HURON VALLEY SCHOOLS

MAC

RFP # HV-600/985-011821

REQUEST FOR QUALIFICATIONS

FOR

COPIER EQUIPMENT, SUPPLIES, AND MAINTENANCE

HURON VALLEY SCHOOLS

MAC

BID SUMMARY

Commodity/Service Being Requested: Copier Equipment, Supplies, and Maintenance

Type of Solicitation: Request for Qualifications (RFQu) - Huron Valley Schools, in partnership with the Michigan Association of Counties (MAC) bid program, is implementing a single and multi-function Copier Equipment, Supplies, and Maintenance procurement program statewide in Michigan. School districts and counties across the state have been requesting a purchase, lease, lease to purchase, and/or rental contract vehicle be put in place that makes single and multi-function copier equipment, supplies, and maintenance affordable and easy to order.

Through this process, it is the goal of Huron Valley Schools to competitively prequalify and establish a list of contractors that will provide single and multi-function copier equipment, supplies, and maintenance for the next three to five years. The resulting contract(s) will enable public municipalities, non-profit organizations, and school districts to "piggyback" and purchase on an as-needed basis from the awarded pool of contractors. The list of entities that will be using this bid will continue to grow statewide. Please be sure in your proposal to list the areas of the state that you provide services. Huron Valley Schools as part of this process is requesting pricing to purchase, lease, lease to purchase, and/or rent single and multi-function copier equipment of various types.

Type of Resulting Contract: Statewide Cooperative Contract - As a result of this RFQu, Huron Valley Schools will work with the Michigan Association of Counties to market and extend the resulting contract(s) to other government municipalities and school districts statewide. The vendor or vendors will be competitively selected as having been qualified as defined within the qualification section of this RFQu.

Resulting Contract Term: Three (3) years with two (2) one-year renewal options.

TIMETABLE	
Release of RFQu:	August 10, 2021
Question & Answer Due Date:	August 17, 2021
Questions and Answers Responses Posted:	August 24, 2021
Proposals Due by (10:00 AM/ EST) *:	September 10, 2021
Notice to Award:	October 2021
Master Agreement Award Date:	October 2021

*Responses received later than the specified deadline will be disqualified.

Contacts with Huron Valley Schools Personnel: All contact with Huron Valley Schools regarding this RFQu or any matter relating thereto must be sent to the following email: **schubel@macservcorp.com**

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Executive Summary

UTEC thanks Huron Valley Schools (HVS) and the Michigan Association of Counties (MAC) for the opportunity to create a statewide co-operative purchasing program. This program will enable public municipalities, non-profit organizations, and HVS the ability to purchase single/multifunction copier equipment, supplies, and maintenance in a simple to manage, easy to use format.

UTEC delivers:

- Competitively priced equipment catalog from Sharp and Kyocera for HVS/MAC
- Simplified order and delivery process for members of the MAC
- Marketing program specifically designed for MAC
- Unique rebates specifically developed for HVS to reward loyalty and client retention.

Catalog:

- *Digital Format*
- *Updated as new equipment is released*
- *Includes equipment, supplies, and service*
- *Includes pricing for purchase and lease*

Order process:

- *Simplified*
- *Can be done via web, fax, toll free number, or email*
- *Dedicated single point of contact*

MAC Marketing Program:

- *Developed in conjunction with OEM's*
- *Strategic communication plan featuring web, electronic, and physical mail*
- *Statewide conference exhibits*
- *Annual marketing calendar*
- *See addendum named "UTEC/MAC Marketing Program"*

HVS rebate Program

- *Donation based upon equipment fleet sale*
- *Rebate on existing lease payments*
- *See page 31 for details*

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In partnering with *UTEC, HVS/MAC* can expect:

- ***Clear pricing structure***
- ***Simplified ordering process***
- ***Expanded marketing efforts for MAC members***
- ***HVS specific rebates***

As ever, we look forward to the opportunity to continue our relationship and serve HVS/MAC to grow our partnership in the future.

Joe Green
Senior Account Manager

UTEC

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Ann Arbor, MI 48108
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Solicitation Terms and Conditions can be found at www.hvs.org/district/purchasinginfo/

SECTION 1.0 – BIDDER RESPONSES TO SCOPE OF WORK AND PRICING

1.1 Minimum Mandatory Requirements

All Bids will be reviewed for compliance with the mandatory requirements. Bids deemed non-responsive will be eliminated from further consideration.

1. Proposer must have three (3) years' experience, within the last five (5) years, providing single and multi-function copier equipment, supplies, and maintenance equivalent or similar to that being requested by Huron Valley Schools as described herein.

2. Provide pricing to Huron Valley Schools for your product list of single and multi-function copier equipment, new and refurbished. These items will be purchased over the three to five years by the school district. Price should include delivery.

3. Please include with your proposal a detailed timeline from the purchase of single and multi-function copier equipment through delivery.

4. Provide pricing to Huron Valley Schools/MAC cooperative members on a wide range of single and multi-function copier equipment solutions.

5. If awarded, proposer will be required to present all product information in electronic catalogs.

Proposer Response:
Please enter your responses in the "Proposer Response" text boxes provided. There is no requirement or limitation on the number of words for your responses.

UTEC has provided organizations such as Huron Valley Schools with single and multi-function copier equipment, supplies, and maintenance for 13 + years. We agree to provide a product list that includes pricing good for 3-5 years for both Huron Valley Schools/MAC cooperative members. This will include a detailed timeline for all purchases through delivery. All product information will be provided in electronic catalog format.

1.2 Product and Service Categories

Huron Valley Schools is seeking a Single and Multi-function Copier Equipment provider that has the depth, breadth and quality of resources necessary to provide single and multi-function copier equipment in the categories below. Vendor must identify minimum specifications and feature sets for each piece of equipment such as ppg per minute, data/job retention tracking and metering capabilities, networking (wired and wireless) protocol/standards, print management solutions, etc. available with enterprise equipment that is capable of integrating with existing software and hardware. Huron Valley Schools is also interested in the introduction of products that will offer Huron Valley Schools/MAC cooperative members a wide range of solutions.

The following product and service categories are included in this RFP:

- The purchase, lease to purchase, lease, and rental of single and multi-functional copier equipment, new and refurbished
- The purchase of single and multi-function copier equipment supplies
- An optional output evaluation of a public entity's current environment, output work-flow and requirements
- A recommendation of output solutions
- Implementation of output solution
- Ongoing maintenance and support, with technology refresh

As part of the proposal response, bidders are to include the following:

- Indicate areas of the State where you provide service (See Exhibit A).
- Provide Manufacturer Name, Model Name, and Model Number of each copier being offered, new and refurbished.
- Equipment features of each copier (ppg per minute, data/job retention tracking and metering capabilities, networking (wired and wireless) protocol/standards, print management solutions, capability of integrating/interfacing with existing software and hardware, etc.).
- For each product and service category, provide the equipment cost, toner cost (black & white, color), maintenance agreement costs/fees, charge for each black & white and color for prints, copies, faxes, and scans. Indicate if maintenance costs/fees include cost of toner. Provide a narrative on what maintenance costs/fees include.
- For each product and service category, provide manufacturer's list price and discounts available (percentage discounts, quick payment discounts, volume discounts, rebates, etc.).
- For each product and service category, describe high volume pricing levels being offered.
- Any additional information regarding installation, delivery, and service.
- Provide Manufacturer Information on any Additional Vendor "Value-Added" services or Warranty for each Manufacturer/line with your proposal.
- Refer to Attachment A for general information pertaining to products, service, warranties, submission of electronic price lists, etc.

Proposer Response:

Specifications and catalogs must be submitted. Please use the space below to provide comments regarding the Single and Multi-function Copier Equipment lines being offered.

UTEC is providing pricing for Sharp, and Kyocera manufactured equipment.

Sharp: Sharp Corporation is recognized as one of the world's leading producers of technology for home and business environments. Sharp's first copier was introduced in 1972, followed by an extensive document output line. In 2016, the worlds largest electronics manufacturing services provider, Foxconn Technology Group, became a majority shareholder of Sharp Corporation. Foxconn is committed to diversification by investing in the research and development of future trends for its customers, such as artificial intelligence and the smart office. In 2018, Sharp was honored as an inaugural Thomson Reuters Top 100 Global Technology Leader, recognized as one of the tech industry's most operationally sound and financially successful organizations. The current MFP product line offers a wide range of monochrome and color document systems that have been independently rated as outstanding award-winning products.

Kyocera: Kyocera delivers products and services that support all their customers; the "Customer-First" Principle as our top priority. For more than 20 years, Kyocera has minimized environmental impact by developing long-life, low-waste, printers, and multifunctional products.

Customer needs for streamlining operational processes and maintaining quick decision-making has increased. The volume of documents handled on the business front line has grown exponentially. Issues involved with document processing are multiplying.

Kyocera has the answers for the problems facing your workplace. From software that digitalizes and automates document workflow processes, to ways of enhancing digital security and increasing productivity and efficiency, Kyocera helps to unlock your full potential.

1.3 Product and Service Offerings

Huron Valley Schools intends to offer its participating members a wide range of products and services. Huron Valley Schools is seeking a supplier that can support the entire lifecycle of a proddct with technology, operational support, and consulting support.

This contract is for equipment, both single and multi-function devices, along with support services. All equipment supplied shall be by national and international manufacturers and re-labeler manufacturers, sold as new equipment (realizing that manufacturers recycle many components). Only machines remanufactured by the original equipment manufacturer (OEM) will be considered for award. All equipment sold must have new serial numbers. This contract will be for purchase, rental, lease, and/or lease purchase. However, equipment under lease may be purchased at the end of the lease or if the price is listed in this proposal and if both parties agree. Equipment under rental agreements may also be purchased at the end of each 12-month renewal if the price is listed in this response and if both parties agree.

1.3.1 Leases

Equipment may be leased in increments of 24, 36, 48, and 60 months. Leases will allow for fiscal funding clauses annually. The equipment may be purchased during and at the end of the lease at the Huron Valley Schools participating entity's discretion. If the vendor wishes to offer this, they will include the depreciation schedule with their proposal to Huron Valley Schools. Proposers should explain their lease options, the analysis they provide to Huron Valley Schools participating entities to assist in determining the most cost-effective lease, and their lease payment terms (Huron Valley Schools prefers Net 30). Note: For evaluation purposes, Huron Valley Schools will use a four (4)-year leasing model.

1.3.1 Proposer Response (please include identification of any leasing companies proposed):

UTEC is providing 36, 48 and 60 month lease terms. This is a Municipal Lease with De Lage Landen (DLL). The Municipal Lease "**does not charge**" Personal Property Tax. At lease end HVS owns the equipment.

1.3.2 Maintenance

Maintenance of equipment is required. The following terms are related to maintenance:

1. Any maintenance contract is between the buyer (Huron Valley Schools and/or any MAC cooperative member) and the contractor and must be signed by the ordering agency and the contractor. There will be no automatic maintenance contracts.
2. Maintenance contracts shall include all parts, labor, travel, service, and preventative maintenance. Supplies (consumables) may be offered if more cost effective.
3. If a vendor is offering equipment that has software or upgradeable ROM chips as a part of the unit, vendor will certify that the most current OEM software or ROM microchips are installed with the unit at time of delivery. OEM upgrades released during the first year of operation are to be installed within 45-days of release at no cost to the buyer; upgrades of software and ROMs after the first year must be available as part of any maintenance agreement within 45-days of release and installed at no additional cost to the buyer.
4. Any and all contracts for maintenance shall be at the discretion of the ordering agency.
5. Technician response time will be within eight (8) working hours in the metropolitan areas and next day in other areas of the State, if called in by 9:00 A.M. of the previous day. Preventative Maintenance (PMs) will be scheduled, as needed.
6. Contractor must agree to provide maintenance to keep the equipment in top operating condition and provide service during normal business hours (8:00 a.m. -5:00 p.m., excluding legal holidays, Saturdays and Sundays).
7. All defective or unserviceable worn parts shall be replaced with parts approved by the manufacturer for replacement and carry the manufacturer's standard warranty. Any claim by the contractor that equipment breakdown is the result of the use of independent copier supplies must be supported by written documentation from the manufacturer and/or the servicing technician that clearly states the direct cause of the breakdown. Use of independent copier supplies shall not void warranty or service maintenance agreements.
8. PMs shall include all cleaning, lubrication, adjustments, and parts replacements as recommended by the manufacturer, and using the manufacturer's timetable for preventative

maintenance. Using agency may purchase supplies used in PMs from the contractor, but are not required to do so.

