

**ROSE TREE MEDIA SCHOOL DISTRICT**

**Request for Proposal  
Information and General Conditions**

The Board of School Directors of the  
Rose Tree Media School District  
Media, Delaware County, PA  
will receive sealed proposals for:

**District-Wide  
Digital Copier - Multi-Functional Product (MFP) Lease Agreement**

At  
Education Center Board Room  
308 North Olive Street  
Media, PA 19063  
on or before **10:00 a.m.**  
**Friday, June 4, 2021**

All submissions must be in writing, signed and sealed by vendor. The form of the proposal and all necessary information must be obtained by vendors from Vanessa R. Scott, Rose Tree Media School District, 308 North Olive Street, Media, PA 19063 prior to the submission of the quote, and all quotes must be in accordance to the request written.

## ROSE TREE MEDIA SCHOOL DISTRICT

### Information and General Conditions of the RFP and Contract for all Vendors

1. Sealed proposals will be received by Vanessa R. Scott, Director of Management Services/Board Secretary, Rose Tree Media School District, at the Education Center, 308 North Olive Street, Media, PA 19063 until 10:00 a.m. on Friday, June 4, 2021.
2. All responses must be in writing on the attached forms. All blanks must be properly filled in. The RFP must be signed by the vendor and enclosed in a sealed envelope addressed to the district on the outside of which must be marked "PROPOSAL FOR DISTRICT-WIDE DIGITAL COPIER- MULTI-FUNCTIONAL PRODUCT (MFP) LEASE AGREEMENT." Faxed proposals will not be accepted.
3. The Board may reject any responses not prepared and submitted in accordance with the request hereof, and the Board can waive non material defects in the proposal either before or after the stated submittal date. All prices must be firm for a minimum of 60 days from the stated submittal date.
4. Each vendor submitting a proposal must agree to enter into a contract and furnish any bond or bonds and insurance certificates required by the Rose Tree Media School District within ten days of award, in accordance with the terms of this RFP and the condition, specifications governing it.
5. All information for vendors, general conditions of the RFP and contract, the specifications for the articles, supplies, equipment and materials or a description of the services desired, or the specifications for the work required, and the drawings, plans and supplemental bulletins in connection therewith, as the case may be, the contractor's response thereon, and the contract to be executed by him/her, shall be collectively known and designed as the "contract documents" and together shall form and govern the contract.
6. By submitting your proposal, each vendor is responsible to make themselves familiar with the contract documents and he/she stipulates that he/she has read and is familiar with them and understands and agrees to them.
7. Payments shall be made by the Rose Tree Media School District on an invoice submitted at the next regular meeting of its Board following the acceptance of the articles, equipment and materials, or the completion of the services rendered and the acceptance thereof by the Board, or as otherwise set forth in the specifications or the special conditions.
8. Each vendor submitting a proposal thereby agrees and guarantees that the various articles, supplies, equipment or materials, work or services offered will conform to the specifications in quality, kind and character, and that the final determination of whether they do meet specifications shall rest solely with the Rose Tree Media School District or their duly authorized representatives.
9. Each container or package must be plainly marked with the name of the contractor and the RFP number from the district. If the container or package has more than one item, its contents shall be prominently indicated thereon.

10. All articles, supplies, equipment or materials shall be delivered to the schools in the district as directed, on or before the date stated in the RFP. All prices shall be net delivered within the various school buildings designated in the RFP, and shall include charges for such installations as may be necessary or required.

11. Since the district is tax exempt on its purchases under existing, Excise, Sales and Use Tax Statutes and Acts of the State and Federal Governments, all prices shall be net including delivery to the various school buildings designated.

12. All prices must be held firm for a period of sixty (60) days from the date of the required response to the RFP unless otherwise indicated in the RFP specification.

13. If a response from any vendor is an ALTERNATE RESPONSE that deviates from the required minimum specifications and/or general conditions in any way, the responding vendor must clearly mark "Alternate Response" on the provided response pages and include a detailed "Explanation Page" itemizing how the alternate response deviates from the required specifications and/or general conditions.

