REQUEST FOR PROPOSAL (RFP)
BLUE VALLEY UNIFIED SCHOOL DISTRICT NO. 229

Date Released: December 4, 2019
For: Copier and Smart Laser Printer Services

RFP # 14006

Sealed envelope should be addressed per instructions in section III. b.:

MANDATORY Pre-Proposal Teleconference on:
Date: December 11, 2019
Time: 3:00 p.m.
Call in #: (913) 239-4491
(In case of problems – email purchasing@bluevalleyk12.org)

RFP Opens on:
Date: January 8, 2020
Time: 2:00 p.m.
Location: Administrative Center
15020 Metcalf
Overland Park, KS  66223

CONDITIONS UNDER WHICH RFP’S ARE REQUESTED ARE INCLUDED. PLEASE REVIEW THOROUGHLY.

The Blue Valley School District (referred to as the “district”) is soliciting competitive proposals in order to identify copier and smart laser printer vendor(s) that provide(s) maximum services and competitive pricing for all District locations.

Blue Valley School District reserves the right to reject any or all proposals received if such action is considered to be in the best interest of the Blue Valley School District. This request does not obligate Blue Valley School District to pay any cost incurred by vendors related to the submission of proposals in response to this RFP.

Any questions regarding RFP specifications or procedures should be directed to both:
Bill Frankel, Managing Partner, The Ascher Group, LLC
bfrankel@theaschergroup.com

Jason Gillam, Director of Business Operations, Blue Valley USD #229
purchasing@bluevalleyk12.org
via email and should include RFP 20014 in the title.

Unauthorized communication by potential vendors about this RFP to district representatives other than Bill Frankel or Jason Gillam during this procurement process may result in disqualification.

The District will be conducting a MANDATORY pre-proposal teleconference via (913) 239-4491 on December 11, 2019, at 3:00 PM (Central). Responding companies are responsible for verifying a single point of contact during the MANDATORY pre-proposal teleconference. Companies may have more than one person in attendance on the call, but only one line may dial in per company.

Deadline for all RFP related questions need to be asked in writing via email to Bill Frankel & Jason Gillam by 5 PM (Central), December 17, 2019 in order to allow time for response. All questions and answers will be shared with potential responding companies via email.

We are including only one copy of the RFP. Please return all RFP sheets completed. Do not include sales tax.

RFP number and name of the responding company must appear on the front of the sealed envelope or package.

THIS RFP IS NOT TRANSFERABLE
RFP CONDITIONS

1. Blue Valley USD 229 (“School District”) reserves the right to reject any or all proposals, to accept any item or items in the proposal and to waive any informality in any proposal.

2. Each RFP must be priced.

3. An alternate request for proposal (“RFPs”), based on group or total awards will be considered.

4. Cash discounts and delivery will be considered in awarding a contract.

5. Deliveries are to be F. O. B. at a stated location and included in your proposal.

6. Prices quoted must remain firm for life of the contract upon executing a contract with the awarded service provider. Prices quoted are to be free of all federal, state and local taxes unless otherwise imposed by a governmental body and applicable to the material on the RFP.

7. The Blue Valley School District is seeking a six year contract with the option to renew for one additional one year period with a total contract term not to exceed 84 months total.

8. Prices quoted are to be free of all federal, state and local taxes, except those taxes from which the School District is not exempt.

9. The supplier represents that the price or prices specified in the proposal do not exceed the supplier’s current selling prices for the same or substantially similar items to any other purchaser, taking into account the quantity and/or service under consideration.

10. When submitting a substitute product or service as equal, the full name and illustrated description must be given in the proposal response. The School District reserves the right, to decide upon suitability of the product or service for the intended use. Upon request, samples of substitute products or services must be submitted. Substitute items furnished must be manufactured in compliance with all existing legal or governmental directives.

11. Envelopes containing proposals must be sealed and marked on the lower left-hand corner with the company name and address of the supplier, proposal control number, proposal opening date, and proposal opening time.

12. If the service provider refuses or fails to meet schedules mutually agreed upon by both parties, the School District may by written notice, terminate the contract with the awarded vendor.

13. The supplier shall provide the standard patent infringement indemnity clause which shall hold and save the School District and its officers, agents, servants and employees harmless from liability for patent infringement of any patented invention, process, article, or appliance manufactured or used in the performance of the contract, including its use by the School District.

14. All items must be properly packed or crated to ensure delivery in good condition.

15. It shall be the District’s responsibility to identify all end of cycle equipment. Only those identified items shall be removed from school premises. All equipment identified as end of cycle shall be handled as all or none. There shall be no rejected items left behind.

16. Contracts entered into on the basis of submitted RFPs are revocable if contrary to law.

17. Assembling, removing, and loading of all equipment at the job site will be the sole responsibility of the successful service provider.

18. Kansas State Law prohibits smoking in or on any Blue Valley School District property. Compliance is required.
19. **Tax Exempt:** School District is exempt from state and local sales taxes by virtue of Kansas Statutes Annotated 79-3606.

20. The service provider shall observe the provisions of the Kansas act against discrimination (K.S.A. 44-1030) and shall not discriminate against any person in the performance of work under the present contract because of race, religion, color, sex, disability, national origin or ancestry.

21. **Contract Document:** The contract between the District and the supplier shall consist of the Request for Proposals (RFP) and any amendments hereof, the supplier’s response, and the award issued by the District. No modifications of any provision in the contract shall be made, or construed to have been made, unless the parties to the contract mutually agree to such modification in writing.

22. The supplier shall comply with the provisions of the Kansas Act Against Discrimination (K.S.A. 44-1030) and shall not discriminate against any person in the performance of work under the present contract because of race, religion, color, sex, disability, national origin or ancestry.

23. Kansas state law prohibits smoking in or on any Blue Valley USD 229 property. Compliance is required.

24. Contractors working on school property must have a background check that covers: Social Security, Felony conviction record, Misdemeanor conviction record, and US DOJ National Sex Offender Database.

25. **Governing Law:** To the extent that a provision of the contract to the Constitution or laws of the State of Kansas, or of the United States, the provision shall be void and unenforceable. However, the balance of the contract shall remain in force between the parties. The contract shall be construed under Kansas law, without application of its choice of law principles.

26. **Non-Transfer:** Supplier cannot transfer, subrogate, sub job, sublease, assign, subcontract or exchange any of its obligations under this contract, including but not limited to funding or maintenance services, to any third party without notification to the District and the District’s subsequent written approval.

27. **Confidentiality:** Supplier will not use any information, systems, or records made available to it for any other purpose other than to fulfill the contractual duties specified in this RFP and the final contract. Supplier agrees to be bound by the same standards of confidentiality that apply to the District under Kansas or Federal law or regulations.

28. **Minimum Supplier Insurance Coverage** must be demonstrated by providing a certificate to include the following by proof of insurance within the RFP response:
   
a. **Workers’ Compensation Insurance:** Contractor shall maintain workers’ compensation insurance in accordance with the laws of the State of Kansas.

b. **General Liability:** Contractor shall maintain General Liability Insurance (including broad form contractual liability, products, and completed operations) in the amount of at least $1,000,000.00 per person and $1,000,000.00 per occurrence and $1,000,000.00 annual aggregate; and property damage in the amount of not less than $1,000,000.00 per occurrence and $1,000,000.00 annual aggregate.

c. **Automobile Liability:** Contractor shall maintain Automobile Liability Insurance, including owned, non-owned, and hired vehicles, covering bodily injury in the sum of not less than $1,000,000.00 per person and $1,000,000.00 per occurrence and $1,000,000.00 annual aggregate; and property damage in the amount of not less than $1,000,000.00 per occurrence and $1,000,000.00 annual aggregate.

d. **Professional Liability Insurance:** Contractor shall maintain Professional Liability (errors and omissions) Insurance on a claims made basis with limits of liability of not less than $1,000,000.00.

e. **General Requirements.** All insurance required hereunder shall be maintained in full force and effect in a company or companies reasonably satisfactory to Owner and shall be maintained at Contractor’s expense. All insurance required hereunder shall name Owner, its agents, its employees, and its assigns, as additional insureds and shall contain a clause requiring written notice to Owner thirty (30) days in advance of the cancellation, non-renewal, or material modification of said insurance. Contractor shall provide certificates evidencing such insurance before undertaking any work.

29. **Indemnity and Hold Harmless:** The supplier agrees to protect, defend, indemnify and hold the School District, its Board members, officers, employees and agents free and harmless from and against any and all losses,
penalties, damages, settlements, costs, charges, professional fees, reasonable attorneys' fees, or other expenses or liabilities of every kind and character arising out of or relating to any and all claims, liens, demands, obligations, actions, proceedings, or causes of action of every kind and character in connection with or arising directly or indirectly out of the error, omission or negligent act of the supplier. The supplier further agrees to investigate, handle, respond to, provide a defense for, and defend any such claims, at supplier's sole expense; and agrees to bear all costs and expenses related thereto, even if such claim is groundless, false or fraudulent.

30. Supplier understands that the School District is subject to the Kansas Open Records Act, K.S.A. 45-215 et seq., as amended (the "Act"), and that any proposals made in response to an RFP may be disclosed as required, in the sole opinion of the School District, by the Act or other applicable law or judicial order. School District assumes no responsibility for such disclosure and will not be held liable for any damage or injury that may result from any disclosure that may occur. By submitting a response to an RFP, Supplier agrees to defend, indemnify, and hold School District harmless from and against any and all claims, demands, costs, and expenses, including reasonable attorneys’ fees, arising as a result of School District’s disclosure or refusal to disclose response information provided by Supplier.

31. BLUE VALLEY USD #229 - PAYMENT TERMS:
- Payment can take 30-60 calendar days depending on when goods or services are received, orders are verified, and the date the invoice is received in Accounts Payable.

- Invoices received by Accounts Payable and orders verified by the 15th day of the month will be paid/mailed on or about the 15th day of the following month. Invoices received and orders verified on or after the 16th day of the month will be paid the second month following, on or about the 15th day of the month.

- The School District is not requiring the acceptance of a credit card as its form of payment and will still offer checks. However, would you accept a credit card as the School District’s form of payment for your goods and services understanding the requirements below?
  Yes____________ / No____________

Note: Acceptance of Credit Card Payment
- Will not change payment terms or timelines.
- Cannot increase the proposed costs as outlined in your Bid or RFP response.
- The vendor cannot charge any additional fees for the acceptance of credit card payment.
- We will need to work with you to setup the payment details.
I. OVERVIEW

Blue Valley School District’s current agreement for production and walk-up copiers is expiring soon (exp. 6/30/2020). A new agreement is needed pertaining to production (high end black & white and color in a central location) and walk up copier printing (black & white multifunctional in many locations and a limited number of color capable). The new agreement is not limited to the print devices themselves, but also will include software support systems (print accounting, service alerts, production front ends and makeready). Major components of the central Print Shop Workflow Software are already in place and specified later in this invitation.

For the first time, the District is exploring the inclusion of laser printers into this agreement. The term “Smart Laser Printer” is being referred to as a laser printer that is capable of using print accounting software, such as “Equitrac” natively on the printer. Thus, creating one accounting solution and cloud-based printing solution for all print no matter if the output device is a copier or laser printer. The Smart Laser Printers must also have the capability to allow walk-up with proximity cards or students with a numeric number assigned to release their jobs at the printer. A limited number of basic laser printers (no touch screens) that will not require a solution for student release, but will still need to allow a small number of staff to release and be accounted for in Equitrac will also be needed.