9. Guarantees and warrantees are required.
10. Any total satisfaction guarantee must permit the user to decide if the copier needs to be replaced during any replacement period offered by the vendor.
11. Proposal responses should address the option of separating maintenance contracts from service contracts, whether maintenance contracts are pre-paid, and the initial term of coverage for new copiers.

1.3.2 Proposer Response:

We are a Platinum Level Service Provider Award winning dealer. The Platinum Service Level Provider Award recognizes dealers that demonstrate exceptional customer support and satisfaction. The award is a symbol of meeting highest standards within the authorized service network. As a customer of a Platinum Level Service Provider, you receive professional, reliable service and the highest performance for your multifunctional devices.

The Platinum Level Service Provider standard is reserved for the best dealers who meet the highest standards of operational efficiency. The award is a reflection of a dealer's execution of best practices within our industry in the areas of service, customer satisfaction, training, management, and technical expertise. Rigorous onsite evaluations, along with ongoing compliance audits assure compliance standards are met and exceeded on a continual basis.

Finally, the Platinum Level Service Provider Award gives our customers peace of mind. You can count on the winning combination of products and services to deliver years of worry-free productivity knowing you have selected the best people and products as a business service provider. Platinum Level Service Providers have the skills, the desire, and the ability to keep your equipment operating at the highest levels of productivity. We believe this is an advantage worth considering when selecting your service provider.

We are audited twice a year to ensure we are meeting all benchmarks for service and customer satisfaction.

Our philosophy is to be a partner with our clients and work to meet their needs on a daily basis.

1.3.3 Supplies

Contractor may be required to provide supplies, toner and chemicals to meet equipment needs. The Huron Valley Schools/MAC cooperative member will install replacement toner, chemical and supplies in these devices as necessary. Supplies and consumables may be ordered through a vendor-supplied toll-free phone number or website. For devices that require technical expertise or special handling for supply, toner and chemical replacement, vendor shall provide and install supplies, toner and chemicals to meet equipment needs. Describe your supply programs and your maintenance programs that include supplies.

1.3.3 Proposer Response:

UTEC's maintenance contracts provide all supplies, toner, parts, and labor to meet equipment needs. Supplies and consumables may be ordered via our 800 number and through the UTEC website.

We have a state-of-the-art 30,000 sq. ft., Ann Arbor facility to serve as a hub. With our dealer network the strength of this proposal is the ability to direct ship to the installing dealer. This network also serves as a robust logistics warehouse for parts, supplies and service necessary to support the contract resulting from this solicitation.

1.3.4 Rentals

If the Vendor wishes to offer a rental option, the rates for this must be included with their proposal. Many agencies have expressed a desire for renting equipment on a monthly and annual basis rather than executing a lease arrangement.

1.3.4 Proposer Response:

UTEC does offer a rental program and are typically customized. UTEC welcomes the conversation to discuss details.

1.3.5 Information Technology Consulting Services

Bidders must have the ability to analyze and document the current work-flow, technologies and processes surrounding product placement within an organization or enterprise and make recommendations on how changes could improve productivity and reduce cost.

1.3.5 Proposer Response:

Our device management suite delivers unparalleled control over the administration of MFPs through intelligent tools. All MFPs and printers in your network are effortlessly managed and monitored to maximize uptime and ensure the continuous flow of important business communications.

The MFP Home Page is an embedded device configuration site that makes it easy for users and IT managers to administer the MFP through a standard web browser. Once authenticated, users can change their profiles and document filing folder settings, as well as maintain their one touch address keys to quickly distribute scanned documents. From anywhere on the network, IT managers can log in and access the device's status, system, cloud connect, security and network settings, as well as maintain user accounts, specify diagnostic email alerts, clone settings and more.

Remote Front Panel is a powerful tool that enables users and support staff to remotely view the MFP's operation panel and control its features and functions from anywhere via a network. IT managers can see the same exact screen that the end user is viewing, allowing them to quickly understand issues and take the appropriate actions to solve them. Since IT managers can control the device remotely, this capability helps eliminate a costly visit to provide support, thereby reducing users' wait time.

Remote Device Monitor (RDM) is a device management and monitoring tool to facilitate centralized management of MFP's and printers as well as SNMP-compliant printers. From the console, IT managers can view detailed information on each device, such as network connectivity, consumable levels and impression counts. The direct access to remote front panel enables support staff to view and control the LCD panel from anywhere on the network, as well as the ability to review service logs and update firmware. For more intuitive views and to expedite troubleshooting, devices can be grouped together in the utility by model, department, location, network status, IP address and more. Rapid deployment of MFPs can also be accomplished by distributing print drivers to network clients and cloning the settings of a reference device to other similar models all at the click of a button. Toner level is monitored in 1 percent increments on select models.

Key features include but are not limited to:

- Manual or automated device discovery
- Remote device monitoring on status and consumables
- Remote device security, network and system configurations
- Remote access to device's front panel to provide quick user assistance
- Driver distribution to reduce IT support time
- Device setting and cloning for fast device set up
- Email notifications to keep IT administrators aware of critical issues

Remote Email Diagnostics

Putting timely and relevant information into the hands of key operators, IT managers and authorized service providers is a breeze with Remote Email Diagnostics. IT managers can easily configure event-driven or scheduled alerts such as low consumable levels, maintenance reminders or click counts and specify the list of recipients for each. This helps bring attention where it is needed, when it is needed, for increased device availability and reduced costs.

Summary

The above tools along with another one of our device management solutions delivers an "enterprise class" managed print solution that is very easy to use and deploy. It is architected and designed to take advantage of the advanced features and benefits of the Microsoft .NET platform. The result is it no longer takes a skilled technician to install software and then spend time to configure and maintain the system. We have a website that houses all the data received from the data collection tools. It is a "Central Repository" that allows us to view data using a browser, generate reports, configure alert notifications, and synchronizes with ERP systems. Our data collection tool automatically performs print assessments, monitors consumable levels and printer status. This application can perform print assessments automatically on a scheduled basis without human intervention. The data captured is sent to the Central website using HTTPS or HTTP. We can perform a print assessment right from a browser without installing any software. Our software is manufacturer neutral. They support all of the major manufacturers and model families.

1.3.6 Centralized Production Products and Services

Bidders must reflect the ability to provide a wide range of products and services intended to support an organization's data center, print shop, quick copy, production mail, and fulfillment centers. This may include products and services such as printing equipment, high-speed laser printers, high-speed duplicators, production mailing equipment and finishing equipment.

1.3.6 Proposer Response:

Sharp, Kyocera, Epson, and FP manufacture products to meet all criteria of scenarios above and UTEC is the authorized provider for all. UTEC will work with each entity to address their specific production solution on a case-by-case basis.

1.3.7 Document Storage and Retrieval Products and Services

Bidders must be able to provide a wide range of products and services intended to support the needs of an organization to store, manage and retrieve critical documents. This may include products and services such as scanners, imaging systems, and software designed for this purpose.

1.3.7 Proposer Response:

UTEC uses multiple software platforms to seamlessly integrate 3rd Party software. This adds flexibility to the MFP, affording companies the opportunity to work more efficiently. With increased functionality at the MFP and/or stand-alone scanners and imaging systems; applications can dramatically reduce your document processing time. Whether you do your own application development, or simply leverage the integration of the developer community, we can offer you the benefit of increased productivity which has a positive effect on your end users.

With our development platforms we can create applications that can dynamically display custom interface screens on the LCD panel, controlling device functions. This allows us to meet the needs of different departments by developing customized applications that promote efficient workflow.

The software also allows integrated network applications to create, configure, and execute scan jobs remotely and enables integrated applications to restrict access and feature sets by authenticating users, in addition to tracking usage by individual, department and more.

1.4 Product Specifications

1.4.1 Reservation of Rights

Huron Valley Schools will evaluate the merits of all bids submitted and reserves the right, in its sole and absolute discretion, to accept or reject, in whole or in part, any or all bids or portions of bids with or without cause. Huron Valley Schools further reserves the right to waive any irregularity or informality in the RFQu process or any bid, and the right to award to one or multiple vendors. Huron Valley Schools reserves the right to add or delete services from the bid, extend agreements, or change vendors, in order to best serve the eligible agencies. These changes will follow approved bidding laws. Huron Valley Schools may use the product or service cost, or the sum of groups of products and/or services, may group similar products, and/or total cost of ownership, to evaluate prices and award bids. Huron Valley Schools reserves the right to request additional information from any or all Proposers. Huron Valley Schools also reserves the right to select one or more vendors to award a contract to under this RFQu. In the event a bid is accepted by Huron Valley Schools and the vendor asserts exceptions, special considerations or conditions after acceptance, Huron Valley Schools, in its sole and absolute discretion, reserves the right to reject the bid and award other Proposer(s).

Please confirm your understanding by checking Yes or No.

☒ Yes ☐ No

1.4.2 Warranties

The Contractor shall provide written documentation from the Manufacturer, which guarantees items against defects in materials, manufacture and workmanship, for a period of one (1) year from the day of final settlement with Owner for the item. Final settlement shall not relieve the Manufacturer from liability for such defects, and upon notification from Owner, the Contractor or Manufacturer shall, by repair, replacement, or otherwise, place the item in a condition satisfactory to the Owner in every respect. Usual wear and tear and results of Owner's accidents are exempted from the requirements of this guarantee. Everything required to fulfill this guarantee shall be done without additional cost to the Owner. The products or workmanship of any Subcontractor are to be covered in the primary Manufacturer's guarantee.

Maintenance Instructions

The Contractor shall provide Maintenance Instructions as written by the Manufacturer for each item.

1.4.3 Competition Promoted

The name of a model, manufacturer or brand in Huron Valley Schools bid documents shall not be considered as exclusive of other brands unless "NO SUBSTITUTE" is stated in the item description. Proposers may offer a variety of brands and models, as it is the intent of Huron Valley Schools to provide a multitude of options to the eligible agencies. Huron Valley Schools expects all supplies, materials, equipment or products bid to meet or exceed the specifications set forth in this RFQu. Further, it is Huron Valley Schools intent that this RFQu permit competition. Accordingly, the use of any patent, proprietary name or manufacturer's name is for demonstrative purposes only

and is not intended to curtail competition. Whenever any supplies, materials, equipment or products requested in this RFQu are specified by patent, proprietary name or by the name of the manufacturer, unless stated differently, such specification shall be considered as if followed by the words "or comparable equivalent," whether or not such words appear. Huron Valley Schools, in its sole and absolute discretion, shall have the right to determine if the proposed equivalent products/brands submitted by Proposer meet the specifications contained in this RFQu and possess equivalent and/or better qualities.

Please confirm your understanding by checking Yes or No.

☒ Yes ☐ No

1.5 Service Specifications

All services furnished must be in conformity with the participating agency requirements and specifications and will be subject to acceptance by the individual customers at delivery. The right is reserved to reject the service at the risk and expense of the vendor.

Please confirm your understanding by checking Yes or No.

☒ Yes ☐ No

Contractor Code of Conduct

The purpose of the Huron Valley Schools and its employees is to provide a safe, positive learning environment for the students of the district. In providing that environment it is mandatory that all employees, visitors, and contractors follow certain levels of conduct, dress, and demeanor. This Code of Conduct outlines the expectations of the Huron Valley Schools for persons both contemplating performing work and performing work for Huron Valley Schools in the capacity of a contractor or subcontractor. These rules will become part of the mandatory working conditions of the contract and failure to comply by any contractor, subcontractor, management, employee, or contracted consultant may result in the cancellation of the contract. In general, it is expected that everyone entering a Huron Valley Schools facility, whether a school, support facility, or the surrounding grounds, must dress, act, and talk in a manner that is conducive to the education process of children while assuring their overall safety and security. The following rules have been established to assure that this is done:

Every contractor employee that enters or leaves the building must sign in and out at either the school office or the building engineer's office as designated by the school administrator. This sign-in sheet must record the name, time in and out, the firm, and the signature of the individual.

