



**REQUEST FOR PROPOSALS (RFP):  
Equipment Lease / Maintenance Contract for Copiers / Printers**

**DATE OF ISSUE: April 7, 2021  
DEADLINE: May 14, 2021 at 4:00 PM**

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## About the Agency

East Tennessee Human Resource Agency, Inc. (ETHRA) has an overall mission to assist individuals and families through the provision of services, education, and information to solve problems that inhibit their ability to be productive and self-sufficient.

ETHRA is a Knoxville based public not-for-profit 501c3 organization that has been serving Knox County and the surrounding sixteen counties since 1974. ETHRA is a member of NJPA. ETHRA is sales tax exempt and eligible for government and/or non-profit pricing. The administrative offices are located at 9111 Cross Park Drive, Suite D-100, Knoxville, Tennessee 37923. ETHRA is an equal opportunity employer.

As a careful steward of the funds awarded by state, local, and federal governments, ETHRA weaves its resources together to maximize the impact of each dollar invested in support of the many public service programs it operates. We leverage these resources to serve East Tennessee communities through our participation as a grant administrator, local resource network, and nonprofit partner in dozens of public programs and projects.

Through this Request for Proposal (RFP) opportunity, ETHRA wishes to select a single organization to provide Equipment Lease / Maintenance Contract for Copiers / Printers for our organization. There is an existing lease with buyout requirements as described below. For more information on our organization, please visit our website at [www.ethra.org](http://www.ethra.org).

## Overview of Current Copier/Printer Environment

ETHRA's current copier/printer environment is as follows:

- 116 copiers/printers (22 owned) across 35 locations, located in 21 counties of East TN.
- Print, scan, fax, copy services are provided via leased and networked group MFP devices, with maintenance and support provided by leasing vendor
- M-files document management system
- PSI GEN document capture and automation software
- Papercut print management software
- Streamline NX device management software

## Service Requirements

The following equipment and services are the current priority items for ETHRA and each should be specifically addressed in the proposal, including how you would manage support and how the cost is determined, attaching documentation as necessary.

**\*Specifications and Features for Copy/Scan/Print/Fax equipment and Software are on the attached Specifications Sheet. Please note that ETHRA has made every effort to identify the correct specifications and quantities of equipment for this bid however we reserve the right to modify the quantity and/or minor specifications of the equipment prior to the lease agreement if inconsistencies are discovered.**

\* All printers/copiers should have a 1200 x 1200 dpi, support Letter and Legal, and have PDF direct print.

### 1. Equipment (All copiers must include ability to add accounting codes for Copy/Print/Scan modes.

- Breakdown (116 total):
  - o 28 Kyocera 2135DN (20 owned)
  - o 15 Ricoh MP401SPF
  - o 13 Ricoh MPC401 / MPC401SR
  - o 7 Kyocera FS1350DN
  - o 7 Ricoh MP3054
  - o 7 Ricoh SPC440DN
  - o 5 Ricoh MP2554
  - o 5 Ricoh MP402SPF
  - o 4 Ricoh MPC3504
  - o 3 Ricoh C4504/MPC4504/MP4054
  - o 2 Ricoh SPC420DN (1 owned)
  - o 2 Ricoh MP3554
  - o 2 Ricoh MP3055SP
  - o 2 Ricoh MPC3004/MPC3004ex
  - o 2 Ricoh MP C8002SP
  - o 1 Ricoh 301SPF
  - o 1 Ricoh MPC306SPF
  - o 1 Ricoh MPC6004ex
  - o 1 Ricoh MP6503SP
  - o 1 Ricoh MP171SPF (owned)
  - o 1 Ricoh SPC410DN
  - o 1 Kyocera P3045dn
  - o 1 HP M551
  - o 1 HP CP3525
  - o 1 HP P4015X
  - o 1 HP M402n
  - o 1 HP Pro 400 M451dw
  
- See attached detailed inventory list below. Equipment must be comparable.

2. Must be able to provide support service / maintenance plan for the length of the lease to ALL devices in our 36 locations during our normal business hours of Monday – Friday 8:00 AM – 4:30 PM EST.
3. Ink / toner must be included in maintenance cost and shipped to locations.
4. Must be able to provide delivery, setup, moving, and installation of all devices.

