



REQUEST FOR PROPOSAL

for

DISTRICT-WIDE MANAGED PRINT SERVICES

Return Proposal to:

Dr. Chelsy Pham
Vice President of Information Technology
Hartnell College
411 Central Avenue
Building A , Room # 127
Salinas, CA 939001

I. INTRODUCTION

Purpose

The Board of Trustees of Hartnell Community College District (hereinafter referred to as “College” or “District”) invites qualified Vendors to submit sealed proposals for the provisioning, support, and maintenance of a comprehensive District-Wide Managed Print Service. This service includes equipment labor, service and supplies for all HCCD campus locations as described herein. The selected Contractor will be responsible for establishing and maintaining a District-wide network and laser printer-based devices across all HCCD campus locations.

OVERVIEW

Hartnell Community College District (HCCD) is seeking proposals from qualified contractors who can provide comprehensive copier, print and scan services for the HCCD. HCCD intends to contract with a single qualified contractor to provide the following services: the procurement, leasing, maintenance, support, and/or repairs of all HCCD copiers, laser printers, and plotters; an automated support and supply ordering process; a maximum response time and minimum machine down time guarantee.

Vendor Conference

A non-mandatory conference will be held on June 6, 2024 from 10:00 am-11:00 am at Hartnell College, Campus, A116 411 Central Ave, Salinas, CA 93901 or via Zoom. If possible, please prepare any questions in writing and submit them to the Information Technology Department, in advance of the conference. The purpose of the conference is to provide prospective Contractors with the opportunity to ask questions regarding the services needed and terms and conditions of the Request for Proposal.

Correspondence

All correspondence including proposals, are to be submitted to:

Dr. Chelsy Pham, Vice President of Information Technology Resources
411 Central Avenue, A 127
Salinas, CA 93901
E-mail: cpham@hartnell.edu

Proposals will only be accepted by e-mail or drop off.

II. TIMELINE

The anticipated timeline, subject to change, for the complete process is as follows:

Release of RFP.....	May 11, 2024
Job Walk Main Campus @ 8:30am, Bldg. E, Room 112	May 20, 2024
Job Walk Alisal Campus @ 8:30, Bldg. B, Conference Rm.101 .	May 21, 2024
Job Walk Castroville Campus @ 8:30, Community Rm. 100	May 22, 2024
Job Walk Soledad Campus @ 9:30, Conference Rm. 109	May 23, 2024
Job Walk King City Campus @ 10:00, Community Room 134 ...	May 24, 2024
Vendor Conference for Technical Question @ 10-11am (hybrid)	May 31, 2024
Location Building A 116 or https://hartnell-edu.zoom.us/meeting/register/tZcodu6vqDIIsEtNwjDDM6oLvwflliomcCtX	
Deadline for Submission of Proposals due by 5 pm	June 14, 2024
Committee Interviews	June 19, 2024
Preferred Vendor selected and notified.....	June 26, 2024
Date for Awarding Agreement.....	July 9, 2024

III. CONDITIONS

Contingencies

HCCD's Governing Board reserves the right to reject any or all proposals or any part of each proposal; to waive any irregularity in any proposal and to determine which, in its sole judgment, best meets HCCD's needs to receive an award **after** successful contract negotiations.

Subcontractors

If a subcontractor will be used by VENDOR to comply with any portions of this RFP, that fact must be stated in the proposal. The names of the subcontractors and their duties shall be specified in the proposal.

Incurred Costs

This RFP does not commit the College to pay any costs incurred by Contractors in preparation of the responses to this RFP and Contractors agree that all costs incurred by them in developing this response are the Contractors' responsibility.