All contractors shall be furnished <u>by their company</u> a badge or identification that is to be worn while in the building. Such identification shall clearly indicate the individual's name and the name of the firm they are working for.

Prior to the beginning of a job, the contractor shall furnish the building engineer with a list of individuals expected to be on the job, contact persons with phone numbers, and a schedule of the activities to take place.

The contractor shall provide the building engineer with a scope of work and check with him prior to drilling or penetrating any walls, floors, or ceilings.

Each person working in a school building or on school property shall comply with the following:

No drinking or possession of liquor or alcoholic beverages and or possession of any kind of illicit drugs or narcotics.

No use of District facilities or equipment including telephone, computers, internet access, fax, kitchen, maintenance or office equipment.

No smoking or use of any tobacco products anywhere within the building at any time nor outside the school on District property during normal school hours (This is a law and punishable as a civil infraction by local authorities).

A reasonable standard of dress must be followed. Within the educational facilities where students and parents are or can be present, this is to mean clothing or attire must be suitable for the work and must not bear images or writing depicting anything to be construed as obscene in nature or promoting or portraying alcoholic beverages or use, drugs, narcotics, tobacco or establishments that serve or promote the use of these substances.

There shall be no use of profanity or obscene language or gestures. Language, gestures, or other actions that depict sexual or ethnic harassment or intimidation will not be permitted.

The contractor is responsible for a clean and safe workplace. To that end the following will be adhered to:

All work areas, walkways, and stairs must be kept clear of debris and loosely scattered materials.

Material storage is to be in an area designated by the Building Engineer.

All work areas are to be cleaned by the contractor prior to leaving. Building staff will not be responsible for cleaning work areas.

All trash, debris, and material must be removed from the worksite each day and disposed of off-site. District dumpsters and trash containers are not to be used by contractors for disposal.

All contractor tools and equipment must be kept in good working order, with guards and safety devices in place and working. Defective tools must be taken out of service. District tools and equipment will not be loaned to contractors.

Contractors are to provide and use required protective safety equipment and comply with all local, state, and federal safety laws and regulations.

Contractors are responsible for the reporting of accidents both to the District and their management and to obtain any emergency treatment that may be required.

Upon leaving a jobsite all doors and windows must be locked, secured, or left as they were found prior to beginning the work.

Contractors are to provide their own site safety plan for areas that they are working in.

Contractors are reminded that there may be asbestos insulation in our buildings. They are not to disturb any insulation or enter any areas that contain asbestos containing building materials. If they have any questions, contact the building engineer for direction.

Contractor is not to disable or interfere with any fire or burglary system equipment or telephone lines servicing such equipment. If equipment needs to be removed, relocated, or temporarily disabled, the contractor needs to coordinate this with the building engineer.

The District will not tolerate acts of theft, vandalism, fighting, or abuse of the facilities or activities that threaten the security and safety of the school environment and its students, staff, and employees.
In summary, good judgment must be used to protect the learning environment. **Failure to comply with the above or to exhibit conduct which is deemed not in the best interest of the Huron Valley Schools will be grounds for immediate removal from the building and the project.**

Please confirm your understanding by checking Yes or No.

☒ Yes ☐ No

1.6 Service Capabilities

1.6.1 Communication Plan/Contract Management

Proposers shall identify their company standards of communication as they relate to contract performance, issue management, and change management. An issue is an identified event that, if not addressed, may affect schedule, scope, service, delivery, quality, or budget. A change is identified as a change in corporate leadership, structure, merger or acquisition.

1.6.1 Proposer Response:

UTEC will provide regular communication for the following:

- Superseded product models
- Superseded product accessories
- Newly introduced product models within the scope of the contract
- Newly introduced product accessories
- Newly introduced product features
- Product enhancements
- Supplied retrofits or product upgrades
- Changes in recommended proactive scheduled maintenance services
- Available permanent product price reductions
- Changes in contract contact information of staff members

Maintaining an ongoing spirit of partnership is important to UTEC. If selected as a provider of equipment and services to HVS/MAC as a result of this solicitation, UTEC will continually provide education to the agencies and other interested organizational staff members related to newly developed innovations and product enhancements as they are developed by our vendor and strategic partners.

1.6.2 Primary Account Representative

Proposers must identify by name and location the primary account representatives and key contacts who will be responsible for the performance of a resulting contract, as well as contact persons for reports and bid documents. Include names, titles, address, phone number, and email addresses.

1.6.2 Proposer Response: 1

Joe Green-Senior Account Manager-Primary Contact 734-961-3066 jgreen@utecit.com
Tom Wykowski-Service Manager 734-961-3058 twykowski@utecit.com
Anne McMillan-Project Manager 734-961-3063 amcmillan@utecit.com
Dan Heimler-Director of Sales 734-961-3072 dheimler@utecit.com
Les Harris-Director of Sales for Advanced Technology 734-234-5887 lharris@utecit.com

1995 Highland Dr. Ste. C Ann Arbor, MI 48108

1.7 Customer Service

It is preferred that the Vendor have an accessible customer service department with an individual specifically assigned to Huron Valley Schools. Customer inquiries should be responded to within 48 hours or two (2) business days unless it is an emergency issue. Describe your company's Customer Service Department (hours of operation, number and location of service centers, regular and emergency response times, etc.)

1.7 Proposer Response:

Normal business inquiries should be directed to the single point of contact/project manager. Our expectation is that these inquires can be addressed within 24 hours. During normal business hours, customer service will be handled out of one of our four service centers throughout Michigan. We have a person answering the phone between the hours of 8:00am and 5:00pm. Our Help Desk attempts to answer any inquiry, if they cannot resolve the issue, it will be directed to the appropriate point of contact and/or supervisor for resolution.

Service calls related to equipment are responded to by our Help Desk and determined if a problem can be resolved remotely or if a technician needs to be dispatched. If the problem is resolved over the phone, the call is closed. If a technician is dispatched, they are onsite within 4 hours.

Emergency or after-hours issues are monitored via a voice mail box, and you will be prompted to forward the message. It will then be forwarded to the service team.

1.7.1 Customer Service and Quality Control Plan

Proposers should present a comprehensive Customer Service and Quality Control Plan to be utilized by the Proposer as a self-monitoring tool to ensure the required services are provided as specified.

The following factors may be included in the plan:

- Activities to be monitored to ensure compliance with all Master Agreement requirements;

- Monitoring methods to be used;
- Frequency of monitoring;
- Samples of forms to be used in monitoring;
- Title/level and qualification of personnel performing monitoring functions
- Documentation methods of all monitoring results including any corrective action taken;
- Toll free number for customer service calls;
- Training plan, if any, for customers;
- Customer Surveys;
- Warranty/Return policies.

1.7.1 Proposer Response:

- **Up-time Guarantee**: All equipment should be fully operable and at maximum copy quality for a minimum of 98% of normal business hours each month. In the event that a copier has been fully operable for less than 98% of normal business hours per month for two consecutive months, the end user shall have the right to exchange the unit for one of like kind and capability within three (3) days, at no additional charge to the end user. Up time shall be calculated using a 40-hour work week, assuming 4 weeks per month. This does not include regular scheduled routine maintenance, operator training; replacement of toner, fuser agents, or supply replacement. Output Management Device Availability is computed as follows: Output Management Device Downtime begins at the time a break-fix repair call for service is placed to the dedicated support line, and ends once the key operator is satisfied that the unit has been restored to full working order.

- If a machine is down for more than three working days, UTEC furnish a "loaner" like-for-like replacement, until the Authorized User machine is repaired. (Like-for-like replacement = a machine that works in accordance with manufacturer's specifications and that has the same approximate features and speed). Upon EPM approval rerouting to another local device may be permitted to resolve this instance.

UTEC's services during the Term of the Contract shall be measured using the following metrics:

- Response Time - UTEC shall respond to all communications not later than the next business day.
- Quotes received before noon, shall be turned around 80% of the time within the next business day and in all cases should not exceed four (3) business days of the submitted request; this SLA will be measured quarterly.
- All orders placed to the Contractor shall have a 100% Fill Rate,
- Report Timeliness and Completeness (% in 5 days of due date) – 100%
- Invoice timeliness (% within 5 days of agreed invoice receipt date) – 100%
- Delivery of product within contracted time frame after receipt of order 95% of time.
- Delivery of rush orders within the contracted time frame after receipt of the order 98% of the time.

- Statement of Work response required within 10 business days after receipt of the Statement of Work at least 95% of the time. Appendix IV – IT Engagement Statement of Work, shall be used.
- Overall Customer Satisfaction – An annual survey of users will be conducted by the Contractor to determine the level of customer service satisfaction experienced with the Contractor. The survey tool to be used shall be agreed upon by Contractor and the State. Both the raw and analyzed survey results will be provided to the State. The following includes some of the areas to be measured on the survey:
    - Responsiveness
    - Communication
    - Courtesy
    - Competence
    - Effectiveness
    - Overall Satisfaction

TRAINING AND TECHNICAL ASSISTANCE

At the time as the devices are installed initial training will be conducted to be followed by a formal training plan. The purpose of the initial training is to ensure that the offices where the installation occurs can have full usage of the new equipment immediately. In depth training will follow.

KEY OPERATOR TRAINING: UTEC recommends that each agency designate an individual as the Key Operator because a Key Operator is provided more in-depth training on the inner workings of the device. These individuals do not take the place of the technician or change any of the response times for maintenance agreed to in this RFP.

The Key Operator is trained to load toner, clear mis-feeds, and adding of paper. They also will be trained on how to request emergency service. The Key Operator will ensure the smooth operation of the contract. UTEC will take the necessary time to educate the new employees or provide re-fresh training of current employees at **no cost to agencies throughout the life of the contract.**

In addition, a web site will be developed and available to your customers under this contract. The MFP's have a customized program that will enable users to go online and view end user demonstrations on products selected by agencies and to also get re-fresh operator training. This is at **NO CHARGE**. This means that training will be available to every user 24 hours a day to assist in the operation of the installed devices. UTEC will also deploy personnel to do onsite training as needed.

For warranty information, see attached.

After each service call a survey is emailed to the person requesting the service call. The survey rates the quality and timeliness of the service call with the response being returned to the President of UTEC, service manager, sales manager and SPOC for review and tracking of the survey results. See attached previous survey from Huron Valley Schools.

In addition, a web site will be developed and available under this contract. The website is customized and will enable users to go online to view end user demonstrations on products and to also get re-fresh operator training. This is at **NO CHARGE**. This means that training will be available to every user 24 hours a day to assist in the operation of the installed devices.

For warranty information see attachment.

For each service call a customer satisfaction survey is sent to the person who requested service. When the survey is returned, it is routed to the President of UTEC, service manager, and sales manager for them to review.

UTEC Service Call Feedback

Opt Out Instructions here | Using Dashboard here | Understanding this page here | Changing Questions here

CallNumber	SC56457	**Customer:**	HURON VALLEY SCHOOLS ADMINISTRATION BUILDING
Completed Date:	6/17/2021 2:34 PM	**Customer Number:**	HV00-001
Customer Rep:	JOE GREEN	**Customer Address:**	2390 SOUTH MILFORD ROAD
Survey Sent To:	Name: LORI LOWE Email: LORI.LOWE@HVS.ORG Ph: 248-684-8230		HIGHLAND, MI 48357
Equipment:	30668	**Call Opened:**	6/15/2021 12:13 PM
Model:	SHARP DXB350P	**Call Closed:**	6/16/2021 1:02 PM
Technician:	DONALD DE LAIRE	**Dispatched:**	6/16/2021 11:28 AM
Tech Mgr:	TOM WYKOWSKI	**Arrival Date:**	6/16/2021 11:52 AM
Dispatcher:	TIM MARUSCA	**Departed Date:**	6/16/2021 1:02 PM
Call Type:	MADO		
Call Description:	GETTING AN ERROR IPADDR COLLISION.		

