

# **Request for Proposal**

## **Sanborn Regional School District**

### **Copier Equipment Service**

Responses Due:  
April 30, 2021  
4:00 p.m.

Section 1: RFP Information  
Section 2: Equipment  
Section 3: RFP Answers  
Exhibit A: Current Copier Equipment  
Exhibit B: Equipment Wanted  
Attachments: Bid Documents

## 1.1 Purpose and Scope

SANBORN REGIONAL SCHOOL DISTRICT, NH (“District”) is a public school district organized and existing under the laws of New Hampshire, teaches about 1,526 students and employs about 316 employees at 3 teaching sites and 1 office site in Kingston and Newton, New Hampshire. The purpose of this document is to provide interested parties with sufficient information to enable them to prepare and submit a proposal for providing copier lease and maintenance services for the entire school district. The District is seeking a vendor that will provide consistent quality and continuous process improvements for all areas of the District’s fleet multifunctional copy machines. We are looking for a supplier with the demonstrated expertise, technology, resources, and commitment to perform the scope of the pre-determined services. Specific Goals for this Request for Proposals (RFP) include reliability, durability, customer service responsiveness, and cost-effectiveness. The District is seeking to replace our copy machine fleet throughout the 4 buildings as our current lease is about to expire.

This document (RFP) describes the selection process, specifications, and requirements of the maintenance contract. Proposals that fail to meet the requirements of this document may be disqualified from the selection process.

## 1.2 Evaluation Process

The competency and level of compliance outlined by the Service Provider will be considered in making the award. District reserves the right to accept a proposal, other than the lowest priced, if District determines at its sole and absolute discretion that District interests will best be served by doing so. District reserves the right to withhold all evaluation information. Proposals will be evaluated based on criteria including, but not limited to, the following, the order of which does not indicate relative importance:

- Experience and capabilities of vendor
- Cost of solution
- Value added features
- References
- Responsiveness – the ability of the firm to provide all information at time of proposal submittal

Prior to the award, District will conduct a review of all proposals. District may, at its sole discretion, seek clarification from any Service Provider regarding proposal information and may do so without notification to any other Service Provider.

Following submission of the proposal, the number of Service Providers being considered may be reduced to a "short list." Service Providers failing to satisfy the acceptance criteria will be eliminated from future consideration for this RFP. The remaining Service Providers may be asked to participate in a meeting with District during which Service Providers will be asked to present the proposed solution to the District team. Final Service Provider selection will be based on Service Providers responsiveness to District project objectives and the criteria noted above.

In the event that District and Service Provider fail to enter into an agreement addressing all subjects that District feels are relevant to District accepting services offered by Service Provider, District reserves the right to reject the proposal and enter into negotiations with any other Service Provider that District may choose. The review procedure will continue until Service Provider is selected successfully or until District chooses to reject all proposals.

## 1.3 Schedule

Completed proposals must be delivered by 4:00 p.m. April 30, 2021 as specified in the RFP. Late responses will be rejected at the sole discretion of the Sanborn Regional School District.

An approximate schedule for selection is as follows:

|                            |                              |
|----------------------------|------------------------------|
| Issue RFP                  | January 29, 2021             |
| Sealed Proposals Due       | April 30, 2021 by 4:00 p.m.  |
| Tentative Vendor Selection | May 7, 2021                  |
| School Board/Action        | May 19, 2021 at 6:00 p.m.    |
| Installation Timeframe     | July 1, 2021 – July 10, 2021 |
| Lease Start Date           | July 1, 2021                 |

#### **1.4 Notice of Intent to Propose**

Those submitting proposals are required to submit a Letter of Intent no later than April 30th, 2021 via e-mail to Business Administrator, Matthew Angell at [MAngell@SAU17.net](mailto:MAngell@SAU17.net). The letter must be submitted on the vendor's letterhead. Please identify the name, address, phone number, fax number, and e-mail address of the person who will serve as key contact for all correspondence regarding this RFP.

Submission of the Letter of Intent constitutes the vendor's acceptance of the procedures, evaluation criteria, and all administrative instructions of this RFP. Letters may be withdrawn at any time before the deadline for submission. A list of all vendors submitting a letter of intent will be available upon request.

