

Albuquerque Public Schools

REQUEST FOR PROPOSAL (RFP)

RFP # 17-044SS-KM

Print Management Services



RFP DUE TIME AND DATE:	10/20/2016 @ 2:00 PM (LOCAL TIME)
PRE-PROPOSAL MEETING DATE:	10/04/2016 @ 8:30 – 10:30 AM (LOCAL TIME)
LOCATION:	912 Oak St. SE, Bldg. M, Room #161 Albuquerque, NM 87106
PURCHASING CONTACT:	Sandra Sanchez, C.P.M., CPPO
PHONE:	(505) 878-6116
E-MAIL:	sanchez_ss@aps.edu

PHYSICAL LOCATION:
Albuquerque Public Schools
Procurement Department
6400 Uptown Blvd. NE, Suite 500E
Albuquerque, NM

OFFICIAL CONTACTS ONLY

This RFP contains restrictions on contact with Board of Education and APS Staff. Violation of this policy may lead to disqualification. See Item 4 (Page 3) of General Instructions of this document.

TABLE OF CONTENTS	PAGE #
PROPOSAL GENERAL INSTRUCTIONS	3
TERMS AND CONDITIONS	6
PROTESTS	8
OVERVIEW	9
RFP SCHEDULE	9
APS BACKGROUND	10
SCOPE OF SERVICES	10
EVALUATION CRITERIA	14
SUBMITTAL REQUIREMENTS	15
PROPOSAL CHECKLIST	17
REQUIRED ATTACHMENTS	
Acknowledgement of Receipt Form	18
Campaign Contribution Form	19
Conflict of Interest and Debarment/Suspension Certification Form	21
Statement of Confidentiality Form	22
Acknowledgement of Addenda	

PROPOSAL GENERAL INSTRUCTIONS

1. Requests for proposals (RFP) will be received at the Albuquerque Public Schools Procurement Office no later than 10/20/2016 at 2:00 P.M. (Local time) at which time the said proposals will be opened and recorded as received. The purpose of this Request for Proposal is for Print Management Services.
2. "The Purchaser" as used in these specifications shall refer to Albuquerque Public Schools (APS).
3. Albuquerque Public Schools is seeking requests for proposals from qualified individuals and/or companies in accordance with the RFP scope of work.
4. Any inquiries or requests regarding clarification of this procurement document shall be submitted to the Buyer in writing. The Buyer contact is Sandra Sanchez and her email is sanchez_ss@aps.edu. Offerors may contact ONLY the buyer regarding the terminology stated in the procurement documents. Other APS employees do not have the authority to respond on behalf of APS. Offerors **MAY NOT** contact other District Departments or employees. Any contact with a District Departments or employee may automatically result in a rejection of any proposal. Any other communication will be considered unofficial and non-binding. Communication directed to parties other than the Buyer will have no legal bearing on this RFP or the resulting contract(s). Any response made by the District will be provided in writing to all Offerors by addendum, no verbal responses shall be authoritative.
5. Any contact during the RFP evaluation process, or attempt to have contact with the Evaluation Committee, where it is unsolicited by the Evaluation Committee members, is grounds for disqualification of Offeror's proposal.
6. Offerors should promptly notify the Buyer of any ambiguity, inconsistency, error, or missing attachments which they may discover upon examination of the RFP.
7. No Addendum will be issued later than FIVE (5) days prior to the date for receipt of Proposals, except an Addendum withdrawing the Request for Proposal or one which includes postponement of the date for receipt of Proposals.
8. Proposals must be submitted in a sealed package and must be clearly labeled on the outside of the package with the following information: (1) "Request for Proposal," (2) the RFP number, (3) the RFP title, and (4) Offerors' business name, address including city, state, and ZIP Code.

Proposals must be addressed and delivered to one of the following addresses:

US Postal Service Delivery Address (Allow minimum 4 additional days for internal delivery):

Albuquerque Public Schools
Procurement Department
PO Box 25704
Albuquerque, NM 87125

~OR~

Hand Carry or Courier Address:

Albuquerque Public Schools
Procurement Department
6400 Uptown Blvd. NE, Suite 500E
Albuquerque, NM 87110

Allow appropriate time for delivery to the Procurement Department location before the deadline date and time. The date and time of receipt will be recorded on each proposal.

9. Any and all Proposals not received by the Proposal submission date and time shall be rejected.

10. APS may, in its sole discretion, extend the time for the submission of offers upon a finding that it is in the interest of the District to do so. Such extensions shall be by addendum, which may be issued before the submission due date.

11. Definition of Terminology: This section contains definitions that are used throughout this procurement document, including appropriate abbreviations:

“Agency” shall mean Albuquerque Public Schools (APS)

“Contract” shall mean an agreement for the procurement of items of tangible personal property or services.

“Contractor” shall mean successful Offeror.

“Determination” shall mean the written documentation of a decision of a procurement Officer including findings of fact required to support a decision. A determination becomes part of the procurement file to which it pertains.

“Desirable” the terms “may”, “can”, “should”, or “prefers” identify a desirable or discretionary item or factor.

“Evaluation Committee” shall mean a body of District employees or other representatives assigned to perform the evaluation of Offeror proposals.

“Finalist” is defined as an Offeror who meets all the mandatory specifications of the Request for Proposal and whose score on evaluation factors is sufficiently high to qualify that Offeror for further consideration by the Evaluation Committee.

“Mandatory” the terms “must”, “shall”, “will”, “is required”, or “are required”, identify a mandatory item or factor. Failure to meet a mandatory item or factor will result in the rejection of the Offeror’s proposal or bid.

“Offeror” or “Proposer” is any person, corporation, or partnership who chooses to submit a proposal or a bid.

