

# **Consolidated School District of New Britain**

## **REQUEST FOR PROPOSAL**

# **Managed Print Services**

**Proposal Release Date: Thursday, March 16, 2023**

**Issued By:**

RFP- Managed Print Services

**Jeff Prokop**

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## INTRODUCTION

This is an invitation to vendors to participate in a Request for Proposal (“RFP”) for Managed Print Services. Awards will be based on Proposer responses to this RFP.

### **About Consolidated School District of New Britain:**

#### **Introduction**

**Consolidated School District of New Britain (CSDNB), CT**, also known as **New Britain Public Schools**, is a [school district](#) headquartered in [New Britain, Connecticut](#). The district serves approximately 10,000 students.

#### **High School**

- New Britain High School
- Satellite Careers Academy (SCA)

#### **Middle schools**

- Pulaski Middle School
- Slade Middle School
- House of Arts Letters and Sciences Academy (HALS Academy)

#### **Primary/ schools**

- Chamberlain Primary School
- DiLoreto Magnet School (K-8)
- Gaffney Elementary School (PK-5)
- Holmes Elementary School
- Jefferson Elementary School
- Lincoln Elementary School
- Northend Elementary School
- Smalley Elementary School
- Smith Elementary School
- Vance Elementary School

#### **Shared Campus / Smaller Learning Centers**

- Roosevelt (formerly a middle school) is a shared campus between SCA, HALS and the Roosevelt Early Learning Center (Preschool).
- Brookside is a small campus building hosting students grades 8-12.
- New Britain Transitional Center is a small campus building hosting students grades K-12.

**This Request for Proposal seeks competitive proposals complying with the terms, conditions and requirements set forth below.**

**CSDNB will accept proposals until 3:00 PM., 04/14/2023. Proposals shall be submitted electronically.**

**Any questions or concerns regarding this Request for Proposal shall be directed to Jeff Prokop electronically to e-mail address: [prokop@csdnb.org](mailto:prokop@csdnb.org).**

## Proposal Evaluations

Factors which will be used to evaluate Respondent's proposals include the following selection criteria:

<b><u>Evaluation Criteria</u></b>	<b><u>Weight</u></b>
<b>Organizational Capability, Account Support &amp; Staffing Plan</b>	<b>20 Points</b>
Demonstrated experience of the Respondent providing Managed Print Services to education for a minimum of five (5) years.	
A staffing plan that describes the number, function, relevant experience and competencies of employees and management team assigned for this proposal. Staffing plan demonstrates the overall quality of employees and management team, adequacy of staffing levels for the assignment given previous experience in similar projects at education institutions of similar or greater size than Consolidated School District of New Britain.	
<b>Implementation, Deployment, and Transition-Out Plans</b>	<b>10 Points</b>
Preliminary project plan which provides a comprehensive management approach and description of processes to be applied when executing the services. This should include a timeline with key milestones for the projects as well as development of weekly reports.	
Comprehensive and effective proposal with regards to a Change Management Plan	
Preliminary project plan that provides a comprehensive management approach, timeline and description of processes to be used in conducting the work.	
Transition-out plan is comprehensive and addresses the needs of Consolidated School District of New Britain while taking a thoughtful and all-inclusive approach to consider the districts best interest.	
<b>Technology Features and Functionalities of Proposed Hardware, Infrastructure, Software and Security Plan</b>	<b>10 Points</b>
Features and functionalities of the Respondent's hardware, software, and infrastructure (where applicable).	
Features and functionalities of the Respondent's hardware, software and infrastructure (where applicable) are user-friendly.	
Overall quality of hardware, software and infrastructure (where applicable) which meets or exceeds Consolidated School District of New Britain's expectations.	
Equipment qualifies as ENERGY STAR® compliant.	
Respondent's plan considers Consolidated School District of New Britain's security needs and adheres to the requirements outlined by the school district. Thoughtful consideration has been given to provide a superior level of service related to potential security issues, including prompt remediation of security issues.	
<b>Pricing/Fee Structure</b>	<b>40 Points</b>
Pricing is fair, competitive, and consistent with rates offered to peer institutions/organizations utilizing similar services.	
Approach to fee structure is comprehensive, simple to understand, and easily applied within a practical environment.	
Overall value to Consolidated School District of New Britain of any financial incentives, including but not limited to rebates, tiered/volume discounts, various incentive programs.	
<b>References &amp; History of Success</b>	<b>10 Points</b>

