



Trumbull County Educational Service Center

REQUEST FOR PROPOSAL

**Multifunctional Copier Print Devices
and Managed Maintenance Services**

Issue Date: Friday, May 29, 2023

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Issue Date: Monday, May 29, 2023

Overview

Trumbull County Educational Service Center is seeking to maintain its educational mission of “Leading for Educational Excellence”. The Trumbull County Educational Service Center (hereafter referred to as TCESC), as a visionary leader in education, provides high-quality services to school districts and communities through cost-effective and cooperative programs that promote the highest levels of learning. The TCESC provides educational leadership and instruction in the areas of curriculum development, special education and technology. The TCESC employs specialists who work directly with approximately 25,000 students in 20 school districts. Additionally, the TCESC conducts professional growth seminars for approximately 2,000 teachers each year. The TCESC works in conjunction with the school districts to provide programs that promote the highest level of learning for children in Trumbull County, Ohio.

The TCESC is accepting proposals from qualified vendors to provide new multifunctional copier print devices and managed maintenance services. The TCESC operates six copier print devices located at the TCESC central office. The current copier print devices have been operating at the central office location since 2015. We are seeking to reduce our footprint and replace the aged printing devices with four new copier print devices with a maintenance support service.

We seek to review the cost for hardware and services outlined in a 36-month lease with \$1 buyout agreement. We seek to have the devices installed and configured for use by July 31, 2023. The equipment shall be new models and in current production. Reconditioned, remanufactured, demo, end-of-life devices shall not be accepted. Additionally, staff training (approximately 50 users) of the new devices will be required and must be completed by September 1, 2023. Qualified vendors should recommend a solution that will meet or exceed the requirements listed in this document.

Purpose

The purpose of this RFP is to provide minimum requirements, solicit proposals and obtain adequate information from which the TCESC may evaluate each contractor’s products and services. The TCESC is accepting proposals for the purchase of new Multifunctional Copier Print Devices and Managed Maintenance Service.

Proposal Due Date

Either electronic or sealed proposals must be submitted to the Trumbull County Educational Service Center, 6000 Youngstown-Warren Rd, Niles, OH 44446-4603 by 11:00 AM on Monday, June 19, 2023. All submitted proposals will be opened and recorded at 11:00AM on Monday, June 19, 2023 at the TCESC’s central office. Either mail a proposal in a sealed envelope marked “PROPOSAL— Multifunctional Copier Print Devices and Managed Maintenance Services” or email a proposal to Lori.Simione@trumbullesc.org with an email subject line: PROPOSAL— Multifunctional Copier Print Devices and Managed Maintenance Services. Facsimiles will not be accepted. Verbal bids will not be accepted. Proposals received after this date and time will be automatically disqualified.

Submit proposals to the following address:

Lori Simione, Treasurer

Trumbull County Educational Service Center

6000 Youngstown-Warren Rd, Niles, OH 44446-4603

Office phone: 330-505-2804

Email: Lori.Simione@trumbullesc.org

All technical and logistical inquiries about this RFP should be

directed to: Chris Hubinsky, Technology Administrator

Trumbull County Educational Service Center

6000 Youngstown-Warren Rd, Niles, OH 44446-4603

Office phone: 330-505-2828

Email: Chris.Hubinsky@trumbullesc.org

Proposal Period

This solicitation shall be binding upon all potential contractors for 21 days (starting date of Monday, May 29, 2023 and ending date of Wednesday, June 19, 2023 at 11:00 AM). Any potential contractor who shortens the acceptance period may be rejected. Visitation and evaluation can be requested and scheduled during normal TCESC business hours starting Monday, May 29, 2023.

Proposal Costs

The TCESC is not responsible for any expenses associated with the development or delivery of any proposal. All costs are the fully responsibility of the contractor.

Late Proposals

To be considered for selection, proposals must be received at the TCESC in the designated location by the designated date and time. Any proposals received after this time are automatically non-responsive and shall not be considered. The TCESC is not responsible for delays in the delivery of the mail by the U.S. Postal Service, private courier or any other form of delivery. It is the sole responsibility of the potential contractor to ensure that the proposal reaches the TCESC prior to the designated deadline.