#### **1.5 Correspondence**

Upon release of this RFP, all correspondence relating to this RFP shall be conveyed only in writing or via e-mail. All correspondence shall be mailed to the address below or emailed to the Business Administrator at [MAngell@SAU17.net](mailto:MAngell@SAU17.net). Official answers will be e-mailed to all proposing vendors.

In order to make information available to all proposing vendors, no questions will be answered past April 9, 2021.

The District is a public entity subject to New Hampshire's Open Meetings and Open Records laws. This document and all submissions shall be deemed public records.

#### **1.6 RFP Submission**

Proposals must be submitted complete including one compatible electronic format and 4 sets of hardcopy to:

Sanborn Regional School District  
Attn: Business Administrator  
51 Church St., PO Box 429  
Kingston, NH 03848

#### **1.7: Proposal Validity Period**

Submission of the proposal will signify the vendor's agreement that their proposal and the content thereof are valid for 90 days following the submission deadline and will become part of the contract that is negotiated between the District and the successful vendor.

#### **1.8 Right of Selection/Rejection - Waiver of Informalities or Irregularities**

The District reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of the District. Selection of a vendor solution shall not be construed as an award of contract, but as a commencement of contract negotiation, including but not limited to the contract price proposed.

#### **1.9 RFP Revisions**

The District reserves the right to change the schedule or issue amendments to the RFP at any time. The District also reserves the right to cancel or reissue the RFP at any time. Amendments or a notice of cancellation will be communicated to all proposing vendors who have filed a timely Letter of Intent. It is the sole responsibility of the proposer to submit a Letter of Intent as stated in Section 1.4.

#### **1.10 Compensation**

No payment of any kind will be provided to the submitting vendor, or parties they represent, for obtaining any of the information solicited. Procurement of all equipment and services will be in accordance with subsequent contractual action.

### 1.11 Commitments

All quotes should be submitted initially on the most complete basis and with the most favorable financial terms available. The selected vendor's proposal may, at the Sanborn Regional School District's option, be made part of the final purchase contract and all representations in the vendor's proposal may be considered commitments to supply the system as described. Vendors may submit more than one proposal in response to this RFP. However, each proposal must be a separate, complete package, which can be considered independently of any other proposals from the same vendor.

### 1.12 Contract Award and Execution

The District reserves the right to make an award without further discussion of the proposal submitted. ***Therefore, the proposal should be initially submitted on the most favorable terms the vendors can offer.*** It is understood that the proposal will become a part of the official file on this matter without obligation to the District. The general conditions and specifications of the RFP and the successful vendor's response, as amended by agreements between the District and the vendor, will become part of the contract documents. Additionally, the District will verify vendor representations that appear in the proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination. The vendor selected as the apparently successful vendor will be expected to enter into a contract with the District. If the selected vendor fails to sign and return the contract within ten (10) business days of delivery of the final contract, the District may elect to cancel the award and award the contract to the next-highest-ranked vendor.

No cost chargeable to the proposed contract may be incurred before the vendor has received a fully executed contract.

### 1.13 Payment Terms and Conditions

The proposal must contain a fee schedule that includes separate line items for equipment, software, consumables, maintenance, professional services, warranties, project management, and installation and training fees.

## Section 2: Equipment

**2.1: Copier Equipment:** All equipment proposed by the Vendor must be new. The District will not accept rebuilt or refurbished copier equipment. All equipment shall be a digital technology copier.

**2.2: School District Electronic Network Configuration and Software User Systems:** All digital copier equipment must have the capability of interfacing within the following operating systems and network environment for copying, computer printing, document scanning, and electronic faxing:

The District's current network configuration is:

|                           |                                      |
|---------------------------|--------------------------------------|
| Ethernet Network Cabling: | Cat.5e and Cat 6                     |
| File Servers:             | Window based servers                 |
| Directory Services        | Active Directory                     |
| Email:                    | Zimbra and Google Apps for Education |
| Workstations:             | 100% Windows 10 or higher.           |

Equipment must use non-dedicated electrical requirements such as existing wall power at the various District locations. The Vendor will be responsible for the installation of any voltage modifying transformers or devices that are required to operate the equipment at no cost to the District.

