

**Request for  
Proposal**

**For**

Leased Digital Copier and Printer Services

**Raytown Quality Schools**

**Raytown, Missouri**

**April 23, 2019**

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**Information:**

Raytown Quality Schools is seeking a Leased Digital Copier and Printer Service provider for services beginning July 1,2019.

All submitted proposals should be labeled "**Sealed Leased Digital Copier and Printer Services Proposal**" on the outside of the envelope containing your company name. All documents will be considered the property of Raytown Quality Schools. The request for proposal does not commit the District to any specific course of action.

**School District:**

Raytown Quality Schools  
6608 Raytown Road  
Raytown, Missouri 64133

**District Contact:**

Bryan Casey, System Administrator  
Raytown Quality Schools  
10750 E. 350 Highway  
Raytown, Missouri 64138  
816-268-7120  
[bryan.casey@raytownschools.org](mailto:bryan.casey@raytownschools.org)

**\*Any questions about the Request for Proposal process must be received in writing by 4/29/2019.**

**\*If you would like to receive email notification of any RFP amendments, questions and clarifications, notify the district via email your intent to bid.**

**Submit Sealed Proposal:**

**May 3, 2019 -1:00 PM**

Melissa Tebbenkamp, Director of Instructional Technology  
Raytown Quality Schools  
10750 E. 350 Highway  
Raytown, Missouri 64138

**A formal opening will take place at this time. Attendance is NOT required.**

## **Overview**

Raytown Quality Schools ("District", "RQS", "Client") requests sealed bids from interested vendors ("Provider", "Contractor", "Vendor", "Supplier") for the purpose of acting as **Leased Digital Copier and Printer Services** provider for the Raytown C-2 School District per enclosed specifications. Bids are requested for services beginning July 1, 2019.

Each proposal solution is to be submitted as a comprehensive service including all estimated and related costs for the elements necessary to provide the described services. Providers submitting multiple solutions should provide each as a separate complete proposal. The Bid Submitted By signature page shall be completed and submitted with each Provider's proposal.

The Raytown C-2 School District is seeking qualified bidders to provide digital copier equipment and software that supports the organization's current and long-term document copying, scanning, and printing requirements. CLIENT'S objective is to establish, under strict budgetary constraints, a primary source relationship with the SUPPLIER providing the most competitive and comprehensive response to the criteria and requirements identified herein. We are, therefore, soliciting bids from SUPPLIERS for products and services as specified in this bid.

This bid defines and documents CLIENT'S requirements and establishes a basis for the assessment of SUPPLIER responses. Your response should include detailed plans for implementation and specify all associated costs. The clarity and precision of your response will be an important factor in our evaluation process.

SUPPLIERS shall present a bid that represents a complete and binding offer.

## **Proposal Due Date and Time**

In order to be considered, two (2) sealed copies of the proposal, one marked as original, one marked as copy, must be received by Raytown Quality Schools at the address stated by the following date and time:

**May 3, 2019 - 1:00 PM**

# Project Specifications

## PART 1: PROJECT OVERVIEW

**1.1 Introduction:** CLIENT is soliciting bids from responsible SUPPLIERS to serve as the basis for establishing a fixed lease and all-inclusive maintenance cost-per-impression contract between CLIENT and the successful SUPPLIER. This contract will serve to replace currently installed digital copiers with new digital connected equipment, (see Section "2.5 Product Specifications" for clarification).

**1.2 Evaluation:** After determining that a bid meets all specifications, terms and conditions, the CLIENT shall assess the bid in accordance with the evaluation criteria as stated below:

- Pricing
- Service level guarantees
- Delivery and installation
- End-user training plan
- Management and reporting
- Compliance
- Implementation plan
- Financial strength
- References
- Previous experience

**1.3 General Supplier Requirements:** SUPPLIERS submitting bids must be thoroughly familiar with all specifications and requirements of this bid package. The failure or omission to examine any form, instrument or document shall in no way relieve SUPPLIERS of any obligation with respect to this contract. SUPPLIER must be qualified by experience and adequate financing to provide the equipment and services set forth in this bid. The SUPPLIER shall demonstrate this ability by providing the information as set forth below:

**Manufacturers Certification:** If the SUPPLIER is other than the manufacturer, they shall include with the bid, certification from the manufacturer, executed by a corporate officer, stating that the SUPPLIER is an authorized representative of the manufacturer and that all proposed equipment is current in the product line.

The SUPPLIER shall demonstrate that it currently has a local area service unit that can provide a sufficient number of skilled technicians, fleet equipment, management personnel and an adequate inventory of repair parts to effectively support CLIENT'S cost-per-impression program.

The SUPPLIER shall have represented any proposed equipment line for a minimum of three (3) years.

**1.4 Inquiries:** During the course of the bid process, SUPPLIERS should contact Bryan Casey, System Administrator by Email: [bryan.casey@raytownschools.org](mailto:bryan.casey@raytownschools.org) if they have questions.

**1.5 No Contractual Relationship:** Nothing contained in this bid creates, nor shall be construed to create, any contractual relationship between CLIENT and any SUPPLIER. CLIENT makes no commitment

in or by virtue of this bid to purchase anything from any SUPPLIER. Nor does receipt of any SUPPLIER'S quotation place CLIENT under obligation to award the agreement to that or any other SUPPLIER. Such commitments and any binding contractual relationship may be made only in and through a purchase order issued by the CLIENT, unless the SUPPLIER requires a written agreement signed by both parties. The SUPPLIER agrees, however, to incorporate its representations in this bid concerning, e.g. performance, into the agreement. Each bid shall constitute an offer, which remains valid for a minimum period of 90 days after the bid submission date. Any bid submitted by a SUPPLIER is subject to review by CLIENT'S Legal Department or their designees.

**1.6 Exceptions to the Bid:** Any exception to the bid by the SUPPLIER must be explained in detail in writing. All exceptions must be indicated on the "Exceptions" (Section 6). Add pages as needed with a heading "Exceptions" on each page.

**1.7 Preparation Cost and Liability:** Expenses incurred in preparing and presenting a bid to CLIENT is the sole responsibility of the SUPPLIER and may not be charged to CLIENT in any way. The SUPPLIER specifically agrees that CLIENT shall have no legal liability of any kind for its actions in releasing this bid, or considering and choosing among the bids. Nor shall CLIENT accept any liability or responsibility for the SUPPLIER'S actions or any third party in receiving and responding to this bid. SUPPLIER'S offer shall be firm for a period of at least 90 days from the closing date indicated in this package for receipt of bids.

## **PART 2: SPECIAL CONTRACT TERMS**

**2.1 Common Expiration Dates:** All installations under this contract shall have a common expiration date of forty-eight (48) months after the contract goes into effect, and may be extended, at CLIENT'S option, monthly, quarterly or annually for up to one year as determined by CLIENT. Under no circumstances will there be an automatic rollover into a term that exceeds the original 48 months.

**2.2 New:** For purposes of the initial installations and all subsequent installations over the duration of the term of the contract, all equipment must be new.

a. "New" equipment is defined as those units that have been assembled for first-time use with entirely new components. To clarify, any equipment that is manufactured using any percentage of used or reprocessed components would not be considered as "new" per this section. CLIENT shall be the first user of the equipment with no previous placements (ever) on rental or lease or ever placed in the SUPPLIER'S or a customer location as a demonstration unit including employee home office. New equipment shall be delivered with no more than 600 "set-up" impressions on the meter.

**2.3 Equipment to Be Installed:** Section 2.7 Minimum Equipment Features lists minimum equipment features that the SUPPLIER must meet, however, the SUPPLIER may exceed the minimum features by proposing faster, larger, and/or more featured machines. The latest Buyers Laboratory Inc.'s Multifunctional Specification Guide - Copier Based Products will be used to verify specifications for all equipment submitted in response to this bid. All equipment, software and accessories as required to

meet the specifications of this contract shall be provided by SUPPLIER, the compensation for which is included in the pricing schedule identified in Exhibit A.

**2.4 Equipment Failing to Meet Uptime Requirements:** CLIENT requires 95% uptime for all equipment installed. Known problematic machines failing to meet these requirements shall be replaced, not rotated to a different site.

**2.5 The Environment:** CLIENT is currently using a 10/100 BaseT network running an Active Directory network operating system using TCP/IP protocol to perform print server based printing.

a. All connected digital equipment installed by SUPPLIER must be configured to properly network with the CLIENT'S existing software applications. CLIENT machines are a mix of the following:

**Windows 10 64-Bit, Mac OSX, Chrome OS and various mobile devices**

b. Major software package is the Microsoft Office Suite. Some other software programs being used are Adobe products and CAD.

c. Adobe Post Script 3 drivers are required on device types 1,2,3,4,5

d. The CLIENT will be responsible for providing all wiring, cables and connectors. The SUPPLIER'S responsibility will begin at the RJ45 10/100 BaseT connection of the imaging device and will include any specific print driver, scanning, or document management software.

e. For all digital equipment installed under this contract, the costs for any necessary network installation, print controllers/servers, operator training, and user-level software, including, but not limited to print drivers, are to be included in the SUPPLIER'S compensation schedule.

