

Griffin-Spalding County School System
223 South Sixth Street
Griffin, Georgia 30224
770-229-3710

REQUEST FOR PROPOSAL:

COPY MACHINES AND MANAGED PRINT SERVICES

1. Nature of Request: The Griffin-Spalding County School System (the System) is seeking to procure through lease 84 copy machines for use in the entire system and managed print services (MPS) to include supply consumables, maintenance, repair, and asset inventory control for all of our networked and non-networked printers by one qualified vendor. Specifications for this capability are listed below. We are looking for the lowest and best bid (See number 6 for process).
2. Timeframe: The System is looking to select a vendor who can install the requested equipment no later than the week of July 22, 2021.
3. Specifications:
 - a. *Copiers:* [Attached](#) is a spreadsheet identifying projected copier locations and the *actual* page counts from July 2018-March 2021. Vendors are to identify equipment that would be appropriate in each situation, while meeting the specifications listed below.
 - Machines with a monthly volume of 10,000 or more must meet or exceed the following specifications:
 - A3 classification
 - Must include duplex copying, collating/sorting, hole punch, stapling
 - Speed must be 50 ppm or higher
 - Must have paper capacity of 1000 sheets or higher
 - Machines with a monthly volume less than 10,000 must meet or exceed the following specifications:
 - Speed must be 35 ppm or higher
 - Must include duplex copying
 - Must have paper capacity of 500 sheets or higher
 - All machines must be able to print in color
 - All machines must have an option for a full keyboard (not touchpad)
 - Connection to the local area network will require the following:
 - 10/100/1000 ethernet interface
 - Driver compatibility with latest version of Windows 10
 - Driver compatibility with latest version of Macintosh OS
 - Vendor will be assigned an IP address for each copier and connect copier to the network at the time of install

- Large capacity drawer required for 1 machine in the main office at each school and for all A3 machines at the Central Office
 - All copiers should support an eFax solution
 - eFax solution should be user friendly
 - eFax solution should not require a server to be located in the GSCS data center
 - eFax solution should allow users to fax from the copy machine and from email to fax
 - If eFax solution requires user authentication, it should integrate with Active Directory or Google (SAML) to simplify user authentication
 - Proposal should include estimates of any third party costs associated with eFax solution
 - Vendor shall configure the following security settings prior to or during installation.
 - Disable SNMP if not required for remote management. If SNMP is required for remote management, change the SNMP community string on all devices. SNMP community string must not be the default community string.
 - Disable ports for all features not in use.
 - Disable all protocols not in use.
 - Require SSL for remote connections to MFP (enforce https)
 - Change default username/password for admin remote connections to MFP
 - Data must be encrypted in transit and at rest
 - TLS 1.0 and 1.1 must be disabled
 - SMB must be disabled
 - SMTP must be disabled
 - NetBIOS must be disabled
 - FTP must be disabled
 - Scanning Requirements:
 - Single pass duplex scanning on all machines
 - Integrate with Gmail without using SMTP
 - Integration with Google Drive without using SMB
 - Scan to user workstation hard drive without using SMB
 - Scans must be encrypted in transit
- b. *Printers (MPS):* [Attached](#) is a list of the current printer devices in the school system and the *projected annual* print counts for each device. The RFP is requesting the support, maintenance, repair, supply consumables, asset inventory control, installation of firmware updates, and account management for the existing fleet of networked and non-networked printers. GSCS shall replace printers that can no longer be maintained in a cost effective manner. Replacement would need to be mutually agreeable to both GSCS and the vendor and may include purchasing or leasing printers from the vendor. An explanation detailing the process for adding printers if needed during the term of the lease should be included. Other criteria of the proposal include:

- Replacement printers must be compatible with PaperCut or PrinterLogic
 - MICR toner is required for two printers used for check printing
 - The vendor with the winning proposal shall conduct a site survey of all locations to ensure that all existing printers in the fleet are covered by the contract.
- c. Vendor shall utilize remote management software to gather data and report information on the fleet of copy machines AND printers. Remote management software must have the following functionality:
- Push firmware upgrades
 - Pull meter reads
 - Remote support
 - Proactive maintenance & repair
4. Pricing & Billing:
- a. *Copiers*: The System is requesting that proposers separate the cost of the copier equipment into two components: 1) lease cost for the equipment for a three (3) and four (4) year lease period; and, 2) maintenance costs expressed as a per page/copy cost to include costs of keeping the equipment in proper working condition (service and supplies) and providing toner as needed. Paper and staples are not to be included in the proposed charges. The System desires an arrangement that allows for the billing of per page/copy maintenance charges on a quarterly basis. The proposer may combine the bill into one system bill if more cost effective, but we will need a count to break the cost of the bill out to the schools/departments. **The per page bid should be based on an annual system count and not individual monthly minimums at each location.**
- b. *Printers (MPS)*: The System is requesting that proposers submit a cost per page for a black (mono rate) and a color rate (if applicable). The cost per page should include toner, parts and labor for break fix support, account management, installation of firmware upgrades, and reporting. The price will **not** include minimums or maximums – only pay for pages printed. The System desires an arrangement that allows for billing of per page charges on a quarterly basis. The proposer may combine the bill into one system bill, but we will need to account for the components of the bill by school/department. A breakdown of steps and related cost for adding printers during the course of the lease should also be included.
- c. Any addendums or new leases must be billed on the same cycle as the main lease.
5. Response: The System will evaluate proposals based on the appropriateness of the equipment contained in the response and the overall cost to the System in terms of lease and maintenance charges. Proposers should organize the response to identify the following;

