

HOUSTON COMMUNITY COLLEGE SYSTEM

REQUEST FOR PROPOSAL (SERVICES)

Print Manage Services-Multi-Function Devices and Printers

RFP NO.: 19-49

ISSUED BY:

Procurement Operations Department

FOR:

Information Technology Department

PROCUREMENT OFFICER:

Marilyn Vega - Sr. Buyer

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**PROPOSALS ARE DUE AT THE ADDRESS SHOWN BELOW
NO LATER THAN:**

May 23, 2019 by 2:00 p.m. (local time)

at

Houston Community College

Procurement Operations Department

3100 Main Street, 11th Floor

Houston, Texas 77002

Ref: RFP 19-49 – Print Manage Services-Multi-Function Devices and
Printers

Visit the [HCC Procurement Operations Department website](#) to get more information on this and other business opportunities. While at our website we invite you to [Register as a Vendor](#), if already registered, please confirm your contact information is current.

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Exhibit Number	Exhibit Title
Exhibit No. 1	Locations and Average Copy/Print Volumes
Exhibit No. 2	Price Sheets

NOTE: All noted Attachments are to be completed and submitted with Proposal, Attachments 1, 5 and 7 must be signed and notarized.

SOLICITATION SCHEDULE

The following is the anticipated solicitation schedule including a brief description for milestone dates:

Solicitation Milestone	Date & Time
RFP released and posted to HCC’s & ESBD’s websites	April 23, 2019
Pre-Proposal Meeting (Non-Mandatory) will be held by the Procurement Operations Department at 3100 Main Street (2nd Floor) Houston, Texas 77002	May 2, 2019 at 10:00 a.m./(local time)
Deadline to receive written question/inquiries	May 9, 2019 by 2:00 pm (local time)
Responses to written questions/inquiries (estimated)	May 14, 2019
Proposal Submittal Due Date	May 23, 2019 by 2:00 pm (local time)
Anticipated Board Recommendation and Approval	August, 2019

NOTE: Houston Community College reserves the right to revise this schedule. Any such revision will be formalized by the issuance of an addendum to the RFP and posted on Procurement Operations web site for your convenience.

Section 1 – Project Overview & Scope of Services

1. Project Overview

The Houston Community College, (“HCC” or “College”) seeks proposals from qualified firms for Selection of a Preferred Supplier to provide Multi-Function Printers (MFP), including the hardware and services more specifically described in Scope of Work of this RFP (collectively, the “**Services**”). Qualified respondents are invited to submit a written response outlining your qualifications and experience to provide the services as described in the Scope of Services, and in accordance with the terms, conditions and requirements set forth in the Request for Proposal (RFP). The successful proposer will provide the scope of services in accordance with all applicable laws, regulations and professional standards.

HCC seeks to identify a potential supplier or suppliers that will provide the most practical and cost effective business model to serve the needs of the College, students, faculty and staff. The successful Proposer will be referred to and designated as “**Preferred Supplier.**”

The goal of this RFP is to work toward solutions that will minimize cost, while maintaining or improving current service levels across the College system. Proposers should provide solutions involving SBE suppliers, where possible. HCC will team with one or more Preferred Suppliers and develop a relationship that will produce a win-win for all parties and establish practical business processes and procedures that will foster a strong working relationship.

Proposer is invited to submit a proposal to establish a strategic business alliance with HCC that will maximize the resources of both organizations to most effectively meet the requirements specified in this RFP document. Specifically this RFP process should:

- Provide a comprehensive and guaranteed pricing structure for the Services;
- Leverage the aggregate purchasing volumes of the HCC system;
- Achieve cost savings for the College system;
- Improve overall customer satisfaction; and
- Enhance relationships between Preferred Supplier and the College.

HCC is seeking to reduce the total acquisition cost of MFPs while creating synergies between each College campus and the Preferred Supplier(s).

1.1 Background Information

Houston Community College (HCC) is composed of 15 Centers of Excellence and numerous satellite centers that serve the diverse communities in the Greater Houston area by preparing individuals to live and work in an increasingly international and technological society. HCC is one of the Country’s largest singly accredited open-admission, community colleges offering associate degrees, certificates, workforce training, and lifelong learning opportunities.

To learn more, visit <https://www.hccs.edu/about-hcc/institutional-research/hcc-fact-book/>

Houston Community College currently uses Xerox MFPs. Based on data provided below, the estimated value of this RFP is approximately \$800 thousand annually, with the following particulars:

Total number of multi-functional devices	225
Total annual black-and-white print volume	1.2 billion pages
Total annual color print volume	47.5 million pages

THE ABOVE FIGURES ARE ESTIMATES ONLY. SERVICES PURCHASED UNDER ANY AGREEMENT RESULTING FROM THIS RFP MAY INVOLVE MORE OR LESS THAN THE ESTIMATES PROVIDED. HCC DOES NOT REPRESENT, WARRANT OR GUARANTY THAT HCC WILL PROCURE ANY PARTICULAR DOLLAR VALUE OR ANY PARTICULAR QUANTITY OF SERVICES UNDER ANY AGREEMENT RESULTING FROM THIS RFP, AND HCC SPECIFICALLY DISCLAIMS ANY SUCH REPRESENTATIONS, WARRANTIES AND GUARANTIES.

Proposers are encouraged to propose terms and conditions offering the maximum benefit to HCC in terms of (1) hardware and services provided to HCC, (2) total overall cost to HCC, and (3) project management expertise. Proposers should describe all educational, state and local government discounts, as well as any other applicable discounts that may be available to HCC in a contract for the Services.

1.2 Pre-Proposal Conference

A pre-proposal conference will be held at a time and location as indicated in the Solicitation Schedule above. Attendance at this conference is advised if your firm wishes to ask any questions in connection with this RFP. *Please print a copy of the RFP and bring it with you, as no additional copies will be provided at the conference.* The College intends to present general information, which may be helpful in the preparation of proposals, and to offer firms the opportunity to ask questions concerning this RFP.

The pre-proposal conference also provides opportunities for respondents to network and establish SBE and/or subcontracting relationships.

1.3 Contract Term

It is anticipated that the contract term for contract(s) awarded resulting from this solicitation, if any, will be five (5) years with the option to renew for the same terms. Further, HCC reserves the right to extend the contract term on a month-to-month basis, not to exceed three (3) months upon the expirations of the initial term and any successive renewal term.

2. Scope of Services

The Houston Community College, ("HCC" or "College") seeks proposals from qualified firms to replace/maintain all of HCC's copier/printer fleet. The selected vendor will provide HCC with a replacement plan of industry recognized multifunction copy, scan and print devices capable of reliably performing all common functions in accordance with the scope of services noted below. The successful proposer will provide the scope of services in accordance with all applicable laws, regulations and professional standards.

HCC is soliciting competitive sealed proposals from Proposers having suitable qualifications and experience providing goods and services in accordance with the terms, conditions and requirements set forth in this RFP.

Houston Community College, ("HCC" or "College") seeks proposals from qualified firms to provide MFPs, including the hardware and services more specifically described in Scope of Work of this RFP. The Preferred Supplier(s) will work collaboratively with HCC's Information Technology Department, as well as, end user to replace and maintain HCC's entire fleet of MFPs. HCC reserves the right to award separate contracts to multiple contractors.

HCC seeks to partner with manufacturer(s) and reseller(s) with strong manufacturer relationships for a solution that addresses HCC's technical, functional and service needs through best-in-class cost and service. HCC intends to identify a Preferred Supplier(s) to standardize equipment makes and models, reduce device quantities and costs, manage programs for current and future print environments, and create financial and operational efficiencies for the College.

A list of the copiers, print volumes and models is attached. See Exhibit 1: Locations and Average Copy/Print Volumes. The quantities and specifications called for in this document are based on perceived needs, but may at the discretion of HCC be adjusted as needed in order to satisfactorily meet the needs of HCC.

The hardware included in the scope of this RFP includes the existing deployment of Xerox Multifunctional Devices (black-and-white and color). HCC is pursuing multiple pricing solutions, including lease, cost per copy, and purchase for Multifunctional Devices, with an all-inclusive price to include hardware, all consumable supplies (except for paper), service and maintenance. HCC does not use stand-alone FAX machines except in a few areas.

2.1 General

The general services within the scope of this RFP include the following:

Implementation and asset management services including site-by-site optimization of services and equipment, and management of assets in a central database with full control, to include:

- 2.1.1 Implementation and transition services;
- 2.1.2 Asset management and control services including device management software, utilization tracking and physical inventories;
- 2.1.3 Post-implementation management of service operations including help desk, full break-fix, preventative maintenance, replenishment of certain supplies, and end-user training; and
- 2.1.4 Program management and services support, including reporting, monitoring and project management involving risk, quality and change management.

2.2 Minimum Requirements

The minimum requirements and the specifications for the products and services, as well as certain requests for information to be provided by Proposer as part of its proposal, are set forth below. As indicated above, the successful Proposer(s) is referred to as the "Preferred Supplier."

Each proposal must include information that clearly indicates that Proposer meets each of the following minimum qualification requirements:

- 2.2.1 Proposer must have a minimum of five (5) years' experience in the University/College and higher education settings or large K-12 school districts.
- 2.2.2 Proposer must have managed a fleet size of a minimum of 200 devices across various college campuses, buildings and departments.
- 2.2.3 Proposer must have proven experience on boarding and implementing the transition of a large volume of print services across multiple locations.
- 2.2.4 Proposer must be capable of providing management of maintenance support, including preventive maintenance, on-site repairs, break-fix, site inspection diagnostics, and supply management.
- 2.2.5 Proposer must be capable of providing fleet management to include comprehensive service installation, removal and salvaging, automated service dispatch, and equipment reallocation and replacement.
- 2.2.6 Proposer's equipment offering must comply with all federal, state, local regulations applicable to such products.

2.3 Proposer must submit the following information as part of Proposer's proposal:

- 2.3.1 In its proposal, Proposer must indicate whether it will consent to include in the Agreement the "Access by Individuals with Disabilities" language that is set forth in Appendix A, Access

by Individuals with Disabilities. If Proposer objects to the inclusion of the "Access by Individuals with Disabilities" language in the Agreement, Proposer must, as part of its proposal, specifically identify and describe in detail all of the reasons for Proposer's objection. NOTE THAT A GENERAL OBJECTION IS NOT AN ACCEPTABLE RESPONSE TO THIS QUESTION.

- 2.3.2 Proposers will provide answers to the questions listed in the Proposer's Survey ("Proposer's Survey") (ref. Section 2.4 of this RFP) to the best of Proposer's knowledge, as responses may be incorporated into the Preferred Supplier Agreement. The questions in the Proposer's Survey will provide HCC with additional information about Proposer and various efficiencies and economies of scale that Proposer may provide to the College.
- 2.3.3 Although Proposer may only offer a portion of the services listed in the Price Schedule (ref. Appendix C to this RFP) and within the Proposer's Survey (ref. Section 2.4 of this RFP), Proposer should submit pricing for as many of the identified items as possible.
- 2.3.4 Proposer should submit information regarding Proposer's account management, service capabilities, competitive advantage, value-added offerings, and other information requested in the Proposer's Survey (ref. Section 2.4 of this RFP).

Note: As part of the final selection process, Proposer may be asked to provide a formal presentation and product demonstration mockup prior to final selection of Preferred Supplier and contract award. Proposer's presentation and product demonstration mockup will allow HCC to clarify any technical, quality, or pricing questions that may arise in connection with Proposer's proposal.

2.4 Requirements:

Supplier must submit a proposal for a solution that replaces the entire multifunction copy/print fleet. The proposal must clearly include separate pricing for the following:

- 2.4.1 Quantity, description and total cost of the equipment
- 2.4.2 Per unit costs of solution with options to increase/decrease to meet needs at HCC's discretion
- 2.4.3 Monthly service cost on a per copy/print basis
- 2.4.4 Optional features
- 2.4.5 All equipment provided for this solicitation must be brand new, factory-authorized equipment with full warranty.
- 2.4.6 Vendor shall indicate Manufacturer Name and Model number for each piece of equipment proposed, include technical specifications, and warranty guarantee information with their proposal.

2.5 Service

- 2.5.1 Four-hour response time to service calls placed during the hours of 7:30am to 4:00pm, Monday – Friday, excluding holidays, with one-hour response if all copiers are out of service in a single location
- 2.5.2 One-hour confirmation of service call receipt
- 2.5.3 One-business day maximum downtime for equipment problem resolution
- 2.5.4 If during the service call, it is determined that a device cannot be repaired in-place within 48 hours, vendor shall offer a loaner - another copier of like size and features - at no additional cost to HCC. The option to accept the loaner shall be at HCC's discretion.
- 2.5.5 No cost equipment moves and relocations (5-day advance notice)
- 2.5.6 Maintenance Agreements for multi-function devices must include supplies with the exception of paper and staples. Cost per copy rates must be clearly indicated on the vendor's proposal.
- 2.5.7 Vendor shall provide Full-Service Maintenance that covers all parts, labor, tools, equipment and transportation necessary to provide routine maintenance and any repairs as needed throughout the term of the lease, with no additional cost to HCC.

- 2.5.8 All service must be provided by a Manufacturer Authorized Representative and all repairs performed by Manufacturer Certified Technicians for the models set forth in the proposal.
- 2.5.9 Selected vendor will perform all preventative maintenance (PM) service as recommended by the OEM. PMs are an integral part of any multi-function copier maintenance.
- 2.5.10 A service log shall be provided on the inside of each multi-function copier and maintained by the vendor.
- 2.5.11 Selected vendor shall maintain a toll free phone number for Customer Support, which will include assistance with service calls and supply orders for the leased equipment.
- 2.5.12 All supplies shall be delivered within 3 business days with the exception of backordered items, in which case the site will be notified of the expected delivery date. All supplies shall be clearly marked with the site/department, address and contact name.
- 2.5.13 Selected vendor shall provide return goods authorization labels for the recycling of all such empty equipment supply cartridges, such as, ink, etc.
- 2.5.14 All parts and supplies are to be Original Equipment Manufacturer (OEM) type only.
- 2.5.15 Obtaining meter readings shall be the responsibility of the selected vendor via automatic reporting.
- 2.5.16 Selected vendor shall provide monthly reports with site/department and individual employee usages available on line and in written form. If optional, identify all cost (i.e. equipment, software, installation, etc.) and technical requirements necessary to the operation of this feature.

2.6 Service Management

- 2.6.1 Centralized equipment monitoring and management system
- 2.6.2 Ability to initiate service requests via web and /or telephone
- 2.6.3 Email confirmation-acknowledging receipt of service requests
- 2.6.4 Detailed logs of service within 1 week of service call
- 2.6.5 Escalation path provided by vendor when service is not satisfactory

2.7 Service Conduct

- 2.7.1 Vendor personnel must comply with all HCC policies regarding employee conduct while on HCC property
- 2.7.2 Vendor personnel must be factory trained, uniformed and clearly identified with an ID badge.
- 2.7.3 Vendor personnel must fully cooperate with HCC personnel in the timely resolution of requests
- 2.7.4 HCC is not responsible for any tools, computers, equipment, or personal items brought onto campus by vendor personnel
- 2.7.5 All copies or "clicks" made by the Vendor in the performance of their maintenance duties must be exempt from HCC's overall cost

2.8 Supply Capabilities

- 2.8.1 Monitoring and management system should, at a minimum, allow for remote monitoring and possible automatic reordering of consumables
- 2.8.2 Vendor technicians must carry ample parts inventory to return all MFD equipment to service within one business day after commonly occurring failures or malfunctions
- 2.8.3 Parts supply/warehouse must have the ability to overnight parts at no cost to HCC
- 2.8.4 Parts and consumables such as staples, will be supplied upon request by HCC within one business day.

2.9 Training

- 2.9.1 Primary staff training is to be completed no later than one week following delivery and installation.
- 2.9.2 Ongoing, additional training shall be available to the District throughout the duration of the agreement, at no additional cost to the HCC.

2.10 Device Specifications

Device recommendations as well as quantity shall be based on a recommended monthly volume that meets the information provided in Exhibit 1: Locations and Average Copy/Print Volumes for current location devices and volumes. Vendors must provide "optimum volume range" and "recommended average monthly volume" with the number of service calls expected per year at the specified volume. This information must be included for each proposed model and come directly from the equipment manufacturer. Each Site's copier needs will determine the final equipment configuration of each unit. The OEM shall provide specification sheets listing all accessories, features, functions and technical requirements of each model copier.