Three References from other education institutes which have contracted or utilized Respondent’s services, whose requirements are similar to those outlined herein.	
Examples of managed print services projects with successful outcomes at comparable education institutions. At a minimum those examples should be provided for <b>each institution utilized as a reference.</b>	
Projected cost savings/containment opportunities realized as a result of a successfully deployed managed print services program, including examples of savings opportunities (in dollars) realized by other clients as a result of instituting a managed print services program. Projected cost savings shall be based on actual data and be itemized, delineated, and presented in a fashion which is easily understood and can be effectively communicated.	
Demonstrated experience in successfully planning, implementing, and executing processes for rightsizing equipment with other public education institutes.	
<b>Reporting/Analytical Capabilities</b>	<b>10 Points</b>
Demonstrated ability to provide robust reporting which meets or exceeds the Consolidated School District of New Britain’s requirements as outlined: including but not limited to: reports of print operations, i.e. volume by user, total number of pages and other printing analytics; invoice reports for job tickets; client detail reports; and accounting reports	
<b>TOTAL POINTS AVAILABLE:</b>	<b>100 POINTS</b>

The award of a contract will be based upon a comprehensive review, analysis and negotiation of the proposal, which is most advantageous to the needs of Consolidated School District of New Britain. The contract award will be based on a points-earned matrix derived from a pricing and technical evaluation as outlined below.

Consolidated School District of New Britain will exercise a Best and Final Offer (BAFO) approach to this procurement, for which additional details are included below.

The award shall be made to the most responsive bidder offering the most advantageous proposal to Consolidated School District of New Britain, as determined by Consolidated School District of New Britain. All Bidders submitting proposals concur with this method of award and will not, under any circumstances or in any manner, dispute any award made using this method.

All proposals will be evaluated by a committee, which will use the specific evaluation criteria listed. The importance given to each element is represented proportionately by the respective point assignments as noted above.

The submittal and evaluation of proposals received in response to this RFP shall adhere to a two-phased approach as outlined below.

**Phase # 1:**

Phase one of this RFP will require prequalified bidders to provide a response to the RFP per the terms, conditions and specifications outlined in in this document. Two (2) bidders shall be selected as a result of the evaluation of phase one proposals. The two bidders who will be invited to proceed to phase two of the evaluation will be those whose proposals receive the highest score and/or ranking.

**Phase # 2:**

Phase two of this procurement will consist of two bidder finalists, selected by Consolidated School District of New Britain as a result of the initial round of evaluation of the RFP responses, to participate in a best and final (BAFO) offer process through which both vendors will complete a full assessment of Consolidated School District of New Britain’s current printing infrastructure and practices to determine needs for future efficiency, recommend solutions for rightsizing, and provide updated financial proposals based upon a **cost per copy model**. Any expenses incurred during the process of completing a full assessment will be borne at the expense of the Respondent. Respondents selected as finalists will be required to sign a Nondisclosure agreement prior to proceeding to the second phase of this procurement.

**Estimated Timetable**

The following schedule will apply to this RFP:

- Release of RFP ..... Thursday, March 16, 2023**
- Closing Date for Written Inquiries..... Wednesday, March 29, 2023**
- Answers to Written Inquiries Posted Online: ..... Friday, March 31, 2023
- Submission of RFP ..... Friday, April 14, 2023**
- Est. Date of Identification of Finalists
- Presentations and Walkthrough ..... April 20-24, 2023
- Anticipated Due Date of BAFO ..... Monday, May 8, 2023**
- Anticipated Award Date..... Monday, May 15, 2023**
- Contract Execution and Device Fleet Deployment.....**Summer 2023**
- Service Commencement TBA

**INSTRUCTIONS TO BIDDERS**

**Point of Contact and Inquiries**

**Jeff Prokop electronically to e-mail address: [prokop@csdnb.org](mailto:prokop@csdnb.org).**

All questions must be submitted in writing via email. Consolidated School District of New Britain will provide a written response to all written requests for clarification and will post the responses online in a Q&A format. All questions must be received by **Wednesday, March 29, 2023.**

**Submission Format**

The following process so described is intended to ensure that all Proposers have equal access to information relative to this RFP. No information communicated verbally shall be effective unless confirmed by written communication.

In all cases, no verbal communication will override written communications and only written communications are binding.