**2.6 Product Specifications:** All units installed under this contract will be multifunctional digital imaging devices. Please use Exhibit A to indicate connected digital pricing for schools and Administrative Complex. ON A SEPARATE SHEET PLEASE ANSWER THE FOLLOWING:

a. The SUPPLIER shall be responsible for document management software including the ability to provide: user authentication; public access; scan to email/fax/network share (home folder); consumption reporting; private printing.

b. Device Monitoring: Describe how the monitoring process works to acquire meter readings and how the CLIENT can generate reports from meter reading data.

c. Indicate which devices have B/W scanning and which ones have COLOR scanning capability.

**2.7 Minimum Equipment Features:** The SUPPLIER must meet the minimum equipment specifications listed; however, SUPPLIER may exceed the minimum requirements. SUPPLIER shall provide specifications for all equipment submitted in response to this proposal with written literature. CLIENT reserves the right to verify specifications. All equipment, software and accessories as required to meet the specifications of this contract shall be provided by SUPPLIER, the compensation for which is in the pricing schedule identified in Section 6 - Project Budget.

**Product Specifications:**

**Type 1: Digital Color Printer - 20 PPM Rated**

Copy Speed: 20 PPM (or faster)  
Type: Color Digital Printer Minimum Paper  
Capacity: 350 sheets Formats: Up to 8.5x14  
(Legal)  
ADF: Required; minimum 50-sheet capacity  
Duplex Mode: Preferred Paper Weight Range:  
16-24 lb. bond Networked Copier / Printer:  
Required Sorting: Electronic  
Page Description Language: PCL 6 / PostScript 3

**Type 2: Digital B/W Printer - 35 PPM Rated**

Copy Speed: 35 PPM (or faster)  
Type: B/W Digital Printer Minimum Paper  
Capacity: 350 sheets Formats: Up to 8.5x14  
(Legal)  
ADF: Required; minimum 50-sheet capacity  
Duplex Mode: Preferred Paper Weight Range:  
16-24 lb. bond Networked Copier / Printer:  
Required Sorting: Electronic  
Page Description Language: PCL 6 / PostScript 3

**Type 3: Digital Color Printer - 30 PPM Rated**

Copy Speed: 30 PPM (or faster)  
Type: Color Digital Printer  
Standard Paper Trays: Dual / 500 sheets each  
Formats: Up to 11x17 (Wide Format)  
ADF: Required; minimum 80-sheet capacity  
Duplex Mode: Required Paper Weight Range:  
16-24 lb. bond Networked Copier / Printer:  
Required Sorting: Electronic  
Page Description Language: PCL 6 / PostScript 3

**Type 4: Digital Multifunction B/W Copier - 25 PPM**

Rated Copy Speed: 25 PPM (or faster)  
Type: B/W Digital Console  
Standard Paper Trays: Dual / 250 sheets each  
Formats: Up to 8.5x14 (Legal)  
ADF: Required; minimum 50-sheet capacity  
Console: Required  
Duplex Mode: Required  
Paper Weight Range: 16-24 lb. bond  
Networked Copier / Printer: Required  
Sorting: Electronic  
Page Description Language: PCL 6 / PostScript 3

**Type 5: Digital Multifunction B/W Copier - 50 PPM**

Rated Copy Speed: 50 PPM (or faster)  
Type: B/W Digital Console  
Standard Paper Trays: Dual / 500 sheets each  
Large Capacity Tray: 2,500 sheet minimum  
Formats: Up to 11x17 (Wide Format)  
ADF: Required; minimum 80-sheet capacity  
Console: Required  
Duplex Mode: Required  
Paper Weight Range: 16-24 lb. bond  
Networked Copier / Printer: Required  
Sorting: Electronic  
Page Description Language: PCL 6 / PostScript 3

**Type 6: Digital Multifunction B/W Copier - 75 PPM**

Rated Copy Speed: 75 PPM (or faster)  
Type: B/W Digital Console  
Standard Paper Capacity: 3,600 Sheet Minimum  
Formats: Up to 11x17 (Wide Format)  
ADF: Required; minimum 80-sheet capacity  
Console: Required  
Duplex Mode: Required  
Paper Weight Range: 16-24 lb. bond  
Networked Copier / Printer: Required  
Sorting: Electronic  
Page Description Language: PCL 6 / PostScript 3 / XPS  
Finishing: Offset Sort, Multi-Position Staple-Finisher (up to 50 sheets minimum)

**Type 7: Digital Multifunction Color Copier - 45 PPM**

Rated Copy Speed: 45 PPM {or faster} Full-Color & BW Type: Full-Color &

B/W Digital Console Standard Paper Capacity: 3,650 Sheet Minimum

Formats: Up to 11x17 (Wide Format)

ADF: Required; minimum 100-sheet capacity Console: Required Duplex

Mode: Required

Paper Weight Range: 16-68 lb. bond through all paper trays, up to 80 lb. bond through bypass

Networked Copier / Printer: Required Sorting: Electronic

Page Description Language: PCL 6 / PostScript 3 / XPS

Finishing: Sort, Group, Sort/Offset, Group/Offset, Sort and Staple (multi-position up to 50 sheet minimum), Half-Fold, Center Staple and Fold (up to 20 sheet minimum booklet making), Tri-Fold and 2/3 hole punch.

**Type 8: Digital Multifunction Color Copier – 25 PPM**

Rated Copy Speed: 25 PPM {or faster} Full-Color & BW Type: Full-Color & B/W Digital Console

Standard Paper Capacity: 3,650 Sheet Minimum Formats: Up to 11x17 (Wide Format)

ADF: Required; minimum 100-sheet capacity Console: Required Duplex

Mode: Required

Paper Weight Range: 16-68 lb. bond through all paper trays, up to 80 lb. bond through bypass

Networked Copier / Printer: Required Sorting: Electronic

Page Description Language: PCL 6 / PostScript 3 / XPS

Finishing: Sort, Group, Sort/Offset, Group/Offset, Sort and Staple (multi-position up to 50 sheet minimum).

**Type 9: B/W Duplicator**

Rated Copy Speed: 130 PPM (or faster) BW Duplicator

Type: High-Speed Digital Master-Making / Fully Automatic Stencil Printing

Standard Paper Capacity: 1,000 Sheet Minimum Input / Output

Page Size: Up to 11" x 17" minimum

Formats: Up to 11x17 (Wide Format)

ADF: Required Console: Required

Paper Weight Range: 13 lb. bond to 110 lb. index

Networked Printer: Optional

Network Protocol: TCP/IP

OS: Windows 10

**2.6 Cancellation Policy:** Either party may immediately terminate this contract without penalty upon 30 days written notice to the other if:

a. The other party has breached any provision of this contract and has failed to cure such breach within thirty (30) days of written notice by the other party. Breaches by SUPPLIER shall include, but not be limited to, the following items: failure to deliver parts and/or services in a timely manner; failure to submit quarterly reports on a timely basis; failure to maintain adequate insurance coverage; unauthorized transfer of responsibilities; failure to utilize the manufacturer's authorized branded and/or authorized parts, supplies or consumables; failure of the products to meet specifications, and/or unsatisfactory customer and/or technical service.

b. If termination affects only a portion of the multifunctional fleet installed under this contract, CLIENT reserves the right to cancel that portion of this contract without incurring causes for liquidated damages or any other costs; this contract shall then remain in full force and effect with respect to all remaining equipment. SUPPLIER shall waive all charges for terminated equipment for the remainder of the term of this contract. Upon conclusion of this contract, SUPPLIER agrees to cooperate in an orderly settlement of its account with CLIENT.

**2.7 Monthly Billing Spreadsheet:** SUPPLIER shall reconcile CLIENT'S monthly copying volume on all equipment installed on a monthly basis. This spreadsheet / billing invoice shall be broken out per location by machine with lease and cpc charges subtotaled by building.

a. SUPPLIER shall at all times assume the responsibility for promptly gathering and reporting accurate meter readings from all units installed under this contract.

b. All charges applicable to all equipment will be billed no later than ten (10) business days after the end of each calendar month during the term of this contract in one consolidated monthly invoice for the previous calendar monthly activity. The consolidated monthly invoice shall be sorted by school and location and shall itemize the following details on each piece of equipment installed under this contract:

- The device's school, department and/or location
- The device's model/serial number
- The total number of clicks produced on that unit during the month being billed

c. In addition to the monthly invoice, CLIENT requires a monthly usage report be submitted by the 10th calendar day of every month the contract is in effect. This monthly usage report will be used by the CLIENT to monitor utilization of equipment and shall list the number of impressions produced in the previous month by unit and by building. Any equipment added during the term of this contract shall be listed on the same consolidated invoice and monthly usage report as described above.

