

Agenda Item Details

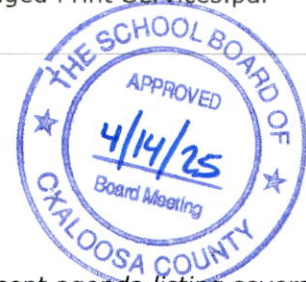
Meeting	Apr 14, 2025 - Regular Meeting
Category	7. Consent Agenda
Subject	7.10 Tag-On Bid: 2024-097-ITN-PRO Printers, Copiers and Managed Print Services, presented by Vince Windham, Program Director, Purchasing, and recommended by the Superintendent for approval.
Access	Public
Type	Action (Consent)
Fiscal Impact	Yes
Budgeted	Yes
Budget Source	Funding will vary
Recommended Action	Motion to approve tagging on with University of South Florida 2024-097-ITN-PRO Printers, Copiers and Managed Print Services

Public Content

Request approval to tag on with University of South Florida 2024-097-ITN-PRO Printers, Copiers and Managed Print Services. The awarded vendor is Xerox and will be used on an as needed basis. Funding will vary, the contract is effective through February 11, 2030. A copy of the bid, award tabulation, and consent to piggy-back is attached.

For additional information, please contact Vince Windham, Program Director, Purchasing, at (850) 833-7668.

University of South Florida 2024-097-ITN-PRO Printers, Copiers and Managed Print Services.pdf
(799 KB)



Administrative Content

Our adopted rules of Parliamentary Procedure, Robert's Rules, provide for a consent agenda listing several items for approval of the Board by a single motion. Documentation concerning these items have been provided to all Board members and the public in advance to assure an extensive and thorough review. Items may be removed from the consent agenda at the request of any board member.

Motion & Voting

Motion to approve the Consent Agenda as amended and all of the Consent Agenda items as recommended by the Superintendent.

Motion by Tim Bryant, second by Parker Destin.

Final Resolution: Motion Carries

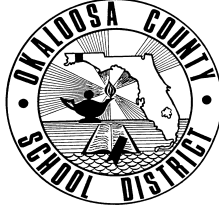
Yes: Tim Bryant, Parker Destin, Linda Evanchyk, Brett Hinely, Lamar White

SCHOOL DISTRICT OF OKALOOSA COUNTY
Purchasing Department

SUPERINTENDENT OF SCHOOLS
MARCUS D. CHAMBERS

ATTORNEY TO THE BOARD
C. JEFFREY McINNIS, ESQ.

PGM. DIRECTOR - PURCHASING
VINCE WINDHAM, CPPB



BOARD MEMBERS
TIM BRYANT
D. PARKER DESTIN
LINDA EVANCHYK
BRETT HINELY
LAMAR WHITE

March 4, 2025

Chaley Henderson, Finance Director
Xerox Corporation

Subject: Piggy-backing Printers, Copiers and Managed Print Services 2024-097-ITN-PRO with University of South Florida

Dear Ms. Henderson,

Florida Department of Education Administrative Rule 6A-1.012 (6) allows the Okaloosa County School District ("District") to purchase goods and services at the same terms, conditions and pricing as established in competitively solicited contract awards by another public agency or cooperative. The District would like to consider utilizing the Printers, Copiers and Managed Print Services 2024-097-ITN-PRO awarded by University of South Florida and effective through February 11, 2030.

No guarantee is given or implied as to the dollar value or work as a result of this piggy-back. The District is not obligated to place any order for goods or services as a result of this piggy-back. Order placement will be based upon the needs and in the best interest of the District.

Please acknowledge and verify, by signing and returning this document, along with a completed copy of the enclosed Federal Debarment Form, Scrutinized Company Certification Form, and Affidavit of Compliance with Anti-Human Trafficking Laws via email to shanna.duncan@okaloosaschools.com, that your firm will extend the same terms, conditions, and pricing (or below such prices) as awarded in the contract referenced above.

Please feel free to contact me at (850) 833-5846.

Sincerely,

Vince Windham, CPPB
Program Director - Purchasing

Company Name: Xerox Corporation	Authorized Representative Chaley Henderson, Finance Director
Signature: 	Date Signed: 03/05/2025
NOTE: Must be signed by an officer or employee having the authority to bind the company or firm.	

DRUG FREE WORKPLACE
Section 287.087 Florida Statutes

Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service, are received by the State or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process.

Established procedures for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employees will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by an employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

Vendor's Signature Clayton H

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION – LOWER TIER COVERED TRANSACTIONS

This certification is required by the regulations implementing Executive Order 12549, Executive Order 12689, and 31 U.S.C. 6101; Debarment and Suspension, 2 CFR Part 417, Subpart C, Responsibilities of Participants Regarding Transactions Doing Business with Other Persons.

