

FOREST HILLS LOCAL SCHOOL DISTRICT BOARD OF EDUCATION

MANAGED PRINT SERVICES SOLUTIONS AND COPIER LEASE AND MAINTENANCE SERVICES

Request for Proposal (RFP)

I. INTRODUCTION

The Forest Hills Local School District Board of Education (hereafter District) is requesting proposals for a Document Management agreement from qualified and reliable contractors. This RFP is not an offer for a contract but is rather a solicitation inviting interested firms to provide a proposal for the work.

The contact and reference information for this RFP is as follows:

Steve Meece, Director of Technology
Forest Hills Local School District
7946 Beechmont Avenue
Cincinnati, Ohio 45255
Stevemeece@foresthills.edu

These specifications outline the requirements and conditions for performing these services. Any aspects of the services not addressed herein are left to the Respondent to address.

II. SUBMISSIONS

Neither the Board nor its representatives will be liable for any expenses incurred in connection with the preparation of a response to this invitation. Respondents should prepare their responses simply and economically, providing straightforward and concise responses.

The envelope containing the Proposal shall be addressed as set forth in Section I above and shall be identified with the Respondent's name and address. If the Proposal is sent by mail, the sealed envelope shall be enclosed in a separate mailing envelope with the notation "(Firm Name) PROPOSAL ENCLOSED" on the face of the mailing envelope. Electronic submissions should be sent to the email in Section I above and include in the subject line "(Firm Name) PROPOSAL ENCLOSED"

Proposals shall be submitted by 1 p.m. on January 21, 2022. Respondents shall assume full responsibility for timely delivery at the location designated for receipt of Proposals. Proposals received after the established time and date for receipt of Proposals will not be considered. Proposals shall be deposited at the designated location prior to the time and date for receipt of proposals or any extension thereof made by the addendum. Oral, or telephonic proposals are INVALID and will not receive consideration.

III. SCHEDULE

The District anticipates the following timeline for this solicitation process. The District reserves the right to revise the schedule as needed.

1) RFP Issued: **December 20 , 2021**

2) Request for Information Deadline:

The District will make a concerted effort to respond to all inquiries in sufficient detail to satisfy the request. When doing so, please provide:

a) Contact Person

b) Contact Information

4) Proposals Due: **January 21, 2022**

a) There will not be a public opening of Proposals

5) Proposal Evaluation: **January 24, 2022 - February 4, 2022**

6) Award and Contract Process Commences: **February 11 , 2022**

7) Board approval of contract: **February 16, 2022**

IV. OBJECTIVES

The purpose for this proposal is multi-faceted. While the Respondent's cost is of great importance, proposing the lowest price will not assure award of the contract. The District intends to award the contract to the firm that represents the best value to the District. This is a determination made in the sole discretion of District officials taking into consideration price, experience, capacity, references and other factors. The District will demand safe, reliable, and efficient service in accordance with the highest industry standards.

V. FOREST HILLS BACKGROUND

Forest Hills School District, a Pre-K-12 public school district, supports over 7,500 students and 1,000 employees for grades Pre-K to 12. There are 6 elementary schools, 1 middle school, 2 high schools, an Administrative Office, a District Operations building and the Experience building (12 locations).

The district has the following goals:

- Increase central print
- Decrease printing to printers – more digital/copier print to be accomplished by fewer printers and more copiers
- Rules based routing – ensure jobs are run on the correct machine
- Easier login to copiers – barcode scanning
- Send jobs to copier and/or copy center from laptop

- Implement secure print where jobs are not released until the individual arrives at the copier to ensure confidentiality

VI. RFP Specifications

Copy Services

All copy machines must be newly manufactured or factory produced new, and must be the same technical specification or better than the current copiers. No used, demo, refurbished or re-manufactured products will be accepted. Forest Hills will replace the entire fleet of equipment in all District locations. Please refer to Attachment A for all copiers.