14. Rose Tree Media School District has a well-connected LAN (metropolitan area network) consisting of 9 buildings connected via fiber optic cabling.

**INTENT:** It is the intent of the Rose Tree Media School District to secure proposals for the district-wide photocopiers. Proposals shall be based on a 36-Month Lease Agreement to include all required equipment, supplies including staples, (excluding paper), training and necessary services.

**CONTRACT TERM:** The contract shall commence in August 2021 and run for the term of 36 months, expiring in August 2024.

**CONTRACTED EQUIPMENT:** All equipment offered by the awarded vendor must be in new status. To define "new" for all those that are participating in this RFP, new is defined as equipment that has never been used prior to being accepted by the Rose Tree Media School District. This clause will not be construed to prohibit vendors from offering goods, supplies, equipment and materials or printing with recycled content, provided the item is new. All new equipment must be from the same manufacturer.

**INSTALLATION AND REMOVAL:** All installation and removal charges must be included in all vendor proposals. The successful vendor will be responsible for the installation of all the new equipment and the removal of all equipment at the end of the termed agreement. Equipment will be delivered to multiple locations to be designated by the district. The awarded contractor must certify the readiness of the new equipment before each existing piece of equipment is removed. The Rose Tree Media School District will provide the awarded vendor with a list of school buildings and equipment for installation 14 days prior to the date of installation. Installation is expected to be completed by August 31, 2021.

**TRAINING:** Unlimited training must be provided for key operators and other school personnel, which includes a scheduled date for training, an introduction and overview of the new equipment, a demonstration of all copier, printing, scanning & faxing (where applicable) functionality of the newly-placed photocopier. Successful vendor shall provide personnel to install initial employee ID codes into each unit's memory. All training will take place at the location of the equipment. Each participating vendor in this bid will provide a training implementation schedule.

**QUALITY AND RELIABILITY:** All equipment proposed in this RFP must perform in an efficient manner with minimal down time. Equipment that experiences an excessive amount of down time in the vendor's estimation will be reported to the School District for review. If it is determined, at the sole discretion of the School District, that a copier must be replaced, the vendor, after written notification from the School District, will replace the unit without any additional charges to the District with a "new" identical model or a machine with comparable features and capabilities. If a leased machine is replaced, a new lease shall not commence, but rather the School District will be responsible for the remaining portion of the unexpired term of the original lease agreement. If it is determined that the excessive service calls is determined to be caused by operator error, misuse, or abuse by the School District, the repair time and associated travel time shall not be a factor in determining the course of action with that piece of equipment.

**MAINTENANCE:** The awarded vendor must be able to provide maintenance service for all equipment listed under the proposed contract. The successful vendor must provide a minimum four-hour response time. Each vendor must certify their response times and list their service capabilities. Service capabilities include, but are not limited to, a description of the service department (i.e. the number of service technicians, number of employees in the service department, a description of your service call dispatch process). A third party vendor cannot provide all services rendered. The maintenance contract should include the service that is necessary to keep your equipment operating satisfactorily, including all manufacture preventive maintenance schedules. All parts and consumable products (excluding paper) must be included in your proposed cost per copy charges. The successful vendor of this RFP must agree to solely use OEM replacement parts. The maintenance must be performed during normal business hours, 8:00 a.m. to 4:30 p.m., Monday through Friday, except school holidays.

**LEASE DOCUMENTS:** All vendors must supply a copy of executable Fair Market Value lease documents if awarded this agreement with the School District. The School District reserves the right to negotiate changes to the lease documents and to reject any document or any part thereof which is not in the best interest of the School District.

**NON-APPROPRIATION:** The School District's obligation is payable only and solely from funds allotted for the purpose of the lease agreement. If sufficient funds are not appropriated for continuation of performance under the lease agreements for any fiscal year subsequent to the one in which the lease was entered into, the School District may return the equipment to the vendor and thereafter be released of all obligations, provided thirty (30) days' notice is given to the vendor stating the failure of appropriations as the reason for returning and certifying that the equipment is not being replaced by similar equipment from another vendor.

**TITLE:** Title in or to the equipment shall remain with the awarded vendor. (FMV lease) Proof of Liability insurance coverage on leased equipment is the responsibility of the successful vendor and must be provided in the response.

