



RFP# 1819-03
DISTRICT-WIDE MANAGED PRINT SERVICES
PROGRAM

RFP Questions Due Date:

August 10, 2018 @ 5:00PM

RFP Due Date:

August 31, 2018 @ 2:00PM

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SECTION I
GENERAL INSTRUCTIONS / CONDITIONS / TIMETABLE / BACKGROUND

Section 1.A General Instructions and Conditions

1. North Orange County Community College District (hereinafter also alternately “NOCCCD” or “the District”) invites qualified Vendors to submit sealed proposals for the furnishing, delivery and maintenance of a **District-Wide Managed Print Services Program** to include labor, service and supplies for all NOCCCD campus locations as described herein. The resulting Contract will establish a District-wide Vendor for network laser printer-based device support going forward for all NOCCCD campus locations.
2. The final award will be made to a qualified vendor presenting the best overall value response in the judgment of the institution. Final evaluation and selection will include, but not necessarily be limited to, the following criteria as described more fully in Sections II, III and IV of this RFP package:
 - a. Adherence to the service support requirements of this RFP
 - b. Proven experience in handling the unique nature of the Network Laser Printer environment at NOCCCD using a systematic and customized methodology
 - c. Overall administrative simplicity of program offered, with an emphasis on how easily user and departmental chargeback volumes can be obtained
 - d. Experience in providing Managed Print Services
 - e. Satisfaction of Contractor’s current Managed Print Services customers
 - f. Vendor’s financial stability
 - g. Requirement of NOCCCD employees to replace components
 - h. Flexibility of billing structure to meet NOCCCD’s requirements and
 - i. Total Cost (NOCCCD is not bound to award this Contract based solely on cost)
3. NOCCCD reserves the right to conduct discussions with, and best and final offers obtained from, responsible Contractors who submit Managed Print Services proposals determined by NOCCCD to be reasonably susceptible of being selected for award.
4. Proposals will be accepted until **2:00 P.M.** Pacific Time on **August 31, 2018**. Proposals received after the submission deadline will not be opened and will be returned. One (1) original and five (5) hard copies and one (1) electronic copy (on CDs or flash drives) shall be submitted by proposing Vendors. The original shall be duplexed on letter-size paper and should not exceed 100 total sheets (200 total impressions) including all attachments and brochures. The original must be bound in some manner (three-ring, stapled, pressure-plate, etc.) and not submitted as loose pages, whether in an envelope or folder pocket. The electronic copies shall be submitted in Word or .pdf format. Proposals should be submitted in a sealed envelope and clearly marked on the outside: **“District-Wide Managed Print Services Program.” The proposal package must be sent to the attention of: Mrs. Jenney Ho, District Director, Purchasing, North Orange County Community College District, 1830 West Romneya Drive, Anaheim, CA 92801.** Faxed or emailed proposals will not be accepted.

5. A Proposal will be considered late if received by the District any time after **2:00 p.m.** on **August 31, 2018**. RFP submittals received after the specified time and date will not be considered and will be returned unopened to the sender.
6. **Proposals must be submitted per the specific response requirements of Section III, Section IV and Schedules A and B.** Unless expressly otherwise indicated in Sections III.A.1 and III.B.1 of the Vendor proposal, Vendors must propose in strict accordance with requirements of this RFP. No deviation to any specific RFP requirement as set forth in Sections III.A.1 and III.B.1 of the Vendor proposal shall eliminate the proposal from further consideration.
7. The proposal shall be signed by an authorized individual or officer of the company or the proposal will be rejected. If the submitting company is a corporation, the proposal and any attachment thereto shall be executed by either the chairman of the board, president, or vice president, and if a different individual, also by the secretary, chief financial officer, or assistant treasurer.
8. NOCCCD reserves the right to extend any deadlines at its sole discretion; any extension will be published as an addendum.
9. Support for NOCCCD's existing Network Laser Printer Fleet is slated to be taken over via the Managed Print Services Program on **January 1, 2019**.
10. Proposals may be withdrawn by a Vendor submitting a proposal at any time prior to the closing date and time for receipt of proposals. A request to withdraw a proposal must be in writing and received by the District prior to the scheduled opening of proposals. Proposals not withdrawn must remain open for a period of 120 days following the last day to submit proposals.
11. No amendment, addendum or modification will be accepted after the proposal has been submitted to the District. If a change to a proposal that has been submitted is desired, the submitted proposal must be withdrawn and the replacement proposal submitted to the District prior to the time scheduled for opening of proposals.
12. Submissions under this RFP must be equal to or exceed in quality, performance characteristics and all other respects those described in the specifications or referred to by catalog number. Should the Vendor quote an alternate proposal, complete specifications of the alternate must be provided. It is the responsibility of the Vendor to establish the equality of the products and services offered. Failure to supply these specifications may result in the rejection of the Vendor's proposal.
13. Vendors shall at all times observe and comply with all federal, state, local and municipal laws, ordinances, rules and regulations in any manner affecting the work.
14. If any Vendor submitting a proposal for this project is in doubt as to the true meaning of the specifications or other documents or any part thereof, the prospective Vendor shall request clarification. All requests for clarifications must be submitted in writing via email to Mrs. Jenney Ho, District Director, Purchasing, and North Orange County Community College District at: JHo@noccd.edu. Any information released either verbally or in writing prior to the issuance of this RFP shall be deemed preliminary and not binding upon NOCCCD in any manner. **Attempts to submit questions via phone or personal contact are not appropriate and will not be answered. Violation of this requirement must be cause for proposal rejection.**
15. To control information disseminated regarding this RFP, parties interested in submitting proposals are directed not to make personal contact with members of the Board of Trustees or the District administration. Failure to comply, other than as specifically permitted in the RFP, may disqualify a firm from further consideration.