**2.8 Quarterly Uptime Report:** In order for CLIENT to properly manage its multifunctional equipment, SUPPLIER shall be required to submit, along with its monthly invoice, a quarterly uptime summary for all equipment installed under the terms of this contract. This quarterly summary shall include for each unit:

- The serial number, model name and location of the unit
- Last meter and current meter

- The unit's quarterly volume
- The total cumulative annual volume to date
- The number of service calls placed for that unit and the response time and downtime associated with each call
- The unit's average uptime percentage for the given quarter

a. For the purposes of determining acceptable equipment uptime (95%) under this contract, CLIENT will operate the equipment an average of twenty (20) eight-hour workdays per month, from 7 a.m. to 4 p.m. Monday through Friday. A list of holidays will be provided to SUPPLIER.

b. SUPPLIER shall submit the quarterly report described in this section, covering activity in the previous calendar quarter during each calendar quarter of each year this contract is in effect.

**2.9 Contract Documents:** The contract between CLIENT and the SUPPLIER shall consist of the bid document and any amendments hereof, the SUPPLIER'S response, and a purchase order issued by CLIENT. If SUPPLIER requires the use of specific documents such as lease or rental agreements, SUPPLIER must include a copy of those documents with their response. No modification to the terms and conditions set forth in this bid shall be made, or construed to have been made, unless the parties to the contract mutually agree to such modification in writing.

**2.10 Pricing Summary:** SUPPLIER'S pricing schedule is hereby incorporated as Section 6 - Project Budget of this proposal. SUPPLIER'S lease and cost-per-impression maintenance charges shall include all hardware, parts, toner maintenance and service, integration fees, administration fees, all taxes including property tax, brackets, surge protectors, consoles/stands, installation (including any special rigging charges), freight, delivery, moving charges, key operator training, board upgrades or software/driver upgrades during the course of the contract and/or de-installation (including any shipping, prepaid insurance and/or special rigging charges) at the end of the contract. Under no circumstances shall "tax" show on an invoice. If property tax is incurred it must be included in the product cost. Optional Accessories must be shown as an additional monthly lease charge if applicable. All pricing shall be fixed for the term of the contract with no price escalator clauses.

All charges related to network printing, facsimile and scanning functionality of all digital multifunctional units, network interface cards, scan and fax boards, print controllers/servers, operator training, PCL and PostScript page description language compatibility, and the required print drivers to facilitate print/scan initiation or facsimile transmission or reception from user machines, are included in SUPPLIER'S pricing as set forth in Section 6 - Project Budget. No purchase by CLIENT of computers to act as print/fax/scan controllers will be required and CLIENT shall incur no additional costs whatsoever in connecting any equipment installed under this contract to its existing network, other than costs associated with providing the appropriate network and/or telephone cabling.

**2.11 Option to Renew:** At its sole discretion, CLIENT may exercise an option to renew this contract and/or any or all Equipment Contract Addenda at the expiration of their 48-month term(s) on a monthly, quarterly or annual basis for up to one year under the same terms and conditions as in this contract. Under no condition will this contract or any Equipment Contract Addendum renew automatically.

a. In the event expiration is imminent or has passed with no action by CLIENT, the contract shall continue on an interim month-to-month basis under the same terms and conditions of the existing contract, subject to the approval of CLIENT, until such time as CLIENT notifies SUPPLIER in writing of its decision to extend, renew, cancel, or replace the equipment.

## **PART 3: Technical Service and Support**

**3.1 Technical Maintenance Support:** The SUPPLIER shall have sufficient management and qualified manufacturer-trained and certified technicians to service all units supplied under the agreement. SUPPLIER shall appoint one (1) dedicated technician to be available on a priority basis during all normal operating hours as identified in Part 3.2 of this section. This dedicated technician will not necessarily be on-site, unless the SUPPLIER, at its sole discretion, so chooses.

- a. Supplier shall be responsible for all software and firmware upgrades on applicable leased machines within a timely manner to that software's/firmware's release date.
- b. In the case of third party software or hardware, the SUPPLIER should provide the name of the organization that will be responsible for service. Describe specifically the experience of the service organization on the proposed equipment/software, and the type of agreements the SUPPLIER'S company has with the service organization.
- c. The SUPPLIER should describe how they intend to function as a single point of contact for CLIENT, regardless of any subcontract arrangements. This should include responsibilities and liabilities of the SUPPLIER for all problems relating to the equipment.

**3.2 Emergency Maintenance/Response Times:** All emergency service required to meet the specifications of this contract shall be provided by SUPPLIER during CLIENT'S normal business hours (7:00 a.m. to 5:00 p.m. Monday through Friday) the compensation for which is included in the pricing schedule identified in Section 6 - Project Budget.

- a. Within one hour of a remedial service call to the SUPPLIER, a service technician will be required to call the contact at the device location and inform them that he/she has been notified and when he/she will respond to their call. It will be the responsibility of the SUPPLIER to provide service within four (4) hours on-site after a call is placed, during normal business hours. For example, a call placed at 3:00 p.m. on a given day would require a visit by a technician by 10:00 a.m. the next business day. Include with your response the following:
  - What are the procedures to be used to contact service personnel?
  - Describe the maintenance escalation procedure complete with positions and telephone numbers of the people to be notified.
  - How many service technicians are trained on the equipment proposed?

- b. SUPPLIER must notify CLIENT prior to any service or maintenance performed that will impact device configuration or network settings.
- c. SUPPLIER is responsible for any damage to the premises of any site as a result of the installation and servicing of equipment specified in the contract and shall repair and restore to the original condition any area so damaged within the time frame designated by CLIENT.

**3.3 Preventive Maintenance:** SUPPLIER shall provide all preventive maintenance required to meet the specifications of this contract, the compensation for which is included in the pricing schedule identified in Section 6 - Project Budget. SUPPLIER shall schedule such preventive maintenance calls proactively according to the manufacturer's technical specifications and at a time that is acceptable to the CLIENT. No request from the CLIENT shall be required to initiate a preventive maintenance call unless equipment has a system to notify user when PM is required.

- a. Under no circumstances will the SUPPLIER cease to perform regularly scheduled full preventive maintenance under the explanation that this type of maintenance is performed at each emergency service call.
- b. Preventive maintenance will be performed in accordance with this section except in those cases where installed digital imaging devices do not attain the SUPPLIER'S required preventive maintenance interval (i.e., specific number of copies/prints as published or otherwise defined in this section) within a given year. In those cases, a preventive maintenance procedure must be performed at least once a year regardless of volume. Preventive maintenance should include but not limited to:

- Safety checks of electrical, mechanical systems/components, fluids, heat, etc.
- Review of fault codes
- Analysis of copy quality
- Optics, cleaners, filters
- Photoreceptor, developer or lamps
- Fuser and related parts, including lubricant and thermostat
- Paper handling, including belts, wheels, feed guides and sensors
- Finisher performance, including binder and/or stitcher wire supply and clinchers
- Re-order parts to maintain adequate PM-related parts supply on site
- Remove any toner / paper dust from internal mechanisms

**3.4 Device Monitoring:** The SUPPLIER shall place a device on the CLIENT'S network to collect meter reads from all connected devices. The meter reads will be provided to the CLIENT in a usable format. The data will be used to reconcile the annual usage and evaluate the placement of devices.

**3.5 Parts/Supply Availability:** The SUPPLIER shall have in place an inventory and delivery system of parts and consumable supplies in quantities sufficient to serve the requirements of this contract.

a. In the event the installed equipment employs user-replaceable modules other than toner cartridges/bottles (e.g., fuser, developer, drum and/or paper-feeding modules), SUPPLIER will provide those modules at no extra cost and will make servicing representatives available to replace such modules throughout the term of the contract at no additional cost. For the purposes of calculating per-unit uptime as per the guidelines of the contract, service calls related to user-replaceable module replacements will be treated the same as standard emergency service calls.

b. The SUPPLIER shall ensure CLIENT has adequate consumable supplies on-site to fulfill copying and printing requirements. When the contract expires, CLIENT will return all unused supplies to the SUPPLIER.

**3.6 Replacement and Back-Up Equipment:** Replacement devices are defined as device(s) that will be installed to replace a device and will remain on site for the term of the contract. All replacement devices must be new. Back-up devices (loaners) are defined as device(s) that will be installed on a temporary basis while the malfunctioning device(s) is repaired or until a replacement device(s) is installed. Back-up equipment will be required after a device has been down for sixteen (16) consecutive business hours. Back-up equipment will be replaced within 30 days with the original device or a new replacement of comparable capabilities and features to the original device. Back up equipment may not be new, but must be able to maintain a 95% uptime during the time period that the back-up unit is in use.