Rate our Customer Representative: (ease of placing the call, was the info taken in a timely manner).			**5 of 5**
	Target:	*0*	*Scale 0-5*
The technician left the equipment repaired to your satisfaction (explained the repairs performed).			**5 of 5**
	Target:	*0*	*Scale 0-5*
How likely is it that you would recommend UTEC to a friend or colleague?			**9 of 10**
	Target:	*6*	*Scale 0-10*
Would you like a representative to contact you to discuss any concerns or questions?			*
	Target:	*0*	*Question Only*
Service Manager			**No**
	Target:	*Yes*	*Yes/No*
Sales Manager			**No**
	Target:	*Yes*	*Yes/No*
Account Rep			**No**
	Target:	*Yes*	*Yes/No*
Information can be sent to you for the following services UTEC provides:			*
	Target:	*0*	*Question Only*
Phones / VOIP Systems			**No**
	Target:	*Yes*	*Yes/No*
IT Services / Cyber Security			**No**
	Target:	*Yes*	*Yes/No*
Postage Meters & Mailing Systems			**No**
	Target:	*Yes*	*Yes/No*
Interactive White Boards / Digital Displays			**No**
	Target:	*Yes*	*Yes/No*
We welcome any suggestions for improvement.			*

1.8 Purchase Orders

Requests for quotes will be initiated by participating entities as specific needs arise. Participating entities will issue individual detailed specifications to the pre-qualified vendor pool along with specific response information required, deliverables, and any special terms and conditions. The vendors will respond directly to the requesting agency within the timeframe specified in the request for quote. The participating entity will evaluate the responses and determine the vendor that will be awarded a purchase order (PO). Resulting orders are to be delivered and billed directly to these institutions.

Please confirm your understanding by checking Yes or No.

☒ Yes ☐ No

1.9 Ordering and Fill Rate

The Proposer will be required to deliver to all ordering entities that are schools, counties, and local units of government under the MAC Program. The exact quantities to be purchased are unknown, however, the Contractor will be required to furnish all products as may be ordered during the contract term. Orders for delivery will be issued on individual purchase orders generated from each ordering entity.

Proposer should address the following items in their proposal:

- Fill-Rate per month;
- Ordering procedures;
- Minimum dollar orders per order.

1.9 Proposer Response:

- Response Time - UTEC shall respond to all communications not later than the next business day.
- Orders received before noon, shall be turned around 80% of the time within the next business day and in all cases should not exceed three (3) business days of the submitted request; this SLA will be measured quarterly.
- All orders placed to the UTEC shall have a 100% Fill Rate,
- Invoice timeliness (% within 5 days of agreed invoice receipt date) – 100%
- Delivery of product within contracted time frame after receipt of order 95% of time.
- Delivery of rush orders within the contracted time frame after receipt of the order 98% of the time.
- Overall Customer Satisfaction – An annual survey of users will be conducted by the UTEC to determine the level of customer service satisfaction experienced.

Ordering Process

Upon receipt of an approved, executed purchase order, Contractor will fully validate the order to make sure that each product is still valid and that each price is correct.

- If the product is valid but the catalog price is lower than the price quoted on the original order, the lower price will be invoiced.
- If the catalog price is higher than an active quoted price, the quoted price will be applied to the order.

After the order is validated, UTEC will send an acknowledgement to the order submitter.

Substitutions

- Substitutions may be made when the product is not available because the manufacturer has discontinued its production or due to a documented product constraint.

- UTEC will offer an equivalent or better substitute at or below the original price, with the agency's permission. The offering being substituted must be from the same manufacturer as the product that is discontinued or unavailable.

- UTEC will provide written documentation substantiating the need for substitution and that the requirements are met by the product being substituted. The agency will review the information submitted and determine in its sole discretion whether substitution is acceptable.

No minimum dollar amount for an order.

1.10 Delivery and Acceptance

The Proposer will be required to quote prices for all known costs for the requested products and services. Proposer should address the following items and costs in their proposal and other item/costs that they are aware of that may not have been requested in this bid.

- Time frames for delivery of service, inside and outside delivery zone.
- Please give a description and the costs associated with products and the service models you recommend.
- Packaging;
- Carriers used for deliveries;
- Delivery zones Fill-Rate per month;
- Minimum dollar amounts per order.
- What is your Ordering procedure and/or process?
- Policies and procedures for an organization accepting a delivery of service.

1.10 Proposer Response:

- Time frames for delivery of service, inside and outside delivery zone.
- Please give a description and the costs associated with products and the service models you recommend: (1) toner shipping and handling is $14.95 outside of Zone 10 (Detroit Metro). Zone 10 (Detroit Metro) is $0.00 shipping and handling for toner. UTEC will work with entities with multiple placements on shipping costs.
- Packaging: Will be removed and disposed of by installing entity at their location.
- Carriers used for deliveries: FedEx, UPS, USPS, UTEC personnel/tech
- Delivery zones Fill-Rate per month: 100%
- Minimum dollar amounts per order: $0.00
- What is your Ordering procedure and/or process? See section 1.9 proposer response
- Policies and procedures for an organization accepting a delivery of service.

1.10.1 Delivery Capabilities/Options

Bidders shall describe their delivery capabilities.

Special Delivery Options – Huron Valley Schools/MAC is interested in both a standard delivery program and a quick-ship program. Please identify the delivery time(s) associated with delivery option(s), as well as any quantity and other limitations for the quick-ship option.

Summer Deliveries – Deliveries that occur in the summer month (outside school operational calendars) must be coordinated with each school customer. Many schools are closed during the summer. We suggest that, if schools do not include summer shipping directions, the Vendor should contact them for clarification.

Geographic Regions - Indicate the geographic region(s) you will provide service to (see Appendix A).

1.10.1 Proposer Response:

Standard Delivery Program: Supplies ordered before 2:00pm will be shipped that day. After 2:00pm they will ship next day. For MFP orders standard turnaround is 10-15 business days for receipt of order. Printers shipped 3-5 business days standard. *

Quick Ship Delivery Program: Shipped in 1-2 days with possible $25.00 rush fee applied.

Summer Delivery: UTEC agrees to contact individual schools to schedule delivery times.

Geographic Regions: UTEC agrees to service all regions.

*Given unprecedented supply chain issues facing all businesses and our industry, UTEC is at the mercy of all manufacturers shipping constraints. This is a challenge all bidders will face. UTEC has approached its manufacturer partners and has been reassured that the HVS/MAC Co-Operative will receive priority treatment.

1.10.2 Delivery Time Frames

If there are supplies, services, or regions of the state that might require a longer delivery timeframe, please denote in your response.

Please confirm your understanding by checking Yes or No.

☒ Yes ☐ No

1.10.3 Reporting Capabilities

Contractors are required to submit quarterly sales reports and other reporting documents, as it pertains to this contract.

Please confirm your understanding by checking Yes or No.

☒ Yes ☐ No

1.10.4 Shipping Errors

The receiving entities have been instructed to make immediate inspection on receipt of products/services and to process payment documents promptly. Payment documents, however, will be delayed if the products/services fail to comply with specification requirements.

Please confirm your understanding by checking Yes or No.

☒ Yes ☐ No

If "NO" was answered on any items in Section 1.4.1, 1.4.3, 1.5, 1.8, 1.10.2, 1.10.3, and 1.10.4, please explain:

1.11 Management and Staff

Proposer should address the following items in their proposal:

- Project Management of the contract;
- Staff and responsibilities;
- Process and procedures to keep safe and secure facilities when delivering product;
- Please describe your company's background check process for delivery and maintenance personnel, if delivery is by a company other than UPS and Federal Express.

1.11 Proposer Response:

We will assign a single point of contact (SPOC) person to work with HVS/MAC to resolve problems and answer questions. The SPOC will work with agency staff to provide immediate response to inquiries concerning the status of orders (shipped or pending), delivery information, back-order information, State-wide Contract pricing, Contracted product offerings/exclusions, Contract compliance requirements, and general product information

We have a new state-of-the-art 30,000 sq, ft, Ann Arbor facility to serve as a hub. With our dealer network the strength of this proposal is the ability to direct ship to the installing dealer. This network also serves as a robust logistics warehouse for parts, supplies and service necessary to support the contract resulting from this solicitation. With the skill sets and experience of our SPOC and her team supporting fleet customer's needs and our suite of software tools we can proactively manage the fleet and allow HVS/MAC to concentrate on their core missions.

Project Management Responsibilities:

- Analysis of agency workflow and equipment requirements
- Optimizing system usage
- Assist the agency with placing orders
- Help with operator training
- Redeployment of equipment

All warehouse and delivery personnel are trained to follow OSHA guidelines to provide safe facilities when delivering product.

We run a state and federal criminal background check, fingerprint personnel associated with service of K-12 and SLG accounts. Driver record and credit reports are run on all personnel.

1.12 Optional Discovery Output Evaluation

An optional Discovery Output Evaluation (OE) will be provided by the Contractor upon the request of the public entity. This service, if there is a cost, will be priced out as a line item in your pricing.

The Discovery stage has the following objectives:

1. To understand and document the Agency/customer's primary business functions in entirety at an executive level and prioritize work areas to be evaluated. This includes developing a general understanding of the work area products and services and the processes by which they are delivered to customers.
2. To gather and document information to develop an accurate and scalable implementation design that addresses the identified work flow output requirements. This gathered data provides a foundation for the output device inventory.
3. To implement flexible output solutions to meet the varied business needs of participating agencies/customers.
4. To increase office productivity and provide cost-effective and energy-efficient office document output production that leverages advancing technology.
5. To take a managed approach to output management on an enterprise-wide basis.
6. To improve efficiency of document flow between and within agencies.
7. To use industry expertise to select optimal output solutions.
8. To achieve maintenance and internal efficiencies with standard solutions that meet an entity's business needs while reducing diversity of output devices.

At the request of the agency/customer, Contractor will be responsible for conducting a work area output evaluation for each business area. The information gathered during this output evaluation allows Contractor to organize current assets and workflow for maximum productivity and cost effectiveness in the recommended solutions to the public entity. This OE will be performed by tenured Contractor staff possessing demonstrated expertise in output evaluation skills.

Contractor will use a variety of tools, including user surveys, focus group interviews and data collection methods to collect relevant output evaluation information. In some instances, software or click-counting tools may be installed on existing devices to measure current work output.

Contractor is responsible for interfacing with the public entities' staff for data collection and discussion regarding IT infrastructure in areas which include but are not limited to: data collection and monitoring software; print drivers; network drops; and IP addressing.

Current devices such as non-networked, desktop printers will need to be identified to Contractor during the output evaluation. Generally, data on toner cartridge use will be used for estimating non-networked printer use, using current industry standards on toner coverage as the basis for estimating. A designated person within the public entity will be responsible for making this data available.

Contractor OE services shall include documentation of inventories of current and future recommended hardware (i.e., printers, copiers, fax machines, scanners), and output management software applications

and features for the assessed work area in a standard template format. Inventory will be mapped in the document to current business workflow needs defined in the output evaluation. This inventory will include at a minimum: hardware make and model; equipment serial number; cost breakdown per unit and projected total cost; physical location; current device ownership status (rent, lease, purchased) and relevant dates for acquiring current device; current, peak and projected future output management workload quantities; quantities per workload job and workload process flow. Contractor will be responsible to create and keep separate equipment data for each public entity that does business under this resulting contract for tracking and reporting purposes. Contractor will transition this database to the public entity following the expiration of the Contract in a format reasonably agreeable to the public entity and Contractor.

Contractor shall demonstrate consideration of public entity budget constraints by endeavoring in the exercise of good faith to propose solutions that are designed to generate savings or provide cost avoidance for the work area. This should include identification of transitional options such as re-deployment of existing equipment from another area within that specific public entity.

During the OE, Contractor shall give consideration to and demonstrate awareness of existing forms and any centralized print services and publications repositories in order to leverage and apply that awareness to effective output management solutions for the entity's business needs and work flow.