- Equipment must have a new machine serial number and designation.
- Equipment must not have any copies produced on it before (excluding basic install testing).
- All machines must have remote meter monitoring.
- All machines must have remote service monitoring.
- All machines should allow for proximity card authorization access (keyless card system), PIN code and AD credentials to prevent unauthorized and/or unaccounted copying and printing.
 - o The keyless card data string that identifies the card to the user will be configured by Forest Hills School District by vendor's requirements.
 - o The machine should only allow for printing and copying after the user has been identified via one of the three (3) listed methods.
- All machines should allow for "follow me" printing job release where the print job submitted to a device should be retrievable from any of the devices on site. Software licenses and configuration (if needed) should be included in the proposal.
- Delivery of machines must be to the specified school site within a minimum of 48 hour advance notices between 8:00 AM and 3:00 PM. Prior site preparation must be complete to fulfill turnkey installation for immediate use within twelve (12) hours or less excluding network configuration.
- All machines must provide user friendly, graphical troubleshooting instructions to:
 - o Remove jams that occur
 - o Replace staple cartridge
 - o Refill toner cartridge

Print Services

The successful vendor must be able to provide for on-line print room order for/processing management system to reside on our existing network and allow for users to submit jobs electronically for further processing by staff operator or themselves. See Attachment A for a list of current printers with page counts that will require support. Forest Hills Local Schools seeks a qualified vendor to implement and

maintain a managed print services program covering all of the print devices in the District consisting of the following components:

- Consumable supplies
- Fix/Repair and maintenance services
- End-user support
- Management of the print devices
- Technology refreshment of end of life network printers

Consumable Supplies

The successful vendor will be responsible for “just-in-time” inventory management of all consumable supplies including end-user replacement components for all output devices defined within this RFP.

- This covers all printers included within this RFP as well as any printers replaced by selected vendor as part of the agreement.
- Vendor is responsible for delivery of supplies to point of need.
- Paper will be supplied by Forest Hills School District.
- Staples will be supplied by Forest Hills School District.
- Supply expectations:
 - o Unlimited toner.
 - o Consumable supplies must meet original equipment manufacturers specifications.
 - o Consumable supplies must not exceed 0.5% failure rate.
 - o Vendor assumes all responsibility for hardware performance due to consumable supplies.
 - o Covers all multifunction devices and network printers included in RFP.
 - o Vendor retains ownership of all consumables inventory.
 - o Down time due to lack of consumable supplies will not be acceptable.
 - o Vendor is responsible for delivery of supplies to point of need.
 - o Forest Hills School District does not desire to have excess inventory on-hand at any location or device replacement.
 - o Forest Hills School District is interested in proactive device monitoring and “just in time” delivery of necessary consumable supplies

Fix/Repair and Maintenance

The successful vendor shall be responsible for all toner, fix/repair, maintenance and /or replacement of all output devices included in contract resulting from this RFP.

- Covers all local and network printers included within this RFP.
- Hardware must meet specifications and minimum uptime requirements.
- Preventative Maintenance Schedules planned and completed according to manufacturers' recommended service schedules
- Exclusive utilization of OEM parts and supplies.
- Minimum service response expectations
 - o Vendor shall respond to a request for maintenance within one (1) hour
 - o Maintenance and repair calls must be performed within four (4) hours of request for service.
 - o The maximum allowable downtime for any one piece of equipment is forty-eight (48) hours.
 - o Vendor assumes all responsibility for hardware performance due to service parts and components.
 - o Vendor will assume responsibility for disposal of and recycling of all service parts.
 - o Vendor will supply District 45 Business Office with a call completion notification in electronic format.
 - o A "loaner" machine must be placed in the building for any equipment that can't be repaired and restored to normal operating service within five (5) days.
 - o Excluded from the requirements are delays resulting from acts of nature, accidents, or extreme weather conditions.
 - o It is the intention that necessary repairs must be made on the equipment.

End User Support

The successful vendor shall provide end-user help desk support for all District 45 users on all printers covered by a contract resulting from this RFP. Specifically:

- Provide a single point of contact for District 45 technology staff
- Unlimited phone support on all initial service calls during normal business hours, 8:00 A.M. to 5:00 P.M. CST, Monday through Friday with the exception of statutory holidays.
- Unlimited network support during normal business hours, 8:00 A.M. to 5:00 P.M. CST, Monday through Friday with the exception of statutory holidays.
- Unlimited customer training. (if necessary)

Management and Process Controls

The successful vendor shall be responsible for management of the printer fleet as described within this RFP including measurement and reporting of results.

- Electronic monitoring of all output devices that are part of a resulting contract.
- Maintaining service records to report individual device performance.
- Electronic monthly usage reports per device communicated to the Business Office.
- Monthly electronically generated status reports communicating equipment issues to the Business Office.
- Ability to measure and manage output at a job, user or facility level.
- Ability to allocate cost by job, user or facility level.
- Ability to manage user access and workflows.
- Manage fleet optimization.
- Additional features available that have been proven to reduce paper and print waste. (i.e.: scan ID to print/walk up printing) should be identified and quoted as add on (optional) items.

