



Request for Proposal

# Copier Lease and Maintenance Agreement Services

Hope Community Public Charter School is seeking competitive proposals to provide Copier Lease and Maintenance Services for SY 2022-2023.

**Proposals are due no later than Friday, August 12, 2022.**

## School Overview

Hope Community is an open-enrollment project-based learning public charter school that serves approximately 300 students in grades Pre-K through 8th grades that provide personalized and rigorous curriculums to develop skills essential for school, work, and life success. At Hope, we have a growth mindset that encourages our scholars in their continuous pursuit of excellence.

Additional information on the school is available at [www.Phalenacademies.org](http://www.Phalenacademies.org).

## Contact Information

All communication regarding this RFP shall be delivered via email to [operations@hopetolson.org](mailto:operations@hopetolson.org). Please include your point of contact's email to get answers to questions, updates, etc.

## Response Submission Guidelines

Responses to the RFP must be no more than thirty (20) pages, plus an appendix for personnel resumes and/or qualifications. Pages must be 8½" x 11".

The following actions may disqualify bids:

- Late submission of response.
- Submission of response in formats other than PDF (e.g., hard copies, Word, PowerPoint).
- Inquiries/questions regarding this RFP or RFP that are directed to any other HOPE COMMUNITY school's representative, vendor, agent, or email address other than [operations@hopetolson.org](mailto:operations@hopetolson.org).

## Project Summary

Hope Community Public Charter School desires to develop a strong partnership with a copier service provider that will assist in achieving the following key objectives:

- Create and implement an optimization and standardization strategy for the school’s copier fleet
- Reduce the school’s printing costs
- Improve Customer Service and Customer Support
- Evaluate and recommend print/copy/scan flow improvements
- Minimize downtime and maintenance calls

## Scope of Work

Hope Community PCS (HCPCS) is requesting proposals for the following services:

Service	Description & Requirements
Copier Lease and Maintenance Agreement	<p>HCPCS will be accepting proposals for a multifunction copier service agreement. We are seeking to secure a three-year lease agreement for four (4) high-volume and four (4) mid-volume copiers. 2 high-volume and 2 mid-volume copiers will be located on the main campus.</p> <ul style="list-style-type: none"><li>● All copiers supplied will be U.L. approved, energy star compliant.</li><li>● All copiers supplied at the time of initial installation will be the latest current models.</li><li>● Proposals are to include complete descriptive literature showing specifications of equipment offered. Literature must contain information on electrical and space requirements, as well as provide the dimensions of the copiers with and without optional features.</li><li>● Proposals are to include measurements to include maximum footprint widths, with optional features</li><li>● Each copier provided by the successful vendor(s) shall be expected to perform the intended functions, to operate satisfactorily, and to produce acceptable copy/print/scan quality during normal school operating hours.</li><li>● If a copier fails to operate at a minimum of 95% uptime during normal operating hours, then the copier shall be replaced with a new copier. This performance guarantee shall apply for the entire lease period beginning with the delivery/acceptance date of the equipment. Failure to meet</li></ul>

Service	Description & Requirements
	<p>the 95% uptime standard as required will cause HCPCS to take a service credit and withhold that amount from invoices owed to the Vendor(s), or HCPCS will have the right to terminate the lease agreement.</p> <p>Finisher with:</p> <ul style="list-style-type: none"> <li>● Staple unit (minimum 50 sheets)</li> <li>● Saddle unit</li> <li>● Hole punch finisher feature</li> <li>● Must have a duplex 2-sided copy/scan feature</li> </ul> <p>Paper Requirements:</p> <ul style="list-style-type: none"> <li>● Large capacity paper tray</li> <li>● Must accommodate paper handling for letter, legal, ledger</li> <li>● Must be compatible with various label and envelope stock sizes</li> </ul> <p>Finisher with:</p> <ul style="list-style-type: none"> <li>● Staple unit (minimum 50 sheets)</li> <li>● Hole punch finisher feature</li> <li>● Must have a duplex 2-sided copy/scan feature</li> </ul> <p>Paper Requirements:</p> <ul style="list-style-type: none"> <li>● Large capacity paper tray</li> <li>● Must accommodate paper handling for letter, legal, ledger</li> <li>● Must be compatible with various label and envelope stock sizes</li> </ul> <p>Software and User Features</p> <ul style="list-style-type: none"> <li>● Configure user department codes for prints/copies/scans</li> <li>● Easy user friendly menu interface</li> <li>● Easy access user directory/address book with configurable quick access directory</li> <li>● Configurable print/copy job presets</li> <li>● User scan/copy features which include reduce, enlarge, darkness control</li> </ul>