“Purchase Order” shall mean the document, which directs a contractor to deliver items of tangible personal property or services pursuant to an existing contract.

“Request for Proposal” or “RFP” means all documents, including those attached or incorporated by reference, used for soliciting proposals.

“Responsible Offeror” shall mean an Offeror who submits a responsive bid and who has furnished, when required, information and data to prove that its financial resources, production or service facilities, personnel, service reputation and experience are adequate to make satisfactory delivery of the services or items of tangible personal property described in the bid.

“Responsive Offer” shall mean an offer, which conforms in all material respects to the requirements set

forth in the Request for Proposal.

12. Any exceptions to the scope of work and/or specifications shall be listed separately in the offer and unless otherwise stated, specifications attached are the minimum requirements. Minor deviations to the specifications as listed, may be considered.
13. This Request for Proposal may be canceled or proposals may be rejected in whole or in part when it is in the best interest of Albuquerque Public Schools.
14. The District reserves the right in its sole discretion to waive minor informalities in offers submitted provided that such informalities have no effect on price, quality, quantity, fitness, delivery or any matter to be evaluated in making a selection and confer no material advantage on the Offeror who's non conformity is waived.
15. Any sole response that is received may be rejected by the District depending on available competition and timely needs of the District. The District reserves the right to award the contract to the responsible Offerors submitting responsive proposals with resulting agreements most advantageous and in the best interest of the District.
16. All costs incurred by an Offeror in connection with responding to this RFP, the evaluation and selection process undertaken in connection with this procurement, and any negotiations with the District will be borne by the Offeror.
17. This procurement in no manner obligates Albuquerque Public Schools until a valid signed contract or valid Purchase Order is executed.
18. The District may add to or delete from the Scope of Work set forth in this RFP.
19. The District reserves the right to eliminate any Offeror who submits incomplete or inadequate responses or is not responsive to the requirements of this RFP.
20. The District reserves the right to discontinue negotiations with any selected Offeror.
21. In submitting an offer to this invitation, the Contractor certifies that the Contractor has not, either directly or indirectly, entered into action in restraint of full competition in connection with the proposal submitted to the District.
22. The contents of the proposals will be kept confidential until APS awards a contract. At that time, all proposal documents pertaining to this procurement will be open to the public, except for the material, which is proprietary or confidential. The Procurement Department will not disclose or make public any pages of a bid on which the Offeror has stamped or imprinted "proprietary" or "confidential" subject to the following requirements.

Proprietary or confidential data shall be readily separable from the offer in order to facilitate eventual public inspection of the non-confidential portion of the offer. Confidential data is normally restricted to confidential financial information concerning the Offeror's organization and data that qualifies as trade secret in accordance with the Uniform Trade Secrets Act, 57-3A-1 to 57-3A-7 NMSA 1978. The price of products offered or the cost of services proposed shall not be designated as proprietary or confidential information.

23. Where a brand-name or equal specification is used in a solicitation, the use of a brand name is for the purpose of describing the standard of quality, performance and characteristics desired and is not intended to

limit or restrict competition. If a vendor proposes an “equal” to scope of work/specifications, reserves the right to refuse any or all proposals and is the sole interpreter of the scope of work/specifications and sole judge as to whether the “equal” proposed complies with the scope of work/specifications.

24. By responding to this RFP, Offerors acknowledge and agree to the terms and conditions set forth in this RFP.

25. Offeror shall submit one (1) original proposal, five (5) identical copies and one (1) identical electronic copy of their proposal to the location specified in item 8 proposal general instructions. The electronic copy should be a Jump Drive that is clearly labeled with Offeror’s name and RFP #, loaded with the Offeror’s proposal. Email or fax copies will *not* be accepted.

TERMS AND CONDITIONS

1. **TERM:** APS reserves the right to procure the services/goods as described in this RFP and enter into a one (1) year contract, plus additional one-year extensions, not to exceed a total of eight (8) years. The District will determine which is most advantageous and in the best interest of the District.

2. **NON-APPROPRIATION:** The District’s obligation to make payment under the terms of this RFP is contingent upon its appropriation of sufficient funds to make those payments. If the District does not appropriate funds for the continuation of this procurement, this procurement will terminate upon written notice of that effect to the Contractor. The District determination that sufficient funds have not been appropriated is firm, binding and not subject to review.

3. **PROCUREMENT CODE:** The Procurement Code, Sections 13-1-28 through 13-1-199 NMSA 1978, imposes civil and misdemeanor criminal penalties for its violation. In addition, the New Mexico criminal statutes impose felony penalties for bribes, gratuities, and kickbacks.

4. **TERMINATION:** Either party may terminate this contract as follows:

A. Termination by the Contractor

1. The contractor may terminate this contract only if Albuquerque Public School District fails to comply with any provisions of this contract and after receiving notice of the noncompliance the District fails to cure the noncompliance within ten (10) days, or
2. By written mutual agreement between the Contractor and the District.

B. Termination by the District

1. **For Cause**
 - a. The occurrence of either one of the following events will justify termination for cause:
 - i. Contractor’s persistent failure to perform the work in accordance with the contract documents (including but not limited to, failure to supply sufficient skilled workers or suitable materials or equipment).
 - ii. Contractor’s violation in any substantial way of any provisions of this contract.
 - b. If either one of the events identified above occur, the District may, after giving Contractor (and the surety, if any) ten (10) days written notice, terminate the service of Contractor, exclude Contractor from site, and take possession of the work. Contractor shall be paid for project costs incurred up to the date of termination but shall not be paid for loss of profits resulting from such termination.