**3.7 Unsatisfactory Equipment Performance:** Each individual unit installed at any CLIENT location under this contract will be required to attain a minimum average of 95% uptime each calendar quarter. Any unit installed under the contract shall be considered "down" under the terms of this contract whenever SUPPLIER is notified by an authorized representative of CLIENT that (a) image quality becomes unreadable or unacceptable to a CLIENT user and/or (b) any one or more of the specific equipment capabilities listed in this contract are not working to the satisfaction of the CLIENT. As soon as SUPPLIER is notified of one or both of these conditions, all downtime hours, including, but not limited to, technician response time, lack of parts availability and all technician working time (excluding only working time related to correcting problems caused by CLIENT'S willful negligence or SUPPLIER performing scheduled preventive maintenance visits as defined in this contract), shall be counted toward each unit's quarterly uptime calculation. The SUPPLIER in the Quarterly Uptime Report shall list all downtime hours for each unit installed under this contract.

a. Any individual unit that does not meet the required 95% uptime requirement for any two consecutive calendar quarters can be replaced at the discretion of CLIENT within ten (10) business days of receipt by SUPPLIER of a written request from CLIENT for replacement with equipment of the same or better specifications at no additional cost to CLIENT. If any replacement unit subsequently fails to meet the 95% uptime requirement for any two consecutive calendar quarters, this contract with respect to such unit shall, at CLIENT'S option, be cancelled without penalty (See 2.8 Cancellation Policy).

- b. Known problematic machines failing to meet these requirements shall be replaced, not rotated to a different site.

**3.8 Alternative for Conditions of Replacement:** CLIENT'S authorized representative must contact SUPPLIER and discuss their concerns regarding the excessive number of calls or inability to achieve the required 95% uptime on any individual device. The SUPPLIER will research the matter and follow-up with a return phone call and a plan of action within 24 hours.

The SUPPLIER'S Technical Manager shall be dispatched on-site to ascertain the malfunctions and make a determination as to what course of action will be taken:

1. Repair the machine
2. A determination is made for complete reconditioning
3. A determination made for replacement
4. If it is determined that reconditioning is the best solution, a back-up machine will be sent and CLIENT'S machine brought into the shop for a comprehensive reconditioning
5. If a determination for reconditioning prevails, the machine's performance after reconditioning will be monitored by the SUPPLIER'S Technical Manager and CLIENT'S authorized representative. CLIENT understands that during the "break-in" period of either a new machine or a reconditioned one, service calls are eminent. However, calls exceeding the standards set in Part 3.7 Unsatisfactory Equipment Performance, shall cause the machine to be replaced with a new unit of equal or better size and features without question.

**3.9 Electrical Requirements:** Equipment shall be capable of operating on 120 VAC,  $\pm 5V$ , 60 Hz. Models requiring dedicated outlets may be proposed and should be clearly indicated in SUPPLIER'S response document.

**3.10 Miscellaneous Requirements:**

- An operator's manual shall be furnished with each product
- A stand, table or similar equipment MUST be provided for all non-floor models at no additional cost to CLIENT
- Accessories such as sorters, document feeders, large-capacity trays, etc., must be available as specified in the detailed item specifications (Section 2.5 Product Specifications)
- SUPPLIER must specify dimensions of all equipment to be supplied.

**3.11 Operator Training Program:** The SUPPLIER shall provide along with their response to this bid, a comprehensive training and implementation plan. The units are scheduled to be installed in the month of July when the teaching staff will not be available for training. Upon their return for the school year, the teachers will be very busy and faced with new equipment and perhaps new technology. SUPPLIER needs to outline a plan to address the transition for the teachers and staff at this critical time. During

the term of the contract, CLIENT may request additional end-user training for the teachers and staff of the school district. SUPPLIER will provide this additional training at no charge.

#### **PART 4: District Terms**

**4.1 indemnification:** SUPPLIER agrees to indemnify, defend and hold CLIENT harmless from any liability for any claim, loss, injury or death caused by or alleged to be caused by an act or omission of the SUPPLIER, its agents or employees.

**4.2 Risk of Loss:** Upon delivery of equipment described in this contract to CLIENT, risk of loss shall accrue to CLIENT arising only from CLIENTS negligence or willful acts, or from theft or disappearance of the equipment. The risk of loss due to all other causes shall remain with SUPPLIER.

**4.3 Title:** Title to any equipment required by the contract shall be held by and vested by SUPPLIER. CLIENT will not remove any ownership identification tags on the equipment or suffer or permit any lien encumbrance of any kind against the equipment or allow it to become fixtures to real estate.

**4.4 Proposal Acceptance:** Raytown C-2 School District reserves the right to accept or reject all or any part of any bid, to waive any irregularities and to award items to best serve the interest of the District. This solicitation implies no obligation on the part of the buyer, nor does the buyer's silence imply an acceptance or rejection of any offer.

#### **PART 5: Vendor Requirements**

**5.1 Insurance:** Without limiting SUPPLIER'S indemnification, SUPPLIER shall, at its own expense, secure and maintain through the term of this agreement the following insurance, which shall be primary to and not contributory with any insurance or self-insurance maintained by CLIENT:

1. Statutory Workers' Compensation insurance and \$100,000 of employer's liability
2. Employer's Liability insurance with limits not less than two million dollars (\$2,000,000) each accident
3. Commercial General Liability insurance with limits not less than two million dollars (\$2,000,000) each occurrence combined Single Limit for bodily injury and property damage, including coverage for personal injury and blanket contractual liability.
4. Fire Legal Liability insurance with limits not less than fifty thousand dollars (\$50,000) each occurrence
5. Business Auto Liability insurance with limits not less than two million dollars (\$2,000,000) each occurrence combined Single Limit for bodily injury and property damage, including all owned and hired autos

All Certificates of Insurance and original additional insured endorsements shall provide that they may not be cancelled without 30 days advance written notice to CLIENT. All liability insurance policies shall name CLIENT as additional insured. Certificates of Insurance for all policies and original additional insured endorsements for liability policies shall be furnished to CLIENT upon request at any time during the term of the contract.

**5.2 Liabilities, Rights and Remedies:** SUPPLIER shall agree that CLIENT shall not be responsible for any liability incurred by SUPPLIER or its employees arising out of the ownership, selection, possession, operation, control, use, and maintenance of any deliverables except as otherwise provided in this contract.

- a. No provision in this document or in the proposal shall be construed, expressed or implied as a waiver by CLIENT of any existing or future right and/or remedy available by the law in the event of any claim of default or breach of contract made by the SUPPLIER.

**5.3 Standards of Conduct and Restrictions on Soliciting New Work:** SUPPLIER shall conform to standards of conduct as follows:

- a. No SUPPLIER employees, while they are performing assignments hereunder, shall solicit new business on any CLIENT site.
- b. SUPPLIER employees shall refrain from discussing any information obtained in the performance of any duty under this contract.
- c. SUPPLIER employees shall conduct only such business as covered by this contract during periods paid by CLIENT. Business not directly related to this contract will not be conducted on any CLIENT site.
- d. All CLIENT properties are posted as free from the use and possession of Tobacco, Drugs, and Firearms

**5.4 Records:** SUPPLIER is required to create records sufficient to establish the propriety of payments made under this contract and to retain said records for a period of three years after final payment or until all pending matters are closed, whichever is later. Failure to meet the **terms** of this provision is cause for immediate termination and/or repayment of all sums paid that cannot be justified by the records of the SUPPLIER.

**5.5 Confidentiality:** SUPPLIER will not use any information, systems, or records made available to it for any other purpose other than to fulfill the contractual duties specified in this contract. SUPPLIER agrees to be bound by the same standards of confidentiality that apply to CLIENT under Missouri or Federal law or regulations.

**5.6 Waivers:** Any waiver by either party of any rights under this contract shall be in writing, approved by the CLIENT, and shall not be construed as a continuing waiver of other conditions of this contract.

**5.7 Binding Effect:** This contract shall be binding upon and benefit the respective parties hereto and their respective heirs, assigns and successors in interest.

**5.8 Non-Transfer:** SUPPLIER cannot transfer, subrogate, sub job, sublease, assign, subcontract or exchange any of its obligations under this contract, including but not limited to funding or maintenance services, to any third party without notification to CLIENT and CLIENT'S subsequent written approval.

**5.9 Demonstrations:** Vendors will be expected to submit samples and/or arrange demonstration of products upon request.

**5.10 Installation Plan:** SUPPLIER shall provide a comprehensive implementation strategy according to the following elements:

a. The following time-line is a schedule of events during July and August with which to plan an implementation strategy:

- June - SUPPLIER collects needed information from current devices
- July - Old and New Equipment exchanged 2nd - 4th weeks of the month
- Mid-August - teachers report back to work

b. The installation plan should include verification that all equipment installations would be completed during the month of July timeframe.

c. The plan should also include SUPPLIER'S proposed interaction with CLIENT and with the current VENDOR servicing the account to ensure a smooth transition, if such transition is necessary. Specify, in detail, any changes to the lead-time required to complete installations by the specified date and any changes to the installation requirements expected of CLIENT to accommodate the proposed equipment on the "Exceptions" page (Section 6).

d. The plan should specifically address how SUPPLIER will fulfill the training needs of the teachers and administrative personnel who will be returning to work after the initial installation and training is completed.

