

May 23, 2016



## REQUEST FOR PROPOSAL

Colorado Rural Health Center is accepting proposals for a new copier and copier support services. We invite your company to submit a proposal to us by June 3<sup>rd</sup>, 2016 for consideration. A description of our organization, the services needed, and other pertinent information follows.

### Background of the Colorado Rural Health Center

The Colorado Rural Health Center (CRHC) is Colorado's nonprofit State Office of Rural Health. CRHC works with Federal, State and local partners to offer services and resources to rural healthcare providers, facilities and communities. We have a diverse and inclusive statewide constituency of over 3,500 individuals and organizations. The organization employs approximately 25 staff.

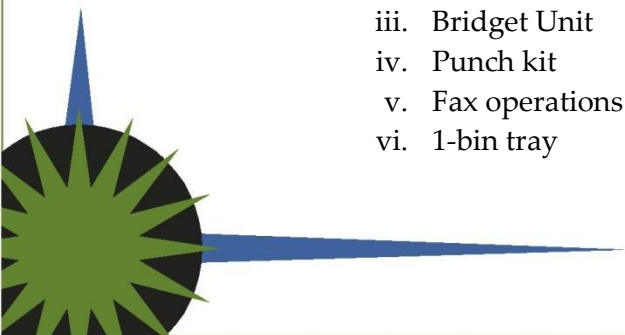
### Services to be performed

Your proposal is expected to cover the following services to replace the current office copier and provide support services. CRHC will require a single vendor to deliver and support the replacement of 1 printer/copier. **Interested parties must submit proposals to CRHC no later than 2:00pm on June 3, 2016.**

1. 60-month lease option, 36-month lease option (FMV lease), and alternate bid to purchase in lieu of lease.
  - a. Dealer must be officially authorized by the manufacturer of the proposed equipment to sell, support and service the equipment offered. Written documentation of this authorization is required.
  - b. Any required equipment property taxes and insurance must be included within the monthly charge.
  - c. Title to any equipment subject to lease shall remain with the vendor or financing company.
  - d. No allowance will be made for any rate increase (equipment, supplies, parts, and labor) during the term of the contract.
  - e. The end-of-contact return of any equipment shall be provided by the vendor and coordinated with CRHC, and shall be no cost to CRHC. Subject equipment shall be removed no later than 30 days after receiving notification.
2. Installation and monthly technical service for one new copier:
  - a. Deliver and install 1 x model SAVIN MP C4503 series
    - i. Paper bank
    - ii. Finisher
    - iii. Bridget Unit
    - iv. Punch kit
    - v. Fax operations
    - vi. 1-bin tray

*The State Office of Rural Health*

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- b. Normal installation is to include initial operating supplies (except paper and staples).
  - c. Delivery and installation of copier is to be made within 21 calendar days after receipt of an executed contract unless a longer period is authorized in writing.
  - d. Assist in installation of print drivers on network server, to standard IP Port, load additional OS drivers if necessary, and configure installed accessories.
  - e. Configure print drivers and test on client workstation
  - f. Configure and test scan to email function
  - g. Configure and test scan to file function
  - h. Configure and test Lan Fax function
  - i. Configure and test Inbound Fax forwarding to network email
  - j. (5) training sessions with 4-7 people/group each session
3. Annual maintenance contract:
- a. Parts and Supplies based on an average of 15,000 b&w prints per quarter:
    - i. Black developer, toner, maintenance kits, drums/photoconductors included in maintenance contract
  - b. Response time: Include 2 hour, 4 hour, and 24 hour time-based agreement

Complete the form below filling in the price, quantity (for quantity discounts if applicable) and total columns and attach to the RFP. See below for complete submission directions and requirements.

**Maintenance Requirements and fees:**

Specifications	Quantity	Rate	Total
Equipment: SAVIN MP C4503	1		
B&W pages	Ea.		
Color pages	Ea.		
Lease	Quantity	Rate	Total
Equipment: SAVIN MP C4503			
<b>Total Monthly Fees</b>			

**Optional Services and/or Fees:**

Full purchase price	Quantity	Rate	Total
Equipment: SAVIN MP C4503 as specified herein	1		
Additional Services and/or Items (add other available options)	Quantity	Rate	Total

**Key Personnel**

Following are key contacts for information you may seek in preparing your proposal:

Suzanne Rick            Office Manager            720-248-2756

Requests for additional information should be coordinated through the Office Manager. Please return the completed proposal to the Office Manager’s attention at 3033 S Parker Road, Suite 606, Aurora, CO 80014 or electronically to sr@coruralhealth.org.

**Your Response to This Request for Proposal**

In responding to this request, we request the following information:

1. Detail your experience in providing service and maintenance services to companies in the not-for-profit sector.
2. Provide information on whether you provide services to any related industry associations or groups.
3. Discuss commitments you will make to staff continuity, including your staff turnover experience in the last three years.
4. Identify five clients for which your company provides copier services that have been customers for a minimum of three years.
5. Describe how your company will approach the installation of the new copier, including the use of any association or affiliate business partners and what components of the installation that those partners will complete. Additionally, indicate if any of the partners will provide service beyond initial installation.
6. Provide names and contact information for other, similarly sized clients of the company that would be assigned to our organization for reference purposes.
7. Describe how and why your services are different from other vendors offering similar services and why our selection of your services as our copier maintenance service is the best decision we could make.
8. Include a copy of your Service Level Agreement (SLA).
9. Indicate any other options available.
10. Show applicable discounts separately, if applicable.
11. Provide an implementation timeline proposal starting June 24, 2016.
12. Indicate how charges will be incurred as services are implemented.

## **Evaluation of Proposals**

The Colorado Rural Health Center will evaluate proposals on a qualitative basis. Proposals will be reviewed with emphasis upon cost effective solutions that meets current specifications and ongoing service and support. Ease of management and support of the new copier will be a critical feature. Additionally, the proposal will be graded upon the proposal's completeness and timeliness in its response to us.

**Please submit your response to this Request for Proposal by 2:00pm June 3<sup>rd</sup>, 2016.**