Request for Proposal for Copier and Printer Maintenance Service

Solicited by Pennsylvania Highlands Community College

Pennsylvania Highlands Community College (Penn Highlands) is a post-secondary educational institution with over twenty years of experience. Penn Highlands has one main campus located in Richland Township in Johnstown, PA, and other locations in Ebensburg, Altoona, Somerset, Huntingdon, and Downtown Johnstown, PA. The College offers both credit and non-credit courses to approximately 1,400 students per year.

Pennsylvania Highlands Community College is soliciting proposals for copy, print machine, and plotter maintenance to begin after October 1, 2019. Penn Highlands has 85 network and non-network printers/copiers and 2 plotters. Proposals can be submitted in writing to the Business Office, Pennsylvania Highlands Community College, 101 Community College Way, Johnstown, PA 15904 or through PennBid @ http://www.pennbid.net/ by 4p.m. on September 13, 2019.

Key Dates

June 24, 2019	RFP Release Date
July 8, 2019	Vendors notify Penn Highlands of Intent to Bid
July 15, 2019 – August 9, 2019	Vendor site visit by Appointment
August 16, 2019	Last day to submit questions
August 23, 2019	Reponses to questions posted by addendum
September 13, 2019	Proposals Due by 1:00PM
September 16, 2019 – September 27, 2019	Proposal Evaluation Period
Month of September	Equipment Testing (if applicable)
October 4, 2019	Award Date
October 2019 - December 2019	Vendor Installation with Selected Partner

Pennsylvania Highlands Community College will award a minimum two-year contract, for office copier and print machine maintenance service. The contract will be awarded based on the services provided by the vendor and the fees for such service. Vendors should certify that the fees and formulas included in their proposal will be in effect for the duration of the contract. The College reserves the right to decide what services are in its best interest. The successful vendor must be able to provide the services requested in this proposal.

Vendors must include in their proposals the following information:

- A cost per page for maintenance on black and white copiers.
- A cost per page for maintenance on color copiers.
- A cost per page for maintenance on black and white laser printers.
- A cost per page for maintenance on color laser printers.
- A dimensional cost for maintenance on plotters.
- A detailed breakdown of services included in the cost per page for each of the copier and printer categories.(Toner, parts, labor, preventative maintenance, etc.)
- 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.

- A narrative regarding numbers of personnel and their experience, qualifications and training. Documents to include resumes, training certificates etc.
- 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 Penn Highlands employees would contact and place orders, how orders would be processed, replacement process, response time and guarantees, details of annual maintenance, process for gathering page counts, and other innovative ideas. Documents to include sample reports, invoices, screen shots, etc.
- References: A list of at least three customers (government entities preferred), who may be contacted for comment. Include customers' estimated yearly contract dollar amounts.

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 by the vendor. Invoicing will be monthly in 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 a Penn Highlands 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 Penn Highlands end users.
- Quick response guarantee - Same or next day delivery of supplies and requests for service.
- OEM parts and supplies.
- Participate in at least one of the following Purchasing Cooperative programs: Commonwealth of Pennsylvania's Cooperative Purchasing Program (Co-Stars), National Joint Purchasing Alliance, and/or National Inter-Governmental Cooperative Purchasing.
- Financially stable with strong supplier relationship.

To aid in your analysis, a current list of copy machines and office printers are enclosed.

Any questions may be submitted to Kathy Edmiston in the Business Office by emailing her at kedmis@pennhighlands.edu by August 16, 2019. We will issue an addendum with the College's responses to all questions by August 23, 2019 to all RFP recipients.

Below is additional information that we are providing to all recipients of the original RFP.

- An updated list of copiers is attached to this addendum.

Make	Model
HP	4250n
Samsung	CLP-775
HP	4200n
Okidata	B720n
Okidata	C6150
HP	4100n
HP	4100n
HP	4000n
HP	4200n
HP	4200n
Ricoh	C420DN
Okidata	B720
Okidata	C610dn
HP	4200n
HP	4015n
Ricoh	C420DN
OkiData	C830
HP	4100n
Toshiba	T3040
Ricoh	Aficio SP C420DN
HP	4015n
HP	4015n
HP	Z3100
HP	4015n
HP	4015n
Okidata	B720
Okidata	B720
HP	4000n
Ricoh	C420DN
HP	4005n
Samsung	SCX-5835
Samsung	SCX-5835
Sumsung	S775ND
Samsung	M5370LX
Samsung	M5370LX
Samsung	M5370LX
Samsung	SCX-5935
Ricoh	Aficio 2015
Toshiba	e-STUDIO555
Samsung	N5370LX
Samsung	M5370LX
Ricoh	Aficio MP C2000
Samsung	SCX-5835
Ricoh	Aficio MP 4000
Samsung	SXC-5835
Samsung	SCX-6545

