



**HITCHCOCK INDEPENDENT SCHOOL DISTRICT
REQUEST FOR PROPOSALS**

RFP #26-09-0220RFP

**DISTRICTWIDE MULTIFUNCTION COPIER
EQUIPMENT, LEASING, MAINTENANCE & MANAGED
PRINT SERVICES**

Solicitation Contact:

James Briscoe, Director of Finance
Hitchcock Independent School District
jbriscoe@hitchcockisd.org
(409) 316-6545

RFP Information	Date / Time
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Responses / Addenda Issued	September 25, 2026
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Anticipated Contract Commencement	January 1, 2027

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Section 1: Invitation to Propose

Hitchcock Independent School District (“District,” “Hitchcock ISD,” or “HISD”) is soliciting competitive sealed proposals from qualified manufacturers, authorized dealers, leasing providers, managed print service providers, and other eligible firms to provide Districtwide Multifunction Copier Equipment, Leasing, Maintenance, and Managed Print Services.

The District seeks a highly qualified provider capable of delivering a reliable, secure, and cost-effective multifunction copier solution that supports the instructional, administrative, and operational needs of Hitchcock ISD. The proposed solution shall include, as applicable, new multifunction equipment, leasing, delivery, installation, network configuration, preventive and corrective maintenance, parts, toner and supplies, training, usage reporting, secure printing, scanning capabilities, and end-of-term equipment removal.

Hitchcock ISD intends to use this procurement as an opportunity to evaluate its Districtwide copier environment rather than simply replace existing equipment on a one-for-one basis. Proposers should consider actual and anticipated utilization, equipment capacity, service requirements, technology, cybersecurity, workflow efficiency, total cost of ownership, and opportunities to appropriately right-size the District’s copier fleet.

N.E.R²D Best Value Framework

For purposes of this solicitation, Hitchcock ISD will incorporate the N.E.R²D Best Value Framework — Need, Evaluate, Research the Details & Review Risk, and Delivery — to support a disciplined and documented Best Value procurement process.

The framework will guide the District's analysis as follows:

- **N — Need:** Define the District's actual operational, instructional, technological, and service requirements and determine the appropriate equipment and service levels necessary to meet those needs.
- **E — Evaluate:** Evaluate proposed equipment, pricing, total cost of ownership, service levels, vendor capabilities, technology, implementation, security, and other factors affecting overall value.
- **R² — Research the Details & Review Risk:** Examine the details underlying each proposed solution, including equipment specifications, pricing assumptions, contract terms, vendor performance, references, service capabilities, technology, cybersecurity, implementation requirements, and long-term costs. The District will also consider financial, operational, contractual, technological, cybersecurity, service-continuity, and other risks associated with each proposed solution.
- **D — Delivery:** Determine whether the proposer has the capacity and resources to successfully deliver the proposed solution, including equipment availability, implementation, installation, training, maintenance, service response, supplies, technical support, reporting, contract management, and ongoing performance throughout the contract term.

The N.E.R²D Best Value Framework supplements and does not replace the statutory procurement requirements and Best Value considerations applicable to Texas public school districts. This solicitation is issued pursuant to Texas Education Code §44.031 and other applicable procurement requirements. Hitchcock ISD intends to award a contract to the proposer whose submission represents the Best Value to the District after consideration of the evaluation criteria established within this RFP and applicable law.

Accordingly, lowest price alone will not determine the award. Hitchcock ISD will consider the total value and risk associated with the proposed solution, including long-term costs, equipment suitability, service and maintenance capabilities, vendor performance, implementation, technology and cybersecurity, contractual terms, delivery capabilities, and the extent to which the solution meets the District's identified needs.

The successful proposer shall demonstrate experience providing multifunction copier equipment, leasing, maintenance, and/or managed print services to Texas public school districts or comparable multi-site organizations and shall possess the organizational capacity, technical expertise, manufacturer support, service infrastructure, and financial resources necessary to successfully perform the requirements described herein.

The District reserves the right to reject any or all proposals, waive minor informalities or irregularities, request clarification or additional information, conduct demonstrations or

discussions when appropriate, negotiate as permitted by applicable law, and award a contract in whole or in part when determined to be in the best interest of Hitchcock ISD.

By submitting a proposal, the proposer acknowledges that it has reviewed and understands the requirements of this solicitation and agrees to comply with all applicable federal, state, and local laws, regulations, District policies, and contractual requirements associated with providing equipment and services to Hitchcock ISD.

Section 2: Procurement Schedule

The following schedule represents Hitchcock Independent School District's anticipated timeline for this solicitation. The District has established this schedule with the intent of presenting a recommendation for award to the Board of Trustees at its **October 26, 2026 Board meeting**.

Activity	Date
Release of RFP	September 16, 2026
Deadline for Submission of Questions	September 23, 2026, 2:00 PM CT
Responses to Questions / Addenda Issued	September 25, 2026
Proposal Submission Deadline	October 2, 2026, 2:00 PM CT
Proposal Evaluation Period	October 5–9, 2026
Vendor Clarifications / Demonstrations / Interviews (if required)	October 12–14, 2026
Best and Final Offer (if requested)	October 15, 2026
Final Evaluation / Recommendation	October 16, 2026
Contract Negotiation / Finalization	October 19–23, 2026
Board Consideration / Approval	October 26, 2026
Notice of Award / Contract Execution	October 27–30, 2026
Equipment Delivery, Installation & Transition	November 2–December 31, 2026
Contract Commencement / Full Implementation	January 1, 2027

All dates and times stated within this solicitation are based on **Central Time (CT)**. Proposers are solely responsible for ensuring that questions, proposals, clarifications, and other required submissions are received by the District within the applicable deadlines.

Because this procurement involves the replacement and transition of Districtwide multifunction copier equipment, Hitchcock ISD anticipates an implementation period following Board approval. During this period, the successful proposer shall coordinate with District personnel regarding equipment delivery, installation, network configuration, testing, training, transition from incumbent equipment, and removal or return of existing equipment. The transition shall be managed to minimize disruption to District instructional and administrative operations.

The District reserves the right to accelerate, extend, postpone, or otherwise revise the procurement schedule when determined to be in the best interest of Hitchcock ISD. Any material changes occurring before the proposal submission deadline will be communicated through a written addendum issued by the District.

Section 3: District Background

Hitchcock Independent School District is a public school district located in **Galveston County, Texas**, serving students from pre-kindergarten through grade twelve. The District is committed to providing a comprehensive educational experience that supports academic achievement while maintaining efficient, responsible, and effective administrative and operational services.

Hitchcock ISD operates multiple instructional and administrative facilities throughout the District, including **Central Administration, Hitchcock Primary School, Stewart Elementary School, Crosby Middle School, Hitchcock High School, Kids First Head Start, the District's Career and Technical Education (CTE) facility, and other District facilities**. These locations rely on multifunction copier equipment to support daily instructional, administrative, financial, student-service, and operational activities.

The District's multifunction copier environment supports a variety of business and instructional functions, including printing, copying, scanning, document distribution, records management, and other document-processing activities. Reliable equipment, responsive maintenance, appropriate device capacity, and secure integration with the District's technology environment are important to maintaining continuity of District operations.

Through this solicitation, Hitchcock ISD seeks to evaluate its existing copier environment and establish a Districtwide solution that appropriately aligns equipment capabilities with actual operational needs. The District does not intend for this procurement to simply replicate its existing copier fleet on a one-for-one basis. Instead, proposers are encouraged to identify opportunities to **right-size equipment, improve workflow, strengthen security, enhance reporting, reduce unnecessary costs, and improve overall service delivery**.

The successful proposer will serve as an important operational partner to Hitchcock ISD and must demonstrate the experience, resources, service capacity, technical expertise, and organizational infrastructure necessary to implement and maintain a reliable Districtwide multifunction copier environment throughout the contract term.

Section 4: Scope of Services

The purpose of this solicitation is to secure a qualified provider capable of furnishing a comprehensive Districtwide Multifunction Copier Equipment, Leasing, Maintenance, and Managed Print Services solution for Hitchcock Independent School District.

The successful proposer shall furnish all equipment, labor, supervision, software, licensing, supplies, technical support, maintenance, training, transportation, installation, configuration, and other resources necessary to provide a complete and operational solution. Except where specifically identified otherwise, proposed pricing shall represent a complete solution without undisclosed or additional charges.

The District anticipates replacing and/or right-sizing its existing multifunction copier fleet across instructional, administrative, and operational facilities. Hitchcock ISD does not intend for this procurement to result automatically in a one-for-one replacement of its existing equipment. Proposers are expected to evaluate the District's anticipated locations and operational requirements and recommend an equipment configuration that represents the appropriate combination of capacity, functionality, reliability, security, service, and total cost of ownership.

The District reserves the right to increase, decrease, relocate, consolidate, modify, upgrade, downgrade, or eliminate equipment based upon operational needs, utilization, available funding, and the results of the procurement process.

