



Request for Proposal

Document Imaging Equipment and Managed Print Services Program

Attn: Kent R. Zeman, CFO/Treasurer

Lakewood City Schools

1470 Warren Road

Lakewood, Ohio 44107

216-529-4096

kent.zeman@lakewoodcityschools.org

Lakewood City School District
Request for Proposal
Document Imaging Equipment

I. Background and General Conditions

Lakewood City Schools seeks proposals for the replacement of copiers throughout the district. Vendors are to develop a 42 month plan based on the information provided in the Request for Proposal.

Lakewood City Schools has a Board Office with 12 schools within the district and have an average monthly black and white volume of 1,250,000 and a monthly color volume of 15,000 impressions per month.

To be considered, your proposal must be made in accordance with the following instructions:

- A. Proposals shall be addressed to the Lakewood City Schools, in care of Kent R. Zeman, CFO/Treasurer and be delivered to 1470 Warren Road, Lakewood, Ohio 44107, no later than Thursday, October 15, 2015 by 2:00 pm. Please provide (1) hard copy in a sealed envelope with your company name and Document Imaging RFP for Lakewood City Schools and (1) electronic copy of the RFP. The electronic version shall go to Kent R. Zeman, e-mail address: kent.zeman@lakewoodcityschools.org. Proposals will not be read publicly.
- B. Prior to submitting a proposal, vendors should carefully examine the specifications and fully inform themselves as to all existing conditions and limitations, and shall include in the proposal a sum to cover all delivered and installed costs, along with ship back costs of current machines and hard drive cleaning of current equipment. In addition, the school district will be having moves throughout the agreement and any moving of equipment will be part of the overall costs. Any questions shall be sent by e-mail ONLY to Kent R. Zeman at kent.zeman@lakewoodcityschools.org no later than Wednesday, September 30, 2015. Responses to questions will be provided to all vendors requesting the RFP by Tuesday October 6, 2015.
- C. The competency and responsibility of the vendors and their proposed subcontractors will be considered in determining a low responsible quote, but not limited to with additional factors that will be considered to include availability of desirable options, value, quality, suitability, reliability of support, service history, ease of use, training, and length and condition of warranties.
- D. Costs, as stated in the proposal, must prevail for 90 days after the due date.
- E. Proposals will not be considered without the completion of the Non-Collusion Affidavit and Statement of Personal Property Tax form provided.

II. Vendor Qualifications and Requested Services

Company Information

- 1) Provide a company overview, including dates of incorporation, of all affiliates or third parties, and number of employees.
- 2) Are you a part of a larger company? If so, briefly describe the degree of corporate support.
- 3) How many customers do you currently service?
- 4) What is your company's mission or corporate philosophy statement? What is your company's focus (cost, quality, etc.)? How do you differentiate your company from your competitors?
- 5) Where are your warehouses and service locations? Corporate headquarters?
- 6) What is the strategy that your organization uses to assess the needs of the various departments and schools that comprise an educational institution similar to Lakewood City Schools?
- 7) In addition to office equipment, what other products and/or solutions does your organization provide that could help Lakewood City Schools reduce and recover operational costs?
- 8) What assurance can you provide to the school district in the event your business is bought by another company or is otherwise changed? How will you protect Lakewood City Schools in the event the service provider fails to perform or goes out of business?

III. Copier and Features and Functionality - See Schedule A

A. All copiers quoted must be new (out of the box) and the latest digital models with standard features installed.

B. Each copier quoted must include the following:

1. Standard Scan to Searchable PDF using no additional software
2. Postscript standard on all units
3. Standard Virus Protection built into MFD, please specify any additional software needed to accomplish this
4. Single Pass Double Sided Scanning

Note: Additional Features in Schedule A

C. Each copier quoted must include the average number of copies between service calls.

D. Copiers should be controlled by a central Print Management System.

1. All MFDs should be set up for secure print release.
2. All MFDs should allow for proximity card authorization access (keyless card system) or Pin Codes.
3. All Machines should allow for “follow me” printing job release where the print job submitted to the device should be retrievable from any of the devices on site.
4. There will be one virtual print queue that will allow release at any MFD.
5. Automated reports will be sent to building staff on a scheduled basis that includes usage information by user.
6. The Print Management System must have the ability to allow for limits and also rules to delete or redirect print jobs not meeting defined criteria.

E. All copiers shall have network print, fax and scan capabilities. The vendor must be able to gather the copier meter reads with automated software. The district will not call in meter reads or send in meter reads.

F. Vendors should include descriptive product literature for the proposed equipment.

G. All MFDs should be centrally managed and limit usage of copy/print/scan and fax.

IV. Printer Program

- A. Describe your current ability to service and support our existing printer fleet (list of models attached). Please provide your response time, process for ordering and supplying supplies, and experience of field engineers who will work on the printers.

V. Service, Support, Maintenance and Supplies

- A. Describe service call hours, staffing and after hour capabilities.
- B. Describe guaranteed response time, and corrective action process.
- C. Describe the preventive maintenance schedule.
- D. What training will be provided? Initially and ongoing.
- E. What supply items are included in the cost(s) of the proposal?
- F. Include in the proposal when technological improvements are available, how these benefits can be applied to the copier agreements.
- G. Describe how each building will receive their supplies and place service calls through your current processes within your organization.
- H. Describe your procedure for acquiring feedback, conducting follow-ups and corrective actions when resolving copier breakdowns.
- I. Briefly describe the quality assurance guarantees you offer.
- J. Describe the billing procedure in detail (attach samples).
- K. Describe your Help Desk support.

VI. Cost Structure

- A. Quoted price to Lakewood City Schools is to be an all-inclusive monthly payment to include all hardware, service, maintenance, parts and all supplies (excluding paper and staples) based on the inclusion listed out later in RFP (Attachment A). Pricing is to remain frozen for the duration of contract.
- B. The District wants to acquire equipment that best meets the specifications at the lowest possible cost. It is acknowledged that some customization may be required to accomplish our goals. However, the ideal proposal will be one which requires the least customization to meet specifications. Vendors must include all costs for complete systems functionality, including, but not limited to, property tax, etc.
- C. End-of-year or end-of-contract balloon payments are not acceptable to the Board of Education. Proposals containing a variable monthly payment schedule will be considered non-responsive.
- D. Proposals and subsequent monthly invoices shall not include any additional charges outside of the standard lease or cost-per-copy charges. There will be NO allowable charges for scans.
- E. The vendor will assume any costs not identified in the proposal and subsequently incurred to meet the requirements of the request for Proposal.
- F. 42-month FMV buyout lease.
- G. Lakewood City Schools requests the option to pay a click charge on a cost per impression basis. If a volume contract is selected, any overage cost should be the same as the base with an annual reconciliation.
- H. The vendor will be responsible for shipping back all copiers and printers to the leasing company and incur all costs associated with the ship back instructions.
- I. The vendor will incur all costs of cleaning the hard drives of current copiers and provide Lakewood City Schools your process for cleaning the hard drives, a spreadsheet of the date it is completed and a formal letter that the hard drives have been cleaned, signed and dated by service manager.

VII. Rejection of Proposals

- A. The Lakewood Board of Education reserves the right to approve or reject any proposals. If, in the opinion of the Lakewood Board of Education, any proposal is not in the best interest of the Lakewood City School District, the Lakewood Board of Education may, at its discretion, accept another proposal, or may reject all proposals.
- B. The contract will be awarded to the vendor submitting, in the opinion of the Lakewood Board of Education, the lowest, responsive and responsible quote. The contract, if awarded, will be on the basis of price, total cost of Board ownership over the life of the contract, vendor references from public school districts, service guarantees, as well as the performance criteria of equipment described in the specifications. Vendors may propose more than one (1) brand of equipment; however, vendors' brand(s) must meet or exceed the technical specifications in this document.
- C. In determining whether a vendor is "responsive", the Lakewood Board of Education will use, but not be limited to, the following criteria: vendor has responded to all questions and requests for information contained within this document.
- D. In determining whether a vendor is "responsible", the Lakewood Board of Education will use, but not be limited to, the following criteria: vendor's financial ability to complete the contract successfully and on time without resort to its surety, vendor's prior experience with providing and maintaining copiers for public school districts of comparable or larger size, and vendor's equipment and facilities.
- E. The Lakewood Board of Education may conduct such investigations as they deem necessary to assist in the evaluation of any proposal and to establish the responsibility, qualifications, and financial ability of vendors, proposed subcontractors, suppliers, and other persons and organizations to perform and furnish the work in accordance with the contract documents to the satisfaction and prescribed timeline of the Lakewood Board of Education.
- F. If the contract is to be awarded, the Lakewood Board of Education will give the successful vendor a notice of award within 45 days after the proposal due date unless both parties agree upon extension of the award period.

VIII. Guarantees and Warranties

As part of their proposal, vendors shall furnish explicit guarantees and warranty information for the equipment proposed. The Lakewood Board of Education is particularly interested in guarantees against "lemons", and the conditions, under which the Board may, at its discretion, elect to return a defective machine for replacement with an identical or superior new machine. Vendors' proposals shall clearly and unequivocally define and state all criteria and conditions for return and replacement of defective equipment.

IX. General Requirements

Lakewood City School District should be the first user of any proposed equipment (*returned new or refurbished equipment, even if guaranteed, will be considered non-responsive*). All equipment proposed is to be digital and capable of connection to the District's network.

X. Scope of Work

A. Vendors shall furnish and install all equipment proposed, along with the removal and return of existing machines to current Lease Company. Installation of all machines shall be "turn-key" (i.e. all machines will be fully adjusted, powered up, calibrated, and ready to use). Installation shall also consist of fully configuring and connecting to the District's network. Vendors shall then perform training classes at each school district site, in coordination with the building principal or chief administrator, for the benefit of all employees at that site, at no additional cost. Vendors shall agree to subsequent annual "refresher" training at each site, at no additional cost.

Schedule of Events

This request for proposal will be governed by the following schedule:

9.21.2015	Release RFP
10.15.2015	RFP Return Date by 2:00 p.m.
11.2.2015	Decision Made
11.2.2015	1 st Board Meeting
11.16.2015	2 nd Board Meeting
11.17.2015	Contract Granted to Vendor

B. Equipment to be installed no later than December 31, 2015. Contract to start January 1, 2016. The details will be worked out between the vendor awarded the contract and Lakewood City School District.

XI. References

A minimum of three (3) school district references are to be included in the proposal with the following required information: district name, size, contact person, address, telephone number, and scope of work similar to the size of Lakewood City Schools.

- Attachment A: Minimum Equipment Specifications/Inclusions & Service and Supply Structure**
- Attachment B: Response to RFP Cost Worksheet**
- Attachment C: Statement of Personal Property**
- Attachment D: Non-Collusion Affidavit**
- Attachment E: Officer Signature Page**

Lakewood City School District

ATTACHMENT A

Minimum Equipment Specifications / Inclusions & Service and Supply

I. Minimum Equipment Requirements / Quantities: MFDs

	Black and White MFDs				Color MFDs		
Minimum Speed	25+ ppm	45+ ppm	75+ ppm	95+ ppm	32+ ppm	45+ ppm	55+ ppm
# of Devices	8	22	14	2	11	2	1
Network scanning	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Network scanning – color	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Network printing	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Network fax	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Auto duplex	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1,100+ sheet paper supply	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3,500+ sheet paper supply	NO	Yes	Yes	Yes	NO	Yes	Yes
True Adobe Postscript	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Bypass Tray	Yes	Yes	Yes	Yes	Yes	Yes	Yes
11” X 17” Output Capabilities – Maximum paper tray sizes	Yes	Yes	Yes	Yes	Up to 8 ½ x 14	Yes	Yes
Full document stapler finisher and 2/3 hole punch <i><u>NOTE: (1) Booklet Finisher on 45 page per minute in Board Office</u></i>	NO	Yes	Booklet Finisher	Booklet Finisher	NO	Yes	Yes
Standard Searchable PDFs	Yes	Yes	Yes	Yes	Yes	Yes	Yes
User codes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Color – Default Black	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Single Pass Dual Scan	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Lakewood City School District

ATTACHMENT A (continued)

Minimum Equipment Specifications / Inclusions & Service and Supply

II. Minimum Equipment Requirements / Quantities: Printers

Black and White Printers	
Minimum Speed	35+ Ppm
# of Devices	37
Auto duplex	Yes
500 Sheet Paper Tray	Yes
Bypass Tray	Yes
True Adobe Postscript	Yes
Laser Jet Only	Yes
Envelope Capabilities	Yes

Current Environment Per Building / School

Board Offices

Model Type	# of MFDs
Xerox 3600 – Printer	3
Xerox 5745 B/W	5
Xerox 7845 Color	2
Xerox 7655 Color	1
Total	11
Total Monthly B/W Volume	92,749
Total Monthly Color Volume	4,337

Grant Note: 17415 Northwood Move

Model Type	# of MFDs
Xerox 5745 B/W	1
Xerox 5775 B/W	1
Xerox 6400	1
Total	3
Total Monthly B/W Volume	39,265
Total Monthly Color Volume	695