Toshiba	e-STUDIO556
Toshiba	eSTUDIO556
Samsung	M5370LX
HP	Laserjet 4100
Samsung	SCX-5835
Samsung	SCX-5835
Samsung	SCX-5835
Samsung	SCX-5835
HP	Laserjet 4200
HP	DesignJet Z5200
Samsung	M5370LX
Samsung	M453x
Samsung	M453x
Samsung	M5370LX
Okidata	B431d
Okidata	B431d
HP	1018
Okidata	B431d
Okidata	B431d
IDMaker	Secure Duo
Okidata	B431d
Okidata	C610dn
HP	1018
HP	1018
Okidata	B411d
Okidata	B431d
HP	4250
HP	K8600
Okidata	B431Dn
OKI	LD630
Samsung	SCX-5835
Samsung	SCX-6545
Rio	Magicard
Samsung	Samsung SCX-5835_5935
Uprint	SE Plus
Samsung	CLP-775ND
Brother	HL-L6400DW
Samsung	M4030ND
Samsung	M4030ND
Samsung	M4030
Samsung	M5370LX
Samsung	SCX-6545
HP	Color LaserJet E55040

Pennsylvania Highlands Community College
Copier/Printer Annual Page Count-Volume

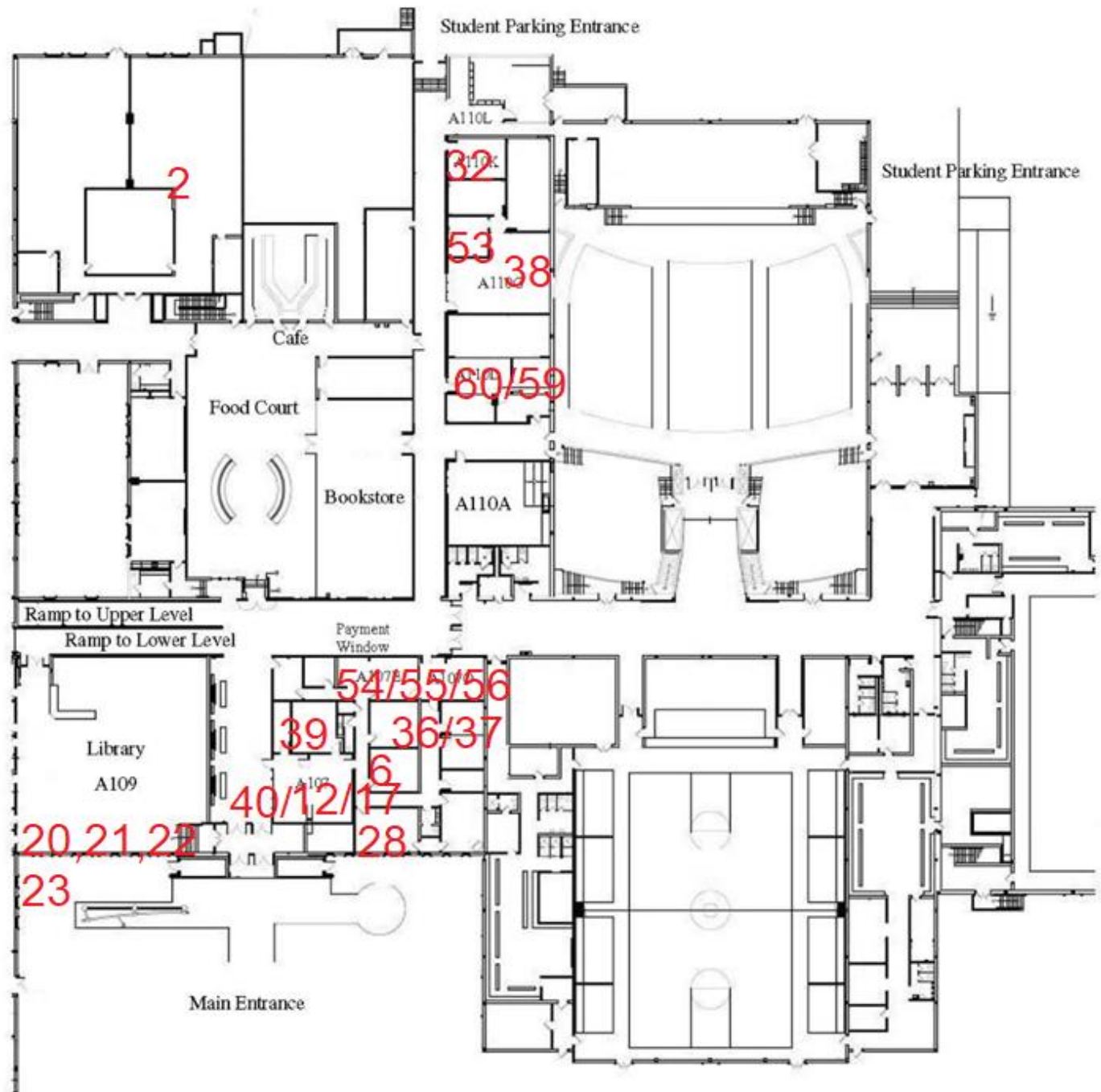| | | | | | Annual Total Page Counts | |
| | | | | | Black and White Prints | Color Prints |
No	Site	Brand	MODEL	SERIAL	White Prints	Color Prints
1	Richland	Samsung	M4530ND	07ZDBJEG30001KZ	4,174	-
2	Richland	Toshiba	TE555	SCBJ017637	44,360	-
3	Richland	Samsung	M4530ND	07ZDBJEG70000VD	3,787	-
4	Richland	Okidata	O6150	AE9A038634B0	182	287
5	Richland	Okidata	B720	AS09160094A0	390	-
6	Richland	HP	H4005	CB504A	1,844	3,254
7	Richland	HP	H4015	CNDY223483	2,692	-
8	Richland	HP	H4015	CNDY317078	4,901	-
9	Richland	HP	H4015	CNDY321443	1,776	-
10	Richland	HP	H4015	CNDY321448	3,480	-
11	Richland	HP	H4005	JP4LD14961	989	1,485
12	Richland	Ricoh	R4000	M5585300331	6,665	-
13	Richland	Okidata	B720	SAS0A160527A0	3,782	-
14	Richland	Toshiba	TE556	SCGBC15855	164,598	-
15	Richland	Toshiba	TE556	SCGBC15860	179,577	-
16	Richland	Samsung	S5935	Z2P3BJFD2000AQT	8,860	-
17	Richland	Samsung	S5935	Z2P3BJIC6000C8K	18,426	-
18	Richland	Samsung	S775ND	ZCYZBJF40000DH	2,880	13,105
19	Richland	HP	E5504dw	JPBCM271F7	19	2
20	Richland	Samsung	SM5370LX	07HBJFG300037P	76,030	-
21	Richland	Okidata	C830	AF9C044341A0	2,228	3,043
22	Richland	Lanier	R2015	J9046602225	297	-
23	Richland	Okidata	C610	SAK0B038646A0	300	183
24	Richland	Samsung	S5935	Z2P3BJFDB0006GT	3,004	-
25	Richland	Samsung	SM5370LX	075HBJFG40000JP	45,335	-
26	Richland	HP	H4100	USLNJ04485	1,747	-
27	Richland	HP	H1018	CNB1946355	4,076	-
28	Richland	Okidata	B431	SAK08059063A0	1,275	-
29	Richland	Okidata	C610	SAK24003211B0	1,218	121
30	Richland	HP	H4100	USJNH40093	-	-
31	Richland	Samsung	S5935	Z2P3BAIB900442L	1,698	-
32	Richland	Samsung	S5935	Z2P3BAIC200030J	5,790	-
33	Richland	Samsung	S5935	Z2P3BJFF4000WXZ	54	-
34	Richland	Samsung	S5935	Z2P3BJFGA000EDV	2,900	-
35	Richland	Samsung	S5935	Z2P3BAKZ500302D	9,966	-
36	Richland	Samsung	SM5370LX	07HBJEFC00024V	7,756	-
37	Richland	Okidata	B720	SAS0A160524A0	17,364	-
38	Richland	HP	H1018	CNB1944777	4,566	-
39	Richland	Okidata	B431	SAK08059064A0	2,783	-