- c. Where Contractor's services have been so terminated by the District, the termination will not affect any rights or remedies of District against contractor then existing or which may thereafter accrue. Any retention or payment of moneys due the Contractor by the District will not release the Contractor from liability.
2. For Convenience
- a. Upon thirty (30) days written notice to contractor, APS may without cause and without prejudice to any other right or remedy of APS, elect to terminate the main contract and/or individual copier/printer rental agreements.
 - b. In such case, Contractor shall be paid (without duplication of any items):
 - 1. for completed and acceptable work executed in accordance with the contract documents prior to the effective date of termination,
 - ii. for expenses sustained prior to the effective date of termination in performing services and furnishing labor, materials or equipment as required by the contract document in connection with uncompleted work.
 - c. Contractor shall not be paid on account of loss of anticipated profits or revenue or other economic loss arising out of or resulting from such termination.

5. INDEMNIFICATION: The Offeror shall be responsible for damage to persons or property that occurs as a result of his fault or negligence, or that of any of his employees, agents or subcontractors. He shall save and hold harmless Albuquerque Public Schools against any and all loss, cost, damage, claims, expense or liability in connection with the performance of the contract. Any equipment or facilities damaged by the Offeror's operation shall be repaired and/or restored to their original condition at the Offeror's expense.

6. INSURANCE (if applicable): The successful Offeror shall purchase and maintain statutory limits of Worker's Compensation, Public Liability and Automobile Liability insurance approved by APS at the time of contract award. Albuquerque Public Schools shall be included as a loss payee and/or additional insured. Public Liability and Automobile Liability insurance shall include at least the following coverage:

General Liability Insurance – per occurrence General Aggregate - \$4,000,000 Product/completed operations aggregate \$1,000,000	\$2,000,000
Bodily injury, per occurrence	\$1,000,000
Medical and medically-related expenses	\$5,000
Vehicle bodily injury, each occurrence, excluding medical and medically related expenses	\$750,000
Property Damage, per occurrence	\$1,000,000

Contractor shall furnish Owner with certificates of insurance with the contract documents and prior to the commencement of work.

NOTE: Certificate holder shall be: Board of Education
Albuquerque Public Schools

Certificate of Insurance forwarded to: Albuquerque Public Schools
Procurement Department
P.O. Box 25704
Albuquerque, New Mexico 87125

7. AUDIT: The District reserves the right to audit the contractor's records associated with this contract at any time during the contract period and for a period of up to three years following the expiration or termination of

the agreement. Such audit may be conducted by District personnel or a third party under contract with the District. The District shall give the contractor reasonable notice prior to the conduct of any audit and upon receiving the notice from the District the contractor agrees to fully cooperate with the auditors. If contractor subcontracts any portion of its obligation to another party, contractor shall guarantee District's access to books and records of such party.

8. **INDEPENDENT CONTRACTOR:** The Contractor is an independent contractor performing services for the District. The Contractor shall not accrue leave, retirement, insurance, or any other benefits afforded to employees of the District as a result of this procurement.

9. **PROCUREMENT UNDER EXISTING CONTRACTS:** In accordance with NMSA 13-1-129, Offerors are hereby notified that other governmental entities within the State of New Mexico, or as otherwise allowed by their respective governing directives, may contract for services with the awarded Offeror. Contractual engagements accomplished under this provision shall be solely between the awarded Offeror and the contracting entity with no obligation by Albuquerque Public Schools.

10. **DEBARMENT OR SUSPENSION:** A business (contractor, subcontractor or supplier) that has either been debarred or suspended pursuant to the requirements of 13-1-177 through 13-1-180, and 13-4-11 through 13-4-17 NMSA 1978 as amended, shall not be permitted to do business with the District and shall not be considered for award of the contract during the period for which it is debarred or suspended with the District.

11. **CONFLICT OF INTEREST:** By submitting a proposal, the Offeror certifies that no relationship exists between the Offeror and the District that interferes with fair competition or is a conflict of interest; and no relationship exists between such propose and another person or firm that constitutes a conflict of interest that is adverse to the District.

12. **NON-DISCLOSURE:** The Offeror shall not disclose any information relating to students, and employees of APS other than such information that may be authorized by the individual student or employee. Vendor agrees to indemnify and hold harmless APS from any damages, claims, liabilities, and costs including reasonable attorney fees in the event any unauthorized release of such information occurs.

13. **PAYMENT:** Any invoice received and payment made shall be subject to District's terms and conditions (NET 30) unless specifically waived by District in a separate written document and not this RFP or any response.

PROTESTS

1. Any Offeror who is aggrieved in connection with a solicitation or award of an Agreement may protest to the Purchasing Office in accordance with the requirements of the Contracting Procurement Regulations and the State Procurement Code. The protest should be made in writing within 24 hours after the facts or occurrences giving rise thereto, but in no case later than 15 calendar days after the facts or occurrences giving rise thereto (13-1-172 NMSA 1978). The protest must be in writing and delivered to the Executive Director, Albuquerque Public Schools (APS) Procurement Department, Albuquerque, New Mexico.

2. In the event of a timely protest under this section, the Purchasing Agent and the Contracting Agency shall not proceed further with the procurement unless the Purchasing Agent makes a determination that the award of Agreement is necessary to protect substantial interests of the Contracting Agency (13-1-173 NMSA 1978).

3. The Purchasing Agent or his designee shall have the authority to take any action reasonably necessary to resolve a protest of an aggrieved Offeror concerning a procurement. This authority shall be exercised in accordance with adopted regulations, but shall not include the authority to award money damages or attorneys' fees (13-1-174 NMSA 1978).
4. The Purchasing Agent or his designee shall promptly issue a determination relating to the protest. The determination shall:
 - A. State the reasons for the action taken; and
 - B. Inform the protestant of the right to judicial review of the determination pursuant to 13-1-183 NMSA 1978.
5. A copy of the determination issued under 13-1-175 NMSA 1978 shall immediately be mailed to the protestant and other Offerors involved in the procurement (13-1-176 NMSA 1978).

