



Request for Proposal

Acquisition & Implementation
of a District-Wide Copier Project

RFP Release Date: 05/05/2017

RFP Due Date: 05/19/2017

1 INTRODUCTION

Estill County Schools is a PreK-12 school district located in Irvine, KY. Our district has eight buildings, including five schools, one central office, one adult education facility, and a bus garage.

We have been involved in a copier contract for the past five years; this contract is due to expire on July 13, 2017 for all buildings, except for West Irvine Intermediate, whose contract expires on February 15, 2019. We are interested in continuing a district-wide copier lease for all buildings. Estill County Schools will be accepting a proposal for multifunction copier service agreement, for all buildings. We would like proposals for 60-month lease option.

2 STATEMENT OF PURPOSE

The purpose of this document is to solicit proposals for supplying networked copiers for all eight buildings in the Estill County School District.

The current system(s) in use by Estill meets the business needs of the organization in the following areas:

1. The old project consisted of 21 networked copiers.
2. All eight buildings have individual copy allotments.
3. Maintenance and toner are included in the agreement.
4. The copy overages are reconciled twice a year.

Our primary objectives in implementing a new copier project are as follows:

1. Continue using a district-wide copier fleet on a fiscal year contract, billed semi-annually
2. Improve operational efficiencies throughout the organization through the use of PaperCut.
3. Reduce overall operational costs
4. Increase the number of copies included in the yearly allotment
5. Full maintenance & service for entire length of lease agreement
6. Once West Irvine Intermediate's contract expires, set its new contract end date to same as the other contracts.
7. Have Papercut (with lease lifetime maintenance and upgrades), copier maintenance, toner, and staples included in the agreement.

Interested vendors should submit a bids which addresses the costs for the procurement, implementation of copiers from their organization, and shipping return costs (including insurance) for incumbent copiers.

3 GENERAL PROPOSAL INSTRUCTIONS AND CONDITIONS

3.1 Acceptance of Proposal

The Board of Education reserves the right to accept any proposal, to reject any or all proposals, to waive any irregularities or informalities in proposals received where such acceptance, rejection, or waiver is considered to be in its best interest. The Board of Education also reserves the right to reject any proposal where evidence or information submitted by the bidder does not provide satisfactory proof that the bidder is qualified to carry out the details of the contract.

All responses may be rejected at the discretion of the Estill County School District. Estill County Schools reserves the right to choose the response that best suits the Estill County School District's needs. This RFP in no way constitutes a contract or commitment to purchase or lease. If all responses are rejected, the Estill County Schools reserves the right to publish an RFP at a later date.

Proposal forms must be signed by either an officer or an agent of the firm who is authorized to legally bind the firm. The Board of Education reserves the right to waive defects and informalities in proposals, to reject any or all proposals, or to accept any proposal as may be deemed to its interest, and to award by item, combination or items or lot. Awarding of proposal is contingent upon an approved contract between bidder and Estill County Board of Education.

All proposals shall be effective for thirty (30) days from date of opening unless otherwise specified in special conditions of bidding, and no bid may be withdrawn prior to that time.

All bids MUST be submitted in a sealed envelope to the Estill County School District, with Appendix information included, inside the envelope, either printed out or on a flash drive. If Appendix information is not inside the envelope, it must be emailed (see 4.1.1 Proposal Spreadsheet.)

Bidding matrix calculation will be configured by the Chief Information Officer and committee for each qualified bidder. Bidders are requested not to contact the Board of Education for a tabulation of the proposals until June 2, 2017. At this time, a copy of the formal tabulation can be received by emailing jeremy.simpson@estill.kyschools.us. Tabulation results will be posted on the district website at <http://www.estill.kyschools.us/Content/CopierRFP>. Results will only be emailed if requested.

3.2 Model Procurement

The models or equivalent models as stated in section 3.3 Specifications of this RFP will be the standard for any and all bids. In the event of any conflict between this request for proposal and any bidders bid, the specifications shall control.

3.3 Specifications

The Board of Education reserves the right to determine the ability of any bidder to perform the work and any bidder shall, upon request, furnish such information as may be necessary to determine such ability, including performance bond, if requested.