Rejection of Proposals

The TCESC reserves the right to cancel any solicitation at any time prior to an award, and is not required to furnish a statement of the reason why a particular offer was not deemed to be the most cost- effective solution.

Selection of Proposal

The TCESC will engage in negotiations with potential contractors deemed fully qualified, responsible and suitable on the basis of initial responses and with emphasis on professional competence, to provide the required products and services. The TCESC will select the best solution which fits the TCESC's operation and vendors will hold the TCESC harmless of the selected proposal.

Evaluation Factors

In determining the potential contractor to be fully qualified and best suited, the following factors will be considered:

1. The ability, capacity and skill of the potential contractor to perform the contract or provide the product and/or service required.
2. Whether the potential contractor can fulfill the contract or provide the product and/or service promptly, without delay or interference. The scheduled delivery of products is an important deciding factor.
3. Whether the potential contractor can provide adequate support to the Trumbull County Educational Service Center technology staff for the maintaining of the product and/or services.
4. The flexibility of the contractor to offer all or part of the product and/or services requested in the RFP to the Trumbull County Educational Service Center.
5. The character, integrity, reputation, judgment, experience and efficiency of the potential contractor.
6. The quality of performance of previous contracts with laws and ordinances relating to the contract, product and/or service.
7. The most suitable products, systems, software and features of the manufactured components of the proposed system.
8. The contractor to be an approved U.S. based company and comply with the Secure and Trusted Communications Networks Act of 2019 and related laws regarding a security risk.
9. Prior work experience with the Trumbull County Educational Service Center.
10. Price will be the major factor in the overall rating criteria to determine the contract award.

Final Decision

Any potential contractor submitting a proposal agrees that the decisions of the TCESC is final and shall hold harmless the TCESC and the successful contractor harmless. The submission of a proposal indicates acceptance of these conditions.

Assignment of Contract

A contract shall not be assignable by the contractor in whole or in part without the consent of the TCESC. The TCESC reserves the right to assign a contract in whole or in part to a contractor(s). The winning bid will be announced at the TCESC governing board meeting on or after Monday, June 26, 2023. The TCESC will award the winning contractor with a purchase order on or after Thursday, July 1, 2023.

Payment Terms

Payment to contractors will be made after systems are delivered and verified to be fully functional and to have met bid specification. No payments will be made if systems or components are defective for any reason. The contractor will assume responsibility for return shipping costs of non-working systems and/or components. Any additional late fees, etc. must be indicated in bid. Please clearly state all payment terms in bid proposal.

Testing/Inspection

The TCESC reserves the right to conduct any test/inspection it may deem advisable to assure products and services conform to the specifications. The TCESC reserves the right to reject any equipment or solutions listed on the list of equipment and services covered by Secure and Trusted Communications Networks Act.

Transportation and Packaging

Shipping of all products and/or services are due as soon as possible after receiving the purchase order(s). Please provide shipping options to include single unit shipping or bulk shipping. By submitting proposals, all potential contractors certify and warrant that the price offered includes the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped.

All shipments, whether single or bulk shipping, will be delivered to:

Trumbull County Educational Service Center
6000 Youngstown-Warren Rd, Niles, OH 44446-4603

All logistical inquiries about this RFP should be directed to:

Chris Hubinsky, Technology Administrator
Trumbull County Educational Service Center
6000 Youngstown-Warren Rd, Niles, OH 44446-4603
Main Office: 330-505-2800
Office phone: 330-505-2828
Email: chris.hubinsky@trumbullesc.org

General Specifications

The intent of this RFP is to provide potential contractors with sufficient information to enable them to prepare a response to this RFP acceptable by the TCESC. The TCESC will specify minimum characteristics and make the ultimate decision to accept or not accept any specific proposal in part or in whole. All vendors share accept and respect the final determination by TCESC to accept any proposal and to award a proposal.