OVERVIEW

APS has issued this competitive sealed request for proposals for the purpose of obtaining responsive proposals from responsible parties to provide print management services. Cost will be included as one of the evaluation criteria but the award of this RFP will not depend solely on cost.

RFP SCHEDULE

The Procurement Officer will make every effort to adhere to the following schedule:

Action	Responsibility	Date
Issue of RFP	District	09/29/2016
Pre-proposal Meeting 912 Oak St. SE, Bldg. M, Room #161 Albuquerque, NM 87106	District and Offerors	10/04/2016 @ 8:30 – 10:30am (MDT)
Return of Acknowledgement of Receipt Form	Offerors	10/11/2016 @ 5:00pm (MDT)
Deadline for Questions	Offerors	10/11/2016 @ 5:00pm (MDT)
Response to Questions	District	10/13/2016
Submission of Proposal	Offeror	10/20/2016 @ 2:00pm (MDT)
Evaluation of Proposals	Evaluation Committee	TBD
Contract Negotiations	District Purchasing	TBD

The Evaluation Committee *may* interview the Offeror(s) of the top rated proposals; however, contracts may be awarded without such interviews and based solely on written offers.

This schedule is subject to change.

APS BACKGROUND

APS is the largest school district in New Mexico and one of the nation's largest school districts. It covers more than 1,230 square miles, encompassing all of the Albuquerque metro area in Bernalillo County and one school in Sandoval County. Currently, the district has 143 schools which include 13 high schools, 13 schools of choice, 27 middle schools, and 89 elementary schools, plus 21 APS authorized Charter Schools. Additional schools and/or departments may be added to APS during the life of any resulting contract. APS has approximately 88,100 students and 14,000 employees, 11,500 full time and 6,300 teachers, and 1,900 classroom educational assistants.

An elected Board of Education composed of seven members serving staggered terms of four years each governs the District. The Superintendent is Raquel Reedy.

SCOPE OF SERVICES

Albuquerque Public Schools (APS) is seeking to contract with a company and/or multiple companies to provide a print management program that will service the entire school district. The current contract is held by Xerox Corporation. APS does not intend to give advantage to an incumbent offeror based on machines already in place. Logistics of removing and installing a large number of machines is acknowledged and APS is dedicated to ensure a smooth transition. It is crucial that no site be left without service and that there be a minimum of disruption.

Offerors must have extensive experience and capacity to conduct print management services in distribution management, equipment hardware, consumables, equipment software, training, and standard operations to large school districts. The goal of this RFP is to contract with a company that will provide APS with latest-most-up-to-date 100% new/non-refurbished model equipment hardware; consumables, equipment software, and training to maximize pricing strategies for APS.

Print Management Services at APS are managed by APS Graphics Enterprise Services (GES) - Managed Print Department (MPD). Requests for copiers and/or printers by schools or departments are carefully scrutinized as to projected need(s) with all copier and/or printer ordering and placement authorized solely by a designated GES- MPD representative.

This contract will be structured on a rental basis. APS will not purchase any of the equipment at any time and none of the rental payments will be accrued toward purchase. Machines, parts, and accessories furnished under this rental agreement shall remain the property of the contractor. In addition to the use of machines maintenance and service costs, the cost will include all consumables such as, but not limited to toner, developer, drums, fuser oil, lubricants, and cartridges necessary to operate the machines and also include all associated movement costs of all machines to and from any designated APS facilities/departments at any time during the contractual agreement. APS will provide all paper, transparencies, etc. Contractor is cautioned to closely monitor the use of supplies verses meter readings or any other discrepancies that may suggest materials being diverted for other applications and should be brought to the attention of the Procurement Division.

The current fleet summary of quantities as shown for copiers and printers is provided for general information. This is not a commitment to lease/rent. APS reserves the right to increase or decrease usage at any time as actual need or funding may determine. Note that copier or printer placement also includes administrative sites. APS will work with awarded contractors to establish an efficient placement of copiers and printers to maximize resources.

Site	Copiers	Percentage	Printers	Percentage
Elementary Schools	354	63.67%	496	57.34%
Middle Schools	115	20.68%	206	23.82%
High Schools	87	15.65%	163	18.84%
Total School Fleet	556	100%	865	100%
Administrative Sites	90		43	
Total Administrative Fleet	90		43	
Total School and Administrative Fleet	646		908	

An estimate of school copies for the 2015/2016 school year was approximately 108 million. An estimate of administrative office copies for fiscal year 2015/2016 was approximately one million. However this is not a guarantee for awarded contracts.

Please note some of the equipment is currently on lease and consideration for replacement will be made when the current lease expires. Approximately two-hundred eight five (285) units will be up for lease/rental in November 2016, and approximately six-hundred fifty (650) units will be up for lease/rental in July 2017, and the remaining units will be up for renewal on a staggered schedule. However, all units will be reviewed prior to placement to ensure an effective strategy that best utilizes District resources.

Upon award, contractor may be asked to recommend certain models of machine for certain applications or usage. Volume, accessories, number of users, two small machines verses one large unit, etc. are typically considerations. Any rotation of machines by APS or contractor(s) shall be by mutual agreement and in writing noting existing serial numbers or any other such information to track the account.

Distribution Management

Most sites will have copier in use and should not require any site modification or preparation. APS will be responsible for providing the electrical work in a given building if necessary to accommodate a new installation. APS will not make or allow others to make alterations to the equipment or remove equipment unless authorized by the contractor. All installations shall comply with applicable codes and all materials shall be UL approved or comparably certified.