It is to be understood that the bidder, if awarded an order or contract, agrees to protect, defend and save harmless the Board of Education from any suits or demands for payment that may be brought against it for the use of any patented material, process, article or device that may enter

into the manufacture, construction or form a part of the work covered by either order or contract; and the bidder further agrees to indemnify and save harmless the Board of Education from suits or damages received or sustained by any party or parties by, or for, any of the acts of the contractor, his/her servants or agents.

All bidders should be listed on Commonwealth of Kentucky contract as approved vendor.

3.4 Penalties and Background Check

In case of default by the vendor, the Board of Education may procure the articles or services from other sources and may deduct from any unpaid balance due the vendor the amount of the excess costs so paid, and the price paid shall be considered the prevailing market price at the time such purchase is made.

Vendor must supply the Estill County Board of Education with background checks for employees that will be entering school buildings.

3.5 Taxes

Estill County School's tax exempt status applies in accordance with 103 KAR 26:070. A state sales tax exempt certificate upon request shall be provided to the awarded bidder. Federal Excise Taxes or Kentucky Sales and Use Taxes are not applicable to any purchase made for use of the Board of Education. Proposals should not include any such taxes. Exemption certificates will be furnished as required. This district's Kentucky Sales and Use Tax Number is: B228.

3.6 Non-Discrimination

During the performance of this Contract, the Seller agrees as follows:

1. The Seller shall not discriminate against any employee, applicant, or subcontractor because of age, color, creed, handicap condition, marital or parental status, national origin, race, sex, veteran status, or political opinion or affiliation. The Seller shall take affirmative action to ensure that applicants are employed without regard to their age, color, creed, handicap condition, marital or parental status, national origin, race, sex, veteran status, or political opinion or affiliation. Such action shall include, although not limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The Seller agrees to post in conspicuous place notices setting forth the provisions of the Equal Opportunity clause.
2. The Seller shall in all solicitations and/or advertisements for employees placed by or on behalf of the Seller, state that all qualified applications shall receive consideration for employment with regard to age, color, creed, handicap condition, marital or parental status, national origin, race, sex, veteran status, or political opinion or affiliation.
3. The Seller shall cause any subcontractor engaged to perform any services required by this Contract to include this Equal Opportunity clause in all solicitations, advertisements and employment practices it shall perform.

3.7 RFP Questions

Our objective is to insure that we provide you with all of the information you need in order for you to provide the most complete response to this IFB as possible. As such, we welcome any and all questions which you might have. Questions or requests for clarification must be emailed to: jeremy.simpson@estill.kyschools.us. These questions and the answers to the questions will be distributed to all parties participating in the RFP process via the Copier RFP section on the district website (<http://www.estill.kyschools.us/Content/CopierRFP>). Phone discussions will not be permitted so as to provide the same information for all vendors.

3.8 Important Dates

| Date | Action |
|--------------------------------|--|
| 05/05/2017 | RFP is made available through email and/or district website. |
| 05/05/2017 | Vendors may begin submitting questions through email (see 3.7 above). |
| 05/09/2017 | Question and Answer process ends. |
| 05/19/2017 | <ul style="list-style-type: none">• Completed Response to RFP Due.• Packets should be delivered to: Estill County Board of Education Attn: Copier Bids P.O. Box 930 Irvine, KY 40336• Bid Packet should include one primary contact and his/her email address.• All electronic copies must be sent to jeremy.simpson@estill.kyschools.us. Confirmation of receipt will be return email. |
| 05/22/2017 | Packets/ Email will be opened at District's Central Office. No decisions will be made at this time and no questions will be answered. Bids will be announced and recorded on an official Bid Tabulation Sheet. |
| 05/22/2017 - 06/02/2017 | Committee will meet or possibly meet with top 2-3 vendors to ask questions, clarify information, etc. After discussion, a vendor will be chosen and bid will be awarded. |