Services shall include, but are not limited to, the following:

A. Multifunction Copier Equipment and Vendor-Recommended Configuration

Hitchcock ISD currently anticipates multifunction copier requirements at the following thirteen (13) placements:

<i>#</i>	<i>District Location</i>	<i>Placement / Use</i>	<i>Anticipated Baseline</i>
1	Central Administration	Administrative Copier	Color MFP
2	Central Administration	Administrative Copier	B&W MFP
3	Hitchcock Primary School	Main Office	B&W MFP
4	Hitchcock Primary School	Workroom	B&W MFP
5	Stewart Elementary School	Main Office	B&W MFP
6	Stewart Elementary School	Workroom	B&W MFP
7	Crosby Middle School	Main Office	B&W MFP
8	Crosby Middle School	Workroom	B&W MFP
9	Hitchcock High School	Main Office	B&W MFP
10	Hitchcock High School	Workroom	B&W MFP
11	Kids First Head Start	Administrative / Program Use	B&W MFP
12	Athletic Department	Administrative / Department Use	B&W MFP
13	Career & Technical Education (CTE) Facility	Instructional / Administrative Use	B&W MFP

The schedule above represents the District's **anticipated baseline locations and configuration for proposal development purposes only**. It does not constitute a

guaranteed minimum quantity, required one-for-one replacement, or commitment to lease any particular number or type of devices.

Vendor Equipment Recommendation

For **each proposed device or District location**, the proposer shall clearly identify, at a minimum:

- District location and proposed placement;
- Manufacturer;
- Model number;
- Whether the device is color or black-and-white;
- Rated pages per minute (PPM);
- Manufacturer-recommended monthly volume and/or duty cycle;
- Standard and maximum paper capacity;
- Supported paper sizes;
- Automatic document feeder capacity and scanning speed;
- Duplex printing, copying, and scanning capabilities;
- Finishing capabilities, including stapling, sorting, and hole punching;
- Network printing and scanning capabilities;
- Scan-to-email and scan-to-network capabilities;
- Secure print release and user-authentication capabilities;
- Internal storage and applicable data-security functionality;
- Meter collection and usage-reporting capabilities;
- Applicable software, licensing, or cloud-based services;
- Manufacturer warranty;
- Anticipated manufacturer support/product lifecycle; and
- Any other equipment or technology necessary to provide the proposed solution.

Right-Sizing Analysis

Proposers are encouraged to use their professional experience and equipment-utilization expertise to recommend the configuration that provides the Best Value to Hitchcock ISD, rather than automatically duplicating the District's existing copier fleet.

If a proposer recommends an equipment configuration that differs from the District's anticipated baseline, the proposal shall clearly identify:

- The affected District location;
- The baseline configuration being changed;
- The proposed configuration;
- Whether the recommendation represents an upgrade, downgrade, consolidation, relocation, elimination, or other modification;
- The operational, utilization, technology, service, or financial basis for the recommendation;
- Any assumptions used in developing the recommendation; and

- The anticipated effect on functionality, service levels, and total cost of ownership.

A proposer may recommend fewer or additional devices when supported by a reasonable operational and financial analysis. Any such recommendation shall be clearly distinguished from the proposer's pricing for the District's baseline configuration.

Baseline and Recommended Pricing

To permit an equitable comparison of proposals, each proposer shall provide:

- 1. Baseline Proposal:** Pricing for a solution addressing all thirteen (13) anticipated District placements identified above; and
- 2. Vendor-Recommended Proposal:** If different from the baseline, pricing for the proposer's recommended right-sized configuration.

For both configurations, where applicable, the proposer shall provide the detailed pricing required by **Section 9 and Attachment B**, including 36-, 48-, and 60-month lease options and all associated cost-per-impression, maintenance, software, supply, installation, financing, and other costs.

B. Equipment Leasing

The proposer shall provide comprehensive lease pricing for the equipment proposed. The District intends to evaluate multiple lease structures and requires proposers to provide pricing for **36-month, 48-month, and 60-month terms**, unless otherwise specified by the District.

Lease pricing shall clearly identify all costs associated with the equipment and shall disclose any financing charges, administrative fees, documentation fees, property-related charges, return fees, or other costs associated with the proposed lease.

The proposer shall clearly identify the ownership and disposition of equipment at the conclusion of each proposed lease term.

C. Delivery, Installation and Configuration

The Contractor shall coordinate with District personnel to provide:

- Delivery and placement of all equipment;
- Removal of packaging and installation-related materials;
- Equipment assembly and configuration;
- Network connectivity and configuration;
- Installation of applicable print drivers;
- Configuration of scanning functionality;
- Configuration of secure printing and user controls;

- Testing of equipment and functionality; and
- Coordination with District Technology personnel prior to final acceptance.

Installation and transition activities shall be coordinated to minimize disruption to instructional and administrative operations.

D. Maintenance and Repair Services

The Contractor shall provide comprehensive preventive and corrective maintenance throughout the contract term, including:

- Preventive maintenance;
- Equipment diagnostics;
- Repair labor;
- Replacement parts and components;
- Firmware and manufacturer-supported updates;
- Service calls;
- Technical support; and
- Replacement or temporary equipment when necessary to maintain District operations.

The proposer shall identify its proposed service response times, escalation procedures, technician availability, local service capabilities, and equipment uptime commitments.

E. Supplies and Consumables

The Contractor shall provide all supplies necessary for normal equipment operation, including toner and other manufacturer-required consumables, except for **paper and other items specifically excluded within the proposer's response**.

The proposer shall clearly identify whether staples are included or separately charged.

The Contractor shall maintain an adequate supply replenishment process designed to prevent equipment downtime resulting from unavailable toner or other required consumables.

F. Managed Print, Metering and Reporting

The proposed solution shall provide the District with appropriate tools for monitoring and managing equipment utilization. Services shall include, where applicable:

- Automated meter collection;
- Black-and-white copy/print volume reporting;
- Color copy/print volume reporting;
- Usage reporting by device and location;
- User or department reporting when available;

- Service history;
- Equipment utilization information;
- Supply status monitoring; and
- Administrative reporting tools.

The District prefers a solution that allows utilization to be evaluated across the copier fleet to support future equipment right-sizing and cost-management decisions.

G. Technology and Information Security

The Contractor shall coordinate all network-related activities with Hitchcock ISD Technology personnel and comply with applicable District technology and cybersecurity requirements.

The proposed solution shall address:

- Secure network connectivity;
- User authentication and administrative access controls;
- Secure print release;
- Encryption of stored information where applicable;
- Protection of data residing on internal storage devices;
- Firmware and security updates;
- Remote monitoring and meter collection security;
- Data sanitization when equipment is removed, replaced, returned, or disposed of; and
- Identification of any cloud-based services or third-party systems utilized by the proposed solution.

No device containing District information shall be removed from District custody without completion of District-approved data sanitization procedures.

H. Training and User Support

The Contractor shall provide appropriate training for District personnel regarding equipment operation and administration. Training shall include, as applicable:

- Basic equipment operation;
- Printing and copying;
- Scanning;
- Secure print functionality;
- Finishing features;
- Troubleshooting;
- Supply replacement; and
- Administrative and reporting functionality.

Training shall be provided during implementation and additional reasonable training shall be available throughout the contract term.

I. Implementation and Transition

The successful proposer shall provide a comprehensive implementation and transition plan identifying:

- Project management responsibilities;
- Equipment ordering and anticipated lead times;
- Delivery schedule;
- Installation schedule;
- Network configuration;
- Testing and acceptance;
- Employee training;
- Transition from existing equipment; and
- Full implementation.

Following Board approval, the Contractor shall coordinate implementation with the District with the objective of achieving **full operational implementation by January 1, 2027**.

J. Contract Administration and Account Management

The Contractor shall designate a primary account representative responsible for contract administration, implementation coordination, service performance, billing questions, reporting, issue resolution, and ongoing communication with Hitchcock ISD.

The Contractor shall also provide an escalation process through which unresolved service, billing, equipment, or performance concerns may be elevated to appropriate management personnel.

K. Equipment Additions, Reductions and Relocations

Hitchcock ISD reserves the right, subject to the terms of the resulting agreement, to add, remove, relocate, upgrade, downgrade, or otherwise modify equipment configurations during the contract term based upon enrollment, staffing, facility utilization, operational requirements, technology changes, budgetary considerations, or other District needs.

The proposer shall identify its procedures and pricing methodology for equipment additions, relocations, replacements, and other changes occurring during the contract term.

The District does not guarantee a minimum number of devices, impressions, service calls, or expenditures under any resulting contract. Final quantities and configurations will be

determined by Hitchcock ISD based upon its operational requirements and the Best Value represented by the proposed solution.

Section 5: Vendor Qualifications

Proposers must demonstrate that they possess the experience, technical expertise, service capacity, manufacturer support, financial stability, and operational resources necessary to provide and maintain a reliable Districtwide multifunction copier and managed print solution for Hitchcock Independent School District.

