



## HABERSHAM COUNTY BOARD OF EDUCATION

### Office Equipment Request for Proposal

*September 28, 2018*

**Direct all communications related to this RFP to the following contact:**

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## Section I—RFP Overview

### A. Company Description

K-12 public education

### B. Purpose of the RFP

Through this Request for Proposal (RFP), the HABERSHAM COUNTY BOARD OF EDUCATION is soliciting proposals for the provision of office equipment, including copiers and multifunctional devices and related services. As such, you are invited to submit a proposal for all equipment and services.

Specifically, the HABERSHAM COUNTY BOARD OF EDUCATION hopes to:

- Cost effectively match devices to user and business needs
- Improve lease cycle “last year” reliability and end-user satisfaction
- Obtain timely, responsive, and consistent service
- Control costs and gain the highest value possible for its investment

### C. General Conditions

This RFP is not an offer to contract. Acceptance of a proposal neither commits our company to award a contract to any supplier, even if all requirements stated in this RFP are met, nor limits our right to negotiate in our best interest. We reserve the right to contract with a supplier for reasons other than lowest price. We will thoroughly examine each proposal for best price, product quality, performance measures, flexibility and customer support.

Proposals are to be made in good faith, without fraud, collusion or connection of any kind with any other contractor for the same work. All bidders must complete in their own interest and in their own behalf. If you are subcontracting any portion of this agreement, you must identify the subcontractor in your proposal and agree that all subcontractors are bound to all terms and conditions of this RFP.

The supplier will absorb all costs incurred in the preparation and presentation of the proposal. Two copies of the proposal should be sent or brought to the bid opening.

All suppliers who submit proposals will be notified of the results of the selection process.

The HABERSHAM COUNTY BOARD OF EDUCATION reserves the right to reject any or all proposals, in whole or in part, with or without cause, even if all the stated requirements are met. In addition, the HABERSHAM COUNTY BOARD OF EDUCATION may enter into negotiations with one or more entities simultaneously and

award a contract without notification. At the sole discretion of the HABERSHAM COUNTY BOARD OF EDUCATION, bidder presentations may be requested before award of the contract. The HABERSHAM COUNTY BOARD OF EDUCATION may also request the opportunity to conduct an on-site review of the supplier's facility and/or other locations where these services are provided, or a demonstration of the proposed technology.

#### ***D. Confidentiality***

The information contained herein is confidential and submitted to you solely to enable you to respond to this RFP. You should treat as strictly confidential and proprietary the terms of this RFP and all other information provided by us in connection with this initiative. Your receipt of this RFP constitutes your agreement not to disclose such information or the fact that you have been asked to submit a proposal to a third party for any reason. Without limiting the foregoing, you are not authorized, without our prior written consent, to publicize the fact that you are a potential supplier to us. The HABERSHAM COUNTY BOARD OF EDUCATION reserves the right to require at any time that you return or destroy this document. We will treat information received from your company as confidential or proprietary with the same consideration.

#### ***E. Contract Term***

For the purpose of this RFP, any contractual period will be for 36 months with extension options based on monthly or yearly terms. Desired effective date is December 3, 2018.

#### ***F. Proposal Effective Period***

Suppliers should state in writing that all furnished information, including prices, will remain valid for 90 days from the date their proposal is received by the HABERSHAM COUNTY BOARD OF EDUCATION.

### ***G. Evaluation Criteria***

Evaluation criteria will include, but may not be limited to, the following:

- Quality and completeness of proposal to meet RFP requirements (10%)
- HCBOE previous experience with proposed solution including compatibility with PaperCut centralized print server system (20%)
- Proven support response and *repair* time with references (20%)
- Answers provided in solution questionnaire (20%)
- Total price of solution including installation, programming, and return of existing machines to current vendor as required by current contract (30%)

### ***H. General Project Goals***

Based on its experience HCBOE has established the following general project goals:

Reducing “final year downtime” by making the following adjustments to the fleet:

- a. Providing two right sized machines instead of one large machine in key locations at some schools.
- b. Standardizing optional features on as many machines as possible to prevent over-utilization of the “only machine(s) with this option” at each school.
- c. Standardization of machine models where possible to allow periodic rotation of machines within the school if some locations are consistently over utilized.
- d. Reduce the number of service calls required to resolve the same machine problem. Repair time is more important than response time.