Contractor shall interact with the authorized public entity's single point of contact (SPC), who would be the designated communication contact to facilitate the output evaluation process. SPC's responsibilities include:

- identification and access to building and work area
- identification of interview candidates to best define workflow output and requirements to Contractor
- follow-up with Contractor to ensure that entity's resources are available and activities are proceeding effectively
- prompt response to issues or questions requiring entity's decision and feedback are addressed.

<u>The Contractor shall deliver</u>:

(1) Work area output evaluation documentation providing current inventory, location, business workflow and output needs, current costs, and device life cycle data.

(2) An accurate inventory database of current equipment, including make, model, location, serial number, capability/features, ownership, costs (if available). This Contractor master inventory is updated continuously with output evaluation data as it is collected.

1.12 Proposer Response:

UTEC offers the most extensive data collection software tools available in the industry today. Information collected through our Data Capture Technologies allows us to create reports, account management strategies, and set up supply and service alerts. We assess and monitor information through our Data Capture Technologies. We can create valuable TCO reports to help you get control of the high cost of printing and begin to reduce costs immediately. This helps us make the best recommendation for each location individually.

UTEC agrees to provide additional quarterly reports that provide an accurate inventory database of current equipment, including make, model, location, serial number, capability/features, ownership, costs (if available). This will be updated continuously as new data is added.

1.13 Orders/Delivery Reporting/Customer Service

1. Generally

Purchase Orders will be initiated by participating agencies as specific needs arise. Participating agencies will issue individual detailed specifications with specific response information required, deliverables, and any special terms and conditions. The contractor will respond directly to the requesting agency within the timeframe specified by the participating agency.

2. Ordering Process Capabilities

Proposers shall identify their ordering/customer service capabilities. This includes having the capacity to receive orders electronically, by phone, facsimile, and by written order. A state-wide toll-free phone number for phone orders will be required. The Vendor agrees to have internal controls to ensure that authorized individuals place orders.

1.13 Proposer Response:

1. UTEC agrees to respond directly to requesting agency within the timeframe specified for all P.O.'s.
2. UTEC will be able to accept P.O.'s electronically, by phone, facsimile, and by written order. UTEC also agrees to provide all MAC agencies with a toll-free phone number for phone orders. Only authorized UTEC employees will be able to accept orders. Internal controls are in place via our order entry system.

1.14 Pricing Schedule

Respondents shall provide pricing based on a discount from a manufacturer's price list. Catalog and/or price lists must accompany the proposal electronically. The catalog must be the regular, common available

catalog distributed to schools and/or government entities that are published by the manufacturer. Include a copy of the catalog electronically from which the discount is calculated. Multiple percentage discount structure is also acceptable. Please specify where different percentage discounts apply. Additional pricing and/or discounts may be included. If respondent has existing cooperative contracts in place, Huron Valley Schools requests equal or better than pricing to be submitted.

Each service proposed is to be priced separately with all ineligible items identified. Service may be awarded to multiple vendors.

1. Price Guarantee

Price Stability Guarantee

For the first year of the Agreement, the vendor must guarantee to provide the products at the proposed rates. The vendor can propose price increases or decreases after the above stated time period.

Promotional Pricing

Proposer may offer promotional pricing for awarded products and/or services during the contract term. Upon promotion expiration, the pricing must return to previous item price and remain in compliance with the Price Stability Guarantee.

Free on Board (F.O.B) Delivered/Destination (Required)

Prices shall be quoted "F.O.B. Delivered/Destination" to each Customer with transportation charges prepaid on all orders of one (1) or more.

Provide delivery pricing based on Appendix A – Regional Delivery Map.

2. Bid Pricing

Bid pricing must reflect Net 30 payment terms. Address pricing for different geographic region(s) of the State (see Appendix A).

3. Quantity Term

Vendor agrees to supply the complete quantity and products that each customer requires.

4. Rebates and Special Promotional Capabilities

All vendors are encouraged to make manufacturer promotions, rebates and special pricing opportunities available. Huron Valley Schools must approve promotional materials referring to the Huron Valley/MAC Agreement prior to release. Huron Valley/MAC will post rebate and special pricing information on its web site.

Guidelines for Vendor /Contractor promotions for Huron Valley/MAC awarded items:

A. Submit all promotions for approval
B. Identify the savings amount
C. Identify the final price
D. Specify the time period in which a purchase must be made
E. Identify the link to a rebate form (preferred) or provide the form

5. Tax Excluded from Price
(a) Sales Tax: Huron Valley and local units of government are exempt from sales tax for direct purchases. The Proposer's prices must not include sales tax.

(b) Federal Excise Tax: Huron Valley and local units of government may be exempt from Federal Excise Tax, or the taxes may be reimbursable, if articles purchased under any resulting Contract are used for Huron Valley Schools exclusive use. Certificates showing exclusive use for the purposes of substantiating a tax-free, or tax-reimbursable sale will be sent upon request. If a sale is tax exempt or tax reimbursable under the Internal Revenue Code, the Proposer's prices must not include the Federal Excise Tax.

6. Discounts
The Proposer may provide percentage discounts; discounts that are included must be explained. Additional discounts may include Quick Payment Discounts, Volume Discounts, and Rebates.

7. Special Incentives
Huron Valley Schools is interested in any other special programs and alternative recommendations that vendors may have. Please discuss these programs, such as customer employee retail discounts, return policies, trade-in programs, quantity discounts, green product offerings, Michigan made products, etc.

1.14 Proposer Response:
Please provide pricing information and any additional comments regarding pricing, discounts being offered, and information on other cooperative contracts held by respondent.

If UTEC can secure this contract with HVS we are offering the following:
1. UTEC owns the current fleet of equipment at HVS. We have received a bid from a wholesale company that will pay us $25K for the fleet. UTEC would donate the $25K to HVS.
2. Your current contract expires November 30th. If equipment continues to be deployed in December; we would offer to rebate the November and December monthly payment saving HVS $38K.

We are using a Municipal Lease so no Personal Property Tax will be charged. At end of term HVS would own the equipment.

1.15 Price Assurance
The awarded vendor agrees to provide pricing to Huron Valley Schools and its participating entities ensuring the lowest pricing available. The awarded vendor agrees to promptly lower the cost of any product/service purchased through Huron Valley Schools following a reduction in the manufacturer or publisher's direct cost. If respondent has existing cooperative contracts in place, Huron Valley Schools requests equal or better than pricing to be submitted.

All pricing submitted to Huron Valley Schools shall include 2.0% administrative/remittance fee to be remitted to MAC by the awarded vendor. It is the awarded vendor's responsibility to keep all product listings and sales reports up to date and on file with Huron Valley Schools/MAC.

SECTION 2.0 – BIDDER INFORMATION AND ACCEPTANCE

1. The undersigned declares that the bid documents, including, without limitation, any RFP Addenda and Exhibits have been read.

2. The undersigned is authorized, offers, and agrees to furnish the articles and/or services specified in accordance with the Specifications, Terms & Conditions of the bid documents of RFQu # HV-600/985-011821 – Copier Equipment, Supplies, and Maintenance

3. The undersigned has reviewed the bid documents and fully understands the requirements in this bid and that each bidder who is awarded a contract shall be, in fact, a prime contractor, not a subcontractor, and agrees that its bid, if accepted by Huron Valley Schools, will be the basis for the Bidder to enter into a contract with Huron Valley Schools in accordance with the intent of the bid documents.

4. The undersigned acknowledges receipt and acceptance of all addenda.

5. The undersigned agrees to the following terms, conditions, certifications, and requirements listed in Section 2.3:
   - Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
   - Certification Regarding Nondiscrimination Under Federally and State Assisted Programs
   - Assurance Regarding Access to Records and Financial Statements
   - Iran Economic Sanctions Act
   - Familial Relationship Disclosure
   - Non-Collusion Affidavit

6. The selected Contracting Agency will be required to sign a Confidentiality Agreement to protect the data supplied by the schools and agencies. The selected Contracting Agency will adhere to all provisions of the Federal Family Educational Rights and Privacy Act (FERPA, 20 U.S.C. 123g), Michigan Education Code, and District policies regarding the protection and confidentiality of data. At all times, the Contracting Agency will consider all data collected in the course of their duties to be protected and confidential. The Contracting Agency needs to explain how it will clean the hard drives in the copier machines at lease end or changes in copier machines to ensure removal and protection of data.

7. The undersigned acknowledges that bidder will be in good standing in the State of Michigan, with all the necessary licenses, permits, certifications, approvals, and authorizations necessary to perform all obligations in connection with this RFQu and associated bid documents.

8. It is the responsibility of each bidder to be familiar with all of the specifications, terms and conditions and, if applicable, the site condition. By the submission of a bid, the bidder certifies that if awarded a contract they will make no claim against Huron Valley Schools based upon ignorance of conditions or misunderstanding of the specifications.

9. Patent indemnity: Vendors who do business with the Huron Valley Schools shall hold Huron Valley Schools, its officers, agents and employees, harmless from liability of a nature or kind, including cost and expenses, for infringement or use of any patent, copyright or other proprietary right, secret process, patented or unpatented invention, article or appliance furnished or used in connection with the contract or purchase order.

10. Insurance certificates are not required at the time of submission. However, if awarded, the Contractor agrees to meet the minimum insurance requirements posted in the terms and conditions. This documentation must be provided to Huron Valley Schools, prior to award, and shall include an insurance certificate and additional insured certificate, naming Huron Valley Schools, which meets the minimum insurance requirements, as stated in the terms and conditions.

11. Bidders are requested to submit a bid on any category(s) that they are able to supply as specified. Substitutions will not be considered. If the documents note "or acceptable equal" all manufacturers will be considered. Products for consideration must comply with bid category "general notes" and identify discrepancies where product does not meet or exceed the specified (basis of design) product for design, finish, and quality.

12. Should a Bidder find discrepancies in, or omissions from the specifications, details, instructions and bid proposal form, or should the bidder be in doubt as to the meaning, the bidder should notify, the bid contact who will send written instructions to all appropriate Bidders. The Owner shall not be responsible for any oral instructions.

13. It is the Bidder's responsibility to note any detail or specification that, in his opinion, is not practical or functional.

14. Interpretations and supplemental instructions will be issued by Addenda. No Bidder shall rely on any interpretations or corrections given by any other method. Interpretations, corrections, or changes of the Bidding Documents made in any other manner will not be binding.

15. Copies of addenda will be made available for inspection wherever Bidding Documents are posted.

16. Addenda will not be issued later than three (3) days, (72 hrs.) prior to the date of receipt of bids (excluding weekends and holidays), except an addendum withdrawing the request for bids or postponing the bid date.

17. Failure of Bidder to receive such addenda shall not relieve him from any obligation under his bid as submitted.

18. Failure to comply with instructions stated in this section may result in rejection of bid.

19. After a contract agreement has been executed, the Bidder shall not be allowed any sum over and above the price(s) specified in the contract agreement.

20. Huron Valley Schools requires all Contractor owners, employees, agents, representatives, subcontractors, and/or other personnel who will be present on School grounds to submit to a criminal history background check. This background check will include a requirement for each contractor owner, employee, agent, representative, subcontractor, and/or other personnel to be screened before he/she enters School grounds. A valid State ID card or Driver's License is required to complete the background check. Once screened, the District will provide approved personnel with a Contractor Badge with a unique number.

ORDER DELETIONS

1. Owner reserves the right to add or deduct item quantities from the original specification, up to 10% of the original quantities without any effect on the unit prices submitted.

Huron Valley Pricing

Respondents should indicate any discounts or promotional pricing available. Please specify where different percentage discounts apply. If respondent has existing cooperative contracts in place, Huron Valley requests equal or better than pricing to be submitted.