(Please read instructions below before completing Certification)

- (1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Xerox Corporation

ORGANIZATION NAME

SPONSOR AGREEMENT NUMBER OR PROJECT NAME

Chaley Henderson, Finance Director

NAME(S) AND TITLE(S) OF AUTHORIZED REPRESENTATIVE(S)

Chaley H

03/05/2025

SIGNATURE(S)

DATE

1. By signing and submitting this form, the prospective lower tier participant is providing the certification set out on the reverse side in accordance with these instructions.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this form that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this form that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

SCRUTINIZED COMPANY CERTIFICATION

I hereby swear and affirm that as of the date below this company is not listed on a Scrutinized Companies list created pursuant to 215.4725, 215.473, or 287.135, Florida Statutes. Pursuant to 287.135, Florida Statutes. I further affirm that:

1. This Company does not appear on the Scrutinized Companies that Boycott Israel List. This company is not participating in a boycott of Israel such that it is not refusing to deal, terminating business activities, or taking other actions to limit commercial relations with Israel, or persons or entities doing business in Israel or in Israeli-controlled territories, in a discriminatory manner.
2. This Company does not appear on the Scrutinized Companies with Activities in Sudan List where the State Board of Administration has established the following criteria:
 - a. Have a material business relationship with the government of Sudan or a government-created project involving oil related, mineral extraction, or power generation activities, or
 - b. Have a material business relationship involving the supply of military equipment, or
 - c. Impart minimal benefit to disadvantaged citizens that are typically located in the geographic periphery of Sudan, or
 - d. Have been complicit in the genocidal campaign in Darfur.
3. This Company does not appear on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List where the State Board of Administration has established the following criteria:
 - a. Have a material business relationship with the government of Iran or a government-created project involving oil related or mineral extraction activities, or
 - b. Have made material investments with the effect of significantly enhancing Iran's petroleum sector.
4. This Company is not engaged in business operations in Cuba or Syria.

Xerox Corporation

Vendor / Company Name

Chaley H #

Signature of Contractor's Authorized Official

Chaley Henderson, Finance Director

Name and Title of Contractor's Authorized Official

03/05/2025

Date

SCHOOL DISTRICT OF OKALOOSA COUNTY
Purchasing Department

SUPERINTENDENT OF SCHOOLS
MARCUS D. CHAMBERS

ATTORNEY TO THE BOARD
C. JEFFREY McINNIS, ESQ.

PGM. DIRECTOR - PURCHASING
VINCE WINDHAM, CPPB



BOARD MEMBERS
TIM BRYANT
LINDA EVANCHYK
MARTI GARDNER
DIANE KELLEY
LAMAR WHITE

Affidavit of Compliance with Anti-Human Trafficking Laws

In accordance with section 787.06 (13), Florida Statutes, the undersigned, on behalf of the entity listed below ("Entity"), hereby attests under penalty of perjury that:

1. Entity does not use coercion for labor or services as defined in Section 787.06, Florida Statutes, entitled "Human Trafficking".

The undersigned is authorized to execute this affidavit on behalf of Entity.

Date: March 5th, 2025

Signed: *Chaley Henderson*

Entity: Xerox Corporation

Name: Chaley Henderson

Title: Finance Director



NOTICE OF INTENT TO AWARD

DATE: _____

EVENT NUMBER: _____

EVENT TITLE: _____

EVENT TYPE: _____

SUPPLIER(s): _____

Failure to timely file a protest or failure to timely deliver the required bond or other security in accordance with the Board of Governors' Regulations 18.002 and 18.003 shall constitute a waiver of protest proceedings.

PROCUREMENT SERVICES

University of South Florida | 4202 E Fowler Avenue, SVC1073 | Tampa, FL 33620-4301
813-974-2481 | usf.edu/business-finance/purchasing



**INVITATION TO NEGOTIATE
UNIVERSITY OF SOUTH FLORIDA
PRINTERS, COPIERS, AND MANAGED
PRINT SERVICES**

May 9, 2024

2024-097-ITN-PRO

Tampa Florida

Responses Due: **July 17, 2024, at 3:00:00 PM EST**

The University of South Florida (“USF”) is seeking responses from a qualified company (“Supplier”) to provide copier, printer, and managed print services. The awarded Supplier must meet all the evaluation requirements and minimum qualifications listed in this Invitation to Negotiate (“Event”) to be considered. All responses (“Supplier Bids”) must be submitted electronically through USF’s Online Event Portal to be considered.

Section 1.0 Event Description – retained in online portal.

Section 2.0 USF Event Terms – retained in online portal.

Section 3.0 USF General Terms & Conditions - retained in online portal.

Section 4.0 Statement of Work

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1. ADMINISTRATION

1.1. Purpose

USF is seeking proposals from qualified suppliers to provide copier/print hardware, supplies and services, eProcurement integration solutions and managed print fleet services for USF's three (3) campuses and other USF facilities. USF currently contracts with several suppliers to provide copier hardware, supplies, and services to its campuses. USF departments individually assess their needs and may request quotes from one or multiple suppliers on contract for either the purchase or lease of MFDs. Purchases are made through a PO which are paid by ACH on receipt of an invoice or are paid through P-Card. USF currently does not have a university-wide managed print solution. Most desktop multi-function printers are purchased on P-Card from a variety of suppliers, the result of which is little to no standardization of these devices. USF spends between \$550,000 to \$750,000 per year on copier hardware, supplies, and services.

