



# **GAINESVILLE**

## **CITY SCHOOL SYSTEM**

**Request for Proposal**

**For**

**Enterprise-Wide Managed Print Services Program**

## SOLICITATION SCHEDULE

Description	Date
Release of RFP	March 6, 2023
Pre-Bid Phone Conference (optional)	March 10, 2023
Last day for offerors to submit questions	March 17, 2023
Last day for GCSS to respond to questions	March 22, 2023
<b>PROPOSALS DUE</b>	April 10, 2023
Evaluation Committee Proposal Review Completed	April 14, 2023
Award – Board Meeting	April 17, 2023
Approximate Start Date	June 15, 2023

The Gainesville City School District (hereinafter also “GCSS”) invites Offerors to submit sealed proposals for the furnishing, delivery and maintenance of an **Enterprise-Wide Managed Print Services Program**. One hundred and sixty (160) Copier/MFDs are guaranteed to be installed at the inception of the impending Contract. In aggregate, the GCSS fleet of Copier/MFDs and Network Printers as defined in this RFP is estimated to produce a combined **54,605,685 (fifty-four million six hundred and five thousand six hundred eighty-five) total combined monochrome and color impressions** during the five-year initial Contract period.

The Gainesville City School District employs 993 staff members in educating about 8,000 students enrolled in 6 Elementary Schools, 2 Middle Schools, and 1 High School.

Respondents to this solicitation are encouraged to review the data contained in GCSS’s website for a better understanding of GCSS, its organization and management, and the services it provides. The website is: <https://www.gcस्क12.net>.

## SECTION 1

### SOLICITATION INSTRUCTIONS

1. Issuing Office. The Technology Department shall be the sole point of contact within GCSS for purposes of the preparation and submittal of proposals in response to this solicitation.

Jill Hobson  
Chief Technology Officer  
Gainesville City School District  
508 Oak Street  
Gainesville, GA 30501  
Phone: 770-536-5275  
Email: [jill.hobson@gcssk12.net](mailto:jill.hobson@gcssk12.net)

2. Questions and Inquiries. From the issue date of this RFP until a Bidder is selected and the selection is announced, Bidders are not allowed to communicate with regard to this RFP for any reason with any Gainesville City staff except through the Chief Technology Officer or an assigned designee, or as provided by existing work agreement(s). Gainesville City Schools reserves the right to reject any proposal of any Bidder violating this provision.
3. Pre-Proposal Conference. A Pre-Proposal Conference will be held on March 10, 2023, at 1 p.m. in conjunction with this RFP. The Conference will take place via Zoom. Please use the following link to register the conference. [https://gcssk12.zoom.us/meeting/register/tJ0sd-yqqjkrHdx9y6fDsLOtOYLjg\\_0Qbl46](https://gcssk12.zoom.us/meeting/register/tJ0sd-yqqjkrHdx9y6fDsLOtOYLjg_0Qbl46)
4. Bid Submittal Process.  
Proposals must be submitted to:  
Gainesville City Schools  
Attn: Jill Hobson  
508 Oak Street  
Gainesville, GA 30501  
Bidder will assume sole responsibility for ensuring that proposals reach the above address on or before the closing time and date as shown in the schedule of events. Responses must be clearly labeled **RFP - Managed Print Services**.  
  
4.1. LATE BIDS CANNOT BE ACCEPTED.
5. Acceptance of Terms and Conditions. By submitting a Proposal, an Offeror shall be deemed to have accepted the terms, conditions, and requirements set forth in this RFP. The RFP, including all addenda, shall be incorporated into the Contract by reference.
6. Contractual Agreement and Term. Any Contract arising from this RFP action shall commence on the date the Contract is executed on behalf of GCSS, or such other date as GCSS and the Awarded Contractor ("Contractor") shall agree.
7. Withdrawal of Bids. Offers may be withdrawn by written, facsimile, or electronic notice if given prior to the RFP opening time and date. Verbal requests via phone are not acceptable. No offer shall be withdrawn after the scheduled closing time for opening bids.

8. Rejection or Acceptance of Proposals. GCSS reserves the right to: (i) accept or reject any and all proposals, in whole or in part; (ii) to waive minor irregularities; and (iii) to negotiate in any manner necessary to best serve the interests of GCSS. Further, GCSS reserves the right to make a whole award, multiple awards, a partial award, or no award at all. Offerors judged by the Purchasing Office not to be responsible or Offerors whose Proposals are classified as not reasonably susceptible to being selected for award shall be so notified. GCSS reserves the right to increase or decrease the quantities of any materials, equipment, supplies or services.
9. Right to Amend, Modify or Withdraw. GCSS reserves the right, in their sole discretion, to amend, or modify any provisions of this solicitation, or to withdraw this solicitation at any time prior to the award of a Contract. The decision of GCSS shall be administratively final in this regard.
10. Modifications of Technical Proposal. Offerors may not modify, supplement, cure, or change proposals in any way after the due date and time unless specifically requested by GCSS.
11. RFP Response Materials. All written materials submitted in response to this RFP become the property of GCSS and may be appended to any formal documentation that would further define or expand the contractual relationship between GCSS and the Contractor(s).
12. Duration of Offers. Proposals shall remain irrevocable for 120 days following the closing date of the Proposal due date. This period may be extended by mutual agreement between the Offeror and GCSS.
13. Incurred Expenses. GCSS is not responsible for any expenses that Offerors may incur in preparing and submitting Proposals or in making oral presentations of their Proposals, if required.
14. Confidentiality. Offerors should give specific attention to the identification of those portions of the Proposal that the Offeror deems to be confidential, proprietary information, or trade secrets and provide any justification why such materials, upon request, should not be disclosed by GCSS under the Freedom of Information Act (FOIA). Offerors are advised that, upon request for this information from a third party, the Purchasing Office is required to make an independent determination as to whether the information may or may not be disclosed to the requesting party. That decision will take into consideration the Offeror's position regarding its Proposal. A blanket statement by an Offeror that its entire Proposal is confidential or proprietary will not be considered.
15. Multiple Proposals. Offerors may not submit more than one Proposal.
16. Alternate Proposals. Offerors may submit an alternate for this RFP.
  - 16.1. GCSS permits Offerors to provide creative alternate proposals. Offerors shall fully describe and explain any creative alternative proposals that the Offeror believes are in GCSS's best interest to consider. Examples of creative alternate proposals may include, but not be limited to:
    - 16.1.1. Changing the proposed equipment mix; and
    - 16.1.2. Implementing guaranteed annual monochrome fleet volumes
  - 16.2. *Alternate Proposals will not be accepted by GCSS unless the Offeror has submitted a Primary Proposal for that Product Category.* The purpose of allowing Offerors to submit at least one Alternate Proposal is to actively seek Offeror input as to what it considers to be the most cost effective and efficient methodology for accomplishing GCSS's goals. Alternate Proposals must indicate all pertinent details of

the recommended plan, especially any items that conflict with the RFP's Section 4 Scope of Work. When submitting Alternate Proposals, Offerors are required to complete another Pricing Schedule clearly marked "Alternate Proposal."

17. Forms. This solicitation is designed for the Offeror to fill in responses where indicated. This entire solicitation document, along with any attachments indicated with the responses filled in, is to be submitted as the main part of the Offeror's proposal. The Offeror may adjust forms and insert space as needed for responses; however, the Offeror shall not alter any language provided by GCSS in this solicitation; any such alterations will not be honored, and the Offeror will be bound by the language in the solicitation as published. Any changes to the solicitation language shall be explicitly requested.
18. Signing of Forms. A Proposal, if submitted by an individual, shall be signed by the individual. If submitted by a partnership, a Proposal shall be signed by such member(s) of the partnership with authority to bind the partnership. If submitted by a corporation, a Proposal shall be signed by an officer, and attested by the corporate secretary or an assistant corporate secretary; if not signed by an officer, there shall be attached a copy of a board resolution or that portion of the by-laws, duly certified by the corporate secretary, showing the authority of the person so signing on behalf of the corporation.
19. Addenda Acknowledgment. Offerors shall acknowledge in writing the receipt of any and all addenda, amendments, and/or changes issued. Such acknowledgement shall be included in the Technical Proposal. It is the Offeror's sole responsibility to monitor the Purchasing web site prior to submitting their RFP for any addenda, amendments, and/or changes issued.
20. Signature. The enclosed form titled "SIGNATURE SHEET" shall be completed and submitted with Offeror's proposal. The Signature Sheet shall be signed by the person or persons legally authorized to sign contracts on behalf of the offering company.

## SECTION 2

### TERMS AND CONDITIONS

1. Contractor's/Offeree's Responsibility. Offerors are advised to read the requirements very carefully to ensure that each requirement is understood. If in doubt, develop and submit applicable questions in writing to the contact at the Issuing Office. An Offeror's misinterpretation of requirements shall not relieve the Offeror of the responsibility to address accurately the requirements of the RFP or to perform the Contract, if awarded. GCSS will enter into a contractual agreement with the selected Contractor(s) only. The selected Contractor(s) shall be solely responsible for all services as required by this RFP. Subcontractors, if any, will be the responsibility of the Contractor(s) and the role of subcontractors shall be clearly identified in the proposal. The use of a subcontractor(s) does not relieve the Contractor(s) of liability under a Contract.
2. Contractor Responsibilities and Use of Subcontractors.
  - 2.1. GCSS shall enter into contractual agreement with the selected Contractor only. The use of subcontractors does not relieve the Contractor of liability. The Contractor shall be fully responsible for acts and omissions of its subcontractors and of persons directly or indirectly employed by them. GCSS is not responsible for the fulfillment of the Contractor's obligations to subcontractors.
  - 2.2. Subcontractors, if any, shall be identified in the Technical Offer with a complete description of their role relative to the project. The Contractor may not contract with any such proposed person or entity to whom GCSS has a reasonable objection. Notification of such objection will be made by GCSS prior to contract execution.
3. Contract Assignment. Neither party may assign this Contract without the prior written consent of the other party.
4. Non-Discrimination in Employment. The Contractor agrees: (a) not to discriminate in any manner against an employee or applicant for employment because of race, color, religion, creed, age, sex, marital status, national origin, ancestry, or physical or mental disability unrelated in nature and extent so as reasonably to preclude the performance of such employment; (b) to include a provision similar to that contained in subsection (a), above, in any subcontract except a subcontract for standard commercial supplies or raw materials; and (c) to post and to cause subcontractors to post in conspicuous places available to employees and applicants for employment, notices setting forth the substance of this clause.
5. Behavior of Contractor Employees/Subcontractors. GCSS is committed to providing a work and study environment that is free from discrimination and harassment on the basis of race, color, religious creed, ancestry, national origin, age, sex, marital status, handicap, pregnancy, or status as a disabled veteran or veteran of the Vietnam era. Behavior contrary to this philosophy, which has the purpose or effect of creating an intimidating, hostile, or offensive environment, will not be tolerated by GCSS, and it is the Contractor's responsibility to ensure that such behavior by its employees, agents, and subcontractors does not occur. The policy extends to maintaining an environment free from sexual harassment. Therefore, sexual advances or sexual remarks, requests for sexual favors, and other verbal or physical conduct of a sexual nature shall not be condoned or permitted by the Contractor. This prohibition extends to such harassment within the employment context as well as harassment of students, staff, and visitors to GCSS. It should be assumed that all sexual behavior by the Contractor's employees, agents, and subcontractors on any campus or facility of GCSS, whether owned, operated, maintained or leased by GCSS, is improper and unwelcome. Contractor will also ensure that all technicians who work with GCSS users exhibit a high degree of professionalism in

their dealings with those users. The Contractors employees and subcontractors shall be subject to and comply with all applicable GCSS rules, regulations and policies which shall include those regulations relating to safety, security and campus parking. If deemed necessary, GCSS reserves the right to demand the removal of any of the Contractor's employees/subcontractors from duty on its premises as a result of their violation of the standards set forth herein.