At a minimum, each proposer must:

- Have at least **three (3) years of documented experience** providing multifunction copier equipment, leasing, maintenance, managed print services, or comparable services to Texas public school districts, governmental entities, or similar multi-site organizations.
- Be an **authorized dealer, distributor, service provider, or manufacturer representative** for the equipment proposed and provide documentation of such authorization upon request.
- Demonstrate the ability to furnish **new, current-generation equipment** that meets or exceeds the technical and operational requirements identified within this RFP.
- Maintain sufficient **factory-trained or manufacturer-certified technical personnel** to install, configure, maintain, and repair the proposed equipment throughout the contract term.
- Demonstrate adequate **local or regional service capacity** to meet the response-time, equipment-uptime, maintenance, and technical-support requirements proposed within this solicitation.
- Demonstrate the ability to provide **backup equipment, replacement equipment, parts, toner, and other required supplies** in a manner that minimizes disruption to District operations.
- Demonstrate experience integrating multifunction devices within networked technology environments, including secure printing, scanning, user authentication, remote meter collection, usage reporting, and applicable cybersecurity controls.
- Maintain all required licenses, authorizations, insurance coverage, financial resources, and legal authority necessary to perform the services and contractual obligations described within this RFP.
- Provide a minimum of **three (3) references**, preferably from Texas public school districts or comparable governmental or educational entities, for which the proposer has provided similar equipment and services. References should involve projects of comparable size, scope, complexity, or multi-site configuration.
- Demonstrate the financial and organizational capacity to support the District throughout the proposed lease and contract term, including equipment acquisition, implementation, maintenance, warranty administration, technical support, and end-of-term obligations.

- Identify any third-party leasing company, financing entity, subcontractor, service provider, software provider, or other entity that will participate in fulfilling the proposed solution. The proposer shall clearly describe each entity's role and the contractual relationship between the parties.
- Disclose any applicable **cooperative purchasing contracts** through which the proposed equipment or services are available. Cooperative purchasing participation is not, by itself, a requirement for award under this RFP unless otherwise specified by the District.
- Certify that all personnel assigned to work on District property will comply with applicable District security, identification, conduct, confidentiality, technology, and safety requirements.
- Demonstrate the ability to comply with all applicable **federal, state, and local laws, regulations, manufacturer requirements, and Hitchcock ISD policies** applicable to the equipment and services provided.

Hitchcock ISD reserves the right to verify proposer qualifications, manufacturer authorization, references, financial capacity, service capabilities, cooperative purchasing information, and other representations contained within a proposal.

The District further reserves the right to determine whether a proposer meets the minimum qualifications and possesses the experience, technical capacity, financial responsibility, service infrastructure, and organizational resources necessary to successfully **deliver and support the proposed solution throughout the contract term.**

Section 6: Personnel Qualifications

All personnel assigned by the Contractor to perform installation, maintenance, repair, technical support, training, account management, or other services under the resulting agreement shall possess the qualifications, training, experience, and technical competency necessary to support the equipment and services proposed to Hitchcock Independent School District.

At a minimum, personnel assigned to Hitchcock ISD must:

- Possess appropriate training and experience for the equipment, software, systems, and services they are assigned to support.
- Service technicians shall be **manufacturer-trained, factory-trained, or appropriately certified** on the proposed equipment, as applicable. The District may request documentation verifying technician training or certification.
- Technical personnel responsible for network configuration shall possess sufficient knowledge and experience to coordinate device installation, printing, scanning, authentication, security, and other network-related functions with Hitchcock ISD Technology personnel.
- Personnel responsible for software, meter collection, managed print applications, or remote monitoring shall possess sufficient technical knowledge to configure

and support those systems without compromising District network security or operations.

- Maintain any manufacturer certifications, technical credentials, licenses, or other qualifications required to perform their assigned responsibilities throughout the contract term.
- Comply with all applicable Hitchcock ISD policies and procedures regarding access to District facilities, technology resources, confidential information, identification, conduct, safety, and security.
- Successfully satisfy any applicable criminal history, background check, identification, or access requirements before performing services on District property when required by Texas law or District policy.
- Conduct themselves professionally and in a manner consistent with District expectations while on District property or interacting with District employees, students, or other stakeholders.

The Contractor shall provide documentation verifying the qualifications, certifications, manufacturer training, or other credentials of assigned personnel upon request by the District.

Service and Technical Staffing

The Contractor shall maintain sufficient qualified personnel to provide reliable installation, maintenance, repair, and technical support throughout the contract term. The Contractor's staffing model shall be sufficient to meet the service-level commitments contained in its proposal and minimize equipment downtime.

The proposer shall identify the service structure that will support Hitchcock ISD, including:

- Primary account representative;
- Implementation or project manager;
- Service manager or escalation contact;
- Field service technicians;
- Network or systems support personnel;
- Supply and toner support; and
- After-hours or emergency escalation resources, if available.

The proposer should identify whether personnel supporting Hitchcock ISD are locally based and provide the location of the service facility or dispatch point expected to serve the District.

Backup and Replacement Personnel

The Contractor shall maintain sufficient backup personnel to ensure continuity of service when assigned technicians, account representatives, or other key personnel are unavailable.

Any substitute or replacement personnel assigned to Hitchcock ISD shall possess qualifications and technical competencies comparable to those required for the position being replaced and shall comply with all applicable District requirements before accessing District facilities or systems.

District Review of Assigned Personnel

Hitchcock ISD reserves the right to review the qualifications of personnel assigned to the District and may request replacement of any individual whose performance, technical competency, conduct, security practices, responsiveness, or compliance with District requirements is determined to be unsatisfactory or not in the best interest of Hitchcock ISD.

Any requested replacement shall be provided promptly and in a manner that does not materially disrupt District operations.

Section 7: Insurance Requirements

The successful proposer shall maintain insurance coverage appropriate to the nature and scope of the equipment and services provided under this contract. Coverage shall be maintained with insurance carriers authorized to conduct business in the State of Texas throughout the term of the agreement.

At a minimum, the Contractor shall maintain the following insurance coverage:

- **Commercial General Liability:** Minimum of **\$1,000,000 per occurrence and \$2,000,000 general aggregate** for bodily injury, property damage, products/completed operations, and other liabilities arising from the Contractor's operations.
- **Automobile Liability:** Minimum combined single limit of **\$1,000,000 per accident** for owned, hired, and non-owned vehicles used in connection with equipment delivery, installation, maintenance, repair, or other services performed under the contract.
- **Workers' Compensation:** **Statutory limits as required by Texas law**, when applicable.
- **Employer's Liability:** Minimum of **\$500,000 each accident, \$500,000 disease policy limit, and \$500,000 disease per employee**, when applicable.
- **Cyber Liability / Data Security:** Minimum of **\$1,000,000 per claim and \$1,000,000 aggregate** if the Contractor or its systems will remotely access District equipment, collect or transmit device data, provide cloud-based services, or otherwise access, process, store, or transmit District information.

The District does **not require Professional Liability/Errors and Omissions coverage as a standard minimum requirement** for this solicitation. However, if the proposer includes professional technology consulting, managed technology services, software

implementation, or other services that materially extend beyond standard copier leasing and maintenance, Hitchcock ISD reserves the right to require appropriate Technology Errors and Omissions or comparable coverage before contract execution.

Proof of Insurance

The successful proposer shall provide a valid Certificate of Insurance (COI) evidencing required coverage prior to equipment delivery, installation, or commencement of services. Updated certificates shall be provided upon expiration or renewal of any required policy.

Where applicable and commercially available, Hitchcock Independent School District, its Board of Trustees, officers, employees, and agents shall be named as Additional Insureds on the Commercial General Liability and Automobile Liability policies with respect to operations performed under the contract.

The Contractor shall be responsible for ensuring that subcontractors performing delivery, installation, maintenance, technology, or other services maintain insurance appropriate to the work being performed. The use of subcontractors shall not relieve the Contractor of responsibility for performance of the contract.

Failure to obtain or continuously maintain required insurance may constitute a material breach of the resulting agreement and may result in suspension of work, denial of access to District facilities or systems, or termination of the contract.

Hitchcock ISD reserves the right to review insurance documentation and require reasonable modifications to coverage based upon the specific equipment, technology, services, subcontracting arrangements, or risks associated with the successful proposer's final solution.

Section 8: Criminal History Requirements

The Contractor shall comply with all applicable criminal history and fingerprinting requirements under Texas Education Code Chapter 22, including requirements applicable to contractors and subcontractors performing services for Texas public school districts.

Because services under this contract may require technicians, delivery personnel, installers, subcontractors, or other Contractor personnel to access District campuses or facilities, the Contractor shall be responsible for determining and ensuring compliance with all criminal history requirements applicable to its personnel.

Any Contractor employee, subcontractor, or agent who has continuing duties related to the contracted services and direct contact with students, as those requirements are defined by applicable Texas law, shall satisfy all required fingerprinting and criminal history record review requirements **before performing services for Hitchcock ISD.**

The Contractor shall:

- Ensure that all personnel assigned to Hitchcock ISD satisfy applicable criminal history and fingerprinting requirements before beginning work when required by law;
- Maintain appropriate documentation demonstrating compliance and provide certification or other documentation to the District upon request;
- Ensure that subcontractors and other third parties utilized in performance of the contract comply with the same applicable requirements;
- Immediately notify the District of any circumstance that may affect an individual's eligibility to perform services on District property, to the extent required or permitted by law; and
- Immediately remove or replace assigned personnel when required by applicable law or when directed by the District based upon legitimate safety, security, or compliance concerns.

Nothing in this section shall be construed to require fingerprinting of Contractor personnel when fingerprinting is not required under applicable law based upon the nature, duration, location, or circumstances of their work.

The Contractor remains responsible for compliance with applicable criminal history requirements throughout the contract term. Failure to comply with these requirements may constitute a material breach of contract and may result in denial of access to District facilities, removal of personnel, suspension of work, or termination of the contract.

Section 9: Proposal Instructions

To facilitate a fair, consistent, and efficient evaluation process, proposers shall organize their submissions in the order identified below. Responses should be complete, concise, and sufficiently detailed to demonstrate the proposer's ability to meet the requirements of this RFP.