The proposed equipment shall, at a minimum, meet the following requirements:

- 2.10.1 Newly manufactured with no used or refurbished parts.
- 2.10.2 Have the ability to cue a job requiring resources while allowing subsequent jobs to process around it. (Print around capability).
- 2.10.3 Have the ability of reducing and enlarging documents in preset increments.
- 2.10.4 Include a high capacity paper deck and high capacity document feeder.
- 2.10.5 Have scan-to-email and color scanning capability.
- 2.10.6 Have LDAP support.
- 2.10.7 High capacity/color MFPs must have a minimum of 3,500 sheet paper feed capacity.
- 2.10.8 High capacity/color MFPs must have a minimum of scan speeds of 240ipm (impressions per minute)
- 2.10.9 High capacity MFPs are to include full offset stacking and finishing (50 sheet stapling on any corner and booklet) capabilities.
- 2.10.10 High capacity MFPs are to include 3-hole punch capability.
- 2.10.11 Have the capability of restricting user access by the use of security codes, and shall provide a secure print option.
- 2.10.12 Must provide toner level alerts.
- 2.10.13 Have the capability of handling copy paper of standard weight (20 lb.) through cover paper (65 lb.) and easily handle color paper.
- 2.10.14 Capable of producing double-sided copies/prints.
- 2.10.15 Rated at a speed of approximately 50 prints per minute (ppm) or faster are required to have the capability of printing on stock ranging from 20 lb. bond to 110 lb. index, on sizes letter (8 ½ x 11), legal (8 ½ x 14) and ledger (11 x 17).
- 2.10.16 Have the following paper capacity, using standard 20 lb. copy paper:
 - 8 ½ x 11 paper supply – minimum of 1,000 sheets
 - 8 ½ x 14 paper supply – minimum of 500 sheets
 - 11 x 17 paper supply – minimum of 250 sheets (may be an adjustable tray)
- 2.10.17 Capable of printing on different types of labels.
- 2.10.18 Shall possess an Automated Document Feeder that has dual scan capability and accommodate 100 sheets of 20 lb. bond paper.
- 2.10.19 Have a bypass tray for printing on specialized stock.
- 2.10.20 All copiers should be configured with anti-virus software and have built-in image overwrite software.
- 2.10.21 Capable of printing from any desktop PC and/or MAC within HCC's network using an Ethernet TCP/IP protocol network connection.
- 2.10.22 Capable of connecting wirelessly to the HCC network.
- 2.10.23 Capable of Follow-My printing and cloud printing
- 2.10.24 Compatible with PaperCut version 18.2 or equal
- 2.10.25 Have the ability to read barcode, RFID and/or fob reader to identify individual user and mailbox secured access for users. Barcodes, RFID or fob reader must include feature to set and/or restrict copy allowances by user.
- 2.10.26 Allow HCC to monitor printing/copying across HCC

- 2.10.27 Allow for user quota management.
- 2.10.28 Full integration with Microsoft Active Directory.

2.11 Proposer's Survey

The Proposer's Survey contains a list of additional questions the Proposer will answer when responding to this RFP. If Proposer needs to submit additional supporting information, refer to the supporting information in responses to the Proposer's Survey and attach supporting materials in a logical and clear manner. Any supporting information must be included in electronic form and must follow the following naming convention: (<Proposer Name> - <Question Number> - Response - <File Name>).

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Section 2 – Price Proposal

1. Instructions

Proposer must complete this section in its entirety, and may supplement this section with additional pages as to provide HCC with a more detailed breakdown, backup and/or options of related cost associated with the services being solicited in this solicitation. The Total Cost for the solution provided must be a turnkey cost inclusive of but not limited to travel and living expenses.

2. Total Cost

Provide a Total Cost (to include all travel and living expenses) for the proposed solution. The Total proposed cost will be a firm fixed cost for the life of the contract.

Refer to Exhibit No. 2 Price Sheets

3. Price Evaluation

Price points shall be calculated based on the following formula:

Lowest Total Proposed Cost/Proposer's Total Proposed Cost X Available Price Points = Price Score.

4. Price Proposal Signature

The information in this RFP is to be utilized solely for preparing the proposal response to this RFP and does not constitute a commitment by HCC to procure any product or service in any volume.

Name:	
Title:	
Date:	
Signature:	

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APPENDIX A

ACCESS BY INDIVIDUALS WITH DISABILITIES

Access by Individuals with Disabilities. Contractor represents and warrants (the "EIR Accessibility Warranty") that the electronic and information resources and all associated information, documentation, and support that it provides to College under this Agreement (collectively, the "EIRs") comply with the applicable requirements set forth in Title 1, Chapter 213 of the *Texas Administrative Code* and Title 1, Chapter 206, Rule §206.70 of the *Texas Administrative Code* (as authorized by Chapter 2054, Subchapter M of the *Texas Government Code*.) To the extent Contractor becomes aware that the EIRs, or any portion thereof, do not comply with the EIR Accessibility Warranty, then Contractor represents and warrants that it will, at no cost to College, either (1) perform all necessary remediation to make the EIRs satisfy the EIR Accessibility Warranty or (2) replace the EIRs with new EIRs that satisfy the EIR Accessibility Warranty. In the event that Contractor fails or is unable to do so, then College may terminate this Agreement and Contractor will refund to College all amounts College has paid under this Agreement within thirty (30) days after the termination date.

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APPENDIX B

SUPPLIER RELATIONSHIP MANAGEMENT

Supplier Relationship Management (“SRM”) Program Requirements

Quarterly Business Reviews (“QBRs”) of Preferred Supplier’s performance under this Agreement will be conducted by the HCC Administrator on behalf of HCC beginning six (6) months after the Effective Date of this Agreement and then every three (3) months thereafter. The College may elect to establish a local level supplier relationship management program by a separate mutual agreement with Preferred Supplier.

Quarterly Business Reviews

Prior to each QBR, Preferred Supplier’s performance will be evaluated by HCC and, at HCC’s request, one or more College, based on the five (5) Key Performance Indicators (“KPIs”) listed below. Preferred Supplier will be rated by HCC and the College on its performance under each of these KPIs. HCC and the College will also determine an overall rating for Preferred Supplier’s performance during that quarter. The results of such ratings will be subsequently set forth in percentage scores for Preferred Supplier’s performance that will be reported out in a scorecard that HCC and the College provide to Preferred Supplier during the QBR.

- a. Account Management**
- b. Price Compliance**
- c. Service & Support**
- d. Customer Satisfaction**
- e. To Be determined**

After the initial implementation period of six (6) months starting on the Effective Date, Preferred Supplier must obtain a minimum score from HCC and the College of 90% or better on each KPI and on the overall rating for each quarter during the remaining term of this Agreement. The scorecard will be reviewed by Preferred Supplier, HCC and the College during each QBR.

Corrective Action Plan

HCC will notify Preferred Supplier during a QBR if Preferred Supplier receives a score of less than 90% during the previous quarter for (1) any KPI or (2) its overall score. Within fifteen (15) calendar days after receipt of such notice, Preferred Supplier will provide HCC with a written corrective action plan (“CAP”) acceptable to HCC to address such unacceptable scores. At a minimum, the CAP will address Preferred Supplier’s performance issues resulting in unacceptable score(s) and contain a root cause analysis of the problems causing such performance issue, proposed solutions to those problems, proposed process modifications to prevent reoccurrence of such problems, a time frame for Preferred Supplier’s implementation of the proposed solutions and process modifications, and the person(s) who will be responsible for Preferred Supplier’s implementation of the CAP. The CAP will be presented to the HCC Administrator for concurrence prior to implementation. Concurrence with the CAP by the HCC Administrator will not be unreasonably withheld or delayed. Concurrence with the CAP will not constitute a waiver by HCC of its right to exercise all remedies available under this Agreement or Applicable Law.

Corrective Action and Remedies

If Preferred Supplier’s implementation of the CAP does not result in a minimum score on each KPI of 90% or better and an overall score of 90% or better, during each subsequent calendar quarter, HCC may:

- revisit and/or re-solicit the marketplace for the Services, or
- exercise other remedies available under this Agreement or Applicable Law

Performance Review Reporting and Metrics

Preferred Supplier will prepare and deliver the following reports to HCC and Procurement Operations Contracting for review at each QBR. Customer Satisfaction Reports and Metrics below will be prepared and provided by HCC at each QBR.

APPENDIX C
Reports and Metrics

ACCOUNT MANAGEMENT REPORTS & METRICS
Year-to-date and period over period spend.
Spend versus previous quarter and year.
Price rationalization activities and impact on savings and value-add.
Number/Percentage of items incorrectly shipped. Not to exceed 1%.
PRICE COMPLIANCE REPORTS & METRICS
Number/Percentage of invoice price discrepancies: Not to exceed 2%
Non-Standard items with invoice price discrepancies: Not to exceed 5%
ORDERING AND DELIVERY PERFORMANCE REPORTS & METRICS
Number of return orders
Average ship days
Fill rate percentage - 98% for catalog Products
Report on back-ordered line detail
SERVICE AND SUPPORT REPORTS & METRICS
Number of days account managers accessible for College.
Response time to respond to technical support calls placed by College: Not to exceed 24 hours
Any new IT or technology enhancements will be offered to College as a priority customers: 100% of information will be disseminated to priority customers
Order discrepancy resolution rate and response time. Not to exceed 48 hours
CUSTOMER SATISFACTION REPORTS & METRICS
Semi-Annual survey of end users
Overall customer service rating of "satisfactory" greater than 90%

All reports may be modified by the College within Preferred Supplier's reasonable capabilities to meet local requirements and service levels. Metrics may be revised upon mutual agreement between Preferred Supplier and HCC.

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HCC

MFD MINIMUM SPECIFICATIONS FOR MANAGED PRINT SERVICES RFP

Instructions: Proposers are to provide pricing for their top 3 selling black and white, and top 3 color standard base model MFD's in the low, mid and high range. All machines must meet or exceed the specifications listed below. Proposers must have documented qualifications/specifications on each piece of equipment. Pricing shall be all-inclusive - Hardware (Print, Copy, Fax, Scan, Email), all consumables (including staples, paper, toner), maintenance, service, and shipping. HCC will not recognize or accept any charges or fees to perform the scope of work that are not specifically stated in the Proposer's response.

Paper trays, media types and sizes to meet industry standards with a minimum of letter, legal, executive and envelope.

Network and email capable

Print and copy resolution: Minimum of 600 dpi for B/W and Color

Print Speed: Low range minimum of 20 ppm, Mid-range minimum of 35 ppm, High range minimum of 60 ppm

Copy Speed: Low range minimum of 15 cpm, Mid-range minimum of 25 cpm, High range minimum of 35 cpm

VALUE-ADDED SERVICES

Proposer should provide detail on any additional value-added services that would be provided to HCC at no cost or at an additional discount as a result of being awarded a contract for this RFP. Value-Added Services will be included in the evaluation of Proposer's RFP submission.

VALUE ADDED ACCESSORIES:

ADDITIONAL SERVICES:

OTHER VALUE-ADDED OFFERING:

Proposer Survey Questions

Background Information

References

Please provide three existing "non HCC" customers (preferably College/University or K-12) who can be contacted for a reference related to the product and services described in the RFP. Details should include: - a brief outline of the services provided - the length of time that services have been provided - a named contact who can be approached for a reference and their contact details. Reference sites should be comparable to the Service required by HCC and should be contacted by the Proposer in advance of the Proposal response to ensure that they are available to provide a reference.

Provide two financial references (1 trade reference and 1 financial institution/bank reference). List should include Company Name, Mailing Address, Telephone Number, E-mail, Contact Person and Length of Financial Relationship.

Account Management & Services

1. Will your company assign a senior account manager to manage the overall contractual relationship with the College?

2. Will your company assign individual account managers as necessary to each participating institution?

3. What is the average response time for an account manager(s) to respond to initial requests?

< 1 hour	100
< 4 hours	100
< 8 hours	75
< 24 hours	50

4. Is your support line that is dedicated to the College based in the US?

5. Will your company allocate funds to market this Managed Print Services contract?

6. Will your company support marketing efforts of the contract to users? If yes, Check all that apply
 - Electronic marketing material
 - Distribution of marketing material on campus
 - Kick-off Events
 - On-line tutorials
 - Customer training
 - Seasonal Promotions and Specials

7. Please detail your company's problem resolution process for customer complaints and concerns.

Reporting

1. The College requires the following reporting hierarchy for purchases. Please state your company's ability to report on each level listed below. Check all that apply.

- User Level
- Cost Center
- Campus/Department
- Contract

2. Indicate which standard reports are available. Check all that apply.

- Disposal asset reports
- Received asset reports
- Over deliveries & Returns
- Product volume by account
- Order reporting by serial number
- Green product utilization
- Parts Tracking
- Order fulfillment
- Average Order Value
- Performance against Agreed Service Levels
- Delivery Performance

3. How frequently can reports be provided?

- On Demand
- Weekly
- Monthly
- Quarterly
- Annually

4. Are reports available real-time via an internet website or portal?

5. If yes, can the report be downloaded into a usable format, i.e. Excel?

6. Does your company currently provide custom reporting capabilities?

Pricing

1. Will your company allow for quarterly or semi-annual review and revision of the contracted equipment?

2. Will your company extend the same discount percentage on any new equipment added to the Price Schedule?

3. Will your company offer equivalent models of equipment at the same price quoted in their proposal? For example, if a quoted model is discontinued.
4. Is your company offering a cost-per-copy pricing solution?
5. If yes, for what period of time will your company offer fixed pricing for a cost-per-copy solution?
- 12 months
 - 18 months
 - 24 months
6. Is your company offering a lease pricing solution?
7. If yes, for what period of time will your company offer fixed pricing for the lease solution?
- 6 months
 - 12 months
 - 18 months
 - Other
8. For what period of time will your company offer fixed pricing for the purchase of equipment?
- 6 months
 - 12 months
 - 18 months
9. Does Proposer's pricing include shipping, installation and disposal?
10. If no, what are your standard shipping, installation and disposal costs?
11. Does Proposer's pricing/print allowance for the cost-per-copy solution include copies, prints, scans and faxes?
12. Does Proposer's pricing for the lease solution include copies, prints, scans and faxes?
13. Does the cost per copy price remain the same, regardless of the page size printed or toner coverage on the page?
14. Does your company charge automatic renewals?
15. Does your company charge for copies or prints completed by service technicians?
16. Provide details of your company's charge-back/credit policy for poor quality copies generated due to machine malfunction or operator error.

17. Does your company charge for scanning images?
18. Will your company offer early start-up or transition incentives if awarded a contract?
19. If yes, please describe your company's proposed early start-up or transition incentive program.
20. Would your company offer any incentives to overcome the potential of termination fees with current leases or contracts in place?

Payment Terms

1. Does your company offer early payment discounts?
2. If yes, please provide your company's offering for early payment discounts.

Invoicing Processes

1. Can your company provide summary invoicing for each HCC Campus location?
2. Can your company provide invoicing by account?
3. Can your company provide invoicing by sub-account?
4. Can your company provide a paper invoice if required?
5. Can invoices be sent in XML format via internet?
6. Can invoices be sent via ACH?

Ordering

1. Does your company offer online ordering for all products?
2. Does your company have the ability to create a custom website portal containing a tailored catalog for the College?
3. Does each user have a unique ID and Password to access your company's electronic ordering system?
4. Does your company provide an online order confirmation?
5. Does your company order system support a workflow approval hierarchy?
6. Can users place orders for multiple pre-approved ship-to addresses?
7. Can pre-defined order value limits be enforced by user ID?

8. Do you require a minimum order value? If yes, please describe.

9. Can your company set pre-defined spending limits per cost center?

Returns

1. What is the maximum period of time for unconditional (no questions asked) return of new equipment purchases?

- 30 days
- 60 days
- 90 days
- 120 days

2. Excluding shipping, what fees are associated with return of products (e.g. restocking fee, etc.)?

3. Will you waive any one of the fees listed as part of your offering in certain situations?

4. If yes, please list the fees that you are willing to waive.

Leasing

1. Does your company currently work with a third party leasing company?

2. Does your company offer a lease program for equipment?

3. If your company offers a lease program, please attach your Leasing Program proposal. Please ensure that at a minimum your program addresses the following items; hard drive disposal, warranties, refresh program, asset monitoring, asset tagging, and specific installation periods, service and maintenance.

4. Is your company willing to hold lease rates for a fixed period of time regardless of the slight fluctuation in the Treasury Yield?

5. If yes, for how long will you fix the rate?

- 6 months
- 12 months
- 18 months

6. What is your company's standard lease rate adjustment period?

- Daily
- Monthly
- Quarterly
- Yearly
- Other

7. Please describe what steps are taken to ensure your lease rates stay competitive with suppliers in the leasing market.

Warranty

The following warranty questions are related to a Purchasing price structure:

1. What are your company's available warranty programs? Please list all available offerings.
2. When purchasing equipment, what services are included in the standard warranty?
3. Are there additional charges associated with service after the warranty period has expired? If yes, please explain.
4. What is the process for onsite repair by a technician? Please describe.
5. What is the average time it takes for your company to provide onsite repair services?
Propose a guarantee minimum return to service time.
6. At what point and degree would a machine be replaced due to continuous maintenance needs?
7. What is the procedure for resolving a machine with frequent problems?
8. Do you provide a "lemon policy" on equipment with recurring technical issues?
9. If yes, please provide detail regarding the requirements of the "lemon policy".
10. Do you offer any satisfaction guarantees? If yes, please describe.
11. Does Proposer offer a replacement guarantee? If yes, provide details and requirements.

Inventory Management

1. Does your company affix customer furnished asset tags?
2. Does your company provide electronic asset tagging for customer furnished tags?
3. What standard asset tag reports does your company provide? Please describe and list reports.
4. What unique inventory management solutions can your company provide as part of its proposal?

5. What is the recommended number of on-site individuals assigned in accordance to fleet size?

Training

1. Will Proposer provide end-user training at no charge?
2. If yes, please list all training provided by your company at no charge.
3. If no, please explain.
4. When would additional training fees apply? Please describe.

Implementation

1. Does your company have a proven project implementation plan for on boarding a new contractual relationship/project of this size and scope?
2. If yes, please attach your company's project implementation plan, which has been successful.
3. Define the greatest implementation risks and your mitigation strategy.

Equipment and Technology Features

1. Is the equipment capable of tracking, reporting, and limiting copies, prints, scans and faxes per department or individual user?
2. Can the user manage jobs at the device — cancel, promote, release copy and/or print?
3. Is the equipment capable of receiving incoming print, fax, scan and copy jobs while processing other print jobs, and while printing a current job — all concurrently or simultaneously?
4. Can the equipment hold a job for missing resources, while printing other jobs in the queue?
5. Describe your equipment print queue limitations.
6. Describe your equipment scan-to-network capability i.e. shared drives, SMB, email, webdav, secured FTP and others.
7. For each model, will the system continue to function if one of the capabilities is inoperable (i.e., if the document handler is inoperative, will the machine still be able to print or if the fax is inoperable, will the machine still be able to make copies)?