6. Tobacco Free and Alcohol/Drug Free Environment. GCSS maintains a tobacco, alcohol/drug free environment. The sale or use of tobacco, alcohol or drugs, in any form, or related product, is prohibited in school buildings and grounds at all times. Persons found violating this policy will be requested to remove the product and themselves from school premises.
7. Criminal History Background Checks. All employees, agents, or representatives of the awarded contractor who will be performing work on any phase of the contract arising out of this RFP will be subject to a criminal history background check at the Contractor's expense. Such persons, if requested by the school system, shall provide fingerprints and other required information to facilitate such a check, as well as the necessary fees to obtain such a check from the federal or state government. At the completion of a background check, the school system may, at its sole discretion, decide that a particular employee, agent, or representative of the contractor be barred from school system property.
8. Child Sex Offender Notification.
  - 8.1. Sex Offender Requirement: Georgia law requires certain sex offenders to register with the local law enforcement agency. One of the purposes of this law, is to inform school systems when a Registered Sex Offender is residing or working in the area. When the sex offender registers, the local police are required to notify the Superintendent of Schools, and the Superintendent, in turn, is required to send a notice to school principals.
  - 8.2. As a contractor working for GCSS we require that you do not employ Registered Sex Offenders to work on projects for our school system if they, as a result, are required to perform delivery, installation, repair, construction or any other kind of services on GCSS property.
  - 8.3. Each contractor shall screen their workforce to ensure that a Registered Sex Offender does not perform work at a city public school and also ensure that a subcontractor and independent contractor conducts screening of its personnel who may work at a school. The term "workforce" is intended to refer to all of the contractor's direct employees and subcontractors and/or independent contractors it uses to perform the work. Violations of this provision may cause GCSS to take action against the contractor up to and including termination of the contract.
  - 8.4. The contractor may not knowingly assign an employee to work on school property with direct, unsupervised, and uncontrolled access to children, if the employee has been convicted of, or pled guilty or nolo contendere to, a crime involving a sexual offense, child sexual abuse and crimes of violence.
  - 8.5. The Contractor shall submit to GCSS a listing of any employees assigned to perform under this agreement and certify that the necessary criminal history records checks have been conducted and that each employee complies with the requirements.
9. Occupied Buildings. Work under this contract and any resulting contract or sub- contract will take place while school facilities are occupied by staff and often also by students and visitors. Every precaution shall be exercised to protect people from injury and to minimize disruption of activity. As well, contract employees

shall conduct themselves in a professional manner while on GCSS's premises. Any employee found to disregard the nature of the school system's surroundings shall be removed from the premises and may be prohibited from further servicing GCSS contract.

10. Identification and Sign-in Procedures. All contractor personnel, working in or around buildings designated under this contract, shall have a valid driver's license or photo ID and a company issued ID with company name/logo matching driver's license or photo ID in their possession at all times. Contractors may be required to provide identification and sign-in and sign-out at the front office at each site on a daily basis during the course of each project or they may receive a GCSS badge allowing them to access the job site without signing in and out. All contractor personnel working in or around buildings designated under this contract, shall follow any additional required sign-in, sign-out, and identification procedures required by each site.
11. Taxes. GCSS is exempt from Federal Excise Taxes, Georgia Sales and Use Taxes. Exemption Certificates shall be provided upon request. In the instance a Contractor is required to furnish and install material in the construction or improvement of real property in performance of a Contract, the Contractor shall pay the Georgia Sales Tax and the exemption will not apply.



## SECTION 3

### SPECIAL TERMS AND CONDITIONS

1. Agreement. Offeror shall provide to GCSS professional services in accordance with the terms and conditions of this solicitation.
  - 1.1. The resulting Contract consists of multiple documents as follows in order of precedence:
    - 1.1.1. The Contract Form
    - 1.1.2. The Request for Proposal and all amendments to the solicitation
    - 1.1.3. Offeror's Technical Proposal and Price Proposal as accepted by GCSS
    - 1.1.4. Offeror's Best and Final Offer (if requested)
  - 1.2. All terms and conditions of GCSS's solicitation, and any amendments thereto, are part of this Agreement unless expressly contradicted by a term or condition of this Agreement. Proposals or suggestions of the Offeror for changes in the solicitation or the terms and conditions of the contract are not binding upon GCSS and are not a part of this Agreement unless set forth in an amendment of the solicitation or in this Agreement and agreed to in writing by GCSS.
2. Contract Period. The initial Contract term shall be for five (5) consecutive, one-year terms, to be renewed annually, from the date of contract execution. GCSS may solely authorize up to two (2) additional one-year terms (a maximum of seven one-year terms) pending successful performance and availability of funds.
3. GCSS Project Coordinator. GCSS will designate a staff member to act as coordinator ("Program Coordinator") between GCSS and the Contractor. Throughout the period of the Contract, copies of all correspondence, work products, specifications, estimates and other materials prepared by the Contractor should be directed to the Program Coordinator and to any other GCSS personnel designated by the Program Coordinator. Direct contact or communication by the Contractor with other GCSS offices or any other entity concerning the Contract shall be made only with the prior knowledge and concurrence of the Program Coordinator.
4. Professional Services. The Contractor shall utilize personnel named and/or otherwise identified in its submittal responding to GCSS's solicitation unless (a) a change is requested by the Contractor and approved in writing by the Program Coordinator; or (b) a change is requested in writing by the Program Coordinator for good cause, in which case the Contractor shall make an appropriate substitution, subject to GCSS's approval, and notify GCSS in writing. Major changes in the Contractor's organization or personnel (other than the Contractor's Team) shall be reported to GCSS in writing as they occur.
5. Billing and Payment.
  - 5.1. The contractor shall submit invoices to the attention of the Accounts Payable, Gainesville City School District, 508 Oak Street, Gainesville, GA 30501 or [accountspayable@gcssk12.net](mailto:accountspayable@gcssk12.net).
    - 5.1.1. Invoices shall contain the following information:
      - 5.1.1.1. Contract Number
      - 5.1.1.2. Purchase Order Number
      - 5.1.1.3. Customer Name and Address
      - 5.1.1.4. Description of service invoiced
      - 5.1.1.5. Total due
      - 5.1.1.6. **Itemized monthly and annual charges assigned to each piece of equipment by billing period and location**

5.2. All fees are exclusive of applicable federal, state, local, and foreign sales, use, excise, utility, gross receipts, value added and other taxes, tax-like charges and tax-related surcharges. GCSS is generally exempt from such taxes, and Contractor agrees not to charge GCSS for such taxes in accordance with applicable law. GCSS will provide exemption certificates upon request.

5.3. GCSS provides payments on a net 30-day basis for GCSS approved invoices.

6. Acceptance Procedure. GCSS will make every effort to pay the Contractor within thirty (30) days of acceptance of all deliverables associated with each invoice. Notwithstanding any other provision of this RFP, all invoices must be accompanied with documentation that details the number of hours expended and nature of work performed by Contractor's personnel and/or subcontractor staff in the performance of work under the Contract.

7. Confidential Information.

7.1. Contractor acknowledges and understands that GCSS is required to protect certain Confidential Information from disclosure under applicable law, including but not limited to, the Family Educational Rights and Privacy Act ("FERPA"), the Gramm Leach Bliley Act ("GLBA"), or the Georgia Public Information Act ("PIA"), including regulations promulgated there under, as the laws and regulations may be amended from time to time (collectively the "Privacy Laws"). See attached CLIENT Data Sharing Agreement.

7.2. The Confidential Information that is protected under FERPA was provided to the Contractor as it is handling an institution service or function that would ordinarily be performed by GCSS's employees. The Contractor agrees that it shall be obligated to protect the Confidential Information in its possession or control in accordance with the Privacy Laws to the same extent as GCSS would be obligated if the Confidential Information was in the possession or control of GCSS. The Contractor further agrees that it is subject to the requirements governing the use and re-disclosure of personally identifiable information from education records as provided in FERPA.

7.3. Contractor's obligations with respect to Confidential Information shall survive the expiration or the termination of this Contract.

7.4. Contractor acknowledges that Contractor's failure to comply fully with the restrictions placed upon use, disclosure and access to Confidential Information may cause GCSS grievous irreparable harm and injury. Therefore, any failure to comply with the requirements of this Section shall be a material breach of this Contract.

7.5. Contractor agrees and acknowledges that it is not the custodian of any Confidential Information that may be in Contractor's possession or control. Contractor shall forward any request for disclosure of Confidential Information to:

Lizzet Flores  
Executive Secretary to the Superintendent  
Gainesville City School System  
508 Oak Street  
Gainesville, GA 30501

email: lizzet.flores@gcssk12.net  
phone: 770-536-5275 ext. 5143

8. Relationship of the Parties. It is understood and agreed that Contractor is an independent contractor of GCSS, and not an employee. Except as set forth in this Contract, GCSS will not withhold income taxes, social security or any other sums from the payments made Contractor hereunder. All employees or contractors of Contractor shall in no way be considered employees of GCSS, but rather they shall be employees or contractors of Contractor, and Contractor shall bear full responsibility for compensating those persons and for the performance of the Services by way of them.
9. Insurance. Contractor shall maintain in full force and effect adequate insurance coverage to protect against the risks associated with the performance of Services under this Contract, as further set forth in GCSS Insurance Requirements, or as set forth in Contractor's proposal should the coverage and limits therein exceed the required minimum levels. Contractor shall provide to the Purchasing Office a certificate of insurance including evidence of the required limits at the execution hereof, and annually thereafter.
10. Indemnification. The Contractor shall be responsible for any loss, personal injury, expense, death and/or any other damage which may occur by reason of Contractor's acts, negligence, willfulness or failure to perform any of its obligations under this agreement. Furthermore, any acts on the part of any agent, director, partner, servant or employee of the Contractor are deemed to be the Contractor's acts. Contractor agrees to indemnify and hold harmless GCSS and its Board of Trustees, Employees, Agents and Students from any claim, damage, liability, expense, and/or loss, including defense costs and attorney fees, arising directly or indirectly out of the Contractor's performance under this agreement. The indemnification obligation of the successful Contractor shall include but shall not be limited to injuries to individuals and property of individuals who are not parties to the contract. In addition, the indemnification obligation of the successful Contractor shall cover the acts or omissions of any subcontractors hired by the successful Contractor. Furthermore, the indemnification obligation of the successful Contractor shall survive termination of the contract for any reason. Neither party shall be liable to the other for indirect, consequential, incidental, punitive, exemplary, nor special damages, or losses, including without limitation lost profits and opportunity costs.
11. Termination for Default. If the Contractor fails to fulfill its obligation under this Contract properly and on time, or otherwise violates any provision of the Contract, GCSS may terminate the Contract by written notice to the Contractor. The notice shall specify the acts or omissions relied upon as cause for termination. GCSS will provide Contractor a reasonable opportunity, not to exceed 10 business days, to cure the act or omission, provided such opportunity to cure does not extend the deadline for any deliverables and does not cause GCSS further damage. All finished or unfinished work provided by the Contractor, to which GCSS is entitled pursuant to this Contract shall become GCSS's property. GCSS shall pay the Contractor fair and equitable compensation for satisfactory performance prior to receipt of notice of termination, less the amount of damages caused by Contractor's breach. If the damages are more than the compensation payable to the Contractor, the Contractor will remain liable after termination and GCSS can affirmatively collect damages.
12. Delays and Extension of Time. The Contractor agrees to prosecute the work continuously and diligently and no charges or claims for damages shall be made by it for any delays or hindrances from any cause whatsoever during the progress of any portion of the work specified in this Contract. Time extensions will be granted only for excusable delays that arise from unforeseeable causes beyond the control and without the fault or negligence of the Contractor, including but not restricted to, acts of God, acts of public enemy, acts of the State in either its sovereign or contractual capacity, acts of another Contractor in the performance of a contract with the State or GCSS, changes in law or regulation, action by government or other competent authority, fires, earthquakes, floods, epidemics, quarantine restrictions, strikes, freight embargoes,

malicious or criminal acts of third parties, or delays of subcontractors or suppliers arising from unforeseeable causes beyond the control and without the fault or negligence of either the Contractor or the subcontractors or suppliers.

13. Suspension of Work. The Purchasing Office unilaterally may order the Contractor in writing to suspend, delay, or interrupt all or any part of its performance for such period of time as the Purchasing Office may determine to be appropriate for the of GCSS.
14. Contract Integration and Modification. This Contract and the documents incorporated herein form the entire agreement of the parties with respect to the subject matter of this procurement, and supersede all prior negotiations, agreements and understandings with respect thereto. This Contract may be amended with the written consent of both parties. Amendments may not significantly change the scope of the Contract.
15. No Third-Party Beneficiaries. This Agreement is only for the benefit of the undersigned parties and their permitted successors and assigns. No one shall be deemed to be a third-party beneficiary of this Agreement.
16. Notices. Notices under this Contract will be written and will be considered effective upon personal delivery to the person addressed.
17. Retention of Records. Contractor shall retain and maintain all records and documents relating to this Contract for five years after final payment and will make them available for inspection and audit by authorized representatives of GCSS, including the Purchasing Office or designee, at all reasonable times.
18. Contingent Fee Prohibition. The Contractor warrants that it has not employed or retained any person, partnership, corporation, or other entity, other than a bona fide employee or agent working for the Contractor, to solicit or secure this Contract, and that it has not paid or agreed to pay any person, partnership, corporation, or other entity, other than a bona fide employee or agent, any fee or any other consideration contingent on the making of this Contract.
19. Compliance with Laws. The Contractor hereby represents and warrants that:
  - 19.1. It is qualified to do business in the State of Georgia and that it will take such action as, from time to time hereafter, may be necessary to remain so qualified;
  - 19.2. It shall comply with all federal, State, and local laws, regulations, and ordinances applicable to its activities and obligations under this Contract; and
  - 19.3. It shall obtain, at its expense, all licenses, permits, insurance, and governmental approvals, if any, necessary to the performance of its obligations under this Contract.
20. Multi-Year Contracts Contingent Upon Appropriations. If GCSS fails to appropriate funds or if funds are not otherwise made available for continued performance for any fiscal period of this Contract succeeding the first fiscal period, this Contract shall be canceled automatically as of the beginning of the fiscal year for which funds were not appropriated or otherwise made available; provided, however, that this will not affect either GCSS's rights or the Contractor's rights under any termination clause in this Contract. The effect of termination of the Contract hereunder will be to discharge both the Contractor and GCSS from future performance of the Contract, but not from their rights and obligations existing at the time of termination. The Contractor shall be reimbursed for the reasonable value of any nonrecurring costs incurred but not amortized in the price of the Contract. GCSS shall notify the Contractor as soon as it has knowledge that funds may not be available for the continuation of this Contract for each succeeding fiscal period beyond the first.

