

NEIGHBORS IN NEED OF SERVICES, INC. (NINOS)
HEAD START / EARLY HEAD START PROGRAM

“Creating a brighter future for our children and la familia”



**Bid Packet for
Managed Print Services**

**FY 2018/2019
18-RFP-024**

**Neighbors In Need Of Services, Inc. Head Start/Early Head Start
Invitation to Bid**

BID NUMBER# 18-RFP-024

BID TITLE: Managed Print Services

DATE DUE: September 12, 2018

DUE NO LATER THAN 4:00 P.M.

NINOS, Inc. Head Start / Early Head Start Program is a private non-profit organization. NINOS, Inc. Head Start / Early Head Start Programs provide services to low income families for children from birth to five years of age. The agency is funded to serve 2,914 children throughout the counties of Cameron and Willacy Counties. The agency is currently seeking bids for Managed Print Services for the following items: **(Attachment "A")**

Closing Submission Date and Public Opening

Please submit the following information in a sealed envelope by 4:00 p.m. on **September 12, 2018**. Bid opening will be held on September 13, 2018 at 9:00 a.m. at NINOS, Inc. Administration office located at 22887 State Highway 345, Rio Hondo TX 78583.

Inquiries

Please contact Ruben Garcia, Procurement Officer at (956) 399-9944 ext. 113 or e-mail at ruben.garcia@ninosinc.org

Non-Discrimination and Equal Opportunity

No person shall on the grounds of race, color, religion, sex, national origin, age, handicap, political affiliation or belief be excluded from participation in, be denied the benefits of, be subjected to discrimination under, or be denied employment in the administration of or in connection with any program or activity funded in whole or in part with funds made available under this contract.

Non-responsive Proposals

Proposals may be judged non-responsive and removed from further consideration if any of the following occur:

The proposal is not received timely in accordance with the requirement. The proposal does not follow the specified format.

The proposal does not include documentation of accompanying credentials.

Neighbors In Need Of Services, Inc. Head Start/Early Head Start Bid Specifications for Managed Print Services

NINOS, Inc. is soliciting Bids for in contracting with a vendor that can supply a managed print service solution. The offering will provide a reliable print service of the printers that are currently in place at the NINOS, Inc. and its 59 centers with Cameron and Willacy County. The service will include supplies (ink and toner), service and provide visibility and reporting along with other value added service one might offer. The solution would provide fully automated supply replenishment that would relieve NINOS staff from managing and maintaining an inventory of supplies, include help desk support, technical support and onsite repair.

The initial service contract does not anticipate immediate replacement of any of the existing printers, but may in the course of the service include recommendations for redeployment, reallocation of workloads and eventually replacement or removal of certain machines. This contract will not require NINOS to acquire possible replacement printers from any single vendor including the MPS vendor.

We believe that a managed print solution, will further our productivity and reliability as well as reduce our footprint on the environment by reducing paper usage and be of benefit to our environment. Further, such a program would allow NINOS to manage the print infrastructure making it easier to monitor and improve cost performance and improve the functionality of document generation and use.

Since 2018 is the first year that NINOS will be utilizing Managed Print Services, we don't have a monthly print average. NINOS will provide a list of all the printers and the quantity of cartridges purchased during the last school year (see attachment "A") as guide for the vendor to make their monthly charge determination.

Evaluation Criteria and Factors

The evaluation criteria will be grouped into percentage factors as follows:

- 40% firm's qualifications/experience and references
- 60% total proposed price

All printers will require service Monday through Friday 8:00 am to 5:00 pm.
Maximum response time shall be 4 hours.

If you cannot repair a printer system at our premises to our satisfaction, you will provide a loaner system of same or higher capacity until the printer can be repaired at your service facility. In the event the printer is at the end of its usable life cycle, a replacement strategy will be implemented with our MIS Department and yourselves.

All supplies including, but not limited to toner, maintenance kits, drum kits, toner waste bottle container, and staples [excluding paper] shall be included. In addition, all parts, labor and drive time [trip fees] will also be included in this contract.

Network printer software for tracking and monitoring is required.

Firm Overview - Define the overall structure of your firm to include:

1. A descriptive background of your company's history;
2. Principal business location and any other service locations;
3. Primary line of business;

4. Length of time you have been selling proposed services.
5. Specify which printers in our inventory you can and cannot service (NINOS may select more than one vendor so that all printers are covered under a contract. In this case, each vendor will install their own software.)

Costs, Fees and Contract Notes

Purchase Costs must include all cost of purchase including any delivery and installation. Cost of annual maintenance must include all parts, labor, travel, intervening service calls, and preventative maintenance calls. Please propose on the following annual maintenance basis. This contract will be for one (1) year period and vendor must state if vendor will allow NINOS the option to renew each year upon contract expiration. Each annual contract renewal must be agreed upon by both parties in writing.