8. What happens to printer performance when multiple users print to the machine simultaneously? Does a 45-ppm machine always perform at 45ppm, even when the machine is busy?
9. Does your company offer a print driver, supporting all major vendor MFD's, on all existing and added devices?
10. Does your company offer a "mobile" print driver, providing support for all major vendor MFD's, allowing end users to print at different locations? Please explain.
11. Does the print driver receive information from the machine, so that paper status, consumables status, and job completion notifications are instantly available to the end user?
12. Are the print drivers Mac compatible?
13. Is there a "delayed print" feature, enabling users to schedule jobs for off-peak usage periods?
14. Can users restore "all" print driver settings and "individual" tab option settings to the printer driver defaults, with one command?
15. Can users send fax jobs to the machine from their desktop? Please explain.
16. Can users view the entire integrated job queue (print, copy, scan, fax) at the device to determine if their jobs are complete or still pending?
17. Can users view job status remotely, i.e., from their desktops?
18. Can users cancel their pending jobs from their desktops?
19. Can users cancel, promote or release jobs at the device, without having to rely on an administrator with restricted access to the printer server console?

Management

1. Does your company provide real-time monitor usage reporting and break fix for equipment?
2. Does your company provide customer accessible replaceable parts (ex: fuser module, waste toner, rollers, etc.)?
3. If yes, please list all customer accessible replacement parts that will be provided.
4. What level of up time will your company offer under contract?
5. Please describe how software updates are managed.

6. Does your program provide automatic supply fulfillment and service dispatching?
7. Does your program offer web portal access to view printer fleet, device status and supply levels?
8. Does your company offer an on-line ordering system for supplies?
9. Does your company offer an on-line tracking system for service history and device information?
10. Will your company make available to HCC their entire catalog of MFDs and fax machines, including all accessories, at negotiated discounts?
11. Does your company guarantee that all equipment will be new, and meet, at a minimum, the industry performance standards, features and functions?
12. Does your company guarantee that all equipment will be suitable for use with standard electrical service upon delivery and installation?
13. Will all equipment be accompanied by manuals containing service and operations instructions?
14. Will your company provide loaner equipment of equal capacity and function, when equipment is removed for repair, or down for more than one day?
15. Will your company agree to monitoring volume of copies at each location to determine if the current equipment needs to be upgraded or downgraded?
16. Do the proposed MFDs work with multiple operating system platforms? If so, specify all platforms that are supported.
17. Does your fleet management system allow you to set proactive service flags/reminders?

SECURITY

1. Is there device access password protection to safeguard information?
2. Will institutions have the ability to change default passwords?
3. Can your equipment restrict sensitive configuration data access to administrators?
4. Can the system administrator access control functions for the equipment even when they are in use?
5. Can users secure networked devices by enabling/disabling specific devices and ports?

6. Is there a service diagnostic port restriction?
7. Is there a "Secure Print" feature, preventing unauthorized viewing or removal of important or confidential documents that have been sent to the printer?
8. Can your equipment be set up to electronically erase immediately after every job or on demand at the customers' convenience? Please explain.
9. Does the proposed equipment offer single sign-on Authentication and Verification prior to accessing network scanning, email, and fax functions?
10. Does the product ensure there is no possible way in which unauthorized users can gain access to other functions of the device or to the customer's network?
11. In addition, can faxes be automatically routed to a password-protected mailbox or stored at the device until an authorized user releases them for printing?
12. Please provide detail on the security features your system has to prevent unauthorized access to the copier and any data (copy, print, scan, and fax) stored on the MFD and any vendor independent certification of these capabilities.
13. Is the fax function certified by a government entity to separate all facsimile functions from network functions? Please explain.
14. Does the fax function retain any unencrypted data on transmissions after sending?
15. Describe any third party security certifications on the device and other security features.
16. What policies and controls exist to avert the possibility of a random dial-up connection to an analog fax board enabling an attacker to hack through an MFD operating system to the network interface card to penetrate the enterprise-wide network?
17. What controls are there on upload and change of OS / firmware?
18. What audit / review process is followed for printing / forwarding /email by user / system /device?
19. Are special characters allowed in password and can they be at a minimum 10 -14 characters?
20. Where will spare parts, supplies and loaner equipment be stocked for repairs and preventative maintenance?

Disposal

1. Does your company offer services for disposal of equipment?

2. Does your company offer hard drive sanitization of equipment?

If yes, please explain the process.

3. What is the process for drive/memory sanitization on disposal?

4. Will your company assist with disposal of current equipment owned by HCC?

5. If yes, is there a charge associated with disposal?

Energy Efficiency

1. Does your equipment offering include automatic shut off or energy saver mode after a period of no use?

2. Does your equipment offering include Energy Star compliant models?

3. Please provide detail on additional energy saving opportunities available through your company.

Other Business Related

1. Please indicate any additional "value added" services or programs not otherwise asked or disclosed herein that should be considered during the evaluation process.

2. Does your company provide a trade-in program for equipment that is three years old or less? If yes, please describe.

3. Does your company currently do business with any federal or federal sponsored entities? If yes, please list.

4. Is your company willing to work through a third party for management of print services?

Competitive Advantage

1. Briefly describe your company's advantage in the marketplace. Please provide only information not previously asked or disclosed herein.

2. Describe how your company would proactively approach generating additional cost savings for the College's spend going forward. Please provide only information not previously asked or disclosed herein.

3. Please state how your company will maintain its competitive "best value" price and non-price offering long-term.

Section 3 – Proposal Evaluations

1. Evaluation Criteria

An Evaluation Committee (“Committee”) will review all proposals to determine which proposers have qualified for consideration according to the criteria stated herein. The Committee’s evaluations will be based on all available information, including qualification statements, subsequent interviews, if necessary, reports, discussions, reference checks, and other appropriate checks. The highest rated proposer(s) evaluated by the Committee may be invited to make an oral presentation of their written proposal to the Committee.

Proposals will be evaluated using the following criteria:

Evaluation Criteria	Available Points
Firm’s Qualification and Experience (Section 4.4.c - Tab 1) and Demonstrated Qualifications of Personnel and Team (Section 4.4.d - Tab 2)	10
Proposed Approach and Methodology (Section 4.4.e - Tab 3)	25
Past Performance & References (Section 4.4.f - Tab 4)	15
Price Proposal (Section 4.4.g - Tab 5)	35
Small Business Practices (Section 4.4.h - Tab 6)	15
Total Points	100

2. Eligibility for Award

In order for a proposer to be eligible to be awarded the contract, the proposal must be responsive to the solicitation and HCC must be able to determine that the proposer is responsible and has the resources and capacity to perform the resulting contract satisfactorily. Responsive proposals are those that comply with all material aspects of the solicitation, conform to the solicitation documents, and meet the requirements set forth in this solicitation. Proposals, which do not comply with all the terms and conditions of this solicitation, will be rejected as non-responsive.

- a. Responsible proposers, at a minimum, must meet the following requirements:
 - i. Have adequate financial resources, or the ability to obtain such resources as required during the performance of any resulting contract;
 - ii. Be able to comply with the required performance schedule, taking into consideration all existing business commitments;
 - iii. Have a satisfactory record of past performance;
 - iv. Have necessary personnel and management capability to perform any resulting contract;
 - v. Be qualified as an established firm regularly engaged in the type of business necessary to fulfill the contract requirements;

- vi. Certify that the firm is not delinquent in any tax owed the State of Texas under Chapter 171, Tax Code; and is not delinquent in taxes owed to the Houston Community College System; signing and submitting the proposal is so certifying to such non-delinquency; and
 - vii. Be otherwise qualified and eligible to receive an award under applicable laws and regulations.
- b. Proposer(s) may be requested to submit additional written evidence verifying that the firm meets the minimum requirements described above and as necessary, to perform the requirements of the solicitation and be determined a responsible proposer. Failure to provide any requested additional information may result in the proposer being declared non-responsive and the proposal being rejected.
 - c. A person is not eligible to be considered for award of this solicitation or any resulting contract or to be a subcontractor of the proposer or prime contractor if the person assisted in the development of this solicitation or any part of this solicitation or if the person participated in a project related to this solicitation when such participation would give the person special knowledge that would give that person or a prime contractor an unfair advantage over other proposers.
 - d. A person or proposer shall not be eligible to be considered for this solicitation if the person or proposer engaged in or attempted to engage in prohibited communications as described in Section 5.17 - Prohibited Communications and Political Contributions.
 - e. Only individual firms or lawfully formed business organizations may apply (This does not preclude a respondent from using subcontractors or contractors.) HCC will contract only with the individual firm or formal organization that submits a response to this RFP.

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Section 4 – Instructions to Proposers

1. General Instructions

- a. Proposers should carefully read the information contained herein and submit a complete response to all requirements and questions as directed.
- b. Proposals and any other information submitted by Proposers in response to this Request for Proposal (RFP) shall become the property of HCC.
- c. HCC will not provide compensation to Proposers for any expenses incurred by the Proposer(s) for proposal preparation or for any demonstrations that may be made, unless otherwise expressly stated. Proposers submit proposals at their own risk and expense.
- d. Proposals, which are qualified with conditional clauses, or alterations, or items, not called for in the RFP documents, or irregularities of any kind are subject to disqualification by HCC, at its option.
- e. Each proposal should be prepared simply and economically, providing a straightforward, concise description of your firm's ability to meet the requirements of this RFP. Emphasis should be on completeness, clarity of content, responsiveness to the requirements, and an understanding of HCCs needs.
- f. HCC makes no guarantee that an award will be made as a result of this RFP, and reserves the right to accept or reject any or all proposals, waive any formalities or minor technical inconsistencies, or delete any item/requirements from this RFP or resulting Agreement when deemed to be in HCCs best interest. Representations made within the proposal will be binding on responding firms. HCC will not be bound to act by any previous communication or proposal submitted by the firms other than this RFP.
- g. Firms wishing to submit a "No-Response" are requested to return the first page of the Contact Award Form (ref. Attachment No. 1). The returned form should indicate your company's name and include the words "No-Response" in the right-hand column.
- h. Failure to comply with the requirements contained in this Request for Proposal may result in the rejection of your proposal.

2. Preparation and Submittal Instructions

All Attachments noted are to be completed and submitted with Proposal, Attachments 1, 5 and 7 must be signed and notarized.

3. Document Format and Content

- a. Proposal must be signed by Proposer's company official(s) authorized to commit such proposals. Failure to sign and return these forms will subject your proposal to disqualification.
- b. Responses to this RFP must include a response to the proposal requirements set forth in the Scope of Services, above.
- c. Proposals must be typed on letter-size (8-1/2" x 11") paper. HCC requests that proposals be submitted in a binder. Preprinted material should be referenced in the proposal and included as labeled attachments. Sections should be divided by tabs for ease of reference. An electronic (CD or flash drive) copy of the proposal must be provided in an Adobe Acrobat (.pdf) format.
- d. Table of Contents: Include with the proposal a Table of Contents that includes page number references. The Table of Contents should be in sufficient detail to facilitate easy reference of the sections of the proposal as well as separate attachments (which should be included in the main Table of Contents). Supplemental information and attachments included by your firm (i.e., not required) should be clearly identified in the Table of Contents and provided as a separate section.
- e. Pagination: All pages of the proposal should be numbered sequentially in Arabic numerals (1, 2, 3, etc.) Attachments should be numbered or referenced separately.
- f. Number of Copies: Submit one (1) original printed and one (1) electronic copy of your Proposal including all required HCC Forms and documents. An original (manual) signature must appear on the original printed copy and must be reflected in the original electronic copy. The electronic copies should be in non-editable .PDF format and should include the entire submission, including an individual separate file containing your price proposal. The front cover of the binder containing your response should be clearly marked with the Project Name and Number.
 - a. Proposals must be submitted and received in the HCC Procurement Operations Department on or before the time and date specified in the Solicitation Schedule.
 - b. The envelope containing a proposal shall be addressed as follows:
 - i. Name, Address and Telephone Number of Proposer;

- ii. Project Description/Title; Project Number; and Proposal Due Date/Time.
- c. Late proposals properly identified will be returned to Proposer unopened. Late proposals will not be considered under any circumstances.
- d. Telephone, Facsimile ("FAX") or electronic (email) proposals are not acceptable when in response to this Request for Proposal.

4. Proposer Response

General: Your Technical Proposal should clearly define (i) your Firm's total capacity and capabilities, (ii) your qualifications to perform the work, (iii) your ability to perform the services outlined in the Scope of Services, (iv) your understanding of HCC, and (v) what differentiates you from your competitors. At a minimum, your Technical Proposal shall include the following:

- a. Cover letter
The cover letter shall not exceed 1 page in length, summarizing key points in the proposal and shall briefly furnish background information about your firm, including date of founding, legal form (sole proprietorship, partnership, corporation/state of incorporation), number and location of offices, location of company headquarters/main office, total number of employees' company-wide and total number of employees in the State of Texas, and principal lines of business. Certify that the firm is legally permitted or licensed to conduct business in the State of Texas for the services offered.

Only individual firms or lawfully formed business organizations may apply (This does not preclude a respondent from using consultants.) HCC will contract only with the individual firm or formal organization that submits a response to this RFP.

- b. Table of Contents
Immediately following the cover letter and introduction, include a complete table of contents for material included in the response documents.
- c. Tab 1: Firm's Qualification and Experience
 - i. Qualifications & Experience of the Firm:
Provide a brief description of your firm, including the total number of supporting personnel related to providing the services of the type and kind required in this RFP.
 1. Provide firm's principal(s) and staff commitment in providing the services required in this solicitation.
 2. Provide firm's overall ability in providing the services required in this solicitation.
 3. Demonstrate firm's understanding, knowledge and experience of the solicitation requirements.

- 4. Provide examples of your firm civic activities including awards and recognitions.

- ii. Provide a detailed list where your firm has provided services of the type and kind required in this RFP during the past 3 years including but not limited to public and private organizations including: state agencies, state institutions of higher education, cities, counties, school districts, junior colleges, or other special authorities and districts.

HCC may verify all information furnished. As a minimum, include the following per project experience:

1. Project Name, Location – Year Completed.
2. Brief project description describing your experience, work performed by your firm and work subcontracted.
3. Owner's Name, title, and current phone number.
4. Identify firm's role; completion date; and contract name(s).
5. The methods of delivery used and how the firm maintains quality control.
6. Provide documented experience in providing the types of services described herein especially related to community or junior college experience or higher education facilities experience and with regard to accomplishment of past engagements involving services of the type and kind required in this RFP. List if firm was prime or subcontractor.

d. Tab 2 – Demonstrated Qualifications of Personnel and Team

This section should discuss the proposed designated staff of the responding firm (key personnel) committed to HCC and providing the services described in this solicitation.

- i. Key Personnel: Identify key personnel that would be assigned to HCC and that will provide the services described in the Scope of Services. Include an organizational chart, which identifies key personnel and their particular roles in furnishing the services required under this RFP. Describe how the team will be organized to deliver the services defined in this RFP.
- ii. Provide brief resumes (not more than one (1) page) for each key personnel. The resumes must clearly specify the number of years the personnel has been providing the type of services as described in this RFP.

Please include the following:

1. A brief description of their unique qualifications, experience and education as it pertains to services of the type and kind required in this RFP.
 2. Availability and commitment of the respondent, its principal(s) and assigned professionals to undertake the services described in this RFP.
 3. Personnel's job functions, role, percent of time to be assigned to this account and physical office location.
 4. Designate the individual, who is authorized to sign and enter into any resulting contract.
 5. Provide a list of similar accounts where they have provided services of the type and kind required in this solicitation and include detailed description of their particular role in the account and length of time on the account.
- e. Tab 3 – Proposed Approach & Methodology
This section should describe and discuss your proposed approach and methodology in providing the services of the type and kind required in this RFP. By reading the proposed approach and methodology overview, HCC must be able to gain a comfortable grasp and clear understanding of the level of services to be provided and the methods proposed by the firm to provide them. A detailed explanation shall be included to understand how the services comply with the requirements of this RFP.
- i. Proposer shall respond to all requirements and questions noted in Section 1.
 - ii. Provide a detailed implementation plan with projected start and end dates of completion for each task from delivery of service to HCC. List any required HCC resources or expectations needed in order to meet the proposed timeline.
 - iii. Proposer must provide an approach and methodology overview which consists of a concise and detailed description of the requested services proposed in response to this RFP.
 - iv. HCC intends that each proposer provide a detailed and comprehensive description of all services that the proposer will provide if it enters into a contract pursuant to the RFP.
 - v. Quality: Please identify the key metrics you propose to use to measure your performance in delivering services of the type and kind required in this RFP to HCC. Your response should indicate the frequency of the measurement, how it will be used to continually improve performance, and how this information will be shared with HCC. Your response should include how do you measure and monitor quality of work, ensure delivery is met, and how problems are tracked, escalated (if required) both internally and with the customer.
- f. Tab 4 - Past Performance and References
This section should establish the ability of the respondent (and its sub-consultant), if any to satisfactorily perform the required work.
- i. Provide contact information for the list of accounts noted in Tab 1 above, HCC may verify all information furnished.
 - ii. Describe lessons learned from previous clients for services of the type and kind required in this RFP that were not successful and what steps your firm has taken to effectively identify and mitigate from recurring.
 - iii. Demonstrate the capability and successful past performance of the firm with respect to producing high quality services, maintaining good working relations for services of the required in this RFP.
 - iv. Provide a list of all contracts that may have ended during the past 3 years; including contracts that may have been terminated or not renewed when a renewal was available. Include a detailed explanation of the circumstances related therein for any such contracts noted.
 - v. Provide a list of any work that your firm may have completed for Houston Community College during the past 3 years, including a detailed description of the work effort, performance and define if the work was completed as a contractor

directly with HCC or as a subcontractor under an engagement.