**5.11 Miscellaneous Requirements:**

1. Vendor bids shall conform to the requirements listed in this RFB.
2. The selected vendor shall have the responsibility to ensure that the products that are delivered to the District match the bid and the specifications listed on the Purchase Order.
3. The vendor shall have responsibility for any damage incurred during transit.
4. The vendor must keep supplies in stock and be able to guarantee next-day delivery.
5. The vendor shall provide same day service calls and fully warranty their parts and supplies. Service calls shall be at no cost to the district if damage is caused by faulty parts and/or supplies.
6. Vendor must provide hourly rate information for all service calls eligible for charges.
7. All service calls shall be conducted by authorized service technician.
8. The selected vendor must pick up used toner from CLIENT location the same day newly ordered toner arrives.
9. Supplied toner from the vendor must be compliant with - ISO 9001, ISO 14001, ISO 19752, ISO 19798 (meet or exceed standards) and STMC certified. ***Documentation regarding such compliance must be provided within the bid response.***

Vendors may withdraw their bids at any time prior to the closing for receipt of the bids. If withdrawing, notify Melissa Tebbenkamp, in writing (or email), as soon as possible. New bids received after the closing date/time **shall not** be considered.

#### **PART 6: Delivery**

- a. All materials and equipment quoted shall be delivered as agreed upon and directed by the Raytown Quality Schools Technology Support Services department.
- b. All services provided shall be conducted as agreed upon and directed by the Raytown Quality Schools Technology Support Services department. **No** service shall be conducted prior to authorization.
- c. The selected provider shall have the responsibility to ensure that the products that are delivered to the District match the bid and the specifications listed on the Purchase Order.
- d. During the time between delivery and acceptance, Raytown Quality Schools cannot be held liable for any damages to or theft of any components. It will, therefore, be the responsibility of the provider to obtain insurance against loss, theft and damage.
- e. The provider shall deliver the products directly to the building(s) specified. District shall notify the chosen provider as to the location.
- f. Raytown Quality Schools does not allow smoking or the use of any tobacco products within its facilities or any Raytown Quality Schools grounds. This applies to contractors and subcontractors and their employees as well as Raytown Quality Schools personnel.

#### **PART 7: General Service Requirements**

- a. Services are to be completed in the Raytown Quality Schools buildings as agreed and directed by the District.
- b. The Provider is required to install and test all materials and equipment necessary to complete a service call.
- c. All rubbish, debris, and disposables resulting from a service call shall be cleaned up as required and removed from the building. The premises shall at all times be kept in a clean, safe and professional manner within reason to accommodate work performance.
- d. If vendor selected does not perform according to the terms stated within this RFP, amendments and/or final contract/agreements, the District reserves the right to terminate the final agreement.
- e. District requires the ability to receive, from the successful Provider, progress reporting and ticket history/information for any requests entered for service.

#### **PART 8: District's Responsibilities Regarding Service Requirements**

- a. Provider must identify the exact tasks and/or equipment requirements that Raytown Quality Schools must satisfy and/or be responsible for in regards to service calls.

#### **PART 9: Proposal Requirements**

- a. All items are to be as specified or equal. All Exceptions from the exact specifications must be clearly illustrated and duly noted on the bid form. Raytown C-2 School District personnel will be the sole judge of a products equality and fitness of purpose.
- b. Each bid must be completed on Raytown C-2 School District bid forms.

- c. When submitting a substitute article as equal, the full name and illustrated description must be given. The Board of Education and/or Raytown C-2 School District administration reserves the right to decide upon its suitability for the intended use and if it is of equal quality.
  - d. Envelopes containing bids must be sealed and marked on the lower left-hand corner with name and address of the bidder, bid name, bid opening date, and bid opening time.
  - e. No attempt will be made to provide special internal mail service for such documents
  - f. Bids not at the appointed place at time of bid opening will be rejected
  - g. Faxed Bid/Proposals will not be accepted as sealed bids
  - h. Date of receipt will be considered the effective date all goods and invoices are received.
  - i. All items will be new and unused, unless otherwise specified by the District, and in first class condition.
  - j. Each SUPPLIER must clearly indicate in their bids where (if any) their product deviates from the requirements/specifications of this request. SUPPLIER shall list all Exceptions from specifications, terms or conditions on the "EXCEPTIONS" PAGE (Section 6).
  - k. Non-Transfer: SUPPLIER shall identify its funding source for the installation of equipment under this contract and state clearly whether any of its responsibilities under this contract, including funding and/or maintenance services, is now or will be in the foreseeable future transferred or subcontracted to any third party. SUPPLIER MUST PROVIDE A COPY OF THE FUNDING DOCUMENT, INCLUDING ANY TERMS AND CONDITIONS THAT MAY CONFLICT WITH THE TERMS AND CONDITIONS OF THIS BID.
- i. Space and Electrical Requirements. In Section 6-A: Equipment, SUPPLIER shall state the following specifications for each model proposed:**
- a. Floor space required, including accessories, equipment maintenance and space required around the unit for servicing and manual paper feed
  - b. Power required:                      Volts / Dedicated Amp.
  - c. Weight:                                  lbs.
  - d. Power fittings required: plug, receptacle                      and any connector(s)
  - e. Number of phases for power supply
- m. Product Literature: All bids must include descriptive and technical literature for each proposed product in Section 6.
  - n. All pricing must include all taxes including property tax, costs for delivery, installation, training, & networking of copiers for printing and scanning functions. Under no circumstances shall "tax" show on an invoice. If property tax is incurred it must be included in the product cost.
  - o. It will be the successful vendor's obligation to return all of the currently leased equipment to a location provided to the successful vendor at the end of the current leases. This equipment will be the responsibility of the successful vendor to return in the same condition in which it is leaving the school. No charges for the removal of the existing equipment will be paid by the Raytown School District.
  - p. All pricing will be fixed for the entire term of the agreement with no annual increases in the lease payment or maintenance CPC during this time frame.
  - q. Any equipment added during the agreement will be done on a co-terminus basis with no change in the standard monthly payment amount initially quoted within this proposal. (Example: If equipment is added in year three of the agreement it will be added at the same rates as if added in year 1 and will have a contract term that lasts only through the end of the initial agreement.)

- r. All equipment installed must be new. No remanufactured, demo, newly manufactured, rental or any other equipment other than factory produced brand new will be accepted.
- s. A copy of the standard lease and maintenance agreements must be included with this proposal.
- t. All equipment bid must meet the minimum specifications in terms of speed, paper configurations and required accessories. Equipment not meeting the minimum requirements will not be considered.
- u. Purchasing and payments shall be in accordance with Board policy DJF as outlined in administrative procedure DJF-AP1. This procedure can be found on the District website.
- v. Proposals will be date and time stamped upon receipt by the Raytown Quality Schools.
- w. The District will select the lowest or best bid. The District reserves the right to design the evaluation criteria to be used in selecting the best bid, including, but not limited to: price, value, quality of product, history of performance, recommendations and other qualities important to the district.
- x. The District reserves the right to waive minor technical defects in a bid, reject any and all bids, reject any part of a bid, advertise for new bids, or make the purchase on the open market if the product or service can be obtained at a better price.
- y. The District reserves the right to provide the final contract for mutual consideration and agreement.
- z. If the scope of the purchase changes substantially, the district will rebid the product or service unless otherwise provided in this procedure.
- aa. The District also reserves the right to not select any vendor or purchase any goods and services resulting from this Request for Bid.
- bb. If the District elects to reduce the number of items from your original bid, please state your pricing conditions.
- cc. If the contractor takes exception to any of the requirements, describe the exception and give the details of any alternative offered. The School District shall judge the acceptability of any such alternatives.
- dd. Should any differences arise as to the meaning or intent of specifications in this document and amendments thereto, the School District's decision shall be final and conclusive.
- ee. Federal and State laws, Local ordinances and Board policies apply to contracted services. No portion of any master service agreement or contract may defy these laws, ordinances, and policies. Any such portion of a master service agreement or contract that does defy these laws, ordinances, and polices will be considered null and void.

## **PART 10: Payment and Retainage**

- a. The District is exempt from sales tax and use taxes. Taxes shall not be listed in a bid/proposal/quote or on invoices. A copy of the letter exempting the District from paying these taxes is available from the District upon request by the contractor/provider. Under no circumstances shall "tax" show on an invoice. If property tax is incurred it must be included in the product cost.
- b. A payment schedule shall be decided on with the chosen contractor/provider. Said schedule shall be part of the contract between the contractor/provider and District. There shall be no hidden costs associated with this proposal. If the contractor/provider foresees any additional or unexpected costs or charges to be made, these charges need to be explained in the proposal.