21. Network/Data Security. GCSS is required to assess risks, ensure data integrity, and determine the level of accessibility that shall be maintained when applicable.

21.1. Specific activities include, but are not limited to:

- 21.1.1. Identification of security, privacy, legal, and other organizational requirements for recovery of institutional resources such as data, software, hardware, configurations, and licenses at the termination of the contract.
- 21.1.2. Assessment of the contractor's security and privacy controls including GCSS's security and privacy requirements in the agreement.
- 21.1.3. Periodic reassessment of contractor services provisioned to ensure all contract obligations are being met and to manage and mitigate risk.

21.2. The Contractor is the owner or authorized user of the Contractor's software and all of its components, and Contractor software and all of its components, to the best of Contractor's knowledge, do not violate any patent, trademark, trade secret, copyright or any other right of ownership of any third party.

21.3. Contractor shall:

- 21.3.1. Establish and maintain industry standard technical and organizational measures to help to protect against accidental damage to, or destruction, loss, or alteration of the materials;
- 21.3.2. Establish and maintain industry standard technical and organizational measures to help to protect against unauthorized access to the Services and materials; and
- 21.3.3. Establish and maintain network and internet security procedures, protocols, security gateways and firewalls with respect to the Services. Contractor software and its components are equipped and/or designed with systems intended to prevent industry known system attacks (e.g., hacker and virus attacks) and unauthorized access to confidential information.
- 21.3.4. Follow strong identity management characteristics and practices, requiring users to adhere to organizational usage, construction, and change requirements.
- 21.3.5. Configure and maintain network to be suitably hardened against security threats and ensure adequate performance.

21.4. GCSS, at its sole option, may request the Contractor to provide Service Organization Control (SOC) 2, Type 2 reports or equivalent, for all services and facilities from which the services are provided. It is the Contractor's responsibility that such Reports are provided under the terms and conditions of this Contract without GCSS being required to agree to additional terms and conditions that may be applied by a third party. If a Report states that a facility has failed to materially satisfy one or more control objectives, Contractor will, as GCSS's sole remedy, use commercially reasonable efforts to cause the facility to materially satisfy all control objectives. If, despite Contractor's efforts, the facility cannot materially satisfy all relevant control objectives, Contractor will mitigate the issue in a commercially reasonable manner which may include the migration to an alternate facility which materially satisfies all control objectives. Failure to do so

may be considered a material breach of this Agreement in the sole and reasonable discretion of GCSS.

- 21.5. GCSS or an appointed audit firm, has the right to audit Contractor and its sub-Contractors or affiliates that provide a service for the processing, transport or storage of GCSS data. Audits will be at GCSS's sole expense which includes operational charges by Contractor, except where the audit reveals material noncompliance with contract specifications, in which case the cost, inclusive of operational charges by Contractor, will be borne by the Contractor. In lieu of GCSS or its appointed audit firm performing their own audit, if Contractor has an external audit firm that performs a review, GCSS has the right to review the controls tested as well as the results and has the right to request additional controls to be added to the certified report for testing the controls that have an impact on its data.

22. Work Hours. Work performed on GCSS premises shall be performed during GCSS normal working hours. See GCSS School Calendar at: [Calendars – Gainesville City Schools](#).

## SECTION 4

### SCOPE OF WORK

#### 1. Intent of RFP Solicitation

The intent of RFP GCSS Enterprise-Wide Managed Print Services Program is to solicit proposals from qualified Contractors for managing all aspects of GCSS's copy/print environment.

The primary objectives of the RFP GCSS Enterprise-Wide Managed Print Services Program are:

- 1.1. To reduce GCSS's hardware, service and supply related expenses related to each of the Product Categories included in the RFP as applicable;
- 1.2. To provide the latest technological solutions to the benefit of GCSS and its students;
- 1.3. To initiate a synchronized technology refreshment schedule by replacing all existing Copier/MFDs so that all schools and administrative departments can benefit from the latest document imaging technological advancements;
- 1.4. To continue the practices of standardizing and right-sizing the brands, models and functionality of all Copier/MFDs within each elementary, middle and high school; and
- 1.5. To maintain or exceed current overall service levels being provided to GCSS's internal customers.

GCSS guarantees that a minimum of one hundred fifty (150) Copier/MFDs will be installed at the inception of this Contract.

Proposals are to include pricing covering all equipment (Copier/MFDs only), associated labor provided by factory-trained technicians, software, parts, all supplies (except paper), preventative maintenance and service being proposed to meet the requirements of this RFP package for all Product Categories.

#### 2. Copier/MFD Copier Fleet Description

##### **OVERVIEW**

GCSS currently leases all Copier/Multifunctional Devices (hereinafter "Copier/MFDs") from Standard Office Systems which is also providing service for all Copier/MFDs.

As the vast majority of current leases will be expiring on or before June 30, 2023, no Copier/MFD lease buyouts will be necessary in order to transition the fleet to a single Offeror at the inception of the new Contract period.

All Copier/MFDs are connected to the GCSS network.

##### **COPIER/MFDS**

There are currently 73 Sharp Copier/MFDs and 112 Kyocera/HP Desktop MFDs in place at various GCSS school and office locations.

GCSS's current average annual monochrome copy/print volumes for the combined Copier/MFD fleet are as follows:

**GCSS COPIER/MFD VOLUMES PRODUCED**  
**(January 1, 2022 – December 31, 2022)**

Monochrome	<b>9,101,433</b>
Color	<b>1,819,704</b>

3. Statement of Work Overview

The Awarded Contractor shall provide equipment, support services and necessary labor, as applicable, in accordance with each of the requirements listed and described in the following sub-Sections of this Statement of Work.

<b>COLOR COPIER/MFD SPECIFICATIONS</b>
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4. Light Volume Color Copier/MFDs:

Technology:	Digital Electrostatic
Standard Functionality:	
Color copying, color printing, color scanning	Standard
Rated speed:	30 color pages per minute minimum; 30 monochrome pages per minute minimum
Maximum copy/print size:	Ledger (11" x 17") or greater
FCT (First-Copy Time):	8.5 Seconds or Less
Analog Fax Board:	N/A
Badge/ID Reader:	Card Reader attachment for PaperCut
PaperCut Application:	Fully Compatible/Integrated
eGoldFax:	Fully Compatible/Integrated
RADF:	Standard (300 Sheets)
RADF:	Minimum scan speed 240 images/min
Duplexing:	Standard (all units and drivers must default to duplex mode for both copying and printing)
Single-position Stapling Finisher:	N/A
Sheet capacity of finisher:	Center Exit Tray
Separate finisher trays/locations for prints & copies:	Standard
Scan-to-email (with LDAP authentication):	Standard
Scan-to-network (shared network drive):	Standard
Secure (password-protected) Printing:	Standard
Console:	Standard
Number of paper drawers (excluding bypass):	Three minimum
Total sheet capacity of drawers (excluding bypass):	1,200 sheets minimum (preference is for internal console paper storage in lieu of external high-capacity paper trays)
Stack-feed bypass:	Standard—50 sheets minimum
Auto tray-switching:	Standard
Estimated per-unit monthly monochrome volume:	3,000 (three thousand) monochrome pages per month
Estimated per-unit monthly color volume:	4,000 (four thousand) color pages per month



5. Medium Volume Color Copier/MFDs:

Technology:	Digital Electrostatic
Standard Functionality:	
Color copying, color printing, color scanning	Standard
Rated speed:	55 color pages per minute minimum; 55 monochrome pages per minute minimum
Maximum copy/print size:	Ledger (11" x 17") or greater
FCT (First-Copy Time):	8.5 Seconds or Less
Analog Fax Board:	N/A
Badge/ID Reader:	Card Reader attachment for PaperCut
PaperCut Application:	Fully Compatible/Integrated
eGoldFax:	Fully Compatible/Integrated
RADF:	Standard (300 Sheets)
RADF:	Minimum scan speed 240 images/min
Duplexing:	Standard (all units and drivers must default to duplex mode for both copying and printing)
Single-position Stapling Finisher:	Standard
Sheet capacity of finisher:	1,000-sheet stacking/staple finisher (minimum)
Separate finisher trays/locations for prints & copies:	Standard
Scan-to-email (with LDAP authentication):	Standard
Scan-to-network (shared network drive):	Standard
Secure (password-protected) Printing:	Standard
Console:	Standard
Number of paper drawers (excluding bypass):	Four (minimum)
Total sheet capacity of drawers (excluding bypass):	2,300 sheets minimum (preference is for internal console paper storage in lieu of external high- capacity paper trays)
Stack-feed bypass:	Standard—50 sheets minimum
Auto tray-switching:	Standard
Estimated per-unit monthly monochrome volume:	14,000 (fourteen thousand) monochrome pages per month
Estimated per-unit monthly color volume:	4,000 (four thousand) color pages per month

6. High Volume Color Copier/MFDs:

Technology:	Digital Electrostatic
Standard Functionality:	
Color copying, color printing, color scanning	Standard
Rated speed:	70 color pages per minute minimum; 70 monochrome pages per minute minimum
Maximum copy/print size:	Ledger (11" x 17") or greater
FCT (First-Copy Time):	8.5 Seconds or Less
Analog Fax Board:	N/A
Badge/ID Reader:	Card Reader attachment for PaperCut
PaperCut Application:	Fully Compatible/Integrated
eGoldFax:	Fully Compatible/Integrated
RADF:	Standard (300 Sheets)

RADF:	Minimum scan speed 240 images/min
Duplexing:	Standard (all units and drivers must default to duplex mode for both copying and printing)
Single-position Stapling Finisher:	Standard
Sheet capacity of finisher:	3,000-sheet stacking/staple finisher (minimum)
Separate finisher trays/locations for prints & copies:	Standard
Scan-to-email (with LDAP authentication):	Standard
Scan-to-network (shared network drive):	Standard
Secure (password-protected) Printing:	Standard
Console:	Standard
Number of paper drawers (excluding bypass):	Four (minimum)
Total sheet capacity of drawers (excluding bypass):	3,100 sheets minimum (preference is for internal console paper storage in lieu of external high-capacity paper trays)
Stack-feed bypass:	Standard—50 sheets minimum
Auto tray-switching:	Standard
Estimated per-unit monthly monochrome volume:	7,000 (seven thousand) monochrome pages per month
Estimated per-unit monthly color volume:	11,000 (eleven thousand) color pages per month

#### 7. Desktop Color MDFs:

Technology:	Digital Electrostatic
Standard Functionality:	
Monochrome copying, monochrome printing & color scanning:	Standard
Rated speed:	35 color pages per minute minimum
Maximum copy/print size:	Letter/Legal or greater
FCT (First-Copy Time):	6 Seconds or Less
PaperCut Application:	Compatible
eGoldFax:	Compatible
RADF:	Standard
Duplexing:	Standard (all units and drivers must default to duplex mode for both copying and printing)
Multi-position Stapling Finisher:	N/A
Sheet capacity of finisher:	N/A
Separate finisher trays/locations for prints & copies:	Center Exit Tray
Scan-to-email (with LDAP authentication):	Standard
Scan-to-network (shared network drive):	Standard
Three-Hole Punching:	N/A
Secure (password-protected) Printing:	Standard
Number of paper drawers (excluding bypass):	One minimum
Total sheet capacity of drawers (excluding bypass):	500 sheets minimum (preference is for internal console paper storage in lieu of external high-capacity paper trays)
Stack-feed bypass:	Standard—50 sheets minimum
Auto tray-switching:	Standard
Estimated per-unit monthly monochrome volume:	1,000 (one thousand) monochrome pages per month

Estimated per-unit monthly color volume: 1,000 (one thousand) color pages per month

<b>MONOCHROME COPIER/MFD SPECIFICATIONS</b>
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8. Light Volume Monochrome Copier/MFDs:

Technology:	Digital Electrostatic
Standard Functionality:	
Color copying, color printing, color scanning	Standard
Rated speed:	30 monochrome pages per minute minimum
Maximum copy/print size:	Ledger (11" x 17") or greater
FCT (First-Copy Time):	8.5 Seconds or Less
Analog Fax Board:	N/A
Badge/ID Reader:	Card Reader attachment for PaperCut
PaperCut Application:	Fully Compatible/Integrated
eGoldFax:	Fully Compatible/Integrated
RADF:	Standard (300 Sheets)
RADF:	Minimum scan speed 240 images/min
Duplexing:	Standard (all units and drivers must default to duplex mode for both copying and printing)
Single-position Stapling Finisher:	N/A
Sheet capacity of finisher:	Center Exit Tray
Separate finisher trays/locations for prints & copies:	Standard
Scan-to-email (with LDAP authentication):	Standard
Scan-to-network (shared network drive):	Standard
Secure (password-protected) Printing:	Standard
Console:	Standard
Number of paper drawers (excluding bypass):	Three minimum
Total sheet capacity of drawers (excluding bypass):	1,200 sheets minimum (preference is for internal console paper storage in lieu of external high-capacity paper trays)
Stack-feed bypass:	Standard—50 sheets minimum
Auto tray-switching:	Standard
Estimated per-unit monthly monochrome volume:	3,000 (three thousand) monochrome pages per month

9. Medium Volume Monochrome Copier/MFDs:

Technology:	Digital Electrostatic
Standard Functionality:	
Color copying, color printing, color scanning	Standard
Rated speed:	55 monochrome pages per minute minimum
Maximum copy/print size:	Ledger (11" x 17") or greater
FCT (First-Copy Time):	8.5 Seconds or Less
Analog Fax Board:	N/A
Badge/ID Reader:	Card Reader attachment for PaperCut
PaperCut Application:	Fully Compatible/Integrated
eGoldFax:	Fully Compatible/Integrated

RADF:	Standard (300 Sheets)
RADF:	Minimum scan speed 240 images/min
Duplexing:	Standard (all units and drivers must default to duplex mode for both copying and printing)
Single-position Stapling Finisher:	Standard
Sheet capacity of finisher:	1,000-sheet stacking/staple finisher (minimum)
Separate finisher trays/locations for prints & copies:	Standard
Scan-to-email (with LDAP authentication):	Standard
Scan-to-network (shared network drive):	Standard
Secure (password-protected) Printing:	Standard
Console:	Standard
Number of paper drawers (excluding bypass):	Four (minimum)
Total sheet capacity of drawers (excluding bypass):	2,300 sheets minimum (preference is for internal console paper storage in lieu of external high-capacity paper trays)
Stack-feed bypass:	Standard—50 sheets minimum
Auto tray-switching:	Standard
Estimated per-unit monthly monochrome volume:	13,000 (thirteen thousand) monochrome pages per month

#### 10. High Volume Monochrome Copier/MFDs:

Technology:	Digital Electrostatic
Standard Functionality:	
Color copying, color printing, color scanning	Standard
Rated speed:	75 monochrome pages per minute minimum
Maximum copy/print size:	Ledger (11" x 17") or greater
FCT (First-Copy Time):	8.5 Seconds or Less
Analog Fax Board:	N/A
Badge/ID Reader:	Card Reader attachment for PaperCut
PaperCut Application:	Fully Compatible/Integrated
eGoldFax:	Fully Compatible/Integrated
RADF:	Standard (300 Sheets)
RADF:	Minimum scan speed 240 images/min
Duplexing:	Standard (all units and drivers must default to duplex mode for both copying and printing)
Single-position Stapling Finisher:	Standard
Sheet capacity of finisher:	3,000-sheet stacking/staple finisher (minimum)
Separate finisher trays/locations for prints & copies:	Standard
Scan-to-email (with LDAP authentication):	Standard
Scan-to-network (shared network drive):	Standard
Secure (password-protected) Printing:	Standard
Console:	Standard
Number of paper drawers (excluding bypass):	Four minimum
Total sheet capacity of drawers (excluding bypass):	3,200 sheets minimum (preference is for internal console paper storage in lieu of external high-capacity paper trays)
Stack-feed bypass:	Standard—50 sheets minimum
Auto tray-switching:	Standard

Estimated per-unit monthly monochrome volume:	25,000 (twenty-five thousand) monochrome pages per month
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#### 11. Desktop Monochrome MDFs:

Technology:	Digital Electrostatic
Standard Functionality:	
Monochrome copying, monochrome printing & color scanning:	Standard
Rated speed:	35 monochrome pages per minute minimum
Maximum copy/print size:	Letter/Legal or greater
FCT (First-Copy Time):	6 Seconds or Less
PaperCut Application:	Compatible
eGoldFax:	Compatible
RADF:	Standard
Duplexing:	Standard (all units and drivers must default to duplex mode for both copying and printing)
Multi-position Stapling Finisher:	N/A
Sheet capacity of finisher:	N/A
Separate finisher trays/locations for prints & copies:	Center Exit Tray
Scan-to-email (with LDAP authentication):	Standard
Scan-to-network (shared network drive):	Standard
Three-Hole Punching:	N/A
Secure (password-protected) Printing:	Standard
Number of paper drawers (excluding bypass):	One minimum
Total sheet capacity of drawers (excluding bypass):	500 sheets minimum (preference is for internal console paper storage in lieu of external high-capacity paper trays)
Stack-feed bypass:	Standard—50 sheets minimum
Auto tray-switching:	Standard
Estimated per-unit monthly monochrome volume:	1,500 monochrome pages per month

#### 12. Copier/MFDs List

The guaranteed numbers of Copier/MFDs of each type to be placed at the inception of this Contract are set forth in Sections 4.4 through 4.11 above. Please use the specifications set forth in Sections 4.4 through 4.11 above.

Light Volume Color (10)  
Medium Volume Color (6)  
High Volume Color (2)  
Desktop Color (91)

Light Volume Monochrome (11)  
Medium Volume Monochrome (24)  
High Volume Monochrome (20)  
Desktop Monochrome (21)

### 13. GCSS Software

#### **GCSS Print Management Software**

GCSS uses a traditional print server and supplemental software, Papercut, eGoldFax, and FMAudit.

These programs are currently being used to monitor usage and provide building/department administrators with periodic reports. ***The School District will continue to use each of these software solutions, and they must integrate with all proposed MFDs and printers.***

#### **Papercut**

Responses to this RFP must include equipment (printers, copiers, MFDs) that is compatible with Papercut and its services. MFDs must be fully compatible with PaperCut allowing a user to determine what device a print job should print on after the job has been submitted, i.e., "Follow me" printing with PaperCut and RFID badge. Desktop MFDs do not need to be fully integrated with PaperCut.

Please include the cost of a Papercut device license for each MFD device, excluding the table-top MFDs. Responses need to provide Papercut software maintenance, device licenses, and unlimited user licenses, for the length of the lease.

We currently use Print Deploy with PaperCut. Please include unlimited zones and support/maintenance for the life of the lease.

The successful bidder must be prepared to work with GCSS staff on each networked installation to ensure that all networked services are installed and functioning correctly. Proposers must work with GCSS and utilize the existing Papercut software that is in place.

System and software updates should be provided for the duration of the contract, and at least 40 hours per year of advanced support (outside of basic support). Basic support includes installing regular software and driver updates, troubleshooting driver conflicts/issues, troubleshooting configuration issues, answering basic questions, provisioning and re-configuring machines for Papercut, etc.

#### **FMAudit**

GCSS currently has access to FMAudit, which enables us to run built-in and Ad-Hoc reports. We must have access to a solution allowing us to do the same.

#### **eGoldFax**

GCSS currently utilizes eGoldFax. eGoldFax is a cloud-based faxing solution in which the user may send and receive faxes from email and integrated MFDs quickly and easily. There is no need for on-premise fax telephone lines, server applications, or telephone system integration. All you need is Internet access. GCSS wants to continue using eGoldFax. GCSS needs to keep the existing fax numbers.

- eGoldFax needs to integrate fully with all MFDs.
- The lease must include 5,000 pages per month at \$0.065 per page.
- Overages are billed at \$0.060 per page.
- Unlimited device integration.
- Includes support.

#### 14. Installation of Copier/MFDs

The guaranteed numbers of Copier/MFDs of each type to be placed at the inception of this Contract are set forth in Sections 4.4 through 4.11 above.

GCSS realizes that, during the mandatory site assessment stage of resulting Contract(s), the actual number of Copier/MFDs recommended to be installed may slightly vary from the guaranteed unit numbers represented in this RFP. Accordingly, the actual number of Copier/MFDs to be installed at the inception of this Contract may need to be adjusted by a maximum of ten percent (10%) in any final Managed Print Services contract.

In addition to the guaranteed numbers of Copier/MFD installations set forth in Sections 4.4 through 4.11, an additional number of Copier/MFD units in Segments 3 through 5 may be required by GCSS during the term of this Contract. The number of units guaranteed for installation in Sections 4.4 through 4.11 represents GCSS's anticipated minimum equipment specification requirements.

#### 15. Common expiration dates

Regardless of when installed, each Copier/MFD placed under this Contract shall have the same termination date, namely **June 30, 2027 2028 (60 Months) with the option of renewing the Contract under identical terms and conditions on a monthly, quarterly or annual basis for up to two (2) additional years once the initial sixty (60) month term expires.**

#### 16. No Guaranteed Volumes Applicable

There shall be no minimum annual monochrome or color volume guarantee or allotment per device in any Product Category. Charges related to the production of monochrome and color copies/prints on the installed units in each Product Category, and any future devices added by GCSS, shall be billed in arrears on a quarterly basis on actual production multiplied by the respective monochrome and color contracted per-impression cost for each Product Category.

#### 17. All Pricing Firm

All pricing set forth on Pricing Schedules A through E will remain firm throughout the term of this Contract.

#### 18. Quarterly Centralized Billing in Arrears

A single quarterly billing statement shall cover all Product Categories described in this RFP and shall consist of: (1) A summary of applicable quarterly charges by Product Category Enterprise-wide; (2) A detailed volume and resulting charge by departmental billing code and by device installed in each department; and (3) An electronic comma delimited file (.csv) containing all of the information contained in items (1) and (2) above of this Section.

The Contractor's quarterly billing statement, which shall be submitted within ten (10) days of the close of each quarterly billing period, will reflect a charge equal to the quarterly Copier/MFD lease cost set forth on Pricing Schedule C; a charge equal to the actual monochrome volume produced on each of the Copier/MFDs and Network Printers multiplied by the applicable contracted per-impression service & supply cost-per-impression for each Product Category; and a charge equal to all color impressions produced for the previous quarter times the contracted color impression service charge applicable to each color-enabled Copier/MFD and Network Printer. The quarterly invoice shall be accompanied by an electronic comma delimited file (.csv) containing all of the proceeding information in this paragraph.

On each quarterly consolidated invoice, a separate line item reflecting the per-Copier/MFD one-time flat-rate charges, as applicable, will appear for each Copier/MFD functionally upgraded during the previous quarter as provided for in Section 4.19 below and per the upgrade pricing set forth in Pricing Schedule B. Separate line items will also show any Copier/MFDs added to the fleet with their associated per-device Quarterly Base Equipment Charge as set forth on Pricing Schedule D.

19. Responsibility for collecting meter readings; Electronic data capture and chargeback software solution; Quarterly Equipment Performance and Meter Reports

The Offeror shall be responsible for collecting meter readings from all installed equipment to fulfill Offeror invoicing and quarterly reporting requirements.

An electronic data capture and chargeback software solution must be provided to GCSS to meet the requirements of this Section. The electronic data capture and chargeback software solution shall provide an automated quarterly report to enable GCSS to charge back the appropriate department for all equipment, software and service costs based on the usage of each GCSS cost center. This electronic data capture and chargeback software must, however, be approved by GCSS's Technology department prior to implementation under this Contract.

Meter readings shall include the total copy and print volume for each device in each Product Category, as well as the copy and print volume for each individual user or department ID code programmed into the device in each Product Category. Manual readings by the Contractor's technical personnel must be performed on non-connected devices. Estimated meter readings are not permissible under this Contract.

In addition, the Contractor shall provide GCSS with a Quarterly Equipment Performance and Meter Report. This Quarterly Report will be provided in an electronic file to enable GCSS to upload the data to its accounting system. The formatting of the Quarterly Equipment Performance and Meter Report will be accomplished according to the needs of GCSS; however, the Quarterly Equipment Performance and Meter Report shall indicate at minimum the following information during the period *for each unit in each Product Category*:

Copier/MFD and Network Printer Contractor identification number (if applicable), room number/location, site and/or department name and ID code number, applicable cost center (provided by GCSS), total number of copies for the device and for each individual ID user/department code, number of prints for the device and for each individual ID user/department code, number of emergency service calls, number of preventive maintenance calls performed, actual response time for each required service call, total uptime hours and the Copier/MFD and Network Printer's resulting uptime percentage for the quarter (see Section 4.26 below for the definition of uptime that will be used under this Contract).



The Quarterly Equipment Performance and Meter Report will be sent to [JSmith@ProBuyersLLC.com](mailto:JSmith@ProBuyersLLC.com) [accountspayable@gcssk12.net](mailto:accountspayable@gcssk12.net) and any other designee that GCSS may name during the term of this Contract, by the tenth day of each succeeding quarter following the close of each quarterly period during the term of the resulting Contract.