**This Request for Proposal seeks competitive proposals complying with the terms, conditions and requirements set forth below.**

**CSDNB will accept proposals until 3:00 PM., 04/14/2023.**

**Proposals shall be submitted electronically.**

**\*\*\*IMPORTANT NOTE\*\*\***

**Any RFP proposal received after the date and time stated will not be considered and will be returned to the Proposer unopened.**

Proposals should be presented in a format that can easily be incorporated into a contract between the proposer and Consolidated School District of New Britain. Proposals must be submitted electronically within same time frame as hard copies.

**Bidding Terms**

Proposals must demonstrate: an understanding of the scope of work, the ability to accomplish the tasks set forth; and must include information that will enable Consolidated School District of New Britain to determine the proposer's overall qualifications.

Each Proposer must respond to, and be capable of, supplying all services outlined in the RFP specification.

**Addenda to the RFP:** If it becomes necessary to revise any part of this RFP, notice of the revision will be given in the form of an addendum to all prospective proposers who are on record with the Purchasing Department as having received this RFP. All addenda shall become a part of this RFP. Receipt of addenda must be acknowledged by each proposer. The failure of a Bidder to acknowledge any addendum shall not relieve the Bidder of the responsibility for complying with the terms thereof. All addenda must be signed by an authorized representative of the Respondent and returned with the proposal on or before the proposal opening date. Failure to sign and return any and all addenda shall be grounds for rejection of the proposal response.

**RFP Status and Submission Information:**

- a. **RFP Acceptance/Rejection:** Consolidated School District of New Britain reserves the right to cancel this solicitation, to reject any or all proposals received (or any part thereof without penalty), to waive informalities or irregularities and to award a contract not based solely on the lowest cost, but based on an offer which, in the sole opinion of Consolidated School District of New Britain, best fulfills or exceeds the requirements of this RFP and is most advantageous to Consolidated School District of New Britain. Non-acceptance of a proposal shall mean that another proposal was deemed more advantageous to Consolidated School District of New Britain or that all proposals were rejected. Firms whose proposals are not accepted shall be notified after a binding contractual agreement between Consolidated School District of New Britain and the selected bidder exists or after the Consolidated School District of New Britain has rejected all proposals.
- b. **RFP Submittals:** Any exceptions and/or alternates must be stated in the response to the RFP. All exceptions must be outlined on a separate document titled "Exceptions to Terms, Conditions, and Specifications". Failure to provide required data to allow for evaluation of the RFP or failure to complete the accompanying documents may be grounds for rejecting the RFP.

Consolidated School District of New Britain expressly reserves the right to negotiate prior to an award, any contract that may result from this RFP. Further, this bid creates no obligation on the part of Consolidated School District of New Britain to award a contract.

- c. **Effective Period of Proposals:** The proposals submitted must remain in effect for a minimum period of one hundred eighty (180) days after the closing date to allow time for evaluation, approval, negotiation, and award of the contract.

**Proposal Preparation, Pre-Award Presentations and Negotiations:**

- a. **Proposal Preparation:** Consolidated School District of New Britain will assume no cost for proposal preparation and submission. Answers to Proposer’s questions that impact scope, timetable, etc. will be communicated in writing contemporaneously to all parties as quickly as possible. If Consolidated School District of New Britain awards a contract to a Proposer, the Proposer’s responses to this RFP will become part of the executed contract.
- b. **Pre-Award Presentations:** As a part of the evaluation process, Consolidated School District of New Britain may require presentations from the highest ranked proposers. If a Proposer is requested to make a presentation, the Proposer will make the necessary arrangements and bear all costs associated with the presentation. Consolidated School District of New Britain tentatively expects presentations to occur in accordance with the timetable included in this RFP. Respondents are hereby notified of the likelihood of the requirement for presentations during this time period and, by submitting a proposal in response to this RFP, agree to make themselves available for the forthcoming presentations.
- c. **Award Negotiations:** Selection may be made without further discussion or negotiation; therefore, proposals should be submitted upon the most favorable terms. Proposals must demonstrate an understanding of the scope of work, the ability to accomplish the tasks set forth, and must include information that will enable Consolidated School District of New Britain to determine the Proposer's over all qualifications. Consolidated School District of New Britain reserves the right to request additional information or clarification on any matter included in the proposal. Prior to the award, Consolidated School District of New Britain may elect to conduct negotiations with the highest ranked proposers for purposes, which may include but are not limited to:
  - i. Resolving minor differences and informalities;
  - ii. Clarifying necessary details and responsibilities;
  - iii. Emphasizing important issues and points;
  - iv. Receiving assurances from proposers; and/or
  - v. Exploring ways to improve the final contract.