As part of this process, the District has contracted with the consulting firm of the Ascher Group to study the current system, recommend changes, aid in the contraction of this RFP, aid in the management of the RFP process, aid in the process of selection of finalists and implementation of the winner of the RFP. As part of this RFP, the District will be seeking to maintain what is working well while making certain specific system improvements. These improvements include:

1. Add Smart Laser Printers and Basic Smart Laser Printers to reduce and replace existing Laser Printer Fleet and allows staff to release print with a proximity card and students to release jobs using a numeric pin. The desire is that all copier or laser printers will be fed by one B/W and one Color follow you or me queues.
2. Implement Print Governance based on district definition to reduce abuse of local print options and challenge the dedicated team to implement and support a change of district staff behavior in a positive way.
3. Modify structure and support that will meet or exceed current District ITS requirements for device and OS support, security, networking and hosting solutions.
4. Leverage the existing investments in Equitrac and RSA WebCRD and QDirect.
5. Build upon the automation that already exists in the Printing Services.
6. Improve upon an SLA that will also measure new ITS requirements.
7. An option to address the fast-growing area of Large Format Printing in the Printing Services.
8. Provide an option for considering offline punch and coil automation.
9. An option to expand RSA Ready Print Pro Licences from one to four and add the Automatica module to enhance workflow automation.
10. Explore an option to outsource all print IT services to the successful vendor including print server management, Equitrac management within a cloud based solution.

a. Click Pool and Walk Up Copier Background:
The Blue Valley School District is a public school district of 43+ buildings serving over 22,789 students with over 3,436 staff members. The District currently maintains one agreement for the walk up copiers and the Print Shop that consolidates all volume both B&W as well as Color. The walk-up fleet includes 132 Multifunction Printer/Copiers. The new agreement will add to the walk up and production copier volume all provided laser printers into one guaranteed pool reconciled annually.
The current walk-up multifunction fleet includes:

<table>
<thead>
<tr>
<th>Multifunction Devices</th>
<th>Quantity Leased</th>
</tr>
</thead>
<tbody>
<tr>
<td>MP4002SP</td>
<td>34</td>
</tr>
<tr>
<td>MP5002SP</td>
<td>13</td>
</tr>
<tr>
<td>MP6002SP</td>
<td>25</td>
</tr>
<tr>
<td>MP7502SP</td>
<td>4</td>
</tr>
<tr>
<td>MP9002SP</td>
<td>10</td>
</tr>
<tr>
<td>MPC4503</td>
<td>12</td>
</tr>
<tr>
<td>MPC5503</td>
<td>29</td>
</tr>
<tr>
<td>MPC6502</td>
<td>5</td>
</tr>
</tbody>
</table>

**Multifunction Device Total:** 132

2019-20 Estimated Annual Volume:

<table>
<thead>
<tr>
<th></th>
<th>Laser Printers</th>
<th>Walk-up Fleet</th>
<th>Production</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>B/W Current annual volume</td>
<td>3.967M</td>
<td>17.931M</td>
<td>24.322M</td>
<td>42.253M</td>
</tr>
<tr>
<td>Color Current annual volume</td>
<td>0.724M</td>
<td>1.315M</td>
<td>1.038M</td>
<td>3.066M</td>
</tr>
</tbody>
</table>

*Note all volumes are reported as single clicks regardless of size of sheet.*

Impacts of note when considering future breakouts of the pool:

- About 75% of existing laser printers are not replaced. This may reduce the number of laser prints going forward.
- No direct printing will be allowed to laser printers to match how we have been using the walk-up copiers. We expect that this will also reduce the number of prints released.
- Print migration continues to move towards Production from local options.
- Reduction of laser print color opportunities will drive volume towards Production.
- Increased automation of multiple up color printing will reduce Production Color on newly migrated volume.
- Growth of one new Elementary School during this agreement.
- Student growth is expected to be about 1% annually.

b. Printing Services Copier Background:

The current production fleet includes:

<table>
<thead>
<tr>
<th>Production Printers</th>
<th>Quantity Leased</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ricoh Pro 8120S</td>
<td>1</td>
</tr>
<tr>
<td>Ricoh Pro 8120S</td>
<td>2</td>
</tr>
</tbody>
</table>
Kodak Digimaster HD300 (Extra Paper Module, Interposer, Punch, High Capacity Stacker, Booklet Maker with Face Trimmer and IBM System X3200 M3 Print Controller)  
Pro C751 Production Color Printer (LCIT 5060, 2/3 Hole Punch, SR5030 Staple/Finisher, Fiery E-41A and ES-2000 Spectrophotometer)  

Production Printer Total: 5

Average Monthly volumes for all B&W Printing Services units are 2,026,833 with a peak volume of 2,732,699 per month with an annual volume of 24,322,000 impressions. Color impressions remain low, in part due to the presence of the Xerox iGen5 digital press that is owned, will remain and is not being replaced as part of this RFP. The average monthly color volume is approximately 85,628 with a peak volume of 158,034.

The District Print Shop also maintains a high level of 11” x 17” work that under the current agreement counts as one click. As such the number of impressions may be seen by some as an artificially low number. With the present estimates given above, 26% of all Print Shop B/W impressions are 11” x 17” and 92% of all color impressions are 11” x 17”.

c. Current IT Infrastructure Background:

- Windows Server 2019
- Windows Active Directory / ADFS
- Microsoft Exchange Online
- Microsoft Office 365
- Google G Suite for Education
- Workstations for Teachers are primarily MacBook Airs and Office Staff are primarily Windows based on Dell hardware.
- Elementary (Grades K-2) share and utilize Apple iPAD’s provided by the District.
- Elementary (Grades 3-5) and Middle School Students (Grades 6-9) utilize Acer or Dell Chromebooks provided by the District.
- High School Students (Grades 9-12) utilize MacBook Air Laptops provided by the District.
- Additional Mobile Devices include All Android OS, latest iOS platforms and Microsoft Surfaces.
- Cisco UCS Environment.
- Current district accounting software package PowerSchool Business Plus (integrates with print accounting software for account number validation and billing uploads.)
- Robust VM environment with CentOS and Microsoft OS support.
- “Home Directory” to be mapped by user profile to One Drive or Google Drive.
- Indala Brand Proximity Cards.

II. PURPOSE

To identify vendor(s) that will provide Blue Valley School District with walkup B&W and hybrid (color and B&W capable units) copier equipment and subsequent service / supplies utilizing as many of the tools as well as the technical tools described in this RFP. Performance, customization, flexibility, service, product knowledge, experience, training capabilities with all components, equipment and cost are some of the areas of evaluation necessary in identifying a successful vendor.

The District intends to select one vendor to provide and maintain throughout the life of the contract all services and products listed within this RFP. The District is also aware that the best choice for the District may be to split the award.

The Goals of this RFP, in no particular order, are:

- Build upon the success of the existing copier program.
- Maintain and build upon a high level of customer service satisfaction with our service delivery model.
- Refresh an aging fleet.
• Improve the user interface including consistency among multifunction models, among smart laser printers and where possible between multifunction models and smart laser printers.
• Leverage and expand licensing of print accounting software owned by the District to incorporate the multifunction devices and laser printers provided.
• Implement and manage a print governance plan as defined by the District to drive better print decisions.
• Leverage the service delivery model to support laser printing provided as part of this program.
• Leverage the existing RSA Workflow infrastructure with the correct copier equipment specifications to efficiently produce more and support RSA software upgrades and integrations with production copier front end controllers.
• Achieve training advancements through regularly scheduled training in differing formats.
• Enhance Nuance custom reporting capabilities.
• Reduce the amount of support necessary from District IT staff to support this program. This is to include the support of laser print tickets, hosting and maintaining certain servers offsite, meeting District network and security expectations.
• Provide as options large format solutions to help the District address this growing need in an efficient way.
• Provide an option for offline book punch and coil as specified.
• Create all advancements within a cost effective contract structure.
III. SCHEDULE OF EVENTS & FORMAT / METHOD OF RESPONSE

a. RFP. Schedule

i. Schedule of Events

<table>
<thead>
<tr>
<th>Schedule of Events:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP. Released</td>
<td>December 4, 2019</td>
</tr>
<tr>
<td>Mandatory Pre-Proposal Tele Conference</td>
<td>December 11, 2019 @ 3:00 pm CST</td>
</tr>
<tr>
<td>Deadline for Questions (E-mail)</td>
<td>December 17, 2019 @ 5:00 pm CST</td>
</tr>
<tr>
<td>Sealed Proposals Due to Blue Valley School District</td>
<td></td>
</tr>
<tr>
<td>• One (1) Original</td>
<td></td>
</tr>
<tr>
<td>• Five (5) Copies</td>
<td></td>
</tr>
<tr>
<td>• One (1) Electronic Copy PDF or Microsoft Word on CD or flash drive.</td>
<td></td>
</tr>
<tr>
<td>*Address in chart on page 8.</td>
<td></td>
</tr>
<tr>
<td>Duplicate Sealed Proposals Due to the Ascher Group, LLC</td>
<td></td>
</tr>
<tr>
<td>• One (1) Original</td>
<td></td>
</tr>
<tr>
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</tr>
<tr>
<td>*Address in chart on page 8.</td>
<td></td>
</tr>
<tr>
<td>RFP. Selected Interviews &amp; Presentations</td>
<td>January 29, 2020</td>
</tr>
<tr>
<td>Testing Visits</td>
<td>Week of February 23, 2020</td>
</tr>
<tr>
<td>Anticipated Contract Award</td>
<td>March 10, 2020</td>
</tr>
<tr>
<td>Implementation</td>
<td>July 1st, 2020*</td>
</tr>
</tbody>
</table>

*July 1st, 2020 indicates a major implementation target. Refer to attachments E1 & E2 for more information.

ii. The District reserves the right to modify this schedule at District’s discretion. Notification of changes in the RFP due date, deadline for questions or pre-proposal teleconference will be via e-mail. Changes in any other anticipated dates will not be released unless deemed necessary at the sole discretion of the District.

iii. Description of Scheduled Events:

1. **RFP Release** – The Ascher Group and the District will release the RFP document and any subsequent addenda, via the best method available. The best method of distribution of the RFP will be in descending order as follows: E-mail and posting on the internet at www.bluevalleyk12.org/rfp.

2. **Mandatory Pre-Proposal Teleconference** – The Ascher Group and the District will conduct a Pre-Proposal teleconference from District Office on December 11, 2019 at 3:00 PM CST. The call in number for the teleconference can be located on the cover page of this document. The
purpose of the Pre-Proposal Conference is to answer any questions relevant to the RFP and will be open to all prospective proposers. Complaints and concerns may be addressed on specification or contents of RFP, in addition to time frames and parameters. The meeting will be conducted by Jason Gillam, Director of Business Operations, Blue Valley USD #229 and Bill Frankel, the Project Lead from the Ascher Group. This meeting will be limited to 2 hours. All answers to questions posed at the conference will be answered within one week if possible. Those proposers not attending the mandatory pre-proposal conference will have all submitted proposals refused and returned unopened.