NINOS reserves the right to terminate the contract at any time. All parts, labor and drive time [trip fees] will also be included in this contract.). Please include an estimate of annual supply costs for anything not included in lease or maintenance agreement. Please be very clear regarding any proposed recalculations of fees based on experience of contract and what kinds of changes in cost you anticipate. Fluctuations on anything less than an annual basis will not be viewed positively.

This contract will begin in November 2018 upon the signing of the contract.

Exceptions

Any exceptions to, or variances from, the specifications/requirements, plans, and other provisions of this Request For Proposal must be noted as "Exceptions" and explained in writing in the submission.

**Neighbors In Need Of Services, Inc. Head Start/Early Head Start
Managed Print Services Submission Form Instructions**

Proposals are due by or before 4:00 PM, Wednesday, September 12, 2018. In completing and submitting this form, the respondent is certifying that:

1. He/she has read and fully understands and accepts the scope of services, the terms and conditions, this cost submission form, and the other requirements presented in the Managed Print Services Request For Proposal (RFP);
2. The costs and fees indicated below constitute the full and complete "not to exceed" costs and fees for the identified products and services, and the NINOS, Inc. will not be "surprised" with additional or unanticipated charges in conjunction therewith; and
3. NINOS reserves the right to accept or reject any or all RFPs, to waive any irregularities or informalities in any RFPs received, to negotiate with the respondent(s) whose RFP(s) is deemed most susceptible of contract award, and to award a purchase contract to the respondent(s) whose RFP best satisfies NINOS requirements and needs.
4. This contract will be for one (1) one-year period and vendor must state if vendor will allow NINOS the option to renew each year upon contract expiration. Each annual contract renewal must be agreed upon by both parties in writing.

For the specified services associated with the Managed Print Services, the total monthly cost to NINOS will be:

\$ _____

For the specified services associated with the Managed Print Services, the total annual cost to NINOS will be: \$ _____ X 12 = _____

You must sign below in ink failure to sign will disqualify the offer. All prices must be typewritten or written in ink.

Company Name: _____

Company Address: _____

City, State, Zip Code: _____

Telephone: _____ Fax No: _____ E-mail: _____

Print Name: _____ Signature: _____

(Your signature attests to your offer to provide the goods and/or services in this bid according to the published provision of this bid.)

Please return bid in sealed envelope. Be sure that return envelope shows the Bid Number, Description and is marked "SEALED BID".

Delivered to the administration office by Delivery Services.

Attn: Lina Garza
22887 State Highway 345
Rio Hondo, TX 78583

Mailed using USPS.

Attn: Lina Garza
PO Box 189
Rio Hondo, TX 78583

Supplier Support Questions

1. Please write a brief summary of your company's background
2. Where your principal business location and any other service locations?
3. What is your primary line of business?
4. How long have you been selling proposed services?
5. Where is your company based/headquartered?
6. How long have you been in business in the Rio Grande Valley area?
7. Do you have a local owner (majority ownership) and complete accountability for service performance?
8. Do you have a true local VP of Service/Service Operations Manager that manages the day to day performance of the service and supply department and does not service equipment in the field?
9. Specify which printers in our inventory you can and cannot service.

