

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	Responses 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
Samsung	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