**2.3: Copier Supplies to be Provided by the Vendor:** The copier Vendor shall provide all of the following copier supplies during the life of the lease/service agreement at no cost to the District:

- All consumables (toners, fusers, drums, rollers, etc.)
- Copier equipment repair and/or replacement parts
- Labor to repair copier equipment

**2.4: Equipment/Machine "Setup" & Removal Services:** The Vendor shall perform initial setup for all new or replacement equipment provided under the Agreement. For purposes of the RFP, "setup" shall include but will not be

limited to the following setup services:

1. Programming of all District Employee User ID's or Mail boxes via directory services.
2. Programming of District Network and Software Operating Systems.

The vendor shall be responsible for removal of the leased equipment at the end of the lease term at no cost to the District.

**2.5: Training of District Personnel:** The Vendor must be willing to provide employee training at each school building for every model of copier installed or replaced during the lease period. The Vendor must be willing upon request to repeat this training at a minimum of once each school year throughout the term of the lease.

Installation of new machines and initial instruction to user staff at each location shall be accomplished within thirty (30) days from the date the formal contract is executed. All future trainings will occur in August or mutually agreeable times during the school year. The Vendor shall provide adequate training that shall include a mini-users' guide for future reference. All training shall be done in cooperation with the previous copier service provider so as to keep equipment downtime at a minimum during the transition.

**2.6: Replacement of Copier Equipment Due to Poor Performance:** The Vendor will replace any equipment covered under the service agreement that is not performing satisfactorily with an equivalent make and model of machine. Such a determination may be based upon the number of service calls required to repair a particular machine within a three-month period, or the type of service required by the machine. Ultimately the determination of unsatisfactory performance will be determined by the District. The Vendor shall be responsible for the removal of the defective equipment and the delivery and setup of all replacement equipment at no additional cost to the District.

**2.7: Equipment Maintenance:** The Vendor must be a certified manufacturer's representative and/or authorized agent and thereby be able to provide warranty and service requirements under the specific warranty agreement issued by the manufacturer. The District shall notify the Vendor via email, phone call or online form to request a service repair. The vendor must respond the same day, but preferably within four (4) hours or less for all service requests. Service call should be performed during normal business hours.

**2.8: Additional Machines/Equipment:** The Vendor must be willing to provide the District with additional machines of equivalent make and model at the same or lesser monthly lease and/or maintenance rate throughout the duration of the lease/service agreement. The Vendor must be willing to negotiate necessary upgrades due to changing demands throughout the duration of the lease/service agreement. The Vendor shall be responsible for the delivery and setup of all new equipment.

**2.9 : Relocation of Equipment:** The Vendor must be willing to physically relocate equipment units within the District or within a specific building within the District and perform any setup programming after the equipment has been relocated.

**2.10: Maintenance/Lease Pricing:** Vendors are required to submit the same cost per copy for all copiers/units of equipment/maintenance covered under the Agreement. (Example: An agreement request for 10 copier machines of various sizes and functionalities shall all be priced at one cost per copy)

**2.11: Vendor References:** The Vendor shall provide a list of five customers. Three of these customers must be other School Districts. At least one of these School District references must have successfully connected the digital copier equipment into the School District's network.

**2.12: Equipment Lease Term:** Three (3) year term.

**2.13: Vendor Invoicing & Billing:** The Vendor shall issue an invoice each month for the lease payment, which would include equipment lease, maintenance, and supplies. Payment due date shall be a minimum of 30 days following the invoice (This assumes the District receives the invoice within 5 days of the invoice date)

**2.14 Environmental Constraints:** The Vendor must indicate any environmental constraints required by equipment such as humidity and temperature control, prior to installation of such equipment.

The Vendor shall provide in writing the environmental policies of the company regarding recycling of toner and other supply containers provided under the Agreement.

**2.15: Equipment Safety:** All equipment provided under the Agreement shall meet OSHA safety regulations. Safety rules shall be provided along with safety decals placed on the equipment. The Vendor will furnish and install any safety guards or accessories if needed.

**2.16: Payment/Cost:** The Vendor shall quote per image equipment costs and maintenance costs that include toner, copier equipment repair and/or replacement parts, repair/replacement labor, staples and all consumables. (Please refer to the **Copier supplies to be Provided by the Vendor:** section 2.3 and the **Vendor Invoicing & Billing:** section 2.13).