40 Richland	Samsung	SM5370LX	075HBJFG300032R	17,492	-
41 Richland	Ricoh	R420	S3889600624	1,460	8,184
42 Richland	Samsung	SM5370LX	075HBJFH30001AN	13,926	-
43 Richland	HP	H4200	CNBX600067	282	-
44 Richland	Ricoh	R2000	M5085200445	4,949	2,936
45 Richland	HP	H4200	USDNN14320	3,335	-
46 Richland	Samsung	M4530ND	07ZDBJEG300017P	40,952	-
47 Richland	HP	H1018	CNB1946341	626	-
48 Richland	Ricoh	R420	S3889600647	62	85
49 Richland	Okidata	B411	SAK08061184A0	1,122	-
50 Richland	Samsung	S6545	Z2SCB1CBB00045X	27,521	-
51 Richland	Samsung	S775ND	ZCYZBJFJ90000E	1,208	4,649
52 Richland	Samsung	M4020ND	CNB0K9Q2F2	2,665	-
53 Richland	HP	H4250	CNGXF59036	13,652	-
54 Richland	Okidata	B431	SAK08015825A0	14,625	-
55 Richland	Okidata	B411	SAK09047726A0	7,404	-
56 Richland	Samsung	M4020ND	ZD8GB8GJ6A006AR	39,997	-
57 Richland	Okidata	B431	SAK08059062A0	2,257	-
58 Richland	Samsung	S5935	Z2P3BJFDB0006PF	5,952	-
59 Richland	HP	H4100	JPLGD18856	81	-
60 Richland	Toshiba	T3040	SCNC219115	13,249	66,418
61 Richland	Samsung	S5935	Z2P3BJFF4000WNR	2,832	-
62 Richland	HP	H4100	USJNH40067	167	-
63 Richland	Samsung	S5935	Z2P3BJFDB0006NY	3,715	-
64 Richland	Ricoh	R420	S3899400361	713	675
65 Richland	Samsung	S6545	Z2SCBJFF70000GP	28,947	-
66 Ebensburg	Samsung	SM5370LX	075HBJFG10000MW	60,481	-
67 Ebensburg	Okidata	B431DN	AK26033429A0	2,521	-
68 Ebensburg	Ricoh	R420	S3889400282	260	755
69 Ebensburg	HP	H4200	USBNP09911	1,891	-
70 Ebensburg	HP	H4200	USGNS19676	3,259	-
71 Ebensburg	HP	H4200	USDNN14324	3,542	-
72 Ebensburg	Samsung	S5935	Z2P3BJIC6000CCP	12,168	-
73 Somerset	Okidata	B431DN	AK26033427A0	1,049	-
74 Somerset	HP	H4015	CNDY321449	13,319	-
75 Blair	Samsung	M4030	087VBJFK30000YW	13,546	-
76 Blair	Samsung	M4030	087VBJFK300017L	4,746	-
77 Blair	Samsung	M4030	087VBJRK30001HP	2,645	-
78 Blair	Okidata	B431DN	AK26033426A0	1,150	-
79 Blair	Brother	L6400	U64186H6N372835	10,840	-
80 Blair	Samsung	S6545	Z2SCBJEDB0000HF	36,512	-
81 Blair	Samsung	S775ND	ZCYZBJFG20001LJ	243	2,373
82 Blair	Samsung	M4020ND	ZD8GB8GJAA00BC	16,588	-
83 Huntingdon	Okidata	B431	SAK08059065A0	1,383	-
84 Huntingdon	Okidata	B720	SAS0A160504A0	2,650	-
85 Central Park	Samsung	S5935	Z2P3BAIBB00390V	3,337	-