**Estill County School District
Irvine, KY**

Request for Proposal

| | |
|-------------------|--|
| 06/02/2017 | Vendor will be notified of contract |
| 06/02/2017 | Vendors may contact the district for results of tabulation of the proposals. |
| 06/15/2017 | Board Meeting for acceptance of new contract |
| 07/13/2017 | Vendor will coordinate return of <u>ALL</u> current equipment with incumbent by July 13, 2017. |
| 07/13/2017 | All units installed with networked copying/printing functionality in every location. |
| 02/15/2019 | Vendor will coordinate return of West Irvine Intermediate current equipment with incumbent vendor by July 13/2017. |
| 02/15/2019 | West Irvine Intermediate units installed with networked copying/printing functionality. |

4 SCOPE OF THE RFP

4.1 Pricing Structure/Billing

Decision of the winning proposal will be based upon: quality of machine, price, service reputation, references, response time for service, and features available.

All pricing information should reflect a five (5) year leasing project of all buildings, including a shorter leasing project for West Irvine Intermediate that starts on 02/15/2019, until end date matching the end date of other buildings, based on the lowest possible rate available. Pricing for West Irvine Intermediate will be based upon pricing at onset of district least, or current winning bidder pricing, whichever is lowest. Evergreen Clauses will not be acceptable in any contract developed by the winning bidder and Estill County Board of Education.

Cost per copy will be fixed for term of lease agreement, without any price increase. That includes no price increases for base charges or click charges.

All equipment is to be listed on one invoice, detailing the usage by location, equipment name, and total overage throughout the district. A sample of an invoice is requested in the proposal showing the detailed billing for the district. (Appendix 4)

4.1.1 Proposal Spreadsheet

All pricing and proposal information must be entered on the spreadsheet listed in Appendix 1. The only information that will be considered during the bid opening is the information included on the district's spreadsheet. Bids that do not include information on the district's spreadsheet will be rejected.

Estill County School District

Irvine, KY

Request for Proposal

Excel Spreadsheet with all appendices will be emailed to vendors to use for submission of bid proposal. Completed spreadsheet can either be printed out and included with bid proposal, submitted on flash drive, or emailed. If emailed, reply confirmation will be sent for verification of receipt.

4.2 Hardware and Maintenance

Prices must be stated in units of quantity as specified and extended in total column for each item and/or lot in Appendix 1. All proposal prices must include transportation, delivery, installation, network connectivity, and training of the equipment to the specified Estill County Schools locations.

Lease agreement must include full maintenance and service for the full length of the lease agreement, INCLUDING toner and staples.

Full network support services for the full length of the lease agreement.

Only OEM parts, including those used for servicing machines, will be acceptable.

The cost to the school/district will be determined by multiplying the number of copies made by the quoted cost per copy plus base charges. The district shall not be charged for copies made via a service technician while performing maintenance or diagnosing problems on a machine. Those copies are to be noted by the technician signed-off on by the Principal or District personnel and deducted from that facility's and the District's billing.

All impressions (copies/prints) should be quoted on one cost per copy throughout entire school district, regardless of size or workload of equipment. The pricing must be a base charge plus cost-per-copy, regardless of model, which includes the equipment, parts and labor, supplies (excluding paper), delivery, installation, surge protection, training, network integration.

| Building | Address | Phone # | Contact |
|---------------------------|--|----------------|-----------------|
| Central Office | 253 Main Street Irvine, KY 40336 | 606-723-2181 | Jeremy Simpson |
| High School | 397 Engineer Road Irvine, KY 40336 | 606-723-3537 | Chris Winkler |
| Middle School | 51 Patriot Drive Irvine, KY 40336 | 606-723-5136 | Tim Burkhardt |
| West Irvine Intermediate | 155 Riverview Road Irvine, KY 40336 | 606-723-4800 | Charlotte Arvin |
| Estill Springs Elementary | 314 Main Street Irvine, KY 40336 | 606-723-7703 | Jessica Mullins |
| South Irvine Preschool | 1000 South Irvine Rd Irvine, KY 40336 | 606-723-4700 | Stephen Willis |
| Adult Education | 200 Wallace Circle Irvine, KY 40336 | 606-723-7323 | Mary Skipper |
| Bus Garage | 495 Engineer Road | 606-723-2482 | Arthur Ballard |

| | | | |
|--|------------------|--|--|
| | Irvine, KY 40336 | | |
|--|------------------|--|--|

4.2.1 Delivery/Removal of Equipment

All items provided pursuant to the copier contract may be delivered to the buildings directly, per the chart above. Vendor would need to contact the building principal or secretary to coordinate delivery times. Vendors must be willing coordinate removal and return of our current equipment to incumbent vendor. There is to be no down time between current copiers and new copiers if possible.