If good-faith negotiations between the highest ranked bidder and the Consolidated School District of New Britain do not result in mutually agreeable terms, Consolidated School District of New Britain reserves the right to abandon negotiations with the highest ranked bidder, rescind its Notice of Intent to Award, and commence negotiations with the second highest ranked Bidder.

**Requests for Clarification and/or Supplemental Information**

As part of the review process, Consolidated School District of New Britain may request the Proposer to supply, in writing: clarifications; additional documentation; or information needed to fairly evaluate each proposal.

Proposers are required to provide a written response within three (3) business days of their receipt of any request for clarification by the Consolidated School District of New Britain.

## **Presentations**

Consolidated School District of New Britain reserves the right, but is not obligated, to request that each proposer provide a formal presentation of its proposal at a date and time to be determined. If required by Consolidated School District of New Britain, it is anticipated that such presentation will not exceed one (1) hours. No proposer will be entitled to be present during, or otherwise receive any information regarding, any other presentation of any other proposer.

Consolidated School District of New Britain will include proposals presentations (if requested), references, phase II assessment and interviews in its evaluation.

**Review of References:** Each Proposer is required to provide references for three (3) education institutions, Fortune 1000 companies, or agencies, of a comparable size and scope to Consolidated School District of New Britain, with which it has an Agreement providing goods and/or services similar to the scope of this RFP. Please include name, title, telephone number and **e-mail address** of a contact person at each institution Consolidated School District of New Britain reserves the right, but is not obligated, to contact and review any Managed Print Services program of any institution by any Proposer as a reference.

## **Proposal Qualification Data**

If necessary to evaluate proposals, Proposers may be requested to furnish information including but not limited to the following topics:

- a. Financial resources;
- b. Personnel resources;
- c. Project Plan;
- d. Ability to meet schedules with Project Timeline; and
- e. Ability to meet specification requirements.

## **GENERAL REQUIREMENTS**

Bidders must address the following requirements in their proposal, detailing how their services meet or exceed each feature.

### **Proposer's Background and Experience**

- a. Company Profile.
- b. Provide a description of your organization's primary line of business, including a list of goods and services offered by your company.
- c. Describe your company's experience delivering services similar in size and breadth to the Scope of Services outlined in this RFP and how it provides a competitive advantage in the education market. Proposals must demonstrate a minimum of five (5) years of experience.
- d. Describe how you or your company has positioned itself to provide services that are competitively advantageous or provide value beyond other companies, and how you rank in particular services relative to your competitors. Include a comparison of your equipment and services versus others on the market and what value you provide beyond the competitors.



- e. Describe your firm’s methods and procedures for controlling and assuring the quality of services being provided by your firm’s workforce. Please include work protocols, standard procedures and control measures implemented by your firm and its staff.
- f. If applicable, please describe your firm’s database and management tools that will be used to manage the tasks and track issues associated with the deliverables of this project.
- g. Organizational Chart – Provide an organizational chart showing the hierarchical structure of functions and positions within your organization.
- h. Describe your experience implementing Managed Print Services solutions at education institutions similar to Consolidated School District of New Britain.
- i. Provide a list of your distribution affiliations (HP, Dell, etc.) and discuss the products you are certified to resell *and* service.
- j. Describe your experience in performing detailed assessments as described in this RFP and provide case histories of various levels of completed assessments. Please include details of how you would conduct a full walk-through of Consolidated School District of New Britain
- k. If you are a selected awardee, does your organization intend to subcontract any part of the MPS services? If so, please provide details.
- l. Describe your ability to provide a single point of contact and toll-free number for all service inquiries.
- m. Provide any additional information you feel is relevant to this RFP.

**PROJECT SCOPE OF SERVICES**

**PROJECT OVERVIEW:**

The following outlines the Project Scope of Services for a professional firm to implement a cost per copy (CPC) Managed Print Services (MPS) program at the Consolidated School District of New Britain. The components of this project will require: recommendations for changes to current printing practices and/or infrastructure improvements; proposals for on-going optimization of hard copy devices; plan for life cycle management of printing and multi-functional hardware; process for machine repair and maintenance; method of replenishment of supplies; description of process for vendor collaboration in support of existing internal help-desks (in addition to required independent help desk managed by vendor); implementation plan including description of how support is provided for change management and training, real-time fleet monitoring, and formalized reporting on printing operations.