This solicitation is organized into three (3) Lots; Lot 1 for MFP/Desktop print devices, Lot 2 for MFDs and Lot 3 for Managed Print Services. It is the goal of USF to award to a single, prime Supplier for all Lots that will be responsible for delivering a comprehensive print and copier equipment and services program to USF.

In partnering with a single Supplier, USF seeks to streamline purchasing, reduce administrative time, and consolidate critical management tasks, and consolidate spend. The awarded Supplier and their authorized dealers shall work in partnership with USF to provide quality equipment, maintenance, supplies, software, services, and solutions at best value - competitive price with excellent service.

Out of Scope: Student print services and pay for print services and specialty printers such as 3D, thermal printing, label printers, plastic card printing, poster size print etc.

1.2. Coverage and Participation

The intended coverage of this ITN and any Order resulting from this solicitation shall be for any departments at the University of South Florida or Direct Support Organizations ("DSO"). With the consent and agreement of the successful Supplier, other state universities, or affiliates of community colleges, district school boards, other educational institutions and other governmental agencies may assess and access and Agreement resulting from this solicitation.

1.3. Contract Period and Renewals

The initial term of the resulting Agreement is intended to continue for five (5) years with options to renew the Agreement for up to five (5) one-year periods if judged to be in USF's best interest to renew. Final terms of the Agreement will be negotiated with the selected supplier.

To enact increases to pricing Supplier must submit a written request to USF at least ninety (90) calendar days prior to a change in hardware model or price, as applicable. Requests to increase CPI (cost per impression) pricing may be negotiated annually and requests must be made ninety (90) days prior to the anniversary date of the agreement. If the Supplier fails to submit such a request as described herein, then Supplier waives all right to a price change during the upcoming year. Requests to increase prices will be evaluated, negotiated, and limited by USF using the Consumer Price Index, Tampa-St. Petersburg-Clearwater or to a maximum of three percent (3%), whichever is lower. All requests to increase prices must specifically call out the material or rate to be changed

and must be accompanied by evidence provided by the Supplier of actual expenditure increase. No retroactive price adjustments will be considered. USF may enforce, adjust, negotiate, or cancel escalating price Agreements or take any other action it deems appropriate, as it sees fit. Adjustments increasing the Supplier's profit will not be allowed.

1.4. **Submission Guidelines**

Suppliers are asked to answer all questions on the online USF Event Portal to submit a Supplier Bid. Suppliers will be provided with a Supplier Bid Template on which to provide detailed information about the business, services, and pricing. Suppliers are asked to limit their total response to the questions in the Event Portal and the Supplier Bid Template which should be uploaded in the same file format that is provided to the Supplier and should not exceed 50 MB. Suppliers are additionally asked not to modify the fonts or sizes of fonts other than what is provided. No other documents will be considered in the evaluation of the Supplier Bids unless requested by the committee.

1.5. **Minimum Qualifications**

- Five (5) years in business
- Five (5) examples of other projects of similar scope and size implemented in the past ten (10) years.
- Three (3) references.
- Supplier is licensed to do business in the State of Florida
- Supplier is financially stable.
- Supplier can accept credit card payments.
- Supplier is technically able to integrate with USF's eProcurement System (Jaggaer). See section 2.6.

1.6. **Preferred Qualifications**

- Supplier demonstrates a solid understanding and experience working with the complexities and nuances of a large, complex organization.
- Supplier should be solutions focused, using analytics and research to support best practices. Supplier demonstrates robust reporting and analytic capabilities.
- Supplier demonstrates prior success leading change with implementing Managed Print Services at a higher-education institution and provide case studies of user acceptance, client satisfaction, risks and pitfalls, and cost savings.
- Supplier produces supporting documentation showing cost savings or revenue generation related to same/similar programs operating in public, higher education institutions.
- Supplier has experience integrating and providing ordering solutions through eProcurement Punch Out or Hosted Catalog (specifically Jaggaer).
- Supplier indicates additional incentives, rebate opportunities and opportunities for USF to generate revenue as part of a program.
- Supplier demonstrates a clear plan to engage with Small/Minority owned businesses throughout the contract.
- Supplier has Florida, or Tampa based offices or distribution & service centers and the ability to provide a single, dedicated point of contact to USF to provide excellent service and accessibility.

- Supplier provides a robust plan for to periodically conduct an Account Review of pricing with the goal of producing a price and discount report to ensure consistent university wide pricing and will outline a resolution and escalation procedure for handling discrepancies.

