



Ventura County Community College District

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DR. JAMES MEZNEK
CHANCELLOR

March 17, 2015

TO: All Bidders

FROM: Janice Kisch, Purchasing

SUBJECT: RFP490, Multifunction Devices & Managed Print Services

Following here is the information packet for the Request for Proposal #490, Multifunction Devices and Managed Print Services.

There is a mandatory job walk for this RFP that will begin at 9:00 a.m. on Tuesday, March 24, 2015, beginning at Moorpark College and proceeding to Oxnard and Ventura Colleges. We will plan to meet at the Moorpark College Campus Center Building, which houses the Copy center at the campus, on 7075 Campus Way, Moorpark, CA 93021

RFP proposals are due at 3:00 p.m. on Wednesday, April 16, 2015 at 3:00 p.m.

Please review the documents in this packet for information about this RFP. Note that the District is interested in solutions in three primary areas of print management: 1) the availability and management of multifunction devices (MFD), throughout the 3 campuses, with accompanying centralized copy center(s) to serve the campuses, 2) the management and maintenance of the Laser Printers used throughout the District and 4) the set-up and management of 'walk-up' printer/scanner stations for student use on each campus, inclusive of a 'pay for print' revenue generation system.

The RFP will require an overall assessment of the copy centers and laser printers in place, to see what improvements can be made and how to tailor your proposal solutions. Note that several copiers on campus are owned by VCCCD and have maintenance agreements in place. These machines will remain in use as-is for the District and are not considered a part of the RFP at this time.

Also note that the terms RFP and Bid are used interchangeably in the documents and both refer to the "Request for Proposal". Also the term 'equipment' is used throughout the RFP and refers to both Copier and Laser Printer types of equipment.

Thank you for your interest in this project. If you have any questions regarding the RFP documents, please contact me by e-mail at jkisch@vcccd.edu, or phone 805-652-5561.

Sincerely,

Janice Kisch

Purchasing Specialist

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VENTURA COUNTY COMMUNITY COLLEGE DISTRICT GENERAL INSTRUCTIONS TO BIDDERS

1. **Definitions:** The following terms shall be given the meaning shown, unless context requires otherwise or a unique meaning is otherwise specified.
 - a. "RFP or Bid" means an offer, made in response to a solicitation, to perform a contract for services, labor or to supply goods or materials at a specified price.
 - b. "Bidder" means a supplier who submits a bid proposal to the District in response to a solicitation.
 - c. "Purchasing Specialist," means the Ventura County Community College District authorized contracting official.
 - d. "District" means Ventura County Community College District.
2. **Bid Packet:** This Bid Packet consists of the following: Cover Letter, General Instructions, Bidder Instructions (if applicable), Bid Specifications, Pricing Form Bid Form and Drug Free, Non-Collusion & Affirmative Action forms.
3. **RFP/Bid Proposal:** RFP or Bid proposals, to receive consideration, should be made in accordance with the following instructions:
 - a. All items on the Pricing Form should be filled out. Numbers should be stated in figures. All pages of the pricing forms are to be initialed and the signatures of all individuals must be in longhand. The completed form should be without interlineations, alterations or erasures. Any corrections must be noted by affixing, in the margin immediately opposite the correction, the initials of the person signing the bid.
 - b. Should a Bidder find discrepancies and/or omissions from the drawings or documents, or should be in doubt as to meaning, the Bidder should contact the Purchasing Specialist listed in the Bid Packet. All inquiries will be answered in writing and distributed to all Bidders in the form of addenda to the bid. Neither the District nor its representative will be responsible for any oral instructions. No addenda will be issued later than Five (5) Days prior to the date set for the opening of bids. Inquiries affecting bids will be answered in writing and distributed to all Bidders in the form of addenda to the bid.
 - c. All addenda or bulletins issued during the bidding period are to be considered part of the bid and be included in the bid proposal.
 - d. RFP/Bid proposals, enclosed in a sealed envelope, shall be addressed and delivered to Ventura County Community College District Service Center, Attn: Purchasing Department, 255 West Stanley Ave, Ventura, CA 93001, before the time stated in the Bid Packet. Each envelope shall bear the Number of the Bid, Title of the Bid and the Name of the Bidder. **No electronic (e-mail) or fax bids or amendments to bids shall be accepted.** All bid proposals must include a signed and dated Bid Form to be eligible for consideration. Bid Form must be signed by a responsible officer of the bidding company in order to be considered.
4. ***It is the responsibility of the Bidder to verify that their RFP/Bid has been received by the District's Purchasing Department prior to the bid opening. Verification of receipt can be made through the Purchasing Agent/ Buyer listed in the Bid Packet.***
5. **Specifications:** The use of a manufacturer, product brand name or make in the specifications is not intended to restrict Bidders. The specification establishes the character or quality of the article desired. Alternative materials or goods on which other proposals are submitted must, in all cases be equal or exceed in every detail to the item specified. Bid must clearly state the brand, make or model number. Alternative goods and materials are subject to review and must be approved prior to the date listed on the bid specifications. The District, for inspection and specification testing, may require samples of bid items. Samples furnished must be free of expense to the District. Samples furnished must also be identical in all respects to the products specified in the bid. Samples, if not destroyed by tests, and if requested, will be returned at the Bidder's expense. All goods furnished under this contract shall be newly manufactured goods. Used or reconditioned goods are prohibited, unless otherwise specified.