16. NOCCCD shall not be responsible for any explanation, interpretation or communication made that does not follow the written procedure as stated in this RFP package including any amendments, schedules, exhibits and attachments thereto. No questions shall be accepted for this project after **August 10, 2018 at 5:00 p.m.** to allow NOCCCD sufficient time to respond. Final responses to questions will be posted in the form of an RFP addendum as per the following section on or before the close of business **August 17, 2018**.
17. NOCCCD may need to issue one or more addenda related to this RFP. It is the sole responsibility of prospective contractors and other interested parties to familiarize themselves with the web site and visit it regularly during the RFP process for updated information or addenda related to this RFP.
18. No work shall be scheduled or undertaken on Sundays or legal holidays without prior approval of North Orange County Community College District.
19. Upon device installation, all boxes and other containers must be removed by the Vendor at its own expense.
20. During the term of the Contract resulting from this RFP initiative, the Successful Contractor maintains the following insurance coverage: Comprehensive General Liability, with a combined single and Professional Liability (Errors & Omissions), each with a combined single limit of \$1,000,000 minimum per occurrence. The Comprehensive General Liability policy must name the District as additional insured and contain a primary insurance endorsement naming the District as such. The Successful Contractor must also maintain insurance meeting statutory limits under the Workers' Compensation Law. The Successful Contractor shall provide the District with satisfactory proof of such insurance prior to commencing the work and shall give the District at least thirty (30) days notice prior to the cancellation of such policies. Failure to maintain the above-referenced insurance coverage shall be cause for termination.
21. The Vendor agrees, if awarded a Contract, to furnish and deliver the equipment and related services as described in this RFP at such time, to such place, and in such quantities as specified, and that all of the articles shall be subject to the inspection and approval of NOCCCD. Acceptance of delivery of materials or equipment to the site shall not constitute final acceptance by NOCCCD. In the event that any units are rejected as damaged, or not in conformance with these specifications, such articles shall be removed immediately and other articles of proper quality as set forth in these specifications shall be furnished in place thereof, all at the expense of the successful Vendor.
22. NOCCCD reserves the right to reject any proposals not containing complete data requested in Section III, Section IV and in the various Schedules and Attachments of this RFP package. Failure to provide complete documentation of the project compliance with the specifications required may result in rejection. NOCCCD reserves the right to waive any minor informality in any proposal received. NOCCCD reserves the right to reject any or all offers if such action is in the best interest of NOCCCD, to accept other than the lowest offer if it deems that doing so is in the best interest of NOCCCD, to accept portions of any given offer and to reject other portions, to reject any proposal or portion thereof that it deems non-responsive or not suitable for the purpose for which it was intended and/or waive any informalities and minor irregularities in any offers received. NOCCCD also reserves the right to not move forward on this project after reviewing all of the information provided.
23. North Orange County Community College District reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements specified in this RFP and which demonstrate an understanding of the scope of the work. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP shall be disqualified without further notice. A Contractor shall be disqualified and the proposal automatically rejected for any one or more of the following reasons:
 - a. The proposal shows any noncompliance with applicable law.
 - b. The response is received after the deadline for submission specified in this RFP.

- c. The response fails to meet, address or comply with material requirements in this RFP, including instructions for submission, content, or format.
 - d. The proposal is conditional, incomplete, or irregular in such a way as to make the proposal indefinite or ambiguous as to its meaning.
 - e. The proposal has any provision reserving the right to accept or reject award, or to enter into a Contract pursuant to an award, or provisions contrary to those required in the solicitation.
 - f. The Contractor is debarred or suspended.
 - g. The Contractor is in default of any prior Contract or for misrepresentation.
24. NOCCCD will permit each Vendor to submit at least one Alternate Proposal as described in Section III.F.2 below.
25. Any and all costs associated with the preparation, submission or presentation of the proposal will be at the sole expense of the Vendor. NOCCCD will not pay for any information requested under this RFP, nor is it liable for any costs incurred by the Vendor in responding to this RFP.
26. All items developed and submitted in response to this RFP shall become the property of the District upon submittal and a matter of public record pursuant to applicable law. Under no circumstances will any proposal or parts of proposals be returned to the Vendor after the date of submittal.
27. Pricing submitted on Schedule B must be firm for the duration of the Contract term and possible extensions. Unless otherwise agreed, all quoted prices shall be FOB NOCCCD address inside delivery.
28. The selection process **may** include a request for additional data or oral presentations as deemed necessary by NOCCCD. Any response to requests for additional data or costs associated with presentations shall be at the sole expense of the Vendor. However, since NOCCCD may make an award without further discussion, each Vendor should include in his/her written proposal, all statements, requirements, terms, or conditions it may have and its most favorable terms and should not assume that an opportunity will exist to add such matters after the proposal is submitted.
29. Vendor finalists **may** be invited to come to NOCCCD to provide additional presentation(s) about their proposal at their own expense. NOCCCD shall be the sole judge of whether any proposal is responsible and responsive, and determine which proposal is in the best interests of NOCCCD. North Orange County Community College District intends to use this RFP and the successful proposal as an integral part of the final Contract between the parties. Proposals may be awarded or rejected at NOCCCD's sole discretion. Quantities included in this RFP are subject to change prior to order placement.
30. Issuance of this RFP and receipt of proposals does not commit the District to award a Contract. The District expressly reserves the right to postpone the proposal opening date for its own convenience or to accept or reject any or all proposals received in response to this RFP.
31. The District also reserves the right to negotiate terms and conditions of a contract with the chosen vendor. The District reserves the right to award a contract based on any combination of the specifications described herein.
32. An award of Contract(s), if any, will be made within one-hundred and twenty (120) calendar days after the proposals submission deadline to the Vendor(s) whose proposal(s) NOCCCD deems to be the most responsible and responsive, and to be in the best interests of NOCCCD. The Successful Vendor(s) will be notified by letter of the intent to award the

