



REQUEST FOR PRICING

FOR

DIGITAL MULTI-FUNCTION COPIER  
LEASE & MAINTENANCE

**RFP #UCA-24-027**

University of Central Arkansas  
Procurement Department  
201 Donaghey Ave. Wingo Hall 113  
Conway, AR. 72035  
(501) 450-3173

RFP No.: UCA-24-027

Mandatory Pre-pricing Meeting: January 17, 2024 at 9:00 a.m.

Location: UCA 201 Donaghey Ave. Wingo Hall Room 315

### **General Information for Vendors**

The following is a Request for Pricing from state contracted vendors to recommend and provide equipment to address a point of need for digital copier equipment that will be used on the campus of the University of Central Arkansas hereafter called UCA or University.

The University will utilize the “state contract” SP-20-0040 the terms and conditions of the state contract and additional request from the university may apply.

Any questions should be directed to Daryl Babb, Buyer at 501-450-5029.

Written cost proposals will be accepted by the UCA Procurement Office if received no later than 10:00 a.m. on January 30, 2024. All pricing proposals shall be addressed to and delivered to:

UCA Procurement Department  
Attn: Daryl Babb  
201 Donaghey Ave. Wingo 113  
Conway, AR. 72035

Each vendor is solely responsible for the timely delivery of the proposal(s) by the specified deadline. Pricing Proposals received after the specified time and date shall not be considered. All pricing shall be guaranteed and binding for a period of not less than sixty (60) days past the opening date. Faxed and emailed pricing proposals will not be accepted.

A Contractor will be selected based on the price proposal and recommended equipment submitted which is, in the opinion of the UCA Procurement Office, in the best interest of this University when all factors are considered. It must be recognized by the interested parties submitting proposals, that some of these factors are judgment items, and that the decision of the UCA Procurement Office is final. The University reserves the right to reject any and all proposals or parts thereof, and to waive informalities in the proposals received.

1. **SCOPE OF CONTRACT:**

1.1 This Request for Pricing (RFP) is issued for the purpose of providing approximately one hundred and thirty-six (136) copiers, eight (8) of which are desktop copiers, to be located in various locations on the campus of the University of Central Arkansas, Conway, Arkansas and with a few off campus.

1.2 This Contract will be a Rental/Lease, with no option to buy, with full coverage maintenance and supply package for a period of 60 months. The beginning date of the initial contract will be July 1, 2024. Bid price must remain firm for any single contract period.

2. **OBJECTIVES:**

2.1 Provide the most effective and efficient equipment to meet customer needs while paying particular attention to the total cost, features/configuration of the equipment, maximum operational uptime of machines, etc.

2.2 Provide user security method to maximize convenience to customers while limiting the University of Central Arkansas staff involvement.

2.3 Provide personnel to maintain and oversee copier maintenance.

3. **BACKGROUND:**

3.1 See "Copy Equipment Currently in Use" sheet for number of machines, locations and specifications. Option A: Provide pricing based on the exact type of machines that is currently being used according to the list provided.

3.2 Option B: Provide pricing based on the type machines and specifications that you are recommending to be used or replaced. All changes to existing equipment must be noted on the spreadsheet with recommended model of machine to be replaced.

4. **PROCUREMENT TIMETABLE:**

RFP Released: December 13, 2023

Mandatory Pre-Pricing Meeting: January 17, 2024 @ 9:00 a.m. Wingo Hall 315

Pricing Due Date: January 30, 2024 at 9:00 a.m.

Initial Pricing Review Completed: February 6, 2024

Anticipated Contract Award: Upon UCA Board approval if required

Contract Commences: July 1, 2024

5. **CONTRACT ADMINISTRATION:**

5.1 The Procurement Office for the University of Central Arkansas will be responsible for the award and administration of the contract.

5.2 In the event a contract is executed with your firm, because of this solicitation, indicate the person(s) we may contact for prompt contract administration in the space provided on the Pricing Schedule.