## 20. Networking infrastructure; Network security; Driver updates

All Copier/MFDs shall be fully network compatible with GCSS's networking environment when installed and shall be compatible with Active Directory's printing management function. Currently, all printing is accomplished through a Windows print server and there is no direct IP printing.

Client Operating Systems which must be supported for printing on all installed Copier/MFDs include: Windows 10 and newer; Chrome OS; and Mac OS 10.5 and newer. Drivers must be available for each of these desktop operating systems.

Network interface cards must communicate over 10/100/1000 Base-Tx Ethernet lines running TCP/IP protocols. IP addresses shall be obtained via Dynamic Host Configuration Protocol (DHCP) and Device Names must be fully configurable via a secure password protected web-based interface. If the devices support SNMP management, the ability to change the community strings must be present. The page Description Language installed on every Copier/MFD must be PCL6 and Postscript Level 3.

Network security features shall be included and maintained on all Copier/MFDs provided by the Contractor throughout the term of this Contract. GCSS's Technology department reserves the right to conduct a thorough evaluation of all included network security elements prior to contract implementation and at any time during the term of this Contract.

The Contractor shall ensure that all Copier/MFD network print drivers and device management utilities installed under this Contract are fully compatible with GCSS's current network operating systems, as described above and shall perform updates on an ongoing basis throughout the term of this Contract as GCSS's network environment evolves, at no cost to GCSS. Furthermore, all Copier/MFD drivers shall be fully compatible with GCSS's Microsoft Active Directory environment.

The Contractor shall be responsible for the following activities related to any software, firmware or drivers installed during the term of this Contract:

- a. Setup and test all versions, modules and instances
- b. Configure all policies and reports
- c. Migrate from any existing programs as necessary
- d. Troubleshoot and fix as needed

## 21. Scan driver/software utility functionality descriptions

The pricing set forth in Pricing Schedule B includes Copier/MFD scan services to be provided by the Contractor under this Section of the RFP. The Contractor shall provide all Copier/MFDs with the following required scanning functions: Scan-to-email, scan-to-folder and scan-to-desktop. Contractor shall also provide LDAP and active directory authentication functionality to enable each of the Copier/MFDs to scan and send documents to any email address in any GCSS employee's address book. GCSS currently uses Exchange Online as part of Microsoft Office 365.

The scan services listed in this Section shall be in addition to any other scan services described in other Sections of this Contract.

22. Help desk support; print and scan drivers/controllers; responsibility for installation and troubleshooting

All pricing set forth in Pricing Schedules A through E, covering Copier/MFDs and Network Printers, includes the cost for the Contractor to provide, among other items, off-site help desk support to respond to calls from either designated key operators at each Copier/MFD and Network Printer location or GCSS help desk personnel during normal working hours, as well as all necessary print/scan drivers and controllers, and all network administration utilities and updates.

All service tickets entered into the Contractor's service dispatch system, all completed service tickets, and any open (unresolved) service tickets at the completion of any business day, must be emailed in real time to the GCSS help desk for informational purposes.

As new print/scan drivers are released by the manufacturer(s) of the installed equipment, the Contractor is required to proactively provide said drivers to GCSS's Technology department via email or secure download.

Although the Contractor is responsible for installing and troubleshooting all Equipment on GCSS's network environment under this Contract, GCSS's Technology department will assist and supervise the Contractor in installing the Equipment, device drivers and utilities on the network. Contractor resources to accomplish this network installation, if required, must be provided to GCSS's Technology department as an integral part of this Contract.

23. Billing prior to July 1, 2023

The billing for all Copier/MFDs if set up prior to June 1, 2021 shall be based on the applicable contracted cost-per-impression charges listed on Pricing Schedules B and E, as applicable, multiplied by each Copier/MFD's actual usage during the installation period. Any charges as indicated in this Section incurred during the installation period will be listed on the first quarterly billing ending August 31, 2023.

24. New equipment

Only Copier/MFDs being marketed by the Contractor as of the inception date of a resulting Contract with a build status of either "New" or "Newly Manufactured" models **and used for the first time by GCSS** may be installed at the inception of, and during the first two (2) years of, this Contract. Copier/MFDs with a build status of either "Rebuilt," "Used," "Reconditioned," "Remanufactured" or "Discontinued" shall **not** be installed during the first two (2) years of this Contract.

During years three, four and five of this sixty (60) month Contract, however, if additional equipment is required by GCSS under this Contract, Contractor may install either "New," "Newly Manufactured," "Rebuilt," "Used," "Reconditioned," "Remanufactured" or "Discontinued" models by mutual agreement with GCSS. Regardless of when equipment is installed under this Contract, all units must conform to the specifications set forth in Section 4.4 through Section 4.10. At no time shall Contractor install analog equipment under this Contract. Contractor must communicate its intentions to GCSS regarding this Section prior to installation of any equipment. GCSS reserves the right to inspect and approve all service histories on non-New or non-Newly Manufactured units proposed to be installed by the Contractor. This Section is applicable to all Copier/MFDs installed under this Contract, including those units installed initially and any additional units added by GCSS during the Contract term. The addition of new equipment or copiers/MFD's must be approved by the Chief Technology Officer prior to installation.

#### 25. Addition of Copier/MFDs

Additional Copier/MFDs not anticipated under Sections 4.4 through 4.11 will be offered by the Offeror at the contracted Monthly Base Equipment Charge per applicable segment as listed in Pricing Schedule D plus the associated service and supply per-impression and per-impression labor charges set forth on Pricing Schedule B times the actual aggregate monochrome and color volumes produced by the installed Copier/MFD fleet. Adding units will increase GCSS's Quarterly Base Equipment Charges according to the pricing set forth in Pricing Schedule D.

The Awarded Contractor and GCSS may agree to limit the number of Copier/MFDs that can be added annually outside of the guaranteed placements set forth in Sections 4.4 through 4.10.

Adding units will not in any way renew or extend the term of this Contract.

#### 26. Functionality upgrades of units; One-time flat-rate upgrade charges

At its sole discretion, GCSS may require certain functional upgrades on various installed equipment from time to time during the course of this Contract.

After the first ninety (90) days following installation of each Copier/MFD under this Contract, such functional upgrades, or other available equipment upgrades, shall be installed by Contractor at the percentage discount from the manufacturer's suggested retail price (MSRP) as indicated on Pricing Schedule B.

As per Section 4.11 above, each Copier/MFD functional upgrade installed during any previous quarter will be billed as a separate one-time line item charge. Functionally upgrading units will not in any way renew or extend the term of this Contract.

#### 27. Load-balancing halfway during term of Contract

GCSS may, in order to balance volume production and preserve the longevity of the Copier/MFDs, require the Contractor to switch Copier/MFDs in certain circumstances including, but not limited to, instances where volumes vary dramatically on units within a given Segment, or where certain Copier/MFDs are producing well below or above their expected volumes. Such load-balancing shall be performed annually on the anniversary date of this Contract which shall be set at June 1<sup>st</sup> of each year during the Contract term at no charge to GCSS. Offerors shall not be required to install new equipment during any required load balancing.

28. Substituting models of equipment that become discontinued

Should a Copier/MFD model originally installed under this Contract become discontinued by the manufacturer during the term of this Contract, the Contractor may, *with the written approval of GCSS*, substitute a like Copier/MFD when it is required by GCSS to add units or replace units.

Such Copier/MFD (s) to be substituted must be of equal or greater capability as the Copier/MFD to be replaced **and** must be offered at the same per-impression cost (as listed in Pricing Schedule B) as the original Copier/MFD. Contractor must communicate its intentions to GCSS regarding this Section prior to installation of any substituted equipment.

29. Dedicated factory-trained technicians required

The Contractor shall supply as many dedicated factory-trained technicians as are necessary to respond to service calls from authorized GCSS employees at each Copier/MFD and Network Printer location according to the uptime and response time provisions of this Contract. These technicians shall remain employees of the Contractor and shall under no circumstances be construed as employees of GCSS.

Specific duties of the dedicated factory-trained technicians shall include, but not be limited to, the following:

- 1.1. Break/fix repairing of all Copier/MFDs and Network Printers;
- 1.2. At the option of GCSS, opening service tickets routed from GCSS's Help Desk and closing all such tickets after service resolution is completed;
- 1.3. Performing preventive maintenance (PM) service on all installed devices according to the PM schedule specified by the manufacturer;
- 1.4. Performing Copier/MFD moves as requested by GCSS. Moves include both intra-building and inter-building. There shall be no limitation on the number of moves requested at any time during this Contract. The Contractor must provide all transportation and labor related to all equipment moves;
- 1.5. Routinely interfacing with GCSS's Technology and Purchasing Departments regarding all technical issues encountered;
- 1.6. Mandatory proactive weekly visits to each of GCSS's various schools/departments on a rotating basis (during these proactive visits, if an excessive number of calls are reported, additional Contractor technician[s] shall be dispatched to respond to emergency break/fix service calls). GCSS retains the right to modify this schedule on an as-needed basis;
- 1.7. Toner delivery to each Device location. A minimum of one (1) spare toner cartridge must be left at each Device location throughout the term of this Contract;
- 1.8. Recycling of spent toner cartridges; and
- 1.9. Ongoing training of key operator personnel.

The technicians responsible for working on equipment at GCSS must be factory trained on all models installed in the Copier/MFD and Network Printer Categories. Proof of training certification equivalency must be made available to GCSS upon request. If GCSS deems any of the dedicated factory-trained technicians are performing below expected standards, GCSS shall request a change in personnel. Any such change in personnel must meet all required qualifications as previously stated.

30. Full-service Support; all service calls to be placed via toll-free number or email; service credits

The Contractor shall provide full-service support (as described in this Statement of Work) for all Copier/MFDs and Network Printers installed at GCSS's various buildings. Service technicians and support personnel must be available to GCSS's buildings between the normal working hours of 7:30 a.m. and 4:30 p.m., Monday through Friday, except normal holidays. To ensure access for support purposes, the Offeror understands that different buildings within GCSS may have unique operating hours.

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

While servicing the Copier/MFDs and Network Printers, Contractor technicians shall authenticate themselves utilizing a special service code provided by GCSS. All copies and prints produced during each service call shall be itemized and credited to GCSS on the subsequent quarterly service invoice.

### 31. Preventive maintenance

It shall be the responsibility of the Contractor to perform preventive maintenance (PM) service for each Copier/MFD and Desktop MFD installed under this Contract according to the PM schedule specified by the equipment manufacturer. At a minimum, the Contractor will ensure that all Copier/MFDs shall have PM work performed in July and December of each calendar year during the term of this Contract.

PM service must be scheduled beforehand with the designated GCSS key operator at each facility so as to minimize disruption.

**Unless otherwise approved by GCSS in writing, GCSS employees shall not be responsible for installing or replacing any equipment components with the exception of toner cartridges/bottles and staple cartridges.**

### 32. Network support and operator and user training

Complete network support, user and operator training shall be provided by a dedicated training specialist for all units in the Copier/MFD and Network Printer Product Categories installed by the Contractor(s).

Initial training must be provided on functioning equipment in each site within 48 hours of delivery and set up. Ongoing training shall be provided, as deemed necessary by GCSS, by the Contractor at no additional cost to GCSS. Initial training sessions for delivered equipment shall consist of:

- 32.1. A detailed explanation of the features of the system installed;
- 32.2. Hands-on training of the Copier/MFD's features, applications and benefits;
- 32.3. Question and answer period; and,
- 32.4. Providing summary user guides ("Quick Tip sheets"), user manuals and other appropriate materials.

### 33. Quarterly uptime performance, definition of uptime

**Each individual device in each Product Category installed and/or serviced under this Contract shall attain at least a 98% quarterly uptime performance.** At GCSS's discretion, any individual Copier/MFD and/or Network Printer in any Category not meeting the 98% uptime requirement for two (2) consecutive quarters shall be replaced with a Copier/MFD or Network Printer of the same, equivalent substitute, or upgraded model.

"Uptime" shall be defined within this Contract as the number of hours, rounded to the nearest one-quarter hour that a given Copier/MFD and Network Printer is available to be used by an operator. Any number of hours, rounded to the nearest one-quarter hour that a Copier/MFD or Network Printer is not available to be used by an operator shall be counted as "downtime" hours, subject to the following provisions:

***Downtime hours shall be tracked and listed on the quarterly report required under Section 4.12 above by the Contractor and counted under the following circumstances: Due to a failed part, until such time as the replacement part is installed and working properly; Due to a specific capability (i.e., duplexing, document feeding, or scanning, if so equipped) listed in this Contract that is not functioning to GCSS's satisfaction; and Due to copy/print quality that is unreadable or unacceptable for GCSS's purposes.***

***Downtime hours shall be tracked and listed on the quarterly report required under Section 4.12 above by the Contractor but not counted under the following circumstances: Due to the response time allowance required by Section 4.27 below per service call or email; Due to the number of hours associated with performing preventive maintenance; and Due to obvious and unanticipated customer negligence or abuse.***

Contractor shall calculate quarterly uptime per Copier/MFD and Network Printer as follows: the total number of uptime hours per calendar quarter (calculated by multiplying 66 nine-hour working days per calendar quarter less all countable downtime hours for the quarter) divided by 594 average working hours per calendar quarter.