1.7. **Evaluation Criteria**

USF will evaluate proposals using an unweighted scale to determine the best overall value for the requirement. USF will not assign numerical or percentage weights to any of the evaluation criteria. Instead, USF will consider the relative importance of each criterion and will assess the strengths, risks, and benefits of each proposal, to select the proposal that offers the best value to USF, considering both technical and cost aspects. Supplier's will be evaluated on:

- Ability to meet minimum qualifications of the Event.
- Extent to which Supplier demonstrates preferred qualifications of the Event.
- Extent to which Supplier can meet the technical requirements of the Event.
- Extent to which Supplier demonstrates expertise in executing comparable scopes of work.
- Supplier's favorable references
- Cost proposal including rebates, revenue, and incentives.
- Content of Supplier's Bid including value-add services.
- Suppliers plan to engage with Small/Minority owned businesses to support USF's commitment to Supplier diversity.
- Financial stability of Supplier

USF reserves the right to enter negotiations with one or more Suppliers. During negotiations, Suppliers may be given the opportunity to improve their initial offers regarding timing, scope of services, and pricing. USF is under no obligation to invite any or all Suppliers to additional rounds of negotiation or to request additional information from any one or group of Suppliers and may at the sole discretion of USF proceed with Suppliers deemed to provide the best overall value to USF according to USF.

1.8. **Award**

At the conclusion of this Event an intent to award will be posted and selected Supplier will be asked to execute a dual signed Agreement with the University of South Florida Board of Trustees. This Agreement will allow Supplier to engage in business with USF. Work may take the form of orders for hardware through USF's eProcurement system, orders for hardware service through USF's eProcurement system, or proposals for Managed Print Services. Proposals for Managed Print Service Projects will be provided as Statements of Work ("SOW") executed separately and governed by the Agreement. Work and total contract value is not guaranteed under this Agreement.

1.9. **Bid Debrief Meeting**

After execution of Agreement, a debrief meeting will be scheduled between USF Stakeholders and the Supplier to discuss contracting, administrative requirements, communication procedures, onboarding, etc.

1.10. Project Administration

- 1.10.1. *Proposals.* Following execution of an Agreement, Supplier may be asked to provide quotes for hardware service, quotes for hardware as well as proposals for Managed Print Service Projects on an as needed basis by departments, colleges, or campus units. Suppliers are expected to respond promptly to all quote requests.
- 1.10.2. *Change Orders.* At no time shall Supplier proceed with any additional work until they have received a written USF change order issued by Procurement & Payment Services. USF may deny payment for any additional work, if Supplier has not provided a timely change order request quotation; or if the preceded to do any additional work without a proper USF change order being issued prior to the work. To be approved, the change request must include a timely written quote when submitted in compliance with Quote Requirements and Costs sections of this ITN for the requested work. Authorized individuals, departments, colleges, and campus units may request Change Orders as they relate to their own existing service and hardware purchases.
- 1.10.3. *Project Termination.* In addition to the other rights and remedies contained in the terms and conditions of this Event and Agreement regarding termination, USF may terminate the Agreement or any Work in compliance with the Owner's Reserved Rights below.
- 1.10.3.1. USF may terminate Work if USF deems the progress or quality of the Supplier's Work unsatisfactory.
- 1.10.3.2. USF reserves the right to facilitate inspections, tests, and reports to ascertain that requirements of any Work awarded under Agreement are being met. Should it be found that any requirements are not being met, USF may immediately demand that Supplier take action to meet requirements.
- 1.10.3.3. If after thirty (30) calendar days, Supplier fails to comply with such demand, USF may serve written notice to the Supplier identifying the requirements not being met. After thirty (30) calendar days, if the requirements not being met identified in the written notice have not been addressed to USF's satisfaction, then USF may issue Supplier a notice of Work termination thereby immediately terminating the Work. The liability of the Supplier and/or their surety for any and all such failures to meet Work requirements will not be affected by any such termination. The Agreement and other Work, if any, being performed under Agreement will not be affected unless separate action is taken in accordance with the Agreement.
- 1.10.3.4. If the requirements of any Work not being met relate to or create an urgent or emergency need, then USF reserves the right to immediately acquire goods and services from other sources as necessary to meet said requirements.
- 1.10.3.5. USF may stop any work at Supplier's sole expense, to address, real or perceived, unsafe conditions, deviations from the SOW or other USF requirements, incorrect or improperly installed materials or equipment, etc.

1.10.4. USF may determine the suitability of all personnel and subcontractor personnel and, at Supplier's sole expense, order the removal from USF property of any of the said personnel determined to be unqualified to perform the Work.

1.11. **Invoicing and Pricing**

- 1.11.1. USF requires all Supplier invoices (as applicable) to clearly state the bid number and the purchase order number.
- 1.11.2. USF requires that Suppliers provide waivers of lien from any equipment, materials, etc. which are used on any Work under the Agreement.
- 1.11.3. **USF requires that no minimum quantity or order amount will apply, and shipping and installation is included in unit price.**
- 1.11.4. **USF requires that all device delivery, setup, installation, and training be included in cost per impression (CPI) or device cost.**
- 1.11.5. **USF requires that at no time will USF be charged Credit Card service fees, administrative fees, convenience fees, or other similar fees during the Agreement.** All such fees will be borne by the supplier or should be included in the device or CPI cost.
- 1.11.6. USF requires that for all orders, as applicable, billing and financing must be provided by the selling group. No third party or relabeled organization permitted.