- vi. Provide letters of recommendations from other public junior or community colleges or higher education clients or other relevant references listing recently completed engagements for the services of the type and kind required in this RFP.

g. Tab 5 – Price Proposal

The Proposer/Contractor shall furnish all resources and services necessary and required to provide the services of the type and kind required in this RFP, in accordance with the Scope of Services, and the governing terms and conditions for the proposed price(s) listed in Section 2 – Price Proposal.

- i. Please include a description of any discount offered to HCC and an outline of any other fees or charges.
- ii. For the purposes of this RFP, Houston Community College will review the overall rate structure to evaluate its reasonableness for the anticipated work. Failure to fully disclose any fees or cost and to comply with the requirements herein may be cause for HCC to reject, as non-compliant, a proposal from further consideration.

h. Tab 6 - Small Business Practices

This section shall include a clear statement of the firm's commitment and plan to meet the small business goal specified in this solicitation, if any.

- i. Describe your previous experience, involvement and approach in working with certified Small Business firms; including level of effort, division of duties and providing opinions. Provide a statement detailing small business participation commitment.
- ii. At a minimum, your response must include: (a) Firm's commitment to meeting the small business participation goal for the solicitation (b) a description of previous engagements where your firm has successfully subcontracted work to small businesses including the percentage (%) of work subcontracted to these firms under each engagement; (c) a narrative outlining your overall approach to subcontracting and how you will solicit small businesses for participation as part of this solicitation; and (d) indicate what challenges you anticipate in attaining HCC's goal.

- iii. Describe your company's process for the selection of subcontractors in accordance with the statutory procedures required for the solicitation of subcontractors, including your process for evaluating subcontractors' performance while also incorporating a Small Business Development Program.

- iv. Provide a reference list of all customers noted in Tab 4 above that included a Small Business or similar program where you have performed work similar to the type of work described in this RFP. Provide the contact person and the representative who served as the Small Business Development liaison (or equivalent), telephone number and email address.

i. Tab 7 - Firm's Financial Status

- i. Please provide a statement from the president, owner or financial officer on company letterhead certifying that the company is in good financial standing and current in payment of all taxes and fees including but not limited to state franchise fees.
- ii. Is your company currently in default on any loan agreement or financing agreement with any bank, financial institution, or other entity? If yes, specify date(s), details, circumstances, and prospects for resolution.

j. Tab 8 – Business Relationship Strength

"Business Relationship Strength" for the purpose of this RFP shall mean the definition and commitment of the respondent towards a mutually successful "relationship" between the selected contractor and HCC for the duration of the contract. Respondent's Statement of Qualification must include their definition, proposal and commitment to forge, foster and maintain a mutually successful "relationship" with HCC. At a minimum, your response must include:

- i. your definition of a mutually successful "relationship" between your firm and HCC; and
- ii. your firm's commitment to a mutually successful "relationship" in the form of at least three, and not more than five, specific, obtainable criteria, activities, agreements or requirements that shall, at the discretion of HCC, become features of the awarded contract and shall guide the HCC-Contractor relationship for the duration of the contract.
- iii. Student Internship: HCC is expanding its student internship program. Proposers are encouraged to describe how they envision

using HCC students as part of their delivered service to support the application of relevant educational programs as aligned with real world work experience. Proposers willing to participate in this educational enrichment opportunity should provide the following information in the proposal response:

1. Number of HCC students proposed to be used as student interns in delivering the scope of services as defined in this RFP.
2. Proposed task and objectives that HCC student interns shall perform under the resulting contract.
3. Proposed number of hours and length of engagement for HCC student interns shall perform under the resulting contract.
4. Proposed work location where HCC student interns shall perform under the resulting contract. If not on site

as part of the project team, any proposed work locations must be within Houston, Texas given student class schedules.

5. Proposed mentor/representative that will be responsible in working with and leading HCC student interns under the resulting contract.

k. Tab 9 – Required Attachments

This section shall include all Attachments noted in Section 6; all forms shall be completed, signed and submitted with Proposal. Attachments 1, 5 and 7 must be signed and notarized.

Balance of page intentionally left blank.

Section 5 – General Information

PROPOSERS ARE CAUTIONED TO READ THE INFORMATION CONTAINED IN THIS RFP CAREFULLY AND TO SUBMIT A COMPLETE RESPONSE TO ALL REQUIREMENTS AND QUESTIONS AS DIRECTED.

1. General Information

Houston Community College's service area is Houston Independent School District, Katy, Spring Branch, Alief Independent School Districts, Stafford Municipal District, and the Fort Bend portion of Missouri City. The System is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award the associate degree.

Houston Community College serves its students each semester, by offering associate degrees, certificates, academic preparation, workforce training, and lifelong learning opportunities that prepares students in our diverse community to compete in an increasingly technological and international society. Houston Community College plays an integral role in transforming the lives of its students and making our community work.

More information regarding HCC can be found in the annual [HCC Fact Book](#).

HCC Mission - Houston Community College is an open-admission, public institution of higher education offering a high-quality, affordable education for academic advancement, workforce training, career development, and lifelong learning to prepare individuals in our diverse communities for life and work in a global and technological society.

HCC Vision - Houston Community College will be a leader in providing high quality, innovative education leading to student success and completion of workforce and academic programs. We will be responsive to community needs and drive economic development in the communities we serve.

Additional information about Houston Community College may be found by visiting [HCC Website](#).

Visit the [HCC Procurement Operations Department website](#) to get more information on this and other business opportunities. While at our website we invite you to [Register as a Vendor](#), if already registered, please confirm your contact information is current.

2. Overview

The Houston Community College, ("HCC") or ("College") is seeking proposals from qualified firms in accordance with the Scope of Services noted above. Qualified respondents are invited to submit a written response outlining your qualifications and willingness to provide the services as described in the Scope of Services, and in accordance with the terms, conditions and requirements set forth in the Request for Proposal (RFP). The successful proposer will provide the scope of services in accordance with all applicable laws, regulations and professional standards.

HCC reserves the right to make single, multiple or no award for the services described herein and as deemed in its own best interests.

HCC reserves the right to reject any or all proposals or to accept any proposals it considers most favorable to HCC, or to waive irregularities in the Request for Proposal (RFP) and submittal process. HCC further reserves the right to reject all proposals or submittals and terminate the solicitation process or seek new proposals when such procedure is reasonably in the best interest of HCC.

This RFP solicitation does not in any way obligate HCC to award a contract or pay any expense or cost incurred in the review and submission of proposals responding to this RFP.

All applicable attachments contained in the RFP shall be completed. Failure to do so may result in the firm's proposal or submittal being declared non-responsive to the solicitation requirements.

Information provided in response to the RFP is subject to the Texas Public Information Act and may be subject to public disclosure.

By submitting its proposal in response to this RFP, respondent accepts the evaluation process and acknowledges and accepts that determination of "most-qualified" and "best valued" firm(s) will require subjective judgments by the Evaluation Committee.

Any exceptions taken to the terms of the RFP must be specific, and the respondent must indicate clearly what alternative is being offered to allow HCC a meaningful opportunity to evaluate and rank proposals and implications of the exception (if any).

Where exceptions are taken, HCC shall determine the acceptability of the proposed exceptions. HCC may accept or reject the exceptions. Where exceptions are rejected, HCC may insist that the respondent furnish the services described herein or negotiate an acceptable alternative.

All exceptions shall be referenced by utilizing the corresponding Section, paragraph and page number in this RFP. However, HCC is under no obligation to accept any exceptions. Respondent shall be deemed to have accepted

all terms and conditions to which no exceptions have been taken.

The RFP provides information necessary to prepare and submit proposals or responses for consideration by HCC based on the listed criteria. HCC may request additional clarification and oral interviews solely on the written responses to this request for proposals.

3. Award / Contract Approval

This Procurement, any award under this procurement, and the resulting contract, if any, is subject to approval by HCC Board of Trustees. Subsequent to Board approval, the only person authorized to commit HCC contractually is the Chancellor or designee. This solicitation is a request for proposals and neither this solicitation nor the response or proposal from any prospective proposer shall create a contractual relationship that would bind HCC until such time as both HCC and the selected proposer sign a legally binding contract, which includes, without limitation, the terms required by HCC as set forth in the Scope of Work/Services and this RFP.

4. Pre-Proposal Meeting

The purpose of the meeting is to briefly describe the procurement process and specifications while allowing interested firms to ask general questions. Nothing said in the pre-proposal meeting shall be binding to HCC; any changes to the requirements of this RFP shall be made by way of written solicitation amendment.

If applicable, the Pre-Proposal Meeting date and time is noted in the Solicitation Schedule (see Page 2)

5. HCC Contact

Any questions or concerns regarding this Request for Qualification shall be directed to the Procurement Officer listed on the cover page. HCC specifically requests that proposer restrict all contact and questions regarding this RFP to the Procurement Officer. The Procurement Officer must receive all questions or concerns no later than the date and time listed in the Solicitation Schedule.

6. Inquiries and Interpretations

Responses to inquiries, which directly affect an interpretation or change to this RFP, will be issued in writing by addendum (amendment) and all addenda will be posted on the HCC Website www.hccs.edu. All such addenda issued by HCC prior to the time that proposals are received shall be considered part of the RFP, and the Proposer shall be required to acknowledge receipt of such in their proposal.

Only those HCC replies to inquiries, which are made by formal written addenda, shall be binding. Oral and other interpretations or clarification will be without legal effect. Proposer must acknowledge receipt of all addenda in Attachment No. 1 of this RFP (Contract Award Form).

7. Commitment

Proposer understands and agrees that this RFP and any resulting Agreement is issued predicated on anticipated

requirements for the materials or services described herein and that HCC has made no representation, guarantee or commitment with respect to any specific quantity of or dollar value to be furnished under any resulting Agreement. Further Proposer recognizes and understands that any cost borne by the Proposer, which arises from Proposer's performance under any resulting agreement, shall be at the sole risk and responsibility of Proposer.

8. Acquisition from Other Sources

HCC reserves the right and may, from time to time as required by HCCs operational needs, acquire services of equal type and kind from other sources during the term of the agreement without invalidating in whole or in part, the agreement or any rights or remedies HCC may have hereunder.

9. Vendor Registration

The Houston Community College Procurement Operations Department has developed an online vendor application. This is designed to allow firms or individuals that are interested in doing business with HCC to register online and become part of our vendor database. Once registered, you will receive a password and personal login information that will allow you to modify your vendor information anytime a change occurs with your company. You will have the flexibility to add or delete commodity lines, update phone numbers, and contact information, etc. This database will allow HCC to notify, via email, all companies that match the desired commodity criteria for procurement opportunities within Houston Community College. What a great way to never miss out on an HCC bid or proposal opportunity again.

Please take a moment to go to the Houston Community College Procurement Operations Department website and register as a vendor. The website address to access the vendor registration form is <https://hccs.sbcompliance.com/FrontEnd/VendorsIntroduction.asp>

If you do not have internet access, you are welcome to use a computer at any HCC library to access the website and register.

10. Obligation and Waivers

THIS RFP IS A SOLICITATION FOR PROPOSAL AND IS NOT A CONTRACT OR AN OFFER TO CONTRACT.

A PROPERLY COMPLETED VENDOR APPLICATION IS REQUIRED AND IS A CONDITION OF CONTRACT AWARD.

THIS REQUEST FOR PROPOSAL DOES NOT OBLIGATE HCC TO AWARD A CONTRACT OR PAY ANY COSTS INCURRED BY THE PROPOSER IN THE PREPARATION AND SUBMITTAL OF A PROPOSAL.

HCC, IN ITS SOLE DISCRETION, RESERVES THE RIGHT TO ACCEPT ANY PROPOSAL AND/OR REJECT ANY AND ALL PROPOSALS OR A PART OF A

PROPOSAL, WITHOUT REASON OR CAUSE, SUBMITTED IN RESPONSE TO THIS SOLICITATION.

HCC RESERVES THE RIGHT TO REJECT ANY NON-RESPONSIVE OR CONDITIONAL PROPOSAL. HCC RESERVES THE RIGHT TO WAIVE ANY INFORMALITIES, IRREGULARITIES AND/OR TECHNICALITIES IN THIS SOLICITATION, THE PROPOSAL DOCUMENTS AND /OR PROPOSALS RECEIVED OR SUBMITTED.

BY SUBMITTING A PROPOSAL, PROPOSER AGREES TO WAIVE ANY CLAIM IT HAS, OR MAY HAVE, AGAINST HOUSTON COMMUNITY COLLEGE SYSTEM AND ITS TRUSTEES OR AGENTS ARISING OUT OF OR IN CONNECTION WITH (1) THE ADMINISTRATION, EVALUATION OR RECOMMENDATIONS OF ANY PROPOSAL; (2) ANY REQUIREMENTS UNDER THE SOLICITATION, PROPOSAL PACKAGE, OR RELATED DOCUMENTS; (3) THE REJECTION OF ANY PROPOSAL OR ANY PART OF ANY PROPOSAL; AND/OR (4) THE AWARD OF A CONTRACT, IF ANY.

HCC RESERVES THE RIGHT TO WITHDRAW THIS SOLICITATION AT ANY TIME FOR ANY REASON; REMOVE ANY SCOPE COMPONENT FOR ANY REASON AND TO ISSUE SUCH CLARIFICATIONS, MODIFICATIONS AND/OR AMENDMENTS AS DEEMED APPROPRIATE.

HCC RESERVES THE RIGHT TO NEGOTIATE TERMS AND CONDITIONS INCLUDING SCOPE, STAFFING LEVELS, AND FEES WITH THE HIGHEST RANKED RESPONDER. IF AGREEMENT CANNOT BE REACHED WITH THE HIGHEST RANKED RESPONDER, HCC RESERVES THE RIGHT TO NEGOTIATE WITH THE NEXT HIGHEST RANKED RESPONDER AND SO ON UNTIL AGREEMENT IS REACHED. WHEN AN AGREEMENT IS REACHED, HCC WILL SUBMIT ITS RECOMMENDATIONS TO THE BOARD OF TRUSTEES FOR APPROVAL AND AWARD OF THE CONTRACT.

HCC IS AN EQUAL OPPORTUNITY/EDUCATIONAL INSTITUTION, WHICH DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, GENDER, AGE, DISABILITY, SEXUAL ORIENTATION, OR VETERAN STATUS.

11. Contract Award

Award of a contract, if awarded, will be made to the proposer who (a) submits a responsive proposal; (b) is a responsible proposer; and (c) offers the best value to HCC, price and other factors considered.

A responsive proposal and a responsible proposer are those that meet the requirements of and are as described in this solicitation. HCC may award a contract, based on initial proposals received, without discussion of such proposals. Accordingly, each initial proposal should be submitted on the most favorable terms from a price and technical standpoint, which the proposer can submit to HCC. Except as otherwise may be set forth in this solicitation, HCC reserves the right to waive any informalities, non-material errors, technicalities, or irregularities in the proposal documents submitted and consider the proposal for award.

12. Postponement of Proposals Due Date/Time:

Notwithstanding the date/time for receipt of proposals established in this solicitation, the date and time established herein for receiving proposals may be postponed solely at HCCs discretion.

13. Oral Presentations:

During the process of selecting a company to provide the required services, oral presentations may or may not be held. Each proposer should be prepared to make a presentation to HCC. The presentations must show that the proposer clearly understands the requirements of the solicitation, and has a strategic plan and approach to complete the work.

14. Small Business Development Program (SBDP):

The Houston Community College System's Small Business Development Program ("SBDP" or the "Program") was created to provide business opportunities for local small businesses to participate in contracting and procurement at Houston Community College (HCC).

The SBDP is a goal-oriented program, requiring Contractors who receive Contracts from HCC to use Good Faith Efforts to utilize certified small businesses. The Program applies to all Contracts over \$50,000, except Contracts for sole-source items, federally funded Contracts, Contracts with other governmental entities, and those Contracts that are otherwise prohibited by applicable law or expressly exempted by HCC. The SBDP is a race and gender-neutral program, however HCC actively encourages the participation of minority and women-owned small businesses in the SBDP.

To participate, small businesses must be certified by an agency or organization whose certification is recognized by HCC. Certification is based on the firm's gross revenues or number of employees averaged over the past three years, inclusive of any affiliates as defined by 13 C.F.R. § 121.103, does not exceed the size standards as defined pursuant to Section 3 of the Small Business Act and 13 C.F.R. § 121.201.

HCC recognizes certification by the following governmental and private agencies: Metropolitan Transit Authority of Harris County (METRO) SBE Certification, City of Houston SBE, MWPDBE and DBE Certifications, Texas Department of Transportation SBE Certification, City of Austin SBE Certification, South Central Texas Regional Certification Agency SBE Certification, Small Business Administration 8(a). HCC has the right to revoke acceptance of a business as a certified or qualifying small business and to conduct certification reviews. For more information regarding SBE Certifications go to <http://www.hccs.edu/about-hcc/procurement/small-business-procurement/>.

Good Faith Efforts: HCC will make a good faith effort to utilize small businesses in all contracts. The annual program goals may be met by contracting directly with small businesses or indirectly through subcontracting

opportunities. Therefore, any business that contracts with HCC will be required to make a good faith effort to award subcontracts to small businesses. The subcontracting goal applies to all vendors regardless of their status. By implementing the following procedures, a contractor shall be presumed to have made a good faith effort:

- a. To the extent consistent with industry practices, divide the contract work into reasonable lots.
- b. Give notice to SBDP eligible firms of subcontract opportunities or post notices of such opportunities in newspapers and other circulars.
- c. Document reasons for rejecting a firm that bids on subcontracting opportunities.