Solicitation Terms and Condition can be found at www.hvs.org/district/purchasinginfo/

2.1 Company Profile

Official Name of Bidder: NickGrace DBA UTEC	Type of Entity/Organization (check one): ☒ Corporation ☐ Joint Venture ☐ Limited Liability Partnership ☐ Partnership ☐ Limited Liability Corporation ☐ Non-Profit / Church ☐ Other: _____
Street Address: 1995 Highland Dr. Ste. C	
City: Ann Arbor	
State: MI / Zip Code: 48108	
Website: www.utecit.com	
Primary Contact Name: Joe Green	
Primary Contact Phone Number 734-961-3066	
Primary Contact Email Address: jgreen@utecit.com	
Dunn & Bradstreet (D&B) Number (if applicable): Fed Tax ID: 26-2764706	

Has your company been debarred by the Federal Government? ☐ Yes ☒ No
If yes, has it been lifted and if so, when?

Has your company been debarred by State Governments? ☐ Yes ☒ No
If yes, has it been lifted and if so, when?

Brief history of your company, including the year it was established:
UTEC was established in 1975 in Ann Arbor, Michigan. UTEC is a growing company recognized as a leader in office and information technology solutions and services. They offer state-of-the-art products and unwavering customer service that has helped grow and expand their operations throughout Michigan. UTEC employs a staff of over 30 people and provides the following products and services: a variety of IT solutions, including managed network capabilities, multi-function printers & copiers, managed print services, VoIP phone systems, digital and interactive displays, document management solutions, thermal imaging kiosks, postage meters, and mailing solutions. They can attribute much of their growth over the past several years by specializing in customized IT and Smart Office Solutions.

UTEC's focus extends beyond the products and services they offer. They are dedicated to supporting the local communities they operate, including many

non-profit organizations, Chambers of Commerce, high school and collegiate academics, and athletics.
Signature:
Name and Title of Signer: KEVIN VAN KANNEL PRESIDENT
Date: SEPTEMBER 9TH 2021

Please include a current copy of a W-9 with your proposal.

2.2 References – Our references are in addition to our ten years of service at HVS.

Provide a minimum of three (3) customer references for product and/or services of similar scope dating within the past 5 years.

Entity Name: Airport Schools	
Contact Name: John Krimmel	Title: Superintendent
City: Carleton	State: MI
Phone Number: 734-654-2414	Years Serviced: 9 Years
Description of Services: Manage 27 MFP's and 84 Printers. UTECIT is the IT Department for the District and is responsible for 3,000 end points. Papercut is deployed for secure printing, follow me print and authentication	
Annual Volume: 6,420,000	

Entity Name: Monroe Public Schools	
Contact Name: David Payne	Title: Technology Director
City: Monroe	State: MI
Phone Number: 734-265-3158	Years Serviced: 7 Years
Description of Services: Manage 68 MFP's and 52 Printers. Papercut is deployed for secure printing, follow me print, authentication and reporting for charge back purposes.	
Annual Volume: 14,827,000	

Entity Name: Jefferson Schools	
Contact Name: Mike Petty	Title: Superintendent
City: Monroe	State: MI
Phone Number: 734-289-5550	Years Serviced: 8 Years
Description of Services: Manage 24 MFP's. Papercut is deployed for secure printing, follow me print and authentication.	

2.3 Assurances and Certifications

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
The prospective contractor certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded for from participating in this transaction by any Federal department of agency. Where the prospective contractor is unable to certify to any of the statements in this certification, such prospective contractor shall attach an explanation to this proposal.

Certification Regarding Nondiscrimination Under Federally and State Assisted Programs
The applicant herby agrees that it will comply with all federal and Michigan laws and regulations prohibiting discrimination and, in accordance therewith, no person, on the basis of race, color, religion, national origin or ancestry, age, sex, marital status or handicap, shall be discriminated against, excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination in any program or activity for which it is responsible or for which it receives financial assistance from the U.S. Department of Education or the Michigan Department of Education (MDE).

Assurance Regarding Access to Records and Financial Statements
The applicant hereby assures that it will provide the pass-through entity, i.e., the Huron Valley Schools, and auditors with access to the records and financial statements as necessary for the pass-through entity to comply with 2 CFR, Part 200, Subpart F, and Compliance Supplement for the U.S. Department of Education.

Iran Economic Sanctions Act
The prospective contractor certifies that its organization, by submission of this proposal, is not an Iran Linked Business. Please refer to the "Iran Economic Sanction Act" Public Act 517 for clarifications or questions. Huron Valley Schools as a Michigan public entity is required to follow Public Act 517 of 2012.

Vendor Signature:
Date:

SEE NEXT PAGE

Notary
State of _____
County of _____
Sworn to and subscribed before me, a notary public in and for the above state and county, on this _____ day of _____, 20 _____.
Notary Public _____
My commission expires:

HURON VALLEY SCHOOLS

MAC

2.3 Assurances and Certifications

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion
The prospective contractor certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded for from participating in this transaction by any Federal department of agency. Where the prospective contractor is unable to certify to any of the statements in this certification, such prospective contractor shall attach an explanation to this proposal.

Certification Regarding Nondiscrimination Under Federally and State Assisted Programs
The applicant herby agrees that it will comply with all federal and Michigan laws and regulations prohibiting discrimination and, in accordance therewith, no person, on the basis of race, color, religion, national origin or ancestry, age, sex, marital status or handicap, shall be discriminated against, excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination in any program or activity for which it is responsible or for which it receives financial assistance from the U.S. Department of Education or the Michigan Department of Education (MDE).

Assurance Regarding Access to Records and Financial Statements
The applicant hereby assures that it will provide the pass-through entity, i.e., the Huron Valley Schools, and auditors with access to the records and financial statements as necessary for the pass-through entity to comply with 2 CFR, Part 200, Subpart F, and Compliance Supplement for the U.S. Department of Education.

Iran Economic Sanctions Act
The prospective contractor certifies that its organization, by submission of this proposal, is not an Iran Linked Business. Please refer to the "Iran Economic Sanction Act" Public Act 517 for clarifications or questions. Huron Valley Schools as a Michigan public entity is required to follow Public Act 517 of 2012.

Vendor Signature:	Joe Green
Date:	9-3-21

ANDREW BALLOW
NOTARY PUBLIC - STATE OF MICHIGAN
COUNTY OF WASHTENAW
My Commission Expires 6/11/2026
Acting in the County of Washtenaw

Notary	
State of	Michigan
County of	Washtenaw
Sworn to and subscribed before me, a notary public in and for the above state and county, on this	3RD
day of	September, 2021
Notary Public	
My commission expires:	6/11/2026

HURON VALLEY SCHOOLS

MAC

2.4 CONSTRUCTION BID DISCLOSURE STATEMENT – FAMILIAL RELATIONSHIP

Pursuant to MCL 380.1267, a sworn and notarized statement disclosing any familial relationship that exists between the owner or any employee of the bidder and any member of the Huron Valley Schools Board of Education or the Huron Valley Schools District Superintendent must be accompanied with the bid. **Bids without this disclosure statement will not be accepted.**

The members of the Huron Valley Schools Board of Education include: Thomas Wiseman, Denise Pistana, Sean Carlson, Denise Forrest, Lindsey Cotter, Jeffrey Long, Laura Dodd.

Dr. Paul Salah is Huron Valley Schools' Superintendent.

The Following are the familial relationships:

_____

_____

_____

☒ There are none.

Vendor Signature:	Joe Green
Date:	9-3-21

ANDREW BALLOW
NOTARY PUBLIC - STATE OF MICHIGAN
COUNTY OF WASHTENAW
My Commission Expires 6/11/2026
Acting in the County of Washtenaw

Notary

State of Michigan

County of Washtenaw

Sworn to and subscribed before me, a notary public in and for the above state and county, on this 3RD day of SEPTEMBER, 20 21.

Notary Public

My commission expires: 6/11/2026

HURON VALLEY SCHOOLS

MAC

NON-COLLUSION AFFIDAVIT

STATE OF MICHIGAN)
) ss:
[**NAME OF COUNTY**])

The undersigned bidder or agent, being duly sworn on oath, says that he/she has not, nor has any other member, representative, or agent of the firm, company, corporation or partnership represented by him/her, entered into any combination, collusion or agreement with any person relative to the price to be bid by anyone at such letting nor to prevent any person from bidding nor to induce anyone to refrain from bidding, and that this bid is made without reference to any other bid and without any agreement, understanding or combination with any other person in reference to such bidding.

He/she further says that no person or persons, firms, or corporation has, have or will receive directly or indirectly, any rebate, gift, fee, commission or thing of value on account of such sale.

NICK GRACE DBA UTEC
Bidder (Firm)

Signature of Bidder or Agent

Subscribed and sworn to before me this 3RD day of SEPTEMBER, 2021.

My commission expires: 6/11/2026

County of residence: Washtenaw

Notary Public Signature

ANDREW BALLOW
NOTARY PUBLIC - STATE OF MICHIGAN
COUNTY OF WASHTENAW
My Commission Expires 6/11/2026
Acting in the County of Washtenaw

Seal

(Return this completed form with bid package)

SECTION 3.0 – BIDDING, EVALUATION, SELECTION & AWARD PROCESS

This section contains key project dates and activities as well as instructions to proposers on how to prepare and submit their proposal:

TIMETABLE	
Release of RFQu:	August 10, 2021
Question & Answer Due Date:	August 17, 2021
Questions and Answers Responses Posted:	August 24, 2021
Proposals Due by (10:00 AM/ EST) *:	September 10, 2021
Notice to Award:	October 2021
Master Agreement Award Date:	October 2021

*Responses received later than the specified deadline will be disqualified.

3.1 Huron Valley Schools Responsibility

Huron Valley Schools is not responsible for representations made by any of its officers or employees prior to the execution of the Master Agreement unless such understanding or representation is included in the Master Agreement.

3.2 Truth and Accuracy of Representations

False, misleading, incomplete, or deceptively unresponsive statements in connection with a proposal shall be sufficient cause for rejection of the proposal. The evaluation and determination in this area shall be at Huron Valley Schools Administrator/Purchasing agent designee's sole judgment and his/her judgment shall be final.

3.3 Proposers Questions

Proposers may submit written questions regarding this RFQu by e-mail to the address identified below. All questions must be received by 10:00 am EST (Eastern Standard Time) no later than Tuesday, August 17, 2021. All questions, without identifying the submitting company, will be compiled with the appropriate answers and issued as an addendum to the RFQu.

When submitting questions please specify the RFQu section and paragraph number, and quote the language that prompted the question. This will ensure that the question can be quickly found in the RFQu. Huron Valley Schools reserves the right to group similar questions when providing answers. Questions should be addressed to:

Email address: schubel@macservcorp.com

Huron Valley Schools may modify the RFQu at any time during the bid process. All changes to the RFQu will be posted under the bid number and each posting officially revises the RFQu.

3.4 Preparation of the Proposal

Each Proposer must submit a complete proposal in response to this RFQu. The proposal must remain valid for at least 120 days from the due date for responses to this RFQu.

The Proposer will be responsible for completing and submitting the following sections of this RFQu:

Section 1.0 – Bid Responses to Scope of Work and Pricing - The Proposer's proposal must include detailed responses to each of the outlined requirements in the text boxes provided. There is no requirement or limitation on the number of words for these responses.

Section 2.0 – Bidder Information and Acceptance – The Proposer will be required to complete the information in this section and provide required signatures and notarization.

3.5 Bid Submission Deadline

The Deadline for receipt of Bids is: Friday, September 10, 2021, 10:00 AM EST (the "Due Date"). Any bids received after this time will not be opened.

Send or deliver one (1) copy of the bid, clearly marked **Copier Equipment, Supplies, and Maintenance Bid HV-600/985-011821 along with one electronic copy on a USB Flash Drive** to:

Jon Riebe - Director of Capital Improvements
Huron Valley Schools - Administrative Building
2390 South Milford Road
Highland, Michigan 48357

In the event, the Administration Building is closed due to unforeseen circumstances on the day Proposals are due, Proposals will be due at the same time on the next day that the District and/or the Administration Building is open. Administration Building is open to accept bids 8:00 am – 4:30 pm EST.

Due to COVID 19 our Bid Opening will be virtual. Below is the Zoom invite if you are interested in attending.