A \$25 per-hour downtime credit shall be applied to GCSS's account for each hour or partial hour any individual Copier/MFD and Network Printer is not operational below the 98% requirement. Downtime credits shall appear automatically on the next quarterly invoice sent to GCSS. Any Copier/MFDs that do not meet the 98% uptime during any two consecutive quarters must be reported in the Quarterly Review meetings in writing on an "Exception Report".

#### 34. Service response time for equipment

Service response time shall be within four (4) hours for all Copier/MFDs under this Contract.

For the purposes of this Contract, "service response time" shall be defined as the number of working hours it takes the Contractor 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 GCSS. 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 for a Copier/MFD. *The Contractor technician shall not give out cell phone or pager numbers to key operators, or otherwise bypass the dispatch and reporting system put in place by Contractor under the resulting Contract.*

Section for minimum number of technicians per 1 million impressions (2).

35. 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 Copier/MFD, equivalent loaner equipment shall be provided by the Contractor immediately and proactively (without official request by GCSS) at no additional cost or penalty to GCSS.

36. Equipment compatibility with recycled paper

During the term of this Contract, GCSS may be utilizing recycled paper using up to 100% post-consumer waste content. The Offeror affirms that the use of this recycled paper by GCSS will not cause the equipment to perform under the uptime performance provisions as set forth in Section 4.26 above.

37. Exclusive utilization of OEM parts, supplies and consumables

At all times throughout the term of this Contract, the Contractor shall exclusively utilize the manufacturer's officially approved OEM parts, supplies and consumables in the Copier/MFD and Network Printers installed. Upon written approval of GCSS's Information Technology Department, non-OEM parts and supplies may be utilized exclusively on the Network Printer fleet.

38. Stocking of supplies and high-mortality parts at GCSS buildings; Supplies to be delivered by Contractor personnel; Waste toner recycling

The Contractor shall at all times under this contract provide each copier location with sufficient supplies (including, but not limited to, such items as toner and staples) to last a minimum of thirty (30) days. All supplies shall be either hand-delivered by the Contractor's personnel or shipped via pre-paid overnight freight service.

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

At all times under this Contract, the Contractor shall be responsible for collecting used toner bottles/cartridges from each Copier/MFD and Network Printer location on a bi-weekly basis.

39. Data encryption and overwrite protections to be included; Hard drive removal at expiration of Contract term

The Contractor ensures that all Copier/MFDs come standard with job encryption to encrypt all jobs being written to the hard drive or non-volatile memory areas. This encryption must be accomplished securely via hardware/software using algorithms of published specification and recognized as secure by the U.S. government Department of Defense specification.

In addition, after a job is processed and no longer required on the device, the job should be deleted and securely overwritten by random patterns meeting a government recognized standard for this type of activity. The hard drive and non-volatile memory user data areas must have an on-demand overwrite protection capability. This feature should allow for complete secure user data removal from the Copier/MFD and Network Printer on regularly scheduled intervals no longer than every 24 hours. The removal of this data should be accomplished with algorithms from a recognized government specification for this type of activity and should involve multiple data overwrites with random patterns. This activity should be available as user requirements demand. In addition, this procedure shall apply to all Copier/MFD and Network Printers installed that have a hard drive and/or the capability of storing data locally and further shall apply during the repair, moving and prior to Device de-installation upon the expiration of this Contract. If re-installing a Device's memory, it shall be overwritten at no additional cost to GCSS.

Upon the de-installation or temporary removal of each Copier/MFD, the Contractor shall remove the device's hard drive and provide it to GCSS's authorized personnel.

Records shall be kept and provided to GCSS as requested demonstrating and attesting to these procedures being followed. GCSS shall have the right to obtain these records at any time within ten (10) days after written notice.

40. Timetable and responsibility for de-installation of Copier/MFDs

At the completion of this five-year Contract term and/or any renewal period, the Contractor shall be responsible for de-installing each Copier/MFD installed at the inception of and during this Contract's term. GCSS shall not incur any de-installation, hard drive removal, freight or insurance fees related to the removal of any Copier/MFD. All Copier/MFDs must be de-installed by the Contractor within thirty (30) days following the expiration of this Contract's initial or renewal term.

41. Follow-me printing and behavior modification software

The Contractor shall be required to provide a follow-me secure printing and behavior modification software package that shall include, but not be limited to, the following capabilities: Single sign-on user authentication, secure printing, follow-me printing, pop-up desktop notifications based on pre-defined print page-count thresholds, and notifications of potential cost savings should specified types of jobs be re-directed to Printing Services. Under this requirement, all Copier/MFDs shall be equipped with ID badge multi-technology card readers and embedded follow-me printing software applications to allow GCSS personnel to be authenticated by the follow-me secure printing software. Sufficient instances of the follow-me printing and behavior modification software shall be installed on GCSS servers in a virtual server environment.

42. Assessment prior to installation

The Contractor must perform an assessment of each site prior to installing Copier/MFDs under this Contract for the purpose of ensuring that: (a) The volume and workflow needs of the facility are appropriate to the capacities of the devices anticipated for installation, also factoring in the volumes produced by the existing Network Printers; (b) There is adequate electrical service; and (c) That the floor space will accommodate the Copier/MFD to be installed. If electrical service and/or network drop changes are required, they shall be the responsibility of GCSS.



## SECTION 5

### EVALUATION CRITERIA AND TECHNICAL PROPOSAL FORMAT

#### 1. Summary

- 1.1. Clear, concise, yet detailed responses to the technical criteria below are to be provided. Offerors shall insert a page break for each section of the Proposal to separate responses to each of the technical criteria.
- 1.2. The information shall be furnished in the Proposal **in the order provided in this Section**. Failure to include any of the items may disqualify your firm's response. It is the Offeror's responsibility to tailor its response to demonstrate its qualifications to perform the scope of work specifically for GCSS.
- 1.3. Offeror's Technical Proposal shall be submitted separate from the PRICE PROPOSAL and clearly identified in its proposal as TECHNICAL PROPOSAL.

2. Evaluation Criteria. Evaluation Criteria provide for a consistent method of identifying the best overall cost-effective Solution that meets the requirements identified in this RFP. The criteria categories listed below shall be used to determine how satisfactorily Offerors have addressed the requirements identified in this RFP. Evaluation of each category shall include, but not be limited to, the line items listed. The highest scoring proposals will be selected for the shortlist (see Section 6.2 below). GCSS's recommendation for award by the Gainesville City School District will be based on Offeror's criteria scores.

GCSS will only evaluate Proposals meeting the guidelines of this RFP. The criteria that will be used in evaluation and scoring of this RFP will include Offeror Proposal responses to the following:

- 2.1. **10 PTS Technical Requirements** (Respond to all sections of Section 5.1)
- 2.2. **20 PTS Support & Service Specifications** (Respond to all sections of Section 5.2)
- 2.3. **5 PTS Corporate Experience** (Respond to all sections of Section 5.3)
- 2.4. **20 PTS Assessment/Implementation Plan** (Respond to all sections of Section 5.4)
- 2.5. **5 PTS References** (Respond to all sections of Section 5.5)
- 2.6. **40 PTS Pricing Proposal** (Respond to all sections of Section 7 including Pricing Schedules A through E)  
**100 PTS**

3. Submittal Requirements. Beginning with the Transmittal Letter, proposals shall be submitted as structured below. The Offeror agrees and shall comply with all provisions and specifications as stated in this RFP. Failure to respond to these submittal requirements may result in the proposal being considered non-responsive.
4. Transmittal Letter. A transmittal letter prepared on the Offeror's business stationery shall accompany the Technical Proposal. The letter should be an executive summary that clearly and concisely addresses all of the requirements of this RFP. The letter shall be signed by an individual who is authorized to bind the firm to all statements, including services and financial commitments. Include the Offeror's official business address and state in which it is incorporated or organized. An appropriate contact name, title, phone number, and email address should also be provided for GCSS's use during the procurement process.

#### 5. REQUIRED PROPOSAL STRUCTURE OF TECHNICAL PROPOSAL

To assist the technical evaluators, responses to each of the six (6) Section 5 sub-sections (5.1 through 5.6) below must be provided on a section-by-section basis. simply provide your company's responses next to the appropriate Section number, as opposed to including the RFP language then the response. do not provide section-by-section responses to Section II above. All Offeror pricing responses must follow the instructions set forth below.

Specifically, in their proposals for managing GCSS's Copier/MFD and Network Printers, Offerors must address all the appropriate requests for information contained within each of the Section 5 sub-Sections (5.1.1 through 5.6) that follow:

## 5.1. TECHNICAL REQUIREMENTS

- 5.1.1. State any and all product deviations to the specifications set forth in Section 4.4 through Section 4.10. If no deviations to the Copier/MFD specifications of Section 4.4 through Section 4.11 are noted in this Section, it shall be presumed that no product deviations exist. *It should be noted that no one single product deviation, in and of itself, is likely to automatically preclude a proposal from further consideration.* As an example, if a Offeror were to offer a 32 page-per-minute device in Segment 3, or were to offer a Segment 5 monochrome device with only a 4,500-sheet capacity, or did not offer a Segment 3 color-enabled device with optional saddle-stitching capabilities, any of those deviations would be taken into consideration by GCSS and judged accordingly in the context of the entire proposal versus the competitive proposals submitted by other Offerors. *However, all such Copier/MFD specification deviations, no matter how minor, must be noted and explained in this Section.*
- 5.1.2. Include data sheets including specifications on all models meeting Section 4.4 through Section 4.11 requirements that are being proposed on Pricing Schedule B. White papers for all software products being proposed should also be included in response to this Section. Any deviations to these specifications shall be noted in Section 5.1.1 above in the proposal.
- 5.1.3. State in this Section affirmatively (by answering simply "yes" or "no" where applicable) whether the program-specific technical terms of the Statement of Work are acceptable without qualification under a Contract resulting from this RFP. Note: Specific deviations to the terms of the Statement of Work are to be listed in Section 5.2.1 of the proposal, but in this Section, we are asking for a "yes" or "no" answer. If the answer is "no" here, all Section numbers proposed to be deviated from must be listed and substitute language provided for in Section 5.B.1 of the Offeror's proposal.
- 5.1.4. Certify that all Copier/MFDs being proposed are fully compatible with GCSS's existing network printing environment as required under Section 4.13. In addition, all embedded network security elements included on all Copier/MFDs shall be listed and described.

- 5.1.5. Indicate the brand and version level of the copy/print tracking software proposed in response to the requirements of this RFP. include all server requirements and available administrative tools. also provide a comprehensive description of the capabilities and limitations of the ID code and meter reading solution, including, but not limited to: (a) How GCSS staff will be authenticated for print and walk-up jobs; and (b) How will GCSS staff be able to review and monitor print/copy volume data to reconcile billing; (c) What GCSS network access will be required to generate Offeror billing; (d) Whether the solution can be programmed by the Offeror to produce a detailed monthly billing report; (e) What involvement from GCSS's IT department will be required to set up the Multi-Technology ID card functionality on each device; (f) How each departmental administrator can view current data on volumes produced by each user.
- 5.1.6. As specified in Section 4.32 above, all job data sent from or to the proposed Copier/MFDs must be encrypted. In this Section, identify specifically the technologies utilized to enforce encryption at all times. For instance, the Offeror shall describe which supported network protocols can be of the encrypted variety. Do the proposed devices support encrypted IPP / LDAP? What SSL versions are included? From the perspective of GCSS, the more encrypted protocol flavors with accompanying supported client drivers that are described in this Section the better.
- 5.1.7. Indicate whether internal or external paper drawers are being proposed to meet the paper capacity requirements of Sections 4.4 through 4.10.
- 5.1.8. Describe specific environmental sustainability programs to be implemented under this Contract. A generic environmental policy brochure without customization for GCSS is not a sufficient response. Examples of specific programs GCSS is interested in including, but are not limited to: toner recycling programs, defaulting all units and drivers to duplex mode, inclusion of recycled (or recyclable) materials into all new units and biodegradable toners and materials. While general corporate initiatives of the manufacturing company should be provided as well, GCSS is keenly interested in any program that the Offeror can provide on a custom basis that will assist GCSS in reducing its greenhouse gas emissions.
- 5.1.9. Provide the NEMA plug configuration type of each Copier/MFD model being proposed.
- 5.1.10. Each proposed color-capable Copier/MFD must be set from the factory to default to monochrome functionality as the priority document imaging mode for both walk-up copying, scanning and print-driver users.
- 5.1.11. Indicate whether monochrome-only print drivers can be made available for users of the Color-capable Copier/MFDs being proposed.
- 5.1.12. Indicate whether the proposed Copier/MFDs can be configured to securely hold all print jobs at the device until released upon employee authenticating with their Multi-Technology ID card. also indicate whether user identification codes can be set up globally for all devices and/or on individual devices from a remote location.
- 5.1.13. State whether color scanning capability is included on any of the monochrome models being proposed.
- 5.1.14. State whether printing/scanning to/from a USB thumb/flash drive is included on any of the models being proposed.