3. **Deadline For Questions** – The deadline for any questions concerning the RFP is December 17, 2019 at 5:00pm CST. Any questions submitted after the deadline will not be responded to by either the District or the Ascher Group. All questions and subsequent answers will be distributed to the Designated Contact for each Pre-Proposal Teleconference Company in Attendance via E-Mail within one week if feasible. All questions, protests and complaints deemed to be pertinent to the RFP process, at the sole discretion of the Ascher Group and the District, will be distributed to all Pre-Proposal Teleconference Designated Contacts via E-Mail. Any questions related to RFP specifications or procedures should be directed in writing via email with RFP 20014 in the title to **both**:

<table>
<thead>
<tr>
<th>Project Lead</th>
<th>Director of Business Operations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill Frankel</td>
<td>Jason Gillam</td>
</tr>
<tr>
<td>Ascher Group, LLC</td>
<td>Blue Valley USD #229</td>
</tr>
<tr>
<td>10289 Bentwood Ct</td>
<td>15020 Metcalf Ave.</td>
</tr>
<tr>
<td>Highlands Ranch, CO 80126</td>
<td>Overland Park, KS 66223</td>
</tr>
<tr>
<td>Telephone: 303-285-9221</td>
<td>E-Mail: <a href="mailto:purchasing@bluevalleyk12.org">purchasing@bluevalleyk12.org</a></td>
</tr>
<tr>
<td>Fax: 330-285-9221</td>
<td></td>
</tr>
<tr>
<td>E-Mail: <a href="mailto:bfrankel@theaschergroup.com">bfrankel@theaschergroup.com</a></td>
<td></td>
</tr>
</tbody>
</table>

4. **Sealed proposal due to the District** – The due date for the sealed RFP response January 8, 2020 at 2:00pm CST. All proposals received after the date and time set for receipt will be **REJECTED**. Proposals received after the time and date set will not be considered. The District or The Ascher Group, LLC will not consider or be responsible for errant delivery or late performance by courier service. Package should be clearly marked and delivered to Jason Gillam at 15020 Metcalf Ave., Overland Park, KS 66223.

5. **Duplicate sealed proposal due to the Ascher Group, LLC** – The due date for the sealed RFP response January 8, 2020 at 2:00pm MST. The District or The Ascher Group, LLC will not consider or be responsible for errant delivery or late performance by courier service. All proposals received after the date and time set for receipt will be **REJECTED**. Proposals received after the time and date set will not be considered. Package should be clearly marked and delivered to Bill Frankel at 10289 Bentwood Ct., Highlands Ranch, CO 80126.

6. **RFP Interviews and presentations** – The District and the Ascher Group will perform a shortlisting process prior to the initiation of interviews and presentations. This shortlisting shall follow the criteria and process as described in section VI for Tier I shortlisting. Upon conclusion of the Tier I selection process the District and the Ascher Group will conduct proposer interviews and provide an opportunity for proposers to present their proposals with all shortlisted proposers for the second Tier evaluation committee. These interviews will be conducted on January 29, 2020. The presentations and interviews will take place at the District Administrative Center, 15020 Metcalf Overland Park, Kansas 66223. Interviews will be conducted with no less than two (2) and preferably no more than five (5) of the top responses as determined solely by the District with advisement from the Ascher Group. The District and the Ascher Group reserve the right to modify the number of interviews and request specific information prior. Each proposer may use PowerPoint but only to illustrate software or reporting capabilities. Each proposer will need to supply their own computer to connect to the District’s audio visual equipment. The topics to be discussed by each proposer are defined in the scoring section VI of this RFP. Notwithstanding these predefined topics, the District and the Ascher Group reserve the right to ask additional questions of each shortlisted proposer based on the proposer’s RFP response within the broad areas of each topic. Such additional questions will be scored as part of the overall scoring value for second Tier evaluation.
7. **Testing** – The Ascher Group and the District will conduct tests with the proposed equipment and software. A shortlist of proposers from the Interviews and Presentations Phase of this RFP (see section VI, b, iv) will be selected. Our goal is to notify test visit finalists within two (2) business days after the conclusion of the Interviews and Presentations. These tests will be conducted at a mutual party site of choosing. Testing will take place the week of February 23, 2020. Should travel be required, the District will pay for all District and Ascher Group’s travel expenses. The purpose of the testing is to verify proposal technical claims and features as well as the proposer's capability to successfully implement such features and claims. All proposers should be prepared to demonstrate such features and claims unless specifically noted as a future feature. The intentions are to travel for two testing visits, but the District and the Ascher Group reserve the right to modify the number of testing visits.

8. **Contract Award** – Upon the conclusion of contract negotiations, the recommendations will be formalized for the contract award. Once completed and authorized by all involved parties within the District, these recommendations will be forwarded to the Board of Education for final approval with the anticipated award date of March 10, 2020.

9. **Implementation** – The anticipated date for implementation is July 1, 2020. Implementation, including the setup of software and hardware, to begin at the time of the award in March, 2020. Some equipment will be required prior to the July 1st date for a test implementation. Reference the attached Implementation Plan (Exhibit E1 & E2) for further details.

b. **Format and Method of Response**

   i. District requires one (1) original, five (5) copies and one (1) electronic copy on CD or flash drive to the District. All electronic copies of the proposal are to be submitted on CD or flash drive, in Adobe PDF or Microsoft Office format. Sample contract to be included must be provided in Microsoft Word format. Each CD or flash drive must be clearly labeled with RFP#20014. Failure to respond in required format may be grounds for rejecting a Proposal.

   ii. District requires one (1) original, one (1) electronic copy on CD or flash drive to the Ascher Group, LLC.

   iii. The RFP response may be hand-delivered or must otherwise be received by the District at the address provided, by the submittal deadline.

   iv. Responses to the District should be in a sealed box or envelope clearly marked and addressed with the Director of Business Operations (Jason Gillam) for the District, RFP title, RFP number 20014 and name of responding company must appear on the front of the sealed envelope or box. If RFP’s are not clearly marked, the Proposer has risk of the proposal being misplaced and not properly delivered. The RFP Coordinator is not responsible for identifying proposals submitted that are not properly marked. (15020 Metcalf, Overland Park, KS  66223)

   v. Responses to the Ascher Group, LLC should be in a sealed box or envelope clearly marked and addressed with the Project Lead (Bill Frankel), RFP title and number. If RFP’s are not clearly marked, the Proposer has risk of the proposal being misplaced and not properly delivered. The RFP Coordinator is not responsible for identifying proposals submitted that are not properly marked. (10289 Bentwood Ct, Highlands Ranch, CO 80126)

   vi. It is the responsibility of the submitter to insure that the proposal arrives to the District and the Ascher Group within the deadline. Proposer should allow sufficient time for proper delivery. The District and the Ascher Group, LLC assumes no responsibility for delays caused by the U.S. Postal Service or any other delivery service. Postmarking by the due date will not substitute for actual receipt of the response by the Ascher Group. Every Proposer is solely responsible for ensuring that its proposal is delivered on time. Proposals will be opened only after the due date and hour.

   vii. Proposals are to be on 8-1/2 X 11” paper, in 3-Ring binders with tabs for major sections. Hard copies of original pricing sheets are to be included in one section as shown in the format outline. Each section and category is to be clearly identified, and include all requested information. Failure to respond in the required format may be grounds for rejecting a Proposal.

   viii. Original RFP responses shall be signed by an official authorized to legally bind the Proposer.

   **ix. Pricing must be submitted in a separate sealed envelope within the main submission documents and be clearly labeled “Pricing Response, RFP # 20014 with the exception of the**
Electronic Submissions that may contain both the Technical and the Pricing response on the same media.

x. Efforts have been made to provide this RFP electronically to allow proposer’s to include responses below the actual question. This is the preferred method of response for ease of review.

xi. The preferred order of all responses by Major Section is:
- Cover Letter
- Signed RFP cover
- Signed RFP Requirements and Exceptions to Minimum Requirements, if any (section IV, h)
- Responses to Mandatory Questions (section V)
- References
- Manufacturer Authorization and Certification (if applicable)
- Addenda acknowledgement of receipt and understanding (if applicable)
- Proposer’s material (specification sheets, brochures etc.)
- Pricing (section Exhibit A) in a separate sealed envelope (see item viii).

c. Definitions

Smart Laser Printer (SP) and Copier Segments – Segments consist of speed brackets for B&W devices:

<table>
<thead>
<tr>
<th>A3 MFD Segments</th>
<th>Speed in IMP</th>
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<tbody>
<tr>
<td>B&amp;W</td>
<td>Color</td>
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<table>
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<th>A4 MFD Segments</th>
<th>Speed in IMP</th>
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<td>Color</td>
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<td>P1</td>
<td>CP1</td>
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<tr>
<td>P2</td>
<td>CP2</td>
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<tr>
<td>P3</td>
<td>CP3</td>
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<tr>
<td>P4</td>
<td>CP4</td>
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<th>A4 / A3 Printer Segments</th>
<th>Speed in IMP</th>
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<td>B&amp;W</td>
<td>Color</td>
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<td>CP1</td>
</tr>
<tr>
<td>P2</td>
<td>CP2</td>
</tr>
<tr>
<td>P3</td>
<td>CP3</td>
</tr>
</tbody>
</table>
Customer Care Visits – Vendor visit to every installation location within a two-week rotation to complete a checklist of activities mutually agreed upon with the District throughout the life of the contract. Visit activities may include but not limited to: Checking of copy quality, machine functions, network connectivity, cleaning of the glass or other areas, proper supply levels, replacement of consumables, kits or common wear parts, training opportunities, general questions from key operators or staff, escalation of any unresolved discoveries and can assist the Printing and Logistics Coordinator with assigned tasks as needed.

Dedicated Technician – A Technician that is dedicated to a location as the lead technician and that will, unless unavailable within the response time, be the first technician to respond to any service call at that location.

Dedicated Customer Service Representative – An individual that is the “face of the smart laser printer/copier solution” and assists with all aspects of daily communication, coordination of all the service and customer care visit staff and can assist the Printing and Logistics Coordinator with assigned tasks as needed.

Post Sales Technical Support – An identified group of individuals to provide proactive update, upgrade and break fix support to maintain secure operations of related systems and functioning solutions with the latest operating system updates and security tool updates.

Equipment Downtime – The period of time a piece of equipment is waiting for service to be completed. This time starts from the time of the original service call into the service provider and ends once all repairs, part installations, equipment modifications and equipment configuration changes have been completed as this relates to the original service call. Any feature not properly functioning, regardless if paper can be passed is considered down time.

Fair Market Value Lease (Operational Lease) – For financial accounting purposes, a lease which does not meet the criteria of a finance lease as defined by SSAP 21. Risk and rewards of ownership lie with the lessor. The lessee cannot be liable for any residual risks on the assets. An operating lease is accounted for by the lessee without showing an asset (for the equipment) or a liability (for the lease payment obligations) on its balance sheet. Periodic payments are accounted for by the lessee as operating expenses of the period.

Color Device – A copier/printer based device that combines high speed four color, dry toner output with a traditional workgroup or departmental B&W copier/printer. In order for a device to be considered a hybrid device for the purposes of this RFP, the device shall have a rated color production speed within 66% of the rated B&W production speed.

Monthly Equipment Uptime – the calculation of one minus the monthly downtime on any unit divided by the average number of work hours within a month (173.33 hours).

Newly Manufactured – Units that have not been previously used and are currently being marketed by the manufacturer. – BLI Multifunction Specification Guide. New machines consist of all new parts with no used or remanufactured parts or components. New equipment has never been under lease since original manufacture.