Topic: Copier Equipment, Supplies, and Maintenance Bid Opening – Zoom Invite
Time: September 10, 2021 10:00 AM Eastern Time (US and Canada)

Join Zoom Meeting
https://us06web.zoom.us/j/84666595247?pwd=bzRlNndYQ3AyWUxYcWNmSHd5c21IUT09

Meeting ID: 846 6659 5247
Passcode: 713679
One tap mobile
+13126266799,,84666595247#,,,,*713679# US (Chicago)
+19292056099,,84666595247#,,,,*713679# US (New York)

Dial by your location
+1 312 626 6799 US (Chicago)
+1 929 205 6099 US (New York)
+1 301 715 8592 US (Washington DC)
+1 346 248 7799 US (Houston)
+1 669 900 6833 US (San Jose)
+1 253 215 8782 US (Tacoma)
Meeting ID: 846 6659 5247
Passcode: 713679
Find your local number: https://us06web.zoom.us/u/kbc0rUtnVv

3.6 Adherence to Mandatory Requirements (Pass/Fail)

Huron Valley Schools Administrator or designee shall review Section 2.0 Bidder Information and determine if the Proposer meets the minimum requirements as outlined in this RFQu.

Failure of the proposer to comply with the minimum mandatory requirements may eliminate its proposal from any further consideration. Huron Valley Schools may elect to waive any informality in a proposal if the sum and substance of the proposal is present.

3.7 Evaluation Process

All bids will be reviewed for compliance with the mandatory requirements stated within this RFQu. Bids not meeting the mandatory requirements will be deemed non-responsive and eliminated from further consideration. Huron Valley Schools may elect to waive any informality in a proposal if the sum and substance of the proposal is present.

A. Huron Valley Schools may contact the proposer for clarification of the proposer's bid.
B. Huron Valley Schools may use other sources of information to perform the evaluation.
C. Huron Valley Schools may require the proposer to submit additional and/or supporting materials.

Responsive bids will be evaluated on the factors identified in this RFQu. The Proposer(s) whose bid is advantageous to the Eligible Agencies, taking into consideration the evaluation factors, will be recommended for award approval.

After a prospective supplier has been selected, Huron Valley Schools and the prospective supplier(s) will negotiate a Master Agreement. If a satisfactory Master Agreement cannot be negotiated, Huron Valley Schools may, at its sole discretion, begin negotiations with the next

qualified proposer who submitted a proposal. It is anticipated that pre-qualified contract awards will be made to multiple vendors.

A solicitation may be cancelled, or any or all bids or proposals may be rejected in whole or in part, when it is in the best interest of Huron Valley Schools in accordance with regulations.

3.8 Evaluation Criteria

1. Evaluation Factors for Statement of Work (Section 1) – 40 points
2. Company Profile (Section 2.1) - 10 points
3. References (Section 2.2) – 20 points
4. Pricing (Section 1.14) – 30 points

3.9 Optional Tools to Enhance Evaluation Process

Huron Valley Schools during the evaluation of proposals may find it necessary to utilize one or multiple tools, as listed below, to facilitate their understanding of the proposal(s) in order to select the best offering to Huron Valley Schools:

- Clarifications
- Deficiency Report
- Oral Presentation
- Site Visit
- Best and Final Offer (BAFO)
- Negotiations

3.10 Huron Valley Schools Option to Reject Proposals

Huron Valley Schools may, in its sole and absolute discretion, reject any or all proposals submitted in response to this RFQu. Huron Valley Schools shall not be liable for any costs incurred by the proposer in connection with the preparation and submission of any proposal. Huron Valley Schools reserves the right to waive inconsequential disparities in a submitted proposal.

3.11 Freedom of Information Act

This contract and all information submitted to Huron Valley Schools by the contractor and proposers is subject to the Michigan Freedom of Information Act (FOIA), 1976 PA 442, MCL 15.231, et seq.

Huron Valley Schools shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the Michigan Freedom of Information Act or otherwise by law. The Proposer(s) must specifically label only those provisions of the proposal, which are actually trade secrets, confidential, or proprietary in nature. A blanket statement of confidentiality or the marking of each page of the proposal as "Trade Secret", "Confidential", or "Proprietary" shall not be permitted. Any such designation will be disregarded.

By submitting a response to this RFQu, the Proposer shall be deemed to have agreed to indemnify and hold harmless Huron Valley Schools for any liability arising from or in connection with Huron Valley Schools failure to disclose, in response to a request under the Michigan Freedom of Information Act, any portion or portions of the Proposer's response to this RFP which have been marked "Trade Secret," "Confidential," or "Proprietary."

3.12 Contacts with Huron Valley Schools Personnel

All contact with Huron Valley Schools regarding this RFQu or any matter relating thereto must be e-mailed as follows:

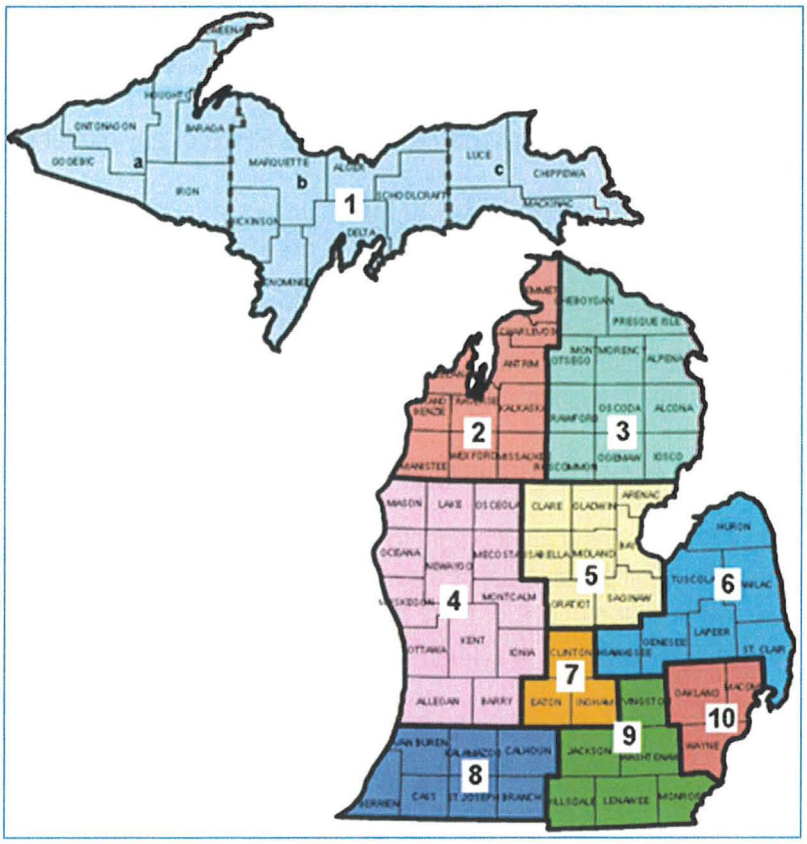
Email address: schubel@macservcorp.com

If it is discovered that a Proposer contacted and received information regarding this solicitation from any Huron Valley Schools personnel other than the Procurement Contact, Huron Valley Schools, in its sole discretion, may disqualify its proposal from further consideration. Only those communications made by Huron Valley Schools in writing will be binding with respect to this RFQu.

3.13 Final Agreement Award Determination

Huron Valley Schools reserves the right to make one total award, one award for each category/section, multiple awards, or a combination of awards, and to exercise its judgment concerning the selection of one or more proposals, the terms of any resultant agreement(s), and the determination of which, if any, proposal(s) best serves the interests of Huron Valley Schools.

APPENDIX A –Regional Delivery Map



1. Upper Peninsula
2. Northwest
3. Northeast
4. West
5. East Central
6. East
7. South Central
8. Southwest
9. Southeast
10. Detroit Metro

Attachment A
General Information

1. Respondents must submit products, services, warranties, etc. in price list.
2. Prices listed will be used to establish the extent of a manufacturer's product lines, services, warranties, etc. that are available from a particular bidder and the pricing per item.
3. Electronic price lists must contain the following:
   - Model #
   - Manufacturer part #
   - Vendor part # (if different from manufacturer part #)
   - Description
   - Manufacturers Suggested List Price and Net Price
4. Media submitted for price list must include the respondent's company name, name of the solicitation, and date on CD, DVD or Flash Drive (i.e., Pin or Jump Drives).
5. Please submit price lists in electronic format only.
6. The proposer will be evaluated on the following additional discounts:
   a. Quick Payment Discounts
   b. Volume/Tiered Discounts/Rebates
   c. e-Commerce Discounts/Rebates
   d. Additional Discounts/Rebates

Not to Exceed Pricing

1. Huron Valley Schools requests pricing be submitted as not to exceed for any participating entity.
2. Unlike fixed pricing the awarded vendor can adjust submitted pricing lower if needed, but cannot exceed original pricing submitted for the solicitation. Volume or spot market conditions may allow for one-time discounts for participating entities.
3. Vendor must allow for lower pricing to be available for similar product and service purchases under the same market conditions.

General Information

1. It is the intent of Huron Valley Schools to always provide the best price and value to its participants. The Vendor must be able to provide a pricing methodology for its products and services that will ensure that Huron Valley Schools is always getting the best and most competitive price available.
2. The products and services provided by this contract may be acquired utilizing many different methods by the participating members of Huron Valley Schools. The Vendor must offer acquisition vehicles for technology and services such as Outright Purchase, Lease and Solution-Based Contracts.
3. If a total satisfaction guarantee depends on the copier operating within manufacturer specifications, those specifications must be included in the warranty. The specifications will include copy quality, unacceptable number of jams, and unacceptable number of service calls or down time.
4. A total satisfaction guarantee will be in effect during the entire lease period, if the lease was provided by the manufacturer or a division of the manufacturer.

5. Low-volume copiers with a three-year warranty are preferred.
6. Any prepayment for a service contract must give a discount to the buyer; no prepayments that exceed one year will be allowed.
7. Unless vendor offers independent proof that the data is incorrect, Huron Valley Schools will use the evaluation information published by Better Buys for Business, and Buyers Laboratory Incorporated to evaluate individual copiers offered by vendors. In the event an offered model is not described in either of these sources, Huron Valley Schools reserves the right to use other independent sources, including telephone interviews with current users of the equipment.
8. All copiers sold will have all necessary start-up supplies, except for paper.
9. Demonstration units may be sold only under the following conditions: 1) the price is reduced based on the number of copies run on the equipment; and 2) the unit carries the same full warranty as a unit that has not been used for demonstration.
10. Energy Star certified copiers and multifunctional machines will be preferred. The vendor must identify current copiers that are Energy Star certified.
11. The latest editions of Buyers Laboratories Incorporated (BLI), Copier Specification Guides and supplements will be used to determine the operational specifications of all models of copiers. The BLI's productivity charts, rather than manufacturer's advertised performance, will be used to determine productivity and efficiency data to compare machines proposed.

Warranty Statement

The warranty for all proposed products is 90-days, beginning with the date of acceptance of delivery. Sharp will utilize only authorized and certified local dealer technical personnel or Sharp Business Systems (SBS) branch employees to provide warranty or maintenance services on products procured under the Contract.

The services provided by the maintenance agreement in addition to the manufacturer's warranty include:

- On-site technical service, in response to requests by the operator, requiring parts, labor, testing, adjustments or calibration, in order to ensure proper functional operation of the equipment.
- Key operator training, as requested.
- Periodic, proactive, maintenance service as recommended by Sharp
- Manufacturer recommended and supplied modifications, retrofits and product upgrades.

Exclusions:

- Paper, OHP transparencies, adhesive labels or other product onto which the copier image is applied.
- Physical damage outside of the control of Sharp or its authorized dealer personnel or contractors, due to operator error, misuse, and acts of vandalism or acts of nature.

In addition to our standard product warranty, Sharp Electronics will provide the Sharp Three Year Performance Guarantee. This additional coverage is an extended guarantee of device performance which is extended to our National Account customers.

MFP users never need to worry about the performance and operation of products acquired from Sharp through our contract. If the MFP is not performing within the machine's design specifications and cannot be repaired by the Authorized Sharp Dealer and Sharp Service Technician, Sharp will replace the equipment with a like model with comparable features ... FREE.