Submission

To be considered, all responses must be submitted in the manner set forth in this RFP. It is the Contractor's responsibility to ensure that its response arrives on or before the specified time, in a sealed envelope or electronically labeled with the RFP number and title, the due date and time, and the name of the Contractor submitting proposal. **Cost data shall be submitted in a sealed envelope marked "Cost Data" and separate from the rest of the documents.**

Right to Negotiate and/or Reject Responses

The College reserves the right to negotiate any price or provision, accept any part or all of any responses, waive any irregularities, and to reject any and all, or parts of any and all responses, whenever, in the sole opinion of the College, such action shall serve its best interests and those of the tax-paying public. Contractors are encouraged to submit their best prices in their responses, and the College intends to negotiate only with the Contractor(s) whose response most closely meet(s) the College's requirements at the lowest estimated cost. The Agreement, if any is awarded, will go to the Contractor whose response best meets the College's requirements.

Examination of Contract Documents

Contractors shall thoroughly examine the contents of this RFP. The failure or omission of any Contractor to receive or examine any associated document, form, instrument, addendum, or other document shall in no way relieve the Contractor from Contractor's obligations with respect to this RFP or to the agreement to be awarded.

Addenda

The College may modify this RFP before the date scheduled for submission of responses by issuance of addenda to all parties who received the RFP for the purpose of submitting a response.

Independent Contractor Status

It is expressly understood that the Contractor named in any agreement entered into by the College is acting as an "independent contractor" and not as an agent or employee of the District.

Background Checks

Employees of Contractor must have background checks for crimes that involve theft, drugs, or are of a sexual nature. Credit checks must be done to determine if they have declared bankruptcy in the past ten (10) years. They must be certified by contractor to be physically and mentally fit for duty.

Interviews

Interviews will be conducted with finalists. District staff will interview prospective person(s) who will actually manage the service, supervise the personnel assigned and/or are principal(s).

Right of Assignment

College has "Right of Assignment" as to who is working at the College for the purposes of stability and quality of work.

Term

The term of the Agreement shall be for a period of five years commencing on July 9, 2024 and ending July 9, 2029, with the option of a 2-year extension.

IV. GENERAL REQUIREMENTS

This section will provide necessary information regarding the services HCCD shall expect outlined and described in a successful proposal.

Technical requirements; Include integration with HCCD ID system, and print management solution. Copiers should support the use of RFID both NFC technology.

Job Walk: Prior to submitting a response it is recommended for the VENDOR to attend the scheduled walk throughs at each district location with no more than 2 representatives for each location to be better able to gauge the scope of the job. Dates listed in timeline.

INSTALLATION, INSPECTION, AND ACCEPTANCE:

The successful bidder(s) will coordinate the installation phase with HCCD staff. Upon installation, the HCCD shall operate the Copier for thirty (30) days. All functions must work in the HCCD's environment without difficulty or failure. The successful bidder(s) will be notified of any and every difficulty or failure. Should the Copier not perform in accordance with the requirements stated in this solicitation document to the satisfaction of HCCD staff, the Copier must be removed at the bidder(s) expense and the contract may be terminated. Upon successful performance of the Copier during this thirty-(30) day period, the Copier will be accepted and the contract shall begin.

QUALIFICATIONS & EXPERIENCE

This section should establish the ability of VENDOR to exceptionally perform the required work by reasons of demonstrated competence in the proposed services to be rendered, the nature and relevance of similar work currently being performed or recently completed, and competitive advantages over other firms in the same industry.

- A. Furnish background information including date of incorporation/founding, legal form, location of offices, principal line of business, number of employees, days/hours of operation and any other pertinent data.
- B. Describe most noteworthy qualifications for providing proposed services to be rendered. Specifically highlight those qualifications that provide a competitive advantage.

C. Describe any significant developments in organization such as changes in ownership or personnel in the past five years.

D. Describe any litigation pending against VENDOR.

E. List, at minimum, three references to include the reference's firm, name, position title, mail address, phone number, and email.

F. Identify Project Manager assigned to HCCD account. Include a detailed resume of Project Manager including description of qualifications, professional certifications, job functions, and office location.

RECYCLED CONTENT:

Submit a list of all items that are made of or have recycled content, or that can be recycled. Include the percentage of recycled content of each item. Describe fully in your proposal how you will handle and recycle cartridges, toner, and recyclable parts.