Preventative Maintenance Schedule – The intervals set by the manufacturer at which maintenance procedures should be performed. Components such as developer, cleaning blades, fuser rollers, pads, etc., are changed at these intervals – BLI Multifunction Specification Guide

Service Call – A service call is a technician on-site visit due to a machine error requiring the on-site services of a technician in order to remedy the error.
Service Response Time – The time required to solve an issue beginning from the moment the call is logged with the vendor until either, a printer/copier technician arrives on site or the issue is resolved though the vendor’s phone support.
IV. **RFP Requirements**

a. **Minimum Qualifications**

Proposers interested in this RFP must meet the following minimum qualifications to respond to this RFP:

i. Must be an authorized dealer / distributor of equipment and software submitted in the RFP response for consideration by the District.

ii. Must be licensed to do business in the State of Kansas as required by Law.

iii. Must be a manufacturer or a designated/certified manufacturer’s representative capable of providing sales and service through dealer and/or manufacturer representation.

iv. Machines and software offered must be in production and available for sale at time of Proposal opening. The District reserves the right to consider any new releases at no higher cost leading up to implementation.

v. All equipment offered must have published capabilities. Responsive Proposers will submit a copy of the published page (BLI, etc.) for each machine proposed. For equipment not yet published in BLI, etc., Responsive Proposers will provide published descriptive literature, which includes capability in documents per minute, and stipulate the list price to be published in BLI.

vi. The Proposer, if other than the manufacturer, shall provide the following authorization and certification with the proposal: A current authorization and certification letter dated and signed from the manufacturer that the Proposer is currently an authorized distributor and/or service representative, authorized to submit proposals for the manufacturer’s products.

vii. Proposer shall provide a single point of contact for all issues and questions regarding the equipment and services provided by the proposer under this RFP including but not limited to: Pricing, Equipment Additions / Moves, Contract Issues and Service Escalation Issues. Proposer may provide an additional contact for IT and software related issues but such contacts may not be manufacturer based contacts with the exception of the RSA software.

viii. Proposer must have sufficient capabilities, as determined by the District, to successfully implement their proposal within the timeframes defined by the District. Final installation must be done by qualified service professionals employed by the proposer or manufacturer.

ix. Proposer must have sufficient capabilities, as determined by the District, to successfully train the District staff of the equipment and software within the Proposer’s proposal within the timeframes defined by the District.

x. Proposer must be an authorized reseller and service provider of Rochester Software Associates workflow solutions including WebCRD, Q-Direct and ReadyPrint with the ability to include the maintenance costs and other licensing costs of the District owned RSA software.

xi. Training program must meet at a minimum all aspects outlined in the attached training document with training support expected throughout the life of the contract.

b. **Minimum Equipment Requirements**

The following points are the minimum equipment requirements; any exceptions to these minimums must be addressed within the proposer’s response.

All Equipment quoted within a proposer’s RFP response must meet the following requirements:

i. All equipment quoted must be newly manufactured equipment as defined in section III, c of this RFP.

ii. The equipment offered must carry a warranty that it is free from defects in material and workmanship. If defects are identified, the supplier agrees to repair or replace promptly on a one-for-one basis without additional cost to the District. During the warranty period of at least 90 (ninety) days, any and all items failing will be replaced promptly free of charge. Upon significant failure, the warranty period will commence again for at least 90 (ninety) additional days. Significant failure is defined by the District. Additionally, proposer must maintain a "lemon" rule from equipment performing poorly as per a Service Level Agreement.
iii. The proposal specifications must be verified by supporting documentation from the latest Dataquest’s Spec Check, Buyers Lab, or Intravia’s copier or printer guides.

iv. Proposer is to provide on-site training for District’s personnel per Exhibit D.

v. In house delivery and complete setup of equipment ordered. Removal of all waste packaging materials.

vi. Equipment Quoted must comply with the following mandatory configurations to be considered for any given grouping:

**A. Smart Laser Printer Fleet – Minimum Configuration and qualifications**

<table>
<thead>
<tr>
<th>Segment</th>
<th>Minimum Configurations</th>
<th>Mandatory Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>A4 1 &amp; A4 C1</td>
<td>One (1) 200 sheet paper drawer, Equitrac Enabled and network print configured.</td>
<td>Adobe PostScript, Proximity Card Reader</td>
</tr>
<tr>
<td>A4 2 &amp; A4C2</td>
<td>One (1) 500 sheet paper drawer, Equitrac Enabled and network print configured.</td>
<td>Adobe PostScript, Touch screen and Proximity Card Reader</td>
</tr>
<tr>
<td>A4 3 &amp; A4 C3</td>
<td>One (1) 500 sheet paper drawers, Equitrac Enabled and network print configured.</td>
<td>Adobe PostScript, Touch screen and Proximity Card Reader</td>
</tr>
<tr>
<td>A4 4 &amp; A4 C4</td>
<td>One (1) 500 sheet paper drawers, Equitrac Enabled and network print configured, and network print configured. (Used in art or engineering settings.)</td>
<td>Adobe PostScript, Touch screen and Proximity Card Reader</td>
</tr>
<tr>
<td>A3 CP</td>
<td>One (1) 500 sheet paper drawers, Equitrac Enabled and network print configured, 11” X 17” maximum paper size and network print configured. (Used in art or engineering settings.)</td>
<td>Adobe PostScript, Touch screen and Proximity Card Reader</td>
</tr>
</tbody>
</table>

**Note that the laser printer fleet will be all new as part of this project. The successful vendor is not being asked to inherit or maintain any existing legacy devices. In preparation for this project the District has been significantly reducing the number of Laser Printers it currently has in it’s fleet. Due to reducing from about 1,300 devices, we will only speak to Laser Printer volume in terms of total volume of the legacy fleet and not specifically by device.**

**B. Walk up copier Fleet – Minimum Configuration and qualifications**

<table>
<thead>
<tr>
<th>Segment</th>
<th>Minimum Configurations</th>
<th>Mandatory Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Document Feeder, four (4) 500 sheet paper drawers (or 2,000 sheet on-board capacity), basic external staple / sort finisher, 11” X 17” maximum paper size and network print / scan configured.</td>
<td>Adobe PostScript, Large capacity paper tray/unit, High End Finisher (if available), and 3-Hole Punch.</td>
</tr>
<tr>
<td>4 - 8</td>
<td>Document Feeder, min. four (4) 500 sheet paper drawers (or 2,000 sheet on-board capacity), basic external staple / sort finisher, 11” X 17” maximum paper size and network print / scan configured.</td>
<td>Adobe PostScript, Large capacity paper tray/unit, High End Finisher (if available), and 3-Hole Punch.</td>
</tr>
<tr>
<td>9</td>
<td>Document Feeder, min. four (4) 500 sheet paper drawers (or 2,000 sheet on-board capacity), basic external</td>
<td>Adobe PostScript, Large capacity paper tray/unit, High End Finisher (if available), and 3-Hole Punch.</td>
</tr>
</tbody>
</table>
staple / sort finisher, 11” X 17”
maximum paper size, 11” x 17” Large
Capacity Deck and network print / scan
configured.

| All Color Models | All minimum B&W minimum configurations for the appropriate segment PLUS appropriate segment PLUS RIP upgrade. | Adobe PostScript, All minimum B&W mandatory options. |

Basic Office finisher will be defined by the proposer but at a minimum will be a free standing, external finisher capable of stapling and sorting. High End Finisher will be defined by the proposer but at a minimum will have the capability to have 3-hole punch as an added accessory.

C. Print Center Equipment

As part of this RFP, the District is seeking proposals for production B&W equipment, color equipment and production management software. To aid in the review of this grouping of the RFP, the District and the Ascher Group have divided the possible current production equipment within the marketplace into three categories and pre-configured these categories within Exhibit A – Pricing. These three categories are Group 1 (Light Production Equipment), Group 2 (Heavy Production Equipment) and Group 3 (Heavy in-line Duplex Equipment).

1. **Group 1** – Minimum Configuration and qualifications

| Production B&W | Minimum 120 pages per minute speed rating, min. four (4) paper drawers, minimum 4,000 sheet on-board paper capacities, high end staple / sort finisher with a minimum of a total 2,000 sheet capacity, large capacity paper tray for sizes up to 11 x 17, Post Process Insertion Unit and network print configured. | 3-Hole Punch, Post process insertion unit, additional paper unit (or large capacity paper unit), additional high capacity stacker and booklet maker. |

2. **Group 2** – Additional Configuration and qualifications

In order for equipment to be considered for the B1 Grouping (large run production equipment) the proposed equipment must meet the following additional minimum equipment requirements (in addition to the Group B requirements):

- Minimum 135 impressions per minute rating at letter sized 20 lb. bond paper.
- Monthly duty cycle / maximum monthly volume, as rated by the manufacturer, in excess of 1,500,000 impressions.

All equipment not meeting these additional requirements will not be considered for Group 2.

3. **Group 3** – Additional Configuration and qualifications

In order for equipment to be considered for the B2 Grouping (large run duplex production equipment) the proposed equipment must meet the following additional minimum equipment requirements (in addition to the Group B requirements):

- Minimum 250 impressions per minute rating (with two simplex print engines contained in the same equipment body or one duplex engine) at letter sized 20 lb. bond paper.
• Monthly duty cycle / maximum monthly volume, as rated by the manufacturer, in excess of 2,500,000 impressions.

All equipment not meeting these additional requirements will not be considered for Group 3.

4. Production Management server – No production management system, server or scanner is being requested or needed. However, we are looking for optional pricing to expand our RSA Ready Print Pro licenses from one to four and add the Automatica Module to our existing workflow.

5. Optional Large Format Equipment
   a. Flatbed printer minimum specifications:
      • True flatbed w/ vacuum table
      • UV curable ink
      • Printheads: Minimum of 6 (CMYK + White + Varnish)
      • Bed size minimum of 48"x96"
      • Print height (throat) minimum of 2"
      • Must be able to print full-bleed on 48"x96" substrates
      • Must be able to print on irregularly shaped objects and non-square media
      • Must be able to print on following substrate types: Foam board, gator board, styrene, coroplast, sintra, PVC, acrylic, plexi, glass, aluminum, aluminum composites, steel, wood, MDF, corrugated cardboard, corrugated plastics, and other common composite substrates designed for UV ink adhesion
      • RIP requirements: Purchase will include Onyx 19 RIP software to drive compatible, proposed printer & integrate with proposed router/cutter
      • Large format service plans including PM only support and product support/launch options requested

   b. Digital cutting/routing system minimum specifications (commonly referred to as a Colex cutter, but proposals for brands other than Colex are acceptable)
      • Minimum specifications based on the Colex Sharpcut Pro SX1732:
        • Working area/table size of 67"x126"
        • Vacuum table
        • Vision registration, camera and controlling software
        • Interchangeable tool head
        • Please provide pricing for routers/knives/tools required for finishing the substrates listed above
        • Ability to produce ADA acceptable braille room signage
        • Cutting/routing system service plans including PM only support and product support/launch options requested

6. Optional Offline Coil Finishing Equipment minimum specifications
   One device such as the 'Automatic Plastic Coil Punch & Bind Machine' – model CB40PB offered Spiral Binding or like equipment that includes all of the following functions:
   • Form the plastic coil to size from raw roll fed material (common sizes 6mm – 14mm)
• Punch pre-collated sheets and maintain order
• Changeable dies (two included for coil and 3-hole)
• Insert coil
• Crimp coil
• Converyor to stacker or box drop
• Ability to punch up to 300 GSM paper
• More information about the example device CB40PB can be obtained from Roy O’Neal at roneal@spiralbinding.com or 800-631-3572 Ext. 4110.

c. Minimum Pricing Requirements

The following points are the minimum pricing requirements; any exceptions to these minimums must be addressed within the proposer’s response. All pricing quoted within a proposer’s RFP response must meet the following requirements:

i. Pricing must be submitted in a separate sealed envelope within the main submission documents and be clearly labeled “Pricing Response, RFP # 20014.

ii. Pricing must include all delivery, installation, network installation, training costs and removal cost.

iii. Pricing for all equipment and software must be quoted as requested in Exhibit A including all Excel tabs. Exhibit A electronic submissions must be in Excel format.