**PAYMENT:** Payment shall be made monthly. The maintenance agreement will be invoiced based on actual monthly usage, monochrome and color. The prints will be billed based on Copier "clicks" and "clicks" apply only to copies generated. Scanned items must not generate a "click". Oversized documents (11" x 17" and/or 8-1/2" x 14") must count as one - (1) click only. Prints must be billed based on the rates specified in the proposal for monochrome and color and include maintenance, repairs, parts and any consumable supplies (except paper).

**REFERENCES:** Each vendor must list a minimum of three Delaware Valley references (preferably two school districts) with a minimum of 40 units placed with that referral. To be considered as a suitable reference, the customer should have been a client for a minimum of three (3) years and have maintained a minimal annual impression count of 6,000,000 impressions per year.

**SELECTION CRITERIA:** The selection criteria for the successful vendor shall include, but not be limited to, 1) equipment offering, 2) cost-per-copy, 3) service capability, 4) technical support, 5) questionnaire, 6) references, and 7) agreed-upon FMV lease documents. The School District reserves the right to select the vendor that provides the best district-wide solution, cost, and service capability.

**RESPONSE FORMS:** Vendors must complete the attached "Questionnaire" and "Cost Per Copy Response Pages" for all terms to be considered in this request for proposal. All vendors may make a copy of the attached price forms if they are going to submit more than one copy of their proposal.

**SPECIFICATIONS:** It is the intent of the School District to receive proposals on a total of (45) Multi-Functional Product (MFP) with a minimum total aggregate impression usage of 6,500,000 impressions per year. All machines should have the minimal specifications where applicable:

Digital Copier-MFP (Copy, Print, Scan & Fax)	
Dry Toner	
Auto Reversing Document Feeder	
Minimum Original Size Requirements:	5 ½ x 8 ½ to 11 x 17
Minimum Copy Size Requirements:	5 ½ x 8 ½ to 11 x 17
Minimum Print Specifications:	Network Printing, TCP/IP & Wireless, PCL5e/6 & Post Script 3
Minimum Scan Specifications:	TWAIN Drivers, 600DPI, TCP/IP Scan to file & e-mail
Minimum Fax Requirements:	G3 (33.6Kbps) & LAN-Fax
Minimum Finishing Requirements:	50 sheet stapling capacity 2 or 3 Hole Punch
Other Requirements:	Built in Document Server (Native ability to Print and hold jobs) Unlimited duplex capacity, User Codes (Minimum 100) True Adobe Post Script (not emulated)
Reduction & Enlargement (25% - 400 %)	Energy Star Compliant

Computer OS Support Requirements:

- Windows 10
- Windows Server 2016 or greater
- Network Interface (Required), WiFi 802.11 g/n/ac or WiFi 6 (optional)
- MAC 10.x or greater

Security Requirements: All devices with hard drive(s) must include full encryption of data on the hard drive and demonstrated by manufacturer specification sheet or accessory detail showing automated real-time encryption.

The machines shall be categorized as follows:

- Category 1 (45 to 55 impressions per minute) - Requested 1 machines – Single Tray desktop model
- Category 2 (25 to 35 impressions per minute) - Requested 25 machines - Post Script/Inner Stapling finisher/2 Trays/Stand
- Category 2A (25 to 35 impressions per minute)- Requested 5 machines - Post Script/Inner Stapling finisher/2 Trays/Stand
- Category 3 (50 to 60 impressions per minute) – Requested 5 machines - Post Script/External Stapling finisher/2 Trays/Stand
- Category 4 (65 to 75 impressions per minute) - Requested 1 machines – Post Script/100 Sheet Stapling Finisher/3500 Large Capacity Tray
- Category 5 (75 to 85 impressions per minute) - Requested 4 machines — Post Script/100 Sheet Stapling Finisher/3500 Large Capacity Tray
- Category 6 (color copier minimum of 25 impressions) - Requested 2 machines – 2 Trays No Stapling Finisher
- Category 7 (color copier minimum of 50 impressions) - Requested 1 machine – External Stapling Finisher/Tandem Cassette 2100 Sheets
- Category 8 (color copier minimum of 50 impressions)- Requested 1 machine - External Stapling Finisher/Tandem Cassette 2100 Sheets