Points shall be awarded in accordance with the Proposal Response based on the prime vendor's certifications and/or commitment to small business subcontracting stated in the solicitation document and the published point scale. The points noted below are sample as aligned with the Proposal SBE Subcontracting Commitment table noted above.

A copy of the complete SBDP Procedure may be found on our [Small Business Website](#).

- a. Certified small business prime contractor – automatically eligible for maximum available SBE points. However, HCC reserves the right to deny the points, and look only to the prime contractor's use of subcontractors, if HCC, in evaluating solicitation responses, makes a determination that the prime contractor will not have a legitimate and active role in the performance of the contract;
- b. Certified small business prime contractor that meets the SBE Bonus Points subcontracting commitment using a certified small business subcontractor – automatically eligible for maximum available SBE Bonus Points. The noted Bonus Points shall only be available when a certified SBE who is the prime contractor shall also use a certified SBE as a subcontractor. This category of points shall only be available when subcontracting opportunity is identified as noted in the published table;
- c. Non-certified small business prime contractor that meets the SBE subcontracting commitment using a certified small business subcontractor – automatically eligible for maximum available SBE points;
- d. Non-small business prime contractor with non-small business subcontractor – no points; and
- e. Non-small business prime contractor self performing work – no points

Proposed SBE Subcontracting Commitment	Available Points	Eligibility
25% & Higher	10	Certified-SBE prime <u>or</u> Non-SBE prime using certified SBE subcontractor
SBE Bonus Points for 25% & Higher Subcontracting	5	Only a certified-SBE prime using certified SBE subcontractor

The ultimate decision to award Contracts will be made by the HCC Board of Trustees based on its determination of best value to HCC or otherwise in accordance with the solicitation's method of procurement.

15. Prime Contractor/Contracts for Services:

The prime contractor must perform a minimum of 30% of any contract for services with its labor force and or demonstrate management of the contract for services to the satisfaction of HCC.

16. Internship Program:

HCC is expanding its student internship program. All vendors are encouraged to make a commitment to utilize certain HCC student(s) in an internship capacity with the company under any resulting contract for services required under this solicitation. At the sole discretion of the vendor, the internship opportunity may be paid or unpaid and shall be intended to serve as a relevant and meaningful educational enrichment opportunity for the HCC students involved. HCC will provide the selected contractor with the name of student(s) eligible to participate in the internship program.

For additional information regarding the internship program, please contact Mr. James Mable, Director of Career & Job Placement at 713-718-6485.

17. Prohibited Communications and Political Contributions:

Except as provided in exceptions below, political contributions and the following communications regarding this solicitation or any other invitation for bids, requests for proposal, requests for qualifications, or other solicitation are prohibited:

- [1] Between a potential vendor, subcontractor to vendor, service provider, respondent, Offeror, lobbyist or consultant and any Trustee;
- [2] Between any Trustee and any member of a selection or evaluation committee; and
- [3] Between any Trustee and administrator or employee.

The communications prohibition shall be imposed from the day the solicitation is first advertised through thirty (30) days after the contract is executed by the Chancellor or his/her designee, or when a determination is made that the contract will not be awarded. During this period, no HCC Trustee and no vendor shall communicate in any way concerning any pending Solicitation involving the Vendor, subject to the penalties stated herein.

In the event the Board refers the recommendation back to the staff for reconsideration, the communication prohibition shall be re-imposed.

The communications prohibition shall not apply to the following:

- [1] Duly noted pre-bid or pre-proposal conferences.
- [2] Communications with the HCC General Counsel.
- [3] Emergency contracts.
- [4] Presentations made to the Board during any duly-noticed public meeting.
- [5] Unless otherwise prohibited in the solicitation documents, any written communications between any parties, provided that the originator shall immediately file a copy of any written communication with the Board Services Office. The Board Services Office shall make copies available to any person upon request.
- [6] Nothing contained herein shall prohibit any person or entity from publicly addressing the Board during any duly-noticed public meeting, in accordance with applicable Board policies, regarding action on the contract.

Any potential vendor, subcontractor vendor, service provider, proposer, offeror, lobbyist or consultant who engages or attempts to engage in prohibited communications shall not be eligible for the award of any resulting contract under this solicitation. Any other direct or indirect actions taken to unduly influence competitive purposes, to circumvent equal consideration for competitive proposers, or to disregard ethical and legal trade practices will disqualify proposers, vendors, service providers, lobbyist, consultants, and contractors from both this current and any future consideration for participation in HCC orders and contracts.

18. Drug Policy:

HCC is a drug-free workforce and workplace. The manufacture, sale, distribution, dispensation, possession or use of illegal drugs (except legally prescribed medications under physician's prescription and in the original container) or alcohol by vendors or contractors while on HCC's premises is strictly prohibited.

19. Taxes:

HCC is tax exempt as a governmental subdivision of the State of Texas under Section 501C (3) of the Internal Revenue Code. Limited Sales Tax Number: 1-74-1709152-1. No proposal shall include any costs for taxes to be assessed against HCC. The Contractor shall be responsible for paying all applicable taxes and fees, including but not limited to, excise tax, state and local income tax, payroll and withholding taxes for Contractor Employees. The contract shall hold HCC harmless for all claims arising from payment of such taxes and fees.

20. Texas Public Information Act:

HCC considers all information, documentation and other materials requested to be submitted in response to this solicitation to be of a non-confidential and/or non-proprietary nature, and therefore, shall be subject to public disclosure under the Texas Public Information Act (Texas Government Code, Chapter 552.001, et seq.) ("The Act") after a contract if any, is awarded. If the proposer considers any information submitted in response to this request for proposal to be confidential under law or constitute trade secrets or other protected information, the proposer must identify such materials in the proposal

response. Notwithstanding the foregoing, the identification of such materials would not be construed or require HCC to act in contravention of its obligation to comply with the Act and the proposer releases HCC from any liability or responsibility for maintaining the confidentiality of such documents.

21. Appropriated Funds:

The purchase of service or product, which arises from this solicitation, is contingent upon the availability of appropriated funds. HCC shall have the right to terminate the resulting contract at the end of the current or each succeeding fiscal year if funds are not appropriated by the HCC Board of Trustees for the next fiscal year that would permit continuation of the resulting contract. If funds are withdrawn or do not become available, HCC reserves the right to terminate the resulting contract by giving the selected contractor a thirty (30) day written notice of its intention terminate without penalty or any further obligations on the part of HCC or the contractor. Upon termination of the contract HCC shall not be responsible for any payment of any service or product received that occurs after the end of the current contract period or the effective date of termination, whichever is the earlier to occur. HCCs fiscal year begins on September 1 and ends on August 31.

22. Conflict of Interest:

If a firm, proposer, contractor, or other person responding to this solicitation knows of any material personal interest, direct or indirect, that any member, official, or employee of HCC would have in any contract resulting from this solicitation, the firm must disclose this information to HCC. Persons submitting a proposal or response to this solicitation must comply with all applicable laws, ordinances, and regulations of the State of Texas Government Code, including, without limitation, Chapter 171 and 176 of the Local Government Code. The person /proposer submitting a response to this solicitation must complete (as applicable), sign and submit **Attachment No. 6, Conflict of Interest Questionnaire Form, and Attachment No. 7, Financial Interest and Potential Conflict of Interests** with the proposal package. HCC expects the selected contractor to comply with Chapter 176 of the Local Government Code and that failure to comply will be grounds for termination of the contract.

Note: **Attachment No. 6 and Attachment No. 7** shall be completed signed and returned to HCC. Enter N/A in those areas on the Attachments that are not applicable to your company. Failure to complete, sign and notarize (if applicable) these Attachments may render your proposal non-responsive.

23. Ethics Conduct:

Any direct or indirect actions taken to unduly influence competitive purposes, to circumvent equal consideration for competitive proposers, or to disregard ethical and legal trade practices will disqualify vendors and contractors from current and future consideration for participation in HCC orders and contracts.

24. No Third Party Rights:

This Contract is made for the sole benefit of HCC and the Contractor and their respective successors and permitted assigns. Nothing in this Contract shall create or be deemed to create a relationship between the Parties to this Contract and any third person, including a relationship in the nature of a third party beneficiary or fiduciary.

25. Withdrawal or Modification:

No proposal may be changed, amended, modified by telegram or otherwise, after the same has been submitted or filed in response to this solicitation, except for obvious errors in extension. However, a proposal may be withdrawn and resubmitted any time prior to the time set for receipt of proposals. No proposal may be withdrawn after the submittal deadline without approval by HCC, which shall be based on Respondent's submittal, in writing, of a reason acceptable to HCC.

26. Validity Period:

Proposals are to be valid for HCC's acceptance for a minimum of 180 days from the submittal deadline date to allow time for evaluation, selection, and any unforeseen delays. Proposals, if accepted, shall remain valid for the life of the Agreement.

27. Terms and Conditions:

HCC's General Terms and Conditions of Purchase Order dated February 9, 2018, shall govern any purchase order/contract that may result from this request. A copy is available and posted on the HCC website at [HCC General Terms and Conditions](#).

Bidders may offer for HCC's consideration alternate provisions to the Terms and Conditions. Alternates proposed must refer to the specific article(s) or section(s) concerned. General exceptions such as "company standard sales terms apply" or "will negotiate" are not acceptable. Bidder's silence as to the terms and conditions shall be construed as an Indication of complete acceptance of these conditions as written.

28. Submission Waiver:

By submitting a response to this Solicitation, the Offeror or respondent agrees to waive any claim it has or may have against Houston Community College System and its trustees, employees or agents arising out of or in connection with (1) the Administration, evaluation or recommendation of any offer or response; (2) any requirements under the solicitation, the solicitation or response package or related documents; (3) the rejection of any offer or any response or any part of any offer or response; and/or (4) the award of a contract, if any.

29. Indemnification:

Contractor shall indemnify, pay for the defense of, and hold harmless the College and its officers, agents and employees of and from any and all liabilities, claims, debts, damages, demands, suits, actions and causes of actions of whatsoever kind, nature or sort which may be incurred by reason of Contractor's negligence, recklessness, or willful acts and/or omission in rendering any services hereunder. Contractor shall assume full responsibility for payments of federal, state and local taxes or contributions imposed or required under the social security, Workers' Compensation or income tax law, or any disability or unemployment law, or retirement contribution of any sort whatever, concerning Contractor or any employee and

shall further indemnify, pay for the defense of, and hold harmless the College of and from any such payment or liability arising out of or in any manner connected with Contractor's performance under this Agreement.

30. Delegation:

Unless delegated, HCC Board of Trustees must approve all contracts valued at over \$100,000. The Board has granted the Chancellor authority to initiate and execute contracts valued up to \$100,000. The procurement of goods and services, including professional services and construction services shall be completed as per any applicable HCC policy and procedure and shall be in accordance with

Section 44.031 of the Texas Education Code for the purchase of goods and services, Section 2254 of the Texas Government Code for the purchase of Professional and Consulting Services, and Section 2269 of the Texas Government Code for the purchase of construction services. The Board delegates its authority to the administration and the designated evaluation committee to evaluate score and rank the proposals. This includes the evaluation of all bids, proposals, or statements of qualification under procurement, regardless of contract amount, including the final ranking and selection which shall be made on the evaluation and scoring as per the published selection criteria and the final evaluation ranking. The Board of Trustees shall approve the final award of contracts to the firm based on the published selection criteria and as evidenced in the final evaluation, scoring and ranking.

31. Invoice:

To facilitate payment, invoices for goods or services delivered in accordance with the resulting contract and purchase order shall be emailed to the Accounts Payable Department with copy to the Small Business Development Program. Pursuant to Texas Law, payment terms shall be net thirty (30) days.

All invoices shall include certified documentation noting any small business participation activity including but not limited to: small business firm's name, certification number, certification expiration date, description of work performed for the corresponding period noted on the invoice and amount being paid to the certified small business. Such documentation shall be certified by the small business and be used to monitor the ongoing small business commitment in accordance with the original proposed commitment and governing contract.

32. Cooperative Purchasing Agreement:

As permitted under Interlocal Cooperation Act C Texas Government Code, Chapter 791, other governmental entities may wish to also participate under the same terms and conditions contained in this contract. If this solicitation does not specifically list additional entities, each entity wishing to participate must have prior authorization from Houston Community College and the vendor. If such participation is authorized, all purchase orders will be issued directly from and shipped directly to the entity requiring the goods or services. Houston Community College shall not be held responsible for any orders placed, deliveries made or payment for goods or services ordered by the entities. Proposer is to state their willingness to allow other governmental entities to participate in this contract, if awarded.

33. W9 Form

Bidder shall include a W9 Form with their bid submission. This may be done electronically by clicking on the "Response attachments" tab and clicking on *New under "Response Attachments". I acknowledge that a copy of my company's W9 Form has been included with this submission.

Balance of page intentionally left blank.

Section 6 – Required Attachments

Proposers shall complete all noted Attachments and submit with Proposal, Attachments 1, 5 and 7 must be signed and notarized.

Attachment Number	Attachment Title
Attachment No. 1	Contract Award Form
Attachment No. 2	Determination of Good Faith Effort Form
Attachment No. 3	Small Business Unavailability Certificate
Attachment No. 4	Contractor & Subcontractor Participation Form
Attachment No. 5	Proposer's Certifications
Attachment No. 6	Conflict of Interest Questionnaire
Attachment No. 7	Financial Interests and Potential Conflicts of Interests

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**ATTACHMENT NO. 1
CONTRACT AWARD FORM
HCC PROJECT NO. RFP 19-49**

PROJECT TITLE: Print Manage Services-Multi-Function Devices and Printers

PROJECT NO.: RFP 19-49

Name of Bidder/Contractor: _____

Federal Employer Identification Number: _____
(Note: please refer to Section 5.9 Vendor Registration)

Address: _____

Telephone: _____

Fax: _____

E-mail: _____

Where did you learn of this RFP (please be specific): Website HCC Other _____;
 SBDP event _____; Newspaper _____; Other _____.

In compliance with the requirements of this Request for Proposal for providing _____, the undersigned hereby proposes to furnish all necessary resources required to perform the services in accordance with the Technical Proposal and Price Form dated _____ and as mutually agreed upon by subsequent negotiations, if any.

The undersigned certifies that he/she has read, understands, and agrees to be bound by the requirements and terms and conditions and any and all amendments issued by HCC and made a part of this solicitation as set forth or referenced in this solicitation. The undersigned understands and agrees that any award resulting from this offer will be made in the form of an HCC Purchase Order and will have the following order of precedence: 1) HCC Terms and Conditions of Purchase Order, 2) HCC referenced solicitation including all amendments issued by HCC, 3) the RFP response as accepted and awarded by HCC. The undersigned further certifies that he/she is legally authorized to make the statements and representations in its response to this solicitation and that said statements and representations are true and accurate to the best of his/her knowledge. The undersigned understands and agrees that when evaluating bids and making an award decision, HCC relies on the truth and accuracy of the statements and representations presented in the bid response. Accordingly, HCC has the right to suspend or debar the undersigned from its procurement process and/or terminate any contract award that may have resulted from this solicitation if HCC determines that any statements or representations made were not true and accurate.

Signed By: _____ Name: _____
Title: _____ State of: _____

Sworn to and subscribed before me at _____ (City) _____ (State)
this _____ day of _____, 2019.

Notary Public of the State of: _____

**ATTACHMENT NO. 2
DETERMINATION OF GOOD FAITH EFFORT
HCC PROJECT NO. RFP 19-49**

Bidder _____

Address _____

Phone _____

Fax Number _____

In making a determination that a good faith effort has been made, HCC requires the Bidder to complete this form as directed below:

Section 1.

After having divided the contract work into reasonable lots or portions to the extent consistent with prudent industry practices, the Bidder must determine what portion(s) of work, including goods or services, will be subcontracted. Check the appropriate box that identifies your subcontracting intentions:

_____ Yes, I will be subcontracting portion(s) of the contract.
(If Yes, please complete Section 2, below and Attachments No. 3 and No. 4)

_____ No, I will not be subcontracting any portion of the contract, and will be fulfilling the entire contract with my own resources.
(If No, complete Section 3, below.)

Section 2.

In making a determination that a good faith effort has been made, HCC requires the Bidder to complete this form Section and submit supporting documentation explaining in what ways the Bidder has made a good faith effort to attain the goal. The Bidder will respond by answering "yes" or "no" to the following and provide supporting documentation.

_____ (1) Whether the Bidder provided written notices and/or advertising to at least five (5) certified small businesses or advertised in general circulation, trade association and/or small businesses focus media concerning subcontracting opportunities.

_____ (2) Whether the Bidder divided the work into the reasonable portions in accordance with standard industry practices.

_____ (3) Whether the Bidder documented reasons for rejection or met with the rejected small business to discuss the rejection.

_____ (4) Whether the Bidder negotiated in good faith with small businesses, not rejecting qualified subcontractors who were also the lowest responsive bidder.

NOTE: If the Bidder is subcontracting a portion of the work and is unable to meet the solicitation goal or if any of the above items, (1-4) are answered "no", the Bidder must submit a letter of justification.

Section 3

SELF-PERFORMANCE JUSTIFICATION

If you responded "No" in SECTION 1, please explain how your company will perform the entire contract with its own equipment, supplies, materials, and/or employees.

Section 4

CERTIFIED SMALL BUSINESS CLASSIFICATION

Please list the small business certification type for all proposed vendors included in the proposed offer; proposer shall include the prime contractor and sub contractor details as noted below.