Contract to the Vendor. The successful Vendor must negotiate a mutually acceptable Contract, covering any or all items included in this RFP, within ten (10) days of this notice.

33. NOCCCD will not enter into any agreement or execute any Contract or affix signature to any document from any Vendor whose terms, written or verbal, require NOCCCD to waive any of the conditions or requirements set forth in this RFP or negotiated by the Parties. Any document containing a clause or clauses that serve to supersede any or all other documents attached to this transaction shall be rejected.
34. Notwithstanding any other provision of this RFP, NOCCCD expressly reserves the right to:
 - Conduct discussions with any or all Vendors for the purpose of clarification of proposals;
 - Request clarification of RFP data without changing the terms of the RFP;
 - Conduct discussions with, and obtain best and final offers from, responsible contractors who submit proposals determined by NOCCCD to be reasonably susceptible of being selected for award.
 - Waive, or decline to waive, any insignificant defect or informality in any proposal or proposal procedures;
 - Accept, reject, or negotiate the terms of any or all proposals, or any parts thereof, for the purpose of obtaining the best and final offer;
35. The Contractor agrees not to discriminate against any employee or applicant for employment because of race, sex, color, religious creed, national origin, and/or ancestry.
36. The initial term of any impending Contract that results from this RFP process will be sixty (60) months, from **January 1, 2019 through December 31, 2024**. If NOCCCD decides to exercise this option to renew, it will provide written notice to the Vendor of its intentions at least thirty (30) days prior to the expiration of this Contract. There will be no automatic renewals under this Contract.
37. As a public institution, the District is subject to the terms and conditions of the Freedom of Information Act. As required by law, any information submitted in response to this request for proposal could become public information. Vendors responding to this proposal are cautioned not to include any proprietary information as part of their proposal unless such proprietary information is carefully identified in writing as such and accepted by the District as proprietary. Any documents submitted may be reviewed and evaluated by any person at the discretion of the District, including non-allied and independent consultants retained by the District now or in the future.
38. This request for proposal in no manner obligates the District to the eventual purchase of any products or services described, implied, or which may be proposed, until confirmed by written agreement, and may be terminated by the District without penalty or obligation at any time prior to the signing of an agreement, contract, or purchase order.
39. Expenses for developing and presenting proposals shall be the entire responsibility of the vendor and shall not be chargeable to the District. All supporting documentation and manuals submitted with this proposal will become the property of the District unless otherwise requested by the vendor, in writing, at the time of submission and agreed to, in writing, by the District.
40. If any provision of this Contract is found to be invalid, such invalidation will not be construed to invalidate the entire Contract.
41. Proof of insurance shall be maintained and a copy shall be provided to the District. No changes are permitted in the insurance coverage unless agreed to in writing by the District. Insurance shall be maintained for the following coverages in the amounts stated below:
 - a. Commercial general liability insurance (occurrence form) with respect to the premises, including contractual and products/completed operations coverages. The limits of liability are not to be less than \$1,000,000 combined single limit of

- bodily injury and property damage per occurrence and \$2,000,000 combined single limit of bodily injury and property damage annual aggregate.
- b. Automobile liability insurance with limits not less than \$1,000,000 combined single limit of bodily injury and property damage per accident.
- c. Statutory workers' compensation employer's liability.
- d. Umbrella or excess liability with limits not less than \$2,000,000 per occurrence and aggregate.
- e. Professional liability insurance. Specify amounts carried.

Section I.B Schedule of Events

Following is the detailed schedule of events for this RFP. NOCCCD reserves the right to modify the schedule at its sole discretion.

ACTIVITY	DATE
RFP issued	08/02/2018
Final questions regarding the RFP due from Vendors. All questions must be e-mailed to: JHo@nocccd.edu by 5:00 P.M.	08/10/2018
NOCCCD issues responses to written questions	08/17/2018
Proposals due by 2:00 P.M.	08/31/2018
Complete Evaluation of all Proposals	09/17/2018
Recommendations	09/21/2018
Award submitted to Board for approval	10/09/2018

Section I.C Intent and Purpose of this RFP

The intent of this RFP document is to solicit proposals from qualified Vendors for managing all aspects of North Orange County Community College District's Network Laser Printer fleet. Specific support requirements are included in this RFP for Network Laser Printers, NOCCCD fully intends to award one Contract to a single Vendor for the support of the District's Network Laser Printer fleet as described herein.

The primary objectives of the Managed Print Services program, as reflected by the requirements of this RFP, are the following:

- I.C.1 To reduce NOCCCD's hardware-, service- and supply-related expenses related to Networked Laser Printers included in the RFP;
- I.C.2 To provide Laser Printer service and supplies to all NOCCCD campus locations; and
- I.C.3 To maintain or exceed current service levels being provided to NOCCCD's internal customers.