The 3-Year Performance Guarantee begins at the date of installation. All equipment must be maintained under a full Service Maintenance Agreement with a Sharp Authorized Dealer, and operated using only genuine Sharp supplies and parts. This guarantee applies to all products procured through and billed by the Sharp agreement and is not applicable to equipment that has been damaged by accident or misuse, including improper voltage. If it is determined that the equipment was maintained using other than genuine Sharp supplies and parts, the 3-Year Performance Guarantee will no longer be valid.

This 3-Year Performance Guarantee is provided for your assurance that Sharp is committed to your total satisfaction.

SHARP®

Sharp Document Solutions Company of America
Sharp Electronics Corporation
Services Policies and Procedures

*V. Product Warranty **

A. Limited Warranty Statement

SHARP ELECTRONICS CORPORATION warrants to the Dealer that a new Sharp brand business product (the "Product" which shall include all hardware and Sharp provided software), purchased by the Dealer when shipped in its original container, will be free from defective workmanship and materials, and agrees that it will, at its option, either repair the defect or replace the defective Product or part thereof with a new or remanufactured equivalent at no charge to the dealer for the period of one-hundred fifty (150) days from the date of purchase as shown on Sharp's invoice to the Dealer or ninety (90) days from set-up and customer installation which ever comes first.

This warranty does not apply to any cosmetic items nor to any Product the exterior of which has been damaged or defaced, which has been subjected to improper voltage or other misuse, abnormal service or handling, or which has been altered or modified in design, construction, or interfacing, or which has been serviced by anyone other than an Authorized Sharp Dealer technician.

This limited warranty covers only the original purchaser of the Product. The warranties set forth herein shall be the sole and exclusive remedy available. Sharp shall not be liable for indirect, special, consequential or liquidated damages or penalties, including claims for lost revenues, profits or business opportunities, or property damages even if Sharp had or should have had any knowledge, actual or constructive, of the possibility of such damages.

Sharp does not warrant that the Product is free from defects or that Customer will be able to use the Product without problems or interruptions. Sharp does not warrant that the Product will be free from vulnerability to attack on the network, including viruses and other techniques for attacking networks.

This warranty shall be void if Customer fails to use or maintain the Product in accordance with Sharp's specifications or instructions, or if the Product or any part thereof has been subject to any unauthorized modifications, improper operation, user negligence, service by unauthorized person, company or association, use with any unauthorized attachment, device or feature, accident neglect, misuse, tampering, acts of God, or any event other than ordinary use.

To the extent permitted by applicable state law, the warranties set forth herein are in lieu of, and exclusive of, all other warranties, express or implied. Specifically, ALL OTHER WARRANTIES OTHER THAN THOSE SET FORTH ABOVE ARE EXCLUDED. ALL EXPRESS AND IMPLIED WARRANTIES INCLUDING THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR USE, AND FITNESS FOR A PARTICULAR PURPOSE WITH RESPECT TO THE PRODUCT OR ANY SOFTWARE PROGRAMS USED THEREIN, ARE SPECIFICALLY EXCLUDED.

SHARP®

Sharp Document Solutions Company of America
Sharp Electronics Corporation
Services Policies and Procedures

If, under applicable state law, the implied warranties set forth above may not validly be disclaimed or excluded, the duration of such implied warranties is limited to the same time period governing the express warranty described above.

No warranty is provided as to any third party provided accessories or software. Dealer and its customers must look to such third party provider for any warranty.

THIS LIMITED WARRANTY IS VALID ONLY IN THE FIFTY (50) UNITED STATES, THE DISTRICT OF COLUMBIA AND IN THE COMMONWEALTH OF PUERTO RICO

* Included for illustration purposes only. Please refer to individual Product Warranties for specific terms and conditions. See also Section VI.

B. Warranty Policy

1. Sharp Electronics Corporation provides no warranties, express or implied, except as specifically set forth herein. Each Authorized Sharp Dealer is required to extend its own warranty to its customers on terms that are in conformity with all applicable federal and state laws, and which are no less favorable than the terms extended by Sharp Electronics Corporation to such Dealers.

2. The warranties set forth herein are provided by Sharp Electronics Corporation solely and exclusively to the first purchaser from Sharp Electronics Corporation of new equipment, and to no other person.

3. The Dealer or other person who is the first purchaser from Sharp Electronics Corporation of new equipment is not authorized to make, and is specifically prohibited from making any warranties on behalf of Sharp Electronics Corporation to any other person. If any such unauthorized warranties are purportedly made on behalf of Sharp Electronics Corporation, the maker of such unauthorized warranties shall have the obligation to indemnify Sharp Electronics Corporation from any and all liability, damages, costs and expenses, including reasonable attorneys' fees, which Sharp Electronics Corporation may incur as a result of such unauthorized representations. In addition, if the maker of any such unauthorized warranties has a dealer arrangement with Sharp Electronics Corporation that arrangement is subject to immediate termination.

4. Under no circumstances will Sharp Electronics Corporation reimburse or otherwise be liable for any expenses incurred in connection with warranty services performed by anyone other than an Authorized Sharp Dealer.

5. Authorized Sharp Dealers shall be reimbursed for in-warranty repairs only in accordance with Sharp Electronics Corporation's Service Policy as outlined herein.

6. Sharp Electronics Corporation will endeavor to process warranty claims expeditiously. However, Dealers who avail themselves of the benefits described herein

SHARP®

Sharp Document Solutions Company of America
Sharp Electronics Corporation
Services Policies and Procedures

MUST COMPLY FULLY with the warranty procedures described. The burden of compliance with the procedures rests with the Dealer.

7. In the event of unusual warranty claim activity which deviates from historic norms or is not in keeping with Dealer's machine population, Sharp Electronics Corporation may request additional supporting data regarding such claims.

8. Sharp Electronics Corporation will not be responsible for warranty repairs if the product has been subjected to abuse, neglect, improper operation, or acts of God.

C. Warranty Procedures

The warranty coverage that a Dealer furnishes to End-Users is based upon Sharp providing warranty replacement parts and Dealers providing warranty repair service to the End-Users, at no charge to the End-User or Sharp Electronics Corporation.

1. All Sharp Imagers that will be serviced by an authorized dealer must be registered with Sharp on-line at www.sharp-service.com (SharpNet). Instructions for registering equipment on SharpNet may be found on-line.

2. To be eligible for consideration, all warranty claims must be submitted within thirty (30) days of the completion of repair.

3. Any parts replaced under warranty are to be held by the Dealer for 120 days and returned to Sharp if requested during that time. After 120 days the parts may be disposed of.

3. To submit a warranty claim for repair of new equipment, the Dealer must, at its sole expense, disassemble the equipment and replace the lowest defective sub-component part or parts.

a. PWB's should not be returned for replacement. They are to be returned for repair/exchange as indicated in Section IV (I) PWB Repair.

B. Additional information regarding PWB repair/exchange may be found on SharpNet.

4. Warranty parts reimbursement is subject to the approval of warranty claims.

For complete details on Warranty procedures and Parts replacement forms, visit SharpNet and navigate to the Forms channel.

VI. Services and Model Specific Procedures

For specific models not covered under this document, please reference SharpNet Administration Channel at www.sharp-service.com for relative procedures.

SHARP

3 YEAR PERFORMANCE GUARANTEE

Acquire Sharp MFP with confidence and peace of mind!

The performance and operation of any new Sharp Multi-functional Copier acquired under a Sharp awarded contract is guaranteed for 3 years from the date of installation.

Guaranteed to perform... or else

If your Multi-functional Copier is not performing within the machine's design specifications and cannot be repaired by the Authorized Sharp Dealer and Sharp Service Technician, Sharp will replace your equipment with a like model with comparable features ... FREE.

Well maintained with genuine parts and supplies

The 3-Year Performance Guarantee begins at the date of installation. All equipment must be maintained under a full Service Maintenance Agreement with a Sharp Authorized Dealer and operated using only genuine Sharp supplies and parts. Guarantee is not applicable to equipment that has been damaged by accident or misuse, including improper voltage.

If it is determined that the equipment was maintained using other than genuine Sharp supplies and parts, the 3-Year Performance Guarantee will no longer be valid.

Customer Assurance

The 3-Year Performance Guarantee is provided for your assurance that Sharp Products, the Sharp Authorized Dealer network, and the Sharp National & Government Account Division are committed to your total satisfaction.

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ Go to *www.irs.gov/FormW9* for instructions and the latest information.

Give Form to the requester. Do not send to the IRS.

Print or type. See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
NICKGRACE INC.

2 Business name/disregarded entity name, if different from above
UTEC

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☒ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any)

Exemption from FATCA reporting code (if any)

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.
1995 HIGHLAND DRIVE STE. C

Requester's name and address (optional)

6 City, state, and ZIP code
ANN ARBOR MI 48108

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number
☐☐☐ - ☐☐ - ☐☐☐☐

or

Employer identification number
26 - 2764706

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here Signature of U.S. person ▶ [signature] Date ▶ 6/1/21

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9.*

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, *later.*

UTEC - Huron Valley Schools - Kyocera RFP Pricing

Quantity	Item Description		MSRP	HVS Price	36 Month	48 Month	60 Month
3	CS 6053ci - DP-7110, AK-7110,		$24,751.00	$4,710.00	$407.44	$310.14	$252.26
1	CS 5053ci - PF-7110, DP-7110, DF-7120		$22,465.00	$4,594.44	$132.48	$100.84	$82.02
4	CS 3553ci - PF-7100, DP-7110, DF-7100		$16,522.00	$3,510.00	$404.84	$308.16	$250.66
8	CS 4003i - DP-7110, PF-7100, DF-7120		$13,925.00	$3,037.78	$700.75	$533.41	$433.87
27	CS 8003i - DF-7110, PF-740		$34,193.00	$7,154.44	$5,570.06	$4,239.89	$3,448.66
8	CS 9003i - DF-7110, PF-740, PF-7120		$37,938.00	$7,918.89	$1,826.73	$1,390.49	$1,131.01
10	M3645		$3,170.00	$854.44	$246.38	$187.54	$152.54
10	M6635		$5,265.00	$1,057.78	$305.01	$232.17	$188.85
21	P2235		$646.00	$186.67	$113.03	$86.04	$69.98
16	P3145		$2,827.00	$446.67	$206.07	$156.86	$127.59
15	P7240		$3,031.00	$802.22	$346.98	$264.12	$214.83
		Equipment			$10,259.78	$7,809.67	$6,352.28
		B&W Service			$2,656.00	$2,656.00	$2,656.00
		Color Service			$1,750.00	$1,750.00	$1,750.00
		Total Monthly			$14,665.78	$12,215.67	$10,758.28

UTEC - Huron Valley Schools - Sharp RFP Pricing

Quantity	Model	Suggested Retail Price	HVS Price	36 Month	48 Month	60 Month
8	MX-M3571	10,875.00	3,207.00	739.79	563.12	458.04
27	MX-M7570	27,650.00	6,583.00	5,125.16	3,901.24	3,173.21
3	MX-3071	12,925.00	4,463.00	386.07	293.88	239.03
1	MX-3571	15,675.00	4,674.00	134.77	102.59	83.44
1	MX-4071	18,425.00	5,530.00	159.46	121.38	98.73
3	MX-6071	22,825.00	6,637.00	574.13	437.03	355.47
8	MX-M905	37,000.00	9,648.00	2,225.60	1,694.11	1,377.97
21	DX-B352P	640.00	426.00	257.96	196.36	159.71
10	MX-B427W	1,917.00	710.00	204.73	155.84	126.76
16	MX-B427PW	917.00	411.00	189.62	144.34	117.40
15	MX-C407P	1,997.00	764.00	330.45	251.54	204.60
10	MX-C507F	8,330.00	2,748.00	792.39	603.16	490.60

Equipment			11,120.13	8,464.57	6,884.96
	Monthly	CPC			
B&W Service	800,000	0.00332	2,656.00	2,656.00	2,656.00
Color Service	50,000	0.035	1,750.00	1,750.00	1,750.00
Total Monthly			**15,526.13**	**12,870.57**	**11,290.96**