See Section 5.14 Small Business Development Program

Vendor Name (Prime and Subcontractor)	Certification Type	Certification Number	Certification Expiration Date

Signature of Bidder

Title

Date

Balance of page intentionally left blank.

**ATTACHMENT NO. 3
 SMALL BUSINESS UNAVAILABILITY CERTIFICATE
 HCC PROJECT NO. RFP 19-49**

I, _____, _____, of _____
(Name) (Title) (Name of Bidder's Company)

Certify that on the date(s) shown, the small businesses listed herein were contacted to solicit Proposals for Materials or Services to be used on this project.

DATE CONTACTED	SMALL BUSINESS NAME	TELEPHONE NO.	CONTACT PERSON	MATERIALS OR SERVICES	RESULTS
1.					
2.					
3.					
4.					
5.					
6.					

To the best of my knowledge and belief, said small business was unavailable for this solicitation, unable to prepare a proposal or prepared a proposal that was rejected for the reason(s) stated in the RESULTS column above.

The above statement is a true and accurate account of why I am unable to commit to awarding subcontract(s) or supply order(s) to the small business listed above.

NOTE: This form to be submitted with all Proposal documents for waiver of small business participation. (See Instructions to Bidders)

Signature: _____

**ATTACHMENT NO. 4
CONTRACTOR AND SUBCONTRACTOR PARTICIPATION FORM
HCC PROJECT NO. RFP 19-49**

Bidder/offeror presents the following participants in this solicitation and any resulting Contract. All Proposers/Offerors, including small businesses submitting proposals as prime contractors, are required to demonstrate good faith efforts to include eligible small businesses in their proposal submissions.

CONTRACTOR	Specify in Detail Type of Work to be Performed	List ALL Small Business Certification Status including Agency and Number (i.e. SB – COH, METRO, etc.)	Percentage of Contract Effort	Price
Business Name: Business Address: Telephone No. : Contact Person Name/E-mail: SMALL BUSINESS SUBCONTRACTOR(S) (Attach separate sheet if more space is needed.)				
Business Name: Business Address: Telephone No. : Contact Person:				
Business Name: Business Address: Telephone No. : Contact Person: NON-SMALL BUSINESS SUBCONTRACTOR(S) (Attach separate sheet if more space is needed.)				
Business Name: Business Address: Telephone No. : Contact Person:				
Business Name: Business Address: Telephone No. : Contact Person:				

Business Name: _____ Submitted (Name): _____

Address: _____

Telephone/Fax: _____ Date: _____

Contractor's Price/Total: \$ _____
 Small Business
 Subcontractor (s) Price/Total: \$ _____
 Non-Small Business
 Subcontractors Price/Total: \$ _____
 Grand Total: \$ _____

**ATTACHMENT NO. 5
PROPOSER'S CERTIFICATIONS
HCC PROJECT NO. RFP 19-49**

1. NON-DISCRIMINATION STATEMENT:

The undersigned certifies that he/she will not discriminate against any employee or applicant for employment or in the selection of subcontractors because of race, color, age, religion, gender, national origin or disability. The undersigned shall also take action to ensure that applicants are employed, and treated during employment, without regard to their race, color, religion, gender, age, national origin or disability. Such action shall include, but shall not be limited to, the following: non-discriminatory employment practices: employment, upgrading or transfer, recruitment or recruitment advertising, layoff or termination, rates of pay or other compensation and selection for training, including apprenticeship.

2. BLACKOUT PERIOD COMPLIANCE:

The undersigned certifies that he/she has read, understands and agrees to be bound by the Prohibited Communications and Political Contributions provision set forth in the solicitation. The undersigned further understands that the Bidder shall not communicate with a HCC Trustee, employee, or any member of the selection/evaluation committee in any way concerning this Solicitation from the day it is first advertised through thirty (30) days after the contract is executed by the Chancellor or his/her designee, or when a determination is made that the contract will not be awarded.

This period is known as the "Blackout Period," as further defined in Section 1.7.10 and 3.3 of the Procurement Operations Manual. Violation of the Blackout Period is considered unethical conduct and will be handled as such with regard to a Trustee and all applicable federal and state laws and regulations, local ordinances, board policies and procurement procedures with respect to their conduct as public officials involved in the procurement process.

With regard to a Bidder, violation of the Blackout Period may result in the cancellation of the referenced transaction, debarment, and disqualification from future procurement solicitations and prosecution in accordance with the Laws of the State of Texas.

3. ASSURANCE OF SBDP GOAL:

The undersigned certifies that he/she has read, understands and agrees to be bound by the small

business provisions set forth in this Solicitation. The undersigned further certifies that he/she is legally authorized to make the statements and representations in the Solicitation and that said statements and representations are true and accurate to the best of his/her knowledge. The undersigned will enter into formal agreement(s) for work identified on the CONTRACTOR AND SUBCONTRACTOR PARTICIPATION form conditioned upon execution of a contract with HCC. The undersigned agrees to attain the small business utilization percentages of the total offer amount as set forth below:

Small Business Participation Goal =

The undersigned certifies that the firm shown below has not discriminated against any small business or other potential subcontractor because of race, color, religion, gender, age, veteran's status, disability or national origin, but has provided full and equal opportunity to all potential subcontractors irrespective of race, color, religion, gender, age, disability, national origin or veteran status.

The undersigned understands that if any of the statements and representations are made knowing them to be false or there is a failure to implement any of the stated commitments set forth herein without prior approval of HCC's Chancellor or the duly authorized representative, the Bidder may be subject to the loss of the contract or the termination thereof.

4. CERTIFICATION AND DISCLOSURE STATEMENT:

A person or business entity entering into a contract with HCC is required by Texas Law to disclose, in advance of the contract award, if the person or an owner or operator of the business entity has been convicted of a felony. The disclosure should include a general description of the conduct resulting in the conviction of a felony as provided in section 44.034 of the Texas Education Code. The requested information is being collected in accordance with applicable law. This requirement does not apply to a publicly held corporation.

If an individual

Have you been convicted of a felony?
YES or NO

If a business entity:
YES or NO

Has any owner of your business entity been convicted of a felony?

Has any operator of your business entity been convicted of a felony?

If you answered yes to any of the above questions, please provide a general description of the conduct resulting in the conviction of the felony, including the Case Number, the applicable dates, the State and County where the conviction occurred, and the sentence.

5. DISCLOSURE OF OWNERSHIP INTERESTS:

The undersigned certifies that he/she has accurately completed the attached Exhibit 1 "Ownership Interest Disclosure List." For the purposes of this section, in accordance with Board Bylaws, the term "Contractors" shall include any member of the potential vendor's board of directors, its chairperson, chief executive officer, chief financial officer, chief operating officer, and any person with an ownership interest of 10% or more. This requirement shall also apply to any Subcontractor listed on the "Contractor and Subcontractor Participation Form."

6. PROHIBITED CONTRACTS/PURCHASES:

The undersigned certifies that he/she has read, understands and is eligible to receive a contract in accordance with HCC Board of Trustees Bylaw regarding Prohibited Contracts/Purchases as further defined in the attached Exhibit 2.

7. HOUSE BILL 89 ACKNOWLEDMENT:

Pursuant to the provisions of Subtitle F, Title 10, Government Code Chapter 2270, by acknowledging this attribute, vendor verifies that their company:

1. Does not boycott Israel currently, and
2. Will not boycott Israel during the term of the contract

Pursuant to Section 2270.001, Texas Government Code:

1. "Boycott Israel" means refusing to deal with,

terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes; and

2. "Company" means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or any limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business associations that exist to make a profit.

8. SENATE BILL 252 ACKNOWLEDGE:

Pursuant to the provisions of Subtitle F, Title 10, Texas Government Code 2252.152 (CONTRACTS WITH COMPANIES ENGAGED IN BUSINESS WITH IRAN, SUDAN, OR FOREIGN TERRORIST ORGANIZATION PROHIBITED)a governmental entity may not enter into a governmental contract with a company that is identified on a list prepared and maintained under Texas Government Code Section 806.051, 807.051, or 2252.153.

Sec. 2252.153. LISTED COMPANIES. The comptroller shall prepare and maintain, and make available to each governmental entity, a list of companies known to have contracts with or provide supplies or services to a foreign terrorist organization.

Sec. 2252.154. EXCEPTION. Notwithstanding any other law, a company that the United States government affirmatively declares to be excluded from its federal sanctions regime relating to Sudan, its federal sanctions regime relating to Iran, or any federal sanctions regime relating to a foreign terrorist organization is not subject to contract prohibition under this subchapter.

9. DIVESTMENT STATUTE LISTS:

<https://comptroller.texas.gov/purchasing/publications/divestment.php>

10. CERTIFICATE OF INTERESTED PARTIES FORM

Beginning January 1, 2016, successful bidders awarded contracts that are valued at \$50,000 or more shall be required by state law to complete online the Certificate of Interested Parties Form 1295 and submit an unsworn declaration of completion to the Purchasing staff member listed in the solicitation before the purchase/contract will be presented to the Board of

Trustees for approval. For a list of Frequently Asked Questions you can go to:

https://www.ethics.state.tx.us/whatsnew/FAQ_Form1295.html

The form must be submitted at:

https://www.ethics.state.tx.us/whatsnew/elf_info_for_m1295.htm

The law applies only to a contract of a governmental entity or state agency that either:

- (1) requires an action or vote by the governing body of the entity or agency before the contract may be signed; or
- (2) has a value of at least \$1 million.

A completed Form 1295 is not required for:

- (1) a sponsored research contract of a state agency or an institution of higher education;
- (2) an interagency contract of a state agency or an institution of higher education;
- (3) a contract related to health and human services, if:
 - *The values of the contract cannot be determined at the time the contract is executed; and
 - *any qualified vendor is eligible for the contract;
- (4) a contract with a publicly traded business entity, including a wholly owned subsidiary of the business entity;
- (5) a contract with an electric utility, as that term is defined by Section 31.002, Utilities Code, or
- (6) a contract with a gas utility, as that term is defined by Section 121.001, Utilities Code.

Gov't Code § 2252.908. The disclosure requirement applies to a contract entered into on or after January 1, 2016. The District may not enter into a contract with a business entity that fails to submit the form as required.

If your company qualifies for one of the exemptions listed in the Certificate of Interested Parties attribute, please indicate which exemption applies.

11. CRIMINAL BACKGROUND CHECK

No person shall be engaged by the vendor to work on District property where students are present who have charges pending, or who have been convicted, received probation or deferred adjudication. The following is a list of offenses which apply: 1) Any offense against a child; 2) Any sex offense; 3) Any crimes against persons involving weapons or violence; 4) Any felony offense involving controlled substances; 5) Any felony offense against property; or 6) Any other offense that the District believes might compromise the safety of students, staff or property.

It shall be the responsibility of the vendor to ensure compliance with this provision.

Prior to the start of the contract vendor shall submit a NATIONAL criminal background investigation report for all employees with an updated report to include any new hires working on District property to the facility manager or District Chief of Police. During the duration of the contract the District reserves the right to request additional reports from the vendor if any employee is suspected of a criminal offense as stated above. Report must be in accordance with Texas Education Code 22.0834.

12. DEBARMENT

The Contractor certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract), by any governmental department or agency. If the Contractor cannot certify this statement, attach a written explanation for review by the District. The Contractor must notify the District Director of Strategic Sourcing within 30 days if debarred by any governmental entity during the Contract period.

13. EQUAL OPPORTUNITY EMPLOYER (EOE)

Personnel relations of the Vendor's employees shall be the Vendor's responsibility, including compliance with all applicable government regulations related to the employment of personnel. The Vendor shall be an Equal Opportunity Employer and shall neither discriminate nor permit discrimination in its operations or employment practices against any person or group of persons on the grounds of race, color, religion, national origin, gender, age, disability, or veteran status. The vendor shall hire only persons who may legally work in the United States, to include citizens and nationals of the United States and foreign citizens who have the necessary authorization to work. It is the vendor's responsibility to verify the identity and employment eligibility of anyone hired for performance under this contract. Furthermore, all persons performing work under this contract must be an employee of the company.

14. NON COLLUSION STATEMENT

The Contractor certifies that you are duly authorized to execute this contract, that this company, corporation or firm has not prepared this bid in collusion with any other bidder, and that the contents of this bid as to prices, terms or conditions of said bid have not been communicated by the undersigned nor by any employee

or agent to any other person engaged in this type of business prior to the official opening of this bid.

15. DELINQUENT FRANCHISE TAXES CERTIFICATION

As required by §2252.903, Government Code, bidder's official certifies that it is not currently delinquent in the payment of any franchise taxes owed the State of Texas under Chapter 171, Tax Code, or that it is exempt from, or not subject to, such tax. Please indicate your status:

A. The corporation is exempt from payment of franchise

taxes or is an out-of-state corporation not subject to franchise tax; therefore, I am submitting a certified statement to that effect.

B. The corporation is subject to Texas franchise tax. I hereby certify that there is no delinquent Texas franchise tax pending against the corporation.

C. I hereby certify that there is delinquent Texas franchise tax pending against the corporation.

I attest that I have answered the questions truthfully and to the best of my knowledge.

Signed By: _____ Name: _____

Title: _____ State of: _____

Sworn to and subscribed before me at _____ (City) _____ (State)

this _____ day of _____, 2019.

Notary Public of the State of: _____

**EXHIBIT 1 - TO ATTACHMENT NO. 5
OWNERSHIP INTEREST DISCLOSURE LIST
HCC PROJECT NO. RFP 19-49**

Instruction: Using the following table, please fill in the names of any member of the Respondent's company who is a "Contractor" (as defined in Section 5 above); any person with an ownership interest of 10% or more; and any Subcontractor listed on the "Contractor and Subcontractor Participation Form."

Name	Title	Company Name

Company Name: _____

Authorized Company Representative: _____

Authorized Representative's Title: _____

Authorized Representative's Signature: _____

Date: _____

If **NO** Ownership Interest Discloser has been stated above, check

Balance of page intentionally left blank.

**EXHIBIT 2 - TO ATTACHMENT NO. 5
PROHIBITED CONTRACTS/PURCHASES
HCC PROJECT NO. RFP 19-49**

The College shall not contract with a business entity in which a Board Member, Senior Staff Member, or a relative of a Board member or Senior Staff Member within the first degree of consanguinity or affinity, has any pecuniary interest. All such contracts executed prior to June 21, 2012 shall continue to be in full force and effect.

Further, the College shall not contract with a business entity that employs, hires, or contracts with, in any capacity, including but not limited to, a subcontractor, employee, contractor, advisor or independent contractor, a Board Member or a Senior Staff Member.

Further, the College shall not contract with a business entity that employs an officer or director who is a relative of a Board member or a Senior Staff Member within the first degree of consanguinity or affinity.

Definitions:

"Business entity" shall not include a corporation or a subsidiary or division of a corporation whose shares are listed on a national or regional stock exchange or traded in the over-the-counter market. "Business entity" shall not include non-profit corporations or religious, educational, and governmental institutions, except that private, for-profit educational institutions are included in the definition of Business entity.

"Director" is defined as an appointed or elected member of the board of directors of a company who, with other directors, has the responsibility for determining and implementing the company's policy, and as the company's agent, can bind the company with valid contracts.

"Officer" is defined as a person appointed by the board of directors of a company to manage the day-to-day business of the company and carry out the policies set by the board. An officer includes, but is not limited to, a chief executive officer (CEO), president, chief operating officer (COO), chief financial officer (CFO), vice-president, or other senior company official, as determined by the Board.

"Senior Staff Member" shall have the meaning as defined in Article A, Section 3 of the Board Bylaws which includes:

- a. Any member of the Chancellor's Advisory Council;
- b. HCC employees classified as E-10 and above;
- c. All procurement and purchasing personnel;
- d. Any employee who participates on an evaluation or selection committee for any HCC solicitation for goods or services; and
- e. Any employee who participates in the evaluation of goods or services provided by a vendor or contractor.

Absent other legal requirements, all contracts entered into by the College in violation of this policy shall be voided within 30 days of notice of the violation.

I attest that I have answered the questions truthfully and to the best of my knowledge.

**ATTACHMENT NO. 6
CONFLICT OF INTEREST QUESTIONNAIRE
HCC PROJECT NO. RFP 19-49**

CONFLICT OF INTEREST QUESTIONNAIRE	FORM CIQ
For vendor doing business with local governmental entity	
<p>This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.</p> <p>This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).</p> <p>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.</p> <p>A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.</p>	OFFICE USE ONLY
1 Name of vendor who has a business relationship with local governmental entity.	Date Received
2 <input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)	
3 Name of local government officer about whom the information is being disclosed.	
<hr style="width: 50%; margin: auto;"/> Name of Officer	
4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.	
<p>A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p>B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?</p> <p style="text-align: center;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>	
5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.	
6 <input type="checkbox"/> Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).	
7	
<hr style="width: 50%; margin: auto;"/> Signature of vendor doing business with the governmental entity	<hr style="width: 50%; margin: auto;"/> Date

Form provided by Texas Ethics Commission

www.ethics.state.tx.us

Revised 11/30/2015

NOTE: When completing this Questionnaire, please be certain to answer each and every question; indicate "Not Applicable", if appropriate. Please sign and date.

**ATTACHMENT NO. 7
FINANCIAL INTERESTS AND POTENTIAL CONFLICTS OF INTERESTS
HCC PROJECT NO. RFP 19-49**

Texas Local Government Code Chapter 176 requires that vendors desiring to enter into certain contracts with a local governmental entity must disclose the financial and potential conflict of interest information as specified below.