Main Office	Rio Hondo	HP LJ P3015	55A
Main Office	Rio Hondo	HP LJ Pro 400 Color	CF230A/31/32/33
Main Office	Rio Hondo	HP LJ Pro 400 Color	CF230A/31/32/33
Otis Klar HS	Raymondville	HP LJ 1018	12A
Otis Klar HS	Raymondville	HP LJ 1020	12A
Otis Klar HS	Raymondville	HP LJ P1606dn	85A
Otis Klar HS	Raymondville	HP LJ P1606dn	85A
Sam Houston HS	La Feria	HP LJ P1006	35A
Santa Maria HS	Santa Maria	HP LJ 1020	12A
Santa Maria HS	Santa Maria	HP LJ M201dw	83A
Santa Maria HS	Santa Maria	HP LJ P1606dn	85A
Santa Rosa HS	Santa Rosa	HP LJ M201dw	83A
Santa Rosa HS	Santa Rosa	HP LJ P1606dn	85A
Sebastian HS	Sebastian	HP LJ P1109w	85A
Sebastian HS	Sebastian	HP LJ P1606dn	85A
TSTC EHS	Harlingen	HP LJ 4250	42A
TSTC EHS	Harlingen	HP LJ P1006	35A
TSTC EHS	Harlingen	HP LJ P1006	35A
TSTC HS	Harlingen	HP LJ 1012	12A
TSTC HS	Harlingen	HP LJ P1606dn	85A
TSTC HS	Harlingen	HP LJ 1012	12A
TSTC HS	Harlingen	HP LJ 1018	12A
Zavala HS	Harlingen	HP LJ P1006	35A
Zavala HS	Harlingen	HP LJ P1606dn	85A
EBG	Laguna Heights	HP LJ P1006	35A
EBG	Laguna Heights	HP LJ P1006	35A
EBG	Laguna Heights	HP LJ P1109W	85A
EBG	Laguna Heights	HP LJ 1012	12A
Palmer-Laakso	San Benito	HP LJ Pro P1109	85A
D.J. Lerma	Brownsville	HP LJ P1606	85A
D.J. Lerma	Brownsville	HP LJ Pro M201dw	83A
D.J. Lerma	Brownsville	HP LJ 1012	12A
D.J. Lerma	Brownsville	HP LJ P1606	85A
D.J. Lerma	Brownsville	HP LJ P1606	85A
D.J. Lerma	Brownsville	HP LJ M201dw	83A
D.J. Lerma	Brownsville	HP LJ P1006	35A
Leon Gardens	Brownsville	HP LJ M201dw	83A
Leon Gardens	Brownsville	HP LJ P1606dn	85A
Rio Hondo	Rio Hondo	HP LJ P1606dn	85A
Rio Hondo	Rio Hondo	HP LJ P1606dn	85A
Browne	Brownsville	HP LJ P1606dn	85A
Browne	Brownsville	HP LJ P1606dn	85A
Browne	Brownsville	HP LJ P1109w	85A
Browne	Brownsville	HP LJ P1109w	85A
Browne	Brownsville	HP LJ P1606dn	85A
Browne	Brownsville	HP LJ 1018	12A
La Gallina	San Benito	HP LJ 1020	12A
La Gallina	San Benito	HP LJ 1020	12A
La Gallina	San Benito	HP LJ M201	83A
La Gallina	San Benito	HP LJ M201	83A
La Gallina	San Benito	HP LJ M201	83A
Beacon Bay	Port Isabel	HP LJ P1006	35A
Beacon Bay	Port Isabel	HP LJ P1606dn	85A
Rancho DC reg	Brownsville	HP LJ P1006	35A

Rancho DC reg	Brownsville	HP LJ P1006	35A
Marylyn E. Burns	Brownsville	HP LJ P1006	35A
Marylyn E. Burns	Brownsville	HP LJ P1006	35A
Charles Isbell	Brownsville	HP LJ 1018	12A
La Villita	Brownsville	Hp LJ P1606dn	85A
La Villita	Brownsville	Lp LJ 1020	12A
La Villita	Brownsville	HP LJ 1020	12A
La Villita	Brownsville	HP LJ 1020	12A
Frank Roberts	San Benito	HP LJ P1606dn	85A
Lena Bennett	Brownsville	HP LJ 1020	12A
Lena Bennett	Brownsville	HP LJ 1018	12A
Lena Bennett	Brownsville	HP LJ P1006	35A
Lena Bennett	Brownsville	HP LJ 1018	12A
Lena Bennett	Brownsville	HP LJ P1606dn	85A
Raul Y.	Brownsville	HP LJ 1018	12A
Raul Y.	Brownsville	HP LJP1006	35A
Raul Y.	Brownsville	HP LJ P1606dn	85A
Raul Y.	Brownsville	HP LJ 1006	35A
Las Palmas	Los Fresnos	HP LJ Pro M201d	83A
Las Palmas	Los Fresnos	HP LJ 1018	12A
Las Palmas	Los Fresnos	HP LJ P1109w	85A
Las Palmas	Los Fresnos	HP LJ 1012	12A
Las Palmas	Los Fresnos	HP LJ 3055	12A

New cartridges purchased during the 2017-2018 School Year

Toner Model	Black	Color
12A	82	N/A
35A	42	N/A
42A	11	N/A
55A	40	N/A
83A	55	N/A
85A	100	N/A
C9730A/31/32/33	3	6
CC530A/31/32/33	3	7
CF230A/31/32/33	4	9
CF310A/11/12/13	4	9
TN431BK/C/M/Y	4	9
TN850	6	N/A

Contracts shall contain a provision requiring compliance with E.O. 11246, "Equal Employment Opportunity," as amended by E.O. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and as supplemented by regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor."

Debarment and Suspension (E.O.s 12549 and 12689) No contract shall be made to parties listed on the General Services Administration's List of Parties Excluded from Federal Procurement or Non procurement Programs in accordance with E.O.s 12549 and 12689, "Debarment and Suspension." This list contains the names of parties debarred, suspended, or otherwise excluded by agencies, and contractor declared ineligible under statutory or regulatory authority other than E.O. 12549. Contractors with awards that exceed the small purchase threshold shall provide the required certification regarding its exclusion status and that of its principal employees.