1.12. **Dealers, Resellers, and Distributors**

USF requires and will award a single, prime Supplier to be the point of contact to manage devices, equipment, services, and supplies on all USF campuses. Other authorized dealers, resellers, and distributors can support this Supplier to meet timelines, provide required timely service, and to support USF's missions regarding supplier diversity. Awarded Supplier shall maintain sales and service dealer facilities appropriately positioned to service USF System Buildings across Hillsborough, Pinellas, Sarasota, and Manatee Counties in Florida. All authorized dealers must be named and submitted as a part of the Supplier Bid.

Each service facility shall maintain enough qualified technicians and a normal supply of parts to provide all required service and ensure minimal equipment downtime. All technicians shall be factory trained on all models installed. Proof of certification for each technician shall be on file with the Print Program Manager throughout the life of the agreement.

Minimum qualifications for dealers and service location inclusion are:

- Must be registered and listed as active with the *State of Florida's Department of State, Division of Corporations*. If doing business using a fictitious name (d.b.a.), the fictitious name must also be registered with the Division of Corporations.
- Must not be listed on the State of Florida's Department of Management Services, Division of State Purchasing *Convicted, Suspended, or Discriminatory Vendor* lists.

USF is not a party to the contractual relationship between the Supplier and their dealers/service representatives. Supplier is responsible for the performance of their designated authorized dealers/service representatives.

All dealers, resellers, and distributors shall honor all aspects of pricing and service per Supplier's bid. Failure of dealers, resellers, and distributors to honor all aspects of this Event and the subsequent contract shall result in their removal from the Agreement by USF.

1.13. **Supplier Employees and Subcontractors**

Supplier must acknowledge that Work under Agreement will be on public property owned or leased by USF, which may at various times during the performance of the Work be occupied by students, faculty, staff, and the public. Supplier hereby agrees to the following:

- 1.13.1. Supplier will have competent employees on site when any Work is being performed under Agreement.
- 1.13.2. Supplier will ensure all their employees and subcontractors wear neat and clean uniforms, or otherwise conform to an appropriate dress code, in compliance with all applicable safety requirements and allowing easy identification (excluded clothing, including but not limited to, cut-off pants, torn shirts, tank tops, sliced-up jeans, and/or any other obscene and/or offensive clothing);
- 1.13.3. Limit conversation with students, staff, and faculty to the Work at hand.
- 1.13.4. Refrain from profanity, obscene gestures, catcalls, whistles, or any other inappropriate or offensive behavior.
- 1.13.5. Refrain from the use of alcohol and other drugs during working hours.
- 1.13.6. Speak and understand instructions given in English or always have a translator on site and available.
- 1.13.7. Have all the tools, equipment, etc. necessary to perform the work specified herein.
- 1.13.8. Supplier who employs work release employees will notify the USF Police Department of such practice and provide the names of all persons employed under a work release program.

1.14. **Insurance**

Supplier will not commence any work in connection with Agreement until obtaining, at a minimum, all the following types of insurance and having such insurance approved by USF. Supplier shall not allow any subcontractor to commence work on its subcontract until all similar insurance required of the subcontractor has been obtained. All insurance policies shall be with insurers qualified to do business in Florida. All required insurance policies must name the University of South Florida Board of Trustees, Florida Board of Governors, and the State of Florida as additional insured.

- 1.14.1. **Workers' Compensation Insurance.** Supplier must secure and maintain, during the life of Agreement, Worker's Compensation Insurance for all its employees connected with the work of this project and, in case any work is sublet, Supplier must require the insurance for all subcontractors' employees unless such employees are covered by the protection afforded by the Supplier's insurance. Such insurance shall comply fully with the Florida Worker's Compensation Law. In case any class of employees engaged in work at a project performed under Agreement is not protected under Worker's Compensation statute, Supplier must provide, and cause each subcontractor to provide, adequate insurance satisfactory to USF, for protection of the employees not otherwise protected.
- 1.14.2. **General and Automobile Liability.** Supplier agrees to secure and maintain during the life of Agreement the following minimum insurance coverage: (i) comprehensive general liability and property damage insurance with bodily injury and property damage limits of

\$500,000 per single occurrence and \$1,000,000 in aggregate; and (ii) where driving is required as part of carrying out the services under the Agreement, comprehensive automobile liability insurance with bodily injury and property damage limits of \$300,000 combined single limit. Insurance aims to protect the Supplier, its officers, employees, servants, agents, and USF from claims for damages and personal injury, including accidental death, as well as claims for property damages which may arise from operations under Agreement whether such operations be by the Supplier or by anyone directly or indirectly employed by the Supplier.

1.14.3. Supplier Deductibles. USF is exempt from paying, and is in no way liable for, any sums of money which may represent a deductible in any Supplier's insurance policy. The payment of such deductible is solely the responsibility of the Supplier obtaining the insurance.