**DELIVERABLES AND MAIN REQUIREMENTS**

Upon award of the resultant contract, the selected vendor shall deliver the equipment and/or provide services that meet the requirements of Consolidated School District of New Britain as listed herein.

**Requirements:**

Provide an explanation of: installation services deemed necessary for a successful implementation; the benefits a MPS program will provide to Consolidated School District of New Britain; and how the vendor will achieve said plan. The plan should include multiple options including, but not limited to:

Description of your method to right size multi-function devices (MFD) at Consolidated School District of New Britain.

Provide a detailed business model for replacement of current copiers/MFD's with like for like models for Consolidated School District of New Britain.

Discuss your process for providing on-going optimization services, including: planning for standardization, right-sizing and consulting services; office mapping; and researching user needs for new/updated copier hardware for Consolidated School District of New Britain printing, scanning, faxing, and photocopier hardware. Optimization services should include:

- i. Life-Cycle Management Services, including repair and maintenance for Consolidated School District of New Britain printing, scanning and copying hardware;
- ii. Supply replenishment options ensuring sufficient and accessible supplies are available including out of hours needs and spikes in need common in education;
- iii. Real-time fleet performance monitoring and billing;
- iv. Collaboration with Consolidated School District of New Britain to provide Help Desk support managed by Consolidated School District of New Britain, in addition to independent Help Desk managed by the vendor.
- v. Describe options and process for upgrading existing equipment or allowable trade-ins during the term of a placement of a vendor-owned machine.

**Green Initiative Requirements:**

Consolidated School District of New Britain takes environmental responsibility very seriously and therefore is interested in not only your company's green initiatives, but also on how your company can assist Consolidated School District of New Britain in identifying additional opportunities to broaden the reach of Consolidated School District of New Britain's positive impact on the local and global environments. Therefore, Respondents proposal shall address each of the below requirements:

- a. Provide a detailed narrative of your organization's green initiative efforts.
- b. Describe how your organization manages the power consumption of printers, fax machines, and multifunctional devices.
- c. Describe how your organization can reduce Consolidated School District of New Britain's current power consumption specifically related to the goods and services being solicited in the RFP.
- d. Provide a detailed narrative on how your organization can assist Consolidated School District of New Britain in minimizing its paper consumption.

**TECHNICAL REQUIREMENTS**

Bidders must address the following requirement in their submission detailing:  
Proposed equipment (brochure and BLI rating/review).

**On-Site Support Requirements**

Consolidated School District of New Britain requires a minimum response of (4) hours with onsite technician (tech) available at each location to service the fleet of copiers. The tech(s) will be available onsite from 8:30 AM – 5:30 PM, Monday through Friday. A designated backup should also be available in case of absence. The backup techs need to be familiar with the location of the fleet machines and the requirements listed below. Call back times need to be within 60 minutes and tech **support must be provided within four (4) hours**. We require a 95% response time for all service calls placed. We will

require a main help desk number to be available for customers to place service calls and to order supplies. All calls will be logged and reports will be made available as needed. The onsite technician will:

- a. Understand common machine fault codes and correct them.
- b. Diagnose and correct common image quality problems.
- c. Replace major components in the print engine, fusing subsystem, and paper handling areas of the machines.
- d. Develop and implement a preventive maintenance schedule for identified high-use equipment.
- e. Maintain an appropriate on-site inventory of parts and supplies.
- f. When required, vendor's on-site technician will serve as an interface to off-site technicians or remote diagnostics.
- g. When required vendor's on-site technician will perform color balancing and color printer calibration.
- h. Maintain customer contracted uptime (95% three month rolling average uptime) and include a plan for managing the Service Level Agreement (SLA)
- i. The vendor will supply a list of meter read information in electronic format that will interface with all billing programs and download to internal systems.

Please provide a description of the following:

- Your approach to training users on any new equipment or changes
  - Do you have training documentation or online training available?
  - For users and Service Desk?
- The work flow and process around toner replacements.
  - What is your removable/recycle process?
  - What is the service level on toner delivery?
  - What is the process if the user needs toner in an emergency?
  - Will the vendor supply toner on hand in an emergency?
- The process for services and/or maintenance on MFD's
  - What is the service level on break-fix calls?
  - Do you keep parts on site for emergency devices?
  - Do you have hot swap devices for down machines?

Describe the details of the Manage Print Service program.