VII. EVALUATION CRITERIA

A variety of criteria will be considered in evaluating the proposals. This evaluation will be made based upon the information provided within the Proposal by the District during the RFP. The District's consideration may include, but not be limited to, specific presentations or negotiations, news articles, press releases, client references, industry references, vendors and related sources, applicable board policy and administrative guidelines, and any other sources. The determination as to the finalist(s) will be made based primarily following key areas:

- a) Annual Cost
- b) Performance history & capacity
- c) Customer service & maintenance methodology (Respondent's management structure that will service Forest Hills, methods for ensuring high-quality customer service, and plan to maintain responsiveness/communications with Forest Hills leadership team)

VIII. PROPOSAL AUTHORITIES, RESTRICTIONS & CLAUSES

District authorities and options:

- a) The District reserves the right to reject any and all proposals for any reason.
- b) The District reserves the right to negotiate any and all proposals for any reason.

- c) The District reserves the right to award to more than one Respondent.
- d) The District has 60 days to accept a submitted Proposal; the Respondent cannot withdraw a Proposal within that 60-day period without mutual consent with the District.
- e) The District reserves the right to waive any informalities and minor defects.
- f) Upon completion of the solicitation process, the Board shall negotiate a contract with the firm(s) determined by the Board to be the best value as described herein. The Board is under no obligation, pursuant to this process, to enter into a contract with a winning firm if contractual terms cannot be agreed upon.

IX. PERFORMANCE EXPECTATIONS & DISTRICT RIGHTS

- a. A single point of contact from the Respondent must be provided to the District. Your single point of contact will be the Director of Technology or his designee.
- b. All requests must come from the Director of Technology. All, including any added costs to the District, must be approved in advance by the Director of Technology.
- c. Vendors are expected to resolve any complaints within a forty-eight-hour period unless otherwise communicated.
- d. If a selected vendor is voluntarily or involuntarily separated from the District, the school services by the separated vendor will be awarded to one or more of the other remaining selected vendors by the District.
- e. **The initial contract period should cover the period beginning 2/24/2022 and ending 7/1/2025**
- f. The District reserves the right to terminate the contract for failure to comply with any of the above expectations.
- g. Service is not to be provided during normal business hours during any period of State Testing. The District will communicate testing dates to the single point of contact for the vendor(s).
- h. Provide in your proposal your plan for regular business reviews, monthly walk-through, etc.

X. PUBLIC RECORDS

Interested firms should be advised that the Owner is subject to Ohio's public records laws. The Owner cannot guarantee the confidentiality of statements, financial records, or business records that are submitted by a firm to the Owner. The Owner may be required to make such records

publicly available. The law does provide for certain exemptions from disclosure requirements, including an exemption for confidential proprietary information and for proposal submissions prior to acceptance. While this exemption may not always include a firm's financial and business records, we ask that you clearly stamp "Confidential and Proprietary Information" upon each page of each financial and/or business record that you believe to be confidential information. Such a stamp does not guarantee that your documents will be exempt from disclosure requirements, but will assist the Owner in responding to any public records requests.

XI. LOCATIONS

- Anderson High School, 7560 Forest Rd., Cincinnati, OH 45255
- Turpin High School, 2650 Bartels Rd., Cincinnati, OH 45244
- Nagel Middle School, 1500 Nagel Rd., Cincinnati, OH 45255
- Ayer Elementary, 8471 Forest Rd., Cincinnati, OH 45255
- Maddux Elementary, 943 rosetree Lane, Cincinnati, OH 45230
- Mercer Elementary, 2600 Bartels Rd., Cincinnati, OH 45244
- Sherwood Elementary, 7080 Grantham Way, Cincinnati, OH 45230
- Summit Elementary, 8400 Northport Dr., Cincinnati, OH 45255
- Wilson Elementary, 2465 Little Dry Run Rd., Cincinnati, OH 45244
- District Central Office, 7946 Beechmont Ave., Cincinnati, OH 45255
- Experience Building, 7550 Forest Rd., Cincinnati, OH 45255
- District Operations, 3652 Round Bottom Rd., Cincinnati, OH 45244

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