In support of the existing NOCCCD Network Laser Printer fleet, NOCCCD requires service, supplies (except paper) and support services under this RFP for all NOCCCD campus locations.

NOCCCD is requesting proposals in response to the requirements described herein. Proposals are to include pricing covering labor, software, supplies (except paper) and service to meet the requirements of this RFP package.

Section I.D Network Laser Printer Fleet Description

Network Printers

There are approximately 423 Network Laser Printers in the NOCCCD fleet. There is currently no District-wide Managed Print Services program in place.

Convenience Copiers

The provisioning of copiers and/or copier-related support is not within the scope of this RFP.

Section I.E Go-Forward Program Summary

The following program summary is intended for informational purposes only and does not modify or replace any of the requirements of this RFP:

The District-wide Managed Print Services Contract will run for a five-year (60-month) term. All Network Laser Printers in the NOCCCD fleet will immediately be serviced under the Contract. Approximately four-hundred and twenty-three (423) Network Laser Printers will be supported by the winning Vendor under this RFP initiative.

Taking into consideration all requirements and specifications of this RFP package as set forth in the Section II Statement of Work below, the Vendor pricing proposals (Schedule B) are to be submitted in an all-inclusive cost per impression ("CPI") format. Since there are no guaranteed volumes under this RFP, the CPI will be used for comparative purposes only. All billing under this Contract will be based on the service/supply charges for actual monochrome and color usage.

Vendors shall provide a proposed CPI to include service, toner and parts including PM kits. The proposed CPI is to exclude the equipment acquisition cost and paper. Network Laser Printers will continue to be purchased under existing NOCCCD contracts.

CPI charges will apply from the first print on each device with no fleet-wide or per-unit volume minimums/allotments/guarantees.

A single master invoice will show detailed monthly usage in arrears by device with a roll-up to a District-Wide summary and will be accompanied by an electronic comma delimited file (.csv) containing all of the required information.

It is the clear preference of NOCCCD to award a single Contract resulting from this RFP process. Vendors should note that Alternate Proposals are permissible as specified in Section III.F.2.

SECTION II

STATEMENT OF WORK (SOW)

The Successful Vendor shall provide support services and necessary Managed Print Services human resources, as applicable, in accordance with each of the requirements listed and described in the following Sections:

Section II.A No Fleet-Wide Volume Guarantees; All Pricing Firm

There shall be no fleet-wide minimum annual monochrome or color print volume guarantee under this Contract. Charges related to the production of monochrome and color prints on the installed Laser Printers shall be billed in arrears on a monthly basis based upon actual print production multiplied by the applicable contracted cost-per-impression as set forth in Schedule B.

All pricing set forth in Schedule B shall remain firm for the entire term of this 60-month Contract.

Section II.B Monthly Billing In Arrears

A single monthly billing statement for each campus (Anaheim Campus, Cypress College, Fullerton College, North Orange Continuing Education) shall cover all Laser Printers described in this RFP and shall consist of a summary of applicable monthly charges applicable.

The Vendor's monthly billing statement, which shall be issued within ten (10) days of the close of each monthly billing period, will reflect a charge equal to the actual monochrome volume produced by the Laser Printer fleet multiplied by the applicable contracted per-impression service & supply cost-per-impression; and a charge equal to all color impressions produced for the previous month times the contracted color impression service charge applicable to each color-enabled Laser Printer. The invoice shall be accompanied by an electronic comma delimited file (.csv) and Excel format with breakdown of each device: color or monochromatic, which department the device belongs to (make, model, serial), meter read information, CPP rate, and total cost for each line item.

Section II.C Help desk support troubleshooting

All pricing set forth in Schedule B includes the cost for the Vendor to provide, among other items, off-site help desk support to respond to calls from either designated key operators at each Laser Printer location or NOCCCD help desk personnel during normal working hours, as well as all necessary print/scan drivers and controllers, and all network administration utilities and updates.

Although the Vendor is at all times ultimately responsible for troubleshooting all Equipment on NOCCCD's network environment under this Contract, NOCCCD's Technology department will assist and supervise the Vendor in installing any necessary device drivers and utilities on the network. The Vendor resources sufficient to accomplish this network installation, if required, must be provided to NOCCCD's Technology department.

Section II.D Substituting equipment that becomes unserviceable

Should an existing Laser Printer become unserviceable during the term of this Contract, the Vendor may, *with the written approval of NOCCCD*, substitute a like Laser Printer at no charge to NOCCCD.

Such Network Laser Printer to be substituted must be of equal or greater capability as the Laser Printer to be replaced **and** must be offered at the same per-impression service cost (as listed in Schedule B) as the original Laser Printer. The Vendor must communicate its intentions to NOCCCD regarding this Section prior to installation of any substituted equipment.

Section II.E Full service support; All service calls to be placed via toll-free number or email; Service credits

The Vendor shall provide full service support (as described in this Statement of Work) related to all Network and Non-Network Laser Printers installed at the District's various campus locations. The Vendor's technical support personnel, as required, must be available to be dispatched to NOCCCD's campus locations between the normal working hours of 8:30 a.m. and 5:00 p.m., Monday through Friday, except normal holidays. To ensure access for support purposes, the Vendor understands that different NOCCCD offices and buildings may have unique operating hours.