A. Company Profile and Qualifications

Provide an overview of the organization, including:

- Legal company name and principal business address;
- Company history and number of years in business;
- Organizational structure and ownership;
- Experience providing multifunction copier equipment, leasing, maintenance, and managed print services;
- Experience serving Texas public school districts, governmental entities, or comparable multi-site organizations;
- Manufacturer relationships and authorized dealer/service-provider status;

- Location of the service facility or dispatch location that will support Hitchcock ISD; and
- Primary account, service, and escalation contacts.

B. Proposed Equipment and Technical Solution

Provide a detailed description of the proposed Districtwide solution, including:

- Manufacturer and model number of each proposed device;
- Black-and-white or color capability;
- Rated pages-per-minute (PPM);
- Paper capacity and supported paper sizes;
- Document feeder capacity;
- Duplex capabilities;
- Scanning capabilities;
- Finishing, stapling, and hole-punch capabilities;
- Secure printing and user authentication options;
- Network and Microsoft 365 compatibility;
- Meter collection and usage-reporting capabilities;
- Internal storage and applicable data-security features; and
- Manufacturer warranty and anticipated product-support lifecycle.

Proposers may recommend equipment configurations that differ from the District's current configuration when the proposed alternative provides improved functionality, efficiency, utilization, risk reduction, or total cost of ownership. All recommended alternatives shall be clearly identified and explained.

Consistent with Section 4, each proposer shall provide a Baseline Proposal addressing all thirteen (13) anticipated District placements. If the proposer recommends a different right-sized configuration, the proposer shall also provide a separate Vendor-Recommended Proposal clearly identifying and explaining each proposed change. Equipment and pricing information for the baseline and recommended configurations shall be presented in a manner that permits the District to compare the alternatives.

C. Service and Maintenance Plan

Describe the proposer's approach to maintaining and supporting the District's equipment throughout the contract term, including:

- Preventive maintenance;
- Service-request procedures;
- Proposed response times;
- Equipment uptime commitments;
- Local technician availability;
- Technician qualifications and manufacturer training;
- Parts availability;
- Toner and supply replenishment;

- Procedures for repeat equipment failures;
- Temporary or replacement equipment procedures; and
- Service escalation procedures.

Any service-level commitments included in the proposal may be incorporated into the resulting contract.

D. Managed Print, Technology and Security

Describe the technology and management capabilities included with the proposed solution, including:

- Automated meter collection;
- Device and location-level usage reporting;
- Black-and-white and color usage reporting;
- User or department-level reporting, if available;
- Remote monitoring;
- Secure print release;
- User authentication;
- Administrative controls;
- Data encryption and storage;
- Firmware and security updates;
- Cloud-based services or third-party systems;
- Data sanitization and secure device removal procedures; and
- Cybersecurity protections associated with remote access or monitoring.

Proposers shall clearly identify any software, licensing, subscriptions, cloud services, or third-party technology required to operate the proposed solution and disclose all associated costs.

E. Pricing Proposal and Total Cost of Ownership

Provide a complete and transparent pricing proposal in the format required by the District. At a minimum, pricing shall identify:

- **36-month lease pricing;**
- **48-month lease pricing;**
- **60-month lease pricing;**
- Monthly or annual lease cost by device;
- Black-and-white cost per impression;
- Color cost per impression;
- Included copy/print volumes, if applicable;
- Overage rates;
- Maintenance and service charges;
- Toner and supply costs or confirmation that such costs are included;
- Software and licensing fees;

- Delivery and installation charges;
- Network configuration charges;
- Training costs;
- Equipment relocation charges;
- End-of-term removal or return charges;
- Financing, administrative, documentation, or other fees; and
- Any other cost that may be incurred by Hitchcock ISD.

The proposer shall clearly identify all assumptions and exclusions used in developing its pricing. Undisclosed charges may not be accepted by the District after award.

F. Implementation and Transition Plan

Provide a detailed implementation plan describing how the proposer will transition Hitchcock ISD from its existing copier environment to the proposed solution.

The plan should address:

- Project management;
- Equipment availability and lead times;
- Site verification;
- Delivery and installation;
- Network configuration;
- Testing and acceptance;
- Employee training;
- Coordination with District Technology personnel;
- Transition and removal of incumbent equipment;
- Contingency planning; and
- Ability to achieve full implementation by **January 1, 2027**.

G. References and Past Performance

Provide a minimum of **three (3) references**, preferably Texas public school districts or comparable governmental or educational entities, for which the proposer has provided similar equipment and services.

For each reference, provide the organization name, contact person, telephone number, email address, approximate number of devices supported, contract duration, and general scope of services.

H. Cooperative Purchasing and Contract Information

Identify any cooperative purchasing contracts through which the proposed equipment or services are currently available, including the cooperative name and applicable contract number.

If cooperative pricing is available, the proposer should identify whether the pricing submitted under this RFP is **equal to, better than, or different from** the pricing available through the cooperative contract.

Disclosure of cooperative purchasing information does not replace the requirement to submit a complete response to this RFP.

I. Exceptions and Contractual Disclosures

Clearly identify any exceptions, qualifications, assumptions, proposed modifications, or deviations from the requirements of this RFP.

The proposer shall also identify any:

- Third-party leasing or financing company;
- Subcontractor;
- Third-party service provider;
- Software or cloud-service provider; or
- Other entity that will have a material role in delivering the proposed solution.

Failure to clearly disclose an exception may result in the District considering the applicable RFP requirement accepted by the proposer, subject to final contract negotiations.

J. Required Certifications and Forms

Submit all certifications, affidavits, conflict-of-interest disclosures, insurance documentation, criminal-history certifications, and other forms required by this solicitation or applicable law.

Proposal Certification

Proposals shall be complete, accurate, and signed by an individual authorized to legally bind the proposer.

Hitchcock ISD may request clarification of information submitted; however, proposers should not rely upon the opportunity to supplement an incomplete response after the submission deadline. Failure to provide material information required by this solicitation may result in the proposal being determined **non-responsive** or may adversely affect the District's evaluation of the proposal.

Section 10: Questions and Clarifications

All questions, requests for clarification, or inquiries regarding this Request for Proposals shall be submitted in writing to:

James Briscoe
Director of Finance
Hitchcock Independent School District
jbriscoe@hitchcockisd.org

Questions must be received no later than September 23, 2026, at 2:00 PM CT. Questions received after the stated deadline may not be considered.

Responses to questions, interpretations, corrections, or changes to the solicitation will be communicated through written addenda issued by the District. Verbal responses, explanations, or interpretations provided by any District employee or representative shall not be binding upon Hitchcock ISD.

Proposers are solely responsible for monitoring the District's procurement website and obtaining all addenda issued prior to the proposal submission deadline.

Section 11: Submission Requirements

Proposals must be received by Hitchcock Independent School District no later than **2:00 PM CT on October 2, 2026**. Proposals received after the submission deadline may be considered late and may not be accepted or evaluated.

Electronic Proposal Submission

Proposals shall be submitted **electronically by email** to:

James Briscoe
Director of Finance
Hitchcock Independent School District
jbriscoe@hitchcockisd.org

The email subject line shall state:

RFP #26-09-0220RFP – Districtwide Multifunction Copier Equipment, Leasing, Maintenance & Managed Print Services

The complete proposal should be submitted as a **PDF attachment**. Supplemental pricing schedules, equipment specifications, technical documentation, and other supporting materials may be included as additional attachments when necessary.

The proposer is solely responsible for ensuring that the complete proposal is successfully transmitted and **received by the District before 2:00 PM CT on October 2, 2026**. The time the proposal is received by the District's email system shall control for purposes of determining timely submission.

Proposers are encouraged to submit sufficiently in advance of the deadline to account for file-size limitations, transmission delays, email-security filtering, or other technical issues.

Proposal Content

Proposals shall include all information and documentation required by this RFP, including, at a minimum:

- Company profile and vendor qualifications;
- Proposed equipment and technical solution;
- Service and maintenance plan;
- Managed print, technology, and cybersecurity information;
- **Detailed pricing sheet** meeting the requirements of Section 9 and Attachment B;
- Implementation and transition plan;
- References and past-performance information;
- Cooperative purchasing information, if applicable;
- All exceptions, assumptions, exclusions, and proposed contract modifications;
- Identification of third-party leasing or financing entities, subcontractors, software providers, or other material third parties; and
- All required certifications, acknowledgments, affidavits, and attachments.

Proposal Format

Proposals should be organized in substantially the same sequence as the requirements of this RFP to facilitate a consistent evaluation.

All pricing shall clearly disclose applicable costs, fees, financing terms, assumptions, exclusions, escalation provisions, and other pricing conditions.

Any exceptions or deviations from the requirements of this RFP shall be clearly identified.

Modification or Withdrawal

A proposer may modify or withdraw its proposal by written notice received by the District before the proposal submission deadline. Any modified proposal must be received before the deadline and clearly identified as a revised submission.

Proposal Validity

Proposals shall remain valid and available for acceptance for a minimum of **ninety (90) calendar days** following the proposal submission deadline unless a longer period is offered by the proposer.

District Rights

Hitchcock ISD reserves the right to determine whether a proposal is responsive to the requirements of this solicitation. Failure to provide material information, required documentation, certifications, or pricing information may result in the proposal being determined non-responsive or may adversely affect its evaluation.