**2.17: No Other Costs or Charges will be Allowed:** The District will not be responsible for any other or additional charges beyond the monthly lease payment. The Vendor's cost per image must include all costs (excluding paper), including but not limited to costs associated with equipment delivery, set-up, start-up, replacement of equipment, equipment cabinets/stands, maintenance services, copier supplies, etc.

**2.18: Equipment Locations Within District:** The District shall determine the appropriate locations for all equipment. Vendor representatives should contact the business office prior to their bid proposal to view current copier locations that may have size limitations if needed.

**2.19: Equipment Relocation During Facility Renovations:** If the District requires the temporary relocation of equipment to meet new construction or renovations, the Vendor agrees to move the equipment at no cost to the District.

### **Section 3: RFP answers**

**3.1: Errors in the RFP:** If a vendor submitting a proposal discovers any ambiguity, conflict, discrepancy, omission, or other error in the RFP, the vendor should immediately provide the District with written notice of the problem and request that the RFP be clarified or modified. Without disclosing the source of the request, the District may modify the document prior to the date fixed for submission of proposals by issuing an addendum to all vendors to whom the RFP was sent. If prior to the date fixed for submission of proposals, a vendor submitting a proposal knows of or should have known of an error in the RFP but fails to notify the District of the error, the vendor shall bid at its own risk, and if the vendor is awarded the contract, it shall not be entitled to additional compensation or time by reason of the error or its later correction.

**3.2: Questions Regarding the RFP:** The District believes that this RFP is complete and does not require explanation. Any questions, however, regarding the RFP may be addressed as stated in Section 1.5, Correspondence.

If a vendor's question relates to a proprietary aspect of its proposal or bid and the question would expose proprietary information if disclosed to competitors, the vendor may submit the question in writing, conspicuously marking it as "CONFIDENTIAL." With the question, the vendor must submit a statement explaining why the question is sensitive. If the District concurs that the disclosure of the question or answer would expose proprietary information, the question will be answered, and both the question and answer will be kept in confidence. If the District does not concur regarding the proprietary nature of the question, the question will not be answered in this manner and the vendor will be notified.

If a vendor submitting a proposal or bid believes that one or more of the solicitation document's requirements is onerous or unfair, or that it unnecessarily precludes less costly or alternative solutions, the vendor may submit a written request that the RFP be changed. The request must set forth the recommended change and the vendor's reason for proposing the change. Any such request must be submitted to the District no later than three (3) days after receipt of the RFP.

**3.3: Addenda:** The District may modify the RFP prior to the date fixed for submission of proposals by faxing an addendum to the vendors that submitted a timely Letter of Intent. If any vendor determines that an addendum unnecessarily restricts its ability to bid, it must notify the District no later than three (3) days following the receipt of the addendum.

**3.4: Withdrawal and Resubmission/Modification of Proposals:** A vendor may withdraw its proposal at any time prior to the deadline for submitting proposals by notifying the District in writing of its withdrawal. The vendor may thereafter submit a new or modified proposal, provided that it is received at the District no later than the deadline.

Modification offered in any other manner, oral or written, will not be considered. Proposals cannot be changed after the evaluation process begins.

## **Exhibit A: Current Copier Equipment**

Two – Kyocera TA755CI with DP790 Stapling Finisher

One – Kyocera TA3051ci with DP772 Feeder

Ten – Kyocera TA-8001i with DP790 Stapling Finisher

## Exhibit B: Equipment Desired

### High School/Middle School

- 4 - Color Copiers – minimum 75 ppm (High School Office/Teacher Workrooms/Library)
- 2 - Color Copier – minimum 50 ppm (Guidance & Middle School Office)

### SAU Office

- 1 - Color Copiers– minimum 70 ppm (SAU Office)
- 1 - Color Copier – minimum 50 ppm (Special Education)

### DJ Bakie Elementary

- 1 - Color Copier -- minimum 70 ppm (Office)
- 1 - Color Copier – minimum 75 ppm (Teacher Workroom)