iv. All lease factor quotes must be quoted as a decimal multiplying factor in such a manner that the purchase price may be multiplied by the lease factor to arrive at the resulting monthly payment.

v. Any submission not containing total costs will not be considered. Cost plus, sliding scale or any plan not exclusively fixed and all inclusive for the term of contract will not be considered.

vi. Provide proposed pricing within the format provided within this RFP.

vii. Service and Supplies proposed costs must be in the cost per impression.

viii. An impression or click will only count for all impressions sizes up to 12” x 18” on all proposed equipment.

ix. Software maintenance costs shall remain fixed over the course of the agreement.

x. All pricing proposed shall be on a cost per impression with an annual guaranteed number of impressions. The winning proposer will bill the District one twelfth of the annual guaranteed impressions once per month in advance, with the first month starting on July 1st, 2020. On the last monthly billing (June) the winning proposer will bill any excess impressions over the annual guaranteed number of impressions. Excess copies are the difference of the overall annual usage of all machines less the annual guaranteed impressions. The guaranteed annual B/W impressions must be 50,000,000 including all equipment pooled. The guaranteed annual COLOR impressions must be 3,500,000 including all equipment pooled. Any unused annual COLOR or B/W impressions can be converted to cover any overage of the other if necessary.

xi. The service and supplies contract term shall be six years, with an option for one successive annual renewal at the District’s sole discretion.

xii. All renewals and extensions shall be on an annual basis unless agreed to by the District in writing, with a reduction in pricing based on the equipment devaluation.

xiii. No cost increases in supplies for the duration of the contract.

xiv. No cost increases in maintenance for the duration of the contract.

xv. Software maintenance costs shall be inclusive of all available software updates, upgrades, patches, fixes and security updates to allow the District to remain current with supporting operating system and security support. This may mean vendors will need to include technical time on an annual or as needed basis to meet this requirement for the life of the contract for all technical and
software components included. This would include the updating of any customizations or reports supported.

xvi. The end result cost per impression and overage rate as per Exhibit A must be applicable for use on any machine within the proposed equipment. Additionally, all service and supply impressions included in the annual guaranteed number of impressions may be used on any machine in the fleet. Any production device that offers a extended size sheet beyond 12” x 18” and has an oversize impression is expected to define the additional cost in terms of a fraction of a click.

xvii. If a Proposer is proposing that the District utilize an existing contract (i.e. State of Kansas), the contract terms and conditions shall prevail and be applicable to the District agreement, except as otherwise negotiated between the District and Contractor and for the contract term and other contract requirements that are established herein.

xviii. All desktop software shall be Windows X or newer compliant. Printer driver support for a common driver for B/W and Color across all devices with finishing choices on both current Windows and Macintosh operating systems as well as Google Print and IOS mobile print solutions that pass through the same Equitrac queues is required to be maintained by the vendor.

xix. Equipment configuration changes, moves or replacements require formal change orders or addendums as determined by the District. Additionally, prior to the replacement of a unit in the fleet, the winning bidder must provide the district with not only then ending meter read of the unit to be removed but also the starting meter of the new unit.

xx. If the District elects to change accounting solutions as an option from Kofax Equitrac to another Print Management software and upon the conclusion of the original term of the agreement, ownership of the software license for the proposed Print Management software or any expansion of licensing of Kofax Equitrac will automatically transfer to the District for $1. The District’s first choice is to remain with Kofax Equitrac due to the investment in existing licensing and organizational effort to setup. However, proposers are asked to provide pricing for a comparable alternate solution as a backup option should a technical reason cause us to consider a change.

d. Minimum Service and Supplies Requirements

The following points are the minimum service requirements; any exceptions to these minimums must be addressed within the proposer’s response. All service and supplies for equipment quoted within a proposer’s RFP response must meet the following requirements:

i. Proposer must perform full service support for all software, printers and copiers listed within a RFP response during normal business hours (Monday – Friday, 8:00am – 5:00pm) within the pricing proposed. Maintenance of software that will cause outages should be planned for and performed outside of normal work hours and included in the base cost. Print Shop Labor requirements note additional coverage for Printing Services equipment when hourly associate is present.

ii. Service pricing must include technician installed parts with the exception of staples and toner.

iii. Supplies pricing shall include all parts, supplies and consumables with the exception of paper. Supply replenishment shall be automated and at the District’s determination for proper stock on hand.

iv. Proposer must provide full time ongoing telephone support for those questions that require immediate response. This phone access must be available to the customer at no additional charge for as long as the vendor is maintaining the equipment. A District internal extension and touch down space will be provided for the Customer Service Manager and Customer Service Representative. No office space will be provided for the dedicated technician, but a supply and parts storage space will be made available within the District Warehouse.

v. Proposer must perform all Preventative Maintenance services at the manufacturer’s suggested intervals.

vi. Proposer must use all Original Equipment Manufacturer’s (OEM) parts within the performance of the services listed within this RFP.

vii. All service technicians must be factory trained by the OEM and be permanently on staff with successful proposer (no brokers or sub-contractors).
viii. Proposer must provide a model that includes dedicated staff within that model a minimum of one technician that is trained and certified on all printers and copiers and act as a conduit for all service issues that are escalated to higher levels of support. This individual must have a working knowledge of networking and network troubleshooting to work collaboratively with District staff.

ix. Proposer must allow unlimited moves of the laser printers or copiers within a building for any reason.

x. The proposer must allow at a minimum 10 out of building copier moves on average per year over the life of the contract and unlimited laser printer moves.

xi. Proposer must allow a one time move of all the Production Equipment and Large Format options selected during the life of the contract. This move is tentatively scheduled to occur in late 2022 and is expected to be a very short move within the same zip code, but will be another address.

xii. Proposer must agree to a Service Level Agreement (SLA) with penalty for failure to perform.

xiii. Proposer must maintain at least a two hour average minimum Service Response time or be penalized per SLA.

xiv. Proposer must maintain an average uptime of 98%, per device, per quarter or be penalized per SLA.

xv. Proposer must arrive on site or return calls for service within one hour.

xvi. Support, service and supplies must be able to be requested via phone, e-mail and an online system.

xvii. The Successful Respondent must provide software capable of reporting toner levels, meter readings, alerts and preventative maintenance and parts life expenditure for all network connected devices if the device reports such information.

xviii. Respondent must perform all Preventative Maintenance services at the manufacturer’s suggested intervals.

xix. The Successful Respondent must maintain a proactive service model whereby, at a minimum, critical device alerts create a service ticket rather than requiring end user intervention. Additionally, the Successful Respondent must perform all preventative maintenance, including parts, at the manufacturer’s recommended intervals.

xx. Device Management Software: The successful Respondent must have the ability to provide device management tools for the proposed equipment that will allow remote monitoring and management of the devices for security setting and firmware upgrades.

xxi. Proposer must provide quarterly electronic (Excel) service reports in the same format, to the District on a set schedule to include at a minimum:

- Equipment ID#, Serial Number, Make, Model B&W / Color, paper size and meter reading.
- Call log information both technical and non-technical.
- Date and time of issue resolution.
- End-User Error reported.
- Services performed and parts used.
- Regular Preventative Maintenance services performed.
- Copies between calls on all equipment.
- Average Service Response time.
- Historical volume data.
- Analysis of customer survey responses and action plan.
- Customer care visit logs.
- SLA Scorecard.
- SLA Dashboard by Machine to graphically represent historical performance of key indicators.
e. **Minimum Print Shop Labor Requirements.**

Most likely to occur within the period of July 1st to October 15th and April 15th to June 30th of any District fiscal year within the contract term, the proposer shall have available one hourly associate to work at the Printing Services an average of 20 hours per week between the dates listed above. It's possible that during heavy peak seasons for the hours in a given week to exceed 20, but the average for the entire defined period will not exceed 20 hours. The District retains the right to modify the start date, end date and schedule of this hourly associate with reasonable notice being given. This associate shall be an employee of the proposer and will be responsible for operating equipment provided to the District's Printing Services within this RFP and other related functions. Normally these hours will be evening hours to supplement District staff and at times have been used on weekends around the start of school or during the day to help cover an extended absence. In either case advanced warning can be given. In 2019 the evening seasonal help started in August around the start of the school year. The following duties may also be performed by the associate when the time and job requirements permit:

- Utilizing the workflow to setup or release jobs to the production copiers.
- Bindery work that requires operating equipment for collating, bookletmaking, cutting, drilling and binding.
- Loading or unloading of paper in various pieces of equipment.
- Shipping that requires operation of strapping equipment or shrink-wrapping equipment.
- Operation of a two-wheeler or pallet jack.
- Lifting and moving large stacks or boxes of paper.
- Re-stocking of supplies.
- General housekeeping.

i. A backup plan will be provided in case of the planned absence of the associate provided by proposer. This backup plan should also address emergency back-up personnel that would be provided within four hours of notification to the authorized proposer representative.

ii. Training for associate on equipment or software provided within the proposal will be at the time and expense of the proposer. Onsite training and/or coaching may be permitted if coordinated in advance with the District.

iii. Typical hours for the associate will begin at the end of the full time staff's shift and continue into the evening. Depending on the time of year (School Year or Summer) the start time will vary between 4 PM and 5 PM. A typical week consists of 4-five hour shifts or 5-four hour shifts. Occasional help may be requested Saturday or Sunday during heavy peak times such as start of school or to cover an extended absence during the day in the Print Shop. Note the help in the Print Shop of the dedicated Customer Service Manager or Customer Service Representative within their normal business hours is not additionally billable if they are asked to assist to fill idle time.

iv. Associate must be comfortable working alone in a secured location. Nearly all of the time the associate is present a District staff member will be within the building if not in the same room location.

v. The associate will maintain a dress code that will coincide with the District’s dress code or a dress code that is mutually agreed upon by both parties.

vi. The associate will be required to complete a network usage agreement stating that they will adhere to the District’s computing policies.

vii. The Proposer will be required to provide a criminal background check as required in the RFP terms and Conditions. Note that the District may adjust its contractor policy at any time and require consent for the District to additionally have a background check completed.

viii. The associate will log start and end of shift times as requested by the District.

ix. The covered hours, terms and conditions for service and supplies on equipment placed in the Printing Services by the proposer must be extended to cover any time the associate is present for no additional charge.
x. Indicate an hourly rate in the pricing section that will remain firm for the entire term of the proposal. The District reserves the right to terminate this program at any time. **Do not incorporate this cost into the Cost-Per Copy pricing.**

f. **Minimum Technology Requirements.**

i. The proposed equipment must be equipped to print, copy and scan within the environment specified within the Current IT Infrastructure Background section of this RFP.

ii. The proposed equipment must have print drivers that are compliant of all currently supported Macintosh or Windows operating systems for the duration of the contract. Google print, iOS mobile print and future common mobile print support to be provided and linked into Equitrac. Features and Drives must be Operating System (OS) agnostic and work across our spectrum of infrastructure and OS’s.

iii. Proposer must provide on-going support for printing and scanning as well as support for the data collection and chargeback services and products contained within this RFP.

iv. **Minimum Copy/Print Accounting Capabilities Utilizing Equitrac Currently in Place or as an alternative PaperCut.** All requirements are expected to be inclusive of the pricing provided:

1. At a minimum, proposer must be able to lock the device with the use of an individual specific four (4) or five (5) digit code. The preferred method for unlocking the device is to utilize the District’s proximity cards by staff or a numeric code by students for device level authentication.

2. Additionally, the proposer must be able to report on the copy or printer usage by authentication method through software designed to consolidate all print and copy usage.

3. “Accounting Software” must be self-managing/self-registration if a proximity card solution is implemented. This would include initial registration and updates to login credentials.