All equipment is to be delivered at the direction of and under the supervision of Estill County Schools. The winning vendor must notify the building principal prior to equipment delivery. Any attempted deliveries without a previously scheduled appointment will be refused and any additional delivery charge will be the responsibility of the vendor. If you cannot reach the contact at any time, please contact Jeremy Simpson at jeremy.simpson@estill.kyschools.us or 606-669-0541.

All delivery and installation charges shall be part of the original bid. The successful vendor will be responsible for the unloading, assembling of equipment, setting in place in each building and the removal of waste and debris to the complete satisfaction of Estill County Schools. In addition, initializing network services needs to be coordinated with district-level technology personnel. The winning vendor must have all units installed with networked copying/printing functionality by July 13, 2017, except for West Irvine Intermediate, which will start on February 15, 2019. Awarded vendor will contact current supplier whose contract will end July 13, 2017 for all buildings, except West Irvine, which will be February 15, 2019, and will coordinate returning of all equipment. The winning vendor agrees that at the end of this bidding process, they will cooperate with any other vendor in future transitions in the same manner.

Upon termination or non-renewal of any lease agreement or contract, vendor of the machines will be responsible for removal of their machines from the property controlled by the Estill County Board of Education within 14 business days. There shall be zero return or shipping fees assessed or paid by the Estill County Board of Education, as vendor of the machines assumes all such fees. At the end of the contract, all equipment must be picked up by vendor of the machines at no cost to the Estill County Board of Education. All this will be coordinated with the new vendor on both ends of the lease. Vendor of the machines will agree that at the end of this proposal process that all memory, hard drives, etc. will be erased prior to their physical removal from each building where they are located.

A detailed implementation plan must be provided-including date of delivery, training schedule, network connectivity schedule, and 30 day follow up expectation meeting. (Appendix 4)

4.2.2 Protection from Damage

The winning bidder shall be responsible for the necessary protection in shipping, handling, and delivery, and required guaranteeing that all items shall be in first class condition in every respect upon installation. Delivery of this equipment must be free of any defect or damages for acceptance under this contract.

General Conditions require all contractors working for the Estill County School District to carry liability and workmen's compensation insurance and to furnish proof of such coverage.

The minimum coverage acceptable is:

- a. Statutory Workmen's Compensation Insurance.
- b. Public Liability not less than \$1,000,000 single limit per occurrence.
- c. Property Damage Liability, including Contractual Liability, with limits of not less than \$1,000,000 single limit per occurrence.
- d. Automobile Liability Insurance, including all Owner, non-Owner or hired vehicles, with limits of not less than \$500,000.00 single limit per occurrence.

4.2.3 Service and Reporting

Estill County Schools will require the awarded vendor to supply the board office with detailed service reports associated with each device throughout the district every 90 days. The reports must show date of call, response time, completion time of call, and a brief description of the problem. Please provide sample of such report with response to quote.

Training will be provided to each school staff on proper use of equipment at no additional cost throughout term of agreement. Training will be provided to the School District by awarded vendor through a dedicated and responsible trainer.

Estill County Schools requires a 4-hour on-site response time to all locations in the district.

Lease agreement must include full maintenance, service, and labor for the full length of the lease agreement, INCLUDING toner and staples.

Full network support services for the full length of the least agreement.

For service, only OEM parts will be acceptable.

The vendor will be responsible for providing an assigned factory trained service technician, along with an assigned back-up service technician. Vendor shall provide assurance when a qualified technician will arrive on-site with adequate tools, parts, and equipment to perform most anticipated repairs.

All equipment must maintain a 98% quarterly uptime performance. Awarded vendor will be responsible for providing documentation to the district reflecting this

requirement is being maintained. Up-time is defined as the percentage of time the machine is on-site, operating according to specifications, and fully available for use by the customer during the hours of 7:00 a.m. to 5:00 p.m., Monday through Friday. It does not include time that the machine is not operational because of a key operator's failure to clear simple misfeeds or to load normal supplies such as toner or paper. A qualified technician must arrive onsite with adequate tools, parts, and equipment to perform most anticipated repairs within four (4) business hours of time of call. Loaners must be made available should equipment be down for more than 12 business hours. If equipment is continually having service problems, vendor must exchange equipment, at its expense for a like-type device. Vendor must guarantee absolute customer satisfaction or replace the machine upon customer's written request. Vendor is to include a copy of their written customer satisfaction guarantee.

Vendor is responsible for providing PaperCut software which will capture monthly meter readings on each multifunction device unit in such a way that no end-user intervention is required. This software must include maintenance and free upgrades for the duration of the lease for all buildings. In addition, software must have the ability to print reports to show volume, by machine distinguishing between print and copy, on a daily, monthly, annual basis (fleet management report). Vendor will work with school system and using these reports will help identify over/under utilized assets. A sample of vendor's fleet management report must be included with bid response. (Appendix 4)

Vendor must offer remote web support to the desktop to provide end-user assistance with printing problems and to allow remote troubleshooting of machine or print problems via the internet.

4.3 Property Taxes (PPT) and Fees

Property taxes are to be absorbed by vendor in the lease.

The Estill School District will not be responsible for property tax, late fees, filing fees, or any up-front payments. The school board is tax exempt and as such will not pay any sales, use, or property tax.

4.4 Copy Allocation

4.4.1 B/W Copy Allocation

Copy allocation should be a district-wide allocation. Overages should be calculated semi-annually (June 30th and Dec 31st). The district will pay for a copy allocation of 350,000 per month, which is equal to 4,200,000 per year, to be shared district-wide. Should overages occur, the district will reconcile twice a year.

No minimum number of impressions per month (copy/prints)-costs based on an impression basis will be included in the lease buyout price but a total of 350,000/month impressions will be included in the bid.

4.4.2 Color Copy Allocation

Copy allocation should be a district-wide allocation. Overages should be calculated semi-annually (June 30th and Dec 31st). The district will pay for a copy allocation of 5,400 per month, which is equal to 64,800 per year, to be shared district-wide. Should overages occur, the district will reconcile twice a year.

No minimum number of impressions per month (copy/prints)-costs based on an impression basis will be included in the lease buyout price but a total of 5,400 per month impressions will be included in the bid.

4.5 Equipment to be included

The quantities listed herein are not guaranteed; however, the staff anticipates purchasing the minimum quantities listed. The Board of Education reserves the right to order additional quantities as needed, and at the proposal prices, for the duration of the contract period.

Any equipment added after the initial lease agreement will be added into the same billing as the rest of the aggregate. All added copiers will also be charged the same per click price as the rest of the aggregate.

All multifunction equipment must meet Energy Star compliance standards.

Staples must be included as part of maintenance agreement for full length of lease for all copiers that have stapling finisher.

All copiers in each facility must be 100% new and not used, remanufactured, or newly remanufactured in each location. Vendor may not choose to place used or reconditioned equipment as part of this Bid. The Board of Education reserves the right to evaluate proposals based upon best value for the schools.

21 copiers by the following minimum specifications (Appendix 1 lists all current features by copier)

Universal Features to be included on all copiers:

- PaperCut – latest version for entire length of contract
- RFID Badge Reader capabilities
- Follow-my printing capabilities
- Mobile Printing
- Cloud Printing capabilities
- Document feeder
- Network printing, storing
- Universal send capabilities

- Users must be able to enter code for tracking copies, and copying/printing should suspend when maximum copy limit is reached
- No custom drivers for regular printing, print storing, secure printing, and using codes for tracking
- Duplex
- Reduce
- Enlarge
- Able to copy to legal size paper
- Able to copy to card stock or heavier grade paper

Current Copier Fleet (see Appendix 2)