Vendor shall disclose the financial interest and potential conflict of interest information identified in Sections one (1) through three (3) below as a condition of receiving an award or contract. Submit this information along with your bid, proposal, or offer. **This form must be received by HCC Office of Systemwide Compliance before the vendor's bid, proposal, or offer will be considered received or evaluated.** Completed forms must be **NOTARIZED** and delivered to:

This requirement applies to contracts with a value exceeding \$50,000.

Section 1 - Disclosure of Financial Interest in the Vendor

a. If any officers or employees of HCC ("individuals") have one of the following financial interests in the vendor (or its principal) or its subcontractor(s), please show their name and address and check all that apply and (include additional documents if needed):

Name: _____
Address: _____

b. For each individual named above, show the type of ownership/distributable income share:

- Ownership interest of at least 10% (_____)
- Ownership interest of at least \$15,000 or more of the fair market value of vendor (_____)
- Distributive Income Share from Vendor exceeding 10% of individual's gross income (_____)
- Real property interest with fair market value of at least \$2,500 (_____)
- Person related within first degree of affinity to individual has the following ownership or real property interest in Vendor: (_____)
 - 1. Ownership interest of at least 10%
 - 2. Ownership interest of at least \$15,000 or more of the fair market value of vendor
 - 3. Distributive Income Share from Vendor exceeding 10% of the individual's gross income
 - 4. Real property interest with fair market value of at least \$2,500 (_____)
- No individuals have any of the above financial interests (If none go to Section 4) (_____)

c. For each individual named above, show the **dollar value or proportionate share** of the ownership interest in the vendor (or its principal) or its subcontractor (s) as follows:

If the proportionate share of the named individual(s) in the ownership of the vendor (or its principal) or subcontractor of vendor is 10% or less, and if the value of the ownership interest of the named individual(s) is \$15,000 or less of the fair market value of vendor, check here (_____).

If the proportionate share of ownership exceeds 10%, or the value of the ownership interest exceeds \$15,000 of the fair market value of vendor, show either:

the percent of ownership _____ %, or
the value of ownership interest \$ _____ .

Section 2 - Disclosure of Potential Conflicts of Interest

For each of the individuals having the level of financial interest identified in Section 1 above, and for any other HCC individual not identified in Section 1 above check "Yes" or "No" to indicate which, if any, of the following potential conflict of interest relationships apply. If "Yes", please describe (use space under applicable section-attach additional pages as necessary).

a. Employment, currently or in the previous 3 years, including but not limited to contractual employment for services for vendor.

Yes _____ No _____

b. Employment of individual's spouse, father, mother, son, or daughter, including but not limited to contractual employment for services for vendor in the previous 2 years.

Yes _____ No _____

Section 3- Disclosure of Gifts

For each of the individuals having the level of financial interest identified in Section 1 above, and for any other HCC individual not identified in Section 1 above check "Yes" or "No" to indicate which, if any, of the following potential conflict of interest relationships apply. If "Yes", please describe (use space under applicable section-attach additional pages as necessary).

a. Received a gift from vendor (or principal), or subcontractor of vendor, of \$250 or more within the preceding 12 months.

Yes _____ No _____

b. Individual's spouse, father, mother, son, or daughter has received a gift from vendor (or principal), or subcontractor of vendor, of \$250 or more within the preceding 12 months.

Yes _____ No _____

Section 4- Other Contract and Procurement Related Information

Vendor shall disclose the information identified below as a condition of receiving an award or contract.

This requirement is applicable to only those contracts with a value exceeding \$50,000. You must submit this information along with your bid, proposal, or offer.

a. Vendor shall identify whether vendor (or its principal), or its subcontractor(s), has current contracts (including leases) with other government agencies of the State of Texas by checking:

Yes _____ No _____

b. If "yes" is checked, identify each contract by showing agency name and other descriptive information such as purchase order or contract reference number (attach additional pages as necessary).

c. Vendor shall identify whether vendor (or its principal) or its subcontractor(s) has pending contracts (including leases), bids, proposal, or other ongoing procurement relationships with other government agencies of the State of Texas by checking:

Yes _____ No _____

d. If "yes" is checked, identify each such relationship by showing agency name and other descriptive information such as bid or project number (attach additional pages as necessary).

This disclosure is submitted on behalf of:

(Name of Vendor)

Certification. I hereby certify that to the best of my knowledge and belief the information provided by me in this disclosure statement is true and correct. I understand that failure to disclose the information requested may result in my bid, proposal, or offer, being rejected, and/or may result in prosecution for knowingly violating the requirements of **Texas Local Government Code Chapter 176**. I understand that it is my responsibility to comply with the requirements set forth by HCC as it relates to this disclosure. I also understand that I must submit an updated disclosure form within seven (7) days of discovering changes in the significant financial interests of the individuals I identified in Section 1 of this disclosure or if individuals that were not identified, later receive a financial interest in my company or is a subcontractor of my company.

Official authorized to sign on behalf of vendor:

Name (Printed or Typed) _____ Title

Signature _____ Date

"NOTE: BIDDER MUST COMPLETE THE ABOVE "FINANCIAL INTERESTS AND POTENTIAL CONFLICTS OF INTERESTS" FORM. FAILURE TO COMPLETE AND RETURN THIS FORM WITH YOUR OFFER SHALL RESULT IN YOUR OFFER BEING CONSIDERED AS "NON-RESPONSIVE" TO THIS SOLICITATION."

Signed By: _____ Name: _____

Title: _____ State of: _____

Sworn to and subscribed before me at _____
(City) (State)

this _____ day of _____, 2019.

Notary Public of the State of: _____

Exhibit No. 1

Locations and Average Copy/Print Volumes

(Provided as Separate Exhibit No. 1 to RFP)

Exhibit No. 2

Price Sheets

(Provided as Separate Exhibit No. 2 to RFP)

Exhibit 1 - Locations and Average Copy/Print Volumes

Print Volumes														
#	Model	Location	Impr Type	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
1	WC5335PT	Admin	B & W	925	1,012	1,007	578	711	311	303	586	628	569	357
2	MFP3635X1	Admin	B & W	2,444	799	381	756	1,026	575	435	1,141	474	425	1,041
3	MFP3635X1	Admin	B & W	1,512	1,261	1,572	1,694	1,359	1,276	1,474	2,003	1,404	1,467	1,446
4	MFP3635X1	Admin	B & W	473	770	1,248	566	953	898	299	285	545	904	505
5	MFP3635X1	Admin	B & W	1,713	1,866	1,532	1,222	974	893	1,170	1,566	1,636	1,771	1,408
6	MFP3635X1	Admin	B & W	-	56	39	30	51	2,529	873	11	72	24	23
7	MFP3635X1	Admin	B & W	49	6	52	26	27	26	4	-	-	-	3
8	W5845F	Admin	B & W	1,685	1,001	8	963	1,713	1,051	137	1,111	865	1,870	1,245
9	5855APT	Admin	B & W	3,731	6,208	11,412	10,493	8,005	8,948	8,882	8,800	8,150	9,544	7,794
10	W5845F	Admin	B & W	10,265	7,691	10,824	16,568	12,253	12,985	7,563	17,571	16,134	13,325	6,860
11	W5845F	Admin	B & W	4,814	4,587	1,681	3,985	3,501	3,135	1,764	2,646	1,941	2,060	1,181
12	5875APT	Admin	B & W	14,290	9,811	9,676	12,603	10,132	13,571	15,466	14,449	14,232	11,228	12,914
13	W5845F	Admin	B & W	294	616	865	859	478	441	281	421	293	203	671
14	W7225P	Admin	Color	386	541	478	405	575	1,031	548	843	644	676	568
15	W7225P	Admin	B & W	141	204	410	259	369	145	226	189	405	267	274
16	W7225P	Admin	Color	614	409	578	711	963	413	707	810	942	921	514
17	W7835P	Admin	B & W	197	106	168	222	83	22	76	83	108	187	35
18	W7835P	Admin	Color	1,268	869	565	1,047	484	185	499	467	1,080	312	199
19	W7835P	Admin	B & W	1,697	1,664	3,091	2,922	1,600	2,776	2,672	2,155	2,584	2,100	1,555
20	W7835P	Admin	Color	3,202	1,883	1,199	1,391	1,280	1,486	1,764	1,166	1,506	1,237	2,230
21	W7835P	Admin	B & W	2,594	2,579	2,382	2,260	2,066	1,386	2,747	2,506	1,606	1,879	1,457
22	W7835P	Admin	Color	3,444	2,225	2,439	3,018	3,789	2,232	6,410	3,952	1,970	5,060	2,640
23	W7835P	Admin	B & W	2,410	1,500	2,169	3,776	3,229	2,445	2,942	2,556	2,394	2,940	1,969
24	W7835P	Admin	Color	6,603	4,654	4,413	6,664	7,734	8,352	8,223	5,816	9,267	6,782	3,975
25	W7835P	Admin	B & W	1,506	555	1,309	1,500	1,432	746	952	1,021	1,154	1,987	1,465
26	W7835P	Admin	Color	2,058	1,012	1,380	1,684	2,438	1,186	1,417	1,672	1,583	4,003	2,220
27	W7855PT	Admin	B & W	1,318	2,376	2,098	1,174	2,803	5,223	1,298	1,721	2,446	2,341	1,965
28	W7855PT	Admin	Color	2,403	4,805	3,197	3,568	2,877	8,472	3,429	15,019	15,015	9,490	5,607
29	W7855PT	Admin	B & W	1,419	2,781	1,183	2,417	4,102	2,586	2,990	1,276	1,204	605	4,503
30	W7855PT	Admin	Color	3,582	3,308	2,768	4,688	4,833	11,105	9,057	5,206	2,856	7,713	4,221
31	W7120PT	Admin	B & W	426	653	316	514	1,832	768	412	427	590	236	384
32	W7120PT	Admin	Color	1,272	1,041	1,144	1,265	1,077	1,290	1,165	778	1,233	1,839	1,638
33	5755APT	Admin	B & W	19,040	19,121	5,422	8,866	5,303	5,665	14,164	8,571	9,227	8,069	8,585
34	5755APT	Admin	B & W	7,529	8,338	7,658	9,901	6,441	7,678	15,246	11,854	9,981	9,712	8,628
35	5755APT	Admin	B & W	4,170	8,547	2,892	4,755	4,253	7,005	4,440	1,700	5,444	2,980	3,696
36	5755APT	Admin	B & W	7,959	14,188	24,102	36,821	31,912	15,279	26,665	45,446	10,714	30,530	29,827
37	5755APT	Admin	B & W	9,912	8,556	8,640	10,449	8,070	9,676	8,439	6,915	8,119	6,553	5,939
38	5755APT	Admin	B & W	6,923	4,808	4,839	6,319	5,766	4,910	8,707	8,112	5,863	6,947	9,444
39	7535PT	Admin	B & W	3,091	2,691	1,332	2,720	2,435	3,225	2,938	3,920	2,866	3,043	2,464
40	7535PT	Admin	Color	2,535	3,020	1,742	2,931	2,664	3,504	7,589	3,721	2,553	2,778	2,113
41	7535PT	Admin	B & W	1,180	2,093	2,257	2,922	1,388	2,270	2,329	2,462	1,669	3,018	1,707
42	7535PT	Admin	Color	2,357	5,482	5,473	4,345	2,590	3,653	3,788	4,278	2,428	5,547	3,478
43	7535PT	Admin	B & W	3,763	1,892	1,805	3,486	3,841	2,750	3,373	3,509	3,301	2,088	2,000
44	7535PT	Admin	Color	5,168	3,008	3,268	5,045	4,585	3,727	3,985	4,556	4,702	5,934	2,909
45	WC5335PT	Central	B & W	6,934	8,080	8,147	13,035	11,418	4,221	7,662	5,815	22,535	20,081	17,948
46	WC5335PT	Central	B & W	7,030	5,729	5,019	5,125	1,577	1,465	2,919	6,638	20,727	16,379	11,700
47	WC5335PT	Central	B & W	1,033	451	716	1,753	1,180	3,075	3,502	4,203	500	1,923	1,391
48	WC5335PT	Central	B & W	9,274	11,942	7,273	16,038	7,328	7,266	9,450	7,755	7,708	8,636	8,056
49	WC5335PT	Central	B & W	230	366	65	102	191	130	175	154	354	316	270
50	WC5335PT	Central	B & W	1,764	1,848	913	1,227	1,850	1,396	995	2,275	2,337	1,351	1,770
51	WC5335PT	Central	B & W	368	1,133	906	1,098	808	474	1,257	745	1,795	276	1,358
52	WC5335PT	Central	B & W	6,095	4,193	3,042	6,825	5,229	6,749	8,843	12,080	11,584	9,008	7,123
53	WC5335PT	Central	B & W	1,549	1,857	1,115	1,523	1,432	1,464	1,805	1,775	3,175	3,413	1,716
54	WC5335PT	Central	B & W	4,043	4,712	2,617	2,577	1,242	1,093	678	649	2,646	2,343	1,281
55	MFP3635X1	Central	B & W	14	2,285	979	867	408	1,252	272	2,666	2,736	1,146	719
56	MFP3635X1	Central	B & W	627	2,534	1,195	1,758	1,174	116	537	1,059	931	1,515	933
57	MFP3635X1	Central	B & W	3,049	2,753	1,903	3,164	3,864	2,025	4,369	11,040	2,120	2,713	2,044
58	MFP3635X1	Central	B & W	695	1,230	732	2,908	279	22	936	795	2,180	1,513	4,025
59	MFP3635X1	Central	B & W	1,977	574	3,693	2,971	2,041	1,173	1,546	1,789	2,229	1,816	2,381
60	MFP3635X1	Central	B & W	2,444	3,012	2,783	3,804	1,029	681	570	628	3,244	179	5,601
61	MFP3635X1	Central	B & W	1,094	12,082	5,595	8,570	5,961	4,707	3,590	8,561	6,882	6,786	8,536