- c. Purchasing and payments shall be in accordance with Board policy DJF as outlined in administrative procedure DJF-AP1. This procedure can be found on the District website.
- d. There shall be no hidden costs associated with district orders. If you foresee any additional or unexpected costs or charges to be made, these need to be explained in your bid.

### **PART IX: Selection Process and Minimum Requirements**

**Each company must meet the following minimum qualifications (company may not use sub-contractors to fulfill any obligations within its contract).**

- a. Contractor shall conform to the requirements listed in this request.
- b. Contractor personnel may be required to submit drug testing results. Contractor must use District approved provider.
- c. Contractor must provide the District Personnel Office with proof of a satisfactory FBI background check for each person working on school property (delivery and service calls).
- d. The selected contractor(s) shall assign a project manager/point of contact to this project. This person shall become the central contact person for the contractor once the project begins.
- e. The selected contractor shall have the responsibility to ensure that the products that are delivered to District match the request and the specifications listed.
- f. The selected contractor shall not increase pricing for one year after submitting their bid. If the contractor source reduces pricing, it is expected that this price reduction be passed on to the School District.
- g. Contractor must provide seven (7) total *references*.

## **PART 12: Required Proposal Format and Content**

Two bound copies should be submitted on 8 1/2" by 11" paper, with consecutive page numbers. Please mark one copy as "original" and one as "copy".

**The proposal should contain the following sections in the order presented below. Proposals that do not include these sections may be considered non-responsive and as such may not be considered.**

- Section 1: Proposal Cover Sheet/Authorized Signature
- Section 2: Bid Acknowledgement and Exceptions
- Section 3: Letter of Interest
- Section 4: Profile and Experience
- Section 5: Staff
- Section 6: Project Budget
- Section 7: Additional Requirements
- Section 8: Litigation
- Section 9: References

### **Section 1: Proposal Cover Sheet**

Fill out completely the Bid Cover Sheet (last page of this document). Place said cover sheet as the first page of the proposal that has been prepared for consideration.

### **Section 2: Bid Acknowledgement and Exceptions**

The Contractor shall acknowledge compliance with the requirements listed in this RFB and any amendments thereto. If the contractor takes exception to any of the requirements, describe the exception and give the details of any alternative offered. The School District shall judge the acceptability of any such alternatives.

### **Section 3: Letter of Interest**

The proposal should be introduced with a letter of interest that includes a synopsis of the company's services and highlight the capacity to perform the work. The letter should be signed by the individual with contract signature authority for the company.

### **Section 4: Profile and Experience**

Outline company history, scope of services offered, size of the vendor, and location. Give additional detail that the company feels may elaborate on profile and experience. List out in a matrix format experience.

### **Section 5: Staff**

List the experience and qualifications of any staff that will be assigned to the project. Name the person who will fill the role of Project Manager. Note any additional personnel that will be responsible for onsite activities once the project begins.

## **Section 6: Project Budget**

- a.** Complete in its entirety, the price table provided. Explain any blank areas. Submit the company's total project budget to fulfill the requirements of this bid. The proposed budget response shall be listed in the same format and order as provided below.
- b.** The cost evaluation shall include all mandatory requirements, including installation, maintenance, training, and supplies as defined in 2.10: Pricing Summary.
- c.** Vendor must provide hourly rate information for all service calls eligible for charges.
- d.** Supplied toner from the vendor must be compliant with - ISO 9001, ISO 14001, ISO 19752, ISO 19798 (meet or exceed standards) and STMC certified. The yield on all toner purchased needs to be equal to or greater than OEM specs.
- e.** Optional requirement: Vendors should include an option for secure faxing and how notification will be provided to the end user. This option should include any additional costs that will be incurred and any monthly service charges or other fees.

**Section 6-A: Equipment**

| <b>TYPE</b>               | <b>Minimum PPM</b> | <b>Qty.</b> | <b>Model Proposed</b> | <b>60 Month Base Monthly Lease Per Unit</b> | <b>Total Lease Price</b> |
|---------------------------|--------------------|-------------|-----------------------|---|--------------------------|
| <b>1 Color Printer</b>    | <b>20+</b>         | <b>12</b>   |                       | \$  | \$                       |
| <b>2 B/W Printer</b>      | <b>35+</b>         | <b>109</b>  |                       | \$  | \$                       |
| <b>3 Color Printer</b>    | <b>30+</b>         | <b>7</b>    |                       | \$  | \$                       |
| <b>4 B/W Copier</b>       | <b>25+</b>         | <b>8</b>    |                       | \$  | \$                       |
| <b>5 B/W Copier</b>       | <b>50+</b>         | <b>13</b>   |                       | \$  | \$                       |
| <b>6 B/W Copier</b>       | <b>75+</b>         | <b>19</b>   |                       | \$  | \$                       |
| <b>7 Color Copier</b>     | <b>45+</b>         | <b>27</b>   |                       | \$  | \$                       |
| <b>9 Color Copier</b>     | <b>+25</b>         | <b>1</b>    |                       |   |                          |
| <b>10 (*A) Duplicator</b> | <b>130+</b>        | <b>5</b>    |                       | \$  | \$                       |
|                           |                    |             |                       | \$  | \$                       |
|                           |                    |             |                       | <b>Total Monthly Lease Payment:</b>         | \$                       |

(\*A) If no digital duplicators (TYPE 8) are being bid, SUPPLIER needs additional units in TYPE 6 to account for these units. There should be 29 total units between TYPE 6 and TYPE 8.

| Optional Accessories for Type 5&6 Units |          | Model Proposed | 48 Month Base Monthly Lease Per Unit | Total Lease Price |
|---|----------|----------------|--------------------------------------|-------------------|
| Accessory                               | Quantity |                |                                      |                   |
| Staple Finisher with Hole Punch         |          |                | \$                                   | \$                |
| Fax                                     |          |                | \$                                   | \$                |
|   |          |                | Total Monthly Lease Payment:         | \$                |

**Section 6-B: Full-Service CPC Maintenance Program**

(To Include all Parts, Labor, Preventative Maintenance, All Supplies...excluding paper and staples.)

*Estimated monthly copy volume is 1,600,000 copies per month. Estimated monthly copy volume is no guarantee of copy volume. This is only an estimate based on past years' volumes on copiers and duplicator. The monthly maintenance billing will be only for copies actually run during the month and no minimum billings will be allowed.*

All copies will be billed monthly with a spreadsheet report provided by SUPPLIER to CLIENT showing equipment locations and volumes subtotaled by building.

All Black & White Copies / Prints to be billed at the following CPC rates: per copy/print.

All Full-Color Copies / Prints to be billed at the following CPC rate: per copy/print.

Hourly Rate:

Product Warranty:

Service Warranty:

**Section 6-C: COMMENT**

**Section 6-1): EXCEPTIONS**

**Section 7: Additional Requirements**

Provider must provide the following information:

- The Service Level Agreement (SLA) for your proposal.
- Indicate any options available.
- Trouble reporting and escalation procedures.
- Hours of operation for help or trouble reporting.
- Describe maintenance and trouble notification procedures.
- Please show applicable discounts separately, if any will be included.

**Section 8: Litigation History**

Provider must state whether they have been involved in any litigation during the last five years, and if so, describe the litigation.

**Section 9: References**

Two financial references must be provided from either financial institutions or suppliers using the format below.

| Reference | Contact Name | Phone Number |
|-----------|--------------|--------------|
| 1.        |              |              |
| 2.        |              |              |

Five project references must be provided of which three must be entities where you have provided comparable projects (overlaps acceptable). These projects must have been engaged during the last two years. These references must be for services provided by the proposing company, not by individuals within the company who may have worked on projects while at another company. The Project Scope must include the quantity of product provided, level of service provided and if OEM or Remanufactured product is purchased. Use the format below. Reference contact information must be current and include working phone numbers.

| Reference Organization | Contact Name | Phone Number | Project Scope | Project Completion Date |
|------------------------|--------------|--------------|---------------|-------------------------|
| 1.                     |              |              |               |                         |
| 2.                     |              |              |               |                         |
| 3.                     |              |              |               |                         |
| 4.                     |              |              |               |                         |
| 5.                     |              |              |               |                         |