Submission of a proposal constitutes acknowledgment that the proposer has reviewed and agrees to comply with this RFP and all applicable addenda.

Section 12: Evaluation Process

Proposals received by the submission deadline will be reviewed by an evaluation committee designated by Hitchcock Independent School District. The evaluation process will consider proposal responsiveness, vendor qualifications, proposed equipment and technology, service and maintenance capabilities, implementation approach, total cost of ownership, contractual considerations, risk, and overall value to the District.

The District's evaluation will be conducted consistent with the **Best Value requirements of Texas Education Code §44.031** and the evaluation criteria established within this solicitation.

N.E.R²D Best Value Review

As part of its evaluation process, Hitchcock ISD may utilize its **N.E.R²D Best Value Framework** to support a disciplined and documented review of proposals:

- **N — Need:** Determine the extent to which the proposed solution addresses the District's actual equipment, operational, instructional, technology, and service requirements.
- **E — Evaluate:** Evaluate equipment specifications, functionality, pricing, total cost of ownership, service levels, implementation, vendor capabilities, technology, security, and overall value.
- **R² — Research the Details & Review Risk:** Examine the details underlying each proposal, including pricing assumptions, lease provisions, service commitments, references, manufacturer support, cybersecurity, equipment lifecycle, financing arrangements, exceptions, and other contractual or operational risks.
- **D — Delivery:** Assess the proposer's demonstrated ability to deliver, install, configure, maintain, support, and manage the proposed solution throughout the contract term, including the ability to meet the District's implementation schedule and ongoing service expectations.

The N.E.R²D framework is intended to supplement the District's evaluation process and does not replace or supersede applicable statutory Best Value requirements.

Evaluation Procedures

As part of the evaluation process, Hitchcock ISD reserves the right to:

- Conduct a preliminary review to determine proposal responsiveness and proposer responsibility.
- Verify pricing calculations, equipment specifications, manufacturer authorization, references, cooperative purchasing information, service capabilities, and other representations contained within a proposal.
- Request clarification, additional information, correction of minor administrative or clerical errors, or supplemental documentation when permitted and appropriate.
- Conduct discussions, interviews, equipment demonstrations, presentations, reference checks, or site visits with one or more proposers.
- Request a **Best and Final Offer (BAFO)** from one or more proposers when determined to be in the District's best interest and permitted by applicable procurement requirements.
- Evaluate proposed equipment against actual or anticipated District utilization and consider opportunities to right-size, consolidate, upgrade, downgrade, or otherwise modify the proposed equipment configuration.
- Investigate references, financial capacity, service history, litigation history, manufacturer relationships, performance history, and other information deemed relevant to determining proposer responsibility and Best Value.
- Review proposed lease and financing arrangements, including the identity and terms of any third-party financing or leasing entity.
- Review exceptions, qualifications, exclusions, assumptions, and proposed contractual modifications for potential financial, operational, technology, cybersecurity, service, or legal risk.
- Negotiate contract terms, pricing, equipment configurations, implementation requirements, service levels, and other provisions with the highest-ranked proposer or proposer(s), as permitted by applicable law.
- Award a contract without further discussions based upon the proposals received.
- Reject any or all proposals, cancel the solicitation, or re-solicit when determined to be in the best interest of Hitchcock ISD.

Best Value Determination

The District is **not obligated to select the lowest-priced proposal**. Pricing and total cost of ownership will constitute important components of the evaluation; however, award will be based upon the proposal determined to provide the **Best Value to Hitchcock ISD** after consideration of the evaluation criteria established within this RFP and applicable Texas law.

The District may consider both quantitative scoring and qualitative factors when documenting its final recommendation. A proposal offering a lower initial price may not represent the Best Value when factors such as long-term operating costs, equipment

suitability, service response, reliability, technology, cybersecurity, contractual risk, implementation capability, or vendor performance are considered.

Hitchcock ISD reserves the right to make a **single award, multiple awards, partial award, or no award**, when permitted and determined to be in the best interest of the District.

Section 13: Evaluation Criteria and Scoring

Hitchcock Independent School District will evaluate proposals and make an award based upon the proposal determined to provide the **Best Value to the District** in accordance with Texas Education Code §44.031 and the requirements of this solicitation.

The evaluation criteria are designed to consider not only acquisition cost, but also the suitability of the proposed equipment, long-term cost of ownership, service and maintenance capabilities, technology and security, vendor performance, implementation risk, and the proposer's ability to successfully deliver and support the solution throughout the contract term.

Proposals will be evaluated using the following criteria:

Evaluation Criteria	Maximum Points
Total Cost of Ownership and Pricing	30
Equipment, Technical Solution and District Need	20
Service, Maintenance and Support Capabilities	15
Vendor Qualifications, Experience and Past Performance	10
Technology, Cybersecurity and Managed Print Capabilities	10
Implementation, Transition and Delivery Plan	10
Proposal Responsiveness, Contract Terms and Risk	5
Total Possible Points	100

A. Total Cost of Ownership and Pricing — 30 Points

The District will evaluate the overall financial value of the proposal, including:

- 36-, 48-, and 60-month lease pricing;
- Monthly and total lease costs;
- Black-and-white and color cost-per-impression rates;
- Included volumes and overage charges;
- Maintenance and service costs;
- Supplies and consumables;
- Software and licensing fees;
- Delivery, installation, training, and configuration costs;
- Financing and administrative charges;
- End-of-term costs; and

- Other costs or fees that may affect the District's total financial obligation.

The lowest proposed price will **not automatically receive the award**. The District will consider total cost in relation to equipment capabilities, service levels, risk, and overall value.

B. Equipment, Technical Solution and District Need — 20 Points

The District will evaluate the extent to which the proposed solution meets Hitchcock ISD's actual operational requirements, including equipment specifications, functionality, capacity, reliability, ease of use, scanning and finishing capabilities, equipment lifecycle, and opportunities to appropriately right-size the District's copier fleet.

C. Service, Maintenance and Support Capabilities — 15 Points

Evaluation will include proposed response times, uptime commitments, preventive maintenance, technician availability, local service capacity, parts availability, toner and supply management, escalation procedures, replacement equipment, and the proposer's overall ability to minimize equipment downtime.

D. Vendor Qualifications, Experience and Past Performance — 10 Points

The District will consider the proposer's experience, manufacturer authorization, financial and organizational capacity, experience with Texas public school districts or comparable organizations, references, prior performance, and demonstrated ability to successfully manage similar multi-location contracts.

E. Technology, Cybersecurity and Managed Print Capabilities — 10 Points

The District will evaluate network compatibility, secure printing, user authentication, meter collection, utilization reporting, administrative controls, remote monitoring, data encryption, firmware management, cloud-based services, data sanitization procedures, and other cybersecurity protections associated with the proposed solution.

F. Implementation, Transition and Delivery Plan — 10 Points

The District will evaluate the proposer's ability to successfully transition from the existing copier environment, including equipment availability, project management, delivery, installation, network configuration, testing, training, incumbent equipment transition, contingency planning, and ability to achieve full implementation by **January 1, 2027**.

G. Proposal Responsiveness, Contract Terms and Risk — 5 Points

The District will evaluate the completeness and responsiveness of the proposal, exceptions to District requirements, lease and financing provisions, subcontracting

arrangements, proposed contract terms, undisclosed or contingent costs, and financial, contractual, operational, technology, cybersecurity, or service risks associated with the proposed solution.

N.E.R²D Alignment

The evaluation criteria support Hitchcock ISD's N.E.R²D Best Value Framework by assessing whether the proposal addresses the District's Need, can be effectively Evaluated against established requirements, withstands Research of the Details & Review of Risk, and demonstrates the proposer's capacity for successful Delivery.

Final scoring will support, but will not independently determine, the District's Best Value recommendation. Hitchcock ISD reserves the right to consider applicable statutory factors, proposal clarifications, demonstrations, references, negotiations, and other information permitted under the solicitation when making its final award recommendation.

Section 14: Award and Contract Negotiation

Following completion of the evaluation process described in Sections 12 and 13, Hitchcock Independent School District intends to recommend award to the responsible proposer whose proposal is determined to provide the **Best Value to the District**, consistent with the requirements of this solicitation and applicable law.

The District's recommendation for award will be based upon the evaluation criteria established in this RFP, the proposer's overall responsiveness and responsibility, and other information properly considered during the evaluation process.

Award will not be based solely upon the lowest proposed price.

A. Recommendation for Award

Following evaluation and scoring, the District may identify the highest-ranked proposer or proposer(s) for further clarification, negotiation, or consideration for award.

The District may consider information obtained through:

- Proposal evaluations and scoring;
- Pricing and total cost-of-ownership analysis;
- Reference and past-performance checks;
- Equipment demonstrations or presentations;
- Vendor interviews or clarifications;
- Review of manufacturer authorization and service capabilities;
- Review of proposed lease and financing arrangements;
- Contractual exceptions and proposed modifications;

- Technology and cybersecurity review;
- Best and Final Offers, if requested; and
- Other due-diligence activities permitted under this solicitation.

The final recommendation shall represent the solution determined to provide the most advantageous combination of cost, equipment capability, service, technology, security, implementation, contractual terms, risk, and overall value to Hitchcock ISD.