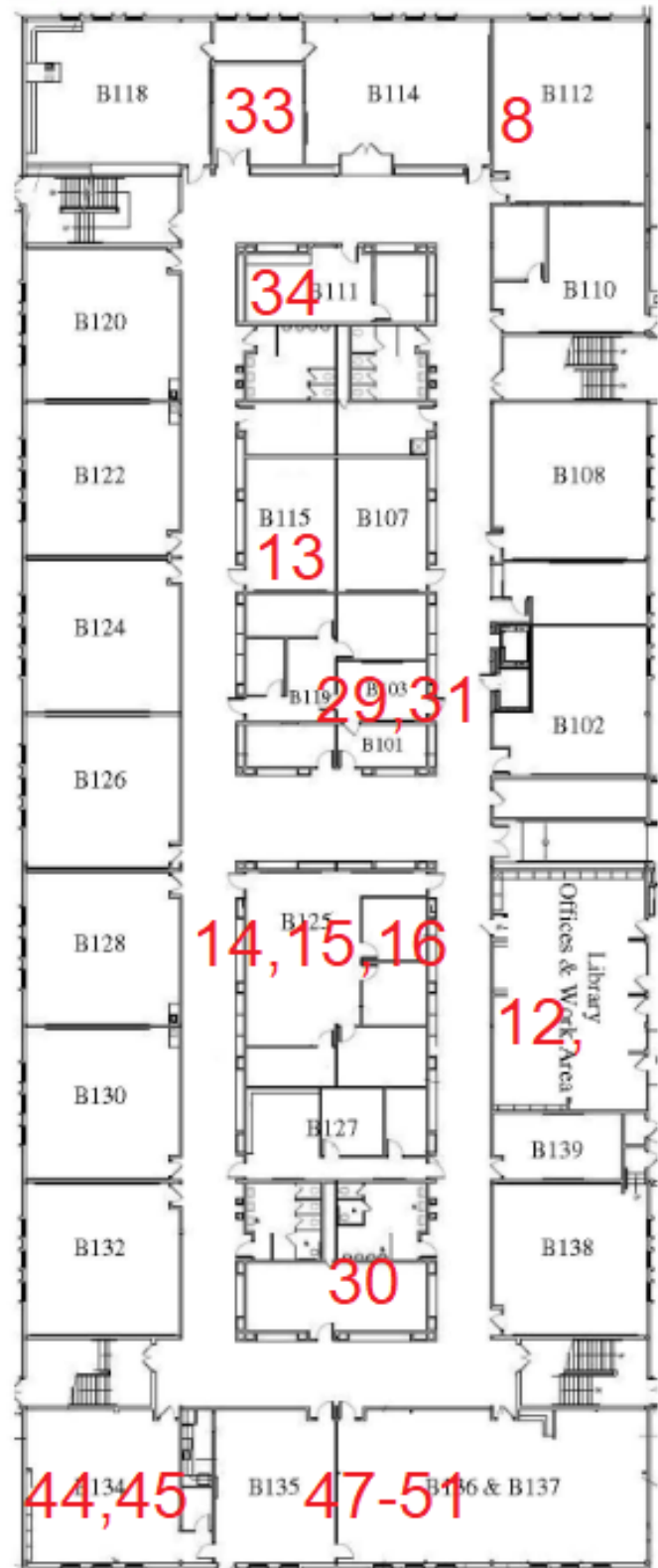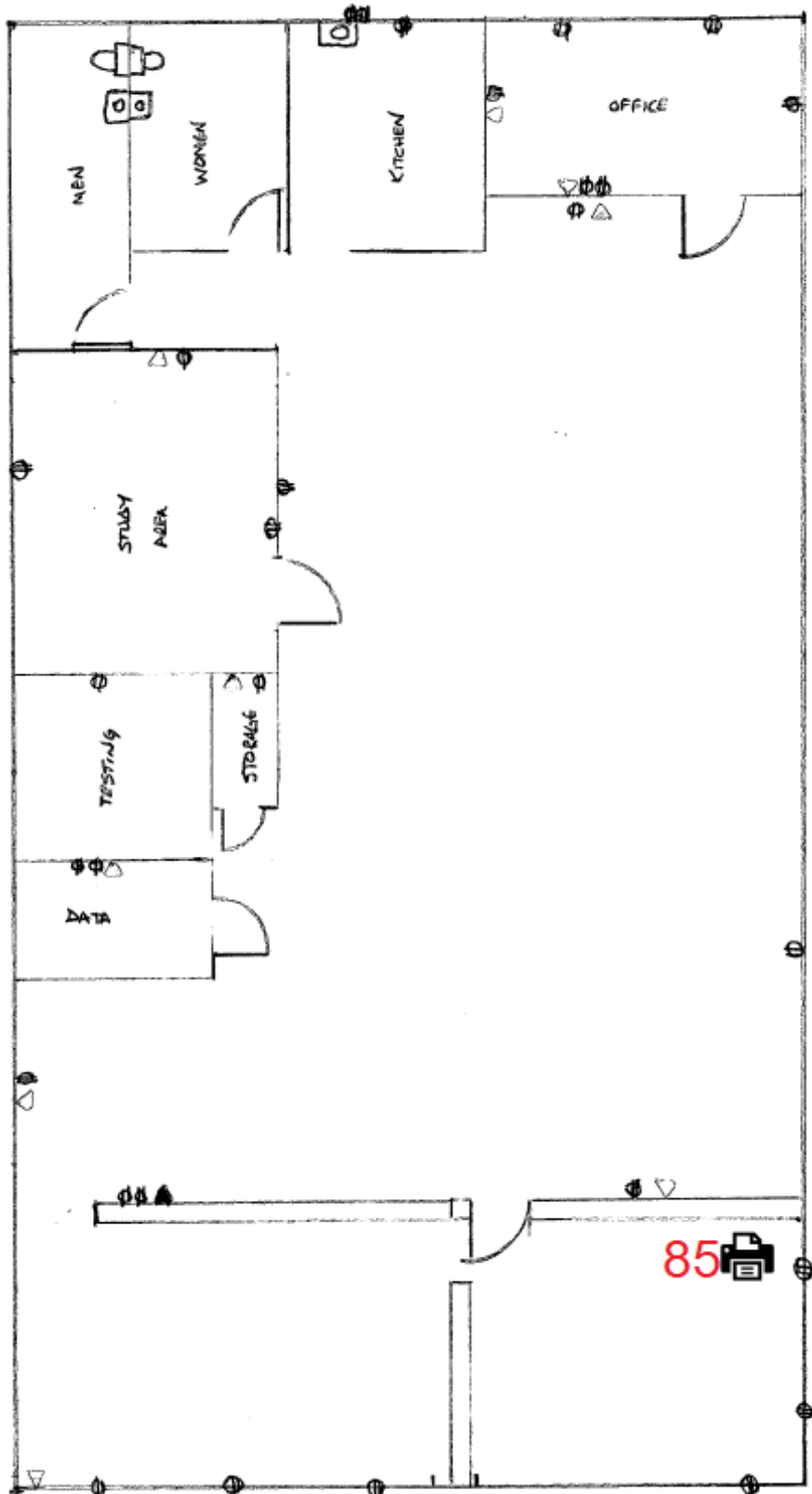|				1,083,090	107,555
		Grand Total Annual Page Print Count			1,190,645