1.14.4. Certificate of Insurance. Certificate of Insurance forms must be furnished by the Supplier on request by USF. These will be completed and signed by the insurance agency provided to USF in accordance with this section. Certificates must be dated and show:

1.14.4.1. The name of the insured Supplier, the Event number, the name of the insurer, the number of the policy, its effective date, and its termination date.

1.14.4.2. A statement that the Insurer will mail notice to USF at least thirty (30) days prior to any material changes in provisions or cancellation of the policy and within (10) days for non-payment of premium.

2. TECHNICAL SPECIFICATIONS

2.1. Change Management

Supplier will be expected to have experience with managing change, establishing communication plans, and creating palatable deployment timelines. Supplier will be expected to partner with USF in facilitating the adoption of new business processes for the purchase of the hardware and services outlined in this Event. **Supplier Bid should highlight a sample change management and communication plan which highlights key milestones and major decision points.**

2.2. Training & Communication

Supplier should describe training and setup materials provided with all new device orders and highlight MPS benefits on a USF website page. Supplier will be expected to provide content for a USF developed and hosted webpage dedicated to the Program or develop and host a webpage on behalf of USF.

Supplier will be expected to function as a partner and change consultant for USF to grow and develop the Managed Print Program.

Supplier will be required to collaborate on a website dedicated to the USF Print Program to enable access to information regarding the program such as:

- 2.2.1. Enter and view status of service requests.
- 2.2.2. Manage printer assets.
- 2.2.3. Show statistics/Reductions/Savings
- 2.2.4. Sustainability - considerations such as energy efficiency and waste reduction.

2.3. **Reporting and Metrics**

- 2.3.1. **Supplier should provide a summary describing their dashboard and report capabilities at the level of an individual device and ability to consolidate reporting at a department, college, or program level.**
- 2.3.2. Supplier should have the ability to provide reporting at per device, per unit or per system for:
 - Device uptime/downtime
 - Frequency and reason for technician call outs
 - Equipment reliability reporting
 - Equipment utilization (also by user)
 - Supply utilization/burn rate.
 - Cost savings

2.4. **Benchmark Report/Competitive Price Assurance**

Describe how your company would periodically conduct an Account Review of pricing with the goal of producing a price and discount report to ensure pricing is consistent with the negotiated Agreement pricing and that pricing is consistent USF-wide.

Annually, Supplier should ensure USF continues to receive competitive market pricing. Supplier(s) shall report to USF CPI rates contractually provided to other universities, states, and by the Supplier with similar product mix and service components for benchmarking, emphasizing recently executed agreements where possible.

Should it be found that USF's CPI pricing is higher than the market benchmark, the Supplier shall unilaterally reduce USF's CPI pricing, charges and/or discounts, as appropriate, to make USF's rates comparable to the benchmarked best rates. Any adjustments shall be made available to USF within thirty (30) days of notification of findings.

2.5. **Service Levels and Delivery Times**

- 2.5.1. Supplier are expected to have remote device monitoring capabilities available to proactively identify and resolve potential issues before they impact users.
- 2.5.2. Suppliers should clearly state the lifespan and establish a clear end of life on all devices
- 2.5.3. Supplier should provide and clearly outline a Service Level Agreement ("SLA") inclusive of support that USF can expect and ways of requesting service.
 - 2.5.3.1. Supplier should describe dispatch protocol for certified printer technicians to all USF facilities as needed, to install, maintain, repair, or remove contracted devices.
 - 2.5.3.2. Describe the process for submission and viewing service requests.

- 2.5.3.3. Break/fix service must be provided by the selling group. No third party permitted.
- 2.5.3.4. Describe your standard Service Level Agreement with respect to response times, preventative maintenance etc.
- 2.5.3.5. Describe your problem resolution process (Including standard response time and escalation procedures)
- 2.5.3.6. Pricing (including any shipping for off-site repair, etc.) for break/fix repair of any USF owned/purchased assets.
- 2.5.3.7. Break/fix service and repair must be included in CPI and inclusive of all supplies and staples (copy paper excluded).
- 2.5.4. Supplier should clearly articulate a plan to accomplish or fulfill the SLA's. For example, local parts and supply availability, technician deployment location, dedicated technician, etc.
- 2.5.5. Supplier should clearly outline "Lemon" replacement requirements and procedure.
- 2.5.6. Supplier are expected to provide free telephone support (Minimum: Business days 8:00 a.m. to 5:00 p.m. EST).
- 2.5.7. Supplier should provide dedicated certified printer technicians for USF (scalable dependent on program growth).

2.6. **USF eProcurement System**

Procurement & Payment Services at USF manages a USF-wide, online, Procure-to-Pay solution called Bull Marketplace. Bull Marketplace is hosted by JAGGAER, and supports Punch-out level 1 and level 2 suppliers, as well as hosted catalogs. USF employees access the marketplace through SSO login and can select from Suppliers to fill shopping carts and make purchases.