6. **Prices:** Prices shall be shown on the Pricing Form for each individual item. Appropriate sales tax shall be included at the correct rate at the time of order, unless otherwise specified. Pricing should be valid for the period as indicated in the bid proposal/pricing forms.
7. **Quantity:** All quantities are estimates and may vary upon actual ordering of units. The District reserves the right to increase or decrease quantities, all or part of the items may be awarded. Over shipments will be returned at the Bidder's expense.
8. **Delivery:** Time and manner of delivery are essential factors in proper performance under the contract. Promptness of delivery may be a factor in awarding the bid. Unless otherwise specified, the Bidder(s) shall be responsible for delivery and shall pay all costs, including drayage, freight, packing and insurance costs for delivery FOB Destination as specified in the bid. Where specific authorization is granted to ship goods FOB Point of Origin, Bidder(s) agrees to prepay all shipping charges, routing the least expensive method. Each invoice will list shipping charges as a separate line item on the invoice and shall include the original or a copy of the freight bill (excluding postal charges). No COD shipments will be accepted.
9. **Contract Renewal:** The term of the contract as stated in bid documents and may be extended for additional periods. Per Education Code § 81644 contracts for goods and materials may not exceed three (3) years, contracts for services may not exceed five (5) years. Bidder and the Purchasing Specialist, representing the District, must mutually agree upon allowances for manufacturer price increases and decreases, which must be accepted prior to renewal of contract.
10. **Prevailing Wage & DIR Compliance:** In accordance with Section §1771 of the California Labor Code, except for public works projects of one thousand dollars (\$1,000) or less, as defined in Section §1720, not less than the general prevailing rate of per diem wages for work of a similar character in the locality in which the public work is performed, and not less than the general prevailing rate of per diem wages for holiday and overtime work fixed as provided in this chapter, shall be paid to all workers employed on public works. This section is applicable only to work performed under contract, and is not applicable to work carried out by a public agency with its own forces. This section is applicable to contracts let for maintenance work.

In accordance with Section §1773 of the California Labor Code, the Bidder shall post a copy of the determination prevailing rates of wages at each job site. A copy of these determinations, entitled "PREVAILING WAGE SCALE" is available to any interested party through the internet at: www.dir.ca.gov. The Bidder and any Subcontractor(s) shall not pay less than the specified prevailing rates of wages to all workers employed by them in execution of the contract when applicable.

Bidder Status. In addition to other requirements established herein relating to Bidder qualifications, in order to be deemed "qualified" to submit a proposal for the Work, the Bidder must be a DIR Registered Contractor when submitting a proposal. The proposal of a Bidder who is not a DIR Registered Contractor when the proposal is submitted will be rejected for non-responsiveness.

Listed Subcontractor's Status. All Subcontractors identified in a Bidder's Subcontractor List shall be DIR Registered Contractors at the time of submittal of the proposal for the Work. The foregoing notwithstanding, a proposal is not subject to rejection for non-responsiveness when the Subcontractors List accompanying the proposal lists any Subcontractor(s) who is/are not DIR Registered Contractors if the listed subcontractors who are not DIR Registered become DIR Registered prior to the opening of proposals or become DIR Registered within twenty-four (24) hours of the opening of the proposals pursuant to Labor Code 1771.1 (c)(1) or (2). If the Subcontractors List accompanying the proposal lists any Subcontractor(s) who is/are not DIR Registered do not become registered prior to the opening of proposals or become DIR Registered within twenty four (24) hours of the opening of proposals pursuant to Labor Code 1771.1(c)(1) or (2), such proposal is not subject to rejection for non-responsiveness, provided that if the Bidder submitting the Subcontractors List with non-DIR registered Subcontractors is awarded the Contract for the Work, the Bidder shall request consent of the District to substitute another Subcontractor for the non-DIR Registered Subcontractor pursuant to Labor Code 1771.1(c)(3), without adjustment of the Contract Price or the Contract Time.

Additionally, all contractors and subcontractors must furnish electronic certified payroll records directly to the Labor Commissioner (aka Division of Labor Standards Enforcement). The phase-in timetable for this requirement can be found on the following link at <http://www.cir.ca.gov/Public-Works/SB854.html> (also find all related SB854 related information).