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	<ul style="list-style-type: none"> <li>● Setup scanning ability for color and black/white PDF and JPG.</li> </ul> <p>Security, Maintenance, and Support</p> <ul style="list-style-type: none"> <li>● Must be compatible with Windows Server 2012 or later (32 bit and 64 bit)</li> <li>● Must be compatible with Windows 10 (32 bit and 64 bit)</li> <li>● Must be able to setup and integrate with Active Directory</li> <li>● Download/provide from manufacturer, the very latest 32 bit and 64 bit drivers for each Device</li> <li>● Must allow Administrators ability to perform bulk changes and resources for copier users/user groups and device configurations</li> <li>● Must provide access to copier graphical user interface for administrator duties</li> <li>● Must allow administrators ability to perform adds, moves, changes to copier user(s)/user group(s)</li> <li>● Allow administrators ability to configure security settings</li> <li>● Provide diagnostic tools for administrators to perform troubleshooting</li> <li>● Must allow administrators ability to perform copy/print meter read reports</li> <li>● Must provide long-term warranty for all system hardware with a month-to-month option at the contract end.</li> <li>● Provide 3-year maintenance agreement</li> <li>● Provide user and administrator training</li> <li>● Provide service for toner collection/recycling</li> <li>● Provide b/w &amp; color toner, staples throughout the lease agreement</li> </ul> <p>Customer Support Services and Maintenance:</p> <p>Normal school office hours operate on a Monday through Friday, 7:30 a.m. – 4:00 p.m. schedule. The successful vendor(s) must provide ongoing telephone support regarding the use of the equipment to department end-users and IT staff during office hours. Vendor will provide a contact name and phone number (s)for support</p>

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	<p>and services staff. Please include the proposed method of managing service calls regarding:</p> <ul style="list-style-type: none"> <li>● Service organization background and qualifications</li> <li>● Method for service call tracking per device</li> <li>● Level of service specifications</li> <li>● Copier to Technician Ratio</li> <li>● Average Response Time</li> </ul> <p>Lease agreement must include full maintenance and service for the full length of the lease agreement, INCLUDING toner, staples and full network support services for the full length of the lease agreement. All proposal prices must include transportation, delivery, installation, network connectivity, and training of the equipment to the specified HCPCS locations.</p>

### Response Requirements

Responses will be accepted until **Friday, August 12, 2022** and should include the following information:

1. Proposals are to be submitted in **PDF Format** via email to: **operations@hopetolson.org** Attn: **Traci Milton-Porter**
2. To be considered, each vendor must submit a complete response to this solicitation.
3. Vendors or their authorized representatives are expected to fully inform themselves as to the conditions, requirements and specifications before submitting proposals; failure to do so will be at the vendor's own risk and he/she cannot secure relief on the plea of error.

### Respondent Qualifications

Vendors who can provide the services and meet the requirements specified in this RFP are invited

to respond. A respondent, by submitting a proposal, represents to Hope Community PCS that:

- It is licensed to do business in the District of Columbia;
- It maintains liability insurance and will furnish, if selected to provide services to the school, evidence of insurance;
- It and its employees who will provide services to Hope Community PCS are legally and professionally qualified to provide services in the District of Columbia;
- It is not debarred and/or suspended from conducting business with locally or federally funded organizations;
- Within the two years before the anticipated contract start date, it has conducted or will conduct criminal and sex offender background checks for all its employees or subcontractors scheduled to engage with students;
- It possesses or is able to obtain adequate financial resources as required to perform under this RFP;
- It is able to comply with the required or proposed RFP; and
- It has a satisfactory record of integrity and ethics.

### **Response Evaluation Criteria**

Hope Community PCS will evaluate responses on a qualitative and quantitative basis. Evaluation criteria may include the following:

- Past experience working with nonprofits, including charter schools in the District of Columbia, for provision of relevant services;
- Clarity of goals and objectives;
- Cost structure;
- Capacity for success;
- Potential impact;
- Results of discussions with other clients; and
- Vendor's completeness and timeliness in its response to Hope Community PCS.

The contract will be awarded to the firm, which in Hope Community PCS judgment, best represents the interests of Hope Community. Hope Community Public Charter School, in its sole discretion, reserves the rights to notify firms for interviews if it deems them necessary; reject specific consultants and team members; approve all sub-consultants, subcontractors, and project team members; and reject any and all responses.