The contractor shall:

1. List full corporate name and address.
2. List local sales and support offices.
3. List the name, responsibilities, email address and phone number(s) of contact person(s).
4. Briefly describe its product/service offerings and all lines of business.

Minimum Specifications of New Copier Print Devices - Features, Consumables, Maintenance, Support

Device Information and Features (Minimum requirement for new devices)

- All copier print devices must be newly manufactured or factory produced new.
- No used, demo, refurbished or re-manufactured products will be accepted.
- Each copier print devices must have a new machine serial number and designation.
- Each copier print devices must not have any copies produced on it before TCESC use. (excluding basic diagnostic testing).
- All copier print devices must have remote monitoring and comply with the Secure and Trusted Communications Networks Act.
- All copier print devices will allow for authorization access, such as but not limited to keyless card system, PIN code and/or AD credentials, to prevent unauthorized and/or unaccounted copying and printing.
- All copier print devices must provide user friendly, graphical troubleshooting instructions to: Refill toner cartridge; Replace staple cartridge; Remove jams that occur.
- All copier print devices must include send to e-mail function.
- Each copier print device will have a minimum memory capacity of 1024MB.
- All copier print devices must have an available option of adding fax capabilities.
- All copier print devices must fit through current TCESC office doors with a throughway space of 34.5”.
- Each copier print device must support both single and double-sided printing.
- Each copier print device must support scan-to-server (Microsoft Windows Server).
- All copier print devices must include the capability to scan to the PDF file format.
- All copier print devices will have a minimum of three paper trays excluding the manual-feed tray.
- All copier print devices will allow for job accounting functionality. Functionality should include availability to track not only the count of copies made but also pages printed by staff. Copiers should allow the ability to set multiple department or employee codes per machine. The ability to limit the number of prints per code preferred.
- All copier print devices must include a network printing and staff are to be able to print from their computer to the device by entering their individual/department code prior to printing.
- Each copier print device will allow for confidential printing functions to allow staff to submit print jobs and upon retrieval at the device require staff to enter their security code to complete the printing process.
- Each copier is to have a Web GUI for network access and management for the TCESC technical staff. The Web GUI is to be password secured from any unauthorized access.
- All copier print devices, at time of proposal, are not to be scheduled for end-of-support or end-of-life prior to June 30, 2028.
- All copier print devices are to be support with a per-use (*including terms such as per-print, per-scan, per-click, etc.*) cost agreement including service for maintenance and consumables (*listed in this document*).

Device Features (Minimum requirement for new device)

Device Information					
Location	TCESC Central Office – Administrative Office				
System Memory Size	1024 MB				
Network protocols	TCP/IP (IPv4/IPv6), SMB, LPD, IPP, SNMP, HTTP, HTTPS				
Network Interface Connectivity Speed	10/100/1000				
Power Source Requirements	Cannot exceed 120V				
Options					
Stapler	Installed				
Multi-Position Hole Punch Unit	Not Required				
Fax	Installed; Connected				
Control Panel	Color LCD Touch Panel				
Inserter	Not Required				
Toner					
Yellow(Y)	Yes				
Magenta(M)	Yes				
Cyan(C)	Yes				
Black(K)	Yes				
Paper					
Drawer	Size	Type	Capacity		
Drawer 1	Letter, 8.5" x 11"	Plain	500		
Drawer 2	Legal, 8.5" x 14"	Plain	500		
Drawer 3	Tabloid/Ledger, 11" x 17"	Plain	500		
Print					
Print/Copy Resolution (DPI)	600x600				
Print/Copy Speed (PPM)	45 ppm black; 45 ppm color				
Driver Supported Operating Systems	Microsoft Windows based				
Scan					
Print/Copy Resolution (DPI)	Up to 600; Color, B&W; multi-page copy				
Driver Supported Operating Systems	Microsoft Windows based				
File Format	PDF, JPEG, TIFF				
Scan-to Feature	Scan-to-email; Scan-to-file (Microsoft Server Compatible)				

Device Features (Minimum requirement for new device)