11. **Workers Compensation:** Section 3700 of the Labor Code requires every employer to be insured against liability for Worker's Compensation or to undertake self insurance in accordance with provisions of that code. Bidder must comply with such provisions before commencing the performance of the work of this Contract.
12. **References:** Bidder may be required to provide a reference list of current customers using materials, goods or services similar to those specified in the bid.
13. **Withdrawal of Bid:** Bid proposals may be withdrawn by the Bidder prior to, but not after the scheduled opening by notifying the Purchase Specialist listed in the Bid Packet. It shall be at the sole discretion of the District to allow Bidder to withdraw a bid. If evaluation and award of the bid will be based on award of "all or none" of the items or services, the withdrawal must be for the entire bid. If the evaluation and award of the bid will be based on line items, sections, combination of items, the District may consider permitting withdrawal of specific line item(s), sections combinations of items or services.
14. **Opening of Bid Proposals:** Bid proposals will be opened and read at or shortly after the time set in the advertised Notice Inviting Bids, unless otherwise stated in the Bid Packet. Bidders or their representatives, and other interested persons, may be present at the opening of bid proposals. Bid proposals that arrive after the time set for bid opening will be returned to the vendor unopened and considered non-responsive.
15. **Bidders Interested in More Than One Bid:** No person, firm or corporation shall be allowed to make, file, or be interested in more than one bid for the same work unless alternate bids are specifically stated.
16. **Award or Rejection of Bids:** The bid, if awarded, will be awarded to the lowest responsible Bidder(s) by section or by total bid in compliance with these instructions. All items in a section must be completed for a section to be considered for award, unless otherwise stated. In the event that this bid calls for the acquisition, procurement or maintenance of electronic systems, data processing, electronic telecommunication, supporting software, related materials, goods and/or services, a community college district may contract with one of the three lowest responsible competitive proposals or bids per Education Code § 81645. The competency and the responsibility of Bidder(s) will be considered in making the award of Bid. Prior to bid award, the District may require the Bidder(s) to furnish evidence satisfactory to the District that it has sufficient means and experience in the type of work called for to assure completion of the contract in a satisfactory manner. The District reserves the right to reject the bid of any Bidder(s) who have previously failed to perform properly or to complete on-time contracts with the District. The District reserves the right to reject any or all bids or alternates and waive any informality or irregularity in the bid or in the bidding. All or part of the bid may be for one or more colleges.
17. **Form of Contract:** The form of contract which, the successful Bidder, will be awarded is a District Purchase Order referencing bid specifications and other contract documents.
18. **Hold Harmless:** The Bidder shall hold the Ventura County Community College District, its officers, agents, servants and employees harmless from liability. The Bidder agrees to protect the District against all claims, suits, or proceedings for patent, trademark, copyright or franchise infringement arising from the purchase, installation or use of services or goods and materials purchased herein. The Bidder further agrees to assume all expenses and damages arising from such claims, suits and proceedings.
19. **Anti-Discrimination:** Bidder hereby certifies that in performing services or providing materials or goods for the District, there shall be no discrimination in hiring or employment practices because of sex, race, color, ancestry age, national origin, disability, disabled veteran status, or religious creed. The Bidder further agrees to comply with all applicable Federal regulations and California Fair Employment Practice Act.
20. **Invoices and Payments:** Unless otherwise specified, the Bidder shall render invoices for materials, goods and services under the contract to the Ventura County Community College District Service Center, Accounts Payable Department, 255 West Stanley Ave, Ventura, CA 93001. Invoices shall be submitted on a form acceptable to the District under the same firm name as shown on contract. All invoices, packing lists, packages, and shipping notices shall contain the applicable purchase order number. The Bidder shall list separately any taxes payable by the District.
21. **Default by Bidder:** The District shall hold the successful Bidder responsible for any damage, which may be sustained because of the failure or neglect of Bidder to comply with any terms or conditions listed herein. In the event of a breach by the Bidder of any of the provisions in the bid or subsequent contract, the District reserves the right to cancel and terminate this contract forthwith upon giving oral and/or written notice to the Bidder.

22. **Independence of Bid:** Unless the Bidder is furnishing a joint bid, by submitting this bid, Bidder swears under penalty of perjury that it did not conspire with any other supplier to set prices in violation of anti-trust laws.
23. **Participation by Other Public Entities:** Other Community Colleges and/or public entities in the State of California may procure items and /or services off this bid under the same terms and conditions stated in this bid.
24. **Warranty:** Unless otherwise specified, the warranties contained in this contract begin after acceptance of merchandise has occurred. Bidder will include all written information on any warranty provided by Bidder or the manufacturer.
25. **Disputes:** The parties shall deal in good faith and attempt to resolve potential disputes informally. If the dispute persists, the Bidder shall submit to the Purchasing Specialist, the "Bidder Protest" form within five (5) working days after being notified by the Purchasing Department of the proposed award. Protests shall include reasonable and valid concerns as to why the award, as determined by the District, should not go forward. The District will respond to all protests in writing. The Board of Trustees will not consider protests from Bidders and/or their agents during a public meeting if they have not followed this procedure.
26. **Rehabilitation Act of 1973:** Vendor hereby warrants that the products or services to be provided under this agreement comply with the accessibility requirements of section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794d), and its implementing regulations set forth at Title 36, Code of Federal Regulations, part 1194. Vendor agrees to promptly respond to and resolve any complaint regarding accessibility of its products or services, which is brought to its attention. Vendor further agrees to indemnify and hold harmless the Ventura County Community College District, the Chancellor's Office of the California Community Colleges, and any California Community College using the vendor's products or services from any claim arising out of its failure to comply with the aforesaid requirements. Failure to comply with these requirements shall constitute a breach and be grounds for termination of this agreement.
27. **In-kind Benefits of Donated Equipment:** Include with bid response any additional in-kind benefits or donated equipment. Any equipment and/or benefits listed in bid responses will not be considered in determining the award of bid.
28. **Technology Clause:** This request for bids seeks to address the rapid advances in technology. As technology advances, it is understood that the improved or enhanced components/products may supercede existing products in both price and performance and yet be essentially similar. By allowing functionally similar, upgraded or identical products that may be introduced in the future or during the term of this bid are included under the general umbrella of compatible product lines and are thus specifically included in this bid document.
29. **Evaluation Criteria:** The District will evaluate the responses to the proposals based on strength of operations, quality, price, service of existing locations, and financial return to the District.
30. **Security/Bond:** The District reserves the right to request Bidders Security/Bond if stated in the bid documents.
31. **Artwork:** Any artwork produced for a project is the sole property of the District and shall be forwarded to the Purchasing Department at 255 West Stanley Ave, Ventura, CA 93001, upon completion of this project.