#	Model	Location	Impr Type	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
62	MFP3635X1	Central	B & W	2,425	1,305	1,243	1,721	1,966	2,110	2,199	4,261	3,338	2,060	2,599
63	MFP3635X1	Central	B & W	2,060	558	4	46	12	13	19	12	14	15	13
64	MFP3635X1	Central	B & W	5,184	882	1,678	2,354	3,585	9,258	7,925	1,518	7,233	3,917	1,653
65	MFP3635X1	Central	B & W	313	634	257	449	76	276	385	-	-	-	-
66	MFP3635X1	Central	B & W	256	198	52	377	398	347	174	199	488	528	160
67	W5845F	Central	B & W	2,328	2,571	1,542	2,743	1,789	1,114	1,957	1,779	2,932	1,564	1,639
68	W5845F	Central	B & W	29,825	29,319	20,636	34,484	20,640	13,373	14,279	12,609	45,784	31,401	31,165
69	W5845F	Central	B & W	16,415	15,355	26,773	24,771	14,266	25,444	21,564	26,764	51,747	37,633	22,338
70	W5845F	Central	B & W	224	43	30	186	107	7	193	1,109	434	918	684
71	W5845F	Central	B & W	17,579	25,413	20,197	26,985	21,726	14,593	13,864	17,115	39,847	23,087	29,105
72	5890APT	Central	B & W	46,959	16,968	12,802	21,161	21,285	9,909	9,170	24,359	29,374	8,191	7,182
73	5890APT	Central	B & W	2,206	1,125	4,472	3,812	3,746	1,913	6,357	3,418	8,194	11,846	14,409
74	W7835P	Central	B & W	890	1,155	730	629	908	716	1,187	1,346	711	1,358	1,481
75	W7835P	Central	Color	3,547	6,582	3,328	5,962	2,552	2,971	4,247	7,296	5,203	5,048	4,283
76	W7835P	Central	B & W	1,183	1,023	1,126	1,447	2,464	541	1,018	880	1,611	1,896	1,745
77	W7835P	Central	Color	1,777	2,121	708	2,003	1,197	587	717	925	700	2,380	593
78	W7835P	Central	B & W	34	51	64	269	141	162	184	151	108	95	82
79	W7835P	Central	Color	290	251	323	519	544	489	887	548	714	393	342
80	W7835P	Central	B & W	6,169	5,555	5,699	9,372	5,971	3,005	5,052	2,243	10,648	12,216	9,931
81	W7835P	Central	Color	9,998	12,901	11,996	12,996	6,721	3,963	8,083	9,624	12,873	9,884	9,473
82	W7835P	Central	B & W	1,237	779	854	813	1,121	1,064	810	3,091	2,824	1,244	1,690
83	W7835P	Central	Color	1,222	2,078	1,362	1,957	2,210	1,293	3,288	2,626	2,597	4,496	3,826
84	W7120PT	Central	B & W	2,185	1,398	2,542	2,170	1,688	1,631	1,414	969	2,242	1,982	1,165
85	W7120PT	Central	Color	1,402	1,394	1,270	980	1,182	1,581	946	1,115	2,662	1,817	1,025
86	W7120PT	Central	B & W	326	358	500	847	323	553	168	563	669	879	442
87	W7120PT	Central	Color	497	548	435	1,715	1,178	1,082	777	794	767	2,084	325
88	W7120PT	Central	B & W	1,211	1,336	931	1,528	731	443	515	534	1,482	771	574
89	W7120PT	Central	Color	494	334	465	968	663	467	250	228	545	1,339	637
90	5755APT	Central	B & W	20,533	19,947	16,234	17,256	9,299	5,785	2,681	8,140	30,199	22,419	16,161
91	5755APT	Central	B & W	7,306	4,925	4,042	3,324	1,132	1,339	939	2,357	11,779	7,808	5,237
92	5755APT	Central	B & W	15,053	20,121	13,941	21,115	17,413	10,480	7,885	13,854	45,788	43,240	28,134
93	5755APT	Central	B & W	5,239	5,828	3,434	3,448	3,888	2,988	2,214	1,980	8,216	3,826	2,992
94	5755APT	Central	B & W	11,796	11,332	8,926	10,307	7,754	10,740	9,416	6,485	14,050	10,226	7,741
95	5755APT	Central	B & W	4,964	2,341	4,429	3,345	3,946	3,522	3,362	7,629	5,473	2,782	1,327
96	5755APT	Central	B & W	3,350	5,410	6,281	8,077	5,678	2,015	3,063	1,590	7,300	8,007	7,650
97	5755APT	Central	B & W	19,191	28,090	24,754	29,007	29,128	27,782	29,589	19,266	35,834	31,937	26,926
98	5755APT	Central	B & W	177	246	666	608	49	188	146	91	471	124	75
99	5755APT	Central	B & W	7,159	6,648	4,186	4,578	2,652	3,303	2,698	1,799	6,347	4,357	3,824
100	5755APT	Central	B & W	12,544	8,940	8,307	8,954	6,187	4,018	3,545	9,421	12,784	11,104	11,410
101	7535PT	Central	B & W	4,583	3,667	1,020	1,440	1,452	1,763	2,557	1,873	4,379	2,766	1,295
102	7535PT	Central	Color	2,837	2,085	1,934	2,155	1,858	1,207	1,720	3,889	3,937	2,315	2,000
103	W5845F	Coleman	B & W	81	14,147	8,154	12,379	12,513	14,853	17,859	10,874	23,445	23,158	12,927
104	5755APT	Coleman	B & W	24,372	14,215	17,956	13,093	10,486	20,580	21,048	9,997	36,171	23,652	15,228
105	5755APT	Coleman	B & W	17,476	11,178	7,294	13,815	6,411	8,494	4,621	6,466	13,301	8,782	9,475
106	5755APT	Coleman	B & W	18,663	13,799	14,376	11,591	11,363	17,255	12,249	8,989	17,284	18,133	9,758
107	5755APT	Coleman	B & W	31,587	24,538	15,628	26,232	7,934	26,526	17,026	17,720	10,763	25,869	19,771
108	WC5335PT	Continued Education	B & W	2,217	2,230	2,225	3,717	1,314	1,799	2,127	2,564	2,547	3,318	2,166
109	W7855PT	Continued Education	B & W	3,005	2,753	1,983	3,948	2,306	3,174	3,282	51,614	4,459	-	7,306
110	W7855PT	Continued Education	Color	842	642	556	824	717	605	1,047	1,177	1,584	1,991	2,213
111	5755APT	Continued Education	B & W	86,778	66,537	50,162	39,400	29,556	10,643	31,213	57,216	69,963	31,272	38,305
112	5955APTD	Northeast	B & W	19,675	10,003	16,850	14,605	16,006	16,053	19,615	22,376	15,187	21,180	27,067
113	5955APT	Northeast	B & W	1,320	2,210	1,815	1,306	434	186	631	1,602	3,461	3,851	3,579
114	5955APT	Northeast	B & W	6,463	7,298	6,358	6,872	6,048	3,908	3,123	1,084	9,623	10,891	7,610
115	WC5335PT	Northeast	B & W	6,246	6,805	7,619	11,257	8,221	5,213	4,409	5,217	17,464	11,475	9,527
116	WC5335PT	Northeast	B & W	668	602	357	58	52	2,943	22	158	154	300	514
117	WC5335PT	Northeast	B & W	507	262	484	261	164	419	973	952	1,225	1,405	508
118	MFP3635X1	Northeast	B & W	1,482	985	2,107	1,606	3,020	1,926	2,404	1,153	-	7,999	1,590
119	MFP3635X1	Northeast	B & W	1,940	1,479	662	1,357	1,112	929	886	2,423	788	1,172	1,240
120	MFP3635X1	Northeast	B & W	841	1,237	320	621	786	937	537	1,322	1,168	1,144	490
121	MFP3635X1	Northeast	B & W	1,501	773	2,787	1,930	894	2,450	1,027	4,263	1,869	877	3,188
122	MFP3635X1	Northeast	B & W	831	563	423	339	834	338	498	571	599	565	333
123	MFP3635X1	Northeast	B & W	1,631	688	509	1,759	817	972	1,941	2,592	1,735	2,149	1,063
124	MFP3635X1	Northeast	B & W	2,009	1,431	2,337	1,542	1,152	830	1,439	1,442	1,610	1,216	1,936

#	Model	Location	Impr Type	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
125	MFP3635X1	Northeast	B & W	1,115	1,147	1,174	663	635	848	511	912	440	889	729
126	W5845F	Northeast	B & W	9,561	12,320	15,104	27,630	16,613	13,301	21,787	16,052	18,636	25,182	18,672
127	W5845F	Northeast	B & W	3,163	1,730	1,996	3,569	1,942	2,370	2,952	7,027	4,051	2,742	3,135
128	W5845F	Northeast	B & W	603	703	1,199	2,055	747	1,146	2,585	4,044	1,113	3,527	1,944
129	W5845F	Northeast	B & W	3,955	3,280	2,729	2,534	2,538	2,906	2,931	5,602	3,494	2,257	1,389
130	W5845F	Northeast	B & W	13,491	13,201	23,985	25,194	20,417	8,845	10,498	5,870	19,535	20,061	24,676
131	5855APT	Northeast	B & W	5,971	10,922	3,379	6,012	3,354	3,725	5,665	5,679	4,555	5,326	5,586
132	5855APT	Northeast	B & W	3,088	3,358	2,061	3,471	3,022	2,829	3,617	5,704	4,985	3,109	1,501
133	5855APT	Northeast	B & W	136	42	81	183	240	138	272	413	169	86	170
134	5855APT	Northeast	B & W	1,117	5,945	3,288	5,297	50	1,311	595	2,645	753	979	212
135	5855APT	Northeast	B & W	1,641	737	2,491	3,373	391	3,172	937	2,147	2,767	3,846	1,500
136	5890APT	Northeast	B & W	29,583	28,368	25,285	44,570	30,995	18,577	20,946	14,529	55,623	40,933	42,824
137	5890APT	Northeast	B & W	19,890	29,302	25,322	35,901	34,274	17,738	17,124	16,121	49,466	42,171	21,117
138	5890APT	Northeast	B & W	12,468	11,501	1,665	17,502	4,272	9,191	2,425	3,809	10,365	23,997	10,652
139	W7835P	Northeast	B & W	636	990	686	538	659	453	594	370	310	438	181
140	W7835P	Northeast	Color	589	1,425	856	849	1,140	1,001	1,705	1,524	1,286	1,420	913
141	W7835P	Northeast	B & W	696	528	312	128	485	599	827	2,377	195	167	32
142	W7835P	Northeast	Color	261	552	245	541	2,376	671	576	181	521	298	163
143	W7120PT	Northeast	B & W	1,312	332	281	656	500	525	522	471	245	468	506
144	W7120PT	Northeast	Color	803	198	893	540	650	1,066	681	1,055	779	1,490	404
145	5755APT	Northeast	B & W	7,155	5,134	6,527	9,335	4,872	7,568	5,535	16,625	6,233	5,894	6,316
146	5755APT	Northeast	B & W	12,889	12,849	16,762	17,743	10,274	15,120	15,167	10,640	17,360	19,664	15,236
147	5755APT	Northeast	B & W	10,439	11,485	11,596	15,603	9,831	1,097	4,934	3,503	12,833	10,659	10,258
148	5755APT	Northeast	B & W	13,254	7,977	8,696	12,388	8,061	10,241	14,728	11,079	14,101	10,278	11,643
149	WC5335PT	Northwest	B & W	262	1,169	280	186	401	148	229	84	870	166	188
150	MFP3635X1	Northwest	B & W	3,792	3,852	988	8,262	4,094	3,985	4,212	4,476	4,406	3,834	4,099
151	MFP3635X1	Northwest	B & W	1,775	873	365	636	671	671	589	1,643	821	528	771
152	MFP3635X1	Northwest	B & W	1,081	640	349	833	803	698	692	1,415	869	727	607
153	MFP3635X1	Northwest	B & W	2,272	2,511	1,630	3,553	2,894	1,763	1,654	2,022	3,457	4,157	2,007
154	MFP3635X1	Northwest	B & W	5,147	7,046	1,110	2,979	660	6,858	1,261	-	-	-	-
155	W5845F	Northwest	B & W	4,149	3,249	1,741	2,334	2,291	2,599	2,155	2,199	5,438	4,870	3,130
156	W5845F	Northwest	B & W	4,902	4,879	5,902	7,432	4,898	3,106	4,091	3,248	6,062	5,700	4,997
157	W5845F	Northwest	B & W	2,414	4,764	4,769	7,178	4,429	2,368	3,620	2,196	5,178	7,400	5,731
158	W5845F	Northwest	B & W	9,312	14,243	13,014	20,483	15,265	7,404	8,740	6,441	19,922	22,316	22,564
159	W5845F	Northwest	B & W	1,791	2,120	1,427	3,796	2,618	1,159	1,926	1,835	1,615	1,779	1,642
160	W5845F	Northwest	B & W	12,763	13,600	9,270	16,149	12,490	9,127	11,597	8,090	17,809	16,920	13,372
161	W5845F	Northwest	B & W	974	1,856	3,022	4,761	4,502	2,201	1,904	909	2,862	3,787	2,754
162	W5845F	Northwest	B & W	2,523	2,716	1,761	1,427	969	1,027	614	1,263	2,262	4,040	1,508
163	W5845F	Northwest	B & W	4,631	4,945	3,515	5,948	3,661	1,766	1,387	1,755	4,667	4,850	3,949
164	W5845F	Northwest	B & W	3,822	8,988	11,819	18,394	10,643	5,456	8,993	7,439	12,301	15,046	10,141
165	W5845F	Northwest	B & W	4,726	5,126	2,786	6,388	2,216	3,670	3,994	2,887	4,616	5,506	4,287
166	W5845F	Northwest	B & W	19,959	28,698	23,889	35,187	19,025	12,155	23,822	16,846	33,476	34,711	23,383
167	W5845F	Northwest	B & W	17,756	12,207	15,150	24,365	14,705	8,051	9,877	10,839	26,280	19,952	12,820
168	W5890F	Northwest	B & W	47,395	72,511	68,076	89,443	54,520	52,975	62,467	48,001	124,155	95,525	76,565
169	W5890F	Northwest	B & W	35,571	36,812	41,358	58,288	33,336	20,292	26,816	17,817	33,096	37,041	27,664
170	W5845F	Northwest	B & W	8,555	6,016	5,058	3,941	4,128	8,505	5,564	3,920	10,435	6,940	6,768
171	W7120PT	Northwest	B & W	698	641	212	655	1,075	713	603	797	448	179	154
172	W7120PT	Northwest	Color	733	49	4	10	400	115	198	763	491	378	336
173	5755APT	Northwest	B & W	29,820	40,666	30,207	52,182	33,529	25,502	31,562	27,920	75,303	50,012	44,120
174	5755APT	Northwest	B & W	5,511	7,976	2,964	7,360	5,603	6,712	10,933	10,394	6,306	4,246	6,299
175	5755APT	Northwest	B & W	65,252	52,909	45,046	70,032	49,719	21,718	20,550	24,617	52,942	64,714	46,764
176	5755APT	Northwest	B & W	31,723	28,934	34,220	35,858	36,165	15,715	24,241	22,875	75,644	55,517	41,355
177	5755APT	Northwest	B & W	49,430	41,392	32,340	44,188	43,792	21,428	35,393	43,268	86,523	83,554	51,304
178	5755APT	Northwest	B & W	30,322	52,778	49,428	93,124	55,440	37,378	67,139	51,595	97,310	65,293	74,449
179	B8090H	Southeast	B & W	10,087	10,666	12,290	16,661	13,305	18,401	15,335	14,326	37,790	41,539	31,378
180	B8090H	Southeast	B & W	2,058	1,649	1,123	2,089	2,862	1,961	2,209	3,598	2,059	1,741	1,360
181	C405DN	Southeast	B & W	388	271	271	519	368	906	658	243	73	539	624
182	C405DN	Southeast	Color	321	456	318	227	800	1,843	389	247	257	658	798
183	WC5335PT	Southeast	B & W	3,966	6,609	2,574	4,923	937	1,019	1,036	3,888	4,386	7,184	4,679
184	WC5335PT	Southeast	B & W	217	197	302	558	346	582	288	295	457	148	861
185	WC5335PT	Southeast	B & W	15,464	6,251	4,247	12,770	8,240	6,112	11,754	6,237	15,557	16,906	7,792
186	MFP3635X1	Southeast	B & W	859	500	746	458	289	1,403	942	754	-	1,487	295
187	MFP3635X1	Southeast	B & W	1,129	638	388	737	1,113	999	1,014	731	2,259	389	525

#	Model	Location	Impr Type	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18
188	MFP3635X1	Southeast	B & W	288	324	94	336	-	93	141	276	232	162	71
189	MFP3635X1	Southeast	B & W	609	183	51	103	110	178	113	146	93	153	16
190	WC3655X	Southeast	B & W	36	1,353	149	8	4	-	187	2,999	62	-	-
191	WC3655X	Southeast	B & W	3,350	1,120	724	1,681	321	634	339	580	1,130	1,549	1,021
192	WC3655X	Southeast	B & W	1,386	152	427	271	1,421	525	589	417	1,498	1,719	1,047
193	5755APT	Southeast	B & W	422	241	297	1,609	1,046	156	1,765	391	4,091	291	202
194	5755APT	Southeast	B & W	1,657	1,616	4,316	1,987	2,626	3,616	478	1,728	5,457	7,723	4,660
195	5755APT	Southeast	B & W	43,807	49,174	51,058	60,563	46,747	18,390	24,900	23,416	65,220	67,731	68,101
196	5755APT	Southeast	B & W	2,224	1,828	1,031	1,166	2,808	2,366	2,299	5,364	2,029	1,837	1,063
197	5755APT	Southeast	B & W	21,438	25,818	23,234	37,725	21,852	21,426	16,781	19,167	39,731	55,531	27,361
198	5755APT	Southeast	B & W	15,933	20,618	1,243	18,802	15,687	5,015	7,741	4,598	14,819	17,026	6,288
199	5755APT	Southeast	B & W	4,201	5,353	1,853	5,830	4,692	2,916	4,047	5,653	3,126	5,242	1,457
200	5755APT	Southeast	B & W	12,391	16,703	16,822	33,390	21,148	4,702	13,926	7,368	24,823	17,194	14,887
201	WC5335PT	Southwest	B & W	299	554	488	223	743	253	207	825	121	197	130
202	WC5335PT	Southwest	B & W	2,002	1,632	490	2,051	829	499	3,438	3,875	658	1,440	695
203	WC5335PT	Southwest	B & W	869	231	16	101	30	8	-	402	2,053	317	434
204	MFP3635X1	Southwest	B & W	1,172	763	855	1,126	1,386	1,043	1,143	2,024	689	968	1,190
205	W5845F	Southwest	B & W	8,324	17,118	13,383	9,014	3,379	5,871	4,930	7,360	2,670	9,581	6,402
206	W5845F	Southwest	B & W	4,638	10,436	3,462	5,986	2,664	3,304	3,973	3,069	3,250	4,406	3,373
207	W5845F	Southwest	B & W	7,088	5,414	4,203	7,536	6,897	2,933	6,880	2,584	8,012	8,713	6,138
208	W5845F	Southwest	B & W	2,125	2,879	5,035	6,448	3,042	1,385	3,386	2,748	4,025	5,450	1,914
209	W5845F	Southwest	B & W	19,528	19,812	18,041	20,626	25,577	9,615	9,575	11,151	54,453	51,967	38,987
210	W5845F	Southwest	B & W	40,072	52,254	33,980	61,071	57,273	39,474	43,411	20,590	65,727	53,516	54,563
211	W5845F	Southwest	B & W	6,871	4,183	3,670	7,051	6,671	5,234	7,527	16,475	11,755	4,361	4,180
212	W5845F	Southwest	B & W	29,111	28,903	32,934	41,906	23,847	18,757	25,912	34,117	62,983	58,162	48,130
213	W7835P	Southwest	B & W	7,756	3,989	3,021	6,653	6,103	4,025	5,129	5,322	6,918	6,235	7,881
214	W7835P	Southwest	Color	2,368	1,765	1,280	2,286	1,203	1,251	3,413	3,864	5,779	4,616	3,693
215	W7855PT	Southwest	B & W	175	96	460	582	844	367	129	22,639	2,807	-	438
216	W7855PT	Southwest	Color	334	606	1,754	605	610	623	601	1,790	2,673	667	400
217	W7855PT	Southwest	B & W	329	2,660	590	2,145	515	341	67	337	243	835	980
218	W7855PT	Southwest	Color	1,327	2,091	1,315	2,627	913	2,624	522	1,560	1,551	2,226	2,511
219	5755APT	Southwest	B & W	15,786	20,988	28,713	34,749	27,661	16,865	21,728	20,344	71,942	48,727	47,204
220	5755APT	Southwest	B & W	17,674	16,475	17,282	16,765	17,840	13,283	20,577	19,741	26,477	26,107	20,313
221	5755APT	Southwest	B & W	13,642	17,103	17,908	27,341	18,239	4,935	6,565	6,291	29,984	31,240	25,826
222	5755APT	Southwest	B & W	18,304	1,812	6,551	17,595	9,630	27,076	25,279	20,183	13,072	38,533	12,459
223	5755APT	Southwest	B & W	48,520	41,440	41,286	46,729	41,669	24,781	23,599	16,532	61,476	64,022	55,006