- a. Copiers: Type of equipment proposed for each location and equipment specifications plus
 - Monthly lease payment based on a 3 year and 4 year lease period exclusive of maintenance charges
 - Maintenance charge expressed in terms of per page/copy to be invoiced on a quarterly basis
- b. Printers (MPS): The cost per page for a black (mono rate) and a color rate (if applicable).
- c. Acknowledgement that copier equipment meets the specifications as described in Number 3 above.
- d. Acknowledgement that the company chosen can provide service technicians within four business hours of a service call being placed.
- e. Acknowledgement of delivery date. Training of site personnel must be included at time of delivery or as arranged. Training videos must be available for copiers.
- f. Acknowledgement of clause allowing contract to terminate in the event funds are not appropriated (non-appropriation) for the continuation of the contract into a subsequent fiscal year
- g. Acknowledgement that there is no guaranteed minimum number of copies.
- h. Acknowledgement that the vendor will have the copiers picked up at the end of the term with no additional "pick up" fees and that the copier hard drives will be erased to ensure data privacy.
- i. Acknowledgement that contract leases will extend on a month-to-month basis if not cancelled at the end of the three or four year lease term.
- j. Acknowledgement that per copy maintenance charges will be fixed over the three or four year lease term (See FAQ).
- k. Answer additional questions:
 - Do the copiers have a secure print pin code? Describe the print release functionality.
 - Are the copiers compatible with Google Drive, Gmail, etc. without using SMTP or SMB? Describe the functionality.
 - What is the company's preventative maintenance schedule for copiers?
 - Please provide three customer references of similar size or larger entities.
 - Please describe the process for providing toner/ink, requesting toner/ink and/or service requests. Website? Phone number? Monitoring reports?
 - What is your first time fix rate?
 - What are the costs to add/remove a printer to/from the program?
 - Describe the desired process for adding a new printer to the MPS program.
 - Describe the process used to erase hard drives on copy machines.
 - Describe the process used when printers or copiers need to be replaced, moved to a new location, or have a change of IP address.
 - Is there an additional fee to move a copy machine to a new room within the same building? To a new building?
 - Can the vendor maintain a set of backup printers for hot swaps?
 - Are replacement printers compatible with PaperCut and PrinterLogic?
 - How will existing toner owned by the system be credited & used?

- Does the vendor offer tiered pricing for color?
- What is the additional cost of a full keyboard (not touchpad)?
- Does the remote management software for printers require the use of SNMP?

6. Calculation of responses: Price will be the primary factor in the determination of the winning bid. Copiers must meet the minimum requirements specified in the RFP. While we recognize other value added software may benefit the school district in productivity, these services are difficult to compare in projected use and value. At the same time, they are difficult to compare whether or not differences between company offerings are nominal or significant. Therefore, a low value will be placed on value added services outside of basic functionality and may come into play if the total estimated costs are close between vendors.

*Due to the lack of history and variability that may come with service of an existing fleet, we are electing to discount the MPS services in the calculation of the lowest bidders (for scoring purposes only). The MPS portion of the bid will be discounted at 50% in determining a final score.

The total bid score will be calculated as follows:

Copier:
 Annual Lease + (Annual est. copy count x cost per copy) = _____
 +
 MPS:
 Annual est. print count (black) x black cost per print = Total Cost x .5 = _____
 +
 Annual est. print count (color) x color cost per print = Total Cost x .5 = _____
 = Bid Score _____

If the lowest two bid scores are within **10%** of each other, we will invite the vendors to meet with GSCS representatives to discuss the value added options that may factor into a bid decision.

In the determination of the lowest two bid scores, the “lowest two” will be the lowest two *different* brands represented. For example, if two companies are bidding Xerox machines, the lowest two will take the lowest bidder of the Xerox machine and the next lowest bidder of a vendor representing a different brand in the determination of the lowest two bidders.

7. Proposals must be delivered by 4:00 PM on Friday, May 7, 2021, to:

Griffin-Spalding County School System
 Attn: Byron Jones, CFO
 223 South Sixth Street

Griffin, Georgia 30224

or, delivered by the same time and date via email to:

byron.jones@gscs.org

The final recommendation will be voted on during the Board Meeting on June 1st.

8. Questions can be directed to Byron Jones, Chief Financial Officer, 223 South Sixth Street, Griffin, Georgia 30224, by phone 770-229-3710 x 10309, or by email byron.jones@gscs.org.

Technical questions should be directed to Lonny Harper, lonny.harper@gscs.org, Director of Instructional Technology, and Josh Griffis, josh.griffis@gscs.org, Director of Administrative Technology.

A [frequently asked questions](#) document will be utilized to answer common questions.