Initial installation will be completed within two-calendar weeks maximum after notification to proceed with placement. However, if equipment is down, immediate repair or replacement may be required. Contractor(s) must have sufficient stock and support from manufacturer to meet this requirement. Do not respond if machines cannot be readily available.

It may also occur that after placement, a particular machine may turn out to be a “lemon”. Any such machine shall be replaced immediately if it becomes evident that contractor’s personnel are unable to resolve the problem and that high frequency repair calls are not due to negligence or misuse by APS.

Equipment maintenance will be performed by the contractor’s qualified personnel during regular working hours. “Regular working hours” may be defined differently throughout the district. APS administrative offices operate year round from 8:00 a.m. to 4:30 p.m. Maintenance & Operations begins work at 7:00 a.m. and closes at 3:30 p.m. Individual school sites may vary but generally are open from 7:30 or 8:00 a.m. until 3:00 p.m. Most schools close for the summer; however, there are some year ‘round locations. Contractor should therefore anticipate varying “tracks” as well as holidays, spring/winter break, etc. The APS Print Management

Department representative will provide the contractor with a calendar at the beginning of each APS year detailing holidays or other closings observed by the district.

All proposed and deployed copiers and printers must be the most up-to-date 100% new non-refurbished, currently manufactured and consistent with recommended volumes of the manufacturer of the equipment furnished. APS will evaluate equipment offered and available at time of award. If certain models go out of production or become otherwise unavailable during the life of the contract, the contractor(s) and APS will mutually agree on a substitute for additional or replacement installations. However, potential contractors are cautioned against bidding in with soon-to-be obsolete or remanufactured equipment.

- 1) All equipment movement must be coordinated through the GES - Managed Print Department and the GES- MPD will serve as the liaison between vendor and end user
- 2) Prior to deployment of any new equipment a deployment check list form the awarded contractor must be presented to the Managed Print Department

Equipment-Hardware Requirements:

- 1) Latest most up-to-date model, new not refurbished equipment
- 2) Life cycle/retirement
 - A. If equipment becomes obsolete and cannot perform functions required, the equipment needs to be replaced with a comparable model that can perform necessary functions for the end user at no additional cost
 - B. During any part of the agreement if the equipment is at an unusually high volume compared to industry standard, and/or is having chronic issues, then the equipment needs to be replaced with a comparable model
- 3) Support/Service of Equipment Requirements:
 - A. A comprehensive and progressive support/service program: Multi-tiered with immediate “help line” phone service, 30 minute after initial call over the phone “triage” and service, and a 2-3 hour onsite service and repair resolution. In the event the equipment cannot be up and operating due to complications, then contractor(s) needs come up with solution by close of business that day
 - B. Direct follow up with the end user that placed the service call after service is completed to make sure equipment is back and running satisfactorily
 - C. A weekly service call log/report must be produced and submitted to the Managed Print Department
 - D. Preventative Maintenances (PM) are required to be performed according to industry standards for each device on contract
 - E. Equipment requiring service more than five (5) times in any given month will be categorized as “excessive down time” and will need to be replaced with a new machine with equal or better features. Service calls that are operator induced will not be counted
 - F. Requirement to provide an ‘Up-time Guarantee’ on all copiers of at least 95% during any ninety (90) day period. At the request of the customer, machines failing to maintain ninety-five (95) percent uptime are subject to removal at no additional cost to the Customer and replaced by vendor with a comparable model or one with comparable features and capabilities that meet or exceed the current needs of the Customer
- 4) Temporary loaner equipment provision would need to be supplied, delivered, and set up for specified events up to six (6) times a year at no additional costs except the agreed upon Cost per Click (CPC)

Consumables

- 1) Consumables must be delivered by close of business next business day after day of request
- 2) All parts required for everyday repairs on devices need to be on hand. (Repairs that are operator induced are excluded)

Equipment-Software

- 1) Any software updates need to be approved by the Managed Print Department prior to installation

Training

The contractor(s) will provide, at contractor's expense, all training required for the operation of the equipment at any site at any time during the life of the contract. The level of training is at the discretion of the contractor; however, trouble shooting for typical problems such as paper jams, low toner levels, awareness of hot or dangerous areas to be avoided, how to avoid scratching drums, etc. would be advantageous to both parties. An instruction manual is to be provided with each machine.

- 1) An equipment training plan must be presented and followed for all new equipment installed and new user arrivals
- 2) A bi-annual refresh of training plan must be available to the Managed Print Department and all end users

Standard Operations:

- 1) Itemized billing needs to be set up according to the Managed Print Department's specification, and submitted by the 5th business day of each new month
- 2) Any billing discrepancy needs to be fixed within 48 hours
- 3) Weekly status meeting required with a vendor representative present
- 4) Vendor produces monthly report on all inventory sent with the itemized bill to include the following, and updated monthly with any changes:
 - A. Model
 - B. Serial number
 - C. Install Date
 - D. Name of Department/school
 - E. Exact location of device
 - F. Contact name of person from that department/school, and phone number
 - G. IP address
- 5) The Managed Print Department will be the first point of contact for all copier/printer-related issues

Pricing Strategies

Offeror must submit a pricing strategy for an all-inclusive pricing model in lieu of leased machines (e.g. clicks; all related raw materials, including staples; cost of moving equipment; lease; same click rate across the board for all devices selected from an approved list; print software if applicable built into pricing; and tiered volume pricing) . Offerors must submit a traditional lease/click model (e.g. clicks; all related raw materials, including staples; cost of moving equipment; lease; same click rate across the board for all devices selected from an approved list; and print software if applicable built into pricing).