### **Information Requirements and Format**

Respondents should include responses to the section above and all sections below in their proposal submission. If additional material is required for one or more questions, please label attachments clearly and reference them in your response. Responses received under this RFP that fail to address each of the sections, in adequate and complete detail, will be deemed as non-responsive and will not be considered for selection. Note that responses of “to be provided upon request” or “to be determined” or the like, or that do not otherwise provide the information requested (e.g. left blank) are not acceptable.

For the purposes of understanding more about your company and your ability to successfully fulfill the requirements, please provide the information below as part of your response, clearly referencing each specific question.

#### **I. Company Background**

1. Give a brief overview of your organization’s involvement in providing copier/printer services in the marketplace.
2. How long has the organization been in this business?
3. In what cities do you maintain offices?
4. Indicate the number of employees in your organization. You may also include additional details such as employees’ areas of expertise, experience with software included in this RFP (M-Files, PSI GEN, Papercut, StreamlineNX).
5. Who are your printing partners? Please describe your relationships and experience with manufacturers and major distribution partners in the printing marketplace
6. What differentiates your organization from your competitors in the marketplace, and how will this be relevant to us?
7. Will you subcontract any components of the proposed solution to third party organizations? If so, please describe the components to be subcontracted and provide details of any agreement in place with the subcontracted firm/individuals as well as a summary of past work that you have successfully completed together.
8. Please provide details of current customer accounts that are similar in scope and requirements to those of ETHRA.

## II. Rates

Explain your rate structure including monthly lease payment with maintenance and cost per color and black.

## III. Support

1. Describe fully your support options, including the assistance request process, escalation process, support hours, response times (for emergency and non-emergency support requests), staffing levels, staff expertise.
2. What options are available for user training and technical training regarding the above mentioned software.

## IV. Proposed Approach and Solution

1. Please provide a proposed work plan for a migration to your organization as an ETHRA vendor. Specifically, provide the following information:
  - a. Key activities
  - b. Timing
  - c. Deliverables
  - d. Key milestones, checkpoints, and other decision points
2. If we elect to move forward with your organization, what ETHRA resources would you require (e.g., information, data, staff resources, communication) during the course of migration and on an ongoing basis?
3. Please identify the team that will be assigned to the account and describe how you plan to interact with us and any third-party providers that may provide services.
4. Please describe your experience in providing the following value-added services:
  - a. Warranty, break fixes and installation
  - b. Technical support for mentioned software.

## V. Financials

1. Describe the pricing model(s) that you typically employ for your equipment and services.
2. Please indicate the charges associated with each of the following services in U.S. dollars, including the key driver of each cost.
  - Delivery, setup, and installation of equipment.
  - Maintenance (including ink, toner, parts)
  - Lease of equipment
  - Cost per print (Color and Black)
  - Warranty and troubleshooting of equipment.
  - Training of mentioned software
  - Technical support of mentioned software

## Submission Requirements

- A. Potential bidders must register by sending an email to Nick Pappada, [npappada@ethra.org](mailto:npappada@ethra.org), to receive updated information and answers to questions that will be sent to all registered bidders.
- B. All questions about this proposal should be directed to Nick Pappada, ETHRA –IT Director, [npappada@ethra.org](mailto:npappada@ethra.org).
- C. ETHRA's Proposal Response page must be signed and submitted along with your responses to the specific questions identified herein. Additional documentation may be attached to this form.
- D. Submit warranty information with the bid.
- E. Submit detailed maintenance plan showing how maintenance cost is calculated and exactly what the maintenance plan covers.
- F. Proposals must be submitted by 4:00 p.m. EST, Monday, May 14, 2021, to ETHRA's administrative offices at 9111 Cross Park Drive, Suite D-100, Knoxville.
- G. Electronically transmitted submissions (Email or Fax) **will not be accepted.**
- H. Bids must be addressed and mailed or hand-delivered to:  
**ETHRA**  
**Attention: Nick Pappada**  
**9111 Cross Park Drive, Suite D-100 Knoxville, TN 37923**
- I. Envelopes containing the proposal should be clearly marked with  
**"Copier RFP Response – May 14, 2021"**
- J. ETHRA is not bound to accept the lowest bid. Other considerations will apply:
  - Demonstrated ability to provide necessary service and support
  - Technical experience and certifications with mentioned equipment and software
  - Response time assurances
  - References
- K. ETHRA reserves the right to reject any or all proposals or any portion thereof.
- L. ETHRA reserves the right to waive minor informalities or technicalities when it is in ETHRA's best interest.
- M. ETHRA reserves the right, at its sole and absolute discretion, to amend or modify any provision of this RFP, or to withdraw this RFP at any time prior to contract award. ETHRA shall not be bound by or liable under this RFP and/or any response thereto until a final written contract has been executed by ETHRA and the vendor incorporating the terms and conditions of the award.