ACTION EVENTS AND DATES

RFP 490, Multifunction Devices and Managed Print Services for the Ventura County Community College District

<u>Event</u>	<u>Description</u>	<u>Date</u>
1.	Release of RFP	March 13
2.	Jobwalk (visits all campuses)	March 24
3.	Last day for Proposers to submit Questions	April 6
4.	Last day for District to respond to Questions	April 10
5.	RFP submittals due no later than 3:00 pm PDT Must include RFP number, Contact name	April 16, 2015

BID CONTACT Janice Kisch, Purchasing Specialist, 805-652-5561, jkisch@vcccd.edu

(RFP) COMMENTS:

Ventura County Community College District (hereinafter referred to as 'District' or 'VCCCD') Purchasing Department is issuing this Request For Proposal (RFP) from qualified vendors in an effort to provide a source with the technical capability to meet its requirements to develop and provide a cost effective solution for providing Multi-function Copier Devices and Print Management Services to the District. For ease of use, the District advises that devices recommended have similar functionality at most or all locations. The goal of the RFP is to ascertain the best level of service and availability of potential vendors that can provide a cost effective multifunction copy center and managed printer service solution for the District. This solution should follow best practices for use and availability of the multifunction printers/copiers, desktop printers, scanners, faxing and digital sending for use by the students, staff and faculty of the Ventura County Community College District.

1.0 INTRODUCTION:

This is a request for proposal. This RFP is considered as an invitation for a request for proposal (RFP), that may result in a potential contract with the Ventura County Community College District to acquire any products or services. The Ventura County Community College District assumes no financial responsibility for any costs incurred until the proposal is reviewed and chosen for award. The information provided will be used by the Purchasing Department in developing its acquisition and strategy and a related statement of work, statement of objectives or performance specifications. The Ventura County Community College District is looking for the best solution at the best price, for management of its Copy Centers, (or copy service solution) to the colleges, management of its Printer fleet throughout the District, and management of the walk up print services at each campus. If you have previously submitted an RFI for this project, the RFP is intended to refine that information and prepare pricing to present the best strategy with costs for the District Copy and Print Management Program.

Prospective Proposers should have experience dealing with Governmental needs and/or full knowledge of a College's Print Management Solutions and all issues affecting it.

A. BACKGROUND:

The Ventura County Community College District consists of 3 colleges who must collaborate to develop a long-term strategy for District-wide managed print services on all campus areas, to include secure scanning and digital sending, network and desktop printing, copying and faxing. It is also important that 'walk-up' chargeable print and scanning devices be available for student use on all campuses.

It is anticipated that the District needs shall be met through a combination of single and multifunction devices. The District has approximately 57 networked multifunction devices supplied as 'in-kind' deployed that are contracted along with the copy center services at each campus. In addition to these devices, it has approximately 420 desktop/network printers. These devices are listed on the exhibits attached.

A walk-up print and scan service area is located on all three campuses and managed by a separate contractor. This service may be combined into the overall print management solution. This service is quite useful for the students and is anticipated that it may return some profit to the District.

Managed print services for networked multifunction and desktop devices are required at various Department locations on each of the three campuses as well as the District Office. It is in the best interest of the District that the proposed multifunction copier devices have similar capabilities and functionality for the convenience of operation from different locations. It is desired that the in-kind devices recommended be in new or 'like new' condition and no more than 2 years old.

Moorpark College is located at the eastern edge of the city of Moorpark, and has a student body of about 14,000. This campus owns and operates a Print Center for color offset and Digital reproduction needs for the colleges. This Print Center will remain operational as it is, and is not considered a part of this RFP, nor are we interested in transforming it into a Copy Service Center in any way.

Oxnard College student enrollment in the fall of 2014 reached 7,000 students. This campus houses the largest copy center where large production projects are produced for the District. Ventura College is the third and oldest accredited two-year institution of the District, and has an enrollment of about 13,000

students. Overall, the VCCCD District Staff and students comprise an estimated 34,000 students and 1,544 Staff members.