- 5.1.15. State whether two-sided one-pass scanning (i.e., “simultaneous” or “perfect” scanning) capability is included on any of the models being proposed.
- 5.1.16. State whether your proposed scanning solution for models listed in Pricing Schedule B includes OCR (Optical Character Recognition) software. If OCR software is included, indicate whether it is embedded in the device or a separate desktop application.
- 5.1.17. State whether each proposed device allows scanned documents to be encrypted for security purposes (if so, describe your encryption process).
- 5.1.18. Indicate whether a user, based on an individual’s Active Directory authentication, can scan to a unique home directory (N: drive) from each Copier/MFD being proposed.
- 5.1.19. State whether email notifications will be sent automatically to the designated GCSS key operator and any Offeror’s service personnel when each of the proposed units are out of paper, out of toner or otherwise require key operator attention.
- 5.1.20. Provide a brief description of how prints and copies will be separated on the finisher, exit trays, or both, of each Copier/MFD being proposed.
- 5.1.21. Provide the item numbers and brand names for mailing labels and transparencies that are compatible with each Copier/MFD being proposed. Contractor shall certify that the transparency film and mailing labels listed in this Section will run reliably on all Copier/MFDs being proposed. If the proposed Copier/MFDs are able to run the transparency film and mailing labels from all paper sources (drawers plus bypass), or if the paper sources are restricted when running this stock, the Offeror shall so state.
- 5.1.22. List and describe the specific network security elements (e.g., encryption type, secure printing, hard drive cleaning every set number of hours) that your company is including in its proposed Pricing Schedules.
- 5.1.23. Is a scalable iPad printing solution included in your company’s pricing to GCSS? If so, describe the solution being offered.
- 5.1.24. Please indicate the brand and version level of the proposed follow-me secure printing software solution referenced in your company’s response to Section 4.34 above. In this Section also include a comprehensive explanation of the solution’s technical specifications, features, follow-me print server requirements, included professional services and administrative tools and Copier/MFD-installed hardware/software including the follow-me print application and ID Badge readers with interface cables. In addition, answer the following questions regarding the optional follow-me printing software solution being proposed:
  - 5.1.24.1. If an GCSS staff member has access via a VPN connection, can print jobs be sent to the follow-me print server queue?
  - 5.1.24.2. If a color print job is submitted to the queue, can an GCSS staff member print the job on a monochrome-only device?
  - 5.1.24.3. For students or staff who do not have AD credentials, how would they be able to print jobs?

- 5.1.24.4. Can monthly print count limits be imposed in some departments as needed? If so, can limits be imposed for some staff but not others?

## 5.2. SUPPORT AND SERVICE SPECIFICATIONS

- 5.2.1. State whether the Copier/MFD-related contractual terms and conditions of Section II of this RFP are satisfactory with its funding entity, or if not, how the Offeror will comply with the requirements of this Contract. Specific contractual specification deviations contained in the Offeror's Primary Proposal for each Product Category, if any, must be clearly listed in this Section of the Offeror'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. As examples, if Offeror were to offer 98% fleet-wide average Copier/MFD and Network Printer uptime, or did not offer an ability to add units coterminously, or required a cap on the number of Copier/MFDs that GCSS could add during each year the Contract is in effect, those deviations would not eliminate the proposal from consideration, but would be taken into consideration by GCSS and judged accordingly in the context of the entire proposal versus the proposals submitted by other Offerors. However, all such Contract deviations, no matter how minor, must be noted and explained in this Section of the Primary Proposal.

***NOTE: GCSS has, in good faith, provided very specific Copier/MFD and Network Printer specifications and service support requirements in Section II, a blanket statement to the effect that the Offeror "reserves the right to negotiate all terms and conditions of any final Contract," without naming specific Section II paragraph numbers and providing proposed substitute language, will constitute an unacceptable response to this Section by GCSS. In the event that a Offeror proposes a generic "reservation of rights" response, that Offeror's scoring will be negatively affected.***

- 5.2.2. Provide any terms and conditions that your company may require as a part of a final contractual agreement including any third-party lease agreements.
- 5.2.3. List the preventive maintenance (PM) schedule (in terms of copy/print count intervals, time period intervals, or both), including both mini-PM and full-PM schedules if applicable, for all Copier/MFDs being proposed. Also indicate the approximate number of hours required to perform mini-PMs and full PMs.
- 5.2.4. State affirmatively (by simply answering "yes" or "no") whether the PM schedules published by Buyers Laboratory Inc. (BLI) will be followed. If the PM schedule, methodology, or both to which your company prescribes are different from that which the manufacturer recommends (for example, if your technicians perform regular cleaning on every service call and do not follow the manufacturer's set PM schedules), indicate "no" and explain in this Section. Whether your company's answer is "yes" or "no," describe how GCSS will be informed of PM work that has been performed on the various units installed.
- 5.2.5. State whether one-page summary training sheets showing basic user steps for copying, scanning and printing, or on-line user training videos, or both, will be made available for each Copier/MFD being proposed.

- 5.2.6. Indicate the City and State of its nearest (to Gainesville, GA) parts and supplies warehouse that would support GCSS's Copier/MFD and Network Printer fleet.
- 5.2.7. For each Copier/MFD being proposed, Offeror shall clearly list which components or parts will be considered user replaceable. Further, the approximate aggregate time involvement to replace these components or parts per Copier/MFD per month shall be listed for each Copier/MFD being proposed.
- 5.2.8. Provide examples and exhibits of the cost-per-impression billing and proactive service reporting that will be made available to GCSS for each Product Category.
- 5.2.9. Confirm that your company will be able to provide billing data files (to the device and user levels) to the exact same column length and language specifications for electronic file uploading into GCSS financial system.
- 5.2.10. 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. GCSS reserves the right to approve or reject any subcontracting agent or to reject proposals based on the use of subcontracted work.
- 5.2.11. Provide any relevant input for GCSS to consider based on your experience with other current school district or other similar customers. Topics for inclusion may include, but not be limited to, obstacles to a successful program, recommendations for any necessary personnel transition, similarities and differences in the program structure based on your analysis of the requirements of this RFP, and any other relevant items.

### 5.3. CORPORATE EXPERIENCE

- 5.3.1. Provide a brief corporate history and overview, inclusive of: (a) The company's headquarters address; (b) The company's office address nearest to Gainesville, Georgia; (c) The number of factory-certified technicians located in or within a 50-mile radius of Gainesville; (d) The per-equipment category machine in field (MIF) population of Copier/MFD and Network Printers in or within a 50-mile radius of Gainesville; and (e) The total number of customers with over 100 units supported by the firm in (or within a 50-mile radius of) Gainesville.
- 5.3.2. Provide a manufacturer support letter stating that in the unlikely event your servicing company is unable to provide service, the manufacturer shall arrange for or provide all necessary parts and service support at the same prices quoted in the Offeror's proposal. The manufacturer shall also guarantee in its letter that all products installed under this Contract shall be fully compatible with future versions of the most popular network operating systems.
- 5.3.3. Indicate whether your company is factory-authorized to provide service, or whether a specific named authorized subcontractor will be used to provide service for product(s) within each Product Category.

- 5.3.4. 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 Contractor must specify the reason and present a plan to include key personnel.
- 5.3.5. Clearly state funding source, or state that it is using an internal funding source. If using an internal funding source, Offeror shall state whether this is a private label leasing arrangement with a leasing company or an internal source of funds. If a private label leasing arrangement is proposed, the leasing company supporting that arrangement must be stated in this Section.
- 5.3.6. Provide a list of any lawsuits brought against the company or owners of the company, and the details about those lawsuits. If any owner of the firm has been convicted of a crime or if any felony charges are pending, provide detailed information about those convictions or charges.
- 5.3.7. Provide the date of your company's founding in (or within a 50-mile radius of) Gainesville and the number of years providing the specific equipment brand(s) and related services being proposed to GCSS under this RFP.
- 5.3.8. Provide your company's legal trade status (privately held corporation, etc.).

#### 5.4. ASSESSMENT/IMPLEMENTATION PLAN

- 5.4.1. For each Equipment Category (Copier/MFD and Network Printers), the Offeror shall provide a detailed work plan with anticipated dates for step-by-step completion in accordance with the requirements and Copier/MFD specifications contained in this RFP. The Copier/MFD deliveries and installations shall commence on or about June 15, 2023 and must be completed no later than July 15, 2023. It is **mandatory** for the winning firm to perform detailed assessments of each GCSS site prior to any installations. Documented proof of each assessment conducted consisting of weekly reports of each site assessed, names of GCSS staff visited, preliminary recommendations and names of Offeror representatives visiting each location shall be required. GCSS retains the right to independently accept, reject or modify any assessment/installation/support plan provided by the Offeror.

Specific information required in this Section include: (a) The proposed number of your Firm's staff that will be assigned per team to conduct assessments; (b) The number of teams performing site assessments; (c) Whether your staff will be responsible for developing equipment placement criteria and guidelines for approval by GCSS management; (d) Whether your staff will be responsible for making recommendations for GCSS management approval related to the possible reduction in the overall number of Copier/MFD placements based on lack of volume, lack of connectivity, print speeds and other factors; and (e) Proposed dates for each anticipated project phase.

- 5.4.2. The installation plan shall also include necessary space and electrical requirements (NEMA plug types). The Offeror shall also include a plan for scheduling ongoing "Technology Showcases" at certain later-to-be-named GCSS sites to display and promote the latest technology being implemented. The anticipated number of additional Offeror personnel required for Copier/MFD installation and training at the beginning of any Contract resulting from this RFP process shall also be listed. The Offeror shall indicate whether the initial key-operator training will be performed by dedicated company trainers or by sales representatives. Coordinating the scheduling of installation, service and training personnel shall at all times be the sole responsibility of Offeror.
- 5.4.3. Describe in detail how your company will provide installation, training and troubleshooting support to GCSS's desktop services and end-user support teams during Phase One for the follow-me print solution. The description shall include, but not be limited to: A discussion of the steps to be taken in the event of installation/operation problems of all software/server solutions; and which local (Gainesville, GA area) personnel will work together with GCSS's Technology department support personnel.
- 5.4.4. Describe special training or certifications of your local (within a 50-mile radius of Gainesville, GA) IT support staff and their experience in rolling out follow-me printing and school district solutions.
- 5.4.5. Provide the name and resume of the Account Executive who will be the primary contact for GCSS.
- 5.4.6. Include a general plan for providing back-up factory-trained service personnel during vacations and sicknesses.

## 5.5. REFERENCES

- 5.5.1. Provide five (5) K-12 education market references, preferably other school districts in northern Georgia. include only references within the current calendar year and previous two (2) calendar years. GCSS may contact these references during the evaluation process. Information provided for each job shall include:
- 5.5.1.1. Contract/Project name
  - 5.5.1.2. School District/Government Agency name
  - 5.5.1.3. Dates of Contract
  - 5.5.1.4. Owner's contract/project manager or other representative
  - 5.5.1.5. Contact person, direct-line phone number and email address
  - 5.5.1.6. Dollar value of Contract with your company
  - 5.5.1.7. Number of Copier/MFDs that are covered under your company's contract with this client
  - 5.5.1.8. Number of Network Printers that are covered under your company's contract with this client
  - 5.5.1.9. Percentage of Copier/MFDs and Network Printers compared to the total respective equipment fleets at this reference location
- 5.5.2. Provide a list of clients your company has lost in the past five years and why you lost them. Include school district clients in Georgia if possible.

## 5.6. OTHER VALUE-ADDED SERVICES AND ALTERNATE PROPOSALS



- 5.6.1. As part of the evaluation of the proposals submitted for Copier/MFDs, the GCSS proposal evaluation committee may visit the showrooms, or present customers of certain Offeror finalists, at the complete discretion of, and at no cost to, GCSS.

Selected Offerors will be a part of this phase of the evaluation process. If selected, Offerors shall have one complete system (including samples of all hardware and software solutions being proposed) of each type proposed in response to the specifications of this RFP setup in a suitable showroom or customer location on a date to be designated by GCSS.

Offerors are requested to indicate whether they will comply with GCSS's requirement to make the recommended solutions available for evaluation before Contract award. Showroom/customer visitations for Copier/MFDs are expected to take place in April of 2023.

The Offeror's proposed solution will be scored during the showroom/customer site visits on a number of factors, including, but not limited to: Producing copy jobs; overall image quality; multi-tasking capability with handling simultaneous job streams; network security evaluations; ability to track print/copy volumes by user code; and suitability/compatibility with GCSS's network environment. Offerors will also be scored in part based on the professionalism and knowledge of their networking support staff.

Offerors are to specify that, should Offeror be selected to present the proposed units in a showroom/customer location for evaluation purposes, the equipment will meet or exceed all specifications contained in this RFP in all respects, unless otherwise agreed to in writing by GCSS.