Application to Event

USF is expecting that Supplier's Bid for LOT1, LOT2 and LOT3 (if applicable) will include Supplier's ability to meet minimum system requirements for eProcurement integration and a proposal on how the integration will function from the viewpoint of a USF purchaser and USF system administrator. Supplier's experience with integration and capacity to integrate will be considered during the evaluation committees' review of proposals and in their decision to award. **Integration will be done at no additional cost to USF.**

Minimum system requirements for eProcurement integration:

- Supplier has ability to create a web-based ordering platform for end users.
- Supplier has ability to receive purchase orders through cXML.
- Supplier can process credit card payments contained in the cXML purchase order received.
- Supplier can produce and send credit card level 2 data, including USF PO number.
- Supplier can attach a PO number to any refund or debit transaction initiated to reimburse USF.

Preferred system requirements associated with integration include:

- Produce and send credit card level 3 data such as PO line-item descriptions, PO line-item unit price, PO line-item quantity and PO line-item product/catalog #.
- Supplier should have the ability to accept PCard/Ghost Card and/or Single Use Account ("SUA") as payment options.

- Send tracking information for goods and products to PO owner.

Supplier responsibilities associated with integration will be to:

- Provide the catalog content and pricing.
- Establish and troubleshoot integration connectivity.
- Process any test scenarios per the test plan and agreed upon schedule.
- Execute any mapping or other changes as required.
- Identify areas of concern or risks involved with implementation.
- Provide production credentials to project manager.
- Coordinate and/or execute supplier production setup.
- Establish and troubleshoot integration connectivity.
- Confirm ability to support production traffic.
- Confirm live order receipt and validate the movement of the order through the supplier's order fulfillment process.
- Coordinate and resolve any integration issues with the project team.

3. LOT 1 - Desktop Devices (MFPs)

- 3.1. Supplier should provide 3 devices for each of the following PPM Ranges for both Non-color and Color Printers. Preference will be given for solutions that include Hewlett Packard (HP) devices, laser jet devices and devices with interchangeable cartridge compatibility across models.
 - Black & White Printers/MFPs
 - Unit #1 PPM Range (21-30)
 - Unit #2 PPM Range (31-40)
 - Unit #3 PPM Range (41-50)
 - Unit #4 PPM Range (61-70)
 - Color Printers/MFPs
 - Unit #1 PPM Range (11-20)
 - Unit #2 PPM Range (21-30)
 - Unit #3 PPM Range (31-40)
 - Unit #4 PPM Range (41-50)
- 3.2. Supplier should provide the specifications for each device in the provided Supplier Bid Template. Suppliers should take care to complete every requested data point on the Supplier Bid Template.
Failure to do so may result in Supplier's Bid being assessed as incomplete.
- 3.3. Supplier should indicate their ability to integrate with Jaggaer eProcurement Software through Punchout or Hosted Catalog or describe in detail the purchase procedure.
- 3.4. Supplier should outline a solution for lifecycle management i.e. Recycling/Destruction/Cannibalization of cartridges and equipment.
- 3.5. Supplier should outline any cartridge refill programs available.

4. LOT 2 - Copiers/MFD Devices

- 4.1. Supplier should provide devices for each of the following PPM Ranges for both Non-color and Color Copiers. Preference will be given to solutions with interchangeable cartridge compatibility across models.
 - Black & White Copiers/MFDs
 - Unit #1 PPM Range (25-35)
 - Unit #2 PPM Range (45-55)
 - Unit #3 PPM Range (65-75)
 - Unit #4 PPM Range (85-95)
 - Color Copiers/MFDs
 - Unit #1 PPM Range (25-35)
 - Unit #2 PPM Range (45-55)
 - Unit #3 PPM Range (65-75)
- 4.2. Supplier should provide the specifications for each device in the provided Supplier Bid Template. Suppliers should take care to complete every requested data point on the Supplier Bid Template. **Failure to do so may result in Supplier's Bid being assessed as incomplete.**
- 4.3. Supplier should list all optional accessories for each device and indicate the cost and will carry the same warranty as the base equipment.
- 4.4. Supplier should outline the protocol and frequency for completing security audits on print devices and offering consultation on data security.
- 4.5. Supplier should outline a solution for lifecycle management i.e. Recycling/Destruction/Cannibalization of cartridges and equipment.
- 4.6. Supplier should indicate their ability to integrate with Jaggaer eProcurement Software through Punchout or Hosted Catalog or describe in detail the purchase procedure.
- 4.7. Signed Agreements
 - Supplier should indicate their ability to integrate with Jaggaer eProcurement Software through Punchout or Hosted Catalog or describe in detail the purchase procedure.
 - Supplier should present a solution to minimize the number of signed order forms for service/maintenance agreements.
 - Suppliers should provide a solution for ordering service, purchase of service/maintenance agreements, and purchase of supplies all through an integrated Punchout or Hosted Catalog without the need for signed service agreements or should detail the alternative purchase procedure.
 - Suppliers should provide a solution for management, analytics, and oversight of all active service agreements at the device, department, college, and program level.
- 4.8. Discuss how your company approaches standardization when it comes to the sale and recommendation for MFDs.