EVALUATION CRITERIA

The Proposal must address each of the following criteria, and may be awarded points up to the numeric value listed. Points will be awarded in compliance with NMSA 13-1-21 for New Mexico In-State Resident Business and Resident Veteran Business. If proposal is Joint Venture, Offeror shall state in submitted proposal the percentage of work that will be performed by Resident Business and/or Resident Veteran Business. Please Note: An Offeror cannot be awarded both a resident preference and a resident veteran business preference. Offerors shall include in their proposal a copy of certificate issued by State of New Mexico Taxation & Revenue. **Note: FAILURE** to adequately address and meet the above requirements may be cause for the proposal to be deemed non-responsive by the Procurement Officer.

	Possible Points	Points This RFP
<p>Costs A fee proposal shall be included; list Offeror’s detailed pricing for the services.</p>	35	
<p>Experience and Capacity Overview of current and prior experience in work comparable to the scope of services required in this request for proposals. Include years of experience providing these services for similar school districts of comparable size and complexity.</p>	25	
<p>Approach/Methodology Provide an in-depth response to the requested Scope of Work with detailed description of services to be offered and an indication of capabilities to provide these services. See submittal requirements.</p>	35	
<p>References Include a list of at least three (3) client references, names and telephone numbers of clients for which these services have been performed, currently or in the recent past. Please do not include Albuquerque Public School personnel.</p>	5	
<p>Total Possible Evaluation Points</p>	100	
<p>New Mexico Resident Business Preference: Five percent of the total possible points to a resident business. Offeror shall include a copy of their In-State Certificate issued by State of New Mexico Taxation & Revenue Department.</p>	5	
<p>Veteran New Mexico Resident Business Preference: Ten percent of the total possible points to a resident veteran business. To qualify an Offeror must include a copy of their Resident Veteran Certificate issued by State of New Mexico Taxation & Revenue Department, and NM Tax & Revenue documentation of annual business revenue.</p> <ul style="list-style-type: none"> • 10 points for Resident Veteran Business/Contractor with annual revenues of \$3 million or less as verified by State of NM Tax & Revenue. 	10	
<p>Total Possible Awarded Points</p>	100-110	

Note: FAILURE to adequately address and meet the above requirements may be cause for the proposal to be deemed non-responsive by the procurement officer. The Evaluation Committee may interview the Offerors. Preference may also be given for bundled services. If an interview is deemed necessary, the finalist will be evaluated on the criteria noted above keeping in mind the submitted offer and information gathered from the interview.

SUBMITTAL REQUIREMENTS

(For ease of evaluation, Proposals should be formatted in the order as listed below)

The Offeror is particularly encouraged to address all points that will be evaluated as described herein in each point of the evaluation criteria, in the order given in the RFP. If a factor of evaluation is not adequately responded to by the Offeror, the Offeror may be determined to be non-responsive. The Offeror should contact Buyer for clarification of evaluation criteria or terminology.

Each response shall *not* exceed sixty (60) single sided pages (This includes Offeror supplemental attachments.) The page limit does *not* include: front and back cover, any APS required attachments, blank dividers, and table of contents.

Proposals are to include:

1. A letter of transmittal, which includes the following information:

- A. Name, address, telephone number and email address of business.
- B. Name of the primary contact.
- C. Authorized signature and title of Offeror.
- D. Date of proposal.
- E. Statement that the Offeror has the ability to provide the services requested and will comply with the contract terms and conditions set forth in this Request for Proposal and acknowledges any addendums, or is requesting changes to certain terms and conditions, if awarded a contract.

2. Introduction, Experience and Capacity: Overview of current and prior experience in work comparable to the scope of services required in this request for proposals. Include years of experience providing these services for similar school districts of comparable size and complexity. Demonstrate firm's ability to act in this capacity for the District, demonstrate industry performance indicating the ability of Offeror to perform the required services in a timely, effective and efficient manner; capability to handle proposed workload.

3. Response and Approach to requested Scope of Work: Provide an in-depth response to the requested Scope of Work with a detailed description of services to be offered and an indication of capabilities to provide these services. Any services that cannot be provided as required under Scope of Work should be noted.

Including information related to:

• Distribution Management

- 1) Describe how your company intends to coordinate the movement all equipment with the Managed Print Department
- 2) Provide APS with a sample deployment checklist your company uses prior to deployment of any new equipment that will be presented to the Managed Print Department
- 3) Prompt service is required, please provide a sample time line of events to set up and/or move equipment, from time of notification.

- **Equipment-hardware**
 - 1) Provide information on the proposed equipment hardware.
- **Support/Service of Equipment**
 - 1) Provide information on approach to support/service of equipment as described on page 11 of this RFP.
- **Consumables**
 - 1) Describe your company's delivery of consumables after request
 - 2) Describe company's inventory approach for parts on hand required for everyday repairs on devices. (Repairs that are operator induced are excluded)
- **Equipment-Software**
 - 1) Describe how and when your company will notify the Managed Print Department of any new software updates available that would benefit APS and an installation plan prior to MPD approval and installation.
- **Training Plan**
 - 1) Provide an equipment training plan and bi-annual refresh of training plan how it is followed for all new equipment installed and new user arrivals made available to the Managed Print Department and all end users
- **Standard Operation**
 - 1) Provide information on how your company will address standard operations as described on page 12.

4. **References:** Include a list of at least three (3) client references, names and telephone numbers of clients for which these services have been performed, currently or in the recent past. Please do not include APS personnel.
5. **Cost/Price:** A price proposal shall be included; list your companies' detailed pricing for print management services.

- a. List detailed services that will be provided for an all-inclusive pricing model in lieu of leased machines and a traditional lease/click model.