V. SCOPE OF SERVICES

The Successful Vendor shall provide support services and necessary Managed Print Services, as applicable, in accordance with each of the requirements listed and described in the following Sections:

Section A: No Fleet-Wide Volume Guarantees; All Pricing Firm

There shall be no fleet-wide minimum annual monochrome or color print volume guarantee under this Contract. Charges related to the production of monochrome and color prints on the installed copiers, laser printers, and plotters shall be billed in arrears on a monthly basis based upon actual print production multiplied by the applicable contracted cost-per-impression as set forth in Schedule B.

Section B: Monthly Billing In Arrears

A single monthly billing statement for each campus (Main Campus, Alisal Campus, Castroville Education Center, Soledad Education Center, and King City Education) shall consist of a summary of applicable monthly charges applicable.

The Vendor's monthly billing statement, which shall be issued within ten (10) days of the close of each monthly billing period, will reflect a charge equal to the actual monochrome volume produced multiplied by the applicable contracted per-impression service & supply cost-perimpression; and a charge equal to all color impressions produced for the previous month times the contracted color impression service charge applicable to each color-enabled. The invoice shall be accompanied by an electronic comma delimited file (.csv) and Excel format with breakdown of each device: color or monochromatic, which department the device

belongs to (make, model, serial), meter read information, CPP rate, and total cost for each line item.

Section C: Technical Support Troubleshooting

Vendor to provide, among other items, off-site support to respond to calls from either designated key operators at each designated Printer location or HCCD personnel during normal working hours, as well as all necessary print/scan drivers and controllers, and all network administration utilities and updates. Although the Vendor is at all times ultimately responsible for troubleshooting all Equipment on HCCD's network environment under this Contract, HCCD's Technology department will assist and supervise the Vendor in installing any necessary device drivers and utilities on the network. The Vendor resources sufficient to accomplish this network installation, if required, must be provided to HCCD's Technology department. Technical support includes integration with HCCD ID system, and print management solution. Copiers should support the use of RFID both NFC technology.

Section D: Substituting equipment that becomes unserviceable

Should an existing Copier, laser printer, plotter become unserviceable during the term of this Contract, the Vendor may, with the written approval of HCCD, substitute a like Copier, laser printer, or plotter at no charge to HCCD.

Such Network Copier, laser printer, or plotter to be substituted must be of equal or greater capability as the Copier, laser printer, or plotter to be replaced and must be offered at the same per-impression service cost (as listed in Schedule B) as the original Copier, laser printer, or plotter. The Vendor must communicate its intentions to HCCD regarding this Section prior to installation of any substituted equipment.

VI. EVALUATION OF PROPOSALS

Evaluation Process

All Proposals will be subject to a standard review process developed by the College. A primary consideration shall be the effectiveness of the Contractor in the delivery of comparable or related services based upon demonstrated performance. The evaluation will be based on the written Proposals as submitted, but may include an oral interview.

Evaluation Criteria

- A.** All Proposals will be evaluated to determine if they meet the required format and be in compliance with all of the requirements of the RFP. Failure to meet all of these requirements may result in a rejected response. The College may reject any or all responses and may or may not waive any deviation which is not material or any defect in a response. Waiver of any deviation shall in no way modify the RFP

documents or excuse the Contractor from full compliance with the RFP specifications, if the Contractor is awarded a contract.

B. Proposals meeting the above requirement will be evaluated on the basis of the following criteria:

- Value, price and quality of services
- Contractor's qualifications and experience in handling similar types of services.
- Contractor's ability to provide services.

References

Provide three references for current and previous clients, particularly community colleges, include the name, position title, mailing address, phone number and email of the contact person.

Contract Award

- A.** As explained above, any award is subject to successful contract negotiations between HCCD and the selected **VENDOR**. Selection as the Preferred Vendor is not an award and the process will be concluded with the execution of the final agreement(s) with the **VENDOR** concerned pursuant to Governing Board authorization.
- B.** Agreement will be awarded based on a competitive selection of proposals received.
- C.** The proposal of the successful Contractor and of this RFP will become contractual obligations. Failure to accept these obligations in a contractual agreement may result in cancellation of this award.
- D.** The final award will be made to a qualified vendor presenting the best overall value response in the judgment of the institution.
- E.** HCCD reserves the right to conduct discussions with, and best and final offers obtained from, responsible Contractors who submit Managed Print Services proposals to be reasonably susceptible of being selected for award.