Modular Note: Garfield 13144 Detroit Move

Model Type	# of MFDs
Xerox 5225 B/W	1
Total	1
Total Monthly B/W Volume	693

Harding

Model Type	# of MFDs
Xerox 3600 Printer	4
Xerox 5745	3
Xerox 5775	1
Xerox 6400 Color	1
Total	9
Total Monthly B/W Volume	117,402
Total Monthly Color Volume	945

Harrison

Model Type	# of MFDs
Xerox 3600 Printer	2
Xerox 5745	1
Xerox 5775	1
Xerox 6400 Color	1
Total	5
Total Monthly B/W Volume	71,828
Total Monthly Color Volume	514

Roosevelt Note: 13465 Franklin - Franklin - Move

Model Type	# of MFDs
Xerox 3600 Printer	1
Xerox 5745	1
Xerox 5775	1
Xerox 6400 Color	1
Total	4
Total Monthly B/W Volume	64,957
Total Monthly Color Volume	211

Lincoln Note: 13889 Clifton - St. Luke Move

Model Type	# of MFDs
Xerox 3600 Printer	1
Xerox 5745	1
Xerox 5775	1
Xerox 6400 Color	1
Total	4
Total Monthly B/W Volume	61,625
Total Monthly Color Volume	2,156

Lkwd.City Academy Note: 13701 Lake - Taft Move

Model Type	# of MFDs
Xerox 3600 Printer	1
Xerox 5225	1
Xerox 5775	1
Total	3
Total Monthly B/W Volume	40,334
Total Monthly Color Volume	

St Edward

Model Type	# of MFDs
Xerox 5225	1
Total	1
Total Monthly B/W Volume	1,613
Total Monthly Color Volume	

Horace Mann

Model Type	# of MFDs
Xerox 5745	1
Xerox 5775	1
Xerox 6400 Color	1
Total	3
Total Monthly B/W Volume	79,996
Total Monthly Color Volume	730

Emerson

Model Type	# of MFDs
Xerox 5745	2
Xerox 5775	1
Xerox 6400 Color	1
Total	4
Total Monthly B/W Volume	87,224
Total Monthly Color Volume	1,276

Hayes

Model Type	# of MFDs
Xerox 3600	1
Xerox 5745	1
Xerox 5775	1
Xerox 6400 Color	1
Total	4
Total Monthly B/W Volume	87,569
Total Monthly Color Volume	1,276

Garfield

Model Type	# of MFDs
Xerox 3600	5
Xerox 5745	4
Xerox 5775	1
Xerox 6400 Color	1
Total	11
Total Monthly B/W Volume	132,479
Total Monthly Color Volume	1,276

High School/West Shore

Model Type	# of MFDs
Xerox 3600	19
Xerox 4118	1
Xerox 5225	5
Xerox 5745	2
Xerox 5775	3
Xerox 5790	2
Xerox 6400 Color	2
Total	34
Total Monthly B/W Volume	372,678
Total Monthly Color Volume	2,529

Total # of Devices and Monthly Volume

Model Type	# of MFDs
Xerox 3600	37
Xerox 4118	1
Xerox 5225	8
Xerox 5745	22
Xerox 5775	13
Xerox 5790	2
Xerox 6400 Color	11
Xerox 7655	1
Xerox 7845	2
Total	97
Total Monthly B/W Volume	1,250,413
Total Monthly Color Volume	15,944

Printers

Xerox 3600	37
Total Monthly B/W Volume	40,818

Lakewood City School District

ATTACHMENT B

Response to RFP Cost Summary Sheet

- 1.) Monthly Cost for 42 Month, FMV Lease, including costs per impression for prints/copies per month and all copier equipment.

Combined Monthly Minimum Charge: _____

- 2.) Overage cost per black copy/print made above and beyond 15,000,000 annual allowance. Black copy/print annual allowance if volume is built into the agreement.

_____ per additional copy/print

- 3.) Overage cost per full color copy/print above and beyond 15,000 full color copy/print annual allowance:

_____ per additional copy/print

- 4.) Monthly Cost for (42 months) Print Management Contract, including 500,000 black each year.