4. System should allow manual login at the printer or copier to include 4 to 6 digit Employee ID and confirmation of 5 digit account code for copying or faxing and full network authentication for scan to email and/or network home directory.

5. “Accounting Software” must accept a database file containing user information and corresponding default print account codes. Users may have more than one print account option and we would expect that users would have the choice of a different active account option at the time of release.

6. “Accounting Software” will look at the user table to identify a color impression account code when presented a default b/w account code.

7. Vendor will work with the District to create custom billing reports that summarizes by account number and user for a given date range. Vendor will support the District to add, change and delete account codes throughout the duration of the agreement.

8. ‘Accounting Software” will provide statements (billing reports) that can be distributed via email. Vendor will maintain the custom billing report through any upgrades, updates, version changes, patches, etc. necessary to keep the software current throughout the life of the agreement.

9. Vendor will work with the District to create a .CSV report with the summarized charges by account number that the District can upload into its financial system.

10. Vendor billing clicks may not exceed the number of clicks collected for in the “Accounting Software”.

11. Vendor is responsible for all system updates resulting from District networking infrastructure changes for any reason and including but not limited to repair, replacement or addition of a laser printer or copier.

12. Vendor is responsible to monitor the reporting of all printers and copiers to the “Accounting Solution” every month.

13. Unknown copy clicks should not be allowed unless they can be defined like incoming faxes or configuration sheets. All prints must have an associated user with a defaulted charge account code.
14. Error sheets, banner sheets, etc. with the exception of fax confirmations should be disabled.

15. Direct IP or hostname printing to all devices must be disabled and blocked.

16. All service clicks to be tracked and credited.

17. Devices should have, as an available option, the ability to overwrite all data written to the hard drive or persistent memory.

18. Proposed Equipment must have the ability to undergo a Department of Defense (DoD) three-pass minimum level erasure of hard drives or persistent memory on a regular, predetermined schedule.

19. Proposed Equipment shall have technician removable hard drives, where applicable, or persistent memory that include an obligation to leave the drive in the School District’s possession at the termination of the placement if so mandated by the School District.

20. Proposed Equipment should have the capability for at least a structured automatic three (3) times overwrite (DoD) on a weekly off-hours schedule.

21. Encryption: Proposed equipment shall encrypt any hard drive information. Additionally, any proposed equipment should have an option to encrypt the information transmitted across the network.

22. Vendor is responsible for maintaining active directory user group imports including any additions or changes throughout the life of the agreement.

23. Mobile devices (All Android and latest iOS) connect to our guest network. Provide options for allowing print from these devices using the “Accounting Software”.

24. “Accounting Solution” to offer web services both inside and outside of DMZ.

25. “Accounting Solution” should be able to provide reports by equipment type, location, users, user groups, features and locations as requested of the Vendor’s Customer Service Dedicated Team.

26. Vendor is expected to be able to implement, manage and modify print governance rules in the “Accounting Solution” by user group as requested by the District. For example the District may ask for a limit to color or B/W impressions by grade level for students and staff for a given reporting period.

27. Any portion of the “Accounting Solution” that can be hosted by the vendor without noticeable service degradation, should be included.

   i. All systems proposed shall be able to authenticate against the District’s Active Directory Account in order for user to access the copier / printer functions
   ii. This interface may be through an application programming interface (API) or lightweight directory access protocol (LDAP).
   iii. The authentication method shall be able to fail over to secondary authentication source if the local authentication source is not available.
   iv. The walk-up copier and printer authentication shall be autonomous if the device loses connection to the WAN. Users should still be able to login under this condition for basic functions only. We do not want full Active Directory Account passwords cached on the devices.
   v. The copiers, printers and all related software, must support true a true DHCP environment without reservations.
   vi. Accounting solution must allow the ability to create local accounts to be assigned for group or club copy use.
   vii. Data Capture: All devices connected to the network shall be capable of auditing the Active Directory Account login ID for all print and copy jobs.
   viii. Copy/Print Requirements: The data audit shall require end users to login to the devices using their Active Directory Account and password or employee ID and password or
student ID only. The use of the Active Directory Account Password will be reserved for advanced features only. The information that shall be collected is as follows:
- Active Directory Account or 5 Digit or less code entered manually or using a proximity card.
- Department associated with the Active Directory Account at the time the work is being performed (assuming this information is available within the Active Directory).
- Device identification
- Copy/print work performed including number of impressions, color / B&W, paper size, duplex and finishing by device.
- Date and Time

vi. New Requirement - Successful vendor is expected to setup, utilize and maintain “Accounting Solution” to deliver faxes to a provided print device with secure release, email group delivery or shared cloud drive deliver as determined by the District.

v. New Requirement – Successful vendor is expected to setup, utilize and maintain a print workflow to allow for system printing from PowerSchool Business Plus that passes through the “Accounting Solution” to track volume, in some cases allow direct printing and apply ELF Template formatting.

29. Minimum Accounting Solution Print requirements. The data capture shall log Active Directory Account and corresponding print information as follows:
- Active Directory Account
- Department associated with the Windows ID at the time the work is being performed
- Device identification
- Print work performed including number of impressions, color / B&W, paper size, duplex and finishing.
- Date and Time
- Capture information on all printing types including Secure Print.

30. As part of a minimum 100 hours of support time annually to deliver on SaaS expectations to maintain a current and secure solutions while leveraging capabilities of the tools provided.

31. Minimum Accounting Solution Data Collection Requirements. Respondent shall capture and aggregate the copy and print information into one consolidated database. This data collection and subsequent database, shall meet the following requirements:
   i. Database shall be ODBC compliant.
   ii. The database shall be dynamic with regard to Active Directory Accounts and associated departments. Either through data capture at the time of work or through interface with Active Directory at the server level or an exported District maintained database table containing the user information, the database shall automatically update changes in information and not require the District to manually (through direct entry of information or uploading of information manually or at scheduled intervals) enter user and departmental information. Additionally, the database shall keep information recorded at the time that the work was accomplished for historical purposes. For example, if a staff member changes departments, the database shall reflect this new department as soon as this change has been made within the Active Directory or District maintained database table containing the user information and work has been accomplished by this user on a device. Also, the database, within this example, shall maintain the historical data from before the change in department. The District should be given the ability to add local accounts to setup clubs, activities or other general users as necessary.
   iii. Minimum Database reporting requirements: Respondent shall have the capability of producing reports based on the database of copy and user information on a monthly basis as well as historical reports for at least two years. These reports shall meet the following requirements:
      1. Reports shall, at a minimum, be capable of being produced in a format capable of being opened by Microsoft Excel (e.g. Comma Separated, Tab Separated or similar) with a preferred method of web based access and reporting.
      2. The reports available shall meet the following data drill downs at a minimum:
         • By User, number of copies / prints (B&W and Color), finishing / paper size / duplex / simplex
• By department, by user, separated by staff and students by account, by number copies / prints (B&W and Color)
• Proposer shall provide on-going support for printing, scanning, as well as support for the data collection and chargeback services and products contained within this RFP. Any additional support as it relates to this support shall be detailed within the proposer’s response.

g. References Requirement

i. The Proposer must provide the names and contact information for a minimum of four (4) customer references in the format provided in Exhibit G (Customer References).

ii. At a minimum, customer references must include the following:

1. one (1) reference from a government organization or K-12 Education; and
2. one (1) reference from a customer with at least 2,500 full-time employees (or a customer that has similar requirements) and multiple locations who has received similar services from the Proposer at multiple location.

iii. All references must be for similar services provided to the reference within the last three (3) years. (References utilizing the proposed accounting solution with a similar number of devices and users and examples of installs with follow-me print technology a plus.)

iv. Relationship of Customer Reference to Proposer – References provided by the Proposer must not be from a person, company, or organization with any interest, financial or otherwise, in the Proposer organization. References that do not originate from a client in an arms-length relationship with Proposer will be rejected.

v. Customer Reference Forms – Proposer is responsible for providing the Customer Reference Form (Exhibit G) to each of the customer references, and for ensuring that all completed customer reference forms are delivered to the Project Lead by the time and date they are due. Therefore, Proposer should select customer references who will respond in a timely manner.

vi. Each organization listed as a customer reference in Section IV. / g. / i. must complete the Customer Reference Form (Exhibit G) and mail or e-mail it directly to the Project Lead at the location described in Exhibit G. The Project Lead should receive all forms no later than the Customer References Due time and date listed in Exhibit G. Postmarking by that date and time will not be accepted as a substitute for receipt. Proposers may e-mail the Project Lead prior to the proposal due date to verify which references have been received.

vii. District’s Right to Contact Other References – The District or the Ascher Group, at its discretion, may contact other Proposer customers for references and may follow up on any and all other leads it receives related to the Proposer’s performance and provision of Services.

viii. District as a Customer Reference – If the District is a current or former customer of a Proposer, do not list the District as a reference.

ix. Unfavorable References – The District reserves the right to eliminate from further consideration any Proposer who, in the opinion of the District, receives an unfavorable report from a Customer reference. Reports gathered under District’s right to act as a customer reference as described above shall be included in this right.

x. First Four References – The District and the Ascher Group will accept only the first four references received for any proposer, regardless of the score of the first four references. Any references received after the first four will not be considered for the scoring within Tier I Shortlisting.
h. Acceptance of RFP Requirements
i. In compliance with this Request for Proposals and subject to all Terms and Conditions thereof, the undersigned offers and agrees, if the Proposal is accepted, to furnish any or all of the items or services listed herein at the fees and terms stated except as stated below. I also acknowledge receipt of 42 pages of this RFP and all Addendum and Exhibits.

Signature

Name

Title

Company Name

Date

Exceptions to the RFP Mandatory Requirements, if any:
V. **Mandatory Questions**

Respondent must fully answer all of the following questions and points to the best of their ability and according to the proposed equipment, service, supply and software. This section is mandatory and failure to complete this section is grounds for rejection of respondent’s entire proposal.

a. **Mandatory Respondent Company Questions**

i. Ownership, State of incorporation, date, Tax ID Number and W9.

ii. Location of local office(s).

iii. Number of employees.

iv. Company background and history.

v. Company qualifications as a superior service provider for this RFP.

vi. Dun and Bradstreet number.

vii. Resumes for key staff to be responsible for contract performance.

viii. Is your firm now, or has it been at any time in the last five years, the debtor in a bankruptcy case?

ix. In the past five years, has your firm been debarred or determined to be a non-responsible bidder or contract, including debarment from Federal Contracts?

x. In the past five years, has a governmental or private entity or individual terminated your firm’s contract prior to completion of the contract for non-performance?

xi. In the past five years, has your firm been the defendant in court on a matter related to any work performance on a contract?

xii. In the past five years, has your firm or any owners, partners or officers, been assessed penalties, or found to have violated laws, rules or regulations enforced or administered by a government entity? This does not include owners of stock in your firm if your firm is a publicly traded corporation.

xiii. Is a governmental entity or school district currently investigating your firm for false claims or material misrepresentations?

xiv. In the past five years, has a governmental entity or school district determined your firm made a false claim or material misrepresentation?

xv. In the past five years, has your firm or any of its owners or officers been convicted of a crime involving the bidding of a government contract, the awarding of a government contract, the performance of a government contract, or the crime of fraud, theft, embezzlement, perjury, bribery? For this question, the term “owner” does not include those who own stock in a publicly traded corporation.

xvi. Does your firm have a known or potential conflict of interest with Blue Valley School District? If yes please provide details.
xvii. Does your organization perform quarterly account / equipment reviews? If so can you provide samples?

xviii. Please describe your methodology for determining whether an issue resolution is training and therefore included or consulting services and would be charged for.

b. Equipment Questions

i. Respondent must provide a letter from the manufacturer(s) proposed, certifying the respondent as an authorized dealer and service organization.

ii. For each model proposed, how long would installation take?

iii. For each model proposed, describe any additional features that come as part of the base package that are over and above the specifications. (i.e. automatically comes with 3-hole punch, scan capabilities to OCR, Word, Excel, etc)

iv. Please detail the specifications for the RIP(s) proposed as well as any RIP upgrade(s) that may be available.

v. Please provide the maximum and minimum paper weight rating for the proposed equipment in Grams per Square Meter (GSM). If all weights listed are not accessible from all paper sources, please list the exceptions.

vi. Please provide the maximum paper capacity (assuming 20# office paper) for each model proposed (add rows as needed). Add any detail deemed relevant by the proposer.