6. **INSTRUCTION TO BIDDERS:**

6.1 Bid price shall include inside delivery, set-up of all equipment, instructions to departmental personnel in its operation and minor maintenance instructions, technical assistance and operation manuals.

6.2 Any blank not filled will be considered, by UCA, as no charge, cannot be provided, etc. Blanks could result in the disqualification of the proposal(s) as being "nonresponsive".

6.3 On site response time is not to exceed eight (8) working hours after notification of problems. Bidders must include mileage and all other related expenses involved to repair the equipment as a part of this agreement. In the event a machine cannot be repaired within four (4) working hours after physical response is made, the bidder must supply a similar machine of equal quality to replace the non-working machine until it is repaired.

6.4 Excessive service calls for maintenance, on any single machine, must be given the immediate attention of the successful vendor for any suggestions to remedy the problem(s), up to replacement of the entire machine. Excessive service calls for maintenance is defined as: more than one (1) service call per 6,000 copies produced on equipment with a rated speed of 30 CPM's or less; more than one (1) service call per 8,000 copies produced on equipment with a rated speed of 40 CPM's or less; more than one (1) service call per 10,000 copies produced on equipment with a rated speed of 50 CPM's or greater. Excessive service calls for maintenance could result in cancellation of the contract.

6.5 In the event a machine is removed from user location for repairs, or any other reason, the bidder will supply a similar machine of equal quality within four (4) working hours of removal.

6.6 A working sample of the copier model(s) offered shall, upon request, be made available to the University on site within five (5) working days of notification for the purpose of determining compliance with the requirements at no charge to the University. A trial period of a minimum of one (1) week will be at no charge to the University.

6.7 The University of Central Arkansas reserves the right to cancel wholly or any part of this contract within sixty (60) days of written notice to the contractor.

6.8 Complete product information including technical and descriptive literature, must be submitted with the bid or be on file in the Office of the UCA Procurement Office. Information submitted or on file shall be sufficiently detailed to substantiate that the

product(s) offered meets or exceeds specifications. Failure to comply with this request may result in bid rejection.

6.9 Prices quoted must remain firm for the contract period stated in this contract. Thereafter the contractor may request a price adjustment one (1) time, on a fiscal year basis, during the period remaining on the contract, provided the contractor submits a letter from the manufacturer certifying the increased cost. No price increase can become effective until (4) weeks from the date received and approved by the Procurement Office at the University. In the event of a general price schedule decrease, the University shall be guaranteed full benefit of the price reduction for all undelivered purchase orders on the effective date of the decrease and thereafter.

7. **AWARDING INSTRUCTION AND EVALUATION CRITERIA:**

Award will be made in the best interest of the University.

- A. Meeting the minimum mandatory requirements as set forth in the RFP.
- B. The total cost should include freight, installation, maintenance, supplies, etc. All costs not so identified and subsequently incurred will be borne by the Vendor. Consumables such as staple and paper costs will not be a part of this proposal, toner, however, should be reflected as an extension of the maintenance portion of the contract.
- C. The level of vendor responsiveness to user's needs. The skills, facilities, experience and ability of the vendor will be considered.
- D. User convenience factors. The quality, configuration, efficiency and construction of the equipment will be considered. With special attention given to compatibility with existing systems, such as the UCA Computer Network, Windows 7, 8.1 and XP, institutional software (i.e. Banner and E-Visions applications), and the vending hardware where applicable. Must be able to scan to email.

8. **RFP DOCUMENTS:**

8.1 RFPs must be signed by an Office authorized to bind the bidder to the resultant contract.

8.2 If the bidder submits standard terms and conditions with his bid, and if any section of those terms are in conflict with the Laws of the State of Arkansas or the specifications of the Invitation for Bid, then the State's Laws and the specifications of the RFP shall govern.

9. **CANCELLATION:**

The University of Central Arkansas will provide thirty (30) days written notice when

the service of any single copier is to be canceled. Cancellation notification will contain the following information:

- (a) Copier location
- (b) Copier model and serial number;
- (c) Meter reading; and
- (d) Date copier will be available for removal.