Pricing Strategies

- 1) All-inclusive pricing model in lieu of leased/click model: (Single Click Pricing, A-G Included)
 - A. Clicks
 - B. All related raw materials, including staples
 - C. Cost of moving equipment
 - D. Lease
 - E. Same click rate across the board for all devices selected from an approved list
 - F. Print Software if applicable built into pricing
 - G. Tiered volume pricing model
- 2) Traditional lease/click model: (Cost Breakdown of Each: A-F)
 - A. Clicks
 - B. All related raw materials, including staples
 - C. Cost of moving equipment

- D. Lease
- E. Same click rate across the board for all devices selected from an approved list
- F. Print Software if applicable built into pricing

1. Attachments:

- Campaign Contribution Form
- Conflict of Interest and Debarment/Suspension Certification Form
- Statement of Confidentiality Form
- Acknowledgement of Addendums

PROPOSAL CHECKLIST

Did You:

- Include One (1) original submission, five (5) identical copies and one (1) identical electronic copy of the proposal. The electronic copy should be a Jump Drive that is clearly labeled with Offeror's name and RFP #, loaded with your proposal. Email or fax copies will **not** be accepted.
- Include List of References. Please do not list APS personnel.
- Acknowledge all addenda.
- Review all clarifications/questions/answers.
- Clearly mark your proposal as defined in Proposal General Instructions.
- Deliver sealed proposal as defined in Proposal General Instructions to the APS Procurement Office, before due date.

NOTE: If not completed as required, your proposal may be deemed non-responsive.

Contact the Purchasing Department immediately if any portion of this RFP is missing. The Proposal Checklist is for your information only and does not need to be submitted with your proposal. This Checklist is not all inclusive and Offerors should read the RFP carefully to ensure all items are addressed in your proposal.

ACKNOWLEDGEMENT OF RECEIPT FORM

RFP NO. 17-044SS-KM

Print Management Services

In acknowledgement of receipt of this Request for Proposal, the undersigned agrees that he/she has received a complete copy the above referenced RFP.

____ Offeror acknowledges the confidentiality of this RFP, and agrees to all Terms and Conditions regarding
Initial confidential content, as set forth in the Statement of Confidentiality.

This Acknowledgement of Receipt form should be signed and returned to the Procurement Officer listed below, no later than 5:00 pm (local time) on October 11, 2016. Electronic submission via email to sanchez_ss@aps.edu is acceptable. Only potential Offerors who elect to return this completed form, with the intention of submitting a proposal, will receive information regarding all Offeror's written questions and the Agency's written responses to those questions, as well as RFP amendments, if any are issued. Written responses to written questions and any RFP amendment(s) will be posted on the APS website. Go to www.aps.edu/procurement and click on "See Current Bids and RFPs" link to download amendment(s). *It is the responsibility of every Offeror to ensure they have downloaded the latest version of each solicitation, including any amendment(s) which may have been issued, by revisiting this website prior to the due date before submitting their response to the Albuquerque Public Schools. AN AUTHORIZED REPRESENTATIVE OF THE COMPANY MUST SIGN ALL RFPs. RFPs NOT SIGNED MAY BE CONSIDERED AS NON-RESPONSIVE AND WILL BE REJECTED.*

FIRM: _____

REPRESENTED BY: _____

TITLE: _____ **PHONE:** _____

E-MAIL ADDRESS: _____

ADDRESS: _____

CITY: _____ **STATE:** _____ **ZIP CODE:** _____

SIGNATURE: _____ **DATE:** _____

This name and address will be used for all correspondence related to the Request for Proposal. Firm does/does not (circle one) intend to respond to this Request for Proposal.

*Procurement Officer:
Sandra Sanchez, C.P.M., CPPO
Procurement Manager
Albuquerque Public Schools
PO Box 25704
Albuquerque, NM 87125
E-mail: sanchez_ss@aps.edu
Phone number (505) 878-6116*

CAMPAIGN CONTRIBUTION DISCLOSURE FORM

Pursuant to NMSA 1978, § 13-1-191.1 (2006), any person seeking to enter into a contract with any state agency or local public body **for professional services, a design and build project delivery system, or the design and installation of measures the primary purpose of which is to conserve natural resources** must file this form with that state agency or local public body. This form must be filed even if the contract qualifies as a small purchase or a sole source contract. The prospective contractor must disclose whether they, a family member or a representative of the prospective contractor has made a campaign contribution to an applicable public official of the state or a local public body during the two years prior to the date on which the contractor submits a proposal or, in the case of a sole source or small purchase contract, the two years prior to the date the contractor signs the contract, if the aggregate total of contributions given by the prospective contractor, a family member or a representative of the prospective contractor to the public official exceeds two hundred and fifty dollars (\$250) over the two year period.

Furthermore, the state agency or local public body shall void an executed contract or cancel a solicitation or proposed award for a proposed contract if: 1) a prospective contractor, a family member of the prospective contractor, or a representative of the prospective contractor gives a campaign contribution or other thing of value to an applicable public official or the applicable public official's employees during the pendency of the procurement process or 2) a prospective contractor fails to submit a fully completed disclosure statement pursuant to the law.

THIS FORM MUST BE FILED BY ANY PROSPECTIVE CONTRACTOR WHETHER OR NOT THEY, THEIR FAMILY MEMBER, OR THEIR REPRESENTATIVE HAS MADE ANY CONTRIBUTIONS SUBJECT TO DISCLOSURE.

The following definitions apply:

“Applicable public official” means a person elected to an office or a person appointed to complete a term of an elected office, who has the authority to award or influence the award of the contract for which the prospective contractor is submitting a competitive sealed proposal or who has the authority to negotiate a sole source or small purchase contract that may be awarded without submission of a sealed competitive proposal.