Service calls from NOCCCD offices will all be routed directly through the Vendor's dispatch center via a toll-free service hotline staffed by live operators (no recordings except after hours) or via email. The Vendor's technicians are not, under any circumstances, to give out cell phone or pager numbers to NOCCCD personnel, as all service calls are to be logged and tracked via the Vendor's service dispatch system for reporting purposes.

IT Managers at each site (Anaheim Campus, Cypress College, Fullerton College, North Orange Continuing Education) must have access to the Vendor's Service Dispatch System for reporting and quality assurance.

Section II.F Preventive maintenance kits

It shall be the responsibility of the Vendor to install preventive maintenance (PM) kits on each Network Laser Printer serviced under this Contract according to the PM kit interval specified by the equipment manufacturer.

Unless otherwise approved by NOCCCD in writing, NOCCCD employees shall not be responsible for installing or replacing any equipment components.

Section II.G Service response time for equipment

Service response time shall at least be within four (4) hours if requested before 12 p.m. If the service call is placed after 12 p.m. the service response time requirement shall be by noon the next business day.

For the purposes of this Contract, "service response time" shall be defined as the number of working hours it takes the Vendor technician to begin actual work on the given machine from the time that the service call or email is placed by an authorized representative of NOCCCD. For example, a service call or email placed at 4 p.m. on a Wednesday afternoon would need to be physically responded to by 11 a.m. on Thursday morning.

The Vendor technicians shall not give out cell phone or pager numbers to key operators, or otherwise bypass the dispatch and reporting system put in place by Vendor under this Contract.

Section II.H Loaner equipment

In the event that repairs cannot be completed within eight (8) working hours (one business day) from the time that the first service call is placed on a Laser Printer, equivalent loaner equipment shall be provided by the Vendor immediately and proactively (without official request by NOCCCD) at no additional cost or penalty to NOCCCD.

Section II.I Laser Printer parts, supplies and consumables

At all times throughout the term of this Contract, the Vendor shall exclusively utilize the manufacturer's officially approved OEM parts, supplies and consumables in all units installed in the Laser Printers. Upon a written request of the Vendor, and subject to the discretion of NOCCCD's Information Technology Department, non-OEM parts, supplies and consumables may be utilized in NOCCCD's existing Laser Printer fleet.

Section II.J Stocking of supplies and high-mortality parts at NOCCCD buildings; Supplies to be delivered by Vendor personnel

The Vendor shall at all times under this Contract provide each Laser Printer location with sufficient supplies (including, but not limited to, toner cartridges) to last a minimum of thirty (30) days. Certain locations at various times of the year may require additional backup supplies. All supplies shall be either hand-delivered by the Vendor's personnel or shipped via pre-paid overnight freight service directly to each respective device location at no charge to NOCCCD.

At the Vendor's sole discretion, high-mortality consumable parts (including, but not limited to, fuser kits, paper feed tires, PM kits and drum kits) and other parts as required by the Vendor may be stored on-site at one or more NOCCCD buildings in a location mutually agreed to by the parties. The Vendor agrees to keep all supplies and parts stocked in a neat and orderly fashion, to not store hazardous materials at any NOCCCD location, and to obey all local fire codes and all other safety regulations. NOCCCD is not responsible for any lost, stolen or damaged items.

As new toner cartridges are installed under this Contract, the Vendor shall be responsible for immediately disposing of spent toner cartridges in an environmentally responsible manner at no additional cost to NOCCCD.

SECTION III

REQUIRED PROPOSAL SECTIONS OF TECHNICAL PROPOSAL

Vendor must provide a completed Schedule A, clearly confirming program participation and sub-contractor utilization, if any, under the proposed Managed Print Services program.

To assist the technical evaluators, responses to each of the six (6) Section III sub-sections (III.A through III.F) below must be provided on a section-by-section basis. Please simply provide your company's responses next to the appropriate Section number, as opposed to including the RFP language then the response.

Specifically, in their proposals for servicing NOCCCD's Laser Printer Fleet, Vendors must address all the appropriate requests for information contained within each of the six Section III sub-Sections that follow:

Section III.A TECHNICAL REQUIREMENTS

Section III.A.1 In this Section, the prospective Vendor shall describe its specific environmental sustainability programs to be implemented under this Contract. A generic environmental policy brochure without customization for NOCCCD is not a sufficient response. Examples of specific programs NOCCCD is interested in include, but are not limited to: toner recycling programs and biodegradable toners and materials. While general corporate initiatives of the manufacturing company should be provided as well, NOCCCD is more interested in any program that the Vendor can provide on a custom basis that will assist NOCCCD in reducing its greenhouse gas emissions.

Section III.A.2 Please state whether your company is providing a software program to detect which of NOCCCD's printers are out of paper, out of toner or otherwise require key operator attention.

Section III.A.3 Please list hardware, software, and network requirements to monitor the Network and Non-Network printers. Please provide the following list of technical requirements for implementing this functionality:

- Describe what is provided by the vendor for the monitoring system (including hardware, operating system, application software, database software, is it an appliance, set-up, etc.).
- List the software licenses that are required for the monitoring server and if they are included (for example: SQL, Windows Server, etc.).
- Provide a description of the installation, configuration, and maintenance details of the monitoring system including:
 - Who is responsible for each of these processes
 - Who is responsible for maintaining OS patches (for example: security patches)
 - How the vendor will access the system
 - Who is responsible for updating firmware and configuring the printers for this monitoring service
- Describe the technical details for the process of collecting the data activities of non-networked printer by your company
- Describe the technical details for the process of collecting the data activities of the networked printer by your monitoring software.
- Describe how the monitoring system will communicate collected information to the vendor.
- Describe the access to the monitoring application for District/Campus IT.
- Describe our options for the number of servers required to service all three of NOCCCD's campuses. It is our preference to have one monitoring system per campus.
- List the network protocols that are used.
- List the ports that need to be opened on the server and printers.