NOTE: All expenses and the coordination for the pick up shall be the responsibility of the Contractor.

#### 10. **LIQUIDATED DAMAGES OR PENALTY:**

10.1 The following is applicable for copiers being covered under existing lease agreements: If the Contractor fails to deliver the copiers ready for use and/or the supplies and services within the time specified herein, it is agreed that the Contractor will pay for current University copier costs that continue beyond thirty (30) days after scheduled contract commencement date until equipment is installed and operational.

10.2 The following is applicable for copiers being installed at new locations where a copier presently does not exist: If the contractor fails to deliver the copiers ready for use, the supplies, and the services within the time specified herein, it is agreed that there will be deducted from payment the sum of one twentieth (1/20) of the anticipated monthly COST-PER-COPY charge for each calendar day of delay for which delivery or service is not performed.

10.3 Alternatively, if delivery or performance is so delayed, the University may terminate this contract in whole or in part under the Instruction to Bidders, Section 6.4 and Section 9, Cancellation, and in that event, the Contractor shall be liable for fixed, agreed, and liquidated damages accruing until the time the University may reasonably obtain delivery or performance of similar services and supplies. The liquidated damages shall be in addition to excess cost under the Termination clause.

10.4 The Contractor shall not be charged with liquidated damages when the delay in delivery or performance arises out of causes beyond the control and without the fault or negligence of the Contractor.

#### 11. **LACK OF FUNDS**

When funds are not appropriated or otherwise made available to support continuation of performance in a subsequent year of a multi-year contract, the contractor may be reimbursed for the reasonable value of commodities or services delivered or any non-recurring costs incurred but not amortized in the price of the items or services. No other termination charges shall be authorized.

12. **PRICE INCREASES & DECREASES**

Prices quoted must remain firm for the initial contract period stated in this contract. Thereafter, the contractor may request a price adjustment one (1) time, on a fiscal year basis, during the period remaining on the contract, provided the contractor submits a letter from the manufacturer certifying the increased cost. Only the increase percentage will be granted and will become effective for four (4) weeks from the date received by this office. In the event of a general price schedule decrease, the University shall be guaranteed full benefit of the price reduction for all undelivered purchase orders on the effective date of the decrease and thereafter.

13. **RISK OF LOSS OR DAMAGES**

The Contractor shall hold title to all equipment and accessories provided under this contract. Even though the copiers and the accessories will be installed on the University premises, the University shall be relieved from risk of loss or damage during the period of transportation, installation, and during the entire time the equipment is in the possession of the University, except when loss or damage is due to fault or negligence of the University. If damage or loss occurs to the installed equipment caused by negligence or willful act of the University, reimbursement to the Contractor may be made as follows:

- A. The Contractor shall submit an invoice, and a written damage or loss evaluation/claim to the University of Central Arkansas Procurement Office. If the damaged equipment can be repaired, the Contractor will invoice the University at the Contractor's lowest current Manufacturers List Price rates for parts and labor. If the equipment is damaged beyond repair the University shall be liable only for the current market value of the damaged hardware. Contract/lease for the damaged machine(s) shall continue uninterrupted with approved replacement machine(s) of equal or greater specifications.

14. **SUBSTITUTIONS OF ITEMS**

At any time during the contract period, should the Contractor introduce new or improved models of copiers as replacements for models initially provided under this contract, he/she shall submit in writing to the University Procurement Office, the proposed substitution for approval. Any proposed model offered must be of equal or greater capability as the model to be replaced. Acceptance of the technically approved new models will be at the discretion of the University Procurement Office and the contract shall be amended accordingly.

15. **DELIVERY REQUIREMENTS**

15.1 The university desires the initial order of copiers, if awarded, shall be ready for delivery, installation and operation not later than July 1, 2024.

15.2 The successful Contractor shall provide the University with a phasing schedule, which will outline projected quantities of copiers to be installed and made operational at all University facilities, beginning with July 1, 2024, the day of contract commencement. Such delivery must be coordinated with the University Procurement Office.