Ensure easy access to finishing features such as stapling and hole punching to save time for teachers allowing them to have more time for instruction.

Improving repair time and total uptime of machines, not just service response time.

## Section II—Supplier Instructions

### A. RFP Schedule

This schedule outlines the major activities that will occur in this bid process and the due dates. Any changes in deadlines will be communicated to all suppliers in writing. We reserve the right to disqualify any supplier who does not comply with these deadlines.

Activity	Description	Due Date/Time
Bid Release Date	RFP Posted on habershamschools.com	9-28-2018
Submit Intent to Bid Form	Send form provided in Attachment 1 to contact on RFP cover page via e-mail or fax; include all contact information.	10-12-2018
Submit FINAL RFP questions	Send to contact on RFP cover page via e-mail	10-18-2018
Attend bid opening Submit proposal	132 W. Stanford Mill Rd Clarkesville GA 30523  Bring or mail two hard copies to this address for bid opening (Must Be On Time)	10-25-2018 10:00 am
Negotiate/execute contract (selected finalist)	Coordinate with contact on RFP cover page and district Finance Director	Nov. 2018 upon BOE approval  (Effective Contract Date 12-3-2018 or as agreed upon)
Implement solution (selected finalist)	Coordinate with the HABERSHAM COUNTY BOARD OF EDUCATION project manager	December Holiday Break  December 21 – January 4 2019

### B. Supplier Questions and RFP Addenda

Questions regarding the content of or schedule for the RFP must be submitted in writing by e-mail to the contact identified on the cover page of the RFP, according to the RFP schedule provided in Section II-A. The HABERSHAM COUNTY BOARD OF EDUCATION will issue answers to all supplier questions, as noted in that schedule.

In the event that modifications or additions to the RFP become necessary, suppliers will be notified in writing.

### ***C. Proposal Content***

Your proposal should be organized approximately as follows.

<b>Label</b>	<b>Description</b>
<i>Include with proposal as separate document</i>	Letter of Introduction
<b>Table of Contents</b>	Include a table of contents with section and subsection headings
<b>Executive Summary</b>	A concise and brief overview of the highlights of your proposal
<b>Attachment 3 Proposed Pricing by Location</b>	Pricing per machine and per copy
<b>Option #1 Pricing</b>	Response to Option # 1 PaperCut Server Software Upgrade
<b>Solution Questionnaire</b>	Response to questions in Section IV-A
<b>Capabilities and Account Management Approach</b>	Response to questions in Section IV-B
<b>Proposed Approach</b>	Response to questions in section IV-C
<b>Performance Metrics and Reporting</b>	Response to questions in Section IV-D
<b>Transition and Implementation</b>	Response to questions in Section IV-E
<b>References</b>	Response to questions in Section IV-F
<b>Financial Considerations</b>	Response to questions in Section IV-G
<b>Appendix</b>	Include any additional material referenced in your proposal that is essential to The HABERSHAM COUNTY BOARD OF EDUCATION's informed review. Please do not include bulk marketing material unless it illustrates or explains a specific point you are making.

## Section III—Current State

### A. Background Information

The HABERSHAM COUNTY BOARD OF EDUCATION currently has 58 Ricoh branded MFDs in service with a variety of different features and styles with the general operations of printing, scanning to email, copying, faxing, with finishing capabilities as listed. Clients print to the MFDs using a centralized print server solution (PaperCut) that allows accessing print jobs from any MFD in the district.

This configuration has reduced costs and improved end user satisfaction of copy and print services. HCBOE desires to improve end user satisfaction by updating to new and more reliable cost effective equipment.

An itemized list of current equipment and features and previous utilization by year is included in Attachments posted with this document. Some locations will also require additional machines to meet the requirements for that location as noted on the attached documents.

The district prints approximately 1,352,466 copies per month (8/1/2017 – 7/31/2018) and has experienced overall good results from the current MDF fleet. Based on a recent survey device reliability has been the greatest concern (during the final year of a three-year lease which ended July 2018), and equitable access to finishing features (stapling and hole punching) throughout each school has also been requested.