Device Information					
Location	TCESC Central Office – Copy Room				
System Memory Size	1024 MB				
Network protocols	TCP/IP (IPv4/IPv6), SMB, LPD, IPP, SNMP, HTTP, HTTPS				
Network Interface Connectivity Speed	10/100/1000				
Power Source Requirements	Cannot exceed 120V				
Options					
Stapler	Installed				
Multi-Position Hole Punch Unit	Not Required				
Fax	Installed; Connected				
Control Panel	Color LCD Touch Panel				
Inserter	Not Required				
Toner					
Yellow(Y)	No				
Magenta(M)	No				
Cyan(C)	No				
Black(K)	Yes				
Paper					
Drawer	Size	Type	Capacity		
Drawer 1	Letter, 8.5" x 11"	Plain	500		
Drawer 2	Legal, 8.5" x 14"	Plain	500		
Drawer 3	Tabloid/Ledger, 11" x 17"	Plain	500		
Print Counter					
Print/Copy Resolution (DPI)	600x600				
Print/Copy Speed (PPM)	45 ppm black				
Driver Supported Operating Systems	Microsoft Windows based				
Scan					
Print/Copy Resolution (DPI)	Up to 600; Color, B&W; multi-page copy				
Driver Supported Operating Systems	Microsoft Windows based				
File Format	PDF, JPEG, TIFF				
Scan-to Feature	Scan-to-email; Scan-to-file (Microsoft Server Compatible)				

Device Features (Minimum requirement for new device)

Device Information					
Location	TCESC Central Office – Human Resource Department				
System Memory Size	1024 MB				
Network protocols	TCP/IP (IPv4/IPv6), SMB, LPD, IPP, SNMP, HTTP, HTTPS				
Network Interface Connectivity Speed	10/100/1000				
Power Source Requirements	Cannot exceed 120V				
Options					
Stapler	Installed				
Multi-Position Hole Punch Unit	Not Required				
Fax	Not required; optional				
Control Panel	Color LCD Touch Panel				
Toner					
Yellow(Y)	No				
Magenta(M)	No				
Cyan(C)	No				
Black(K)	Yes				
Paper					
Drawer	Size	Type	Capacity		
Drawer 1	Letter, 8.5" x 11"	Plain	500		
Drawer 2	Legal, 8.5" x 14"	Plain	500		
Drawer 3	Tabloid/Ledger, 11" x 17"	Plain	500		
Print Counter					
Print/Copy Resolution (DPI)	600x600				
Print/Copy Speed (PPM)	45 ppm black				
Driver Supported Operating Systems	Microsoft Windows based				
Scan					
Print/Copy Resolution (DPI)	Up to 600; Color, B&W; multi-page copy				
Driver Supported Operating Systems	Microsoft Windows based				
File Format	PDF, JPEG, TIFF				
Scan-to Feature	Scan-to-email; Scan-to-file (Microsoft Server Compatible)				

Device Features (Minimum requirement for new device)

Device Information					
Location	TCESC Central Office – Treasurer Department				
System Memory Size	1024 MB				
Network protocols	TCP/IP (IPv4/IPv6), SMB, LPD, IPP, SNMP, HTTP, HTTPS				
Network Interface Connectivity Speed	10/100/1000				
Power Source Requirements	Cannot exceed 120V				
Options					
Stapler	Installed				
Multi-Position Hole Punch Unit	Not Required				
Fax	Not required				
Control Panel	Color LCD Touch Panel				
Toner					
Yellow(Y)	No				
Magenta(M)	No				
Cyan(C)	No				
Black(K)	Yes				
Paper					
Drawer	Size	Type	Capacity		
Drawer 1	Letter, 8.5" x 11"	Plain	500		
Drawer 2	Legal, 8.5" x 14"	Plain	500		
Drawer 3	Tabloid/Ledger, 11" x 17"	Plain	500		
Print Counter					
Print/Copy Resolution (DPI)	600x600				
Print/Copy Speed (PPM)	45 ppm black				
Driver Supported Operating Systems	Microsoft Windows based				
Scan					
Print/Copy Resolution (DPI)	Up to 600; Color, B&W; multi-page copy				
Driver Supported Operating Systems	Microsoft Windows based				
File Format	PDF, JPEG, TIFF				
Scan-to Feature	Scan-to-email; Scan-to-file (Microsoft Server Compatible)				

Consumable Supplies (Minimum requirement for new devices)

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.