16. **ADDITIONS/DELETIONS**

The University reserves the right to add similar items/services or delete items/services specified in the subsequent contract as requirements/demands change during the period of the contract. No installation charge(s) will be allowed for machines added after the initial installation.

17. **PICK-UP OR REMOVAL CHARGES**

In the proposal, state any and all charges related to pick-up or removal charges.

18. **RELOCATION OF EQUIPMENT**

The University reserves the right to have a copier relocated ONE TIME after the initial installation at no cost to the University. Thereafter, any copier relocation will be accomplished by University personnel at no cost to the university; however, the Contractor will be required to provide the supervision of a technical representative if requested.

19. **GUARANTEED UP-TIME OF EQUIPMENT OR COPIES PER SERVICE CALL**

The Contractor will be required to provide an **UP-TIME GUARANTEE** on all copiers of at least **96%** during every calendar month. Down-time is calculated from the time the University places the call, and ends when the machine is up and running correctly, and is based on the machine being inoperative or copies made are unusable. (A calendar month consists of normal business hours 8:00 a.m. to 4:30 p.m., Monday through Friday, except for University of Central Arkansas holidays). If a machine does not meet this 96% requirement during any single month, the vendor will be required to provide a credit to the University against the invoice for this machine equal to a 96% up-time as calculated against the projected monthly usage. If the machine does not meet the UP-TIME GUARANTEE for two consecutive months, the University may require that the machine be replaced. The UP-TIME GUARANTEE shall remain in force during the term of the contract.



## 20. **VENDOR REPORT REQUIREMENTS**

The Contractor shall be required to provide the following reports:

- A. **Quarterly Reports:** The Contractor shall maintain an inventory record that identifies all equipment delivered under this contract. The inventory record will be provided to the University Procurement Office on a quarterly basis and is due on the 20<sup>th</sup> calendar day of the month ending the previous quarter and shall contain:
  - (1) Make and model, department, location, and serial number of all installed equipment,
  - (2) Contractor's record of performed maintenance and repair,
  - (3) Monthly volume by machine of copies produced,
  - (4) Total billing for all copying services provided during this period.
- B. **Semi-Annual Reports:** The Contractor shall provide a semi-annual usage report to the University Procurement Office for each location by machine. At this time, the Contractor shall review the copier volume classes and make recommendations based on the over usage/under usage of the machines.
- C. **Special Reports:** The Contractor shall provide a report to the University Procurement Office indicating the actual yearly volume of copies produced by each machine. This report will be provided during the final month of the year prior to the final option year of the contract.

## 21. **PURCHASE ORDERS**

21.1 A purchase order to the successful bidder will be issued after contract award for each individual department and will become an integral part of the resulting contract.

21.2 The purchase order does not supersede any provisions of the resulting contract. Performance time and dates are determined solely by the contract and any modification thereto.

21.3 Services/Supplies are not to begin until receipt of the purchase order or other notification by the University Procurement Office to proceed.

## 22. **BILLING AND PAYMENTS**

The Contractor shall submit in triplicate an invoice that reflects the total monthly billing amount due for each location with an itemized break down containing the following information:

- A. A complete listing by site location and machine serial number of each copier in that department;
- B. Copy counters readings at the beginning and end of the month for

- each copier;
- C. Total copies chargeable to each copier for that month, and;
- D. The total cost incurred by the production of those copies.

23. **INVOICES**

Invoices must be mailed to the following address:

University of Central Arkansas  
Accounts Payable Department  
McCastlain Hall Basement  
201 Donaghey Ave  
Conway, AR 72035

24. **PROJECTED REQUIREMENTS/VOLUME**

The quantities specified in the request are very close estimates based upon last year's usage. The actual number of copies will vary, since the volume will depend upon requirements which may develop or change during the contract period.

25. **EQUIPMENT REQUIREMENTS:**

All models to have the following basic functionality and optional features. Speed rating and estimated required quantities of each are also listed below. If any of the basic or optional features are not available for a particular category please note as such in the pricing section.