**ALL UNITS TO HAVE CABINET OF SUFFICIENT SIZE TO HOLD COPIER IF APPLICABLE**

**ALL UNITS TO HAVE APPLICABLE FINISHING CAPABILITIES AS SPECIFIED**

**VENDOR NAME:** \_\_\_\_\_  
**Category 1 (Response)**  
Specifications

Digital Copier MFP (Copy, Print, Scan & Fax) Y or N (If No Explain)

Dry Toner - Y or N (If no, explain)

Auto Reversing Document Feeder ( \_\_\_\_\_ Sheet Minimum) \_\_\_\_\_ IPM

Print/Copy Speed: \_\_\_\_\_ PPM (B & W)

Paper Supply: \_\_\_\_\_ Sources

Minimum Paper Capacity: \_\_\_\_\_ Sheets

Original Sizes: \_\_\_\_\_

Copy Sizes: \_\_\_\_\_

Print Specifications: \_\_\_\_\_

\_\_\_\_\_

Scan Specifications: \_\_\_\_\_

\_\_\_\_\_

Fax Specifications: \_\_\_\_\_

\_\_\_\_\_

Other Notable Specifications: \_\_\_\_\_

\_\_\_\_\_

Manufacturer Recommended Monthly Volume \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Does this unit meet or exceed the minimum specifications required?

\_\_\_\_\_ Is this unit on the PA State Contract for copiers?

If so, please list contract # \_\_\_\_\_

\_\_\_\_\_ Is this unit manufactured by a third party?

If yes, please list the manufacturer: \_\_\_\_\_

**SINGLE TRAY DESK-TOP MODEL**



**VENDOR NAME:** \_\_\_\_\_  
**Category 2 (Response)**  
Specifications

Digital Copier MFP (Copy, Print, Scan & Fax) Y or N (If No Explain)

Dry Toner - Y or N (If no, explain)

Auto reversing Document Feeder ( \_\_\_\_\_ Sheet Minimum)

\_\_\_\_\_ IPM

Print/Copy Speed:

\_\_\_\_\_ PPM (B & W)

Paper Supply:

\_\_\_\_\_ Sources

Minimum Paper Capacity:

\_\_\_\_\_ Sheets

Original Sizes:

\_\_\_\_\_

Copy Sizes:

\_\_\_\_\_

Print

Specifications:

\_\_\_\_\_

\_\_\_\_\_

Scan

Specifications:

\_\_\_\_\_

\_\_\_\_\_

Fax Specifications:

\_\_\_\_\_

\_\_\_\_\_

Other Notable Specifications:

\_\_\_\_\_

\_\_\_\_\_

Manufacturer Recommended Monthly Volume

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Does this unit meet or exceed the minimum specifications required?

\_\_\_\_\_ Is this unit on the PA State Contract for copiers?

If so, please list contract # \_\_\_\_\_

\_\_\_\_\_ Is this unit manufactured by a third party?

If yes, please list the manufacturer: \_\_\_\_\_

**VENDOR NAME:** \_\_\_\_\_  
**Category 2A (Response)**  
Specifications

Digital Copier MFP (Copy, Print, Scan & Fax) Y or N (If No Explain)

Dry Toner - Y or N (If no, explain)

Auto Reversing Document Feeder ( \_\_\_\_\_ Sheet Minimum) \_\_\_\_\_ IPM

Print/Copy Speed: \_\_\_\_\_ PPM (B & W)

Paper Supply: \_\_\_\_\_ Sources

Minimum Paper Capacity: \_\_\_\_\_ Sheets

Original Sizes: \_\_\_\_\_

Copy Sizes: \_\_\_\_\_

Print Specifications: \_\_\_\_\_

\_\_\_\_\_

Scan Specifications: \_\_\_\_\_

\_\_\_\_\_

Fax Specifications: \_\_\_\_\_

\_\_\_\_\_

Other Notable Specifications: \_\_\_\_\_

\_\_\_\_\_

Manufacturer Recommended Monthly Volume \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Does this unit meet or exceed the minimum specifications required?