Richland A Level

Student Parking Entrance

A110L

32

A110K

53

38

A110?

Student Parking Entrance

Cafe

Food Court

60/59

Bookstore

A110A

Ramp to Upper Level

Ramp to Lower Level

Payment Window

Library
A109

54/55/56

39

36/37

6

A102

40/12/17

20,21,22

28

23

Main Entrance

Richland B/C Level

UPPER FLOOR

- C214 — 7
- C212 — 9
- C210 — 10,11
- C208
- C216
- C215A / C207A — 27
- C217 / C207
- C217A / C205A
- C218
- C206
- C219 / C205
- C219A / C203A
- C221 / C203
- C220
- C204
- C211A / C201 — 1
- C202
- C222 — 3
- C223 / C235
- C236
- C224
- C234
- C226
- C233 — 6
- C232
- C228
- C230 — 4

LOWER FLOOR

- B118
- B114 — 33
- B112 — 8
- B111 — 34
- B110
- B120
- B115 / B107 — 13
- B108
- B122
- B124
- B119 / B103 — 29,31
- B101
- B102
- B126
- B125 — 14,15,16
- B128
- Library Offices & Work Area — 12
- B127
- B130
- B139
- B132
- B138
- 30
- B134 — 44,45
- B135 — 47-51
- B136 & B137