- List the network services that are used (multi-VLAN, cross sub-nets, and firewall requirements).

Section III.B SUPPORT AND SERVICE SPECIFICATIONS

Section III.B.1 Vendor shall state in this Section whether the Laser Printer-related contractual terms and conditions of Section II of this RFP are satisfactory, or if not, how the Vendor will comply with the requirements of this Contract. *Specific contractual specification deviations contained in the Vendor's Primary Proposal, if any, must be clearly listed in this Section of the Vendor's proposal.* If no deviations to this RFP's requirements are specifically noted, it shall be presumed that no deviations exist. *It should be noted that no one single contractual deviation, in and of itself, is likely to automatically preclude a proposal from further consideration.* However, all such Contract deviations, no matter how minor, must be noted and explained in this Section of the Primary Proposal.

Section III.B.2 Please indicate any deviations the Vendor is taking to Section I.A ("General Instructions and Conditions") of this RFP. Also, please provide any terms and conditions that your company will require as a part of a final contractual agreement.

Section III.B.3 The requirements of Section II assume that the selected Vendor will take over service of the existing NOCCCD Laser Printer fleet. In this Section, please describe how your company will document the end-of-life of an existing unit and under what conditions such units will be replaced. Also, please indicate what charge if any NOCCCD will incur when it becomes necessary to replace units. Would end-of-life-units be replaced with like-for-like equipment or brand new equipment? Who maintains ownership of units placed during the Contract term at Contract expiration?

Section III.B.4 Please describe the procedure on how NOCCCD would add a new printer on to the fleet; remove a printer from the fleet; or, move it from one location to another.

Section III.B.6 Vendor shall indicate the City and State (to Anaheim, CA) of its nearest parts and supplies warehouse that would support the Network Laser Printer Fleet at NOCCCD.

Section III.B.7 Please indicate the approximate amount of space required to inventory high mortality consumable parts; fuser kits, paper feed tires, PM kits, drum kits and other parts in an on-site location at NOCCCD, if needed.

Section III.B.8 Please provide examples and exhibits of the monthly billing and proactive service reporting that will be made available to NOCCCD.

Section III.B.9 Please provide documentation (in the form of a notarized Joint Venture agreement) of any intent to use another company(ies) or private individual(s) as a subcontractor(s) for any part or the whole of the services offered in response to this RFP. NOCCCD reserves the right to approve or reject any subcontracting agent or to reject proposals based on the use of subcontracted work.

Section III.C CORPORATE EXPERIENCE

Section III.C.1 In this Section, Vendors shall provide a brief corporate history and overview, inclusive of: (a) The company's headquarters address; (b) The company's office address nearest to Anaheim, CA; (c) The number of factory-certified technicians located in or within a 100-mile radius of Anaheim for Laser Printers; (d) How long the company has been offering Managed Print Services programs; and (e) The machine in field (MIF) population of Laser Printers in or within a 100-mile radius of Anaheim.

Section III.C.2 Please indicate in this section whether your company is factory-certified to provide service, or whether a specific named authorized subcontractor will be used to provide service for Laser Printers.

Section III.C.3 Discuss the specific role and responsibility of each key team member in providing the requested services to include both prime and sub-contractor(s). As key personnel are often considered in the evaluation of a proposal, Contactor must identify its key personnel. If key personnel cannot be named at the time of proposal submittal, the Vendor must specify the reason and present a plan to include key personnel.

Section III.C.4 Provide the date of your company's founding in (or within a 100-mile radius of) Anaheim, CA and the number of years servicing the specific equipment brand(s) and related services being proposed to NOCCCD under this RFP.

Section III.D ASSESSMENT/IMPLEMENTATION PLAN

Section III.D.1 The Vendor shall provide a detailed work plan with anticipated dates for step-by-step completion in accordance with the service requirements of this RFP. It is **mandatory** for the winning firm to perform detailed assessments of each Network Laser Printer site prior to any installations. Documented proof of each assessment conducted consisting of weekly reports of each site assessed, names of NOCCCD staff visited, preliminary recommendations and names of Vendor representatives visiting each location will be required. NOCCCD retains the right to independently accept, reject or modify any assessment/installation/support plan provided by the Vendor.

Specific information required in this Section include: (a) The proposed number of the Vendor's staff that will be assigned per team to conduct assessments; (b) The number of teams performing site assessments; and (c) Proposed dates for each anticipated project phase.

Section III.D.2 The Vendor shall also include a general plan for providing back-up technical personnel covering the NOCCCD campus during vacations and sicknesses.

Section III.D.3 The Vendor shall also include a general plan for assessing Laser Printers. Under what conditions does the Vendor generally redeploy, swap or remove Laser Printers? Under what conditions would NOCCCD need to purchase a new printer under the impending contract?

Section III.D.4 If there are specific laser printer brands or models that your company will not be supporting, please indicate the recommended plan for replacing and supporting units in those areas.