B. Clarification and Negotiation

Following evaluation, Hitchcock ISD may enter into discussions or negotiations with the highest-ranked proposer or proposer(s), as permitted by applicable law.

Negotiations may include, but are not limited to:

- Final equipment quantities and configurations;
- Equipment upgrades, downgrades, substitutions, or consolidation;
- 36-, 48-, or 60-month lease options;
- Lease and financing provisions;
- Monthly equipment charges;
- Cost-per-impression rates;
- Included volumes and overage rates;
- Maintenance and service requirements;
- Equipment-uptime and response-time commitments;
- Software, licensing, and managed print services;
- Technology and cybersecurity requirements;
- Delivery, installation, configuration, and training;
- Implementation and transition requirements;
- Equipment additions, relocations, and removals;
- End-of-term obligations;
- Contract exceptions;
- Pricing assumptions, fees, and other costs; and
- Other contractual terms determined to be in the District's best interest.

The District may require the selected proposer to provide revised pricing, equipment schedules, lease documents, service-level commitments, implementation schedules, or other documentation necessary to finalize the agreement.

C. Best and Final Offer

Hitchcock ISD reserves the right to request a **Best and Final Offer (BAFO)** from one or more proposers when determined appropriate and permitted by applicable procurement requirements.

If requested, the BAFO may address pricing, equipment configurations, contractual terms, service levels, implementation, or other components of the proposal identified by the District.

A proposer shall not modify its proposal after the submission deadline except in response to a District-authorized clarification, negotiation, BAFO request, or other process permitted under this solicitation and applicable law.

D. Board Approval

The District currently anticipates presenting a recommendation for award to the Hitchcock ISD Board of Trustees on October 26, 2026.

Any recommendation, ranking, negotiation, notice of intent to award, or other communication issued before required Board approval shall not constitute a final contract or binding commitment by Hitchcock ISD.

When Board approval is required, no award shall become binding upon the District until the Board has approved the award and an agreement has been properly executed by an authorized District representative.

E. Contract Finalization and Execution

Following applicable approval, the successful proposer shall cooperate with Hitchcock ISD in finalizing all documents necessary to establish the resulting agreement.

The final agreement may incorporate, as applicable:

- This RFP and all issued addenda;
- The successful proposer's response;
- Accepted clarifications or supplemental information;
- The successful proposer's final pricing;
- Any accepted BAFO;
- Final equipment and location schedules;
- Lease or financing documents approved by the District;
- Maintenance and service requirements;
- Service-level commitments;
- Implementation and transition requirements;
- Technology and cybersecurity requirements; and
- Other negotiated terms accepted by Hitchcock ISD.

In the event of a conflict among contractual documents, the order of precedence shall be established in the final executed agreement.

No vendor-generated lease, financing agreement, service agreement, software agreement, click-through agreement, purchase order term, or other document shall modify or

supersede District-approved terms unless expressly accepted in writing by an authorized representative of Hitchcock ISD.

F. Notice of Award and Implementation

Following required approval and contract finalization, Hitchcock ISD will issue appropriate notice to the successful proposer.

The successful proposer shall thereafter coordinate with District personnel to begin the implementation and transition process in accordance with the final agreement and the procurement schedule established in this RFP, with the objective of achieving **full operational implementation by January 1, 2027**.

Section 15: Contract Terms

The contract resulting from this solicitation is anticipated to commence on **January 1, 2027**. Hitchcock Independent School District intends to evaluate **36-month, 48-month, and 60-month lease options** and reserves the right to select the contract and lease term determined to provide the **Best Value to the District**.

The final contract term, equipment configuration, lease structure, maintenance arrangement, cost-per-impression structure, and related terms shall be established through the final agreement approved by Hitchcock ISD.

A. Contract and Lease Term

Proposers shall provide pricing and applicable terms for **36-month, 48-month, and 60-month lease options** as required by this RFP.

Hitchcock ISD may select the lease term, equipment configuration, and pricing structure determined to provide the most advantageous combination of cost, service, equipment capability, flexibility, risk, and overall value.

The successful proposer shall disclose the identity of any **third-party leasing or financing company** involved in the proposed transaction and shall provide all applicable lease, financing, maintenance, and related agreements for District review prior to execution.

No lease, financing agreement, maintenance agreement, software agreement, click-through agreement, or other vendor document shall become binding upon Hitchcock ISD unless expressly reviewed and executed by an authorized District representative.

B. Pricing and Price Adjustments

Pricing shall be consistent with the successful proposer's submitted proposal and any subsequent clarification, negotiation, or Best and Final Offer accepted by the District.

All lease payments, cost-per-impression rates, maintenance charges, software and licensing fees, administrative charges, financing costs, delivery charges, installation charges, equipment-return charges, and other potential costs shall be fully disclosed prior to contract execution.

No additional fee or charge may be imposed upon Hitchcock ISD unless specifically authorized by the resulting agreement or subsequently approved in writing by the District.

Any proposed escalation, adjustment, or change in pricing during the contract term must be clearly disclosed in the proposal and shall be subject to the terms of the final agreement and District approval.

C. Equipment and Service Adjustments

Subject to the terms of the final agreement, Hitchcock ISD reserves the right to add, remove, relocate, replace, upgrade, downgrade, or otherwise modify equipment configurations during the contract term based upon utilization, enrollment, staffing, facility requirements, technology changes, equipment performance, budgetary considerations, or other operational needs.

The successful proposer shall cooperate with the District in evaluating equipment utilization and appropriately right-sizing the District's copier fleet throughout the contract term.

The District does not guarantee a minimum number of devices, impressions, service calls, purchases, or expenditures except for obligations expressly established through an executed contract or lease.

D. Performance and Service Levels

The successful proposer shall perform all obligations in accordance with this RFP, the proposer's accepted response, and the resulting agreement.

Service-response times, equipment-uptime commitments, preventive maintenance requirements, equipment-replacement provisions, toner and supply replenishment, implementation commitments, cybersecurity requirements, reporting capabilities, and other performance standards contained in the successful proposal may be incorporated into the final agreement.

Repeated equipment failures, excessive downtime, failure to meet service commitments, billing inaccuracies, cybersecurity deficiencies, failure to provide required supplies, or other material performance deficiencies may result in corrective action, equipment

replacement, withholding of disputed charges, or other remedies available to Hitchcock ISD under the resulting agreement and applicable law.

E. Assignment, Financing and Subcontracting

The Contractor shall not assign, transfer, delegate, or subcontract material responsibilities under the resulting agreement without the prior written approval of Hitchcock ISD, except for a leasing or financing arrangement specifically disclosed in the successful proposal and approved by the District.

The use of a subcontractor, financing entity, manufacturer, software provider, service provider, or other third party shall not relieve the successful proposer of responsibility for performance of its obligations to Hitchcock ISD unless expressly provided otherwise in the final agreement.

F. Funding and District Obligations

District obligations under the resulting agreement shall be subject to the lawful appropriation and availability of funds and applicable Texas law.

Nothing contained in this solicitation shall obligate Hitchcock ISD to purchase a minimum quantity of equipment, guarantee a minimum number of impressions, or expend a minimum amount beyond obligations expressly established in a properly executed contract or lease.

G. End-of-Term Requirements

The proposer shall clearly disclose all end-of-term requirements applicable to each proposed lease option, including:

- Equipment ownership and disposition;
- Equipment return procedures;
- Required notice periods;
- Automatic renewal provisions, if any;
- Equipment removal and transportation costs;
- Return freight or shipping charges;
- Data sanitization requirements;
- Equipment purchase options, if applicable; and
- Any other end-of-term cost, fee, or obligation.

Hitchcock ISD will not accept an automatic renewal or evergreen provision unless expressly approved in writing as part of the final agreement.

Prior to the removal, return, resale, disposal, or transfer of equipment containing internal storage, the Contractor shall comply with District requirements regarding secure data sanitization and protection of District information.

H. Governing Law and Venue

Any contract resulting from this solicitation shall be governed by the laws of the State of Texas.

Venue for any legal action arising from the resulting agreement shall be in Galveston County, Texas, to the extent permitted by applicable law.

Nothing contained in this RFP or any resulting agreement shall be construed as a waiver of any immunity, defense, right, or remedy available to Hitchcock Independent School District under Texas law.

I. Contract Administration

The **Superintendent or designee** shall have authority to administer the resulting agreement on behalf of Hitchcock ISD consistent with applicable law, Board policy, and delegated authority.

Hitchcock ISD reserves all rights and remedies available under the resulting agreement, applicable Texas law, and District policy.

Section 16: Termination Rights

Because the resulting agreement may include both equipment leasing/financing obligations and ongoing maintenance or managed print services, termination rights shall be governed by the final executed agreement and applicable law. Nothing in this section shall be interpreted as creating a right to terminate an equipment lease or financing obligation without regard to the terms of the applicable District-approved lease or financing agreement.

A. Termination for Cause

Hitchcock Independent School District may terminate the contract, in whole or in part, for cause if the Contractor materially fails to perform its obligations under the RFP, accepted proposal, or resulting agreement.