### Memorial Elementary

- 1 - Color Copier– minimum 70 ppm (Office)
- 1 – Color Copier – minimum 75 ppm (Teacher Workroom)

### Total Quantity 12

**The District is seeking estimated monthly images of 270,000 (or 3,240,000 annually) to include 8,000 color minimum monthly images and 342,000 monochrome estimated monthly images.**

### Capabilities:

- " All copiers shall be capable of holding printed documents and proofing prior to printing entire jobs.
- " All copiers shall be capable of scanning to email. Special Education to have a higher capacity document feeder.
- " All copiers shall have an automated stapling system. One copier at DJ Bakie Elementary, Memorial Elementary, and SAU Office shall have a 3-hole punch option. Four copiers at the Middle School/High School shall have the same 3-hole punch option.
- " All copiers shall possess an automated document feeder, with a minimum capacity of 50 sheets of 20 lb. bond paper.
- " All copiers shall have a bypass tray for the purpose of printing on specialized stock.
- " DJ Elementary, Memorial Elementary, and SAU Office shall have one high capacity paper tray. The High School/Middle School shall have three high capacity paper trays.
- " All copiers shall be capable of enlarging documents in preset increments to a minimum of 200%.
- " All copiers shall be capable of reducing documents in preset increments to a minimum of 64%.
- " All copiers shall have at least zoom capabilities from 64% to 200%.
- " All copiers shall be capable of producing double- sided prints/copies.
- " All copiers are required to have the capability of printing on stock ranging from 20 lb. Bond to 110 lb. index, on sizes letter (8 1/2 x 11), legal (8 1/2 x 14) and ledger (11 x 17).
- " All copiers are required to have the capability of printing on stock ranging from 20 lb. Bond to 110 lb. index, on sizes letter (8 1/2 x 11), legal (8 1/2 x 14) and ledger (11 x 17).
- " All copiers are required to have the capability of print via PIN-code.
- " All copiers are required to have the capability of print via proximity card.

**Sanborn Regional School District**

**Copier Services**

**Proposal Form**

**This form is to be attached to the requested information in the  
Request For Proposal Document**

We submit the following proposal for Sanborn Regional Schools:

Vendor/Company: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Contact E-Mail: \_\_\_\_\_

Phone #: \_\_\_\_\_ Fax #: \_\_\_\_\_

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**RFP Bidding Instructions:**

1. **RFP bids must be submitted on this Proposal Form.**
2. **RFP bids must be dated and bear an authorized company signature.**
3. **RFP bids must be received 4 p.m. on Friday, April 30, 2021.**
4. **RFP bids must be submitted to the attention of the Business Administrator.**

1. Vendor is capable of meeting all the specifications set forth in the School District's RFP

Yes \_\_\_\_\_

No \_\_\_\_\_

If No, Please list all exceptions. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Please list any additional services not listed in the RFP specifications the Vendor will provide to the School District:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Copier and Printer Bid**

**Option 1: Copier Bid:**

Machine Brand: \_\_\_\_\_

Model #: \_\_\_\_\_

Number of Machines & locations: \_\_\_\_\_  
\_\_\_\_\_

Machine Brand: \_\_\_\_\_

Model #: \_\_\_\_\_

Number of Machines & locations: \_\_\_\_\_  
\_\_\_\_\_

Machine Brand: \_\_\_\_\_

Model #: \_\_\_\_\_

Number of Machines & locations: \_\_\_\_\_  
\_\_\_\_\_

Machine Brand: \_\_\_\_\_

Model #: \_\_\_\_\_

Number of Machines & locations: \_\_\_\_\_  
\_\_\_\_\_

Total Monthly Copier Payment: \_\_\_\_\_

**Customer References**

Please provide a minimum of five (5) customer references the School District may contact as professional references:  
(three of the customer references should be other School Districts)

Reference #1 School District: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Reference #2 School District: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Reference #3 School District: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Reference #4: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Reference #5: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

**Bid Authorization: We have reviewed the specifications and agree to and understand the terms outlined in the RFP.**

Name of Business or Company: \_\_\_\_\_

Name of Salesman or Authorized Agent: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Fax: \_\_\_\_\_

\_\_\_\_\_  
Authorized Signature

Title: \_\_\_\_\_

Date: \_\_\_\_\_