Section III.D.5 Please describe in detail how your company will provide training and troubleshooting support to NOCCCD's desktop services and end-user support teams for the Network Laser Printer Fleet. The description will include, but not be limited to: A discussion of the steps to be taken in the event of installation/operation problems related to printing; how print/scan drivers and software, and related updates, will be installed on NOCCCD's administrative workstations dispersed across all NOCCCD campus locations; and how the Vendor's off-site help desk personnel will work together with NOCCCD's Technology department support personnel.

Section III.D.6 Provide the name and resume of the Account Executive who will be the primary contact for NOCCCD.

Section III.E REFERENCES

Section III.E.1 In this Section, please provide five (5) customer references, preferably consisting of colleges and/or universities, with over 100 Laser Printers located in California. Please include only current references within the current calendar year and previous three (3) calendar years. NOCCCD may contact these references during the evaluation process. Information provided for each reference shall include:

- III.E.1.a** Organization name
- III.E.1.b** Dates of Contract
- III.E.1.c** Name of your company's project manager or other representative
- III.E.1.d** Reference contact person, direct-line phone number and email address
- III.E.1.e** Dollar value of Contract with your company
- III.E.1.f** The number of Laser Printers that are covered under a Managed Print Services Contract with this client

Section III.E.2 Please state the approximate percentage of the Vendor's gross revenue from your customers with a similar fleet dispersal that are currently under Managed Print Services Contracts. Please also describe the special training or certifications of your local (within a 100-mile radius of Anaheim) IT and technical support staff.

Section III.F OTHER VALUE-ADDED SERVICES AND ALTERNATE PROPOSALS

Section III.F.1 Please indicate the methodology that the Vendor will use to provide a credit to NOCCCD for any on-hand printer toner cartridges at the inception of this Contract.

Section III.F.2 NOCCCD permits Vendors to provide creative alternate proposals. In this Section please fully describe and explain any creative alternative proposals that the Vendor believes are in NOCCCD's best interest to consider. Examples of alternate proposals may include: Including the cost of replacement equipment into a proposed cost per impression, not offering depot service device replacements, or not offering the four hour response time.

Section III.F.3 Fully describe and explain any standard or optional value-added services that the Vendor will provide that are not part of the RFP's requirements. Examples of such services might include behavior modification software and specific company programs that exceed the servicing specifications stated herein. Please do not restate items that have previously been listed in your proposal.

ADDITIONAL NOTES FROM CYPRESS COLLEGE

- **Please follow local campus host naming standards**
- **Vendors should be PaperCut or similar print management software compliant and accept usage count for non-network printers**
- **Billing should be granular to department or printer level**

SECTION IV

REQUIRED PRICING SECTION OF VENDOR PROPOSAL

Vendors shall submit a Firm Fixed Price (FFP) Price Proposal to perform all services as specified in the Statement of Work (Section II). The Vendor shall complete the "Vendor Pricing Form" (Schedule B) in their entirety and include same with the Vendor's submittals. Cost/Price proposals shall be evaluated on total cost/price as represented by the proposed cost-per-impression prices set forth in Schedule B. Incomplete price proposals shall result in NOCCCD deeming the proposals non-responsive.

The price proposal shall provide itemized cost information required by the Statement of Work. Vendors shall provide the best competitive prices on initial submission. Pricing shall include ALL costs necessary to provide the required services. The Price Proposal shall contain answers to the following elements along with fully completed Schedule B:

Section IV.A Vendors are required to complete all items contained in Schedule B, as applicable, and include same in the completed proposal packages under this Section. Alternate Proposals, to be submitted under Section III.F.2 above, will not be accepted by NOCCCD unless the Vendor has submitted a Primary Proposal. The purpose of encouraging Vendors to submit at least one Alternate Proposal is to actively seek Vendor input as to what it considers to be the most cost effective and efficient methodology for accomplishing NOCCCD's goals. Alternate Proposals must indicate all pertinent details of the recommended plan, including, but not limited to, the number of service personnel to be assigned to NOCCCD, the equipment to be utilized and any efficiency gains that the Vendor believes can be generated from the proposed method. When submitting Alternate Proposals, Vendors are required to complete another Schedule B clearly marked "Alternate Proposal" at the top of the page. Please refer to examples of creative Alternate Proposals described in Section III.F.2 above.

Section IV.B In this Section, the Vendor shall certify that all pricing listed on Schedule B shall be firm for the entirety of the term of this Contract.

Section IV.C Vendor will affirm in this Section that no additional costs, other than those identified on Schedule B, or elsewhere clearly identified in its proposal, will be incurred by NOCCCD to meet the various specification and other technical requirements of this RFP.

Section IV.D Vendor shall indicate on Schedule B the respective service and supply per-impression costs to be charged NOCCCD for all color impressions produced on the proposed color-enabled Network Laser Printers.

Section IV.E Vendor shall list in this Section the per-device charge, if any, for moving Network Laser Printers within the same facility, and the charge, if any, for moving such Network Laser Printers from one NOCCCD facility to another.

Section IV.F Vendor shall list in this Section the hourly rate for providing technical service before 8:30 a.m., after 5 p.m. each business day and during weekend hours.

Section IV.G All blanks requiring completion on Schedule B shall be filled in clearly, including the proposed cost-per-impression (CPI) for providing service, parts, supplies, labor and proactive "depot service" replacement of non-functional Monochrome and Color Network Laser Printers on an overnight replacement basis. Please also indicate whether the toner cartridges and PM kits to be supplied under the Schedule B Network Laser Printer service and supply cost per impression (CPI) are: (a) New OEM-branded; (b) New non-OEM (please indicate brand name and manufacturing source); or (c) Remanufactured (please indicate brand name and manufacturing source).