- How will we know if this program is successful?
- How will success be measured?

Provide a list of any software or hardware (besides the MFD's themselves) that will be used to drive success of the program. Is there any software or hardware that is not included in this proposal that is required for success of the program?

Provide a transition plan to take Consolidated School District of New Britain from its current state to you manage print service program.

### **IMPLEMENTATION EXPECTATIONS, TIMELINE & TRANSITION-OUT PLAN**

The selected vendor shall deliver a completed implementation plan and timeline for the duration of each phase of the project. The Project Plan should describe the programs and/or resources, which support the likelihood of delivering a Managed Print Services Program.

Provide a completed implementation plan with timeline including at a minimum:

- Changes to current fleet of copiers/MFDs at Consolidated School District of New Britain
- Rollout of supply replenishment services
- Fleet monitoring and reporting/billing
- Integration of the Print Management Help Desk into the SJFC Service Desk operation.

### **STAFFING REQUIREMENTS, ROLES AND SKILL SETS**

Describe your ability to support all locations listed as in-scope within this RFP.

Provide your organization’s formula for determining on-site support representation for all locations; and

Provide a list of qualified technicians who will manage all locations.

Provide an organizational chart showing the hierarchical structure of functions and positions within your organization.

Respondent’s proposal may include any industry paper or non-academic publications of note that demonstrate the expertise of their organization, staff or management team in their respective and relevant field(s).

Selected vendor is at all times ultimately responsible for troubleshooting all MFDs under this program.

Help Desk Support: Additional details related to Help Desk Support

### **ONGOING ACTIVITY AND TRAINING**

Vendor will be required to provide ongoing training of Consolidated School District of New Britain faculty and staff for optimizing their printing practices, while decreasing annual printing spend in departmental budgets and grants.

Vendor will be required to train Consolidated School District of New Britain staff, as needed, within one week of installation of equipment.

#### **Vendor Duties and Responsibilities:**

Describe your options and process for submitting the following service requests:

- Meter readings
- Describe your process for tracking and filling supply orders (i.e. toner) – including specified turn-around time.
- Must have ability to supply critical equipment parts within 24 hours;
- Must provide on-site preventative maintenance;
- Describe your organization’s ability to diagnose and repair certain issues remotely; must provide a comparable, or better, loaner machine within 24 hours of interrupted service.

- Must have ability to monitor and support existing hardware (printers, scanners) inventory (open architecture) which must be readily available to Consolidated School District of New Britain for auditing purposes.
- Existing hardware includes: **see equipment list.**
- Must support desktop, workgroup, network and low to mid volume production copiers, printers, and scanners.
- Manage installation of all hardware (copiers, etc.) including delivery, uncrate, assemble, test and run, assigning to server, securing IP address and loading drivers and printer software. Vendor must follow Consolidated School District of New Britain's currently established protocol for requesting and securing IP addresses.
- Must be able to support departmental/building moves and equipment relocation/reinstallation as needed. Any such move/reinstallation is expected not to impact any warranty that is in place and vendor will be required to replace any machine that is damaged during such move at no additional expense to Consolidated School District of New Britain.
- Provide requirements for Consolidated School District of New Britain support required during implementation. Include number of employees, roles, responsibilities, on-going support requirements, etc.

Consolidated School District of New Britain will require a certain amount of supplies, including but not limited toner, available on-site to accommodate emergent situations. Respondent shall provide estimates of on-site inventory levels, including which items they propose to maintain on-site while giving consideration to the need for consistent monitoring of supplies on a per machine basis through an automated process with automatic releases of supplies when necessary.

**PERFORMANCE CRITERIA:**

**Reporting**

Describe ability to supply meaningful reporting such as volume by user, total number of pages and trending.

Describe ability to provide monthly reports that track service calls, service history, end user copy and print usage, inventory/service/asset management.

**Account Management**

Describe your process for adding/removing devices under a multi-location MPS program.

Provide a detailed strategy for removal of devices/right sizing copier fleets. Specify:

- Replace of all equipment via an attrition model;
- Full replacement model
- Describe your fleet cancellation options and allowable timelines.

Describe your options for existing machine upgrades during the term of a vendor- owned equipment placement.

Describe your policy on equipment trade-in allowances.

### **Inventory Control**

Successful vendor should provide a strategy for developing and maintaining ongoing inventory control. Methodology for implementing change at the department level after removing equipment and updating inventory control.