5. AWARDING OF CONTRACTS

Contracts may be awarded to the best overall evaluated bidder meeting all specifications and conditions, and subject to all other provisions of this request for proposal. The Board of Education has the right to reject any and all proposals if it is deemed in its best interest. Bids will be evaluated based on the following criteria:

| Criteria | Percentage |
|---|-------------------|
| Price (Per Click and Lease Price will both be evaluated) | 80% |
| Perceived Overall Quality of Service (Maximum 3-page write-up), (Employees (w/training, background), Appointment Availability, etc. and answers to Appendix 3 about service. | 5% |
| Reporting features, functionality, Billing, and Prior relationship with the district (Samples) (Appendix 4) | 15% |
| Total | 100% |

Calculations will be configured by the Chief Information Officer and committee for each qualified bidder. Bidders are requested not to contact the Board of Education for a tabulation of the proposals until on or after June 2, 2017. At this time, a copy of the formal tabulation can be received by emailing jeremy.simpson@estill.kyschools.us as well as being viewed on the district website at <http://www.estill.kyschools.us/Content/CopierRFP>.

6. APPENDIX

- 6.1 Appendix 1 – New Lease Copier Spreadsheet**
(Excel Spreadsheet will all appendices will be emailed to vendors to use for submission of bid proposal.)

Estill County School District Irvine, KY

Request for Proposal

| | | | | | | | | 60 Month Term | | | Finishers Requirements | | | | | |
|--|-------------------|-----------------|----------------------------|---------------|----------------|----------------------------------|-------------------|----------------------------|------------------------|--------------------------|------------------------|---------|-------------------------|------------------|----------------|-----------------------------|
| Type | Pages Per Minutes | Location | # copies incl per month | Proposed Make | Proposed Model | Electrical Hook up 110 or 220 | Speed (pages/min) | Lease price per machine | *Per print rate B/W | *Per print Rate Color | Hole Punch | Stapler | Paper Cut Compatible | RFID Chip Reader | Color Scanning | Multiple Drawers (11x17) |
| Mono | 35 | Adult Education | 350,000 | | | | | | | | X | X | X | X | X | X |
| Color | 45 | Board | | | | | | | | | X | X | X | X | X | X |
| Color | 35 | Board | | | | | | | | | X | X | X | X | X | X |
| Mono | 85 | Board | | | | | | | | | X | X | X | X | X | X |
| Mono | 25 | Bus Garage | | | | | | | | | X | X | X | X | X | X |
| Color | 35 | Estill Springs | | | | | | | | | X | X | X | X | X | X |
| Mono | 85 | Estill Springs | | | | | | | | | X | X | X | X | X | X |
| Mono | 85 | Estill Springs | | | | | | | | | X | X | X | X | X | X |
| Mono | 85 | Estill Springs | | | | | | | | | X | X | X | X | X | X |
| Color | 25 | High School | | | | | | | | | X | X | X | X | X | X |
| Mono | 85 | High School | | | | | | | | | X | X | X | X | X | X |
| Mono | 85 | High School | | | | | | | | | X | X | X | X | X | X |
| Mono | 25 | High School | | | | | | | | | X | X | X | X | X | X |
| Color | 35 | Middle School | | | | | | | | | X | X | X | X | X | X |
| Mono | 85 | Middle School | | | | | | | | | X | X | X | X | X | X |
| Mono | 65 | Middle School | | | | | | | | | X | X | X | X | X | X |
| Color | 55 | S Irvine | | | | | | | | | X | X | X | X | X | X |
| Color | 35 | West Irvine | | | | | | | | | X | X | X | X | X | X |
| Mono | 85 | West Irvine | | | | | | | | | X | X | X | X | X | X |
| Mono | 85 | West Irvine | | | | | | | | | X | X | X | X | X | X |
| Mono | 85 | West Irvine | | | | | | | | | X | X | X | X | X | X |
| These are the finishing features we want to have on our copiers. Please list the individual cost of adding these finishing features so the school can back this out of the total lease price per unit if they so choose. | | | | | | | | | | | | | | | | |
| * Service/Maintenance to include all parts, toner, staples, labor, travel time, IT support, on-site training, preventative maintenance checks, all supplies except paper. | | | | | | | | | | | | | | | | |

