are already in service. Additional copiers must be placed into service within 45 days of receipt of a C-FB ISD purchase order.

2.8 Equipment Relocation

- 2.8.1 C-FB ISD reserves the right to relocate equipment between campuses. The District will accept the cost of relocation the successful vendor or by their authorized relocation contractor. Relocation costs shall be identified in your proposal.

3.1 Training

- 3.1.1 Describe the proposed plan to provide initial and follow-up training for at least one member of each school or department. Explain how this process is documented and maintained. Provide copies of actual training forms used in other districts. Personally identifiable information may be redacted from the copies. Successful vendor shall be prepared to schedule specific dates and times with each school or department.
- 3.1.2 Identify the documentation and resources available to assist users after the training is completed.
- 3.1.3 Offeror shall provide refresher training when operator error attributes to more than 20% of the monthly downtime. The training shall be documented in accordance with 3.1.1.

4.1 Implementation Plan

It is the districts intent to replace equipment within 45 days of the expiration date listed on Exhibit A. However, equipment may be replaced sooner if in the best interest of the district. Provide an overview of your firm's plan to replace equipment and the appropriate timeline for each component of the installation plan. Include a list of the resources allocated for this purpose.

5.1 Equipment

- 5.1.1 Offeror shall identify if the proposed equipment is new or remanufactured. A brief overview of the remanufacturing process shall be provided for firms proposing remanufactured equipment.

- 5.1.2 Identify the operating environment needed for each proposed piece of equipment. As a minimum include electrical, space and ventilation requirements.
- 5.1.3 Equipment shall be capable of operating on the district's computer network. Include an overview of the technology capabilities of the proposed equipment to include remote diagnostics and network connectivity. Any additional pricing to provide these services shall be included in the additional features section of the Proposal Form.
- 5.1.4 Each firm shall provide an optimization plan for each school or department. The optimization plan should demonstrate your firm's ability to develop an efficient copy program for each building based on the current copier distribution provided. The proposed solution should be priced using the rental option. The plan shall include as a minimum the following information:

School or Department Name

Proposed quantity of machines by model #

Total Monthly Cost per copier based on rental pricing

This model shall be attached at the back of the Cost Proposal.

- 5.1.5 The optimization plan should be developed in order to maximize flexibility for the instructor.

5.1.6 All copiers shall remain property of the offeror.

**Proposal Cost Sheet Low Volume Copier
(current model in service is Ricoh MP 2000)**

1. Manufacturer _____ Model _____ CPM 20-25

Monthly Cost _____ includes _____ copies

Overage will be billed at _____

Feature Checklist

- Maximum original size 8.5" x 14"
- Maximum copy size 8.5 x 14
- Reduction/Enlargement Zoom:50-200%
- Copy auditor 25 numbers/codes
- Preselection 1-99
- Standard paper supply 1,000 sheet
- Bypass 50 sheets
- Document Feeder ADF 50 sheet
- Catch Tray 1 x 100
- Stand included
- Warm-up time _____seconds
- First-copy time _____seconds
- Manufacturer maximum rated volume _____per month
- Maximum paper weight _____

Additional features available and associated cost for Low Volume Copier

Feature	Additional cost	Value

Identify any and all cost for implementing a copier program not specifically identified in the proposal:

Proposal Cost Sheet Mid Volume Copier
(current model in service is Ricoh MP 4500)

1. Manufacturer _____ Model _____ CPM +45
Monthly Cost _____ includes _____ copies

Overage will be billed at _____

Feature Checklist

- Maximum original size 11" x 17"
- Maximum copy size 11" x 17"
- Reduction/Enlargement Zoom:25-400%
- Copy auditor 100 accounts
- Preselection 1-99
- Standard paper supply 1500 sheets
- Bypass 50 sheets
- Document Feeder RADF 50 sheet
- Catch trays/finishers 1 x 500 with 30 sheet stapling
- Auto Stapler
- Warm-up time _____seconds
- First-copy time _____seconds
- Manufacturer maximum rated volume _____per month
- Maximum paper weight _____

**Additional features available and associated cost for Mid Volume #1
Copier Rental**

Feature	Additional cost	Value

Identify any and all cost for implementing a copier program not specifically identified in the proposal:

Proposal Cost Sheet High Volume Copier
(current model in service is Ricoh MP 9000)

1. Manufacturer _____ Model _____ CPM +85

Monthly Cost _____ includes _____ copies

Overage will be billed at _____

Feature Checklist

- Maximum original size 11" x 17"
- Maximum copy size 11" x 17"
- Reduction/Enlargement Zoom:25-400%
- Copy auditor 100 accounts
- Preselection 1-999
- Standard paper supply 4,000 sheet
- Bypass 50 sheets
- Document Feeder RADF 100 sheet
- Auto Duplex , Stackless 11" x 17"
- Auto Stapler, 50 sheet, multi-position
- Catchtray/Finsher, 3000 sheet, 3 hole punch
- Warm-up time _____seconds
- First-copy time _____seconds
- Manufacturer maximum rated volume _____per month
- Maximum paper weight _____

Additional features available and associated cost for High Volume Copier Rental

Feature	Additional cost	Value

Identify any and all cost for implementing a copier program not specifically identified in the proposal:

Proposal Cost Sheet Very High Volume Copier
(current model in place is Ricoh MP 1100)

2. Manufacturer _____ Model _____ CPM 100+

Monthly Cost _____ includes _____ copies

Overage will be billed at _____

Feature Checklist

- Maximum original size 11" x 17"
- Maximum copy size 11" x 17"
- Reduction/Enlargement Zoom:25-400%
- Copy auditor 150 accounts
- Preselection 1-999
- Standard paper supply 6,000 sheet
- Bypass 50 sheets
- Document Feeder, RADF 100 sheet
- Duplex Stackless 11" x 17"
- Auto Stapler, 100 sheet, multi-position
- Catchtray/Finisher, 4,000 sheet, multi-position
- Bookmaker with saddle sticher
- Tabs through drawers
- Warm-up time _____seconds
- First-copy time _____seconds
- Manufacturer maximum rated volume _____per month
- Maximum paper weight _____

Additional features available and associated cost for Very High Volume Copier Rental

Feature	Additional cost	Value

Identify any and all cost for implementing a copier program not specifically identified in the proposal:
