



**REQUEST FOR PROPOSALS
FOR
PRINTER MAINTENANCE PROGRAM
(#16-019)**

Date: September 19, 2016

Solano Community College
District Purchasing
4000 Suisun Valley Road
Fairfield, CA 94534

TABLE OF CONTENTS	PAGE
Instructions to Proposers	3
Notice to Proposers	4
Part A – General Terms and Conditions	5
SIGNATURE OF ACKNOWLEDGMENT	6
Part B – Technical Provisions	7
Part C – Service Specifications	13
Part D – Proposal Response	16
SIGNATURE OF AFFIRMATION	23
Statement of No Proposal	25
Exhibit A and Campus Map	Attachment

Solano Community College
District Purchasing
Attn: Cris Lee
4000 Suisun Valley Rd
Fairfield, Ca 94534

INSTRUCTIONS TO PROPOSERS

Included herein are General Terms and Conditions (Part A); the Technical Provisions (Part B); the Service Specifications (Part C); the Proposal Response (Part D) and Exhibit A (list of printers and campus map), which together with all attachments, constitute the entire "Proposal Package". Said Proposal Package must be the basis upon which all Proposals are offered and the same (the entire Proposal Package) must be kept together and returned, intact, by the time and at the place herein specified. The Proposer must manually sign the General Terms and Conditions (Part A) and Proposal Response (Part D). Any questions concerning this Proposal Package should be directed to the Buyer whose name appears above.

When awarded, this Proposal Package will become part of the "**Contract Document**". The Proposer's signature of Affirmation and Declaration constitutes the Proposer's agreement to the terms therein.

READ THE ENTIRE PROPOSAL CAREFULLY BEFORE SIGNING.

NOTICE TO PROPOSERS

The Solano Community College District is presently accepting **Request for Proposals for a Printer Maintenance Program**, as more described herein, **until 2:00 PM, October 17, 2016**. Any questions concerning the contents of this document should be e-mailed to Cris Lee at crishna.lee@solano.edu. Any changes and notices related to this solicitation will be posted by the District on the Purchasing Department's website at <http://www.solano.edu/purchasing/rfp.php>. In the event this RFP is obtained through any means other than the District's direct distribution, the District will not be responsible for the completeness, accuracy, or timeliness of the final RFP document.

To facilitate the evaluation process, **one (1) complete electronic version on a flash drive, one (1) original AND two (2) additional copies of the Request for Proposal shall be provided**. All Request for Proposals are preferred to be typed on 8½" x 11" paper, 12 point (or larger) Arial or Times New Roman font with 1" page margins on all sides.

Delivered Request for Proposals shall be enclosed and sealed in an envelope or container clearly marked **RFP No. 16-019, Printer Maintenance Program** and addressed to Solano Community College District, Attn: Purchasing. **RFP's may be delivered in one of the following methods:**

Hand delivered to: Solano Community College District Purchasing Attn: Cris Lee Bldg. 600, Room 638 4000 Suisun Valley Road Fairfield, CA 94534	U.S. Postal Service, UPS, FedEx, or other common carrier must be received by October 17, 2016: Solano Community College District Purchasing Attn: Cris Lee Bldg. 600, Room 638 4000 Suisun Valley Road Fairfield, CA 94534
--	--

EMAIL OR FAXED REQUEST FOR PROPOSAL WILL NOT BE ACCEPTED.
REQUEST FOR PROPOSAL DELIVERED TO OTHER THAN THE ABOVE STATED ADDRESS WILL BE REJECTED AND RETURNED TO THE PROPOSER UNOPENED. It is the Proposer's sole responsibility to ensure that his/her Request for Proposal is received at the proper place, at the proper time. Postmarks will not validate Request for Proposals which arrive after the deadline date/time listed above. Any Request for Proposal received after the scheduled closing time for receipt of Request for Proposal may be discarded without further consideration. Request for Proposal may be withdrawn by submitting a written request to crishna.lee@solano.edu prior to the scheduled closing time for receipt of Request for Proposal.

Proposers shall be bound to the pricing terms contained within their submitted Request for Proposal, which shall remain in effect as stated until at least **June 30, 2017**. Request for Proposal shall be signed by an authorized individual or officer of the firm submitting the RFP. If the Proposer is a corporation or limited liability company, the Request for Proposal shall be executed by either the chairman of the board, president, or vice president, the secretary, or the chief financial officer.

General Terms and Conditions (PART A)

1. **Prices:** All Proposal responses submitted must show the net Proposal price after any and all discounts allowable have been deducted. Price(s) offered are to be F.O.B. Destination. State sales tax and federal excise taxes shall be included as Solano Community College is not tax-exempt for materials sold directly to them.
2. **Proposal Submittal Costs:** Submittal of a Proposal is solely at the cost of the Proposer and Solano Community College in no way is liable or obligates itself for any cost accrued to the vendor in preparing the submitted Proposal.
3. **Proposal Obligation and Disposition:** The contents of the Proposal and any clarifications thereto submitted by the Proposer shall become part of the contractual obligation and incorporated by reference into the ensuing contracts. All Proposals become the property of Solano Community College and will not be returned to the Proposer.
4. **Compliance with Occupational Safety and Health Act (O.S.H.A.):** The Proposer certifies that all material, equipment, etc., contained in his/her Proposal meets all O.S.H.A. requirements.
5. **Laws, Statutes and Ordinances:** The terms and conditions of the Request for Proposal and the resulting contract or activities based upon the Request for Proposal shall be construed in accordance with the laws, statutes and ordinances applicable to Solano County. Where State Statutes and regulations are referenced, they shall apply to this Request for Proposal and to the resulting contract. The Contractor shall, at all times observe and comply with all Federal, State, local and municipal laws, ordinances, rules and regulations in any way affecting the contract.
6. **Familiarity with Law:** The Proposer is required to be familiar with all Federal, State and local laws, ordinances, rules, codes and regulations that in any manner affect the work. Ignorance on the part of the Proposer will in no way relieve him from responsibility.
7. **Acceptance and Rejection:** Solano Community College, reserves the right to reject any or all Proposals, for cause, to waive irregularities, if any, and to accept the Proposal or Proposals which in the judgment of Cris Lee, is in the best interest of Solano Community College.
8. **Disputes:** Any prospective Proposer who disputes the reasonableness or appropriateness of the notice of award, or notice of rejection, for any or all Proposals will submit a notice of protest in writing within seventy-two (72) hours (excluding official holidays, Saturdays and Sundays) to Solano Community College Purchasing by registered mail or hand deliver for which a receipt must be provided.

The Buyer will have five (5) business days upon receipt of the dispute notice to review the issues with the stakeholders and evaluation committee if necessary and consider the dispute as written. The Proposer may be requested to provide further clarification of the issues. Upon completion of this review process the Buyer will make a recommendation to the Director of Fiscal Services.

The Director of Fiscal Services may concur with the recommendation or arrive at a separate decision. The decision of the Director will be communicated to the Proposer in writing. This decision and the basis upon which it was made will be communicated within five (5) business days following the receipt of the recommendation from the Buyer. A single appeal of the Director of Fiscal Services decision is available by submitting a notice in writing within seventy-two (72) hours (excluding official holidays, Saturdays and Sundays) of receiving the Director of Fiscal Services decision requesting a Management review of the decision. Final decision of an appeal will be made by the VP of Finance & Administration

General Terms and Conditions outlined above are acknowledged. Our Proposal is attached.

Company Name

Date

Print Name/Title

SIGNATURE_____

NOTE: THIS PAGE MUST BE RETURNED WITH YOUR PROPOSAL. EACH PROPOSAL AND ANY CLARIFICATIONS TO THAT PROPOSAL AS WELL AS ALL AMENDMENTS OR ADDENDA TO THIS DOCUMENT SHALL BE SIGNED BY AN OFFICER OF THE COMPANY OR A DESIGNATED AGENT EMPOWERED TO BIND THE COMPANY IN CONTRACT.

TECHNICAL PROVISIONS- (PART B)

1. IN GENERAL:

The purpose of this Request for Proposal (RFP) is to select the vendor offering a Printer Maintenance Program that will provide the best value to Solano Community College (SCC) on an ongoing contractual basis. The Printer Maintenance Program is intended to reduce the amount of printer repairs and downtime from operational failures or lack of consumable supplies. This is accomplished by performing regularly scheduled maintenance, cleaning and replacement of worn assemblies and providing quick access to consumables and quick response for repairs as needed.

2. SCOPE OF WORK:

The Scope of this Proposal is to provide maintenance service, repair and all consumables (excluding paper) to all laser printers, MICR printers and plotters in service at SCC facilities located at the Fairfield, Vallejo and Vacaville campuses. The cost for these services is to be based on usage, billed at a fixed rate on a cost-per-printed page basis. SCC has approximately 293 network and non-network printers, one MICR printers and several plotters in service. All printers are owned by SCC. See Exhibit A for complete equipment list indicating Make, Model and location of all printers included in the Printer Maintenance Program.

The monthly usage will be determined from the equipment meter read. Printers that are on-line allowing meter reads to be remotely will be gathered by the vendor monthly. Printers that are not on-line will be read manually every quarter. Invoicing will be monthly in arrears and invoices will show detailed billing information including printer location, printer ID, beginning and ending meter reads and total quantity billed.

Each Proposer must provide and show evidence of the following minimum requirements:

- A strong record of customer service, proven experience and exemplary references.
- Assignment of a dedicated account manager to work with SCC assigned contract supervisor who will report, monitor and address concerns before they become issues, and maintain clear and open communication.
- Factory trained and authorized experienced technicians and management personnel.
- Ease of contact by phone or website by SCC end users.
- Quick response guarantee - Same or next day delivery of supplies and requests for service.
- OEM parts and supplies.
- Financially stable with strong supplier relationship

3. PROPOSER QUALIFICATIONS

Proposals shall be considered only from providers who can clearly demonstrate to SCC a professional ability to perform the type of work specified within the RFP. Proposers must be able to demonstrate adequate organization, financial backing, equipment and personnel to ensure continuous provision of quality service. In the determination of the evidence of responsibility and ability to perform the contract services, Solano Community College reserves the right to investigate the financial condition, experience record, personnel, equipment, facilities and organization of the Proposer. The Buyer shall determine whether the evidence of responsibility and ability to perform is satisfactory, and will make awards only when such evidence is deemed satisfactory. The Buyer reserves the right to reject a Proposal when evidence indicates the inability to perform the work specified within the RFP.

4. COMMUNICATION BETWEEN PARTIES

All questions in regard to this RFP are to be directed, in writing to the Buyer: Cris Lee, crishna.lee@solano.edu or by fax at 707-646-2097. In the interest of public access, all documents relating to this RFP will be posted to the SCC website at <http://www.solano.edu/purchasing/rfp.php>. This will include Q & A responses, amendments, addenda etc. Posting documents to the SCC website is considered the official method of notification.

5. EXAMINATION OF SITE

In lieu of visiting each facility housing the equipment, SCC will provide a comprehensive list of equipment and facility addresses (see Exhibit A) as well as a map. Proposers will be responsible for pinpointing locations as listed in Exhibit A to become satisfied as to the geographical area of the work required. The submission of a Proposal will be construed as evidence that such an examination of the geographical area to be covered has been made. Later claims for mileage or travel time will not be allowed.

6. PREPARATION AND SUBMITTAL OF PROPOSALS

All Proposals shall be signed in ink by the authorized principle of the firm. A signature of Acknowledgement to General Terms and Conditions (Part A) is required on page six (6) and a signature of Affirmation is required on page twenty-three (23). All amendments to the RFP require a signature acknowledgement by the Proposer and must be returned with the Proposal response.

Proposal responses must be submitted in a sealed package. The face of the package shall indicate the RFP name, number and time and date of the public opening. Proposals must be received by SCC Purchasing Department not later than the time and date shown on page four (4). Proposers mailing their Proposal Packages should allow for normal mail time to ensure receipt by SCC District Purchasing prior to the time and date fixed for the acceptance of the Proposals. Proposals or unsolicited amendments to Proposals, received by SCC after the acceptance date will not be considered and will be returned unopened marked "Received after the deadline for Opening of Proposals".

Proposers shall submit the required Proposal documents and any additional literature in triplicate - one (1) original copies, each marked appropriately, and one (1) electronic copy in Microsoft Windows® compatible format such as Portable Document Format (PDF) saved on a USB flash drive. Any proprietary information should be marked as such on the original and copies and should be saved to a folder separate from the rest of the Proposal in the electronic copy.

Solano Community College reserves the right to postpone the date for receipt and opening of Proposals or other deadlines and will make a reasonable effort to give at least five (5) calendar day notice of any such postponement to each prospective Proposer.

7. RIGHT TO REJECT, NEGOTIATE, AND/OR CANCEL:

Solano Community College reserves the right to reject any and all proposals if such a rejection is in the College's best interest. This RFP is a solicitation for offers and is not to be construed as an offer, guarantee, or a promise that the solicited services will be purchased the College. SCC may withdraw this request for proposals at any time and for any reason without liability for damages, including, but not limited to, bid preparation costs. Additionally, SCC reserves the right to negotiate with the apparently successful proposer and requires additional information or modification from a proposer.

EVALUATION OF PROPOSALS

Initially all Proposals submitted will be reviewed to determine if the Proposer is both responsive in terms of the completeness of the Proposal Package and responsible in that proof of a legal, legitimate business enterprise has been provided along with any other qualifications stipulated. Proposals determined to be deficient in either responsiveness or responsibility may be rejected without further evaluation.

Proposals determined to have met the minimum requirements will then be evaluated based on the following weighted criteria. These criteria relate directly to information required in the Proposal Response, (Part D), and are presented in the same outline. It is therefore important to maintain the organization of your response as outlined so the evaluators may easily locate the required documents. The Proposal Response, (Part D) offers details of the criteria below.

- a. Price
- b. Company Overview
- c. Personnel & Management
- d. Program Details
- e. References

An evaluation committee will meet to read and score all eligible Proposals. Any clarifications requested by a committee member will be presented to the Proposer through the Buyer. When all evaluations are complete, the Buyer will tabulate the results providing a scoring matrix indicating the group's collective ranking of each Proposer.

8. AWARD:

The Buyer will submit the evaluation committee's final recommendation for award to Governing board.

9. CONTRACTUAL OBLIGATIONS:

The Contractor may not sublet or subcontract any contractual obligations concerning this Proposal matter except as provided for in the written contract between SCC and the Contractor.

10. DEFAULT:

The contract may be cancelled with cause by SCC in whole or in part by written notice of default to the Contractor based on non-performance or violation of contract terms. When issuing a notice of default and intent to terminate, SCC may opt to allow the Contractor an opportunity to cure or correct the default conditions specified within a given time period. Assessment as to the success of the attempt to cure rests solely with SCC. A written final determination will be provided by SCC. It shall be at the discretion of SCC to order the Contractor to stop work immediately and leave the premises or to provide a final date of services when a notice of termination is executed.

Upon default of a Contractor, SCC may obtain services or products specified on the open market or opt to negotiate a new contract with the next best responsive and responsible Proposer. Contractors who default may be removed from SCC Vendor database.

11. CANCELLATION:

When deemed to be in the best interest of SCC, any contract(s) resulting from this specification may be canceled without cause by providing thirty (30) calendar days written notice to the Contractor.

If it becomes necessary to terminate the contract without cause, all services and/or materials provided

through the date of receipt of written notice of cancellation may be invoiced to SCC and will be considered for payment providing documentation of said expenses are forwarded with the request for payment.

12. NEXT BEST PROPOSER:

In the event of a default by the Contractor, SCC reserves the right to award to the next best Proposer. In the event of this occurrence, the next best Proposer shall be required to provide the Proposal items at the prices as contained on their Proposal for this specification for the remainder of the award period.

13. CONTRACT TERM:

The initial contract term shall be two (2) years from commencement date. Upon mutual agreement, the contract may be renewed for three (3) consecutive one year renewal periods. Changes in the contractual provisions or services to be furnished under the contract may be made only in writing, and must be approved by SCC and the agent of the Contractor. Should a decision be made to increase the scope of the contract, SCC and the Contractor will mutually agree, in writing, to an adjusted contract price.

14. ESCALATION/DE-ESCALATION:

Request for pricing escalation/de-escalation will be allowed provided the Contractor notifies SCC of the pending increase/decrease a minimum of thirty (30) calendar days prior to the end of each one (1) year period for which the bid was awarded. Said notification shall consist of proof of increased expense to the Contractor, such as manufacturer's increased cost of supplies, fuel cost increases etc. Failure to comply with these instructions shall be grounds for disallowance of the escalation/de-escalation clause as stated herein. SCC will also allow for re-negotiation of usage pricing if there is a significant change in the quantity of the equipment to be serviced under this contract.

15. CERTIFICATES OF INSURANCE:

15.1 The Contractor shall procure and maintain at all times it performs any portion of the Services the following insurance with minimum limits equal to the amount indicated below.

Type of Coverage	Minimum Requirement
Commercial General Liability Insurance, including Bodily Injury, Personal Injury, Property Damage, Advertising Injury, and Medical Payments Each Occurrence General Aggregate	\$ 1,000,000 \$ 2,000,000
Automobile Liability Insurance - Any Auto Each Occurrence General Aggregate	\$ 1,000,000 \$ 2,000,000
Workers Compensation	Statutory Limits

Employer's Liability	\$ 1,000,000
-----------------------------	--------------

15.1.1 Commercial General Liability and Automobile Liability Insurance. Commercial General Liability Insurance and Any Auto Automobile Liability Insurance that shall protect the Contractor, the District, and the State from all claims of bodily injury, property damage, personal injury, death, advertising injury, and medical payments arising performing any portion of the Services. (Form CG 0001 and CA 0001, or forms substantially similar, if approved by the District.)

15.1.2 Workers' Compensation and Employers' Liability Insurance. Workers' Compensation Insurance and Employers' Liability Insurance for all of its employees performing any portion of the Services. In accordance with provisions of section 3700 of the California Labor Code, the Contractor shall be required to secure workers' compensation coverage for its employees. If any class of employee or employees engaged in performing any portion of the Services under this Agreement are not protected under the Workers' Compensation Statute, adequate insurance coverage for the protection of any employee(s) not otherwise protected must be obtained before any of those employee(s) commence performing any portion of the Services.

15.2 Proof of Carriage of Insurance. The Contractor shall not commence performing any portion of the Services until all required insurance has been obtained and certificates indicating the required coverage have been delivered in duplicate to the District and approved by the District. Certificates and insurance policies shall include the following:

15.2.1 A clause stating: "This policy shall not be canceled or reduced in required limits of liability or amounts of insurance until notice has been mailed to the District, stating date of cancellation or reduction. Date of cancellation or reduction shall not be less than thirty (30) days after date of mailing notice."

15.2.2 Language stating in particular those insured, extent of insurance, location and operation to which insurance applies, expiration date, to whom cancellation and reduction notice will be sent, and length of notice period.

15.2.3 An endorsement stating that the District and its Governing Board, agents, representatives, employees, trustees, officers, consultants, and volunteers are named additional insured under all policies except Workers' Compensation Insurance, Professional Liability, and Employers' Liability Insurance. An endorsement shall also state that Contractor's insurance policies shall be primary to any insurance or self-insurance maintained by District. An endorsement shall also state that there shall be a waiver of any subrogation.

15.2.4 All policies except the Professional Liability, Workers' Compensation Insurance, and Employers' Liability Insurance Policies shall be written on an occurrence form.

15.3 Acceptability of Insurers. Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A: VII, unless otherwise acceptable to the District

16. **INDEMNIFICATION AND HOLD HARMLESS AGREEMENT:**

INDEMNIFICATION: To the furthest extent permitted by California law, Contractor shall defend, indemnify, and hold harmless the District, their agents, representatives, officers, consultants, employees, and volunteers (the "indemnified parties") from any and all demands, losses, liabilities, claims, suits, and actions (the "claims") of any kind, nature, and description, including, but not limited to, attorneys' fees and costs, directly or indirectly arising from personal or bodily injuries, death, property damage, or otherwise arising out of, connected with, or resulting from the performance of this Contract unless the claims are caused wholly by the sole or active negligence or willful misconduct of the indemnified parties. The District shall have the right to accept or reject any legal representation that Contractor proposes to defend the District.

17. OTHER TERMS AND CONDITIONS:

- a. **Equal Employment Opportunity.** The Contractor shall comply with all provisions of Federal, State and local regulations to ensure that no employee or applicant for employment is discriminated against because of race, religion, color, sex, age, handicap or national origin.
- b. **Warranty Against Contingent Fees.** The Contractor will agree to warrant that no person or selling agency has been employed or retained to solicit this contract upon an agreement of understanding for commission, percentage, brokerage or contingency, except bona fide employees or selling agents maintained by the Proposer for the purpose of securing business.
- c. **Licensing.** It is the responsibility of the Proposer to have and maintain the appropriate licenses and certificates valid for company to operate and for all employees to carry out the duties of the assignment.

18. INVOICING AND PAYMENTS:

The Contractor will invoice SCC monthly, in arrears. At a minimum, an invoice shall show the make and model of the equipment, the location of the equipment and the assigned SCC billing identifier for that location, the beginning and ending meter readings, number of copies billed and the per copy rate.

Invoices **Must** be emailed to accountspayable@solano.edu.

TECHNICAL SPECIFICATIONS (PART C)

1. GENERAL REQUIREMENTS

The Proposer will be expected to respond with a detailed description of their company's ability to provide the services specified. The specifications listed below are intended to provide the minimum requirements of Solano Community College (SCC). The Proposer will describe the methods, resources, systems and processes utilized to create and maintain an outstanding plan for service. While the specifications listed herein represent SCC preferences, they are not intended to be restrictive to potential vendors. They are intended to serve as guidelines to features required for satisfactory performance.

The Proposer should identify and explain other unique services offered that have not been addressed but may be deemed appropriate and consistent with requirements listed.

The Proposer shall have adequate organization, facilities, equipment and personnel to ensure prompt and efficient service. The Proposer shall provide service as is necessary to maintain the equipment in good operating condition and in accordance with all manufacturers' guidelines, including replacement of parts which have broken or worn out through normal use.

2. FEE CALCULATION AND EQUIPMENT OWNERSHIP OPTIONS

The cost for services is to be based on usage, billed at a fixed rate on a cost-per-printed page basis, or in the case of the plotters, a cost per inch. The fee will cover toner, replacement parts, repairs and an annual preventative maintenance and cleaning. It is this fixed rate amount that the Proposer must competitively bid, though as explained, other Proposer qualifications will be considered as per the criteria listed. Equipment identified under this contract must be tagged in a conspicuous manner with the equipment serial number, the service provider's company name and contact information.

3. SUPPLIES AND MAINTENANCE

Printer Maintenance Program shall include all consumables (except paper), including toner, cleaning supplies, user replaceable items, and the delivery at no charge to the end user at the equipment location address.

Printer Maintenance Program shall include one-hundred percent (100%) of the cost of labor, parts, supplies, shipping and any fees associated with the repair and/or maintenance of the equipment and all installed options and accessories including but not limited to network adapters, output stackers, MICR feature sets and duplexers.

SCC is requesting at a minimum, per each unit of equipment, one (1) preventative maintenance service annually as per manufacturer specifications and model specific requirements. For the purposes of this document, "preventative maintenance service" shall also include the procurement and application of current equipment firmware as required. SCC has the right, upon written notice to the Contractor, to identify equipment that may be exempted from firmware updates.

Toner replacement orders will be placed by users within the department in which the equipment resides. Every effort to deliver toner the same day as ordered should be made, however, orders placed after 1:00 PM may be delivered the following business morning. At no time shall Toner delivery exceed 24 hours from the time of order.

Maintenance service shall be provided during SCC's normal business hours, 8:00 AM to 5:00 PM Monday through Friday excluding academic holidays.

Parts and supplies, including toner cartridges must meet OEM standards and must perform in accordance with manufacturer and industry standards. Re-manufactured toner cartridges can be used if toner meets OEM quality and technical specifications. The Contractor shall remove all "spent" toner cartridges when replacement cartridges are delivered.

3. REPAIR AND REPLACEMENT

All "End User Reports" of malfunctioning or inoperable equipment will be directed to Graphics who will place the repair order with the Printer Maintenance Program Contractor. Response to a repair order should be within 24 hours after receipt of order.

Equipment identified as irreparable is to be reported to Graphics. For the purposes of this document, irreparable is defined as a single serial number equipment item that meets ANY of the below criteria.

- The equipment has been the subject of repair due to equipment hardware or mechanical malfunction more than three (3) times in a thirty (30) day period or five (5) times in a ninety (90) day period

4. REPORTING AND BILLING

Invoicing shall be monthly in arrears. The invoice may show a summary amount if accompanied by a detailed Excel spreadsheet which will be sorted and sub-totaled by printer and facility billing identifier and will show the printer make and model, the beginning and ending meter numbers, number of printed pages billed and date the count was recorded. Every attempt should be made to take meter readings on the last day of the month.

A maintenance report will be required for each service or repair performed upon a printer and should include a synopsis of work performed, parts replaced and a description of all corrective measures.

The collection of usage figures should be automated for all supported local and network attached printers, and collected by the Contractor. SCC will provide a suitable server and connectivity, as required, for the Contractor's collection process. The Contractor's collection tool will not be allowed to scan any SCC network. The initial setup to target individual printers for collection will need to be coordinated with SCC IT Department within the first 30 days from commencement. The Contractor will comply with SCC computer and network usage policies, present and future.

Usage for non-network attached printers will be based on monthly estimates with quarterly reconciliation. The collection of usage information for the purposes of quarterly reconciliation will be the responsibility of the Contractor.

If color output is billed at a different rate than black and white, usage collection of color capable devices must track color output and black and white output separately and bill accordingly.

SCC reserves the right to audit usage billing figures by auditing the billed page counts in comparison to page counts reported on the equipment. The Contractor agrees to make any adjustment necessary upon written notification of a discrepancy.

5. REQUIRED DOCUMENTATION

Proposers shall provide the following with their response:

- a. Pricing options.
- b. A Company Overview narrative to include such information as: the length of time the Proposer has been operating printer services under the same business name; company ownership and organizational structure; financial capability and support; supplier networks and relationships. Documents to be submitted in this section may include financial statements, business tax receipt, articles of incorporation, certificates of insurance, any applicable licensing etc.
- c. A narrative regarding numbers of personnel and their experience, qualifications and training. Documents to include resumes, training certificates etc.
- d. A Program narrative to include a Plan for Service and a detailed description of how the service program would be implemented and administered. Include a transition and implementation schedule, an explanation of how SCC employees would contact and place orders, how orders would be processed, response guarantees, details of annual maintenance and other innovative ideas. Documents to include sample reports, invoices, screen shots, etc.
- e. References: A list of at least three customers (government entities preferred), who may be contacted for comment. Include customers' estimated yearly contract dollar amounts.

PROPOSAL RESPONSE (PART D)

The undersigned understands that this Proposal **must be signed** in ink and that an **unsigned** Proposal will be considered non-responsive subject to rejection by Solano Community College

THE UNDERSIGNED, BY THE SIGNATURE EVIDENCED, REPRESENTS THAT THE PROPOSER ACCEPTS THE TERMS, CONDITIONS, MANDATES, AND OTHER PROVISIONS OF THE FOREGOING GENERAL TERMS AND CONDITIONS (PART A), THE SPECIAL PROVISIONS (PART B) AND THE SERVICE SPECIFICATIONS (PART C), SAID DOCUMENTS BEING THE STRICT BASIS UPON WHICH THE SAID PROPOSER MAKES THIS PROPOSAL.

1. PROPOSAL RESPONSE COST

Company Name: _____

The undersigned has carefully examined the Proposal Package and all conditions affecting the cost of the service required by Solano Community College.

The undersigned certifies that any exceptions to the Proposal specifications are noted on the attached exceptions form. All specifications not noted thereon are as requested. The undersigned also understands that any exceptions presented after the award, may be cause for cancellation of award.

We hereby propose to furnish the services described herein in accordance with the Proposal Package, except as noted on attached Exceptions Form:

OPTION A

Fee per printed page (or per inch for plotters) based on equipment meter will be charged to cover all consumables, annual maintenance and repairs as needed.

<u>Line #</u>	<u>Description</u>	<u>Usage Fee per printed page or linear</u>
A1.	LASER - COLOR	\$_____/Page
A2.	LASER - BACK/WHITE	\$_____/Page
A3.	MICR	\$_____/Page
A4.	PLOTTER	\$_____/Linear Inch

3. NARRATIVES & DOCUMENTATION

The outline below corresponds with the criteria on which we will evaluate your Proposal in reference to our needs and to the Proposals of others. It is therefore important to maintain the organization of your response as outlined so the evaluators may easily locate the required documents. Include narratives and supporting documentation.

Section title pages provided with examples of what is to be included. Do not limit yourself.

- a. Company Overview - Proposer's Corporate, Financial and Organizational Capability and Support.
- b. Personnel – Management experience, number of technical personnel available to respond to service calls and their qualifications, experience and training.
- c. Program Details - Ordering process for consumables and service. Delivery/Response guarantees.
Best business practices
- d. References from current customers with similar requirements and their estimated yearly contract costs.

Response Section Cover Page

Part D Proposal Response – 3a) Company Overview

Narrative: Corporate, Financial and Organizational Capability and Support include such information as:
Company History and Philosophy Years in Business
Mission Statement Principal Stakeholders
Corporate and Local Organizational Structure

Documents: Insurance Certificates
IRS Form W9

Response Section Cover Page

Part D Proposal Response – 3b) Personnel Experience and Training

- Narrative: Identify local management personnel, their experience and qualifications; provide number of available technicians and their qualifications, experience and training; identify contract manager or dedicated customer services representative etc.
- Documents: Resumes of management and technicians.
Training certifications

Response Section Cover Page

Part D Proposal Response– 3c) Program Details

Narrative: Describe in detail the operational processes of the printer maintenance program you would implement for SCC. Include methods of contact, ordering, response time guarantees, reporting, monitoring, scheduling etc. Include an implementation schedule.

Describe any network requirements you may need.

Under your proposed program, describe any scenario where SCC would be responsible for repairs.

Documents: Screen shots of website ordering pages.

Sample copies of reports, repair orders, equipment logs, invoices etc.

Response Section Cover Page

Part D Proposal Response – 3d) References

Provide a minimum of three references of current customers that would have service needs similar to the needs of SCC. Include:

Company/Agency Name _____

Contact Person Name & Title _____

Phone number _____

Email address _____

Approximate annual contract amount \$ _____

Company/Agency Name _____

Contact Person Name & Title _____

Phone number _____

Email address _____

Approximate annual contract amount \$ _____

Company/Agency Name _____

Contact Person Name & Title _____

Phone number _____

Email address _____

Approximate annual contract amount \$ _____



Solano Community College District
Purchasing Office
4000 Suisun Valley Road Fairfield, CA 94534
Phone (707) 864-7167 E-fax (707) 646-2097

PLEASE RETURN COMPLETED VENDOR APPLICATION TO: **PURCHASING
OFFICE**

VENDOR APPLICATION

<input type="checkbox"/> New Application		<input type="checkbox"/> Change Application		<input type="checkbox"/> Date:	
1. MAIN ADDRESS (Legal Name and Address of Entity) <hr/> <hr/> Phone: _____ Fax: _____ Email: _____ Website: _____			2. REMIT-TO ADDRESS (Mailing Address for Payments <i>COMPLETE ONLY IF DIFFERENT FROM MAIN ADDRESS</i>) <hr/> <hr/> Phone: _____ Fax: _____ Email: _____ Website: _____		
3. CONTACT INFORMATION					
CONTACTS	NAME/TITLE	EMAIL	TELEPHONE	FAX	
Sales (Primary):					
Sales (Secondary):					
President/VP:					
Other Contact:					
4. TYPE of FIRM (Check One)					
<input type="checkbox"/> Goods Only (Taxable)		<input type="checkbox"/> Services Only (Non-Taxable)		<input type="checkbox"/> Education or Government	
5. TYPE of ORGANIZATION (Check One)					
<input type="checkbox"/> Sole Proprietorship		<input type="checkbox"/> Partnership		<input type="checkbox"/> Corporation	
		<input type="checkbox"/> Limited Liability Corporation		<input type="checkbox"/> Education	
6. TAX INFORMATION (Check One and Provide Number)					
<input type="checkbox"/> Federal Tax ID _____					
7. TYPE of CONTRACTOR (Please specify the type that best depicts your company. (ONLY Check One TYPE)					
<input type="checkbox"/> A&E	<input type="checkbox"/> Advertisin	<input type="checkbox"/> Asphalt/Concrete	<input type="checkbox"/> Automobile	<input type="checkbox"/> Construction	
<input type="checkbox"/> Consultant	<input type="checkbox"/> Electrical	<input type="checkbox"/> Electronics	<input type="checkbox"/> Employee/Student	<input type="checkbox"/> General	
<input type="checkbox"/> Goods	<input type="checkbox"/> Hardware	<input type="checkbox"/> Instrumentation	<input type="checkbox"/> Mechanical	<input type="checkbox"/> Painter	
<input type="checkbox"/> Plumber	<input type="checkbox"/> Printer/Copying	<input type="checkbox"/> Roofer	<input type="checkbox"/> Scientifi	<input type="checkbox"/> Security	
<input type="checkbox"/> Service	<input type="checkbox"/> Software	<input type="checkbox"/> Surgical/Medical	<input type="checkbox"/> Telecom	<input type="checkbox"/> Temp Staffing	
<input type="checkbox"/> Other _____					
8. LICENSE NUMBERS (Provide your DIR Number and Contractors State License Board Number)					
<input type="checkbox"/> DIR Number _____			Expiration Date _____		
I HEREBY CERTIFY THAT THE INFORMATION SUPPLIED HEREIN IS CORRECT.					
_____ Name		_____ Title		_____ Date	

6. Affirmation and Declaration

At this present time we understand all requirements and warrant that as a serious Proposer we will comply with all the stipulations included in the RFP Package.

The above named Proposer affirms and declares:

- a) That Proposer is of lawful age and that no other person, firm or corporation has any interest in this RFP offered to be entered into;
- b) That this RFP is made without any understanding, agreement, or connection with any other person, firm or corporation making a bid for the same purpose, and is in all respects fair and without collusion or fraud;
- c) That no officer, employee or person whose salary is payable in whole or in part from Solano Community College, is, shall be or become interested, directly or indirectly, surety or otherwise in this Proposal Response; in the performance of the contract; in the supplies, materials, equipment, and work or labor to which they relate; or in any portion of the profits thereof.

The undersigned agrees that this bid shall remain open for sixty days following the opening of bids. Respectfully submitted by,

Company Name: _____

Print Name

Title

Signature

Date

PROPOSAL EVALUATION

Vendor Name: _____

Criteria	Points Allowed-100	Awarded
----------	--------------------	---------

A. Price	30	_____
----------	----	-------

Score for price is calculated using the following formula:

$$\frac{\text{Lowest Cost} \times \text{Maximum Points Available}}{\text{Awarded Points Cost Being Evaluated}} =$$

B. Company Overview	20	_____
---------------------	----	-------

C. Personnel	20	_____
--------------	----	-------

D. Program	20	_____
------------	----	-------

E. References	10	_____
---------------	----	-------

What are the strong points of this Proposal?

What are the weak points of this Proposal?

General comments/clarifications/questions

Name of evaluator _____ Date _____

STATEMENT OF NO PROPOSAL

NOTE: If you do not intend to respond to this requirement, please return this

form to: Solano Community College District Purchasing Dept.
Email: crishna.lee@solano.edu

We, the undersigned, have declined to respond to your Proposal No. 16-019 Printer Maintenance Program for the following reasons:

____ Specifications too "tight", i.e., geared toward one brand or manufacturer only (explain below).

____ Insufficient time to respond to the Invitation for Proposal.

____ We do not offer this service.

____ Our work schedule would not permit us to perform.

____ Unable to meet specifications.

____ Unable to meet Bond Requirements.

____ Specifications unclear (explain below).

____ Remove our company from your vendor list.

____ Other (specify below)

We understand that if the "no Proposal" letter is not executed and returned, our name may be deleted from the list of qualified vendors.

PLEASE PRINT - COMPANY NAME _____

COMPANY OFFICER _____

TELEPHONE NUMBER _____

DATE _____

SIGNATURE _____