\_\_\_\_\_ Is this unit on the PA State Contract for copiers?

If so, please list contract # \_\_\_\_\_

\_\_\_\_\_ Is this unit manufactured by a third party?

If yes, please list the manufacturer: \_\_\_\_\_

**VENDOR NAME:** \_\_\_\_\_  
**Category 3 (Response)**  
Specifications

Digital Copier MFP (Copy, Print, Scan & Fax) Y or N (If No Explain)

Dry Toner - Y or N (If no, explain)

Auto Reversing Document Feeder ( \_\_\_\_\_ Sheet Minimum) \_\_\_\_\_ IPM

Print/Copy Speed: \_\_\_\_\_ PPM (B & W)

Paper Supply: \_\_\_\_\_ Sources

Minimum Paper Capacity: \_\_\_\_\_ Sheets

Original Sizes: \_\_\_\_\_

Copy Sizes: \_\_\_\_\_

Print

Specifications: \_\_\_\_\_

Scan

Specifications: \_\_\_\_\_

Fax Specifications: \_\_\_\_\_

Other Notable Specifications: \_\_\_\_\_

Manufacturer Recommended Monthly Volume \_\_\_\_\_

\_\_\_\_\_ Does this unit meet or exceed the minimum specifications required?

\_\_\_\_\_ Is this unit on the PA State Contract for copiers?

If so, please list contract # \_\_\_\_\_

\_\_\_\_\_ Is this unit manufactured by a third party?

If yes, please list the manufacturer: \_\_\_\_\_

**VENDOR NAME:** \_\_\_\_\_  
**Category 4 (Response)**  
Specifications

Digital Copier MFP (Copy, Print, Scan & Fax) Y or N (If No Explain)

Dry Toner - Y or N (If no, explain)

Auto Reversing Document Feeder ( \_\_\_\_\_ Sheet Minimum) \_\_\_\_\_ IPM

Print/Copy Speed: \_\_\_\_\_ PPM (B & W)

Paper Supply: \_\_\_\_\_ Sources

Minimum Paper Capacity: \_\_\_\_\_ Sheets

Original Sizes: \_\_\_\_\_

Copy Sizes: \_\_\_\_\_

Print

Specifications: \_\_\_\_\_

Scan

Specifications: \_\_\_\_\_

Fax Specifications: \_\_\_\_\_

Other Notable Specifications: \_\_\_\_\_

Manufacturer Recommended Monthly Volume \_\_\_\_\_

\_\_\_\_\_ Does this unit meet or exceed the minimum specifications required?

\_\_\_\_\_ Is this unit on the PA State Contract for copiers?

If so, please list contract # \_\_\_\_\_

\_\_\_\_\_ Is this unit manufactured by a third party?

If yes, please list the manufacturer: \_\_\_\_\_

**VENDOR NAME:** \_\_\_\_\_  
**Category 5 (Response)**  
Specifications

Digital Copier MFP (Copy, Print, Scan & Fax) Y or N (If No Explain)

Dry Toner - Y or N (If no, explain)

Auto Reversing Document Feeder ( \_\_\_\_\_ Sheet Minimum) \_\_\_\_\_ IPM

Print/Copy Speed: \_\_\_\_\_ PPM (B & W)

Paper Supply: \_\_\_\_\_ Sources

Minimum Paper Capacity: \_\_\_\_\_ Sheets

Original Sizes: \_\_\_\_\_

Copy Sizes: \_\_\_\_\_

Print Specifications: \_\_\_\_\_

\_\_\_\_\_

Scan Specifications: \_\_\_\_\_

\_\_\_\_\_

Fax Specifications: \_\_\_\_\_

\_\_\_\_\_

Other Notable Specifications: \_\_\_\_\_

\_\_\_\_\_

Manufacturer Recommended Monthly Volume \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Does this unit meet or exceed the minimum specifications required?

\_\_\_\_\_ Is this unit on the PA State Contract for copiers?

If so, please list contract # \_\_\_\_\_

\_\_\_\_\_ Is this unit manufactured by a third party?