Section IV.H In addition to the various costs identified on Schedule B, please provide an alternate all-inclusive cost per impression (for both color and monochrome prints) to be charged to NOCCCD for any new units placed by your company during the term of this Contract.

SCHEDULE A
PROPOSAL CHECKLIST SUMMARY

PROPOSING VENDOR COMPANY INFORMATION:

COMPANY NAME

ADDRESS

CITY STATE ZIP

TELEPHONE NO.

AUTHORIZED SIGNATURE

NAME TITLE

FEDERAL EMPLOYER'S ID CODE

Indicate if your company is minority-owned ___ or woman-owned ___. Include documentation to verify status if available.

Please acknowledge below whether your company agrees to comply with all applicable federal, state, local and College laws, rules and regulations in providing goods and services under this agreement.
Yes ____ No ____.

PRIMARY AND ALTERNATE PROPOSALS

Please check off below the type(s) of proposals your company is submitting in response to this RFP:

Network Laser Printer Service/Support: Yes, see our Primary Proposal We are also submitting an Alternate Proposal

USE OF SUB-CONTRACTING ENTITIES

Please list below the names of any sub-contracting entities that the Vendor will be engaging to fulfill the requirements of the Contract (if the Vendor is using any sub-contracting entities, please note that NOCCCD requires a duly notarized Joint Venture Agreement be executed and attached to your proposal):

1. Sub-Contractor for supporting/servicing the existing Network Laser Printer fleet (please also list the brand names, if applicable, that this entity is factory-authorized to service):

2. Sub-Contractor for providing the necessary Managed Print Services human resources under this Contract and/or temporary personnel to back-fill for vacations and sicknesses (please name the company and describe exact nature of the Vendor's agreement with this company):

3. Other Sub-Contractors to be utilized (please describe the specific job tasks each entity will perform):

SCHEDULE B
VENDOR PRICING FORM
NETWORK LASER PRINTER SERVICE & SUPPORT

PROPOSING VENDOR COMPANY NAME:

PLEASE CHECK OFF ONE ITEM BELOW:

THIS IS A PRIMARY PROPOSAL THIS IS AN ALTERNATE PROPOSAL

MONOCHROME COST-PER-IMPRESSION PRINTER SERVICE PRICING (EXISTING NETWORK LASER PRINTER FLEET ONLY)

MONOCHROME COST-PER-IMPRESSION NETWORK LASER PRINTER SERVICE PRICING — APPLICABLE ONLY TO NOCCCD'S EXISTING FLEET OF NETWORK LASER PRINTER MODELS AS SET FORTH IN ATTACHMENT A:

The blended monochrome cost-per-impression (CPI) service cost to support the existing NOCCCD Network Laser Printer fleet shall include, but not be limited to, the following items: All emergency service for all NOCCCD campus locations, preventive maintenance kits, proactive "depot service" replacement of non-functional Monochrome and Color Network Laser Printers on an overnight replacement basis, networking printing support, parts, black toner cartridges/bottles, PM kits, drum kits (if applicable), labor, firmware upgrades, software upgrades, drive time, trip charges, hourly labor rates within NOCCCD business hours and ongoing training. The monochrome cost-per-impression Network Laser Printer service pricing must remain firm throughout the term of any Contract resulting from this RFP process.

District-Wide blended monochrome cost-per-impression service and supply price (example: \$0.009 or nine-tenths of a cent) for supporting the existing NOCCCD laser printer fleet (excluding hardware):

(a) \$ _____ (please restate the cost-per-impression monochrome Network Laser Printer service and supply pricing in long-hand here as per the example above: _____ and _____ cents) **per monochrome impression.**

COLOR COST-PER-IMPRESSION SERVICE AND SUPPLY PRICING (EXISTING COLOR NETWORK LASER PRINTER FLEET ONLY)

THE PER-IMPRESSION COLOR PRINT SERVICE AND SUPPLY CHARGE APPLICABLE ONLY TO NOCCCD'S EXISTING FLEET OF COLOR NETWORK LASER PRINTER MODELS AS SET FORTH ON ATTACHMENT A):

(b) \$ _____ (please restate the cost-per-impression color Network Laser Printer service and supply pricing in long-hand here as per the example above: _____ and _____ cents) **per color impression** including color toner cartridges, drum kits and PM kits as applicable.

ATTACHMENT A
NON-COLLUSION DECLARATION

The undersigned declares:

I am the _____ of _____, the party making the foregoing bid.

The bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation. The bid is genuine and not collusive or sham. The bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid. The bidder has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham bid, or to refrain from bidding. The bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the bid price, or of that of any other bidder. All statements contained in the bid are true. The bidder has not, directly or indirectly, submitted his or her bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, to any corporation, partnership, company, association, organization, bid depository, or to any member or agent thereof, to effectuate a collusive or sham bid, and has not paid, and will not pay, any person or entity for such purpose.

Any person executing this declaration on behalf of a bidder that is a corporation, partnership, joint venture, limited liability company, limited liability partnership, or any other entity, hereby represents that he or she has full power to execute, and does execute, this declaration on behalf of the bidder.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration is executed on _____[date], at _____[city], _____[state].

Signature

Print Name