Main Street, Johnstown

MEN

WOMEN

KITCHEN

OFFICE

STUDY AREA

TESTING

STORAGE

DATA

85

Ebensburg

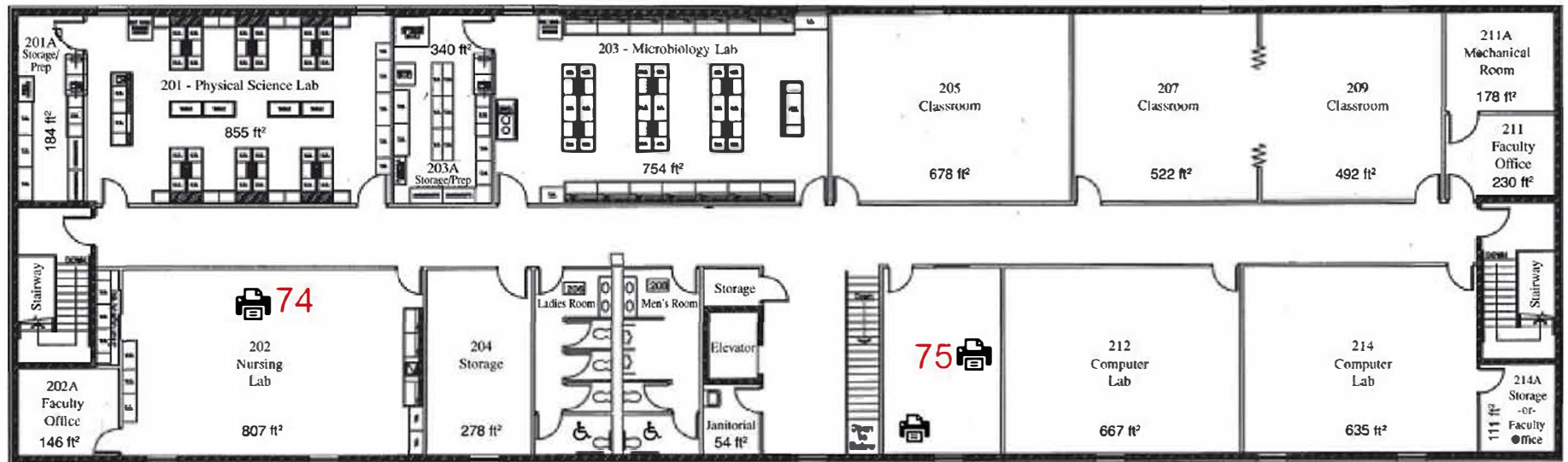