

**SANTA FE INDEPENDENT SCHOOL DISTRICT**

P.O. BOX 370  
SANTA FE, TEXAS 77510-0370

PHONE: (409) 925-3526  
FAX: (409) 925-4002  
www.sfid.org

The Santa Fe Independent School District (Santa Fe ISD) is soliciting proposals from qualified vendors to provide Network Copiers (Sales and Service) to the District.

Proposals must be addressed to the Purchasing Department at the address listed below and marked as follows:

**RFP# 23-2401 Network Copier Sales and Service**  
**Proposals accepted on until 2:00 pm, March 20, 2024**

Santa Fe ISD  
Purchasing Department  
PO Box 370  
Santa Fe, TX 77510  
or  
Emailed: Bryan.Holliday@sfisd.org

**THIS IS A SINGLE AWARD REQUEST FOR PROPOSAL AND ALL APPROVED PROPOSALS RECEIVED BEFORE 2:00 PM, March 20, 2024 WILL BE CONSIDERED.**

Santa Fe ISD is requesting a single award proposal for Network Copier Sales and Service. PRICING IN RESPONSE TO THIS REQUEST MUST BE FROM EXISTING COOPERATIVE OR STATE CONTRACTS. Texas Education Agency, Financial Accountability System Resource Guide section 3 Purchasing, 3.2.3.2 Competitive Sealed Proposals / Request for Proposals states that school districts may open the proposal upon receipt and begin the negotiation for the offered goods/services. Proposal responses will be accepted on a continual basis until 2:00 pm, March 20, 2024.

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Bryan Holliday, Purchasing Specialist  
Email: Bryan.Holliday@sfisd.org  
Phone: 409-925-9026

\_\_\_\_\_  
Date

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## 1.0 SCOPE

Santa Fe ISD is seeking qualified Companies interested in providing Networked Copiers (Sales and Service) to the District.

## 2.0 SPECIFICATIONS

### EVALUATION CRITERIA:

The District will conduct a comprehensive, fair and impartial evaluation of all proposal received in response to this RFP. Each proposal received will be analyzed to determine overall responsiveness and completeness. Failure to comply with the instructions or to submit a complete proposal may deem a proposal non-responsive and may be eliminated from further evaluation at the discretion of the District.

<u>FACTOR</u>	<u>POINTS</u>
Purchase price	40
The reputation of the vendor and the vendor's goods and services.	10
The quality of the vendor's goods and services.	10
The extent to which the goods and services meet the District's needs.	15
Warranty/replacement assurance	15
<u>The total long-term cost to the District to acquire the goods or services</u>	<u>10</u>
TOTAL	100

### COSTS AND PRICING:

- Prices are to remain firm and fixed for the term of the contract, unless cost increases or escalations are specifically agreed to in a writing signed by both parties.
- Submit unit price on quantity specified – extend and show total. In case of errors in extension, unit prices shall govern.
- All prices are to be freight prepaid, include all delivery and pickup charges and are to be F.O.B. SFISD.
- SFISD is tax-exempt. Response prices should not include taxes.

### COPIER PERFORMANCE WARRANTY:

- Proposer warrants that all copiers provided under this contract will perform at a minimum uptime level of **97%** per month.
- Proposer warrants that the district may have equipment replaced if not completely satisfied with performance. Replacement equipment should be comparable or have similar functionality and must be mutually agreed upon by both SFISD and Vendor.
- Copiers shall be maintained in such a manner that they are performing at their optimum level.
- Proposer warrants that service response time shall not exceed four (4) hours.
- If a copier is down for eight (8) continuous “business” hours, (consecutive hours or not) from the time of service call then the contractor may be required, at the discretion of the school or department, to provide a loaner piece of equipment. If a loaner is requested, the vendor will document the copy count meter reading when the equipment is delivered to

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the school/department and another meter reading taken before the equipment is returned to the vendor. This information will be included in the report required to be regularly supplied to the District. Loaner equipment will be onsite and operational within four (4) hours of the request.

- If the downtime on a given copier exceeds 5% for two consecutive months, the machine must be replaced within ten (10) days. Downtime attributed to operator error will not count against the vendor if the service ticket clearly indicates operator error and a school representative signs the ticket.
- Proposer may substitute like-for-like equipment in order to meet their mandated **97%** uptime requirement with approval from the District.

### **SUPPLIES:**

- Vendor will provide all supplies (except paper) to all copiers as part of the monthly charge per copier. No shipping charges shall be added. Proposer should provide procedure for the order of supplies by each key operator.
- Vendor will provide option to recycle used toner cartridges at no cost to the district.
- Proposal price for service will include all supplies (except paper), preventative maintenance checks, parts and equipment replacement, and all labor associated with the service of equipment. Any additional costs must be clearly identified as other cost on the proposal forms.
- Prices submitted shall be firm for the entire term, either three, four or five years. Price increases will be entertained at the extension option(s). The successful vendor must submit a price increase request 90 days prior to the first extension option but shall not be more than the Consumer Price Index (CPI) for the South Texas region, Galveston County, Texas.

### **SERVICE TECHNICIANS:**

- All technicians assigned to SFISD are authorized by the manufacturer to repair the proposed equipment.
- A minimum of one service technician shall be dedicated to our account for the higher volume copiers, either responding to service calls or performing preventive maintenance. The technician(s) shall be available by mobile phone during business hours.
- Meter reads (if applicable) are to be taken by the service technicians. SFISD staff will not be responsible for submitting any meter reads that the contractor requires. No campus shall receive any phone calls requesting copier meter reads.
- Vendor must provide a quarterly report for each school/department that includes copy volume, number of service calls, and amount of downtime for each copier. Downtime shall be reported in two categories: 1) Mechanical Malfunction and 2) Operator Error. Sample reports provided to other district/customers shall be submitted with the proposal. Proposer shall include a detailed overview of how the data is collected, analyzed and used.
- Proposer shall identify the location and operating hours of the Service Department responsible for servicing the account. The district reserves the right to tour this facility without notice. List the address, number of technicians assigned, and hours of operation.