- 5.6.2. GCSS permits Offerors to provide creative alternate proposals. Offerors shall fully describe and explain any creative alternative proposals that the Offeror believes are in GCSS's best interest to consider. Examples of creative alternate proposals may include, but not be limited to:

- Changing the proposed equipment mix; and
- Implementing guaranteed annual monochrome fleet volumes

Alternate Proposals will not be accepted by GCSS unless the Offeror has submitted a Primary Proposal for that Product Category. The purpose of allowing Offerors to submit at least one Alternate Proposal is to actively seek Offeror input as to what it considers to be the most cost effective and efficient methodology for accomplishing GCSS's goals. Alternate Proposals must indicate all pertinent details of the recommended plan, especially any items that conflict with the RFP's Section 4 Scope of Work. When submitting Alternate Proposals, Offerors are required to complete another Pricing Schedule clearly marked "Alternate Proposal."

- 5.6.3 Fully describe and explain any standard or optional value-added services that the Offeror can provide that are not part of the RFP's requirements. Please do not restate items that have previously been listed in your proposal.

## SECTION 6

### EVALUATION PROCESS

#### 1. Evaluation.

- 1.1. Following evaluation of the Proposals the Evaluation Committee will make an initial overall ranking of the Proposals and recommend to the Purchasing Office the award of the contract(s) to the Offeror whose Proposal(s) is (are) determined to be the most advantageous to GCSS. Minor irregularities contained in Proposals, which are immaterial or inconsequential in nature, may be waived wherever it is determined to be in GCSS's best interest and when permitted by law.
- 1.2. Following the qualifying review and approval, the decision for progressing in the procurement process will be made based ranking the strengths, weaknesses, advantages, and deficiencies of each Proposal. The decision to award a Contract will be made at the discretion of the Technology Office.

#### 2. Shortlisting. A shortlist may be developed based on the Evaluation results. All Offerors will be notified of the results as they pertain to their respective Proposal.

#### 3. Oral Presentations/Discussion Sessions.

- 3.1. Purpose: Based on the Evaluation Committee's initial Evaluation, GCSS may invite, without cost to itself, the shortlisted Offerors to an oral presentation/discussion session ("Discussion Session"). The purposes of the Discussion Session are as follows:

3.1.1. To provide the Offeror the opportunity to demonstrate its experience.

3.1.2. To discuss/clarify any and all aspects of the Technical Proposal, in particular approach/methodologies, implementation process, cost model options, schedule, staffing of the contract, and ongoing support of the Project and other applicable professional services;

3.1.3. To allow GCSS to meet the Offeror's key personnel and for these personnel to convey directly their experience and expertise; and,

3.1.4. To provide an opportunity to clarify the scope of services for the intended contract and discuss any items addressed in the Technical Proposal that may require additional clarification.

- 3.2. Format: The Discussion Session will be informal, as GCSS is not interested in a sales presentation by executives and business development staff; rather, GCSS is requesting an interactive discussion with each of the shortlisted Offerors and the experienced personnel submitted in their proposals. It is important that those key personnel who are proposed to be assigned to GCSS fully participate in the presentation and discussion. These individuals may be asked to demonstrate their technical skills so GCSS can evaluate their knowledge and expertise for the specific position they will fill. Ample time will be available for GCSS and the Offeror to ask questions and discuss issues and concerns related to the Project, the scope of the services, and the Offeror's capabilities and qualifications. Information presented or discussed in the Discussion Session may supersede information provided in the initial offer. Following the Discussion Session, additional follow-up and/or clarification documentation may be requested of each Offeror.

- 3.3. Date: The times and dates for the Discussion Session(s) will be set upon completion of the Initial Evaluation. Offerors are advised to set these dates aside in their entirety on the calendars of key personnel

identified in their offer.

3.4. Location: The discussion may be onsite at GCSS, via telephone, or via web conferencing.

## SECTION 7

### PRICE PROPOSAL

1. Separate Submittals. Offeror's PRICE PROPOSAL shall be submitted separate from the TECHNICAL PROPOSAL (refer to Section 5) and clearly identified as PRICE PROPOSAL.
2. Best and Final Offers. Following the evaluation and/or Discussion Session, Best and Final Offers may be requested of selected Offerors.
3. Negotiations. GCSS may select for award one (1) or more Offeror(s) to negotiate the terms and conditions of the Contract. GCSS reserves the right to make an award with or without negotiation.
4. Basis for Award. Technical merit will have a greater weight than cost in the final ranking. Award may be made to the Offeror with a higher technical ranking even if its Price Proposal is not the lowest. The Technology Office retains the discretion to examine all factors to determine the award of the contract. The goal is to contract with the Offeror(s) that would best meet the needs of GCSS as set forth in the RFP.
5. Required Pricing Structure of Offeror's Price Proposal

Offerors shall submit a Firm Fixed Price (FFP) Price Proposal to perform all services as specified in the Statement of Work (Section 4). The Offeror shall complete Pricing Schedules A through E in their entirety as instructed in this Section and include all Pricing Schedules with the Offeror's submittals. Offerors can provide proposals to GCSS in response to either one or all Product Categories required by the Statement of Work, but it is the strong preference of GCSS to award a single Contract under this RFP initiative to cover all Product Categories. Cost/Price proposals shall be evaluated on individual cost elements and total cost/price as represented on Pricing Schedules A through E. Incomplete price proposals may result in GCSS deeming the proposals non-responsive.

The Price Proposal shall provide itemized cost information for each Product Category required by the Statement of Work. Offerors shall provide the best competitive prices on initial submission. Pricing shall include ALL costs necessary to provide the required services.

**All Price Proposals must be clearly labeled "Section 7--Price Proposal."** The Price Proposal shall be submitted in a separate PDF document except that the Pricing Schedules must be submitted in Excel (.xlsx) format. The Price Proposal shall contain answers to the following elements in the order listed below as required in conjunction with fully completed Pricing Schedules A through E:

- 5.1. Offerors are required to complete all items contained in Pricing Schedules A through E, as applicable, and include same in the completed proposal packages under this Section. Please note that all pricing elements on Pricing Schedule A are calculated automatically based on the various proposed Offeror costs entered on Pricing Schedules B through **GE**.
- 5.2. In this Section, the Offeror shall certify that all pricing listed on Pricing Schedules A through E shall be firm for the entirety of the term of this Contract.

~~5.3. Offerors are requested to confirm in this Section that all pricing listed in Pricing Schedules C and D are properly represented as quarterly (not monthly) costs.~~

- 5.4. Offeror will affirm in this Section that no additional costs, other than those identified on Pricing Schedules A through E, or elsewhere clearly identified in its proposal, will be incurred by GCSS to meet the various specification and other technical requirements of this RFP.
- 5.5. Offeror will affirm in this Section the Product Categories (Copier/MFD and Network Printer) for which Primary and/or Alternate Proposals are being submitted.
- 5.6. Offeror will affirm the name(s) of any companies that will be utilized as subcontracting entities under the proposal(s) as submitted. If any subcontracting entities are being proposed, please explain the type of work each entity will be performing.
- 5.7. On Pricing Schedule B, the Offeror shall list the brand, model number and all accessories proposed to meet or exceed the Copier/MFD product specifications contained in Sections 4.4 through 4.11 of this RFP.
- 5.8. On Pricing Schedule B, the Offeror shall provide a total 60-month Contract cost for providing service, parts, labor and supplies (except paper) for Copier/MFDs and renewing the Contract under identical terms and conditions on a monthly, quarterly or annual basis for up to two (2) additional years once the initial sixty (60) month term expires..
- 5.9. Offeror shall indicate on Pricing Schedule B for each respective Product Category the service and supply per-impression cost to be charged GCSS for all color impressions produced on the proposed color-enabled Copier/MFDs as applicable. Note: Monochrome (black) impressions produced on color-enabled Copier/MFDs shall be chargeable at the same monochrome service & supply rates indicated on Pricing Schedule B.
- 5.10. On Pricing Schedule B for each respective Product Category, Offeror shall indicate the applicable reduction in costs associated with GCSS retaining all Copier/MFDs installed under this Contract in place as of ~~May 31, 2027~~ June 30, 2028 and renewing the Contract under identical terms and conditions on a monthly, quarterly or annual basis for up to two (2) additional years once the initial sixty (60) month term expires.
- 5.11. The type of leasing/rental program being proposed (choose from Internal Funding, FMV, \$1 Buyout, 10% Buyout, Rental and/or other) shall also be identified on Pricing Schedule B. The name of any third-party leasing partner, if applicable, shall also be clearly stated.
- 5.12. On Pricing Schedule B, Offeror shall identify the one-time flat-rate purchase price associated with adding three-hole punch finishing functionality on a per-Copier/MFD basis for those Segment 3 Copier/MFD locations requiring this feature. The one-time flat-rate purchase prices quoted shall be firm for the first ninety (90) days after Copier/MFD installation during the term of this Contract.
- 5.13. On Pricing Schedule B, Offeror shall identify the one-time flat-rate purchase price associated with adding analog fax boards on a per-Copier/MFD basis for those Segment 5 Copier/MFD locations requiring this feature. The one-time flat-rate purchase prices quoted shall be firm for the first ninety (90) days after Copier/MFD installation during the term of this Contract.
- 5.14. On Pricing Schedule B, Offeror shall identify the one-time flat-rate purchase price associated with adding optical character recognition (OCR) scanning functionality on a per-Copier/MFD basis for those device locations requiring this feature. The one-time flat-rate purchase prices quoted shall be

firm during the first ninety (90) days after Copier/MFD installation during the term of this Contract.

- 5.15. On Pricing Schedule B, for hole punching, analog fax boards, or optical character recognition (OCR) scanning options added after 90 days following equipment installation, and/or for any other miscellaneous equipment options (such as additional paper trays, envelope feeders, console cabinets or alternate finishers) that are added at any time during the term of this Contract, please provide a discount percentage off of the then-in-effect manufacturer's suggested retail price (MSRP) for each type of upgrade.
- 5.16. On Pricing Schedule B, Offeror shall identify the maximum number of staple cartridges that are included during the term of this Contract, or whether an unlimited number of staples will be made available. If the Offeror is not providing unlimited staples under Pricing Schedule B, the Offeror shall indicate in this Section the percentage discount off of then-in-effect staple cartridge cost that would be extended to GCSS if the staple allotment indicated is exceeded during the term of this Contract.
- 5.17. Offeror shall list in this Section the per-device charge, if any, for moving Copier/MFDs within the same facility, and the charge, if any, for moving such Copier/MFDs from one GCSS facility to another. This charge shall not apply during the initial installation of devices, annual registration periods, or the load-balancing of Copier/MFDs halfway through the term of any Contract resulting from this RFP process.
- 5.18. Offeror shall list in this Section the hourly rate, if any, for providing technical service before 8 a.m., after 5 p.m. each business day and during weekend hours.
- 5.19. State affirmatively (by answering simply "yes" or "no") whether all Copier/MFD installation and de-installation charges, including those covering return freight and shipping charges for returning Copier/MFDs at the end of this Contract, as well as those related to removing the device hard drives, are included in your Pricing Schedule A through **EE** proposed pricing.
- 5.20. State affirmatively (by answering simply "yes" or "no") whether GCSS can install additional unplanned Copier/MFDs coterminously outside of the baseline numbers of Copier/MFDs set forth in Sections 4.4 through 4.11 as per the terms of Section 4.17 and Section 4.18. If the answer to this Section is a provisional "yes" (subject to a cap on the number of devices per year and/or subject to accepting refurbished-only devices). If "no," please provide your firm's proposed alternate plan for adding unplanned units as a contractual deviation under Section 5.B.1 above.
- 5.21. On Pricing Schedule C, prospective Offerors shall enter: Quarterly lease costs for the copy/print billing software, follow-me secure printing and behavior modification software solution, professional services and other miscellaneous pricing elements (if any). For each of the software solutions being proposed, please ensure that all hardware, software, licensing, installation and professional services support costs related to installing and maintaining this software on up to 10,000 workstations for the five-year term of this Contract are included in the quarterly pricing submitted on Pricing Schedule C. Any additional quarterly pricing discounts not included elsewhere, if applicable, should also be entered on Pricing Schedule C.
- 5.22. On Pricing Schedule D, prospective Offerors shall enter the lease cost basis amount (purchase price), quarterly lease rate factors, brand name/model numbers, and build status of the Copier/MFDs to be installed at inception or during the Contract term. Please confirm that all pricing calculated is correctly listed as **quarterly** ~~monthly~~ lease pricing.

- 5.23. On Pricing Schedule E, prospective Offerors shall enter the proposed Desktop MFD monochrome and color service/supply costs per impression for GCSS's fleet as set forth in Attachment A and as modified during the Contract.
- 5.24. In this Section Offerors are requested to provide purchase pricing for replacement Desktop MFD suitable for replacing those models listed on Attachment A as required during the Contract term. Offerors are asked to provide brand, model numbers and accessories, along with outright purchase pricing for a range of Desktop MFD of various speeds and capabilities.