“Just-in-time” toner inventory to be provided to and stored at the TCESC central office.

Vendor is responsible for delivery of supplies to point of need.

Supply expectations:

- Black and white toner must be OEM. No substitutes will be accepted.
- Color toner must be OEM. No substitutes will be accepted.
- Unlimited toner.
- Consumable supplies must meet original equipment manufacturers specifications.
- Consumable supplies must not exceed 1% failure rate.
- Vendor assumes all responsibility for hardware performance due to consumable supplies.
- Down time due to lack of consumable supplies will not be acceptable.
- Vendor is responsible for delivery of supplies to point of need. Proactive device monitoring and “just in time” delivery of necessary consumable supplies is of interest.

Fix/Repair and Maintenance (Minimum requirement for new devices)

The successful vendor shall be responsible for all toner, fix/repair, maintenance and /or replacement of all output devices.

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:

- Vendor shall respond to a request for maintenance within four (4) hours.
- Maintenance and repair calls must be performed within twenty-four (24) hours of request.
- The maximum allowable downtime for any one piece of equipment is forty-eight (48) hours.
- Vendor assumes all responsibility for hardware performance due to service parts and components.
- Vendor will assume responsibility for disposal of and recycling of all service parts.
- Vendor will supply a work order/call completion notification in electronic format.
- 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.
- It is the intention that necessary repairs must be made on the equipment.

End User Support (Minimum requirement for new devices)

Unlimited phone support on all initial service calls during normal business hours, 8:00 A.M. to 5:00 P.M. EST, 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. EST, Monday through Friday with the exception of statutory holidays.

Unlimited customer training and support.

Management and Process Controls (Minimum requirement for new devices)

The successful vendor shall be responsible for management including measurement and reporting of results.

Electronic monitoring of all output devices.

Maintaining service records to report individual device performance.

Electronic monthly usage reports per device communicated to the TCESC.

Monthly electronically generated status reports communicating equipment issues to the TCESC.

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 Information

The TCESC reserves the right to ask any potential contractor to submit information missing from the proposal to clarify the proposal and to submit additional information such as job/project references.

Installation Schedule and Information

The Trumbull County Educational Service Center reserves the right to adjust the installation schedule as needed to adhere to existing educational service requirements and operational demands. Installation hours are to follow TCESC normal business hours unless authorized by the TCESC. All copier print devices will be delivered and installed for staff use at the Trumbull County Educational Service Center's Central Office located at 6000 Youngstown-Warren Rd, Niles, OH 44446-4603. All copier print devices will be delivered and installed for staff use by July 31, 2023. Additionally, staff training (approximately 50 users) of the new devices will be required and must be completed by September 1, 2023.

All contractors are to complete the following information and return it with their proposals\applications.

Multifunctional Copier Print Devices and Managed Maintenance Services

Lori Simone, Treasurer
6000 Youngstown-Warren Rd, Niles, OH 44446-4603

Dear Lori Simone,

We have read the Trumbull County Educational Service Center's request Multifunctional Copier Print Devices and Managed Maintenance Services and fully understand its intent. We certify that we are a U.S based company and have adequate personnel, equipment, and facilities to fulfill your requirements. We understand and will comply with the Davis-Bacon Act. We understand the proposal time period and we understand all proposal material delivered to the Trumbull County Educational Service Center, 6000 Youngstown-Warren Rd, Niles, OH 44446-4603 by Monday, June 19, 2023 at 11:00 AM. We understand the TCESC has final decision to select the most cost-effective, available solution which best aligns to the operation of the TCESC to be a leader among educational organizations. It is also understood that all information contained herein or attached to this proposal shall become public record upon delivery to you.

SUBMITTED BY:

_____ Organization/Contractor Name	_____ Date
_____ Representative	_____ Signature
_____ Representative	_____ Signature