## **IT REQUIREMENTS**

### **Security/Encryption**

Each model that is networked and has a hard drive will be required to have successfully completed or be in the process of completing Common Criteria certification. The vendor must include proof of certification. Device certification should include the entire device (network controller, hard disk, embedded web server, external ports, etc.) and not only specific subsystems. For each product documentation is required indicating what subsystems are being certified.

Device certification should include proof of separation of fax and network functionality.

Describe process for CERT notifications, vendor vulnerability disclosures, remediation of vulnerabilities, and notification of end-users are notified.

Define preventative maintenance plan, including process for handling and installing patches and security updates, especially as pertains to firmware upgrades and device response times.

Describe capabilities for protecting sensitive fax information.

Provide a list of software used for security monitoring the hardware on your devices  
If it's not included in the cost, provide the cost of the software and hardware for the system.

All security issues require rapid response and immediate remediation. Vendor shall provide a plan, including maximum response times to address Consolidated School District of New Britain's need for rapid response and resolution.

### **Software Requirements**

Any software installed by the vendor must successfully integrate with the computer systems at all Consolidated School District of New Britain locations. Scanning features must fully integrate with the district's email services.

<b>List of Desktop Operating Systems</b>
Windows 10
Windows 11
Mac OS
<b>List of Server Protocols and Operating Systems</b>
Windows Server 2019
Papercut Server

Vendor may be required to install or provide, where necessary, all required drivers for the various machines.

Device should allow for disk overwrite for copies and printing. If so, describe whether it includes automatic overwrite when job is completed or on demand. Detail any additional hardware or software required for this function.

Device should allow for disk overwrite for scanning. If so, describe whether it includes automatic overwrite when job is completed or on demand. Detail any additional hardware or software required for this function.

Describe whether remote access protocols such as SNMP, HTTP, FTP be shut down on your equipment.

Does your equipment authenticate users for network functions such as network scanning? If so, how is this accomplished (local vs. server based)?

Successful vendor will insure that MFP device's that are removed will have the hard drives wiped at no charge and to high security standard.

### **CONTRACT TERM**

It is anticipated that the length of the contract resulting from this RFP will be for five (5) years.

### **COST PER COPY PROPOSAL MFD COPIERS**

Consolidated School District of New Britain is looking for an all-inclusive (except paper) **Cost per Copy/Print Program** to replace current MFD fleet (see inventory list addendum).

#### **Average Monthly Volume MFD Fleet**

B&W Copies/Prints

Color Copies/Prints

**Inventory and volume attached in inventory list.**

**Vendor Proposed Cost per Copy MFD (based on minimum of 1,200,000 copies/prints per month-60 Month Term)**

Cost per Copy/Print \$ \_\_\_\_\_

Cost per Color Copy/Print \$ \_\_\_\_\_

Overage Cost per Copy/Print \$ \_\_\_\_\_

**Cost per copy/print fixed for contract term.**

**Additional Equipment**

Consolidated School District of New Britain wishes to maintain a coterminous fleet and requires a formula for adding additional equipment over term of the agreement. For the first 24 months of this agreement additional equipment should be new and for the remaining term equipment could be new or remanufactured.

<u>Segment</u>	<u>Speeds</u>	<u>Monthly Volume Band</u>
A4		
1	up to 20	
2	21-30	
3	31-40	
4	41-69	
5	70-90	
6	91+	
Color	30	
Color	50	

Please provide monthly volume bands for additional equipment.

**Current Equipment and Average Monthly Print/Copy Volume.**

See attached list

**\*Proposals must include a minimum of “like for like” or greater equipment specification based on current in place equipment.**



**\*Equipment is to be configured with finishers and paper sources required to accommodate unit's monthly volume production.**

**Central Office Print Shop Consideration**

Needs:

- Color, quick copies/good quality-color unit
- High capacity drawers (13 x19 paper)
- Efi fiery with command work stations for MAC/PC
- Saddle stitching capability with other stapling capability

**Managed Print Solution-Network Printers**

**Cost per Print B&W**                    \$ \_\_\_\_\_

**Cost per Print Color**                    \$ \_\_\_\_\_

**\*Network Printer list and print volumes attached.**

**\*Printers listed are contracted at the school level and does not represent every network printer in the district. Any contracted network printer services would still be done at the school level.**

**Additional Software Requirements:**

The Consolidated School District of New Britain has a printing environment that allows the staff to send print jobs into a "cloud queue" in order to be able to retrieve jobs securely for processing only when the user is at the printing device. The district uses RFID badges for staff, and incorporate that into the printing environment by using RFID readers to allow staff access to the devices. This allows for secure printing and to alleviates lost copies events. The district uses Papercut as our solution for this, and would like to continue doing so. Document scanning features must fully integrate with our staff's email services.