Type:	Console or Desktop with stand
Process:	Dry toner, plain paper.
Paper Size:	8 1/2" x 5 1/2" to 11" x 17".
Basic Features:	Three Drawer Feeds, By-Pass Feeder, Sorter, Stapler, Network Capability (XP compatible, RJ-45 Connection), Duplexing
Optional Features:	Scanning Fax Modem Booklet Finishing Large Capacity Feeder (Letter)

**CATEGORY 1:**

Speed: 25-29 CPM B&W

**CATEGORY 2:**

Speed: 30-34 CPM B&W

**CATEGORY 3:**

Speed: 35-39 CPM B&W

**CATEGORY 4:**

Speed: 40-45 CPM B&W

**CATEGORY 5:**

Speed: 50-55 CPM B&W

**CATEGORY 6:**

Speed: 60-65 CPM B&W

**CATEGORY 7:**

Speed: 70-75 CPM B&W

**CATEGORY 8:**

Speed: 35-39 CPM B&W; 30 CPM Color

**CATEGORY 9:**

Speed: 45-50 CPM B&W; 30 CPM Color

**CATEGORY 10:**

Speed: 75 CPM B&W; 30 CPM Color

**\*CATEGORY 11:**

Speed: 45-50 CPM B&W

**\*CATEGORY 12:**

Speed: 40 CPM Color

\*Categories 11-12 represent the desktop copiers. Maximum paper size is 8.5x14.

**26. PRICING:**

We are requesting two pricing options. Option "A" and Option "B" every unit is charged a fixed monthly rate where there is a fixed monthly lease amount for each unit with no minimum or maximum volume.

**OPTION A:**

26.1 This should be the rate for all current machines in all locations (like for like). It should include the cost of the lease, maintenance and supplies (toner and other consumable materials, but not including paper or staples). 11x17 Document Feeder, Stapling Finisher, Three Paper Drawers, Scanning, Printing, Duplexing and By-pass per specifications. If "included" please note "INC" in the pricing line.

Category	Number of Units	Monthly Price Per Unit	Total Monthly Spend of all units in Category
1	0		
2	0		
3	32		
4	14		
5	12		
6	3		
7	12		
8	2		
9	50		
10	3		
11	4		
12	4		
Total			Grand Monthly Total: \$

**OPTION B:**

26.2 This should be the rate for all recommended/alternate machines in all locations. It should include the cost of the lease, maintenance and supplies (toner and other consumable materials, but not including paper or staples). If “included” please note “INC” in the pricing line.

Category	Number of Units	Monthly Price Per Unit	Total Monthly Spend of all units in Category
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
Total			Grand Monthly Total: \$

Delivery timeframe \_\_\_\_\_ weeks A.R.O

Provide a schedule for the delivery of new machines for the campus.

### Signature Certification Page

Description: Copier Lease and Maintenance

Proposal Number: UCA-24-027

Issue Date: December 13, 2023

Buyer: Daryl Babb

Mandatory Pre-Bid Meeting: January 17, 2021 at 9:00 a.m.

Opening Date: January 30, 2024

Opening Time: 9:00 A.M. CST

Company Name: \_\_\_\_\_

Name (Type or Print) \_\_\_\_\_

Title: \_\_\_\_\_

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

\_\_\_\_\_

Telephone Number: \_\_\_\_\_ Email: \_\_\_\_\_

**FAILURE TO PROVIDE A TAXPAYER IDENTIFICATION NUMBER MAY RESULT  
IN BID REJECTION:**

\_\_\_\_\_  
Federal Employer Identification Number or Social Security Number

The undersigned affirms that they are duly authorized to execute this contract, that this bid has not been prepared in collusion with any other Offeror, and that the contents of this bid have not been communicated to any other Offeror or any employee of University of Central Arkansas prior to the Office review of this bid. **THE BID MUST BE SIGNED BELOW. UNSIGNED BIDS WILL NOT BE CONSIDERED.**

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