If yes, please list the manufacturer: \_\_\_\_\_

**VENDOR NAME:** \_\_\_\_\_  
**Category 6 (Response)**  
Specifications

Digital Copier MFP (Copy, Print, Scan & Fax) Y or N (If No Explain)

Dry Toner - Y or N (If no, explain)

Auto Reversing Document Feeder ( \_\_\_\_\_ Sheet Minimum) \_\_\_\_\_ IPM

Print/Copy Speed: \_\_\_\_\_ PPM (B & W)

Paper Supply: \_\_\_\_\_ Sources

Minimum Paper Capacity: \_\_\_\_\_ Sheets

Original Sizes: \_\_\_\_\_

Copy Sizes: \_\_\_\_\_

Print

Specifications: \_\_\_\_\_

Scan

Specifications: \_\_\_\_\_

Fax Specifications: \_\_\_\_\_

Other Notable Specifications: \_\_\_\_\_

Manufacturer Recommended Monthly Volume \_\_\_\_\_

\_\_\_\_\_ Does this unit meet or exceed the minimum specifications required?

\_\_\_\_\_ Is this unit on the PA State Contract for copiers?

If so, please list contract # \_\_\_\_\_

\_\_\_\_\_ Is this unit manufactured by a third party?

If yes, please list the manufacturer: \_\_\_\_\_

**VENDOR NAME:** \_\_\_\_\_  
**Category 7 (Response)**  
Specifications

Digital Copier MFP (Copy, Print, Scan & Fax) Y or N (If No Explain)

Dry Toner - Y or N (If no, explain)

Auto Reversing Document Feeder ( \_\_\_\_\_ Sheet Minimum) \_\_\_\_\_ IPM

Print/Copy Speed: \_\_\_\_\_ PPM (B & W)

Paper Supply: \_\_\_\_\_ Sources

Minimum Paper Capacity: \_\_\_\_\_ Sheets

Original Sizes: \_\_\_\_\_

Copy Sizes: \_\_\_\_\_

Print

Specifications: \_\_\_\_\_

Scan

Specifications: \_\_\_\_\_

Fax Specifications: \_\_\_\_\_

Other Notable Specifications: \_\_\_\_\_

Manufacturer Recommended Monthly Volume \_\_\_\_\_

\_\_\_\_\_ Does this unit meet or exceed the minimum specifications required?

\_\_\_\_\_ Is this unit on the PA State Contract for copiers?

If so, please list contract # \_\_\_\_\_

\_\_\_\_\_ Is this unit manufactured by a third party?

If yes, please list the manufacturer: \_\_\_\_\_

**VENDOR NAME:** \_\_\_\_\_  
**Category 8 (Response)**  
Specifications

Digital Copier MFP (Copy, Print, Scan & Fax) Y or N (If No Explain)

Dry Toner - Y or N (If no, explain)

Auto Reversing Document Feeder ( \_\_\_\_\_ Sheet Minimum) \_\_\_\_\_ IPM

Print/Copy Speed: \_\_\_\_\_ PPM (B & W)

Paper Supply: \_\_\_\_\_ Sources

Minimum Paper Capacity: \_\_\_\_\_ Sheets

Original Sizes: \_\_\_\_\_

Copy Sizes: \_\_\_\_\_

Print Specifications: \_\_\_\_\_

\_\_\_\_\_

Scan Specifications: \_\_\_\_\_

\_\_\_\_\_

Fax Specifications: \_\_\_\_\_

\_\_\_\_\_

Other Notable Specifications: \_\_\_\_\_

\_\_\_\_\_

Manufacturer Recommended Monthly Volume \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Does this unit meet or exceed the minimum specifications required?

\_\_\_\_\_ Is this unit on the PA State Contract for copiers?

If so, please list contract # \_\_\_\_\_

\_\_\_\_\_ Is this unit manufactured by a third party?

If yes, please list the manufacturer: \_\_\_\_\_



**Rose Tree Media School District  
2021 Copier RFP Vendor Questionnaire  
(Please provide your answers on separate sheets)**

Determination of a vendor to fulfill the copy and printing needs of the district will not be determined by cost alone. All vendors are required to answer each question completely.