# Blair 1st Floor
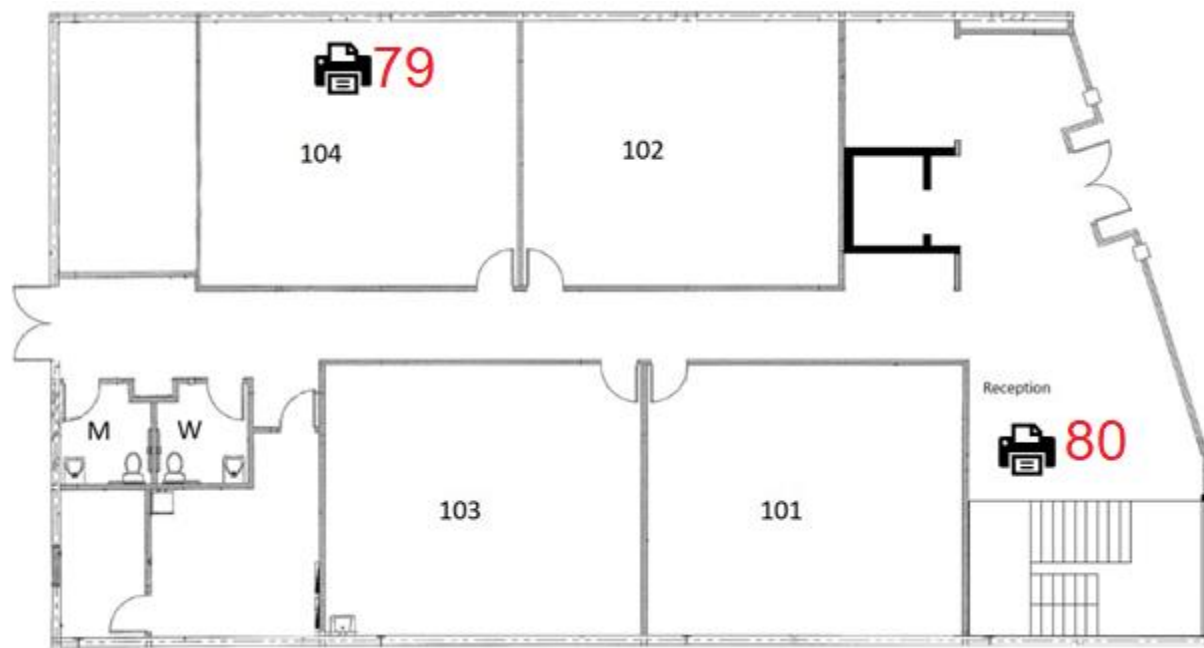
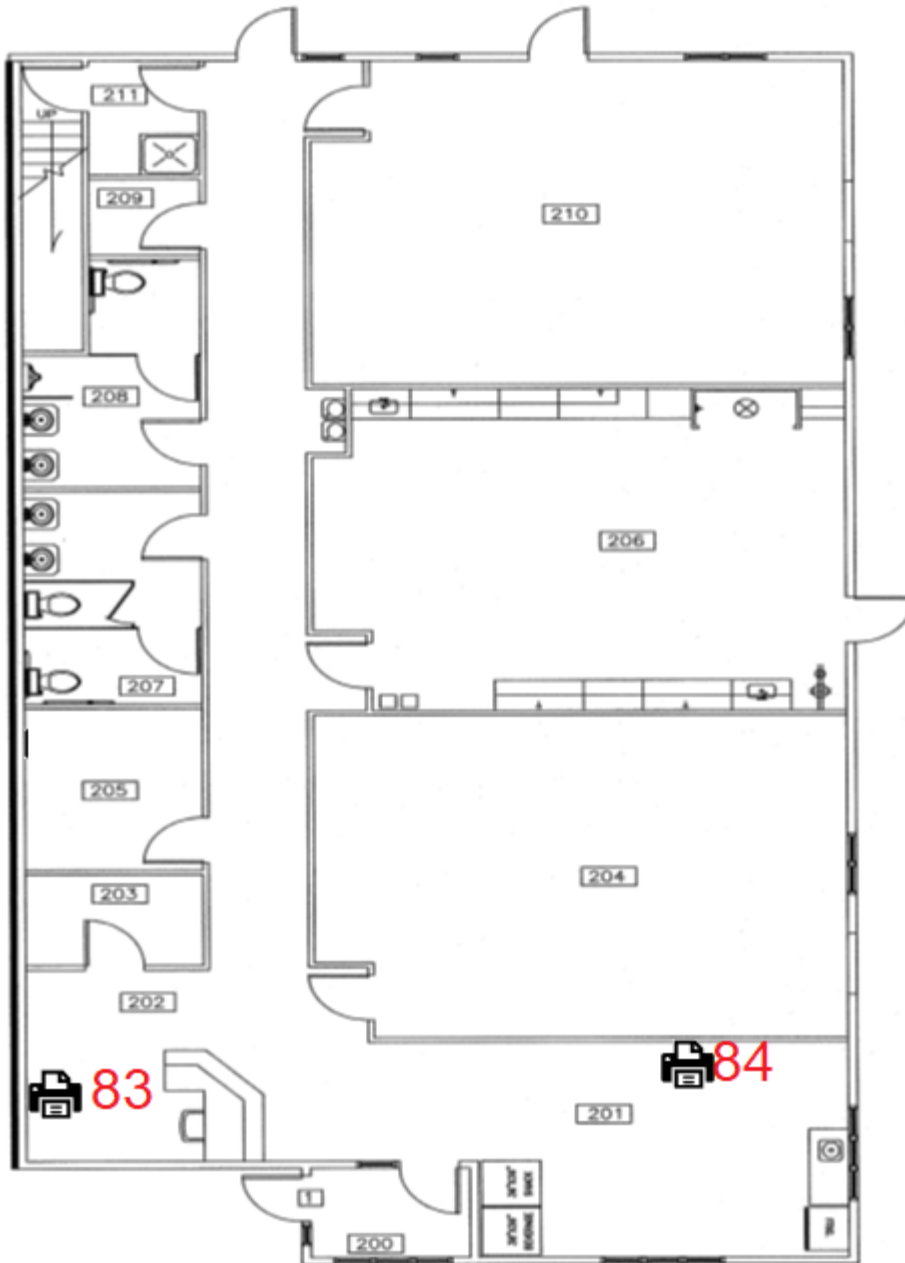## 2nd Floor