“Campaign Contribution” means a gift, subscription, loan, advance or deposit of money or other thing of value, including the estimated value of an in-kind contribution, that is made to or received by an applicable public official or any person authorized to raise, collect or expend contributions on that official's behalf for the purpose of electing the official to federal, statewide or local office. “Campaign Contribution” includes the payment of a debt incurred in an election campaign, but does not include the value of services provided without compensation or unreimbursed travel or other personal expenses of individuals who volunteer a portion or all of their time on behalf of a candidate or political committee, nor does it include the administrative or solicitation expenses of a political committee that are paid by an organization that sponsors the committee.

“Family member” means spouse, father, mother, child, father-in-law, mother-in-law, daughter-in-law or son-in-law.

“Pendency of the procurement process” means the time period commencing with the public notice of the request for proposals and ending with the award of the contract or the cancellation of the request for proposals.

“Person” means any corporation, partnership, individual, joint venture, association or any other private legal entity.

“**Prospective contractor**” means a person who is subject to the competitive sealed proposal process set forth in the Procurement Code or is not required to submit a competitive sealed proposal because that person qualifies for a sole source or a small purchase contract.

“**Representative of a prospective contractor**” means an officer or director of a corporation, a member or manager of a limited liability corporation, a partner of a partnership or a trustee of a trust of the prospective contractor.

DISCLOSURE OF CONTRIBUTIONS:

Contribution Made By: _____

Relation to Prospective Contractor: _____

Name of Applicable Public Official: _____

Date Contribution(s) Made: _____

Amount(s) of Contribution(s) _____

Nature of Contribution(s) _____

Purpose of Contribution(s) _____

(Attach extra pages if necessary)

Signature

Date

Title (position)

– **OR** –

NO CONTRIBUTIONS IN THE AGGREGATE TOTAL OVER TWO HUNDRED FIFTY DOLLARS (\$250) WERE MADE to an applicable public official by me, a family member or representative.

Signature

Date

Title (position)

Offeror Business Name

**CONFLICT OF INTEREST AND
DEBARMENT/SUSPENSION CERTIFICATION FORM**

As utilized herein, the term "Vendor" shall mean that entity submitting a proposal to Albuquerque Public Schools in response to the above referenced request for proposals.

The authorized Person, Firm and/or Corporation states that to the best of his/her belief and knowledge: No employee or board member of Albuquerque Public Schools (or close relative), with the exception of the person(s) identified below, has a direct or indirect financial interest in the Vendor or in the proposed transaction. Vendor neither employs, nor is negotiating to employ, any Albuquerque Public Schools employee, board member or close relative, with the exception of the person(s) identified below. Vendor did not participate, directly or indirectly, in the preparation of specifications upon which the quote or offer is made. If the Vendor is a New Mexico State Legislator or if a New Mexico State Legislator holds a controlling interest in Vendor, please identify the legislator: _____ List below the name(s) of any Albuquerque Public Schools employee, board member or close relative who now or within the preceding 12 months (1) works for the Vendor; (2) has an ownership interest in the Vendor (other than as an owner of less than 1% of Vendor's stock, if Vendor is a publicly traded corporation); (3) is a partner, officer, director, trustee or consultant to the Vendor; (4) has received grant, travel, honoraria or other similar support from Vendor; or (5) has a right to receive royalties from the vendor. _____

DEBARMENT/SUSPENSION STATUS

The Vendor certifies that it is not suspended, debarred or ineligible from entering into contracts with the Federal Government, or any State agency or local public body, or in receipt of a notice or proposed debarment from any Federal or State agency or local public body. The vendor agrees to provide immediate notice to Albuquerque Public School's Procurement Department in the event of being suspended, debarred or declared ineligible by any department or agency of the Federal government, or any agency of local public body of the State of New Mexico, or upon receipt of a notice of proposed debarment that is received after the submission of the quote or offer but prior to the award of the purchase order or contract.

CERTIFICATION

The undersigned hereby certifies that he/she has read the above CONFLICT OF INTEREST and DEBARMENT/SUSPENSION status requirements and that he/she understands and will comply with these requirements. The undersigned further certifies that they have the authority to certify compliance for the vendor named and that the information contained in this document is true and accurate to the best of their knowledge.

Signature: _____

Name of Person Signing (typed or printed): _____

Title: _____

Date: _____

Name of Company (typed or printed): _____

Address: _____

City/State/Zip: _____

Telephone: _____

**ALBUQUERQUE PUBLIC SCHOOLS
TERMS AND CONDITIONS
STATEMENT OF CONFIDENTIALITY**

The undersigned employee of/subcontractor to _____, hereinafter referred to as "Offeror" and/or "Contractor", agrees, during the RFP process, and during the term of the Contract between Contractor and the Albuquerque Public Schools (APS) and forever thereafter, to keep confidential all information and material provided by APS or otherwise acquired by the employee/subcontractor, excepting only such information as is already known to the public, and including any such information and material relating to Attachments 3, 4 and 5 of this RFP, and relating to any client, vendor, or other party transacting business with APS, and not to release, use or disclose the same except with the prior written permission of APS. This obligation shall survive the termination or cancellation of the Contract between Contractor and APS or of the undersigned's employment or affiliation with Contractor, even if occasioned by Contractor's breach or wrongful termination.

The undersigned recognizes that the disclosure of information may give rise to irreparable injury to APS, a client or customer of APS, or to the owner of such information, inadequately compensable in damages and that, accordingly, APS or such other party may seek and obtain injunctive relief against the breach or threatened breach of the within undertakings, in addition to any other legal remedies which may be available. The undersigned acknowledges that he or she may be personally subject to civil and/or criminal proceedings for such breach or threatened breach.

Signature

Title

Offeror Business Name

Date