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vii. Please provide the maximum paper capacity (assuming 20# office paper) for each model's finishers as configured and proposed (add rows as needed). Add any detail deemed relevant by the proposer.

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viii. Please provide the maximum monthly volume, Preventative Maintenance schedule, transfer belt life and drum life for the proposed equipment within Group B, B1 and B2.

c. Service Summary, Overview, and Questions

Service Summary & Overview

The service model is a particularly important area for the District and the success of this program. The District’s current model has been working well over the current contract. District staff have benefited from the consistency of the Dedicated Customer Support Team through the ability to reach them on the phone within the District, or by emailing them via a District email group.

Communication from the inception of the service or other requests made through completion is critical. Setting expectations, providing updates and following through on what was to happen next and when are just as important as efficiently completing the repair. This is the expectation in our work culture.

The service model in place for the last several years includes one dedicated Customer Service Manager and Customer Service Representative. A dedicated year-round technician for the copiers and would now include Smart Laser Printers and a lead production technician in addition to management and specialists support. As expectations of maintaining the technical and software supports of this program have evolved, so too is the necessity for additional technical support to supplement the front-line Dedicated Customer Service Team to provide a proactive management solution that takes some burden off of the district while keeping a high uptime of all related services. The District prefers for all efforts related to infrastructure changes, security changes and any modification necessary to software services to remain supported and operational to be inclusive and proactively planned for by the vendor.

Customer Care Visits (CCV) are critical to our account and expected. In our environment, we require proactive visits of our equipment and our Key Operators to check on functionality, training, supplies and place service requests when necessary. At a minimum we expect that all of our device install locations will be visited by the CCV team every two weeks.

Post-sale analyst support for the life of the contract is critical to help ensure software solutions are properly functioning, proactively looking for advancements or process improvements and to be the expert in alerting and advising the District on firmware, security, software, feature requests, print drivers, impacts to print servers or other updates to be planned and implemented by the vendor.

The previous information is presented to give you some scope of what has been attempted in order for the respondent to propose improvements to the service model we requested of the current vendor. The current model in place was an improvement over the model before that and the School District is looking to adjust to meet our changing needs as the functioning of technology becomes more important to the overall solution.

Service Questions

i. Please describe your service response time guarantees including any penalties for failure to meet this response time.

ii. Please reference the attached Service Level Agreement and illustrate how you can best meet these objectives (Exhibit F). The attached SLA is intended to outline many of the areas important to the District. Using the same format and methodology, what components and measurements are you confident in offering?

iii. At what point do you determine a response time is too long for an individual call and source another technician to address the waiting call?
iv. At what point would you determine that an open call time is too long and what remedies would you propose?

v. Please describe which supplies, consumables and parts are not included within your service and supplies pricing.

vi. What process for ordering a service call including any electronic or automated methods would you envision for a hosted help desk in the District?

vii. Can service, supplies and training requests all be funneled to one point of contact or request? Please describe solution.

viii. Contracted service hours are from 8:00 AM – 5:00 PM (except when vendor labor is present in the Printshop). Describe how you would address service opportunities outside of these hours if you are nearing completion on a project, a building is without a device or you are in jeopardy of missing an SLA measurement?

ix. Due to the high volume on the production equipment, describe your model for providing prompt and proactive service for this equipment?

x. During peak production, typically at the start of the school year, the production equipment is often used for extended hours over the weekend. Are you willing to commit service technicians on Monday mornings to address issues experienced over the weekend? Are you willing to offer a limited number of evening or weekend calls for no additional costs?

xi. What methodology does your organization utilize for notifying technicians of a service call? Are service error codes forwarded to the technician if applicable?

xii. How do you propose to manage communication with end users?

xiii. What is the process a customer should follow for the escalation of a service issue?

xiv. Does your organization set a supply budget for your field service technicians or require them to purchase parts?

xv. Who inside your organization would be the main contact for the District regarding service issues?

xvi. It is the preference of the District to have some dedicated labor, solely dedicated to the District that would be the face of customer service and the primary technician on the fleet. Describe what staffing model you are proposing? What alternate to this requirement would you propose that would increase customer satisfaction, proposed up-time and service response time?
xvii. In an effort to outsource some of the ITS oversight of servers related to this project, describe what servers you propose hosting offsite and why? This cost should be captured in the base cost of the agreement.

xviii. What servers do you recommend reside within the District and why?

xix. Any related server residing within the District shall be maintained by the vendor per the expectations set by the District. At a minimum to include current supported OS versions and security patching, supported versions of software and unique complex passwords that refresh every six months. Who will be providing this support and what expertise do they have in doing so?

xx. What supports do you envision from the District's ITS Department in order for this solution to be successful?

xxi. Please illustrate how you plan to deliver on the District's change of service model to be more inclusive and proactively including of technical support for software and systems management?

xxii. How do you propose to deliver the Customer Care Visit program? What tasks would you expect to be accomplished during a Customer Care Visit?

xxiii. Describe how your service department takes advantage of any device monitoring software alerts to proactively service devices at another account? How might this work for our District?

xxiv. The District has in place a “Key Operator” program intended to be a liaison between the building/department and the vendor. The vendor is expected to maintain the contact list, establish a professional relationship with and invest in these individuals over the life of the contract. How do you propose to deliver a successful “Key Operator” program?

xxv. Describe how you are prepared to deliver on or exceed our expectations for post-sale analyst support?

xxvi. What assumptions were included in providing an all-inclusive proposal that covers all related software maintenance, upgrade, update, new version implementation, patches, fixes, custom reports, drivers to provide current and supported software solutions for software that is either provided or owned by the District and maintained under this agreement?

xxvii. What service items do you propose storing in the districts Print Shop for quicker response?

xxviii. If a central location is provided to store walk-up fleet service items, how much space would be required and what do you propose storing to allow for a quicker service response?

xxix. Please describe your process for issuing service click and paper credit.

xxx. What is the process a customer should follow for requesting additional metered supplies? How are bulk requests treated?
d. Pricing and Billing Questions

i. Who inside your organization would be the main contact for the District regarding additional equipment needs and on-going pricing?

ii. Detail your capabilities for reporting, particularly for service calls and monthly volumes. Include sample reports. Keep in mind billing will be tied only to “Accounting Solution” trackable impressions with the exception of the production equipment.

iii. Detail your meter read collection process to include monthly reporting.

iv. If a District location does not submit a meter read for a given period, what method would be used to determine billing for service and supplies?

v. Please describe your process for issuing credits for billing disputes.

vi. What penalties for service response time would your company propose?

vii. What types of service calls would not be covered by your proposed service pricing?

viii. What supplies would not be covered by your proposed supplies pricing?

ix. Is your company able to add units to this agreement including adding unit’s mid-term that are coterminous without adding base costs or additional volume?

x. The District intends to open one new Elementary School during the life of this agreement. Are you willing and able to include the equipment and licensing capacity necessary to support this building opening as early as July 2022 in the initial base costs and deliver the assets at a later date? Another option would be to utilize these assets as part of the test environment and the District will house until they relocate to the new school. Please describe what flexibility you can offer the District.

xi. Detail any additional services, as it relates to the RFP, which would result in any additional charges if any.

xii. Please detail your capability to bill one consolidated invoice with a detailed backup. Please include sample invoices.

xiii. The District has required within this RFP, that the cost per copy contract be billed monthly at the beginning of the month with an annual reconciliation. Seasonal labor and other...
overages are billed in-arrears. Are there other options that you would propose that would lower costs? Is so, what and by how much?

xiv. Please confirm how you would apply unused B/W or Color to balance an overage of the other at year end?

xv. In order to offer some flexibility on install dates, we have allowed devices to be installed prior to July 1st, 2020, and we require vendors to address any devices installed prior to July 1st, 2020 in one of the following ways:

Option 1: Copies/Prints can be made on devices installed prior to July 1, 2020, and the vendor agrees to not charge for the Copies/Prints, service, equipment or any other charges leading up to the contract start date of July 1st, 2020.

Option 2: Copies/Prints can be made on devices installed prior to July 1, 2020 and will be considered as part of the July 2020 reporting and part of the first annual B/W and Color impression guarantees/overage calculations. No additional charges for service, equipment or any other charges will apply for allowing the devices to begin install prior to July 1st, 2020.

Please indicate which option you are offering the District.

xvi. Please include all contracts that would be required to be signed by Blue Valley School District as part of any subsequent agreement in your RFP response in Microsoft Word Format.

c. Technology Questions

i. Accounting Solution and Optional Accounting Software Questions

1. Do you offer Kofax Equitrac support as an “Accounting Software”? Our preference would be to leverage the investment already made in Equitrac and that should be reflected. Are you able to offer PaperCut as an alternative in the unforeseen event that the District elects to change?

2. Describe your local analysts experience in working with the “Accounting Software”?

3. What value-added support can your local analyst offer in maintaining and modifying a custom statement report coming out of the “Accounting Software”?

4. Based on the offerings within this proposal and the “Accounting Software”, what expertise and customization is offered to the District to mine data determined useful and create necessary reports?

5. If the District is to host the “Accounting Software”, what are the hardware specifications and OS requirements of the VM environment supplied by the District to run the “Accounting Software”? 
6. You understand that if the District provides the VM space to run the application, that does not replace your responsibility as the vendor to setup, utilize, facilitate, update the OS, patching, security and fully support the application?

7. If the “Accounting Solution” or portions thereof are hosted by the vendor, please detail where it will be hosted and what uptime assurances are offered?

8. Please describe how proximity card readers will be secured on all provided devices other than production equipment?

9. In this proposal, to what level does the Proposer require support from the District related to the “Accounting Solution”?