Current Situation: The District uses a centralized 'Copy Center' on each campus for large student or faculty copy projects. The centers are operated by a minimum of 2 employees each from our current Contractor Owned and Operated model. Each copy center utilizes a coin-operated copier for student and faculty use as well as a 'storefront' drop off copy service. Each of the copy center areas operate in a dedicated space on each campus. Moorpark College has a space of about 560 sqft., Ventura College has a space of about 800 sqft., and Oxnard serves as the Main Copy Center for large jobs and booklets since it has finishing equipment and the larger copier, in an area of approximately 1500 square feet. Under this model, the contractor has allowed departments the use of 'in kind' multifunction devices for cost-per-copy charges only, (CPC). A listing of the copy center devices and actual usage is included in *Exhibit A* along with the 'in kind' copiers used, and their print volumes.

In the current situation, the District spends approximately \$970,000 annually on the copy services provided. This cost includes jobs at the three campus copy centers, and 57 'in-kind' copiers throughout the District. The estimated spend on printer supplies and services are not known.

The District wishes to maintain a reliable service level for copy needs throughout the District. If there is a more economical way to provide this service, we are open to exploring other structures aside from the three copy centers. If a single centralized copy center is proposed, there must be guaranteed next-day service from that location. The District is open to other solutions and is interested in networked, cost effective document management solutions for MFD's (Multi-Function Devices) and Printers.

The printers currently deployed are owned by the District and are approximately three to five years old. A list of District printers is attached as Exhibit B.

B. PURPOSE:

The District is considering alternate approaches for managed print and copy services with its intent under this RFP to view solutions using current state of the art capabilities and strategies offered, to determine the best managed print and copy services solution. The goal is to determine the most desirable and logical approach for moving forward in a way that enables the College District to enjoy a modern and robust print and copy environment that supports optimization from technical, financial, security and environmental perspectives.

The Ventura County Community College District invites your Company to submit a proposal which may become an agreement or Proven / Proposed solution for the District. A cooperative (piggyback) contract with other governmental agencies may be used to fulfill this RFP. Submittals may have an existing cooperative contract or agreement in place, and must be referenced and included that identifies the various categories, manufactures, software, security and Green issues as well as pricing and any other possible pertinent information for evaluation purposes.

C. INFORMATION BEING REQUESTED:

This RFP is being launched so that proposals for best solutions for the District may be defined with their associated costs. This RFP follows the District's RFI that was launched in January which was meant to solicit a strategy for managed print and copy services. The RFP should clearly define the strategy chosen to present, and identify its implementation plan for the District with all associated costs. The RFP should show and identify the type and number of Multifunction Devices (MFDs) to be placed for copy service center(s), including the Cost per Copy charges, and the type and number of Multifunction Devices (MFDs) to be placed as 'in-kind' devices for use with their Cost per Copy charges and supplies included. The printer management strategy should be addressed along with equipment maintenance costs, management plans, and a solution to provide walk-up print services for students inclusive of equipment and all associated costs and charges to students.

A description of the accompanying software program used for components of the project and monitoring management is necessary along with costs. Describe changes needed to the location equipment to be placed, along with any other associated management or networking costs. The RFP should address the location, necessary equipment, cost and functionality of the copy center(s) proposed. It is highly desired that the proposal include the cost of paper supplies and delivery service of jobs as needed throughout the District. The copy center(s) or central copy area should be able to provide copy service within a 24 hour period to any area of the District. Explain how a delivery or networked service would be provided to achieve this. If a centralized output management system is used, explain how the end user would submit and retrieve jobs and/or print to any networked MFD. The functionality of the Copy Center(s) should be explained in detail and how it would serve the students and faculty, i.e. storefront, network or other. Describe any printing policy that would accompany the printing or submission of jobs to assist the process. This 'networking' or cloud-based job submission process should be explained in detail of how it would be used throughout the District. The RFP should include and explain the process and implementation of the 'walk-up print stations' accessible to students with detail of the equipment, monitoring/management costs and charges to the student, including any commissions to the proposer and District for this service. Describe the management system that would be used to track jobs submitted with subsequent charges in this area. Identify each system(s) to be used, and its function relative to the operational components of the proposal. This District is interested in an overall view of the solution, with details and associated cost for consideration of award of this project.

The information provided in response to the RFP should include the following information along with associated costs:

1. Company profile/ Information (*Note: If you have recently responded to the RFI 457 Multifunction Devices & Managed Print Services for the District on January 15, 2015 you need not supply company profile and qualification information again. Please reference your RFI 457 submittal response in your RFP submittal.*)

- a) Brief company profile, to include company name, address, website and authorized point of contact name, telephone number and email address.
- b) Indication of the company's size status; National or local namely whether the company is a small business, lbe, mbe, dvbe, etc.
- c) Brief summary of the organizations experience with and capability of providing both network and non-network managed print services to approximately 2000 users located at various sites.