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- Identify the proposed process for establishing inventory levels for supplies and repair parts. Be sure to include safety stock levels to prevent outages. Include the location and hours of the warehouse operation if different than the Service Department.

### **UNLIMITED COPIES:**

- The district prefers plans that offer unlimited copies. Should your firm be unable to offer an unlimited copy plan; the District will consider an aggregated copy count plan.
- The District currently produces an average ANNUAL copy volume of 14,000,000 (based on 2022-2023 Volume).

### **TRAINING:**

- Describe the proposed plan to provide initial and follow-up training for at least one member of each school or department. Explain how this process is documented and maintained. Provide copies of actual training forms used in other districts. Successful vendor shall be prepared to schedule specific dates and times with each school or department.
- Identify the documentation and resources available to assist users after the training is completed.
- Refresher training should be provided when the operator error attributes to more than 20% of the monthly downtime. The training shall be documented.

### **IMPLEMENTATION PLAN:**

- SFISD's equipment contract expires on June 30, 2024. Delivery of new equipment should take beginning July 1, 2024 and ending no later than July 15, 2024. All software implementation and training should be completed before July 31, 2024. However, should it be delayed for any reason, please provide a detailed plan and schedule for the replacement of new copiers so that normal school operations are not disrupted.
- The District currently provides copiers per facility funded at the Central level, based on the size of the campus Exhibit A contains a list of the District Provided Devices.
- The District anticipates that it will replace the number of copiers at a one-to-one ratio for all machines listed on Exhibit A at the same or similar performance ratings. It is anticipated that each campus continues providing the copier(s) at their facility at the same ration and like rated machine. However, each campus will make the determination if they want to continue to provide copiers at the same quantity, performance rating and copier capacity. Your offer shall include a proposal to replace the existing machine with a machine of same likeness in performance, volume and copying capacity.
- The District will make a determination regarding the efficiency and affordability of placing very high-volume copiers at the campuses. The District will determine the number and location of copier placement under both agreements based upon cost and needs of the District.
- The placement of additional machines will be determined by the needs of the District and will be selected from the machine types included in your proposal. The result of the successful offer will be a schedule of machines eligible for lease and placement for future needs based on the unit costs, monthly usage rating and monthly maintenance fee.



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### 7.0 PAYMENT

Santa Fe ISD shall pay within 30 days of receipt and acceptance of units and receipt of an accurate invoice, whichever is later. Acceptance shall constitute all items received are in good working order to the satisfaction of Santa Fe ISD. Any products provided, or services rendered in excess of this amount will be at vendor's expense and not payable by the district. No alterations, substitutions or extra charges will be permitted without a written change order signed by authorized representatives of SFISD.

### 8.0 QUESTIONS/REQUESTS FOR CLARIFICATION

Vendors who have questions regarding any part of this solicitation or who are seeking clarification to the term, conditions and/or expectations of the Santa Fe ISD should send their questions **in writing** to the following:

Santa Fe ISD  
Purchasing Specialist  
PO Box 370  
Santa Fe, TX 77510  
Email: Bryan.Holliday@sfisd.org Fax: 409-925-9026

Vendors should include the number and title of this solicitation on any questions sent. In order to allow time to answer all questions, vendors are asked to submit any questions/requests for clarification within the first week of release of this solicitation. The District will make every effort to respond to questions in a timely manner but cannot guarantee an answer will be provided prior to the closing date and time if questions are submitted after the first week. Answers to questions may be posted on the district's website as an addendum to this solicitation if it is deemed to be helpful to all prospective vendors

**9.0 INCLEMENT WEATHER: PRE-BID:** If SFISD Schools are **closed** (either the "schools" and/or "offices") on the day a pre-bid is scheduled, **"THE PRE-BID IS CANCELLED" and will not be rescheduled unless an addendum is issued.** Bidders are advised that they are to email questions to the purchasing agent by the date and time required within this solicitation. **BID OPENING:** If SFISD Schools "offices" are closed on the day a bid is "DUE", or prior to the due time, **that bid will be due at the same time the next day that the SFISD Schools "offices" are open.** The bid opening shall not be impacted if SFISD Schools "schools" are closed. If SFISD Schools (either the "schools" and/or "offices") open late, due to inclement weather, the Bid Due Date and Time of Opening will be conducted AS SCHEDULED. If SFISD Schools "offices" close early, due to inclement weather, **the Bid Due Date and Time of Opening will be conducted at the same time the next day that the SFISD Schools "offices" are open.**

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**10.0 THE FOLLOWING FORMS MUST BE COMPLETED AND SIGNED WHERE APPLICABLE, FOR CONTRACT CONSIDERATION. FAILURE TO COMPLETE THE FORMS IN THEIR ENTIRETY, MAY RESULT IN DISQUALIFICATION OF THE PROPOSAL.**

- **Vendor Response Form (1 Page)**
- **Vendor Application Packet (2 Pages)**
- **Form W-9 (1 page)**
- **Form CIQ (Conflict of Interest Questionnaire) (1 Page)**
- **Vendor Certifications (2 Pages)**
- **HB 1295 Vendor Information(electronic & hard copy) (1 Page)**
- **Vendor References (1 Page)**