1. What is the legal name of your company?
2. Are you a direct manufacturer, affiliate, or reseller? If a reseller, what different brands do you market?
3. Please state the number of years your company has been in business.
4. Do you have any other local clients (School Districts) who use your product solely to fulfill their copy/printing/scanning needs? If so, please provide references and length of contracts.
5. Explain your ability to provide, support and service multiple manufacturers of office equipment technology. Please include a list of the manufacturers that you are able to buy from and outline your relationship with them.
6. Do you have a machine replacement guarantee policy? If so, please explain.
7. Describe your relationship with your leasing company.
8. How many technicians do you have in the Delaware Valley? What is your ratio of technicians to machines?
9. What is the average tenure of your technicians? How many hours of ongoing training do your technicians receive each year and throughout the term of this agreement?
10. Do you use a subcontractor to fulfill your service needs? If so, to what extent?
11. What is your average response time? How do you measure your response time from the time the call is placed?
12. Are your technician's manufacturer certified and manufacture trained? Do they service more than one manufacturer and inventory parts for those brands?
13. Do you use Original Equipment Manufacturer (OEM) parts for replacement?
14. Describe your local mechanical inventory supply and process of delivery.
15. Do you have an "End User" training department? Describe your training process upon delivery and ongoing Training for the Term of Contract and any associated costs.

16. Does your platform provide a document management system? If so, please explain in a brief summary the major features of this system. Is there a cost associated with this software? Also, do the proposed devices have the ability to integrate into third party document management systems; such as, Docuware and Microsoft's SharePoint? If so, please explain.
17. Does your solution provide desktop software to allow for the editing of scanned images? Is there a cost associated with this software? Provide a brief technical overview of how the software functions.
18. Summarize your company's history by providing an overview of your current products, area of specialty, and years of experience as applicable based on the scope of services outlined in this RFP document.
19. Describe the strengths of your product and or services and its competitive advantages in the market place that sets you apart from the competition. Please highlight any functionality/service/technical/process advantages that you believe set you apart from your competitors.
20. Please describe your scanning technology and how it will integrate with our current applications and network infrastructure. Please explain how your scanning component will provide ease of use for the end-user.
21. Please describe how your company will provide application/development support and testing for our state-mandated assessment tools.
22. Does your company provide an electronic application for print monitoring and counting? If yes, please describe the product and indicate if it is an open source product. Specify additional costs if applicable.
23. How does your company distribute software upgrades and new releases and are these services included in the contract? (i.e. push to desktop; CD or other method)
24. Does your company provide management software and drivers to manage access, number of copies? If yes, please describe the product and process. Specify additional costs if applicable.
25. Does your company provide project management services for new implementations? If yes, describe the process/services and specify any additional costs.
26. How will your company support our use of proprietary software on your equipment?
27. Are all supplies (staples, ink, toner cartridges, etc.) included in the cost? If not, please provide an itemized cost for all supplies not included in your proposed cost per copy. Are the costs for supplies and service the same for copies that exceed the allotment of copies? If not, please explain.
28. Please explain in detail all security measures on your equipment as it relates to Hard Drives, Memory & Encryption.

Evaluation Criteria & Scoring:

RTMSD will evaluate the RFP Response based on the following Criteria:

ITEM	EVALUATION CRITERIA	POINTS
1.	Overall Cost to the District	60
2.	Service Capability of the Vendor	20
3.	Stability of the Vendor	20
	Total	100

Item 1 - The Vendor and responses will be evaluated to determine the total overall cost to the district as a result of the Vendor's being awarded the Contract. This could include any increased or decreased cost realized by the district as it relates to the equipment installation and/or solution implementation of the awarded vendors solution.

Item 2 - The Vendor and responses will be evaluated to determine the Vendor's ability to handle similar placements (references) and overall presence in the Delaware Valley & how it relates to the number of support representatives and number of support locations in the Delaware Valley.

Item 3 - The Vendor and responses will be evaluated to determine the Vendor's ability to support contracts similar to that of the district. References, experience in the industry and number of years in business, among others, will be factors.