- d) Brief summary of the Organizations specific experience providing both network and non-network managed print services to County, University or Governmental agencies.(references)
- e) Whether the Company is hardware independent.
- f) The hardware vendor's for which your organization is a trained and certified partner, provider if any. Also list any related certifications and levels achieved from the Manufactures for trained and certified technicians.
- g) Whether the Organization has previously provided managed print services under and Contractor owned, Contractor Operated (co-co) model. If so, please provide a list of the Agencies and /or businesses to which these services were provided.
- h) List of Organizations to which your company has previously provided managed print services under a Contractor-owned, Contractor-Operated (co-co) or cloud computing model.

2. Hardware Consideration

- a) Recommended approach for identifying copier and printer models to be deployed in copy centers and as in-kind copiers in departments
- b) Recommended refresh cycle for each of the following: network and desktop black & white and color printers, copiers, and multifunction devices.
- c) Your organization's inventory strategy and approach for ensuring necessary maintenance, repairs, replacements and deployments are timely.
- d) Recommended average ratios for the following: users per network printer, users per network copier, users per fax machine and users per multifunction device.
- e) Recommended maximum distance from a user to each type of networked device.
- f) The Asset Management tool(s) that your organization utilizes and/or recommends. Also, the recommended frequency of Department-wide asset inventory for managed devices.
- g) The Printer Server monitoring tools that your organization recommends.
- h) Recommended features for ensuring security and privacy of data (i.e. confidential printing).
- i) District would prefer to have machines capable of password protection upon printing.
- j) It is recommended that MFD's have similar capabilities for ease of use to users throughout
- k) It is advised that the recommended 'in kind' MFD's be in new or like new condition and no more than 2 years old.

3. Services Consideration

- a) High level summary of the managed print services strategy to be employed, to include recommendations for deploying and maintaining printers and multifunctional devices and performing on-site technical support.
- b) Recommended hardware and technician deployment approach given the existence of multiple locations on the 3 campus areas.
- c) Recommendation for a type of 'walk-up' printer service available for student use at each campus with an associated and managed 'cost per print' charge system.
- d) Recommendation for the type of Helpdesk Support to be provided and standard resolution timeframes for key activities such as equipment fixes, toner replacements and self-service print stations noted in item 'c' above.
- e) Recommended key service areas and metrics for Service Level Agreements (SLAs).
- f) Approach and frequency of redistribution of printer assets as users physically shift and move throughout the Department.

- g) Strategy for coordinating with other infrastructure vendors and establishing the related roles and responsibilities. If significant subcontracting or teaming is anticipated in order to deliver technical capability, organizations should address the administrative and management structure of such arrangements too.
- h) Key transition activities and suggested transition timeline from existing vendor. Include recommendation regarding whether or not to obtain and utilize existing equipment.
- i) How are work orders entered for copy jobs? Submission electronically or store front? Please explain this process and how it would function in a centralized Copy Center(s) environment. Include how copy jobs would be retrieved and delivered.
- j) Recommendations to reduce environmental impact, in terms of energy and paper consumption, toner recycling, solid waste and CO2 emissions, etc.
- k) Approach for donations and/or disposal of assets at end of life.
- l) Recommendation for the type and frequency of training your organization would provide to the Department users.
- m) Will employees be used to manage print centers, could student interns fill this position?
- n) How are paper supplies and maintenance costs accounted for in your proposal model?

4. Reporting

- a) Frequency and content of detailed reporting used for billing and analysis purposes.
- b) Describe software program used and how your organization provides sufficient reports to enable the District to perform analysis in terms of:
 - i) Consumables cost management
 - ii) Utilization optimization
 - iii) Performance towards environmental goals
 - iv) Device performance
 - v) Spatial deployment optimization
 - vi) Billable cost validation
 - vii) Customer Satisfaction

5. Pricing Model

There is no specific pricing sheet template attached in the RFP. The pricing sheet may be designed and presented as will best display your solution for the District. However, the District would like to see four specific Pricing Models, or have them easily identifiable so that we can discern the three primary areas of the District needs addressed clearly.

- 1) Suggested pricing for managed copy services, including a copy center(s) or area(s)
- 2) Suggested pricing for 'in-kind' copiers, cost per copy inclusive of supplies and paper
- 3) Suggested pricing for managed print/printer services
- 4) Suggested pricing and hardware detail for 'walk-up' print service for students and subsequent benefits.

It is also beneficial is to define the below key issues in your proposal for both print only devices and multi-function devices:

- i) Hardware pricing parameters, one-time or monthly
- ii) Indicate if hardware pricing be included in the cost of refresh
- iii) Indicate if services and supplies are priced separately from the hardware
- iv) Indicate if services pricing is fixed or on a per-activity basis, cost per copy, etc.
- v) Indicate the advised method of implementing pricing changes over time.

vi) Indicate if you will use a piggybackable bid for pricing and from whom.

6. Information Technology /Security

- a) Approach for FISMA (Federal Information Security Management Act) compliance for printers and print servers.
- b) Suggested tools (US Government Approved Protection Profile for Hardcopy Devices) and approach for ensuring security and privacy of data while in transit and in queue for copiers and multifunction devices that equipped with storage device.
- c) How do you address current and future threats and vulnerabilities?
- d) Vendor must ensure that a copyright clearing house is available as needed for permissions to duplicate certain materials and manage this responsibility.
- e) Explain any password protection capabilities of devices for users.