Grounds for termination for cause may include, but are not limited to:

- Failure to deliver, install, maintain, or support equipment in accordance with contractual requirements;
- Repeated failure to meet established service-response or equipment-uptime commitments;
- Repeated or unresolved equipment failures that materially disrupt District operations;

- Failure to provide required maintenance, parts, toner, supplies, software, or technical support;
- Material billing inaccuracies or imposition of unauthorized charges;
- Failure to maintain required insurance, manufacturer authorization, licenses, certifications, or other qualifications;
- Material violation of applicable federal, state, or local law, District policy, cybersecurity requirements, confidentiality requirements, or contractual obligations;
- Unauthorized assignment, transfer, or subcontracting of material contractual responsibilities;
- Failure to adequately protect District information or properly sanitize equipment containing District data;
- Insolvency, cessation of business operations, or other circumstances materially affecting the Contractor's ability to perform; or
- Other material breach of the resulting agreement.

Except when immediate action is necessary to protect District operations, property, information, security, or other legitimate interests, the District may provide the Contractor written notice of the deficiency and a reasonable opportunity to cure the identified breach before termination.

B. Termination for Convenience

To the extent permitted by the final executed agreement, Hitchcock ISD reserves the right to terminate service, maintenance, software, managed print, or other non-financing components of the contract, in whole or in part, for convenience upon thirty (30) calendar days' written notice to the Contractor.

Termination for convenience shall not automatically terminate or extinguish an equipment lease or financing obligation. Any termination of leased or financed equipment shall be governed by the specific terms of the applicable District-approved lease or financing agreement.

C. Non-Appropriation and Availability of Funds

District obligations under the resulting agreement are subject to the lawful appropriation and availability of funds.

Any non-appropriation, funding-out, or similar provision applicable to an equipment lease, financing agreement, or other contractual obligation shall be specifically identified in the proposer's response and incorporated into the final agreement when required or accepted by Hitchcock ISD.

The proposer shall clearly disclose any early-termination charge, remaining-payment obligation, equipment-return requirement, financing obligation, or other financial consequence that may apply upon termination or non-appropriation.

D. Contractor Obligations Upon Termination

Upon termination or expiration of all or any portion of the contract, the Contractor shall cooperate with Hitchcock ISD to provide an orderly transition and minimize disruption to District operations.

As applicable, the Contractor shall:

- Cease terminated services as directed by the District;
- Provide final meter readings and accurate final billing;
- Return District-owned information, records, and other property;
- Coordinate removal or return of applicable equipment;
- Complete required data sanitization before equipment leaves District custody;
- Provide reasonable transition assistance; and
- Resolve outstanding service, supply, billing, or equipment-return matters.

E. District Payment Obligations

Upon termination, Hitchcock ISD shall be responsible for payment of undisputed amounts properly due for equipment and services provided and accepted through the effective date of termination, together with any other obligations expressly established by the applicable District-approved contract, lease, or financing agreement.

The District shall not be responsible for undisclosed termination fees, penalties, charges, or other costs that were not expressly identified in the successful proposal and incorporated into an executed agreement.

F. Remedies

Termination shall not prevent Hitchcock ISD from exercising any other right or remedy available under the resulting agreement, District policy, or applicable law.

The District's rights and remedies shall be cumulative to the extent permitted by law.

Section 17: Compliance Requirements

The Contractor shall comply with all applicable **federal, state, and local laws, regulations, rules, and requirements**, as well as applicable Hitchcock Independent School District policies and procedures, throughout the term of the resulting agreement.

Compliance requirements applicable to this contract shall include, as appropriate to the equipment and services being provided, the following:

A. Texas Laws and District Requirements

The Contractor shall comply with applicable provisions of the **Texas Education Code, Texas Government Code, Texas Local Government Code**, and other laws and regulations governing contracting with Texas public school districts.

The Contractor shall also comply with applicable Hitchcock ISD policies, procedures, technology standards, facility-access requirements, procurement requirements, and contractual requirements.

B. Criminal History and Personnel Requirements

The Contractor shall comply with applicable criminal history and fingerprinting requirements under **Texas Education Code Chapter 22** and the requirements established in Section 8 of this RFP.

The Contractor shall be responsible for ensuring that its employees, subcontractors, agents, and other personnel assigned to Hitchcock ISD remain eligible to perform their assigned responsibilities throughout the contract term.

C. Student and District Information

To the extent the Contractor receives, accesses, maintains, processes, or transmits student information or other confidential District information, the Contractor shall comply with applicable confidentiality and privacy requirements, including the Family Educational Rights and Privacy Act (FERPA) when applicable.

District information shall be used only for purposes necessary to perform the resulting agreement and shall not be sold, disclosed, shared, or used for unrelated commercial purposes except as expressly authorized by the District or permitted by law.

D. Technology and Cybersecurity

The Contractor shall comply with applicable Hitchcock ISD technology and cybersecurity requirements when connecting equipment, software, applications, remote-monitoring systems, or other technology to the District's network.

The Contractor shall implement reasonable administrative, technical, and physical safeguards appropriate to the information and systems involved, including, as applicable:

- Secure network communications;
- Appropriate authentication and access controls;
- Encryption of sensitive information;
- Protection of data stored on multifunction devices;
- Secure remote monitoring and meter collection;
- Manufacturer-supported firmware and security updates;
- Appropriate management of administrative credentials;

- Prompt notification of known or suspected security incidents affecting District information or systems; and
- Secure sanitization of device storage before equipment is removed, returned, transferred, resold, or disposed of.

The Contractor shall identify any third-party or cloud-based system that will receive, process, store, or transmit District information as part of the proposed solution.

E. Records and Audit Cooperation

The Contractor shall maintain records sufficient to substantiate invoices, equipment charges, service charges, meter readings, cost-per-impression charges, and other amounts billed to Hitchcock ISD.

Upon reasonable request, the Contractor shall provide documentation necessary for the District to verify contractual performance and billing accuracy, subject to applicable law and the terms of the resulting agreement.

F. Federal Requirements, When Applicable

If any purchase or expenditure under the resulting agreement is made using **federal funds**, the Contractor shall comply with applicable federal requirements associated with those funds, including applicable procurement, suspension and debarment, record-retention, and contractual requirements.

The District may require additional federal certifications or contract provisions when necessary based upon the funding source used for a particular purchase.

G. Continuing Compliance

The Contractor shall be responsible for ensuring that its employees, subcontractors, financing partners, software providers, and other entities participating in performance of the contract comply with requirements applicable to their respective responsibilities.

Failure to maintain required legal, regulatory, contractual, technology, cybersecurity, insurance, or personnel compliance may constitute a material breach of the resulting agreement and may result in corrective action, restriction of access to District facilities or systems, suspension of services, or termination as provided by the contract.

Section 18: Protest Procedures

Any proposer wishing to protest a recommendation for award under this solicitation must submit a written protest to the Hitchcock Independent School District Director of Finance within five (5) business days following the District's issuance of a notice of intent to award or other written notice of the recommended award.

A protest shall be limited to matters directly related to the procurement process, evaluation, recommendation for award, or alleged failure to comply with the requirements of this solicitation or applicable procurement requirements.

A. Protest Requirements

The written protest shall include, at a minimum:

- The legal name, address, telephone number, email address, and contact person of the protesting proposer;
- The applicable RFP number and solicitation title;
- A detailed statement identifying the specific action or decision being protested;
- A clear statement of the legal, procedural, and factual grounds supporting the protest;
- Identification of the specific provision of the RFP, District requirement, or applicable law alleged to have been violated, when applicable;
- Copies of all documents or other information supporting the protest; and
- A clear statement of the specific relief or corrective action requested.

General disagreement with the District's evaluation, scoring, exercise of professional judgment, or Best Value determination, without supporting factual or procedural grounds, shall not by itself constitute sufficient grounds for a protest.

B. Submission of Protest

The protest shall be submitted **electronically by email** to:

James Briscoe
Director of Finance
Hitchcock Independent School District
jbriscoe@hitchcockisd.org

The email subject line should state:

PROTEST – RFP #26-09-0220RFP – Districtwide Multifunction Copier Equipment, Leasing, Maintenance & Managed Print Services

The protesting proposer is responsible for ensuring that the protest is received by the District within the required five-business-day period.

C. District Review

Upon receipt of a timely and sufficiently documented protest, the District may review the protest, procurement record, evaluation documentation, proposal materials, and other information relevant to the matter.

The District may request additional information or clarification from the protesting proposer, evaluation committee members, District personnel, the recommended proposer, or other parties when determined appropriate.

The filing of a protest shall not automatically stay or suspend the procurement, Board consideration, contract negotiation, award, implementation, or other related activities. Hitchcock ISD reserves the right to proceed when permitted by applicable law and determined to be in the best interest of the District.

D. Protest Decision

The Superintendent or designee shall review the protest and determine the appropriate disposition consistent with applicable law, District policy, and the requirements of this solicitation.

The District may, as appropriate:

- Deny the protest;
- Grant the protest in whole or in part;
- Request additional evaluation or review;
- Correct a procurement or administrative error;
- Modify or withdraw a recommendation for award;
- Cancel or reissue the solicitation; or
- Take other corrective action determined appropriate and legally permissible.

The District will provide written notice of its determination to the protesting proposer.

E. Timeliness and District Rights

Failure to submit a protest within the time and manner established by this section may result in the protest being considered **untimely** and not reviewed under these procedures.

Nothing contained in this section shall waive, restrict, or otherwise limit any right, immunity, defense, or remedy available to Hitchcock Independent School District under applicable law or District policy.