VII. FINAL AUTHORITY

The final authority to award the Contract rests solely with the Hartnell College Board of Trustees. Final selection of the Contractor will be based on negotiations of the contract.

GENERAL CONDITIONS

1. **EQUAL EMPLOYMENT OPPORTUNITY.** The Contractor shall be an "Equal Opportunity Employer" as defined by law.
2. **INVOICES AND PAYMENT.** The District shall pay Contractor an amount up to, but not to exceed, the maximum cost proposed by the Contractor and agreed to by the District. Contractor shall submit invoices for work performed, at the hourly rates agreed to, on a monthly basis for work performed.
3. **INSURANCE.** The Contractor shall maintain insurance adequate for protection from claims under Workers Compensation Laws and from claims from damages for personal injury, including death and damage to property, which may arise from security operations under this contract. Without in any way limiting Contractor's liability to indemnify, Contractor must maintain in force, during the full term of the Agreement, insurance in the following amounts and coverages:

Contractor will be required to file with the College, a current proof of such insurance prior to commencement of performance and yearly without demand, naming the Hartnell Community College District as an additional insured. Failure to furnish such evidence and insurance may be considered default by the Contractor. Without limiting Contractor's duty to indemnify, the Contractor shall maintain in effect throughout the term of the Agreement, a policy or policies of insurance with the following minimum limits of liability:

- (a) Workers' Compensation, in statutory amounts, in accordance with California Labor Code, Section 3700;
- (b) Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence, Combined Single Limit for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations not less than \$2,000,000 aggregate and;
- (c) Commercial Automobile Liability Insurance with limits not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage used in providing services under the Agreement, and as applicable;
- (d) Such insurance shall be maintained with an insurance company or companies authorized to do insurance business in the State of California, or by a system of self-insurance developed by Contractor. Commercial General Liability and Business Automobile Liability Insurance policies must provide the following:
 - 1) Name as Additional Insured, Hartnell College, its Officers, Trustees, and Employees.
 - 2) That such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that insurance applies separately to each insured against whom claim is made or suit is brought.
 - 3) Contractor shall not terminate, alter or reduce its coverage without thirty (30) days written notice by the insurance carrier to Hartnell College.
- (e) Damages. Nothing contained in these insurance requirements is to be construed as limiting the type, quality or quantity of insurance Contractor should maintain or the extent of Contractor's responsibility or liability for payment of damages resulting from its operations under this Agreement. The carrying of insurance as specified herein shall not be construed as a limitation of liability on the part of Contractor, nor shall it relieve Contractor from any liability under this Agreement or as a matter of law. The District is not responsible any loss or damage to property

owned, rented or leased by Contractor and/or its subcontractors, employees, agents or any of them.

4. **INDEPENDENT CONTRACTOR.** While performing services pursuant to this agreement, Contractor is considered an “Independent Contractor” and not an officer, agent, or employee of the District.
5. **ASSIGNMENT OF CONTRACT.** Contractor shall not assign or transfer, by operation of law or otherwise, any or all of their rights, burdens, duties, or obligations without the prior written consent of the District.
6. **EXTRA WORK.** No bill or claim for extra work or materials shall be allowed or paid unless the doing of such extra work or the furnishing of such extra materials shall have been authorized in writing by the District. The District shall have the right to make any changes that may be hereafter determined upon, in the nature or dimensions of the work, either before or after its commencement, and such changes shall in no way affect or void the obligations of this agreement. If such changes make change in the cost of the work, an equitable adjustment shall be made by the District to cover said cost.
7. **INDEMNITY.** The successful Contractor agrees to defend, indemnify and hold harmless District, its Board members, officers, agents, and employees from and against any and all liability, loss, expense, attorney’s fees or claims for injury, death or damages arising from any acts or omissions of Contractor in the performance of this agreement.
8. **TERMINATION.** Either party may terminate this agreement for any reason by giving written notice to the other party at least 30 days prior to effective date of termination.
9. **AGREEMENT.** The District reserves the right to incorporate standard contractual provisions into any agreement in response to this request. The successful Contractor is expected to enter into a standard form of agreement as provided by the District.
10. **FUNDING OUT CLAUSE.** The District may, at its sole option, terminate this agreement at the end of any District Fiscal Year, for reason of non-appropriation of funds. In such event, the District will give Contractor at least thirty (30) days written notice that such function will not be funded for the next fiscal period. In such event, the District will return any associated equipment to the Contractor in good working order, reasonable wear and tear expected.
11. Each Contractor must complete, sign, date, and include with their response the Non-collusion Affidavit, attached to this RFP.
12. Each Contractor must complete, sign, date, and include with their response the Certification of Request for Proposals, attached to this RFP.