7. Additional Concerns or Key Issues Not Addressed Above, as Related to Managed Print Services

Along with your proposal, you may wish to prepare information or situations for discussion or consideration that the District may want to consider as an 'option', i.e delivery of copy jobs, hiring of student interns, paper supply included, use of in-kind copiers, etc. A solid proposed solution should be included and explained in detail in the RFP response. Please add any additional pricing detail related to service or hardware option ideas.

D. CORRESPONDENCE: Vendors are specifically directed not to contact District or College personnel for meeting, conferences or technical discussions related to this RFP. Failure to adhere to this policy may result in disqualification of the Vendor. Participants in this RFP opportunity must direct all questions by e-mail to the Purchasing Specialist listed on this project: Janice Kisch, at address: jkisch@vcccd.edu.

E. QUESTIONS AND ANSWERS: All questions regarding this (RFI) will be accepted by e-mail and answers will be posted on the website at: <http://www.vcccd.edu/departments/purchasing/bids-and-agreements> Questions must be submitted on or before the submission deadline date of April 6.

F. INFORMATION SUBMISSION AND DEADLINE: Five (5) copies of this RFP must be received, postmarked and labeled with RFP # 490 no later than April 16, 2015 to the following address:

**Ventura County Community College District - Purchasing Department
255 W. Stanley Avenue, Suite 150, Ventura, California 93001**

Facsimile or electronic proposals will not be accepted. Proposals received after the deadline will be considered "late" and will receive no further consideration. See action events and dates on page 6.

G. Exhibits:

1. **Exhibit A** - Listing of equipment and copy count in 2014 throughout the District on contractor provided equipment, including copy centers.
2. **Exhibit B** – Listing of equipment used by the Student 'Walk-Up' Print Center
3. **Exhibit C** – Listing of Printers by campus and owned by VCCCD
4. **Exhibits D** – Maps of each of 3 campuses, (copy centers noted)

REFERENCES

Note: If you have recently responded to the RFI 457 Multifunction Devices & Managed Print Services for the District opened on January 15, 2015 you need not supply this reference and qualification information again.

SIMILAR CONTRACTS:

Proposer to provide information or examples of similar Print Management Services performed during the past 5 years in a corporate or educational environment.

Your firm’s financial stability, technical and support capabilities & services will be verified through available search sites. References may include phone, e-mail site visits and personal contact with other clients and vendors. Please include the below information when listing references for this RFP.

Attach additional pages as needed.

FIRM NAME: _____

ADDRESS: _____

PHONE # _____

CONTACT PERSON: _____

DATE OF CONTRACT: _____ THROUGH _____

FIRM NAME: _____

ADDRESS: _____

PHONE # _____

CONTACT PERSON: _____

DATE OF CONTRACT: _____ THROUGH _____

FIRM NAME: _____

ADDRESS: _____

PHONE # _____

CONTACT PERSON: _____

DATE OF CONTRACT: _____ THROUGH _____

**VENTURA COUNTY COMMUNITY COLLEGE DISTRICT
BID FORM**

The undersigned, having carefully examined Notice to Bidders, General Instructions to Bidders and Specifications for **RFP 490, Multifunction Devices and Managed Print Services**, hereby proposes to furnish said materials and services in accordance with prices quoted on the attached form. Bidder to supply verification of DIR Registration upon recommendation of award.

Bid prices must be valid for a minimum of a 6-month period after opening date of bid.

COMPANY NAME: _____

ADDRESS: _____

PHONE NO.: _____ FAX NO. _____

E-MAIL ADDRESS: _____

ACKNOWLEDGEMENT OF BID ADDENDA

In submitting this Bid Proposal, the Bidder acknowledges receipt of all Bid Addenda issued. The Bidder confirms that this Bid Proposal incorporates and is inclusive of all items or other matters contained in Bid Addenda.

_____ No Addenda Issued
(Initials)

_____ Addenda Number(s) _____ received, acknowledged and incorporated in this Bid Proposal.
(Initials)

PREPARED BY: _____ TITLE: _____

SIGNATURE: _____ DATE: _____

DRUG-FREE WORKPLACE CERTIFICATION

The Bidder certifies the following:

1. I am aware of the provisions and requirements of California Government Code §§8350 et seq., the Drug Free Workplace Act of 1990.
2. I am authorized to certify, and do certify, on behalf of Bidder that a drug free workplace will be provided by Bidder by doing all of the following:
 - A. Publishing a statement notifying employees that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in Contractor's workplace and specifying actions which will be taken against employees for violation of the prohibition;
 - B. Establishing a drug-free awareness program to inform employees about all of the following:
 - (i) The dangers of drug abuse in the workplace;
 - (ii) Bidder's policy of maintaining a drug-free workplace;
 - (iii) The availability of drug counseling, rehabilitation and employee-assistance programs; and
 - (iv) The penalties that may be imposed upon employees for drug abuse violations;
 - C. Requiring that each employee engaged in the performance of the Contract be given a copy of the statement required by subdivision (A), above, and that as a condition of employment by Bidder connection with the Work of the Contract, the employee agrees to abide by the terms of the statement.
3. Contractor agrees to fulfill and discharge all of Contractor's obligations under the terms and requirements of California Government Code §8355 by, inter alia, publishing a statement notifying employees concerning: (a) the prohibition of any controlled substance in the workplace, (b) establishing a drug-free awareness program, and (c) requiring that each employee engaged in the performance of the Work of the Contract be given a copy of the statement required by California Government Code §8355(a) and requiring that the employee agree to abide by the terms of that statement.
4. Contractor and I understand that if the District determines that Contractor has either: (a) made a false certification herein, or (b) violated this certification by failing to carry out and to implement the requirements of California Government Code §8355, the Contract awarded herein is subject to termination, suspension of payments, or both. Contractor and I further understand that, should Contractor violate the terms of the Drug-Free Workplace Act of 1990, Contractor may be subject to debarment in accordance with the provisions of California Government Code §§8350, et seq.
5. Contractor and I acknowledge that Contractor and I are aware of the provisions of California Government Code §§8350, et seq. and hereby certify that Contractor and I will adhere to, fulfill, satisfy and discharge all provisions of and obligations under the Drug-Free Workplace Act of 1990.

PREPARED BY: _____ TITLE: _____

SIGNATURE: _____ DATE: _____

NON-COLLUSION AFFIDAVIT

In connection with the foregoing Bid Proposal, the undersigned declares, states and certifies that:

1. The Bid Proposal is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization or corporation.
2. The Bid Proposal is genuine and not collusive or sham.
3. The bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid, and has not directly or indirectly colluded, conspired, connived, or agreed with any other bidder or anyone else to put in sham bid, or to refrain from bidding.
4. The bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price, or that of any other bidder, or to fix any overhead, profit or cost element of the bid price or that of any other bidder, or to secure any advantage against the public body awarding the contract or of anyone interested in the proposed contract.
5. All statements contained in the Bid Proposal and related documents are true.
6. The bidder has not, directly or indirectly, submitted his or her bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any person, corporation, partnership, company, association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid.

I hereby acknowledge and agree to all specifications of the Ventura County Community College District bid and will see that our company is responsible for all materials and services as specified.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

PREPARED BY: _____ TITLE: _____

SIGNATURE: _____ DATE: _____

In order to comply with legal requirements, the Ventura County Community College District is gathering and updating the affirmative action status of vendors. Please check your company's appropriate code as indicated below (see definitions).

- Minority-owned/Disadvantaged business
- Woman-owned business
- Small business concern
- Disabled Veteran enterprise
- Other
- None of the above

VENTURA COUNTY COMMUNITY COLLEGE DISTRICT AFFIRMATIVE ACTION STATUS CODE DEFINITIONS

Minority-Owned/Disadvantaged Business

A small business concern which is at least fifty-one percent unconditionally owned by one or more socially and economically disadvantaged individuals, or, in the case of any publicly owned business, at least fifty-one percent (51% of the stock of which is owned by such individuals, and whose management and daily business operations are controlled by one or more of such individuals).

Business owners who certify that they are members of named groups (African American, Hispanic Americans, Native Americans, Asian-Pacific/Asian Indian Americans) are considered socially and economically disadvantaged.

Woman-Owned Business

A business concern that is at least fifty-one percent (51%) owned by a woman or women who also control and operate it. "Control" in this context means exercising the power to make policy decisions. "Operate" in this context means being actively involved in the day-to-day management.

Small Business Concern

An independently owned and operated concern certified, or certifiable, as a small business by the Federal Small Business Administration (SBA). Standard Industrial Classification (SIC) codes may be found in the Federal Acquisition Regulations, Section 19.01 or in the Federal Procurement Regulations, Section 1-1.701.

Disabled Veteran Enterprise

"Disabled Veteran" means a veteran of the military, naval or air service of the United States with a service-connected disability who is a resident of the State of California. To qualify under this category, certification must be obtained from the Office of Small & Minority Business (OSMB) by completing Form OSMB11 and receiving an approved certification letter from that office. Contact the OSMB at (916) 322-5478 for specific assistance. The District must receive this certification with the bid response.

Ethnic Groups Key

African Americans: United States citizens whose origins are in any of the Black racial groups of Africa.

Hispanic Americans: United States citizens whose origins are in Mexico, Puerto Rico, Cuba, Spain, Portugal, Central or South America.

Native Americans: United States citizens whose origins are in any of the original peoples of North America, i.e., American Indians, Eskimos, Aleuts, and Native Hawaiians.

Asian Pacific/Asian Indian Americans: United States citizens whose origins are in Japan, China, Korea, Okinawa, Thailand, Taiwan, Cambodia, Laos, Vietnam, the Philippines, Samoa, Guam, the U.S. Trust Territories of the Pacific, the Northern Marianas, India, Pakistan, Bangladesh, Sri Lanka, Bhutan, or Nepal.