This sheet must be completed, signed and returned with Respondent's proposal. Failure to sign and return this sheet will result in the rejection of your proposal.

1. By signature hereon, Respondent offers and agrees to furnish the products and/or services at the prices proposal and comply with all terms, conditions and requirements set forth in the Request for Proposal.
2. By signature hereon, Respondent affirms that he has not given nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor or service to any CSDNB employee, officer or board member in connection with the submitted proposal.
3. By signature hereon, the Respondent hereby certifies that neither the Respondent nor the firm, corporation, partnership or institution represented by the Respondent, or anyone acting for the firm, corporation, or institution has violated federal or state antitrust laws, nor communicated, directly or indirectly the proposal made to any competitor or any other person engaged in such line of business.
4. By signature hereon, Respondent certifies that all statements and information prepared and submitted in response to this solicitation are current, complete and accurate.
5. By signature hereon, Respondent certifies that the individual signing this document and the documents made part of the Request for Proposal is authorized to sign such documents on behalf of the company and to bind the company under any contract which may result from the submission of this proposal.
6. By signature hereon, Respondent certifies it is a small business and/or a minority/female owned business as indicated below. Indicate status if applicable:  
  - Small Business
  - Minority/Female Owned Business
7. By signature hereon, Respondent certifies that no relationship, whether by relative, business associate, capital funding agreement or by any other such kinship exist between Respondent and an employee of CSDNB.
8. By signature hereon, Respondent affirms that he has not received compensation for participation in the preparation of the specifications for this Request for Proposal.
9. By signature hereon, Respondent signifies his compliance with all Federal laws and regulations pertaining to equal employment opportunities.
10. Respondent certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

Complete the Following:

Federal Employer Identification No.: \_\_\_\_\_

If Sole Owner, SS No.: \_\_\_\_\_

If a Corporation, State of Incorporation: \_\_\_\_\_

Submitted By: \_\_\_\_\_  
(Company Name)

\_\_\_\_\_  
(Authorized Signature)

\_\_\_\_\_  
(Printed Name/Title)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Street Address)

\_\_\_\_\_  
(City, State, Zip Code)

**PRICING AND DELIVERY SCHEDULE**

Proposal of: \_\_\_\_\_  
(Company Name)

Having carefully examined all the specifications and requirements of this Request for Proposal and any attachments thereto, the undersigned proposes to furnish the goods and services as required at the BELOW PROPOSALD TERMS.

Pricing Schedule:        \$ \_\_\_\_\_

Submitted By: \_\_\_\_\_  
(Authorized Signature)

\_\_\_\_\_  
(Printed Name/Title)

\_\_\_\_\_  
(Date)

## RESPONDENT QUESTIONNAIRE

Respondents are requested to submit a complete response to each of the below listed items. Responses requiring additional space should be brief and submitted as an attachment to your proposal package. Please reference each response by its item number indicated below:

1. Legal name of the company: \_\_\_\_\_  
Number of years in the business: \_\_\_\_\_  
Type of Operation: Individual \_\_\_\_\_ Partnership \_\_\_\_\_ Corporation \_\_\_\_\_  
Number of employees: \_\_\_\_\_
2. Is your company currently in default on, any loan agreement or financing agreement with any bank, financial institution, or other entity? If yes, specify date(s), details, circumstances and prospects for resolution.
3. Provide a current financial statement for your company.
4. Provide a customer reference list of no less than three (3) organizations with which your company currently has contracts with and has previously provided goods and/or services of equal type and scope, as requested herein, within the past five (5) years. The reference list must include company name, contact person, and telephone number, project description and length of business relationship.
5. Describe your company's service support philosophy, how it is carried out, and how success in keeping this philosophy is measured.
6. Does any relationship exist whether by relative, business associate, capital funding agreement or any other such kinship exist between your company and any CSDNB employee? If yes, please explain.
7. Is your company a minority-owned business? If so, under what certifying agency, state or federal is it certified?

Submitted By: \_\_\_\_\_  
(Authorized Signature)

\_\_\_\_\_  
(Printed Name/Title)