### B. Scope of Services

The HABERSHAM COUNTY BOARD OF EDUCATION seeks a supplier who can supply equipment and provide friendly service in an efficient, consistent manner. We are interested in attaining the blend of copiers and multifunctional devices (MFDs) that will best serve our end-users, while addressing the business needs of each department and controlling costs.

We require the following equipment, services, and materials:

- PaperCut print server compatible MFD equipment
- Update PaperCut print server with the latest software
- Service and maintenance including any required parts
- Toner supplies (please provide separate pricing for staples unless included at no additional charge)
- Technical expertise
- Ability to easily update address books and settings for MFDs is desired
- Reporting
- Transfer of existing PaperCut licenses from old to new MFDs
- Return of current machines back to vendor in a timely manner to meet current contract requirements and prevent additional monthly billing



## Section IV—Proposal Content

### A. Solution Questionnaire

The following items are of interest to us concerning your proposal. As a quality business relationship is important to both you and the HABERSHAM COUNTY BOARD OF EDUCATION, please include anything else you feel we should understand. Please answer the following questions if they are applicable. If not, please indicate N/A.

1. **What is the legal name of your company?**
2. **Please state the number of years your company has been in business.**
3. **Are you a subsidiary, affiliate, or franchise? If yes, what is the name of your parent company?**
4. **What is the headquarters location address, phone number and Web site?**
5. **What is the company ownership structure?**
6. **How many employees do you have worldwide? In North America? Locally?**
7. **Provide a sample certificate of insurance identifying your standard insurance coverage.**
8. **Provide your tax identification number.**
9. **What is the nearest office location to Habersham County Schools?**
10. **How many service technicians will be available to respond to service requests from your nearest office location?**
11. **Can your service technicians provide friendly and professional service to our school personnel? What training are they provided on soft skills and customer relations?**
12. **In regards to equipment service, are replacement parts for the models proposed stocked locally? How long does it take to receive parts if ordering is required?**
13. **Will any proactive or periodic preventative maintenance be performed on the MDFs to ensure smooth school startups each year?**
14. **In addition to response time, how timely can your company complete the repairs on machines that are out of service?**
15. **How do you propose to reduce the number of repair calls required to fix the same problem with a machine (complete repair on first visit)?**

16. Please provide a sample contract for services you are providing.

### ***B. Capabilities and Account Management Approach***

1. Describe your approach to right-sizing multifunctional fleets.
2. Will your organization provide break/fix service on the copy/print equipment, or is it subcontracted to a distributor or other third party?
3. How many hours of training do you require service technicians to complete?
4. Where do your customer service technicians go when needing additional technical support on equipment-related issues?
5. Do your service technicians have access to real-time information on customer accounts to resolve service requests more efficiently?
6. Do your technicians have the ability to search for parts availability while on site?
7. What is your process for backup when a technician is not available? Please describe how this process works in detail.
8. If a machine cannot be repaired within a reasonable amount of time, can it be replaced with another one or a loaner machine provided?
9. Can you provide a single point of contact/phone number for service inquiries?
10. Please describe your options and process for submitting the following:
  - a. Service Requests
  - b. Meter Reads
  - c. Supplies Orders
  - d. MDF Address book updates
11. Provide your escalation/resolution process for service issues.
12. What specific data collection tools and processes do you utilize to manage a copier, fax and printer fleet the size of the HABERSHAM COUNTY BOARD OF EDUCATION?
13. Please describe your technical support organization that you will make available to the HABERSHAM COUNTY BOARD OF EDUCATION.

14. Can you provide an online system that can allow district personnel (HCBOE Technology Department) to monitor the status of the entire fleet?

### ***C. Proposed Approach***

1. Based on HCBOE's current fleet of MFDs as a baseline, please describe the key elements of your proposal.
2. Please identify the proposed manufacturer and equipment models and attach specifications for each model for each location. Explain the approach taken to choose the best MFD for each location.
3. Describe your MFD/copier/printer product line relative to longevity in the market. What product generation does your current offering represent?
4. Define how you will ensure a secure printing network.
5. What print tracking and management tools do you utilize?