## Current Equipment &

| Locations                        | Model          | Serial #             | Meter Type  |
|----------------------------------|----------------|----------------------|-------------|
| <b>Blue Ridge Elementary</b>     | <b>BH754e</b>  | A55V017001408        | <b>BW</b>   |
| <b>6410 Blue Ridge Blvd.</b>     | <b>BHC554e</b> | <b>A5AY011007483</b> | <b>C/BW</b> |
| <b>Raytown, Mo. 64133</b>        | P6021cdn       | A5AY011007483        | <b>C/BW</b> |
| 816-268-7200                     | <b>FS4020</b>  | <b>K9203941</b>      | <b>BW.</b>  |
| <b>Little Blue Elementary</b>    | BH754e         | A55V017001625        | BW          |
| 13900 E. 61st St.                | BHC554e        | A5AY011007333        | C/BW        |
| Raytown, Mo. 64133               | FS4020         | K9203758             | BW          |
| 816-268-7740                     | FS4020         | K9203695             | BW          |
|                                  | FS4100dn       | LQP4201695           | BW          |
| <b>Eastwood Hills Elementary</b> | BH754e         | A55V017001399        | BW          |
| 5290 Sycamore                    | BHC554e        | A5AY011007367        | C/BW        |
| Raytown, Mo. 64129               | FS4020         | K9203940             | BW          |
| 816-268-7210                     |                |                      |             |
| <b>Fleetridge Elementary</b>     | BH754e         | A55V017001406        | BW          |
| 13001 E. 55th Street             | BHC554e        | A5AY011007280        | C/BW        |
| Kansas City, 64133               | FS4020         | K9203859             | BW          |
| 816-268-7220                     | FS4020         | K9203863             | BW          |
|                                  | FS4020         | XVK9907850           | BW          |
| <b>Herndon Career Center</b>     | BHC554e        | A5AY011007366        | C/BW        |
| 11501 E. 350 Highway             | BHC554e        | A5AY011013709        | C/BW        |
| Raytown, Mo. 64138               | BH554e         | A61D011002780        | BW          |
| 816-268-7140                     | P6021cdn       | LW34501895           | C/BW        |
|                                  | P6035cdn       | V5T8108063           | C/BW        |
|                                  | P6130cdn       | V5Q7905890           | C/BW        |
|                                  | P5026cdw       | VDT6800059           | C/BW        |
|                                  | P5026cdw       | VDT6X00909           | C/BW        |
|                                  | FS402dn        | LPD5X39797           | BW          |
|                                  | FS4020         | XVK1327465           | BW          |
|                                  |                |                      |             |

|                                |          |               |      |
|--------------------------------|----------|---------------|------|
| <b>Maintenance Warehouse</b>   | BH284e   | A61G011001782 | BW   |
| 8201 E. 23rd St                |          |               |      |
| Kansas City, MO 64129          |          |               |      |
| 816-268-7160                   |          |               |      |
|                                |          |               |      |
| <b>Laurel Hills Elementary</b> | BH754e   | A55V017001462 | BW   |
| 5401 Lane Road                 | BHC554e  | A5AY011007459 | C/BW |
| Raytown, Mo. 64133             | P5026cdw | VDT8X04124    | C/BW |
| 816-268-7230                   | FS4020   | K9203862      | BW   |
|                                | FS4020   | K9203866      | BW   |
|                                | FS4020   | K9203854      | BW   |
|                                |          |               |      |
| <b>Norfleet Elementary</b>     | BH754e   | A55V017001634 | BW   |
| 6140 Norfleet Rd               | BHC554e  | A5AY011007503 | C/BW |
| Kansas City, Mo. 64133         | FS4200dn | LPD4409186    | BW   |
| 816-268-7240                   | FS4100dn | LQP4201986    | BW   |
|                                | FS4100dn | LQP6815690    | BW   |
|                                | FS4020   | K9203939      | BW   |
|                                | FS4020   | K9203924      | BW   |
|                                |          |               |      |
| <b>Northwood School</b>        | BHC554e  | A5AY011007445 | C/BW |
| 4400 Sterling                  | BH284e   | A61G011003724 | BW   |
| Kansas City, Mo. 64133         | FS4020   | K9203844      | BW   |
| 816-268-7250                   | FS4020   | K9203864      | BW   |
|                                |          |               |      |
| <b>Parents As Teachers</b>     | BH554e   | A61D011004077 | BW   |
| 6410 Blue Ridge Blvd           |          |               |      |
| Raytown, Mo. 64133             |          |               |      |
| 816-268-7098                   |          |               |      |
|                                |          |               |      |
| <b>RSECC</b>                   | BH754e   | A55V017001432 | BW   |
| 10750 E 350Highway             | BH754e   | A55V017001441 | BW   |
| Raytown, Mo. 64138             | BHC554e  | A55C001102611 | C/BW |
| 816-268-7120                   | BHC554e  | A5C0011028018 | C/BW |
|                                | P6130cdn | V5Q7805708    | C/BW |
|                                | P6130cdn | V5QU905890    | C/BW |

|                            |          |               |      |
|----------------------------|----------|---------------|------|
|                            | P6021cdn | LW35104178    | C/BW |
|                            | P6021cdn | LW36406727    | C/BW |
|                            | P5026cdw | VDT8904030    | C/BW |
|                            | FS4100   | LQP6815962    | BW   |
| <b>Copy Center</b>         | BH554e   | A61D011002842 | BW   |
| <b>Technology</b>          | BHC554e  | A5AY011007549 | C/BW |
|                            | P3045dn  | VM37708891    | BW   |
|                            | FS4020   | XVK1327523    | BW   |
|                            |          |               |      |
| <b>Facility Operations</b> | BH554e   | A61D011004199 | BW   |
| 5911 Blue Ridge Blvd.      | FS4100dn | LQP5Y13530    | BW   |
| Raytown, Mo. 64133         | FS4100dn | LQP6X16787    | BW   |
| 816-268-7160               | FS4100dn | LQP5107384    | BW   |
|                            | FS4100dn | LQP4201981    | BW   |
|                            |          |               |      |
| <b>Transportation</b>      | BH554e   | A61D011004207 | BW   |
| 5920 Hardy                 | P6021cdn | LW36306385    | C/BW |
| Raytown, Mo. 64133         | FS4100dn | LQP6X16717    | BW   |
| 816-268-7160               | P3045dn  | VM37709872    | BW   |
|                            |          |               |      |
| <b>Raytown High School</b> | BH754e   | A55V011000078 | BW   |
| 6019 Blue Ridge Blvd.      | BH554e   | A61D011002921 | BW   |
| Raytown, Mo. 64133         | BHC554e  | A5AY011007415 | C/BW |
| 816-268-7300               | BH554e   | A61D011004206 | BW   |
|                            | BHC454e  | A61G011003615 | BW   |
|                            | BHC284e  | A5C2011109731 | C/BW |
|                            | BH284e   | A61G011000112 | BW   |
|                            | FS4300dn | NUB2900376    | BW   |
|                            | FS4100dn | LQP4201997    | BW   |
|                            | FS4100dn | LQP4201989    | BW   |
|                            | FS4100dn | LQP4201983    | BW   |
|                            | FS4100dn | LQP4201996    | BW   |
|                            | FS4020   | K9203812      | BW   |
|                            | FS4020   | K9203815      | BW   |
|                            | FS4020   | K9203816      | BW   |

|                                  |          |               |      |
|----------------------------------|----------|---------------|------|
|                                  | FS4020   | K9203817      | BW   |
|                                  | FS4020   | K9203818      | BW   |
|                                  | FS4020   | K9203670      | BW   |
|                                  | FS4020   | K9203731      | BW   |
|                                  | FS4020   | K9203908      | BW   |
|                                  | FS4020   | XVK0X22286    | BW   |
|                                  | FS4020   | XVK0615008    | BW   |
|                                  | FS4020   | K9203681      | BW   |
|                                  | EZ221    | 76693556      | BW   |
|                                  |          |               |      |
| <b>Raytown Middle School</b>     | BH754e   | A55V017001633 | BW   |
| 4900 Pittman Road                | BHC554e  | A5AY011007412 | C/BW |
| Kansas City, Mo. 64133           | BH284e   | A61G011003631 | BW   |
| 816-268-7360                     | BH284e   | A61G11003317  | BW   |
|                                  | BH284e   | A61G01103623  | BW   |
|                                  | FS4100   | LQP6815934    | BW   |
|                                  | FS4100   | VLY7603212    | BW   |
|                                  | FS4020   | K9203856      | BW   |
|                                  | FS4020   | K9203858      | BW   |
|                                  | FS4020   | K9203860      | BW   |
|                                  | FS4020   | K9203673      | BW   |
|                                  | FS4000   | XP6Y05991     | BW   |
|                                  | P3050dn  | VLY7603212    | BW   |
|                                  | EZ220    | 79707970      | BW   |
|                                  |          |               |      |
| <b>Raytown South High School</b> | BH754e   | A55V017001583 | BW   |
| 8211 Sterling                    | BHC554e  | A5AY011007417 | C/BW |
| Kansas City, Mo. 64133           | BH554e   | A61D011002803 | BW   |
| 816-268-7330                     | BH554e   | A61D011004164 | BW   |
|                                  | BH554e   | A61D011000017 | BW   |
|                                  | BH284e   | A61G011002206 | BW   |
|                                  | BH284e   | A61G011000418 | BW   |
|                                  | FS4100dn | LQP4201992    | BW   |
|                                  | FS4100dn | NUK2902041    | BW   |
|                                  | FS4100dn | LQP4201713    | BW   |
|                                  | FS4020   | K9203762      | BW   |