Blair 2nd Floor

Somerset

Huntingdon

	A	B
1	**Questions**	**Answers**
2	Do you have an estimated monthly print volume table for all of the printers & copiers?	Annual print volumes are attached to the RFP
3	Would the College be interested in leasing/purchasing new printers in areas where it would be more cost effective for new equipment?	We will be open to any and all recommendations- Budget limits do exist
4	Is there a previous contract for this equipment?	Yes
5	Who is the vendor currently servicing the equipment?	We prefer not to disclose current vendor information
6	What was the cost of the last year's contract and is this the same equipment as last year's contract?	Costs will not be disclosed- Same equipment with a couple of upgrades
7	Is the contract available for viewing?	No
8	Is there a service history available?	No
9	Is all the equipment up and running?	Yes
10	Would the College accept per machine pricing, as opposed to per print?	We will be open to any and all recommendations- Budget limits do exist
11	Is alternate pricing available? Can the price be a yearly primium for the machines as opposed to per print?	We will be open to any and all recommendations- Budget limits do exist
12	What are the black and white and color monthly print volumes?	Annual print volumes are attached to the RFP
13	Of your 85 current devices, which devices are currently under a service/maintenance agreement and when do those agreements expire?	All units (except plotters) are under one contract. Current contract is month to month. We prefer the plotters to be under new contract.
14	Do your current maintenance agreements include toner?	Yes
15	If they do not include toner, how much do you spend annually purchasing toner?	N/A
16	Can you please provide a map showing where each device is located? If no map is available, can you provide an updated spreadsheet that notates the location of each device	A site map document is available on our website and on PennBid.
17	Can you provide a report that shows the average monthly monochrome and color usage for each device?	An annual print volume report is available on our website and on PennBid.
18	Is PHCC open to evaluating solutions that would cover a majority, but not all, of the 85 current devices?	Preference is for all machines serviced with one vendor, however we are open to any and all recommendations.
19	If a vendor is not able to cover a device, is PHCC open to a replacement if it is cost justifiable?	We will be open to any and all recommendations- Budget limits do exist
20	Upon conclusion of this RPF, will the chosen vendor also be considered the vendor for any future technology purchases	Yes