10. What abilities might a dedicated staff have to trouble shoot issues with the “Accounting Software” system?

11. Describe what additional services might be utilized in the new Kofax Control Suite that now encompasses Equitrac.

ii. RSA Solution Questions

1. Describe how the Proposer specific portion of the workflow would integrate with the District’s RSA solution.

2. What automation benefits with RSA does the front-end controllers proposed for the production equipment offer?

3. Explain the technical ability of local staff in working with the RSA workflow components?

4. What abilities might a dedicated service technician have to trouble shoot issues with the RSA Workflow?

5. What if any Production Equipment proposed, front-end or print device have you never before integrated with a customer using RSA WebCRD, QDirect and ReadyPrint?

iii. Identify any network component or application needing outside access by the Proposer (Keeping in mind the dedicated staff will have access within the network) and describe why this is being requested. Our goal is to limit the need for outside support by using hosted solutions where possible.

iv. The District currently handles incoming faxes over IP and redirects them to a printer associated with each incoming fax number. Currently these prints are directed to laser printers. How can this be accounted for in the “Accounting Solution” and allowed on select print devices? Successful vendor is expected to setup, utilize and maintain “Accounting Solution” to deliver faxes to a provided print device with secure release, email group delivery or shared cloud drive deliver as determined by the District.
v. Do you support a common universal print driver for all B/W and separately all color devices offered? Meaning we would like to only deploy two drivers per Windows or Macintosh environments that can drive all B/W and Color Smart Laser Printers and Walk up copiers.

vi. Can your print driver be defaulted to b/w regardless of how you previously printed a job?

vii. Will your universal print drivers contain all finishing options that may be available? How will it react if finishing is selected and the job is attempted to be released on a device with no finishing?

viii. Describe the ITS print server architecture provided by and hosted at the District necessary to support Cloud based printing or a follow me print solution for the number of devices and users we have at the District. Include the optional cost in Exhibit A.

ix. Describe what mobile print technology (All Android and Latest iOS) that integrates with the “Accounting Software” proposed is possible? Provide options for cost in Exhibit A.

x. How does the security model for secure print jobs integrate or leverage an Active Directory Account if different than Equitrac?

xi. How does the system integrate an Active Directory Account when scanning to email or to a cloud storage (Google Drive (G Suite for Education) and Microsoft OneDrive both support single sign on with the District)? Are any accounts and/or passwords stored on the device? Are they encrypted or sent “in the clear” during user authentication?

xii. How many network connections are required for each device?

xiii. Does the network device support 100 BaseT? 1000 BaseT?

xiv. Please provide additional information about applications that would allow for better integration with Office 365, Canvas and Translation Services. Provide options for costs in Exhibit A.

xv. What device software, if any, is required for accessing other device functionality such as scanning or configuration?

xvi. What remote management capabilities exist for configuring device services, auditing device settings, managing applications, modifying settings, providing training and virtual support?

xvii. Please describe your equipment’s document security capabilities / functionalities in particular as it relates to overwriting the hard drive (please include how many times the data is overwritten).
1. Can the equipment be set to overwrite the hard drive at regular intervals or is this strictly a manual process at the unit?

2. Can the overwrite setting be changed through either the network device monitoring system and / or through the network accessible administration tools?

3. Is this common across all equipment proposed?

xviii. The District requires that data eradication to current Department of Defense Standards be included as a minimum upon the return of any device at any time. Describe your practices of cleansing the data on devices upon replacement or term?

xix. Describe your equipment's scanning capability including scan to file in cloud storage on Google Drive and Microsoft OneDrive and scan to E-Mail via office 365.

xx. Can your solution support a “Home Directory” that is mapped using a user profile to a cloud solution such as Google Drive or Microsoft OneDrive as the default setting?

xxi. What, if any, encryption can be used within these scanning destinations (i.e. file, E-Mail etc.)?

xxii. When sending a scan from your equipment via E-Mail the District requires the “from” line to be the authenticated user. Does this pose a problem for your solution?

xxiii. When sending a document via email, do your products provide attachment size control? If so please describe how this is accomplished.

xxiv. Does your equipment possess the ability to disable features individually (e.g. scan to email) on the local control panel and / or through the network administrator controls?

xxv. Do you offer OCR scanning capabilities on any of the copiers offered in this proposal? If so, provide details on the product including manufacturer, name, version, installation steps, and licensing options. In addition provide cost options in Exhibit A if not part of the core offering.

f. Training and Implementation Questions

i. What experience do you have implementing a dynamic training program similar to our outline (see Exhibit D)?

ii. What enhancements to our training plan would you offer?

iii. How do you intend to meet the needs of the training plan?
iv. Do you foresee any problems meeting the major dates outlined in the preliminary implantation plan?

v. How do you plan to logistically meet the preliminary implementation schedule?

vi. Based on our preliminary implementation plan, how can it be modified to insure a smooth transition? (Exhibits E1 and E2)

vii. What types of training collateral / material is available for each model proposed?

viii. Can your organization arrange for OEM trainers onsite during the initial equipment implementation plan?

ix. Shortly after award will you make resources available to develop training materials (video’s, handouts, etc.) branded for our installation and showing our exact screens in use?

x. If provided an intranet webpage to manage the content and messaging to end users during the life of the agreement, how would you utilize this opportunity and who would be responsible for maintaining fresh content?

xi. In addition to the questions and specifications already shared, what additional value or creativity do you offer that we may not have asked for yet, but supports our goals in this RFP?

xii. Please reference Exhibit H Print Shop Map. The green shaded area indicates the available space for the Print Shop production copiers and front end computers. Please include rough drawings on how each of your proposals might fit within this space. Indicate where necessary power and network drops would be necessary. We are limited on space, however if components don’t fit, share with us what those items are and the dimensions. Note that no furnishings for computers are necessary in this proposal.
VI. Scoring and Shortlisting

a. Evaluation of Proposals. An evaluation committee, comprised of District employees, and/or a District retained consultant shall evaluate proposals received. The term "Evaluators", as referenced hereafter, shall be used to refer to those persons involved in the evaluation of proposals received (or equipment in the event the district deems this necessary) and shall be used synonymously whether the evaluations are being performed by district employees and/or the district retained consultant.

b. Phased Evaluations. Evaluation of proposals received will be conducted in the following Phases.

i. Phase I Evaluation, Minimum Eligibility Requirements. Proposals will be evaluated for compliance with Section IV, RFP Requirements. Proposals will be ranked in accordance to their compliance with Section IV of this RFP with one point given for each requirement met. All proposers who receive a point for 90% or more of the requirements will be moved forward to the Phase I shortlisting. No less than 5 respondents, or 50% of all respondents, (whichever is lower) will be moved forward to Phase I shortlisting and in the case that five respondents did not receive a point for 90% or more of the requirements, the top 5 respondents will be moved forward to Phase I regardless of score. However, the District reserves the right to waive irregularities or technicalities in proposals received and to further consider proposals with waived irregularities or technicalities.

ii. Phase I Shortlisting. All proposals will be evaluated according to the point schedule listed below. Proposals not short-listed will not be further considered.

<table>
<thead>
<tr>
<th>Section</th>
<th>Section Title</th>
<th>Total Possible Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section V, a</td>
<td>Company Questions</td>
<td>50 Points</td>
</tr>
<tr>
<td>Section V, b</td>
<td>Equipment Questions</td>
<td>100 Points</td>
</tr>
<tr>
<td>Section V, c</td>
<td>Service Questions</td>
<td>150 Points</td>
</tr>
<tr>
<td>Section V, d</td>
<td>Pricing and Billing Questions</td>
<td>100 Points</td>
</tr>
<tr>
<td>Section V, e</td>
<td>Technology Questions</td>
<td>100 Points</td>
</tr>
<tr>
<td>Section V, f</td>
<td>Training and Implementation Questions</td>
<td>100 Points</td>
</tr>
<tr>
<td>Exhibit G</td>
<td>References (25 total possible points per Reference)</td>
<td>100 Points</td>
</tr>
</tbody>
</table>

Total Possible Points 700 Points

Those proposals that achieve 65% of the total possible points (455 points) will be considered to be moved forward to Phase II, interviews and Presentations with no more than 5 and no less than 3 respondents moving forward to Phase II. The score for each respondent will be assigned by the committee as a whole following a final scoring meeting. If more than 5 respondents achieve 65% of the total points available only the top five will be moved forward. Conversely, if less than three respondents achieve 65% of the total score available, the top three will be selected to move forward. The decision to include any additional respondents beyond a total of 5 is at the sole discretion of the District based upon the best business decision for the District.

iii. Phase II Interviews and Presentations. All successful Phase I shortlisted respondents will be invited to make a presentation over their proposal and be interviewed by the evaluation committee. Specific interview questions and presentation topics as well as individual scoring criteria will be disclosed at the time of shortlisting based upon RFP responses. This evaluation shall be scored with the committee taking the original proposals and presented information into consideration and according to the following point structure:

<table>
<thead>
<tr>
<th>Section</th>
<th>Section Title</th>
<th>Total Possible Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section</td>
<td>Proposer Qualifications</td>
<td>100 Points</td>
</tr>
</tbody>
</table>
1. Evaluation of Cost Proposals. Cost proposals will be evaluated based on the calculation of Total Cost of Average Monthly Ownership per Group, utilizing the following formula:

\[
\text{Monthly cost per copy at the baseline of 60 months} + \text{Cost of any included or base minimum impressions} + \text{Cost of average number of monthly impressions (less any included or base minimum impressions)} + \text{Configuration Adjustments (such as the need for two network drops for both scanning and printing)} + \text{Additional Pricing Items as included and priced in Exhibit A.}
\]

\[
= \text{Total Cost of Average Monthly Ownership for the Option(s) selected by District will be used for cost evaluation and will be calculated according to the following formula:}
\]

\[
\text{Lowest Proposed Price} \times \frac{\text{Possible Points Available}}{100} = \text{Total Cost of Average Monthly Ownership Score (rounded to the nearest whole number)}
\]

The possible points available per group will be:
- Group A: 150
- Group B: 125
- Group C: 25

Those proposers that achieve 75% of the total possible points for the Groups responded to will be moved forward to Phase III, Testing with no more than 3 and no less than 2 respondents moving forward to Phase III. If more than 3 respondents achieve 75% of the total points available only the top three will be moved forward. Conversely, is less than two respondents achieve 75% of the total score available, the top two will be selected to move forward.

iv. Phase III Testing – Each proposer short-listed following Phase II evaluations may be tested for further consideration. The District will conduct testing at a location to be determined by each proposer. The testing will be conducted over the following criteria:

1. Production capability of Equipment in Group B – **100 Possible Points**
2. Technology Proposed in Groups A, B and / or C – Demonstration and proposer technical capabilities – **100 Possible Points**
3. Accounting Software – Demonstration of solution integrated with devices and technical capabilities – **50 Possible Points**
4. RSA– Demonstration of workflow and technology – **50 Possible Points**

Based upon the results of the testing phase the District would move forward to contract negotiations with all successful testers. The decision to move forward with the successful proposer will be determined according to the following scores:
Phase II scoring 600 possible points
Phase III scoring 300 possible points

**Total Possible Points** 900 possible Points

The District will begin contract negotiations with all respondents that achieve 75% of the total possible points for the Groups responded to with no more than 3 and no less than 2 moving forward to contract negotiations. If more than 3 respondents achieve 75% of the total points available only the top three will be moved forward. Conversely, if less than two respondents achieve 75% of the total score available, the top two will be selected to move forward.

The District will recommend the highest ranked respondent(s) of all respondents for contract award upon successful contract negotiations. The District may declare an impasse at any point in the equipment testing or contract negotiation phase. In the event that the District declares an impasse in contract negotiation or equipment testing with any top-ranked proposer(s), the District may award the contract to the next top-ranked respondent(s) or may reject all proposals received.

c. **Award.** Based upon the results Phase III, the Committee, at its sole discretion, may: recommend award to the top ranked proposer; may recommend award to more than one top ranked proposer; or, may reject all proposals received.

d. The Committee reserves the right to ask questions of a clarifying nature once proposals have been opened, interview any or all proposers that respond to the RFP, or make their recommendations based solely on the information contained in the proposals submitted.

e. **Release of information.** Due to the business interests of the District as part of this RFP scores will be disclosed post award.
VII. Attachments

Exhibit A – Pricing
Exhibit B – Fleet Information
Exhibit C – RSA Server Specifications
Exhibit D – Training Plan
Exhibit E – Implementation Plan – Part 1, Implementation date – Part 2, Implementation Gant chart
Exhibit F – Service Level Agreement
Exhibit G – Customer References
Exhibit H – Print Shop Map