|                                    |          |               |      |
|------------------------------------|----------|---------------|------|
|                                    | FS4020   | K9203810      | BW   |
|                                    | FS4020   | K9203813      | BW   |
|                                    | FS4020   | K9203814      | BW   |
|                                    | FS4020   | K9203819      | BW   |
|                                    | FS4020   | K9203904      | BW   |
|                                    | FS4020   | K9203911      | BW   |
|                                    | FS4020   | K9203779      | BW   |
|                                    | FS4020   | K9203679      | BW   |
|                                    | FS4020   | K9203680      | BW   |
|                                    | EZ221    | 76693507      | BW   |
|                                    |          |               |      |
| <b>Raytown South Middle School</b> | BH754e   | A55V017001542 | BW   |
| 8401 East 83rd Street              | BHC554e  | A5AY011007462 | BW   |
| Raytown, Mo. 64138                 | BH554e   | A61D011004169 | BW   |
| 816-268-7380                       | BH554e   | A61D011004133 | BW   |
|                                    | P6130cdn | V5Q7905886    | C/BW |
|                                    | FS4100   | NUK2800457    | BW   |
|                                    | FS4100   | LQP4704264    | BW   |
|                                    | FS4100   | VLY7603226    | BW   |
|                                    | FS4100   | LQP5610086    | BW   |
|                                    | FS4020   | XVK8Z01059    | BW   |
|                                    | FS4020   | K9203913      | BW   |
|                                    | FS4020   | K9203706      | BW   |
|                                    | FS4020   | K9203705      | BW   |
|                                    | EZ221    | 76693515      | BW   |
|                                    |          |               |      |
| <b>Robinson Elementary</b>         | BH754e   | A55V017001614 | BW   |
| 6707 Woodson Road                  | BHC554e  | A5AY011007377 | C/BW |
| Kansas City, Mo. 64133             | BHC554e  | A5AY011021023 | C/BW |
| 816-268-7260                       | FS4020   | K9203907      | BW   |
|                                    | FS4020   | XVK0615105    | BW   |
|                                    |          |               |      |
| <b>South wood Elementary</b>       | BH754e   | A55V017001453 | BW   |
| 8015 Raytown Road                  | BHC554e  | A5AY011007331 | C/BW |
| Raytown, Mo. 64138                 | FS4100dn | LPQ5107383    | BW   |
| 816-268-7280                       | FS4020   | K9203903      | BW   |

|  |          |               |      |
|--|----------|---------------|------|
|  | FS4020   | K9203910      | BW   |
|  | FS4020   | XVK1Y37841    | BW   |
|  |          |               |      |
| <b>Spring Valley Elementary</b>        | BH754e   | A55V017000615 | BW   |
| 8838 East 83rd. Street                 | BH554e   | A61D011015266 | BW   |
| Raytown, Mo. 64138                     | BHC554e  | A5AY011007491 | C/BW |
| 816-268-7270                           | FS4020   | K9203902      | BW   |
|  |          |               |      |
| <b>Westridge Elementary</b>            | BH754e   | A55V017001451 | BW   |
| 8500 East 77th Street                  | BHC554e  | A5AY011007438 | BW   |
| Raytown, Mo                            | FS4100   | NUK2801391    | BW   |
| 816-268-7290                           | FS4020   | K9203905      | BW   |
|  | FS4020   | K9203912      | BW   |
|  | FS4020   | K9203914      | BW   |
|  | P3045dn  | VM38X26003    | BW   |
|  |          |               |      |
| <b>Success Academy</b>                 | BH754e   | A55V017001632 | BW   |
| 9020 E 51 <sup>st</sup> Terrace        | FS4100dn | LQP5107390    | BW   |
| Kansas City, MO 64133                  | FS4020   | K9203944      | BW   |
| 816-26807180                           | FS4020   | XVK0615876    | BW   |
|  |          |               |      |
| <b>Raytown Administration Building</b> | BH754e   | A55V017001397 | BW   |
| 6608 Raytown Rd.                       | BHC554e  | A5AY011007457 | C/BW |
| Raytown, MO 64138                      | BHC554e  | A5AY011007505 | C/BW |
| 816-268-7000                           | P7040cdn | V5X6100057    | C/BW |
|  | P6021cdn | LW34100602    | C/BW |
|  | P6021cdn | LW36306426    | C/BW |
|  | P5026cdw | VDT6X00855    | C/BW |
|  | FS4300dn | LPY6102621    | BW   |
|  | FS4300dn | LPY6102620    | BW   |
|  | FS4100   | LQP5107499    | BW   |
|  | FS4020   | K9203909      | BW   |
|  | P3050dn  | VLY8808793    | BW   |
|  | P3050dn  | VLY8808754    | BW   |
|  | P3045dn  | VM38X26007    | BW   |
|  | P3045dn  | VM38X26487    | BW   |

|                              |          |               |      |
|------------------------------|----------|---------------|------|
|                              | P3045dn  | VM38X26498    | BW   |
|                              | P3045dn  | CDNX202359    | BW   |
|                              | FS2100DN | LQA5829005    | BW   |
|                              |          |               |      |
| <b>Central Middle School</b> | BH754e   | A55V017001440 | BW   |
| 10501 E. 59th St.            | BHC554e  | A5AY011007391 | C/BW |
| Raytown, MO 64133            | BHC554e  | A5AY011010510 | C/BW |
| 816-268-7400                 | P6130cdn | V5Q7605306    | C/BW |
|                              | FS4300dn | LPY6Y03793    | BW   |
|                              | FS4020   | K9203648      | BW   |
|                              | FS4020   | K9203943      | BW   |
|                              | FS4020   | K9203781      | BW   |
|                              | EZ221    | 76693552      | BW   |
|                              |          |               |      |
| <b>New Trails</b>            | BHC554e  | A5AY011007546 | C/BW |
| 6325 Hunter                  |          |               |      |
| Raytown, MO 64133            |          |               |      |
| 816-268-7430                 |          |               |      |
|                              |          |               |      |
| <b>Three Trails</b>          | BHC554e  | A5AY011008582 | BW   |
| 8812 E. Gregory Blvd.        |          |               |      |
| Raytown, MO 64133            |          |               |      |
| 816-268-7145                 |          |               |      |
|                              |          |               |      |
| <b>Wellness Center</b>       | FS4100dn | LQP5610006    | BW   |
| 10301 E. State Route 350     |          |               |      |
| Raytown, MO 64138            |          |               |      |
|                              |          |               |      |
| <b>Raytown Warehouse</b>     | FS4020   | K9203720      | BW   |
| 5210 Blue Ridge Blvd         | FS4020   | K9203794      | BW   |
| Raytown, MO 64133            | FS4020   | K9203650      | BW   |
|                              |          |               |      |
|                              |          |               |      |
|                              |          |               |      |
|                              |          |               |      |

## Current Copier/Printer Totals

| Manufacturer                   | Type     | Quantity   | Color/BW |
|--------------------------------|----------|------------|----------|
| Konica Minolta                 | BH754e   | 19         | BW       |
| Konica Minolta                 | BHC554e  | 25         | C/BW     |
| Konica Minolta                 | BH554e   | 13         | BW       |
| Konica Minolta                 | BHC454e  | 2          | C/BW     |
| Konica Minolta                 | BHC284e  | 1          | C/BW     |
| Konica Minolta                 | BH284e   | 8          | BW       |
| RISO                           | EZ221    | 4          | BW       |
| RISO                           | EZ220    | 1          | BW       |
| KYOCERA                        | FS4300dn | 4          | BW       |
| KYOCERA                        | FS4200dn | 2          | BW       |
| KYOCERA                        | FS4100dn | 28         | BW       |
| KYOCERA                        | FS4020   | 63         | BW       |
| KYOCERA                        | FS4000   | 1          | BW       |
| KYOCERA                        | FS2100dn | 1          | BW       |
| KYOCERA                        | P7040cdn | 1          | C/BW     |
| KYOCERA                        | P6130cdn | 5          | C/BW     |
| KYOCERA                        | P6035cdn | 1          | C/BW     |
| KYOCERA                        | P6021cdn | 6          | C/BW     |
| KYOCERA                        | P5026cdw | 6          | C/BW     |
| KYOCERA                        | P3050dn  | 3          | BW       |
| KYOCERA                        | P3045dn  | 7          | BW       |
| <b>TOTAL NUMBER OF DEVICES</b> |          | <b>201</b> |          |

# **Bid Cover Sheet**

**Company Name**

**Authorized Name/Title (printed)**

**Authorized Signature**

**Contact Person for the Bid/Quote/Proposal process**

**Date**

**Telephone**

**Fax**

**Email**

**Addendum 1.1**

**Submitted Questions and Answers**