### ***D. Performance Metrics and Reporting***

1. What performance metrics do you track and measure?
2. What types of equipment reports are available to the HABERSHAM COUNTY BOARD OF EDUCATION to track these performance metrics. Please provide samples.
3. How will these reports be made available to the HABERSHAM COUNTY BOARD OF EDUCATION?
4. Please include examples of your service reporting as it pertains to response time, uptime percentage, total service requests, average monthly volume, etc. Please indicate the frequency this information is available to us.

### ***E. Transition and Implementation***

1. Describe your implementation process and provide a sample implementation plan.
2. Will the proposed implementation plan be able to export school level email addresses and other information from current MFDs for re-importing into replacement MFDs?
3. Describe the members of your implementation team and give a brief description of their qualifications.

4. What dedicated resources will you apply to the HABERSHAM COUNTY BOARD OF EDUCATION for project management?

### ***F. References***

1. Please provide at least three references or case studies where you provide similar services, large fleet, or school district deployments.

### ***G. Financial Considerations***

1. Please provide simple detailed pricing information for each proposed MFD per the Proposed Fleet Habersham BOE 2018\_FINAL spreadsheet including price per B/W and color copies.
2. Habersham County BOE prefers a simple pricing structure where we pay for the cost of the machines and only the number of copies actually printed each month (no monthly minimum charges for copies).
3. What are your billing terms?
4. Provide a sample monthly invoice.
5. Describe how your proposal will improve cost-effectiveness. Please be as specific as possible.
6. Describe any additional fees, beyond the monthly payment, assessed by your company (e.g., documentation fees, security deposits, UCC filing fees).
7. Do your lease agreements contain escalation charges? If so, describe them.
8. Do you permit your customers to choose their own payment due dates?
9. Are there a variety of payment options (e.g., choose your own due date, combined billing for multiple lease agreements, credit card/ACH/EFT options)?
10. Do you provide customized billing options such as customer-selected fields?
11. Do your lease agreements automatically renew at lease end, without notice? What is your notice period?
12. Can equipment be retained on a month to month basis at the end of the lease for the same monthly charges as during the lease period?

- 13. Describe your payment terms (e.g., pre-bill period, grace period, late charge assessments).**
- 14. What are the charges for returning equipment at the end of the lease period, if any?**

**Attachment 1: Intent to Bid Form (Due 10/12/18)**

This form acknowledges your receipt of this RFP and states whether your firm intends to submit or not submit a proposal.

<b>Company Name and Address</b>			
<b>Primary and Alternate Supplier Contacts (please include name, title, telephone number, fax number and e-mail address)</b>			
<b>Do you plan to submit a proposal?</b>		<input type="checkbox"/> Yes	<input type="checkbox"/> No
<b>If not bidding, please state the reason</b>			
<b>If you are bidding, please check all services you plan to include in your proposal</b>		<input type="checkbox"/> Equipment & Service <input type="checkbox"/> Supplies (Toner)	
<b>Authorized Signature:</b>		<b>Name:</b>	
<b>Date:</b>		<b>Title:</b>	

Please return this form to the contact identified on the front cover of this RFP via e-mail attachment to [dunbehant@habershamschools.com](mailto:dunbehant@habershamschools.com).

## **Attachment 2: Habersham County BOE Current Fleet (with utilization)**

See 'Attachment 2' download posted with this document.

Use this document as a reference of current MDF equipment, model numbers, and previous history of utilization. Requests for additional MDFs are also listed.

### **Attachment 3: Proposed Fleet Habersham BOE 2018\_Final**

See 'Attachment 3' download posted with this document.

Include a list of proposed equipment brands, models, and features and the monthly cost of each MDF proposed. Include any other required costs not listed in the attachment.

Habersham County BOE desires a simple pricing model that includes the monthly cost of each MDF and the cost of each B/W and color copy made with no minimum monthly copy charges. The total monthly volume from 8/1/17 to 7/31/18 was 1,352,466.



## Option # 1 PaperCut Print Server Software Upgrade

- Upgrade current version of PaperCut (version 15.1) to latest version for 1500 users.
- Assist with moving print server software to new hardware platform (provided by district)
- Provide pricing breakdown of software cost, installation, and support as required.