Combined Monthly Minimum Charge: _____

- 5.) Overage Cost Per Print on Printer Program: _____

Lakewood City School District

ATTACHMENT C

Statement of Personal Property Delinquency

The undersigned, after being first duly sworn upon oath, affirms or deposes as follows:

That pursuant to Ohio Revised Code Section 5719.042, the undersigned is not delinquent with the County of Cuyahoga in which the taxing district of the Lakewood City School District has territory for personal property taxes, except the following:

(set forth all delinquent taxes unpaid penalties and interest)

BIDDER

ADDRESS

FEDERAL IDENTIFICATION NUMBER AUTHORIZED
SIGNATURE TITLE

Sworn to before me on the ____ day of _____, 20____

personally appeared before me the Bidder _____

who subscribed to the signature, under oath and in my presence,

(NOTARY PUBLIC)

My Notary Commission expires the ____ day of _____, 20____

Lakewood City School District

ATTACHMENT D

Proposal Requirement

NOTE: Each proposer shall furnish this affidavit, properly executed and containing all required information, with his/her proposal. **IF YOU FAIL TO COMPLY, YOUR PROPOSAL WILL NOT BE CONSIDERED.**

STATE OF OHIO, _____ COUNTY

NON-COLLUSION AFFIDAVIT

_____ Being first duly sworn deposes and says:

Individual only: That he/she is an individual doing business under the name of: _____

at: _____
in the City of _____, State of _____

Partnership only: That he/she is the duly authorized representative of: _____
in the City of _____, State of _____

Corporation only: That he/she is duly authorized, qualified and acting

A corporation organized and existing under the laws of the State of _____ and that he/she, said partnership or said corporation is filing herewith a proposal to the Lakewood City School District in conformity with the foregoing Scope of Work: _____

Individual only: Affiant further says that the following is a complete and accurate list of the names and addresses of all persons interested in said proposal contract:

Affiant further says that he/she is represented by the following attorney(s): _____

Partnership only: Affiant further says that the following is a complete list of the names and addresses of the members of said partnership:

Affiant further says that said partnership is Represented by the following attorney(s): _____

And is also represented by the following resident agents in the City of: _____

Lakewood City School District

Corporation only:

Affiant further says that the following is a complete and accurate list of the officers, directors and attorneys of said corporation:

President: _____

Directors: _____

Vice-president: _____

Secretary: _____

Local Manager of Statutory Agent: _____

Attorney(s): _____

and that the following officers are duly authorized to execute contracts on behalf of said corporation:

Affiant further says that the proposal filed herewith is not made in the interest of or on behalf of any undisclosed person, partnership, company, association, organization or corporation; that such proposal is genuine and not collusion or sham; that said proposer has not, directly or indirectly, induced or solicited any other proposer to put in a false or sham proposal, and has not, directly or indirectly colluded, conspired, connived or agreed with any proposer or anyone else to put in a sham proposal, or that anyone shall refrain from proposing; that said proposer has not, in any manner, directly or indirectly, sought by agreement, communication or conference with anyone to fix the proposal price of said proposer or that of any other proposer, or to fix any overhead, profit, or cost element of such proposal price or that any other proposer or to secure any advantage against the Lakewood City School District or anyone interested in the proposed contract; that all statements contained in such proposal are true; that said proposer has not, directly or indirectly, submitted his/her price or any breakdown thereof or the contents thereof, or divulged information or data relative thereto, or paid or agreed to pay, directly or indirectly, any money or other valuable consideration, assistance or aid rendered or to be rendered in procuring or attempting to procure the contract above referred to, to any corporation, partnership, company, association, organization, or to any member or agent thereof, or to any other individual, except such persons as herein above disclosed to have a partnership or other financial interest with said proposer will not pay or agree to pay, directly or indirectly, any money or other valuable consideration to any corporation, partnership, company, association, organization or to any member or agent thereof, or to any other individual, for aid or assistance in securing contract above referred to in the event the same is awarded to:

Further Affiant saith not:

SIGNATURE

Sworn to before me and subscribed in my presence this ____ day of _____, 20____

Notary Public: _____

Lakewood City School District

ATTACHMENT E

Signature Page

Request for Proposal Document Imaging Equipment

Submitted by: (Company) _____

Represented by: (Signed by) _____

Represented by: (Typed) _____

Title of Representative: _____

Corporate Address: _____

Telephone Number: _____

Corporation is organized
under the laws of: (State) _____

President/CEO:

COO: _____

CFO: _____

Are any corporate employees currently employed or related to someone employed by the Lakewood City School District? Yes ____ No ____

If yes, indicate names and relationships: _____