6.2 Appendix 2 – Current Copier Fleet

Current Equipment

| Manufacturer | Model | Location |
|--------------|---------------|-----------------|
| Toshiba | E-STUDIO356 | Adult Education |
| Toshiba | E-STUDIO4540C | Board |
| Toshiba | E-STUDIO3040C | Board |
| Toshiba | E-STUDIO456 | Board |
| Toshiba | E-STUDIO356 | Board |
| Toshiba | E-STUDIO356 | Board |
| Toshiba | E-STUDIO256 | Bus Garage |
| Toshiba | E-STUDIO3040C | Estill Springs |
| Toshiba | E STUDIO 556 | Estill Springs |
| Toshiba | E STUDIO 556 | Estill Springs |
| Toshiba | E-STUDIO306 | High School |
| Toshiba | E STUDIO 756 | High School |
| Toshiba | E STUDIO 556 | High School |

Estill County School District
Irvine, KY

Request for Proposal

| | | |
|---------|---------------|---------------|
| Toshiba | E-STUDIO3040C | Middle School |
| Toshiba | E-STUDIO656 | Middle School |
| Toshiba | XM 3150 | Middle School |
| Toshiba | E-STUDIO3040C | S Irvine |
| Toshiba | E STUDIO 556 | S Irvine |
| Toshiba | E-STUDIO655 | West Irvine |
| Toshiba | E-STUDIO755 | West Irvine |
| Toshiba | E-STUDIO3555 | West Irvine |

6.3 Appendix 3 – Quality of Service Questionnaire

Please provide a brief answer for the following questions:

1. How are meter readings reported/supplied to the awarded vendor?
2. How are service calls placed to the vendor? What types of options are available in placing service calls?
3. How does your company track and respond to service calls?
4. What type of service history documentation can you provide to the school district?
5. Provide detail explanation of the process for ordering and shipping supplies required for quoted equipment.
6. Provide the number of factory-trained technicians that are available to service Estill County Schools, with listing of city in which the technicians are located.
7. Where the main service techs are located who will service our account?
8. Provide explanation of the process if the main service technician is not available to the school district.
9. Provide the average tenure of the technicians that will be assigned to the school district.
10. What type of geographic territory do the technicians assigned to Estill County Schools cover?
11. Please provide the process for emergency call and parts situations.
12. Provide the process for replacement of equipment that cannot be repaired by your company.
13. What type of network installation and support does your company offer to Estill County Schools for implementation of the equipment and post-sale support?

14. Provide a detailed implementation plan for installation, training, and network support.
15. What kind of support does your company offer to schools beyond copiers? (i.e. School Foundations, Project Grad, etc.)
16. What makes your company stand out among all other companies bidding on our contract?

6.4 Appendix 4 – Sample Documentation Information

| Please provide samples of the following: | | |
|---|--|--|
| Information | Description | |
| Meter reports by volume/usage based on individual | Monthly meter readings on each multi-function device unit in such a way that no end-user intervention is required. In addition, software must have the ability to print reports to show volume, by machine distinguishing between print and copy, on a daily, monthly, annual basis | |
| Bill with details | Provide a sample copy of what the bill will look like semi-annually. What details can be included? Will lease bill with overage? Etc? | |
| Service report | Estill County Schools will require the awarded vendor to supply the board office with detailed service reports associated with each device throughout the district every 90 days. The reports must show date of call, response time, completion time of call, and a brief description of the problem. Please provide sample of such report with response to quote. | What kind of service report can be sent based on copier down time? Include samples of these reports? How often can these be generated? How can/will these be generated? |
| Written satisfaction guarantee | Provide the district with the written satisfaction guarantee of your equipment and company policy. | |
| Detailed implementation Plan | Provide an outline of the plan for implementing this contract if awarded including date of delivery, training schedule, network connectivity schedule, coordination for return of current | |
| References from three points of contact | Contact names and numbers of three current customers | (Kentucky school districts is a plus) |