HARTNELL COMMUNITY COLLEGE BACKGROUND INFORMATION

Hartnell College is one of the oldest institutions of higher education in California. Founded in 1920 by the Salinas Union High School District as Salinas Junior College, the college was initially housed in the new Salinas High School building on South Main Street. In 1948, the junior college was renamed Hartnell College, after the 19th-century British trader William Petty Hartnell, who settled on land in the area. The Hartnell Community College District was established the following year.

In 1936, Hartnell College moved to its current 54-acre site, on the former ancestral land of the Ohlone Rumsen Mutsun people. Referred to as Main Campus, the site is located at 156 Homestead Avenue, Salinas. On October 1, 2007, Hartnell College changed its address from 156 Homestead Avenue to 411 Central Avenue. The new address helps students attending the College because it is easier to locate the newly constructed parking structure accessible from Central Avenue.

The Main Campus is located in Monterey County, just a 25-minute drive from the scenic Monterey Peninsula and the Monterey Regional Airport. In 2014, the District opened its Alisal Campus in east Salinas. The Alisal Campus houses the Agricultural Business and Technology Institute, the Sustainable Design and Construction Center, and the diesel, automotive technology, and computer science programs. Hartnell also delivers classes at its education center in King City, opened in 2002, and at numerous off-campus locations in north and south Monterey County. In 2016, District voters approved a \$167 million local bond measure known as Measure T. In fall 2021, the District opened the Soledad Education Center and an expanded wing nearly doubling the size of the King City Education Center. The Castroville Education Center and the Nursing & Allied Health Center opened in spring 2022.

The District serves the Salinas Valley, a fertile agricultural region some 10 miles wide and 100 miles long, as well as part of southern San Benito County. Hartnell has a highly diverse student body with an average annual enrollment above 16,000 (12,565) students for the most recent three academic years (2018-21) (2020-21) from the local communities of Salinas, Bradley, Castroville, Chualar, Gonzales, Greenfield, Jolon, King City, Lockwood, Moss Landing, San Ardo, San Lucas, Soledad, and other communities around. California's Central Coast, as well as other states and countries. All are drawn to Hartnell's academic excellence and focus on the success of students in its four-year transfer, nursing and technical programs, as well as a proud tradition in intercollegiate athletics, with 12 men's and women's teams, some of which have earned state championships.

Demographics

Most of our students (57%) (52%) are among the first in their families to attend college (first-generation students). About 48% (54%) of students are women and 51% (45%) are men, with an ethnic makeup that includes 64% (71%) Hispanic, earning Hartnell a federal designation as a Hispanic-Serving Institution. In addition, 19% (9%) are white/non-Hispanic, 5% (2%) are Asian and 3% (3%) are African American. The remainder did not report ethnicity. In 2021, Hartnell College was the only district recognized with honorable mention for the John W. Rice Diversity and Inclusion award by the California Community College Chancellor.