- N. Vendors shall hold their price firm and subject to acceptance by ETHRA for a period of thirty (30) days from the date of proposal submission.
- O. Vendors may be asked to provide proof of financial and business capability. Evidence could include a business history, evidence of financial soundness, and business references. ETHRA will make the final determination as to the bidder's ability.
- P. Unsigned proposals will not be considered.

## **Review & Selection Criteria**

ETHRA will use multiple criteria to select the most appropriate vendor. Respondents are encouraged to be as aggressive and creative as possible in their proposals. The following list summarizes the major qualitative areas that will be evaluated:

- Industry expertise and experience
- Demonstrated customer service quality and support
- Previous relevant experience
- Vendor strength and stability
- Account management
- Financial considerations

### Vendor Presentations

ETHRA will schedule presentations, if necessary, with eligible companies during the week indicated in the Key Dates table below. The presentations will be held via Zoom, or at 9111 Cross Park Drive, Suite D-100, Knoxville, TN, 37923.

### Announcement

Selection decisions are expected to be announced by June 8, 2021. All respondents will receive written notice as to whether or not your company was selected for this opportunity.

## **Contract Terms & Eligibility**

Contract Term: Five (5) years from date of contract effective date

Non-disbarment

**Key Dates**

<b>DATE</b>	<b>ACTIVITY</b>
4/7/21	RFP posted
4/21/21	Deadline to submit questions
4/23/21	Q&A posted to website
5/14/21	Deadline to submit proposals
5/17/21 – 5/21/21	Proposal Review
5/24/21 – 5/28/21	Respondent Presentations
5/31/21 – 6/4/21	Opportunity to Cure
6/4/21	Final Bid Submission Due
6/8/21	Anticipated Selection Notification
7/1/21	Contract Start Date

**General Terms & Conditions****No Guarantee**

The submission of a proposal does not, in any way, guarantee a selection. ETHRA is not responsible for any costs incurred related to the preparation of a proposal in response to this RFP. ETHRA reserves the right to withdraw a selection prior to execution of a contract with a vendor in ETHRA's sole and absolute discretion.

ETHRA makes no guarantee of future volumes and offers volume information for directional purposes only, to assist vendors with proposal preparation.

**Agreement of Non-Disclosure**

This document is considered to be proprietary and shall not be disclosed to any other party. It is designed, developed and submitted to potential partners of ETHRA solely for the benefit of ETHRA.

# Proposal Response Cover Page – Copiers/Printers/Software RFP 5/14/2021

Vendor Name: \_\_\_\_\_ Authorized Rep: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Item	Description	Rate
1	Lease of copiers / printers including maintenance / support (Preferred spreadsheet breakdown by device). Quantity 94	
2	Maintenance / support for owned equipment. Quantity 22	
3	Delivery, Setup, Installation	
5	M-Files (License expires 2/28/22) – Named user licenses -8, concurrent user licenses -30, read-only licenses –unlimited)	
6	PSI-Capture Enterprise 120K Bundle (expires 6/30/21)	
7	Papercut annual maintenance (expires 4/1/22) – license users – unlimited, licensed devices -1, licensed modules – Print Control Module, Internet Control Module	
8	StreamlineNX Maintenance & Support – (expires 3/27/22) – 9 at 10 points, 4 at 100 points, 1 at 1,000 points	
	*Hourly rate when needed for software support/upgrades	
	Buyout (Required for existing lease buyout. This is a close estimate but not exact)	\$61,210.00

Checklist of Required Sections:

	<b>Service Requirements</b>	
	<b>Company Background</b>	
	<b>Support</b>	
	<b>Proposed Approach / Solution</b>	
	<b>Rates and Financials</b>	

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Position: \_\_\_\_\_