- 4.9. At times it may become necessary due to employee or department relocation to relocate MFDs. Upon USF request, Supplier may be asked to relocate MFD to another physical address belonging to USF. Supplier agrees that relocation of equipment will be performed by the Supplier at no charge.

5. LOT 3 - Managed Print Services

5.1. Statement of Managed Print Services Strategies

Managed Print Services (MPS) as defined by USF is a comprehensive solution focused on generating cost savings through optimized fleet deployment, life-cycle management, and reduced administrative workload through centralized billing. Each instance of this solution would allow certain academic and administrative units of USF to establish an instance of or opt-in to a USF-wide MPS program. It is the intent of USF to limit the minimum size of an eligible unit to a college or College equivalent. The selected Supplier will partner with USF in facilitating change and soliciting buy-in to such a program to grow towards a future state of a fully integrated USF System Wide Managed Print Program.

5.2. Equipment

Supplier should provide the specifications for each suggested device anticipated to be deployed as a part of an MPS in the provided Supplier Bid Template. Suppliers should take care to complete every requested data point on the Supplier Bid Template. **Failure to do so may result in Supplier's Bid being assessed as incomplete.**

5.3. Software

- 5.3.1. Describe available Print Management Software with emphasis on user interface, administrator level tools & interface and added value features.
- 5.3.2. Supplier will include fees for permanent licenses and annual maintenance for this software within the CPI price rate.
- 5.3.3. Describe ability of the software to identify and predict errors, required maintenance, security breach, and other performance issues.
- 5.3.4. Describe ability of the software to provide utilization reports per device, unit, system, etc.
- 5.3.5. Describe "Print from anywhere" software solutions.
- 5.3.6. Describe "Follow me Printing" software solutions.
- 5.3.7. Supplier should indicate that all firmware and software updates and implementation shall be free of charge for the life of the device.

5.4. Lifecycle Management:

Describe equipment lifecycle management and options i.e., Recycling/Destruction/Cannibalization of cartridges and equipment, parts reuse and redeployment, equipment buy-out/take back, hard drive removal or certified erase.

5.5. **Billing/Payment/Purchase Options**

- 5.5.1. Suppliers should outline a comprehensive assessment-to-pay protocol for establishing an MPS instance. Inclusive of, but not limited to how an MPS proposal is generated and accepted, how monthly charges are calculated and invoiced, what options USF has to pay invoices. Please note the solution should assume there will be one central billing address for each College/Department where all invoices are approved.
- 5.5.2. Supplier should provide a plan for USF to be able to generate revenue from a managed print program.
- 5.5.3. Supplier will ensure all MPS devices added are co-termed to the original college MPS agreement. The terms must not exceed the total years of the initial term of the Agreement or any possible renewal periods and will expire on the same date.

5.6. **Program Administration**

5.6.1. Account Management

Supplier will designate a dedicated account representative to assist in all activities associated with the service and maintenance of the account. This person could be the Program Manager or designated by the Program Manager. This person shall be a dedicated resource for USF.

USF customers will have access to their corresponding customer service representative during normal business hours of every business day. Normal business hours are defined as 8:00 a.m. to 5:00 p.m., except Saturdays, Sundays and University Holidays. Please include contact information with phone, email, fax, etc.

5.6.2. Program Manager

USF is looking for the awarded Supplier to function as the Program Manager that will manage the diverse MFD fleet, to optimize the print environment, and reduce document spend having balanced deployment of devices. USF is looking to partner with a Supplier who can provide the appropriate managed services to ensure the success of this program and future improvements. Suppliers that can demonstrate expertise in managing the output environment to allow employees to concentrate on their core competencies will be considered.

The Program Manager will be responsible for the assessment of a given print area unit, identification of services, supplies, and print devices appropriate for the unit, factor in employee ratio and document workflow and produce a total cost comparison between assessed equipment state and optimized print environment plan. The comparison must provide preliminary estimated cost savings. Given the responsibilities of the Program Manager, this solicitation is seeking proposals for recommended campus device

strategy, program development including development of savings models, and creation of a device implementation plan for campus including moves, adds, and changes (MACs).

Additional responsibilities of the Program Manager shall include regular business review meetings to discuss the success of the program, identify gaps and improvements, and identify opportunities to grow the program. Program Manager annually, will perform an Equipment Optimization in order redistribute MFD to other locations based on analysis. This could occur in situations where MFDs are producing well below or above their expected volumes within an optimal or best value state upon analysis. Relocation of equipment on the same campus will be performed by the Program Manager at no charge.

5.6.3. Organization Escalation Path

Supplier should have a clear escalation path for dispute resolution or performance correction.

5.7. **Assessments**

Supplier should have a clear process when conducting a print environment assessment, and key factors considered when recommending hardware and services.

Supplier will conduct, at no cost, assessments and prepare proposals for college, VP areas or campuses with the input of USF Procurement and USF IT for MPS which will include:

- Fleet rightsizing.
- Cost savings
- Acquisition Factors
- Relocation and redeployment of existing equipment
- Protocol for continuous assessment and redeployment of fleet for equal utilization.