Section 19: Reservation of Rights

Hitchcock Independent School District reserves the right to administer this solicitation and any resulting award in a manner determined to provide the Best Value to the District, consistent with applicable law, District policy, and the requirements of this RFP.

Without limiting any other rights provided elsewhere in this solicitation, Hitchcock ISD reserves the right to:

- Reject any or all proposals, in whole or in part;
- Cancel, withdraw, postpone, amend, or reissue this solicitation when determined to be in the District's best interest;
- Waive minor informalities, irregularities, or administrative deficiencies that do not materially affect the substance or competitiveness of a proposal;
- Determine whether a proposer is responsible and whether a proposal is responsive to the requirements of this solicitation;
- Request clarification, verification, or additional information regarding a proposal when permitted and appropriate;
- Verify proposer qualifications, references, manufacturer authorization, pricing, equipment specifications, service capabilities, financial capacity, cooperative purchasing information, and other representations made within a proposal;
- Conduct interviews, presentations, demonstrations, reference checks, or other due-diligence activities;
- Request a **Best and Final Offer (BAFO)** when determined appropriate and permitted by applicable procurement requirements;
- Negotiate pricing, equipment configurations, service levels, implementation requirements, lease or financing provisions, contractual terms, and other matters as permitted by applicable law;
- Accept or reject proposed substitutions, alternatives, exceptions, qualifications, or modifications;
- Increase, decrease, relocate, consolidate, or otherwise modify anticipated equipment quantities and configurations based upon District needs and the results of the evaluation process;
- Make a single award, multiple awards, partial award, or no award when permitted and determined to be in the District's best interest;
- Award based upon the proposals received without further discussions or negotiations;
- Consider cooperative purchasing alternatives or other legally available procurement options when determined to provide better value to the District; and
- Exercise any other right or remedy available under applicable law, District policy, or the resulting agreement.

No Obligation to Award

The issuance of this Request for Proposals does **not** obligate Hitchcock ISD to award a contract, purchase or lease any equipment, guarantee any minimum quantity or expenditure, or proceed with the procurement.

The District may discontinue or cancel the solicitation at any time prior to execution of a final agreement when determined to be in its best interest and permitted by applicable law.

Proposal Preparation Costs

All costs associated with preparing, submitting, presenting, clarifying, negotiating, or otherwise participating in this solicitation shall be the sole responsibility of the proposer.

Hitchcock ISD shall have **no obligation to reimburse any proposer** for proposal preparation costs, travel expenses, demonstrations, presentations, negotiations, legal expenses, or other costs incurred in connection with this procurement.

District Determination

The District's evaluation and award determination will be based upon the Best Value considerations and evaluation criteria established within this RFP, applicable statutory requirements, and other information properly considered during the procurement process.

Nothing contained in this section shall be construed as a waiver of any immunity, defense, right, or remedy available to Hitchcock Independent School District under applicable Texas law

ATTACHMENT A

VENDOR PROPOSAL FORM

Proposal Submission Checklist

☐ Included in Proposal Submission

Legal Name of Firm: _____

DBA (if applicable): _____

Mailing Address: _____

City, State, Zip: _____

Telephone: _____

Website: _____

Primary Contact: _____

Title: _____

Email Address: _____

Federal Tax ID Number: _____

Manufacturer(s) Represented / Authorized Dealer Status: _____

The undersigned certifies that the information contained in this proposal is true and correct and that the proposer is authorized to submit this proposal on behalf of the firm.

Authorized Representative: _____

Title: _____

Signature: _____

Date: _____

ATTACHMENT B

PRICING PROPOSAL FORM

Proposal Submission Checklist

☐ **Detailed Pricing Sheet Included with Proposal**

The proposer shall submit a **detailed pricing sheet** with its proposal in accordance with the pricing requirements established in this RFP.

The pricing sheet shall clearly identify all costs associated with the proposed solution, including, as applicable:

- 36-, 48-, and 60-month lease pricing;
- Manufacturer and model proposed for each District location;
- Monthly lease cost by device;
- Black-and-white and color cost-per-impression rates;
- Included impression volumes and overage rates;
- Maintenance, parts, labor, toner, and supplies;
- Software, licensing, managed print, and reporting costs;
- Delivery, installation, network configuration, and training;
- Equipment relocation and end-of-term return/removal costs;
- Financing, documentation, administrative, or other fees; and
- **Total proposed cost for each lease option.**

All costs, fees, assumptions, exclusions, and pricing conditions must be clearly disclosed in the proposer's pricing sheet.

Company Name: _____

Authorized Representative: _____

Signature: _____

Date: _____

ATTACHMENT C

REFERENCES

Proposal Submission Checklist

☐ **Included in Proposal Submission**

Provide a minimum of **three (3) references**, preferably from Texas public school districts, governmental entities, or comparable multi-site organizations for which the proposer has provided multifunction copier equipment, leasing, maintenance, managed print services, or substantially similar services.

References should represent contracts of comparable **size, scope, complexity, and/or multi-site configuration** to the services contemplated by this RFP.

Hitchcock ISD reserves the right to contact any reference provided and to consider information obtained through reference checks as part of its evaluation of the proposer's qualifications and past performance.

Reference #1

Organization: _____

Contact Person: _____

Title: _____

Phone: _____

Email: _____

Approximate Number of Devices Supported: _____

Contract Term / Dates: _____

Services Provided:

Equipment / Managed Print Solution Provided:

Reference #2

Organization: _____

Contact Person: _____

Title: _____

Phone: _____

Email: _____

Approximate Number of Devices Supported: _____

Contract Term / Dates: _____

Services Provided:

Equipment / Managed Print Solution Provided:

Reference #3

Organization: _____

Contact Person: _____

Title: _____

Phone: _____

Email: _____

Approximate Number of Devices Supported: _____

Contract Term / Dates: _____

Services Provided:

Equipment / Managed Print Solution Provided:

ATTACHMENT D

NON-COLLUSION AFFIDAVIT

The undersigned certifies that this proposal has been independently prepared and submitted without collusion, consultation, communication, or agreement with any other proposer for the purpose of restricting competition.

Authorized Representative: _____

Signature: _____

Date: _____

ATTACHMENT E

FELONY CONVICTION NOTICE

Texas Education Code §44.034

Has the proposer or any owner of the proposer been convicted of a felony?

☐ Yes

☐ No

If yes, provide explanation below:

Authorized Representative Signature:

ATTACHMENT F

CRIMINAL HISTORY CERTIFICATION

The undersigned certifies compliance with Texas Education Code Chapter 22 and all applicable criminal history and fingerprinting requirements.

Authorized Representative:

Signature:

Date:

ATTACHMENT G

DEBARMENT CERTIFICATION

The proposer certifies that neither the firm nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in any federal or state program.

Authorized Representative:

Signature:

Date:

ATTACHMENT H

HB 89 VERIFICATION

The proposer shall complete any certification required by Texas Government Code Chapter 2271, if applicable.

Vendor verifies that it does not boycott Israel and will not boycott Israel during the term of any resulting contract, if applicable under Texas Government Code Chapter 2271.

☐ Applicable

☐ Not Applicable

Authorized Representative: _____

ATTACHMENT I

SB 252 VERIFICATION

The proposer shall complete any certification required by Texas Government Code Chapter 2274, if applicable.

Vendor verifies that it does not boycott energy companies and does not discriminate against firearm entities or firearm trade associations as required by Texas Government Code Chapters 2274 and 2276, if applicable.

☐ Applicable

☐ Not Applicable

Authorized Representative: _____

ATTACHMENT J

CONFLICT OF INTEREST REQUIREMENTS

Vendors are responsible for determining whether a Conflict of Interest Questionnaire (Form CIQ) must be filed pursuant to Texas Local Government Code Chapter 176.

Additional information and forms may be obtained from the Texas Ethics Commission.

ATTACHMENT K

INSURANCE REQUIREMENTS

☐ Insurance Requirements Acknowledged

The successful proposer shall comply with all insurance requirements established in **Section 7** of this RFP and shall provide evidence of required coverage prior to equipment delivery, installation, or commencement of services.

ATTACHMENT L

VENDOR ACKNOWLEDGMENT

The undersigned acknowledges receipt of the RFP and all addenda and agrees to comply with all requirements contained therein.

Firm Name: _____

Authorized Representative: _____

Signature: _____

Date: _____

ATTACHMENT M

W-9 REQUIREMENT

The successful proposer shall submit a current IRS Form W-9 prior to contract award.

ATTACHMENT N

NEWSPAPER ADVERTISEMENT NOTICE

NOTICE TO PROPOSERS

Hitchcock Independent School District is accepting competitive sealed proposals for:

RFP #26-09-0220RFP

Districtwide Multifunction Copier Equipment, Leasing, Maintenance & Managed Print Services

Proposal Due Date:
October 2, 2026
2:00 PM CT

Proposal documents may be obtained from Hitchcock Independent School District.

Questions regarding this solicitation shall be submitted in writing to:

James Briscoe
Director of Finance
Hitchcock Independent School District
jbriscoe@hitchcockisd.org

The deadline for submission of questions is **September 23, 2026, at 2:00 PM CT.**

Hitchcock Independent School District reserves the right to reject any or all proposals, waive minor informalities or irregularities, and make an award determined to provide the **Best Value to the District**, consistent with applicable law and District policy.