HSI Programs

The District recently was awarded two major Title V grants to improve student access and success for underrepresented groups in the STEM disciplines, and it has been lauded by NASA, the NAACP, and the University of California, Santa Cruz as being among the nation's top community colleges in promoting and achieving success for its underrepresented students in the STEM disciplines. Hartnell has done this, in part, through outstanding facilities and intensive mentoring and internship programs with academic and research partners such as the UC- Santa Cruz Baskin School of Engineering, the Naval Postgraduate School, U.S. Department of Agriculture, the Monterey Bay Aquarium Research Institute and the University of California, Davis. Hartnell's Alisal Campus is home to a NASA Science, Engineering, Mathematics, and Aerospace Academy (SEMAA) laboratory for K-12 students and their families, the only one on the West Coast.

Educational Programs

Hartnell offers the first and second years of a college program and workplace and career training, including a three-year bachelor's degree program in computer science and a 2+2 teacher-preparation pathway, both in partnership with California State University, Monterey Bay, just 15 minutes from Salinas. Hartnell College awards the associate of arts degree, associate of science degree, and certificates of achievement, including the strong and successful nursing and allied health program, whose graduates become LVNs, RNs, EMTs, and respiratory care practitioners. For several years running, Hartnell's nursing graduates have achieved NCLEX pass rates of at or near 100 percent.

Hartnell's state-of-the-art Library and Learning Resource Center provides access to electronic databases and is the hub of information and learning technologies. The college has committed to ongoing technology enhancements, including virtualization and server enhancement projects that will increase productivity and access for its students and employees, giving them technological advantages that most college and university students and personnel do not yet have.

Hartnell's vibrant visual and performing arts programs includes a theatre arts company called The Western Stage, which is consistently among the most respected arts institutions on the Central Coast. Its programming is both traditional and experimental, including world premieres of works by contemporary Latino playwrights. Hartnell theatre arts faculty partners with the Alisal Center for the Fine Arts to engage and encourage area youth in their artistic pursuits. The College hosts a student-community orchestra and chorus and the Hartnell Gallery regularly presents exhibitions of painting, sculpture, and photography.

Course Offerings

Day, evening and weekend courses are offered in classroom, online, and hybrid delivery modes. Hartnell is sensitive to its diverse community and offers classes in modified formats to meet the needs of students who work or have other outside commitments, such as late-start courses and condensed sessions. The College offers a full complement of academic and other support services to assist students' educational progress in a one-stop student services format, available online, by phone, and in-person. These include personal counseling, financial aid and scholarship services, international student services, re-entry services, veterans' services, sports counseling, disabled students' programs and services, assessment testing, and career and transfer assistance. In addition, students are encouraged to become involved in the many clubs on campus and student government through the Associated Students of Hartnell College.

Hartnell College Board of Trustees Strategic Priorities

Strategic Priority 1 – Increase Student Completion

Strategic Priority 2 – Increase Student Completion Efficiency

Strategic Priority 3 – Increase Student Transfer to 4-Year Institute

Strategic Priority 4 – Improve Student Employment Subsequent to Training or Completion

NON-COLLUSION AFFIDAVIT

STATE OF CALIFORNIA

COUNTY OF _____

I, _____ (printed name), being first duly sworn, state that I am the _____
_____ (title) of _____ (Firm Name), the party submitting
the foregoing response.

In connection with the response, the undersigned declares, states, and certifies that:

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

Executed this _____ day of _____, 2024, at _____, California.

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

Signature

Address

Printed or typed name

City, State, ZIP

Phone Number

CERTIFICATION OF RESPONSE

REQUEST FOR PROPOSALS

DISTRICT-WIDE MANAGED PRINT SERVICES

- A. The undersigned hereby submits its response and agrees to furnish services to Hartnell Community College District in accordance with these proposals.
- B. The Contractor has carefully reviewed its response and understands that the District will not be responsible for any errors or omissions on the part of the Contractor.
- C. It is understood that the District reserves the right to accept or reject any or all responses and to waive any informality in any response received.

Date: _____

Name of Contractor: _____

By: _____
Authorized Signature

Title: _____

Address: _____

Telephone: () _____

Fax: () _____

Federal Tax I.D. No. _____

OR

Social Security No. _____